# Deployment Instructions - 9.6.2a - Licensed

# Overview

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

**Target systems**

# 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 | ✗ | ✗ | ✗ |

| Host Type | Service/App | Updated | Stopped | Restarted |
|---|---|---|---|---|
| DB | DB | ✗ | ✗ | ✗ |
| Download | Connect Addin (Win) | ✗ | ✗ | n/a |
| Download | Connect Addin (Mac) | ✗ | ✗ | n/a |
| FMG | FMG | ✗ | ✗ | ✗ |

## Target version: 9.6.2

These instructions are for licensed servers running 9.6.2. Please ensure the environment is appropriate for this upgrade.

## 1. Bill of Materials

**Files Affected by this patch from the /$CONNECT_HOME folder**

### Adobe Connect Service

```
appserv\common\meetingAS3\shell\meeting.swf
appserv\common\meetingAS3\shell\meeting_sgn.swf
appserv\web\WEB-INF\lib\breeze.jar
appserv\win32\builder\RecordingAnalyser.exe
```

## 2. Backup Steps

**(a) Copy Patch files on the server.**

**(b) Backup folders**

Take backup of following files on the Adobe Connect Server(s):

<CONNECT_INSTALLATION_DIRECTORY>\appserv\common\version.txt

<CONNECT_INSTALLATION_DIRECTORY>\appserv\common\meetingAS3\shell\meeting.swf

<CONNECT_INSTALLATION_DIRECTORY>\appserv\common\meetingAS3\shell\meeting_sgn.swf

<CONNECT_INSTALLATION_DIRECTORY>\appserv\web\WEB-INF\lib\breeze.jar

<CONNECT_INSTALLATION_DIRECTORY>\appserv\win32\builder\RecordingAnalyser.exe

## 3. Deployment Steps

### 1. ACS update

a) Execute the patch file on each of the Adobe Connect servers (Right Click and choose: **run as administrator)**: update_9.6.2_9.6.2a.exe
b) Restart Connect Service

**NOTE: There is slim chance that RecordingAnalyzer.exe can become locked, when trying to apply patch. In that case reapply the patch again after it times out.**

## 4. Rollback

a) Restore backed up files from Step 2.b

**NOTE: There is slim chance that RecordingAnalyzer.exe can become locked, when trying to restore from backup. In that case restore files after it times out.**