

Upgrade to Adobe Connect 10.6.2 using the patch

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Overview

This article helps with the deployment instructions to upgrade the Licensed environment from 10.6.1 to 10.6.2. Adobe Connect 10.6.2 is distributed as a patch that can only be added to the latest Adobe Connect 10.6.1 system.

Note: Make sure to upgrade to the latest Adobe Connect 10.6.1 version before deploying the Adobe Connect 10.6.2 patch.

Deploy the Adobe Connect 10.6.2 patch

Note: Downtime is required for deploying this patch on your Adobe Connect instance.

The patch impacts the following systems.

Host Type	Service/App	Updated	Stopped	Restarted
License	CPS/HM	✗	✗	✗
AEM Author	Author	✗	✗	✗
AEM Publisher	Publisher	✗	✗	✗
Connect App	CPS	✓	✓	✓
Connect App	Adobe Media Server	✗	✗	✗
Connect App	Adobe Media Administration Server	✗	✗	✗
Connect App	Telephony Service	✗	✗	✗
Connect App (TS)	Arkadin TA	✗	✗	✗
Connect App (TS)	Conference America	✗	✗	✗
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	✗	✗	✗
FMSS	AMS	✗	✗	✗
ACTS	ACTS	✓	✓	✓

1. Bill of Materials

This patch contains :

- update_10.6.1_10.6.2_licensed_signed.exe
- acts.zip

2. Deploy Adobe Connect 10.6.2 Patch

To deploy Adobe Connect 10.6.2 as a patch on the latest Adobe Connect instance, follow these steps:

1. Stop Adobe Connect Service (connectpro) on all CPS servers.
2. Create the following backups:
 - Backup appserv folder on all CPS server. e.g. (c:\Connect\10.6.0\appserv)
3. Copy the patch files **update_10.6.1_10.6.2_licensed_signed.exe** to the server on which Adobe Connect service is deployed.
4. Run the patch files (log on with administrator privileges) **update_10.6.1_10.6.2_licensed_signed.exe** on each of the CPS servers. Provide the Adobe Connect Installation root directory when prompted, for example: (e:\Connect\10.6.0). A success message is displayed when finished.
5. Start the Adobe Connect services. Verify if the changes are reflected in the version.txt file at <http://example.com/version.txt>. Replace *example.com* with your domain.
6. Repeat steps 1-6 for each server in the cluster.

Deploy on ACTS Servers.

1. Extract ACTS.zip on Adobe Connect Transmuxing Server instance .
2. Stop Adobe Connect Transmuxing Service running on the ACTS servers.
3. Rename existing ACTS installation (for example: e:\breeze\10.6.0\ACTS to e:\breeze\10.6.0\ACTS.Bak)
4. Copy the extracted ACTS folder from Step 1 above, on all ACTS servers. (, for example, e:\breeze\10.6.0\ACTS)
5. Start Adobe Connect Transmuxing Service running on ACTS servers.

3. Rollback

1. Stop these services on AC servers: connectpro
2. Ensure all services are stopped and no zombie processes are running.
3. Restore the backup folders from Step 2 in the **Deploy Adobe Connect 10.6.2 patch** section.
4. On AC servers, restart these services: connectpro.
5. Stop ACTS service running on ACTS instance.
6. Rename the existing ACTS installation directory e:\Connect\10.6.0 to e:\Connect\10.6.1_10.6.2
7. Rename the backup folder of ACTS taken earlier in **Deploy on ACTS Servers server**. (e:\breeze\10.6.0\ACTS.Bak to e:\breeze\10.6.0\ACTS)
8. Restart ACTS services.