

Deployment Instructions – Adobe Connect 9.0.4c

Description







































Maintenance Release 9.0.4c is to address critical issues with the product regarding stability and performance. All bugs resolved address escalations reported by customers.

The release also addresses enhancements in Adobe Connect Server.

Target Systems

This patch is intended for all licensed clusters running Adobe Connect version 9.0.4a. Please ensure the environment is appropriate for this patch.

Updated Services:

Host Type	Service/App	Updated	Stopped	Restarted
Connect App	CPS			
Connect App	FMS			
Connect App	Flash Administration			
Connect App	Telephony Svc			
Connect App (TS)	Arkadin TA			
Connect App (TS)	Intercall TA			
Connect App (TS)	MeetingOne TA			
Connect App (TS)	Premiere TA			
Connect App (TS)	Premiere EMEA TA			
CQ Author	Author			
CQ Publisher	Publisher			
DB	DB			
Download	Connect Addin (Win)			n/a

Download	Connect Addin (Mac)			n/a
FMG	FMG			

Tracking references

The following bug(s) have been addressed in this patch: All bugs from 9.0.4b, plus the following.

Bug #	Title
3578936	Large Seminar becomes unresponsive when large number of users exit

Bill of Materials

Files Included

cps_9.0.4c.exe

Components

Adobe Connect Server

Version.txt will be appended with the following component after execution of 9.0.4c patch:

patch=cps_9.0.4c

Configuration changes

None

Files Affected by this Patch

- comserv/apps/meetingas3app/shell/breezeLive/corePods/Poll.ase
- appserv/common/meetingAS3/shell/meeting.swf
- appserv/common/meetingAS3/shell/meeting_sgn.swf
- appserv/common/meetingAS3/shell/shell.swf
- appserv/common/meetingAS3/shell/shell_sgn.swf

Deployment steps

1. Stop the Adobe Connect Services using Service Panel

2. Back up all of the files listed in the “Files Affected by this Patch” section
3. Install Patch for ACS
 - a. Copy the patch file cps_9.0.4c.exe to the server running Adobe Connect Server service.
 - b. Double-click cps_9.0.4c.exe file to start
 - c. Confirm the location / root directory where Adobe Connect is installed
 - d. Click Next
4. Start the Adobe Connect Services
5. Repeat above steps for each server in the cluster
6. Verify version.txt changes (use http://domain_name/version.txt)

Rollback Steps

NOTE: In order to rollback a backup of the files listed in the “Files Affected by this Patch” section must have been created.

1. Stop the Adobe Connect Services
2. Restore the backed-up files.
3. Restart the Adobe Connect Services