

# Adobe Connect

## Deployment Guide

UPDATED: 28 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.


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

# Table of Contents

**1 Introduction** ..... **4**

1.1 Document Purpose ..... 4

1.2 Intended Audience ..... 4

1.3 Adobe Connect Deployment Architecture ..... 5

**2 Template** ..... **6**

**3 Enable Subnet Originating Requests Globally** ..... **7**

**4 Configure Adobe Connect Virtual Services** ..... **8**

4.1 Adobe Connect HTTPS Offloaded ..... 8

4.2 Adobe Connect RTMP ..... 9

**References** ..... **12**

**Last Updated Date** ..... **13**


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

# 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.

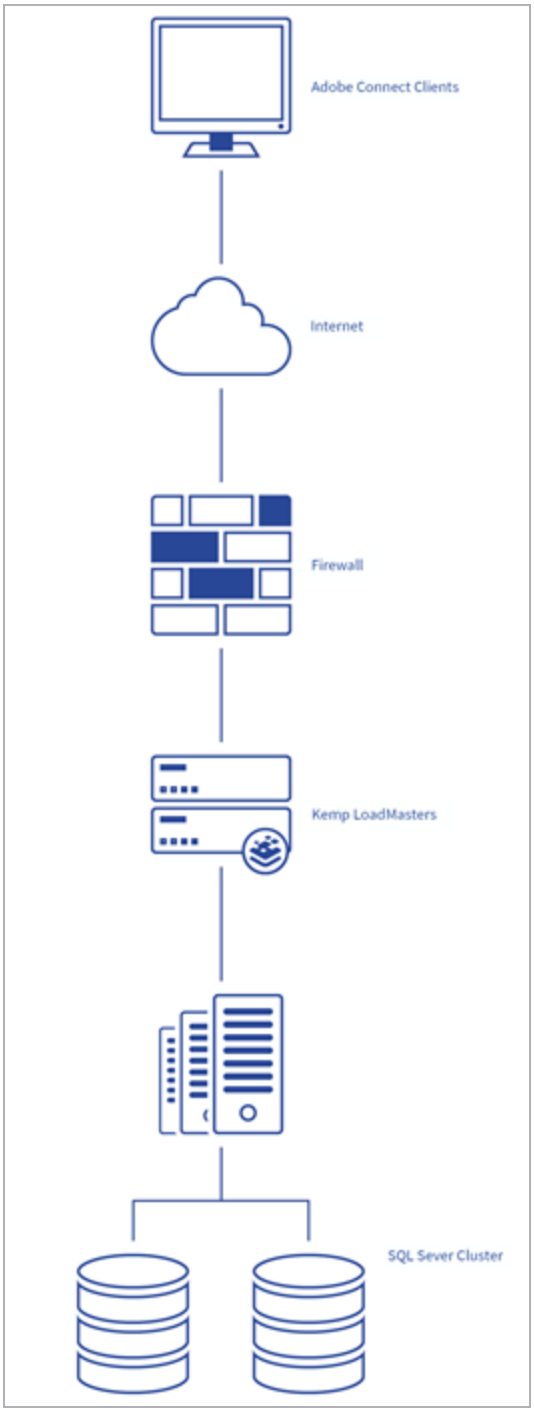
The Kemp support site can be found at: https://support.kemptechnologies.com.

## 1.2 Intended Audience

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


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

## 1.3 Adobe Connect Deployment Architecture





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

# 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. For some workloads, additional manual steps may be required such as assigning a certificate or applying port following, these steps are covered in the document, if needed.

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.


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

# 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 Real Server sees traffic originating from 10.20.20.21 (LoadMaster eth1 address) and responds correctly in most scenarios.

With **Subnet Originating Requests** disabled, the Real Server sees traffic originating from 10.0.0.15 (LoadMaster Virtual Service address on **eth0**) and responds to **eth0** which could cause asymmetric routing.

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 User Interface (UI), go to **System Configuration > Miscellaneous Options > Network Options**.
2. Select the **Subnet Originating Requests** check box.


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

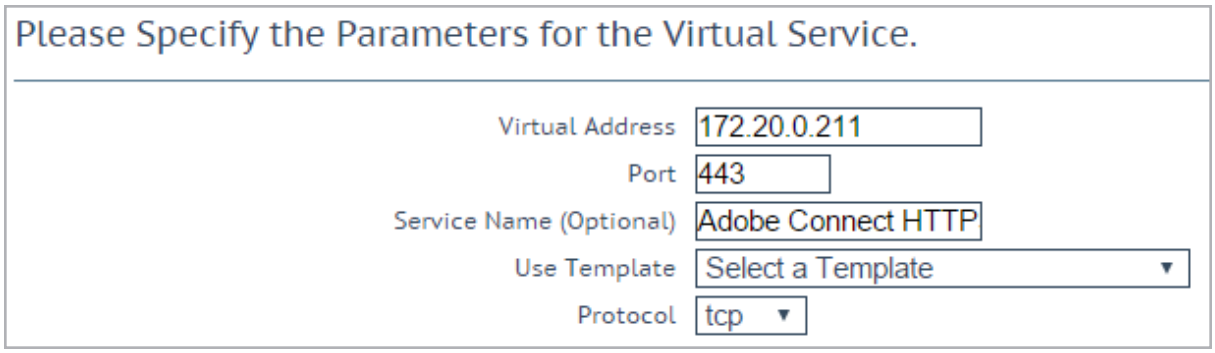
# 4 Configure Adobe Connect Virtual Services

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**.




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 | |


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

| 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 **Add HTTP Redirector**. |
| Real Servers | Real Server Check Parameters | HTTP Protocol | |
| | Checked Port | 8443 | Click **Set Check Port**. |
| | URL | /servlet/testbuilder | Click **Set URL**. |
| | 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.

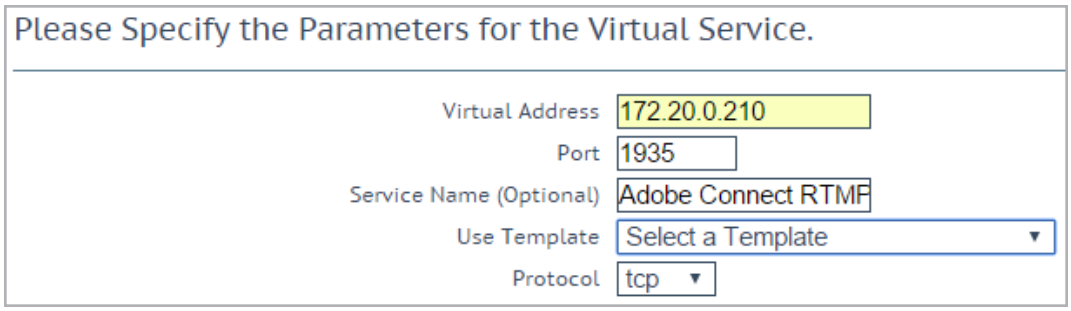
   e) Repeat steps **b)** to **d)** above to add more Real Servers as needed, based on the environment.

## 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**.


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




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 **Set Check Port**. |

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.


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

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


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

# 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**


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

# Last Updated Date

This document was last updated on 28 July 2023.


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