

## ADOBE CONNECT MEETING TROUBLESHOOTING TIPS



### *Addressing Connection Issues:*

- 1) If a user clicks on the Join button under Online Rooms within a D2L course and nothing happens, try disabling the pop-up blocker or switching to a different browser – Refer to the instructions listed at the bottom of this document: [http://elearn.ucalgary.ca/files/2015/04/d2l-student-how-to-join-connect-nov28\\_2014\\_im.pdf](http://elearn.ucalgary.ca/files/2015/04/d2l-student-how-to-join-connect-nov28_2014_im.pdf)
- 2) Try a different browser, e.g. [Chrome](#), which has the Flash Player built in and works well on both PC's and Mac's.  
However, if a client is on a Mac and Safari or Firefox is their preferred browser, then recommend that they run the diagnostic test and install the add-in:  
[https://connectmeeting.ucalgary.ca/common/help/en/support/meeting\\_test.htm](https://connectmeeting.ucalgary.ca/common/help/en/support/meeting_test.htm)
  - See <http://helpx.adobe.com/flash-player/kb/removing-sandbox-restrictions-your-safari.html> for instructions on how to adjust Safari restrictions
  - See <https://blogs.adobe.com/connectsupport/adobe-connect-meeting-becomes-unresponsive-with-clients-running-mac-os-x-10-9-mavericks/> for current known issue for Mac OS X 10.9 Mavericks users
- 3) Try connecting from a different device, e.g. iPhone, iPad, Blackberry Playbook or Android device. Users can download the free app (Adobe Connect Mobile) once on their device and try connecting from there using a wifi or data connection.
- 4) The UofC [Adobe Connect](#) server should be accessible to anyone who has Internet connection. If users cannot connect, it's possible that their workplace firewalls or Internet Service Providers are blocking their access. In that case, please refer them to their own IT department/ ISP and ask for Ports 443, 1935 and 8506 to be opened up. Refer their technical staff to the following links for more details:
  - a. <http://www.adobe.com/products/adobeconnect/adobe-connect-9-2-tech-specs.html> - Shows system requirements
  - b. [https://connectmeeting.ucalgary.ca/common/help/en/support/meeting\\_test.htm](https://connectmeeting.ucalgary.ca/common/help/en/support/meeting_test.htm) - Users can run a diagnostic test here and refer to the troubleshooting tips for help
  - c. <http://helpx.adobe.com/adobe-connect/top-issues.html> - Outlines top issues
- 5) If instructors are seeing the following error message while trying to create or join a session in D2L, it's likely that they do not have the username/ right password entered when setting up their Adobe Connect account in D2L.

*There were 1 error(s) found in the information you submitted:*

- *Could not authenticate with the Connect server. Please verify your credentials. Refer to <http://elearn.ucalgary.ca/connection-audio-troubleshooting-guide/> for further assistance.*

In that case, ask them to go to <https://connectmeeting.ucalgary.ca> to verify that they have the right credentials. Click on the "Forgot your password" link to have it reset, if needed. Return to D2L and update the information under Online Rooms > Accounts > Edit Account, then click Save.

### Addressing Sound Issues:

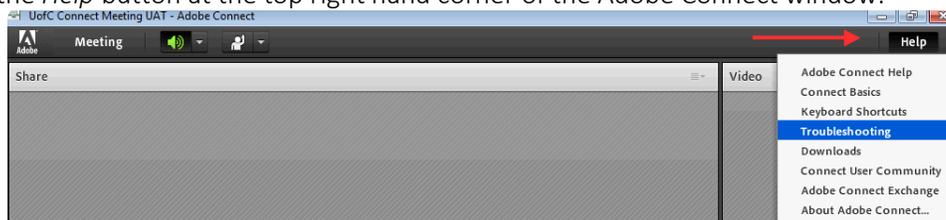
- 1) Once logged in to a session, perform a sound check using the *Audio Setup Wizard*, found under the *Meeting* tab. If a user has multiple input devices, they may choose the one they wish to use by clicking on the drop-down menu by the mic icon and highlighting *Select Microphone* to see the list. (NOTE: The mic icon is only available if the host has enabled microphone rights for participants)



- 2) Users on a PC may also configure their audio by clicking into their computer's Control Panel, then the Sound section. Mac users need to go to System Preferences and Sound. Make sure the appropriate input and output devices are selected.
- 3) If possible, use a USB headset, rather than one that comes with two connectors (3.5mm jacks). Have the headset plugged in before logging in to the session. If the application or system is not detecting the sound device, try unplugging the headset and switching to a different outlet or restarting to the computer.
- 4) Make sure the user does not have two or more Connect sessions running, e.g. check to see if the user has the same session opened up in different browsers or tabs, as that may cause feedback.
- 5) Try clearing the browser's cache before connecting to the session again:  
<http://www.wikihow.com/Clear-Your-Browser's-Cache>
- 6) Make sure the user is not using other applications that might be using the audio devices on the system at the same time, e.g. Skype.
- 7) Log out of the current session and reconnect using a different browser. Alternatively, install the [Adobe Connect 9 Meeting add-in](#) and re-join the session.

### Other Help Resources:

- 1) <http://elearn.ucalgary.ca/> is a good place to start if you wish to find out more about Adobe Connect. You can also do a quick Google or YouTube search to find your answers.
- 2) A user who has successfully logged in to a session may access more self-help resources by clicking on the *Help* button at the top right hand corner of the Adobe Connect window.



- 3) Contact the [IT Support Centre](#) at the University of Calgary and ask for further assistance.