Deployment Instructions – Adobe Connect 9.6.2

Description

Maintenance Release 9.6.2 is to address critical issues with the product regarding stability and performance and also to upgrade cluster so that all clusters are running at the 9.6.2 version. All bugs resolved address escalations reported by customers.

The release also addresses enhancements in Adobe Connect Server and JRE upgrade to resolve security issues.

Target Systems

This patch is intended for all licensed clusters running connect version 9.6.1. Please ensure the environment is appropriate for this patch.

Updated Services:

Host Type	Service/App	Updated	Stopped	Restarted
License	ACS/HM	✓	✓	✓
CQ Author	Author	✓	✓	✓
CQ Publisher	Publisher	✓	✓	✓
Connect App	AdobeConnectServer	✓	✓	✓
Connect App	Adobe Media Server	✓	✓	✓
Connect App	Adobe Media Administration Server	✓	✓	✓
Connect App	Telephony Service	✗	✓	✓
Connect App (TS)	Arkadin TA	✓	✓	✓
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
FMG	FMG	✗	✗	✗

Tracking references

For a list of bugs fixed in this release, please see the Release Notes page:
https://helpx.adobe.com/adobe-connect/release-note/adobe-connect-9-6-2-release-notes.html

Bill of Materials

Files Included

ConnectEventApp.jar
telephony_9.6.1_9.6.2_signed.exe
update_9.6.1_9.6.2_licensed_signed.exe
update_9_6_2_0.sql
update_jre_tomcat_signed.exe

Components

Adobe Connect Server

Version.txt will be appended with the following components after execution of 9.6.2 patch.

```
cps=9.6.2.3.20170607.1353408

patch=CPS_9.6.2_9.6.1.18_9.6.2.3
```

JRE

```
jre64=1.8.0_131
```

Tomcat

```
tomcat=8.0.36
tomcat64=8.0.43
```

Telephony

```
patch=telephony_9.6.1_9.6.2
```

AMS

```
N/A
```

Modified Files

Changed ACS Files

appserv/*

jre/*

telephonyservice/*

Deployment steps

1. **Copy patch files to Connect server(s).**
2. **Backup Database**
3. **Stop Adobe Connect Services (Not CQ services)**
   6.2 Stop all Adobe Connect Services using Service Panel
   IMPORTANT: Ensure that all Connect services have stopped completely and that the java.exe process is no longer running in the task list before proceeding.

4. **Make backups of the following files/folders**

   - <CONNECT_INSTALLATION_DIRECTORY>\appserv
   - <CONNECT_INSTALLATION_DIRECTORY>\comserv
   - <CONNECT_INSTALLATION_DIRECTORY>\jre
   - <CONNECT_INSTALLATION_DIRECTORY>\TelephonyService
   - <CONNECT_INSTALLATION_DIRECTORY>\tomcat
   - <CONNECT_INSTALLATION_DIRECTORY>\comserv\win32\conf_defaultRoot_\Adaptor.xml
   - <CONNECT_INSTALLATION_DIRECTORY>\comserv\win32\conf\originhost_defaultVHost_\Application.xml

5. **Backup CQ**

   - Copy the whole CQ folder of CQ author (<cq-installation-dir>\CQ-Author\crx-quickstart)
   - Copy the whole CQ folder of CQ publish (<cq-installation-dir>\CQ-Publish\crx-quickstart)

