Deployment Instructions – 9.7 - Licensed

Overview

Maintenance Release 9.7 is to address critical issues with the product regarding stability and performance and also to upgrade cluster so that all servers are running the 9.7 version. All bugs resolved address escalations reported by customers.

Note: For this patch to be installed, it is mandatory that 9.6.2 patch is already present on the server(s).

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	❌	✅	✅

Host Type	Service/App	Updated	Stopped	Restarted
Connect App (TS)	Premiere TA	✗	✓	✓
DB	DB	✓	✗	✗
Download	Connect Addin (Win)	✓	✗	n/a
Download	Connect Addin (Mac)	✓	✗	n/a
FMG	FMG	✗	✗	✗

Target version: 9.7

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

Bill of Materials

Patch Files:

- ConnectEventApp.jar
- telephony_9.6.2_9.7.0_signed.exe
- update_9.6.2_9.7.0_licensed_signed.exe
- update_9_7_0_0.sql
- update_jre_tomcat_9.6.2_9.7.0_signed.exe

Files Affected by this patch from the /$CONNECT_HOME folder

Adobe Connect Files:
\comserv*
\appserv*

Telephony:
TelephonyService\web\WEB-INF\lib\ArkadinAdaptor.jar
TelephonyService\web\WEB-INF\lib\psftp.exe
TelephonyService\util\avaya\psftp.exe
TelephonyService\conf\proptemplates\arkadin_telephony-settings_template.xml

Tomcat:
tomcat*

JRE:
Jre*

2. Preparation prior to applying patch

2.1. Copy Patch files to all Connect servers

2.2. **Confirm the following changes required for Arkadin profiles at:**
TelephonyService/conf/telephony-settings.xml file for all Arkadin profiles: (**Skip this step if not using Arkadin**)

- **Changes will be required for value of MAX_SUB_CONFS to 20 from 8 for Arkadin as:**

  <setting id="MAX_SUB_CONFS">20</setting>

- **Only for Customers in APAC region, changes will be required in the dial in sequence as:**

```
<dial-in-sequence>
    <conf-num>{x-tel-arkadin-conference-number-uvline}</conf-num>
        <delay>2000</delay>
        <dtmf>{x-tel-arkadin-moderator-code}</dtmf>
        <dtmf>#</dtmf>
        <delay>5000</delay>
        <dtmf>6*</dtmf>
        <dtmf>#</dtmf>
        <delay>5000</delay>
        <dtmf>6*</dtmf>
      <dtmf>#</dtmf>
</dial-in-sequence>
```

- **Only for Customers in NA region, changes will be required in the value for Arkadin toll-free as:**

  <setting id="ARKADIN_TOLLFREE">true</setting>

2.3. Backup Database

2.3.1. Take Incremental database backup. This should be done by DBA

2.4. Backup the following folders on each Connect server

2.4.1. <CONNECT_INSTALLATION_DIRECTORY>\appserv
2.4.2. <CONNECT_INSTALLATION_DIRECTORY>\comserv
2.4.3. <CONNECT_INSTALLATION_DIRECTORY>\jre
2.4.4. <CONNECT_INSTALLATION_DIRECTORY>\TelephonyService
2.4.5. <CONNECT_INSTALLATION_DIRECTORY>\tomcat

A. Backup the following configuration files

Make sure the configuration files stated below are kept as a backup, so that they can be used in case of configuration change migration:

- /appserv/common/AddInInfo.xml
- /TelephonyService/conf/telephony-settings.xml

B. CQ/AEM Backup

- Backup files mentioned in the "Bits Affected by Patch" section to rollback changes including appserv/common/version.txt
- 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)

3. Deployment Step

3.1 Ignore the instructions to patch/upgrade CQ instances (Author/Publisher/Both), if it is not setup in your environment

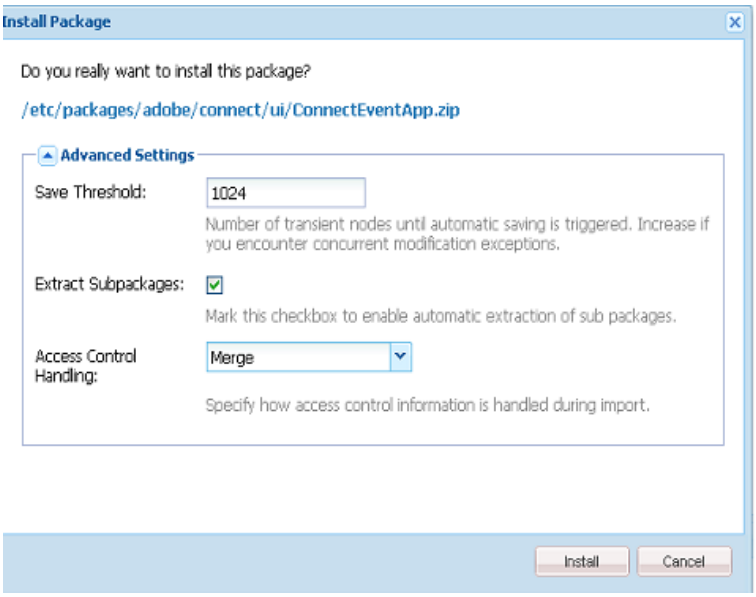
3.2 Identify CQ Master

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.

