

Adobe Connect technical specifications and system requirements

Hardware, network, and system requirements to attend and participate in Adobe Connect sessions and to install the Adobe Connect server.

Adobe Connect



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Client specs to attend Adobe Connect sessions

Requirements to attend virtual sessions on various devices

Windows

- 1.4 GHz Intel Pentium 4 or faster processor (or equivalent)
- Windows 10, 8.1 (32-bit/64-bit), Windows 7 (32-bit/64-bit)
- 512 MB of RAM (1 GB recommended)
- Microsoft Internet Explorer 11 or later, Windows Edge browser, Mozilla Firefox, and Google Chrome
- For HTML Client - Google Chrome (v70.0 & above), Mozilla Firefox (v65.0 & above), and Edge (v42.0 & above)

Mac OS

- 1.83 GHz Intel Core Duo or faster processor
- 512 MB RAM (1 GB recommended)
- Mac OS X 10.12, 10.13 and 10.14
- Mozilla Firefox, Apple Safari, Google Chrome
- For HTML Client - Google Chrome (v70.0 & above), Apple Safari (v12.0 & above), and Mozilla Firefox (v65.0 & above)

Linux

- Ubuntu 16.04; Red Hat Enterprise Linux 6
- No application support is available for Linux. Users on Linux can attend meetings in a browser.
- Google Chrome
- Adobe Flash Player 23.0

Virtual Environment

- Citrix XenApp 7.5 and 7.11
- Horizon version 6.2

Mobile

- The Adobe Connect app for iOS and Android requires Adobe Connect Server version 8.2 or later
- Some features may not be enabled in all Adobe Connect meetings if one is using an Adobe Connect Server older than version 9.4.2 (required for Custom pods)
- Google Android 4.4 or later
- Apple iOS: iOS 8.1.2 or later

Additional requirements

Bandwidth: 512 Kbps for participants, meeting attendees, and end users of Adobe Connect applications.

Connection: DSL/cable (wired connection recommended) for Adobe Connect presenters, administrators, trainers, and event and meeting hosts.

Adobe Connect account management by Meeting Hosts, Event or Webinar Managers, Virtual Classroom Managers, and Administrators requires Adobe Flash Player 13 or higher.

Server requirements for on-premise deployment

Adobe Connect server

Windows:

Microsoft Windows Server 2012 R2 (64-bit), 2016 (64-bit)

Virtual environments

VMware ESXi 5.x

Database

Microsoft SQL Server 2017 (64 bit), Microsoft SQL Server 2012 (64-bit), 2014 (64-bit), 2016 (64-bit).

Amazon Web Services

T3.2 XLarge

Hardware requirements

- 2 GHz quad-core Intel Xeon or faster
- 16 GB RAM or greater
- 4 GB of available hard disk space for an enterprise installation. 150 GB of available hard disk space for content storage. Disk space requirements increase as more content is stored.
- NTFS file system
- DVD-ROM drive
- SSL Hardware Accelerator recommended

Note: HDD space and RAM vary depending on whether components such as CQ and FMG are installed locally with Adobe Connect or on stand-alone servers.

Shared storage requirements

- Hard disk specs: 10,000–15,000 RPM — Fibre Channel preferred
- Network link: TCP/IP — 1GigE I/O throughput or better
- Controller: Dual controllers with Active/Active multi-path capability
- Protocol: CIFS or equivalent

Note: To deploy Adobe Connect Server with network attached storage or storage area networks, the above specifications are recommended. Your needs vary depending on deployment size and usage.

Network requirements

100 Mbps Ethernet (1 Gbps recommended)

Port requirements

1935 (RTMP), 80 or other HTTP port, 443 if SSL is enabled; 25 for SMTP (optional); 1433 for external database (optional)

LDAP directory server

See <http://blogs.adobe.com/connectsupport/adobe-connect-directory-service-integration-for-ldap-sync-and-authentication-explained/> for details.

Adobe Connect ACTS server requirements (New)

Windows:

Microsoft Windows Server 2016 (64-bit)

Virtual environments

VMware ESXi 5.x

Hardware requirements

- 2 GHz quad-core Intel Xeon or faster
- 8 GB RAM or greater
- 10 GB of available hard disk space for an enterprise installation and log storage
- NTFS file system
- DVD-ROM drive

Network requirements

100 Mbps Ethernet (1 Gbps recommended)

Port requirements

ACTS opens the following configurable ports in listening mode and the corresponding restrictions need to apply for the ACTS to remain secure:

- ACTS healthcheck service admin port: default 8080
 - This port is used only for internal healthchecks and admin activities and is not to be exposed external to the domain of the Adobe Connect service.
- ACTS ws port: default 9002
 - This port is used to service WebSocket requests and needs to be exposed to outside world via the load balancer.
 - The load balancer handles all the HTTPS (wss) traffic and SSL offloading, and ACTS receives the offloaded data
- ACTS to CPS server for live meeting data transfer - 1935 (RTMP), 80 or other HTTP port, 443 if SSL is enabled

Adobe Connect Edge server requirements

For the AMS system requirements, see www.adobe.com/go/ams_techsspecs.

Universal Voice using Adobe Media Gateway

Supported operating systems

Microsoft Windows Server 2008 (64-bit), 2012 R2 (64-bit)

Hardware requirements

- 2 GHz quad-core Intel Xeon processor (3 GHz quad-core Intel Xeon recommended)
- 4 GB of RAM
- 2 GB of available hard disk space for installation; 10 GB of available hard disk space for operation
- NTFS file system
- CD-ROM drive

Network requirements

- TCP/IP — 100 Mbps (1 Gbps recommended)
- Port 5060 TCP
- Additional two ports for each concurrent meeting that uses Universal Voice. These ports are configured as a range, for example 5000 – 6000 port range supports 500 meetings using Universal Voice.
- 100 Mbps Ethernet (1 Gbps recommended)

Note: To use Universal Voice, install and configure Adobe Media Gateway. Configure AMG to place calls through a SIP-compliant end point that allows calls to be routed to your preferred audio conferencing service.

Note: Adobe Media Gateway can be installed on the same machine as the application server. However, Adobe recommends that you install AMG on a separate machine.

Using AEM

See [AEM Technical Requirements](#) for details. It is recommended to install AEM on a separate machine than the Adobe Connect server.

