Deployment Instructions – Adobe Connect 9.0.4d

Description

Maintenance Release 9.0.4d 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 9.0.4c. 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:

Bug #	Title
3605599	Room loads with black grey screen

Bill of Materials

Files Included

acs_9.0.4d.exe

Components

Adobe Connect Server

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

`patch=cps_9.0.4d`

Configuration changes

None

Files Affected by this Patch

- comserv/apps/meetingas3app/shell/breezeLive/corePods/Poll.ase

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_9.0.4d.exe to the server running Adobe Connect Server service.
    b. Double-click cps_9.0.4d.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