



# Adobe Connect

## Deployment Guide

UPDATED: 27 July 2023

**© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.**

These materials and all Progress® software products are copyrighted and all rights are reserved by Progress Software Corporation. The information in these materials is subject to change without notice, and Progress Software Corporation assumes no responsibility for any errors that may appear therein. The references in these materials to specific platforms supported are subject to change.

#1 Load Balancer in Price/Performance, 360 Central, 360 Vision, Chef, Chef (and design), Chef Habitat, Chef Infra, Code Can (and design), Compliance at Velocity, Corticon, Corticon.js, DataDirect (and design), DataDirect Cloud, DataDirect Connect, DataDirect Connect64, DataDirect XML Converters, DataDirect XQuery, DataRPM, Defrag This, Deliver More Than Expected, DevReach (and design), Driving Network Visibility, Flowmon, Inspec, Ipswitch, iMacros, K (stylized), Kemp, Kemp (and design), Kendo UI, Kinvey, LoadMaster, MessageWay, MOVEit, NativeChat, OpenEdge, Powered by Chef, Powered by Progress, Progress, Progress Software Developers Network, SequeLink, Sitefinity (and Design), Sitefinity, Sitefinity (and design), Sitefinity Insight, SpeedScript, Stylized Design (Arrow/3D Box logo), Stylized Design (C Chef logo), Stylized Design of Samurai, TeamPulse, Telerik, Telerik (and design), Test Studio, WebSpeed, WhatsConfigured, WhatsConnected, WhatsUp, and WS\_FTP are registered trademarks of Progress Software Corporation or one of its affiliates or subsidiaries in the U.S. and/or other countries.

Analytics360, AppServer, BusinessEdge, Chef Automate, Chef Compliance, Chef Desktop, Chef Workstation, Corticon Rules, Data Access, DataDirect Autonomous REST Connector, DataDirect Spy, DevCraft, Fiddler, Fiddler Classic, Fiddler Everywhere, Fiddler Jam, FiddlerCap, FiddlerCore, FiddlerScript, Hybrid Data Pipeline, iMail, InstaRelinker, JustAssembly, JustDecompile, JustMock, KendoReact, OpenAccess, PASOE, Pro2, ProDataSet, Progress Results, Progress Software, ProVision, PSE Pro, Push Jobs, SafeSpaceVR, Sitefinity Cloud, Sitefinity CMS, Sitefinity Digital Experience Cloud, Sitefinity Feather, Sitefinity Thunder, SmartBrowser, SmartComponent, SmartDataBrowser, SmartDataObjects, SmartDataView, SmartDialog, SmartFolder, SmartFrame, SmartObjects, SmartPanel, SmartQuery, SmartViewer, SmartWindow, Supermarket, SupportLink, Unite UX, and WebClient are trademarks or service marks of Progress Software Corporation and/or its subsidiaries or affiliates in the U.S. and other countries. Java is a registered trademark of Oracle and/or its affiliates. Any other marks contained herein may be trademarks of their respective owners.

Please refer to the NOTICE.txt or Release Notes – Third-Party Acknowledgements file applicable to a particular Progress product/hosted service offering release for any related required third-party acknowledgements.

# Table of Contents

---

<b>1 Introduction</b>	<b>4</b>
1.1 Document Purpose	4
1.2 Intended Audience	4
1.3 Adobe Connect Deployment Architecture	5
<b>2 Template</b>	<b>6</b>
<b>3 Enable Subnet Originating Requests Globally</b>	<b>7</b>
<b>4 Configure Adobe Connect Virtual Services</b>	<b>9</b>
4.1 Adobe Connect HTTPS Offloaded	9
4.2 Adobe Connect RTMP	10
<b>References</b>	<b>13</b>
<b>Last Updated Date</b>	<b>14</b>

# 1 Introduction

Adobe Connect is a web conferencing solution which enables corporations and government agencies to improve collaboration, webinars and eLearning through interactions. It integrates several tools into an online meeting room including:

- Video conferencing
- Chat
- Whiteboards
- Desktop sharing
- File sharing

Adobe Connect offers flexibility to presenters and participants. Numerous tools can be used in any combination to facilitate meetings. Adobe Connect is accessible on desktops, tablets and mobile devices with the Adobe Connect Mobile application installed.