3.3 Deploy to CQ Author and Publish Servers

Note: Before performing any operation(upload/install/update) on CQ server Login as Administrator on the server.
3.3.1. Open the CQ master author package manager **(http://<cq-authmaster>:port/crx/packmgr/index.jsp)** and delete the old "ConnectEventApp.zip".
3.3.2. Upload the new "ConnectEventApp.jar".
3.3.3. 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 author instances, only CQ master author instance should be updated and author slave will be automatically update

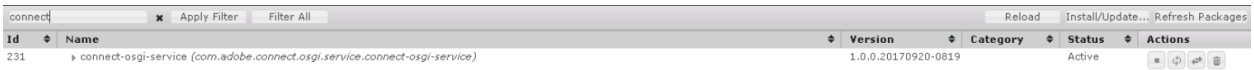
3.3.4. Repeat the above steps (1.3.2-1.3.3) for the CQ publish instances (make sure you are logged in as administrator and CQ publish URL for package manager is http://<cq-publish>:port/crx/packmgr/index.jsp).
3.3.5. Stop the CQ publish instances service.
3.3.6. Stop the CQ slave author service.
3.3.7. Stop the CQ master author service.
3.3.8. Start the CQ master author service.
3.3.9. Start the CQ slave author service.
3.3.10 Start the service of CQ publish instances.

3.4 Verify CQ Event package update

3.4.1. Log in to CQ Author and Publisher instances

3.4.2. Navigate to <cq author server>:4502/system/console/bundles and <cq publisher server>:4503/system/console/bundles

3.4.3. Verify connect osgi service version



5. Deploy to Connect server(s) & Database

4.1. Stop services
- On Adobe Connect servers, stop the following services: ams, amsadmin, connectpro, cptelephonyservice

4.2. Ensure all services are stopped.

4.3. Execute the patch files (run as administrator):
- update_9.6.2_9.7.0_licensed_signed.exe, telephony_9.6.2_9.7.0_signed.exe and update_jre_tomcat_9.6.2_9.7.0_signed.exe on each of the AC servers. Provide the Connect Installation root directory when prompted (e.g. e:\breeze\9.6.2). For Telephony service, provide the Telephony service directory when prompted (e.g. e:\breeze\9.6.2\TelephonyService). The patch file execution should show success prompt on completion

4.4. **On SQL Server**, Update DB: Execute update_9_7_0_0.sql file on the Adobe Connect database

4.5. **Confirm/Update addininfo.xml for Connect Application and for locked down environments only, follow the instruction in the README_ConnectApp_Setting_9.7.pdf**

4.6. Confirm changes in the following file at TelephonyService/conf/telephony-settings.xml file for all Arkadin profiles:

- **Change the value of MAX_SUB_CONFS to 20 from 8 for arkadin as:**
  - <setting id="MAX_SUB_CONFS">20</setting>
- **Only for Customers in APAC region, change the dial in sequence as:**
  - <dial-in-sequence>
  - <conf-num>{x-tel-arkadin-conference-number-uvline}</conf-num>
    - <delay>2000</delay>
    - <dtmf>{x-tel-arkadin-moderator-code}</dtmf>
    - <dtmf>#</dtmf>
    - <delay>5000</delay>
    - <dtmf>6*</dtmf>
    - <dtmf>#</dtmf>
    - <delay>5000</delay>
    - <dtmf>6*</dtmf>
    - <dtmf>#</dtmf>
    - </dial-in-sequence>
- **Only for Customers in NA region, change the value for Arkadin toll-free as:**
    - <setting id="ARKADIN_TOLLFREE">true</setting>

4.7. Start services
- On Connect Server, start the following services: ams, amsadmin, connect pro, cptelephonyservice

4.8. Repeat these steps on all Connect servers in the cluster

5. 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**
  - Stop the services
    - On AC servers, stop the following services: ams, amsadmin, connectpro, cptelephonyservice
  - Ensure all services are stopped and no zombie processes are running
  - Restore backed up folders from Step 2.4 above
  - Start Services
  - On AC servers, start the following services: ams, amsadmin, connectpro, cptelephonyservice
  - Ensure all services are started.