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Help with Adobe Connect

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- Tech Specs & System Requirements

About Adobe Presenter

- What is Adobe Presenter?
- Frequently Asked Questions (FAQs)
- Quick Start Guide: Learn how to import and record audio, add quiz questions, publish your presentation, and more!
- Product Documentation

How Do I...

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- Enter a Meeting Room as a Guest or Registered User
- Test My Connectivity
- Check the version of Flash Player and Adobe Connect Meeting Add-In
- Create a Meeting Room
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- Optimize Meeting Room Settings
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- Record a Meeting
- Setup and Configure an Audio Conference
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Uses for Adobe Connect (Use Case Scenarios)

- Virtual Classroom
  - Faculty Lecture
  - Guest Lecture
- Online Meetings
  - Staff Meeting
  - Ad-Hoc Collaboration
- Other Uses

Frequently Asked Questions (FAQs)

- Adobe Connect
- Adobe Presenter
- Elluminate FAQ - Curious about Elluminate Live?
Known Issue

- Adobe Connect Known Issues
- Recent Known Issues:
  - Adobe Connect and Mac OS X 10.9 (aka Mavericks)
  - Remove sandbox restrictions from your Safari player
  - Mac OS X 10.9 (Mavericks) and Adobe Connect 8/9
  - “No authorization” message when you try to change recording access type
  - Issues Resolved

Still need help?
After reviewing the contents of this site, if you still need assistance please e-mail connectsupport@jhu.edu.

Adobe Connect, Google Chrome 69, and Flash Settings
Connect Administrator posted on Aug 31, 2018
The soon-to-be-released Google Chrome 69 (due on/about September 4, 2018) will change how it stores Flash settings. "At present, if a user enables Flash for a particular site, they don't need to approve it if they visit the site again. However, in Chrome 69, every time users restart Chrome, they'll need to give permission for sites to use Flash." (ZDNET Article) For Adobe Connect, you will need to re-allow connect.johnshopkins.edu
http://connect.johnshopkins....
Adobe Connect Maintenance on Thursday, April 19th 5-7AM
Connect Administrator posted on Apr 16, 2018
In order to accommodate planned Primary SIP server maintenance, we temporarily switched Adobe Connect to use Secondary SIP registration point. SIP server maintenance is now complete, and we need to revert Adobe Connect configuration changes to use Johns Hopkins Primary SIP registration point. We have scheduled this change for Thursday, April 19th 5-7AM (Eastern). Meeting audio may be interrupted during this maintenance.

Adobe Connect Maintenance for Tuesday, April 10th 5-6AM
Connect Administrator posted on Apr 06, 2018
In order to accommodate some planned Primary SIP server maintenance on Wednesday, April 11th, we will need to configure Adobe Connect to use JH's Secondary SIP registration point. We have scheduled our change for Tuesday, April 10th 5-6AM (Eastern). Meeting audio may be interrupted during this maintenance.

Update Adobe Connect Add-In Now
Connect Administrator posted on Sep 10, 2017
As of Sunday, Sept 10th, we're seeing meeting loading issues from customers who have not updated the Adobe Connect Add-in. Please download and install the latest Adobe Connect Add-in from the Downloads and Updates page now.

New Adobe Connect Add-in is available – Adobe Connect Maintenance Announcement
Connect Administrator posted on Aug 11, 2017
We've received a Bulletin from the Adobe Connect Team about an expiring certificate in their code base. In order to ensure uninterrupted service, they recommend updating to the latest version of the Adobe Connect Add-in (version 11.9.980.387) which can be downloaded from the Downloads and Updates page now.

Recently Updated
- Adobe Connect, Google Chrome 69, and Flash Settings
  Aug 31, 2018 • created by Connect Administrator
- Check the version of Flash Player and Adobe Connect Meeting Add-In
  Aug 24, 2018 • updated by Connect Administrator • view change
- Adobe Connect Maintenance on Thursday, April 19th 5-7AM
  Apr 16, 2018 • updated by Connect Administrator • view change
- Adobe Connect Maintenance for Tuesday, April 10th 5-6AM
• Audio Conference Options
  Mar 14, 2018 • updated by Connect Administrator • view change

• Adobe Connect Known Issues
  Feb 12, 2018 • updated by Connect Administrator • view change

• Update Adobe Connect Add-In Now
  Oct 24, 2017 • updated by Connect Administrator • view change

• Terms of Service
  Oct 13, 2017 • updated by Connect Administrator • view change

• Recording a Meeting
  Sep 27, 2017 • updated by Connect Administrator • view change

• New Adobe Connect Add-in is available – Adobe Connect Maintenance Announcement
  Aug 11, 2017 • created by Connect Administrator

• Adobe Connect: Planned Maintenance on July 13, July 18, and July 20, 2017
  Jul 18, 2017 • updated by Connect Administrator • view change

• Adobe Connect: Planned Maintenance on June 26, 27, and 29
  Jun 28, 2017 • updated by Connect Administrator • view change

• URGENT: Adobe Connect required restarts after midnight tonight (5/16/17)
  May 16, 2017 • created by Connect Administrator

• Enable Flash for Google Chrome 56 or later
  Apr 06, 2017 • created by Connect Administrator

• Audio Troubleshooting
  Oct 21, 2016 • updated by Connect Administrator • view change