Such a powerful tool requires reliable and powerful support. The Kemp LoadMaster delivers an exceptional, cost-effective and easy to use solution which, by employing Adaptive Load Balancing, balances requests across Adobe Connect.

When deployed as a pair, two LoadMasters give the security of High Availability (HA). HA allows two physical or virtual machines to become one logical device. Only one of these units is ever handling traffic at any particular moment. One unit is active and the other is a hot standby (passive). This provides redundancy and resiliency, meaning if one LoadMaster goes down for any reason, the hot standby can become active, therefore avoiding any downtime. For more information on HA please refer to the [High Availability \(HA\), Feature Description](#).

## 1.1 Document Purpose

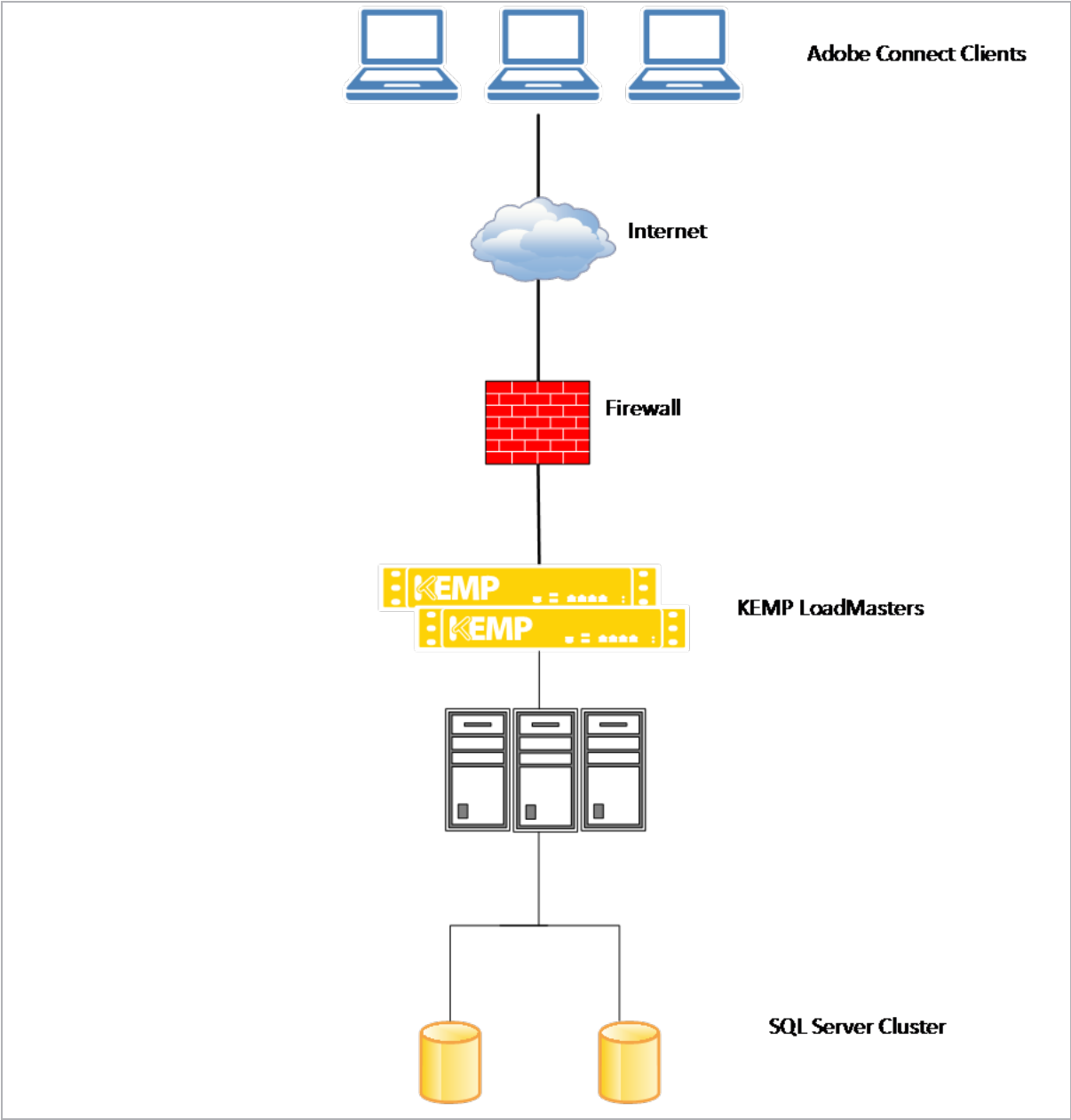
This document provides guidance on deploying Adobe Connect with a Kemp LoadMaster. The Kemp Support Team is available to provide solutions for scenarios not explicitly defined.

