Adobe Connect Known Issues

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Updates to Adobe Connect Pods (02.12.2018)

There have been some changes to the Adobe Connect pods resulting in a pop-up message requesting users to update their pod—by default, this message displays when a newer version of the pod is available. Please note that the Vantage Point and rPhone pods update automatically.

Information on the most recent updates can be found in the support section of [www.refineddata.com](http://www.refineddata.com).

It is important to note that during the last release the systems that manage the pods were also updated and the old systems will be deprecated as of March 31st, 2018.

As of April 1st, you will need to update any pods that are displaying the update pop up message in order to ensure ongoing communication of the pod with our databases. Be sure therefore to update when prompted to do so, and take advantage of the latest features and functionality of the Adobe Connect pods.

I get authenticated, but return to the login screen to authenticate again

JHED users attempting to access Adobe Connect are successfully authenticated by Enterprise Authentication but then continuously return to the login screen to authenticate again.

**WORKAROUND:** Try to connect through the VPN ([https://portal.johnshopkins.edu/sslvpn](https://portal.johnshopkins.edu/sslvpn)) before attempting to log into Adobe Connect.

The Google Chrome browser does not appear to work correctly with Adobe Connect

Those who are using the Google Chrome browser may experience difficulties in accessing or fully interacting with a meeting room. Adobe has published information on a configuration change which should help to alleviate this problem. The information from Adobe should be available at the following web site: [http://helpx.adobe.com/adobe-connect/kb/google-chrome-browser-incompatibility-version.html](http://helpx.adobe.com/adobe-connect/kb/google-chrome-browser-incompatibility-version.html).

Cannot Play a Recording

There have been instances in the past where recordings made in Adobe Connect cannot be accessed. When this happens, the recording appears in the "Recordings" tab of the meeting, but any attempt to view it causes Adobe Connect to freeze. In addition, the "Recording Information" page will show "Disk Usage: 0.0 KB."

If you should encounter this issue, please let us know.

PowerPoint Font Display Issues

We have previously encountered some issues when PowerPoint is loaded into the Share pod.

- Chinese (e.g., SIMSUN) font not displaying even if the font is embedded in the PowerPoint
- Arabic not displaying right-to-left

**WORKAROUND**
- a. You can share the PowerPoint application itself, and display the file correctly
- b. Use images rather than the actual font characters

What fonts do we support? See here for how they may look in Adobe Connect.
Other PowerPoint Conversion Issues

See the following technical note:

http://kb2.adobe.com/cps/404/kb404463.html -- Unsupported features for uploading PPT/PPTX files to Connect Pro using a Share Pod

See here for more information about Adobe Presenter.

Camera and Voice - Privacy Settings

Adobe Flash global privacy settings may interfere with the operation of the Camera and Voice within Adobe Connect. See Camera and Voice - Privacy Settings for more information.

Whiteboard - Cannot Print to PDF under Mac OS X 10.5.6

The Whiteboard overlay allows you to print. However if you print to PDF, you get a black square rather than the image.

Workaround: take a picture of part of the screen (e.g., Command + Shift + 4, or use Grab screen capture utility)

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

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.

Remove sandbox restrictions from your Safari (Prior to Safari 11)

By default, Safari 6.1 and later play rich-media content in Safe Mode. Safe Mode protects the user by restricting what can be done with content that you create in Adobe Flash. But, it also prevents some content from working correctly, such as installing AIR applications or Adobe Connect.

If you trust the current domain, you can use the following steps to enable the content to run in Unsafe Mode. Unsafe mode places fewer restrictions on content so the content can work correctly.

This behavior is the default for Safari.

Note: Safari 6.1.1 and Safari 7.0.1 are available for OS X Lion 10.7.5, OS X Mountain Lion 10.8.5, and OS X Mavericks 10.9.

Solution (Workaround)

See http://helpx.adobe.com/flash-player/kb/removing-sandbox-restrictions-your-safari.html

1. With the website open (e.g., connect.johnshopkins.edu), Choose Preferences from the Safari menu.
2. Select Manage Website Settings in the Security tab of the Preferences panel.
3. Select your website (e.g., connect.johnshopkins.edu) from the list of “currently open websites.”
4. Select Run in Unsafe Mode from the pop-up menu.

5. In the subsequent alert, click Trust.

6. Click Done, and close the Preferences panel.

We would recommend quitting out of Safari and launching it again after making the Security Preferences change.

Remove sandbox restrictions from your Safari (Safari 11)

See https://helpx.adobe.com/flash-player/kb/removing-sandbox-restrictions-your-safari.html

1. With the website open (e.g., connect.johnshopkins.edu), choose Safari > Preferences.
2. Select the Websites tab of the Preferences panel.
3. Select your website (e.g., connect.johnshopkins.edu) from the list of currently open websites.
4. While holding down the Option/Alt key on your keyboard, click the website name (e.g., connect.johnshopkins.edu). Then open the pop-up menu and deselect Run in Safe Mode.
5. Click **Trust**.
6. Click **Done**, and close the Preferences panel.
7. Reload the browser page to enable the change.