

Deployment Instructions - 9.6.2c - Licensed

Overview

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

Note: For this patch to be run, it is mandatory that 9.6.2a patch is already present on the servers.

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: 9.6.2c

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

1. Bill of Materials

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

appserv\win32\builder\RecordingAnalyser.exe

2. Backup Steps

Take backup of following files on AdobeConnectServer:

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

3. Deployment Step

- Execute the patch file on on each of the Adobe Connect servers (Right Click - run as administrator): update_9.6.2b_9.6.2c_signed.exe

NOTE: There is slim chance that RecordingAnalyser.exe is in use at the time of patch execution in which case file will not be replaced and patch execution will fail. In that case either wait until recordinganalyzer is no longer in use to reapply the patch or stop (optional, only required in case of exe being in use) the ConnectPro service to apply patch.

4. Rollback

- Restore backed up files from Step 4.b

NOTE: There is slim chance that RecordingAnalyzer.exe is in use at the time of patch execution in which case file will not be replaced and patch execution will fail. In that case either wait till recordinganalyzer is no longer in use to reapply the patch or stop ((optional, only in case of exe being in use) the ConnectPro service to apply patch.

2. Remove 'patch=CPS_9.6.2c_9.6.2.0.5_9.6.2.0.6'
from <Connect_Home>\appserv\common\version.txt file