"No authorization" message when you try to change recording access type

Issue:

Since the upgrade to Adobe Connect 9.1.2, we’ve encountered a few cases where meeting hosts (who were not the meeting owner) would get the error "No authorization" when they tried to change the recording access type (e.g., from private to public). And they were able to do so prior to the upgrade.

Solution:

Have the affected person go to http://connect.johnshopkins.edu and click on the blue “Sign In” button. This should resolve the issue.

Please contact connectsupport@jhu.edu if the issue persists.