

Deployment Instructions – Adobe Connect 9.6 Offline Help Bundle












































Description

By default, the help links in the Adobe Connect software point to helpx.adobe.com. If your organization desires to have the Connect help links point to a location on your on-premise servers, follow the steps in this document.

Target Systems

These instructions are intended for all licensed clusters running connect versions 9.6 or later.

Updated Services:

| Host Type | Service/App | Updated | Stopped | Restarted |
|------------------|-----------------------------------|---|---|---|
| Connect App | Adobe Connect Server |  |  |  |
| Connect App | Adobe Media Server |  |  |  |
| Connect App | Adobe Media Administration Server |  |  |  |
| Connect App | Telephony Svc |  |  |  |
| Connect App (TS) | Arkadin TA |  |  |  |
| Connect App (TS) | Avaya TA |  |  |  |
| Connect App (TS) | Intercall TA |  |  |  |
| Connect App (TS) | MeetingOne TA |  |  |  |
| Connect App (TS) | Premiere 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

Bug fixed in this Release:

None

Bill of Materials

Files Included

Download the ZIP archive of the help bundle from www.adobe.com/go/AdobeConnect_Offline_Help.

Components

Adobe Connect Server

N/A

JRE

N/A

Tomcat

N/A

Telephony

N/A

AMS

N/A

Modified Files

Changed ACS Files

appserv\common\help

custom.ini

Deployment steps

1. Make backups
 - a. Make a backup copy of the custom.ini file and the appserv\common\help folder
2. Extract the Zip archive
 - a. Open the downloaded Zip archive and extract its contents to appserv\common\help folder.
 - b. Do not overwrite existing help files and do not rename any folder.
3. Update custom.ini file
 - a. Open the custom.ini file in a text editor
 - b. Locate the HELP_HOST setting
 1. If the HELP_HOST setting is not in the custom.ini file, then it will need to be added
 2. Set the HELP_HOST value to nothing as follows:
HELP_HOST=
4. Restart
 - a. Stop and Restart the Adobe Connect Server service
5. Repeat steps 1 - 4 for each server in the cluster

Rollback Steps

NOTE: In order to rollback, the backup task must have been completed successfully.

1. Stop the Adobe Connect Services
2. Delete the appserv\common\help folder
3. Restore the appserv\common\help folder and custom.ini file from backup
4. Restart the Adobe Connect Services