Adobe Connect Pro web conferencing
Troubleshooting guide Version 3
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Please note:

The quality of the Adobe Connect Pro experience can be affected by:

- The internet connection/ISP of the student or teacher, especially if they are participating from home or a remote office.
- Quality of the Institute Local Area Network.
- Storm activity in the area.

User system requirements (PC or MAC)

Windows

- 1.4GHz Intel® Pentium® 4 or faster processor (or equivalent) for Microsoft® Windows® XP, Windows 7 or Windows 8
- Windows 8.1 (32-bit/64-bit), Windows 8 (32-bit/64-bit), Windows 7 (32-bit/64-bit), Windows XP
- 512MB of RAM (1GB recommended) for Windows XP, Windows 7 or Windows 8
- Microsoft Internet Explorer 8, 9, 10, 11; Mozilla Firefox; Google Chrome
- Adobe® Flash® Player 11.2+

Mac OS

- 1.83GHz Intel Core™ Duo or faster processor
- 512MB of RAM (1GB recommended)
- Mac OS X 10.7.4, 10.8, 10.9
- Mozilla Firefox; Apple Safari; Google Chrome
- Adobe Flash Player 11.2+

Mobile

Adobe Connect is available via the mobile device browser and internet without an app installed.

- Apple supported devices: iPhone 5S, iPhone 5, iPhone 4S, iPad with Retina display, iPad 3, iPad 2, iPad mini, and iPod touch (4th & 5th generations)
- Apple supported OS versions summary: iOS 6 and higher
- Android supported devices: Motorola DROID RAZR MAXX, Motorola Atrix, Motorola Xoom, Samsung Galaxy Tab 2 10.1, Samsung Galaxy S3 & S4, Nexus 7 tablet
- Android supported OS versions summary: 2.3.4 and higher

NOTE:
- On Android devices, the Adobe Connect Mobile 2.1 app no longer requires the Adobe AIR Runtime to be installed
- All features of Adobe Connect Mobile are supported when attending meetings on Adobe Connect Server version 8.2 and higher, from a supported mobile device
- New features added in Adobe Connect Mobile 2.1 may not be enabled in all Adobe Connect Server meetings running on an 8.1 or older server
- Meeting server must be Adobe Connect 7.5.1 or higher in order to use Adobe Connect Mobile 2.1
Students or teacher cannot log in

- Teachers and students log in using the following format:

  detportalusername@detnsw
  and
  det portal password

Guest access is still available.

** If the Teacher also teaches at schools a Remedy request must be logged via LBSS on 1800 151 999 and forwarded to Service Operations to modify the account. This will then allow access.

If unable to ask the Teacher if they have ever taught in schools use the Staff Management Utility to check:


Search via userId or first name and last name.

If they have both a TAFE Staff and DEC Staff record this is why they are unable to login.

Difficulty accessing a meeting room or dropping out of a meeting room

Check the following:

- Run the troubleshooting page. This checks that your setup is up-to-date.  

- Ensure that the student or teacher in question is using a recent browser such as Internet Explorer, Firefox, Safari, Chrome, and Opera.

- Try getting the student to use a different browser, including Chrome.  
  Technical specifications for operating systems and other system requirements can be found here:  

- Ask the student to clear all cache, cookies, and other Internet Browser content and restart the browser.
• Ensure that the student is using the most recent version of Adobe Flash (which can be downloaded from http://get.adobe.com/flashplayer/)

• Ensure that the student has applied all recent Microsoft patches (this is to ensure that the operating system is using an up-to-date Root Certificate List).

• If necessary disable any ad blocking plug-in used by the browser.

• If necessary allow pop-up windows.

Difficulty getting a microphone/headset to work

First check
• Run the audio setup wizard. Meetings>Audio Setup Wizard.
• Test a second headset.
• Try a different port (USB) on the computer.
• Check that the plugs are in the correct jacks. (image right)

If still not working, ask the teacher to uninstall and re-install the Adobe Connect Add-in:
• Click on Start>Control Panel>Programs and Features

The following window will be displayed:

• Click on Adobe Connect 9 Add-in
• Click Uninstall
• Reinstall the Add-in. There are two ways to do this:
  o Go to a Meeting and Click on Help>Troubleshooting which will open a new browser window.
• Both of the above options test for the Add-in.
• Click on Install Add-in.
Difficulty viewing content, frozen screen, difficulty using pods, slow performance

- Ask students to log out and back in again.
- Ensure that the default bandwidth setting is DSL/Cable.
- Where students or presenters are located in rural or regional areas, it may be necessary to change the bandwidth setting to Modem. Do this via Meeting>Preferences>Room Bandwidth>Modem.

If problems persist, ask students with problems to check their latency in the meeting room by clicking on the green bar in the top right corner (low numbers are good, high numbers are not as good).

With the current network configuration most external users are experiencing, depending on their ISP, latencies of 350-600msec in meeting rooms which is acceptable. (Internally, the latency will be much better, for example, between 1msec-20msec.)

Using a webcam can use a greater amount of bandwidth. We recommend pausing the webcam, if appropriate, to avoid this.
Large video or audio files uploaded and used within the room can also affect latency.

Security alert/server revocation error

If a student or teacher tries to navigate to a room (even sometimes after logging successfully into Connect) they may receive this message:

Some browsers, depending on the security settings will ask this. Some browsers have revocation lists and will want to check the certificate.

- Click on Yes.
- Proceed to site.

If a user still can’t proceed despite saying yes:

- In Internet Explorer go to Internet Options>Advanced>scroll down to Security.
- Uncheck the option “Check for server certificate revocation”.
- Restart Internet Explorer.
Problems with PowerPoint or Presenter display - for teachers

- Try saving your PPTX file as a PPT before uploading to Connect.
- Instead of uploading your PPTX, just SHARE YOUR DESKTOP and show the PowerPoint from there. (Many teachers have had a more reliable outcome using this method.)
- The teacher should always load the PowerPoint to the room before the class starts, which means it is transmitted to the students while you are introducing the session.
- Reduce the size of any images used in your presentations and make them web ready for example, use Photoshop to save for web.
- There is a known issue with the use of Smart Art in Adobe Connect presentations. Re-save any PowerPoint presentations that use Smart Art or custom animations as a “PowerPoint Picture Presentation” before uploading to Adobe Connect.

- If you have on-going problems, try to avoid layering several PowerPoint share pods in the room.

PowerPoint slide display - for students

PowerPoint slides may not display the page content or may get stuck on the same slide for some students.

- Students should log out and in again which will refresh the PowerPoint download to their local computer.

All host options not available

If a participant is elevated to Host by another host within the room, they will not have all of the normal Host options available to them.

Known issues