

Deployment Instructions - 11.2.3a - Licensed

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Overview

This article provides deployment instructions to upgrade on-premise environments from 11.2.3 to 11.2.3a. This includes files that are updated in the patch and deployment instructions. Adobe Connect 11.2.3a is distributed as a patch that is a mandatory patch over 11.2.3 upgraded systems

Target Systems

Updated services:

Host Type	Service/App	Updated	Stopped	Restarted
License	CPS/HM	✗	✗	✗
AEM Author	Author	✗	✗	✗
AEM Publisher	Publisher	✗	✗	✗
Connect App	CPS	✓	✓	✓
Connect App	Adobe Media Server	✗	✗	✗
Connect App	Adobe Media Administration Server	✗	✗	✗
Connect App	Telephony Service	✗	✗	✗
Connect App (TS)	Arkadin TA	✗	✗	✗
Connect App (TS)	Conference America	✗	✗	✗
Connect App (TS)	Intercall TA	✗	✗	✗
Connect App (TS)	MeetingOne TA	✗	✗	✗
Connect App (TS)	Premiere TA	✗	✗	✗
DB	DB	✗	✗	✗
Download	Connect Addin (Win)	✗	✗	n/a
Download	Connect Addin (Mac)	✗	✗	n/a
AMG	FMG	✗	✗	✗
ACTS	ACTS	✗	✗	✗

Target version:11.2.3

These instructions are for Licensed servers running 11.2.3. Please ensure the environment is appropriate for this upgrade.

1. Bill of Materials

- update_11.2.3_11.2.3a_licensed_signed.exe
- update.sql
- rollback.sql

2. Deploy Adobe Connect 11.2.3a Patch

To deploy Adobe Connect 11.2.3a as a patch on the latest Adobe Connect instance, follow these steps:

1. Stop Adobe Connect services on all CPS servers.

2. Create the following backup:

- Backup appserv folder on all CPS server. e.g. (c:\Connect\11.2.0\appserv)
- Backup comserv folder on all CPS server. e.g. (c:\Connect\11.2.0\comserv)

3. Copy the patch file **update_11.2.3_11.2.3a_licensed_signed.exe** to the server on which Adobe Connect service is deployed.

4. Run the patch file (log on with administrator privileges) **update_11.2.3_11.2.3a_licensed_signed.exe** on each of the CPS servers. Provide the Adobe Connect Installation root directory when prompted, for example: (e:\Connect\11.2.0). A success message is displayed when finished.

5. Update Analytics API version to 1.4 from 1.3 in case you have Event analytics reporting configs added in custom.ini. Version should be updated for both SITECATALYST Endpoints NA and EMEA or any other endpoints in use . Search and update 1.3 to 1.4. for e.g.

SITECATALYST_ENDPOINT_NA=<https://api.omniture.com/admin/1.4/rest/>

SITECATALYST_ENDPOINT_EMEA=<https://api3.omniture.com/admin/1.4/rest/>

6. Execute update.sql script to update analytics endpoint in PPS_OMNITURE_ACCOUNTS table in database. After running script, API version will be updated for all endpoints added in PPS_OMNITURE_ACCOUNTS

5. Start the Adobe Connect services. Verify if the changes are reflected in the version.txt file at <http://example.com/version.txt>. Replace example.com with your domain.

6. To verify the installation, follow the steps at [Verify your Adobe Connect installation](#).

Rollback

Adobe connect Service

1. Stop these services on AC servers: ams, amsadmin, connectpro, cptelephonyservice.
2. Ensure all services have stopped and no zombie processes are running.
3. Restore backed up folders and database using the backup created from Step 2 in the **Deploy the Adobe Connect 11.2.3 patch** section.
4. Execute Rollback.sql present in the patch to revert to 1.3 analytics version.
5. Start Services.
6. On AC servers, start these services: ams, amsadmin, connectpro, cptelephonyservice.
7. Ensure all services have started.