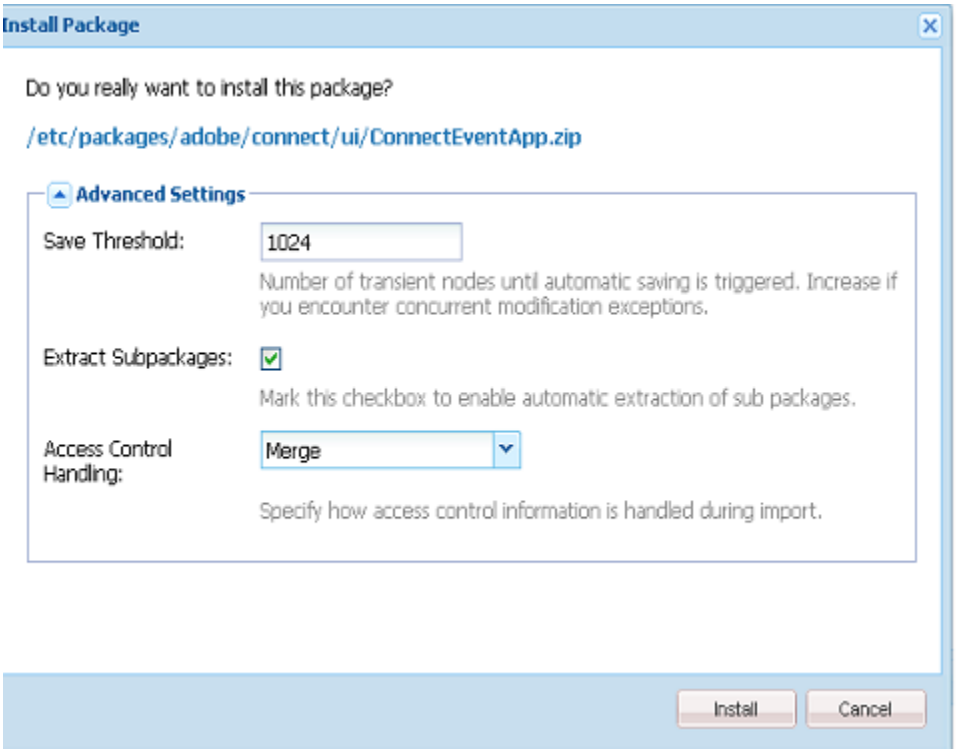
6. **Deployment Steps**

   - If you **do not have the Events license** and no CQ servers **you can skip this section**.
   - If you **have the events license** and a clustered CQ install (**multiple author servers**):
     - **Determine the CQ hosts' Author master/slave status.**
       1.2.1 Open http://<cqHost>:4502/libs/granite/cluster/content/admin.html
       1.2.2 Note which host says (me).
       1.2.3 Start the following steps with the host which has the master author instance.
     - To ensure that Master instances will retain its status as a "Master", upgrade hosts that are running as a Master first.

6.1 Deploy CQ upgrade

- **Note**: Before performing any operation(upload/install/update) on CQ server Login as Administrator on the server.
- 1.3.1. Open the CQ master author package manager **(http://<cq-authmaster>:port/crx/packmgr/index.jsp)** and delete the old "ConnectEventApp.zip".
- Upload the new "ConnectEventApp.jar".
- Install the new package and while installing select the "Merge" values for Access Control Handling and click on Install. **Please refer to following screenshot.**

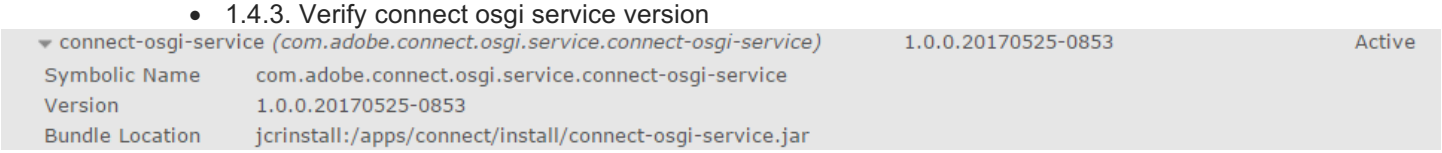
- **NOTE:** In case of update package on master author instances, only CQ master author instance should be updated and author slave will be automatically update



- **Repeat the above steps** for the **CQ publish** instances (make sure you are logged in as administrator and CQ publish URL for package manager is http://<cqpublish>:port/crx/packmgr/index.jsp).
  - Stop the CQ publish instances service.
  - Stop the CQ slave author service.
  - Stop the CQ master author service.
  - Start the CQ master author service.
  - Start the CQ slave author service.
  - Start the service of CQ publish instances.

6.2 Verify CQ package update

- Log in to CQ Author and Publisher instances
- 1.4.2. Navigate to <cq author server>:4502/system/console/bundles and <cq publisher server>:4503/system/console/bundles
- 1.4.3. Verify connect osgi service version



7. Upgrade Adobe Connect

- **Ensure Connect services are stopped**
  - On Adobe Connect servers, check the following services: ams, amsadmin, connectpro, cptelephonyservice
    - Execute the patch files (run as administrator) on each Connect server.
    - update_9.6.1_9.6.2_licensed_signed.exe - Provide the Connect Installation root directory when prompted (e.g. e:\Connect\9.6.1)

        - telephony_9.6.1_9.6.2_signed.exe - provide the Telephony service directory when prompted (e.g. e:\Connect\9.6.1\TelephonyService)
        - update_jre_tomcat_signed.exe
        - **The patch file execution should show success prompt on completion**
    - **Update /Connect/9.6.1/Custom.ini by adding the following entries at the end of the file:**
        - SCREENSHARE_FALLBACK_TO_VP6 =true
        - CAMERA_FALLBACK_TO_VP6=true

8. **Update Database**:

    - Execute **update_9_6_2_0.sql** file on the **Adobe Connect database**

9. **If any config files require customization (custom.ini, server,ini, etc), change them manually, else ignore and move forward**

    - **Start All Services**
    - On Connect servers, start the following services: ams, amsadmin, connectpro, cptelephonyservice
    - Ensure all services are started.

10. **Rollback**
    - **CQ Rollback**
        - Stop CQ instances (Author/Publisher/Both)
        - Restore CQ Author and Publisher using "CQ Backup" step
        - Restart CQ instances (Author/Publisher/Both)
    - **Adobe Connect Rollback**
        - Stop the services
          - On Connect servers, stop the following services: ams, amsadmin, connectpro, cptelephonyservice
        - Ensure all services are stopped
        - Restore backed up folders from Step 4.
        - Start Services
        - On AC servers, start the following services: ams, amsadmin, connectpro, cptelephonyservice
        - Ensure all services are started