The Kemp support site can be found at: <https://support.kemptechnologies.com>.

## 1.2 Intended Audience

This document is for anyone deploying Adobe Connect with a Kemp LoadMaster.

1.3 Adobe Connect Deployment Architecture



# 2 Template

Kemp has developed a template containing our recommended settings for this workload. You can install this template to help create Virtual Services (VSs) because it automatically populates the settings. You can use the template to easily create the required VSs with the recommended settings. You can remove templates after use and this will not affect deployed services. If needed, you can make changes to any of the VS settings after using the template.

Download released templates from the following page: [LoadMaster Templates](#).

For more information and steps on how to import and use templates, refer to the [Virtual Services and Templates, Feature Description](#) on the Kemp Documentation page.

# 3 Enable Subnet Originating Requests Globally

It is best practice to enable the **Subnet Originating Requests** option globally.

In a one-armed setup (where the Virtual Service and Real Servers are on the same network/subnet) **Subnet Originating Requests** is usually not needed. However, enabling **Subnet Originating Requests** should not affect the routing in a one-armed setup.

In a two-armed setup where the Virtual Service is on network/subnet A, for example, and the Real Servers are on network B, **Subnet Originating Requests** should be enabled on LoadMasters with firmware version 7.1-16 and above.

When **Subnet Originating Requests** is enabled, the LoadMaster routes traffic so that the Real Server sees traffic arriving from the LoadMaster interface that is in that network/subnet.

When **Subnet Originating Requests** is enabled globally, it is automatically enabled on all Virtual Services. If the **Subnet Originating Requests** option is disabled globally, you can choose whether to enable **Subnet Originating Requests** on a per-Virtual Service basis.

To enable **Subnet Originating Requests** globally, follow the steps below:

1. In the main menu of the LoadMaster Web User Interface (WUI), go to **System Configuration > Miscellaneous Options > Network Options**.

### 3 Enable Subnet Originating Requests Globally

Enable Server NAT	<input checked="" type="checkbox"/>
Connection Timeout (secs)	<input type="text" value="660"/> <a href="#">Set Time</a> (Valid values:0, 60-86400)
Enable Non-Local Real Servers	<input type="checkbox"/>
Enable Alternate GW support	<input type="checkbox"/>
Enable TCP Timestamps	<input type="checkbox"/>
Enable TCP Keepalives	<input checked="" type="checkbox"/>
Enable Reset on Close	<input type="checkbox"/>
Subnet Originating Requests	<input checked="" type="checkbox"/>
Enforce Strict IP Routing	<input type="checkbox"/>
Handle non HTTP Uploads	<input type="checkbox"/>
Enable Connection Timeout Diagnostics	<input type="checkbox"/>
Enable SSL Renegotiation	<input checked="" type="checkbox"/>
Size of SSL Diffie-Hellman Key Exchange	<input type="text" value="2048 Bits"/> ▼
Use Default Route Only	<input type="checkbox"/>
HTTP(S) Proxy	<input type="text"/> <a href="#">Set HTTP(S) Proxy</a>

2. Select the **Subnet Originating Requests** check box.



# 4 Configure Adobe Connect Virtual Services

The following sections show how to manually configure Virtual Services for Adobe Connect.

