

ADOBE® CONNECT™ 8

Installation Checklist



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Pre-installation

Before you begin installing Adobe® Connect™, verify that your resources match the following installation requirements:

- Operating system requirements
 - Microsoft Windows Server® 2008R2 and 2003 SP2; 32-bit or 64-bit; Brazilian Portuguese, Chinese Simplified, Dutch, English, French, German, Italian, Japanese, Korean, Spanish, and Russian.
- Virtual environments
 - VMWare® ESX™ 4.0. For more information, see the white paper at www.adobe.com/go/learn_cnn_vmware_en.
 - Citrix® XenApp™ 6. For more information, see the white paper at www.adobe.com/go/learn_cnn_vmware_en.
- Minimum hardware requirements
 - 3GHz dual-core Intel Xeon® processor (2GHz quad-core Intel Xeon or faster recommended)
 - 4 GB of RAM
 - DVD-ROM drive
 - 2 GB of disk space available for installation
 - 150 GBs of disk space for content files (320 GBs recommended)
Additional space is required to store more content files.
 - NTFS file system (FAT32 file systems are not supported)
- Database requirements
 - Microsoft SQL Server 2008 Standard Edition with SP1 (English version)
 - Microsoft SQL Server 2005 Standard Edition with SP3 (English version)
SQL Server 2005 Standard Edition or SQL Server 2008 Standard Edition is required for clusters and multi-processor machines with hyper threading and is strongly recommended for production environments. For redundancy, set up a SQL Server mirror or a SQL Server cluster.

***Note:** Adobe Connect includes Microsoft SQL Server 2005 Express Edition with SP3. Use Microsoft SQL Server 2005 Express Edition only in testing and development environments.*
- Network requirements
 - 100 Mbps Ethernet (full-duplex). 1 Gbps recommended.
 - A fully qualified domain name (FQDN)
 - SSL certificates (if SSL is configured)
 - SSL configuration requires a unique IP address, FQDN, and public SSL certificate for each meeting server in a cluster and one IP address, FQDN, and public SSL certificate for all application servers in a cluster to share. (Each Adobe Connect contains a meeting server and an application server.)
- Port requirements—inbound
 - Port 1935 for RTMP
 - Port 80 or another port for HTTP

- Port 443 if SSL is enabled
- Port 8506 if Adobe Connect Edge Server is part of your deployment
- Port requirements—outbound
 - Port 25 for SMTP (optional, but recommended). Used for communication between Adobe Connect and a mail server inside the firewall.
 - Port 1433 for SQL Server (if the database server is not located on the same host as Adobe Connect). For more information, see the SQL Server documentation.

For complete system requirements, see [Adobe Connect 8 Tech specs](#).

System requirements for end users

For end user requirements, see www.adobe.com/go/learn_cnn_sysreqs_en.

Installation

As you begin the installation process, do the following:

- Have your serial number available to enter when prompted by the installer. You can get your serial number from <http://licensing.adobe.com>.
- Have access to an Internet connection that allows access to sites outside your network. You must download a license file from Adobe and install it on the server hosting Adobe Connect.
- Answer the prompts as they appear in the Installer.

For more information, see [Migrating, Installing, and Configuring Adobe Connect 8](#).

Post-installation

After the installation is complete, do the following:

- Complete any remaining configuration and integration tasks as described in [Migrating, Installing, and Configuring Adobe Connect 8](#).
- Start the database engine, if needed.
- Start and stop each Adobe Connect application to verify that your installation was successful and all features are functional as described in [Migrating, Installing, and Configuring Adobe Connect 8](#).

Troubleshooting

If you encounter unexpected results after installing Adobe Connect, do the following:

- Consult the TechNotes in the Adobe knowledgebase at www.adobe.com/support/connect.

TechNotes are based on the FAQs and technical issues that come to the attention of Adobe staff.

- Review the topics in the Adobe Online Forums at forums.adobe.com.

These forums are the Adobe Community's peer-to-peer discussions of Adobe products. These forums are a useful source of information, user tips, and best practices. These forums are not an official customer support channel for Adobe.

- Contact your Adobe Support representative at www.adobe.com/support/programs/connect. You must have your serial number to access this site.

Adobe Connect Resources

- Adobe Connect Help and Support Center, at www.adobe.com/support/connect, contains documentation, articles, tutorials, TechNotes, and troubleshooting information.
- Adobe Connect User Community, at www.connectusers.com, contains video tutorials, forums, and information about Adobe Connect user groups and events.
- Support for Adobe Connect, at www.adobe.com/support/programs/connect, contains information about support plans and how to contact Adobe Support.

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