## 4.1 Adobe Connect HTTPS Offloaded

The following are the steps involved and the recommended settings to configure Adobe Connect HTTPS Offloaded Virtual Service:

1. In the main menu of the LoadMaster Web User Interface (WUI), go to **Virtual Services > Add New**.

Please Specify the Parameters for the Virtual Service.

Virtual Address

172.20.0.211

Port

443

Service Name (Optional)

Adobe Connect HTTP

Use Template

Select a Template ▼

Protocol

tcp ▼

2. Enter a valid IP address in the **Virtual Address** text box.
3. Enter **443** in the **Port** text box.
4. Enter a recognizable **Service Name**, for example **Adobe Connect HTTPS Offloaded**.
5. Ensure **tcp** is selected as the **Protocol**.
6. Click **Add this Virtual Service**.
7. Configure the settings as recommended in the following table:

Section	Option	Value	Comment
Standard Options	Transparency	Disabled	

Section	Option	Value	Comment
	Persistence Mode	None	
	Scheduling Method	round robin	
SSL Properties	SSL Acceleration	Enabled	
	Cipher Set	Best Practices	
Advanced Properties	Add a Port 80 Redirector VS	https://%h%s	Click <b>Add HTTP Redirector</b> .
Real Servers	Real Server Check Parameters	HTTP Protocol	
	Checked Port	8443	Click <b>Set Check Port</b> .
	URL	/servlet/testbuilder	Click <b>Set URL</b> .
	HTTP Method	GET	
	Use HTTP/1.1	Selected	

8. Add the Real Servers:

- a) Click the **Add New** button.
- b) Enter the IP address of the Adobe Connect server.
- c) Enter **8443** as the **Port**.

The **Forwarding method** and **Weight** values are set by default. An administrator can change these.

- d) Click **Add this Real Server**. Click **OK** to the pop-up message.
- e) Repeat steps **b)** to **d)** above to add more Real Servers as needed, based on the environment.

## 4.2 Adobe Connect RTMP

The following are the steps involved and the recommended settings to configure Adobe Connect RTMP Virtual Service:

1. In the main menu of the LoadMaster Web User Interface (WUI), go to **Virtual Services > Add New**.

4 Configure Adobe Connect Virtual Services

Please Specify the Parameters for the Virtual Service.

Virtual Address

172.20.0.210

Port

1935

Service Name (Optional)

Adobe Connect RTMP

Use Template

Select a Template ▼

Protocol

tcp ▼

- 2. Enter a valid IP address in the **Virtual Address** text box.
- 3. Enter **1935** in the **Port** text box.
- 4. Enter a recognizable **Service Name**, for example **Adobe Connect RTMP**.
- 5. Ensure **tcp** is selected as the **Protocol**.
- 6. Click **Add this Virtual Service**.
- 7. Configure the settings as recommended in the following table:

Section	Option	Value	Comment
Basic Properties	Service Type	HTTP/HTTPS	
Standard Options	Force L4	Enabled	
	Persistence Mode	None	
	Scheduling Method	round robin	
Real Servers	Real Server Check Parameters	TCP Connection Only	
	Checked Port	1935	Click <b>Set Check Port</b> .

- 8. Add the Real Servers:
- 9. Click the **Add New** button.
  - a) Enter the IP address of the Adobe Connect server.
- 10. Enter **1935** as the **Port**.

The **Forwarding method** and **Weight** values are set by default. An administrator can change these.

- b) Click **Add this Real Server**. Click **OK** to the pop-up message.

## 4 Configure Adobe Connect Virtual Services

c) Repeat steps **b)** to **d)** above to add more Real Servers as needed, based on the environment.

# References

Unless otherwise specified, the following documents can be found at:

<http://kemptechnologies.com/documentation>.

**Virtual Services and Templates, Feature Description**

**High Availability (HA), Feature Description**

# Last Updated Date

This document was last updated on 27 July 2023.