Adobe ConnectNow Troubleshooting Guide

System Requirements:

For a complete list of the most current systems requirements, see www.adobe.com/go/acrobatconnect_systemreqs.

CITRIX System Users – CITRIX does not allow access to the CRES presentations online. You will need to use a browser (Safari, Firefox, Internet Explorer etc.) that is not running through a proxy server.

Quick things to check first. Check the following items to help resolve meeting access issues.

- Are you connected to the Internet?
- Are you accessing the correct URL?
- Disable popup blocker software. Be certain that popup windows are allowed by your browser.
- Clear the browser’s cache.
- Have you registered for the event or seminar? (if registration is required)
- Try accessing the meeting as a registered guest.
- Try connecting from another computer.

This document gives you troubleshooting suggestions when you have issues attending or logging in to a ConnectNow meeting. A few tips are listed below.

Tip 1. Try using a different browser.

Usually, Adobe Connect Now meeting software is compatible with most browsers. When in doubt, try using a different browser - Internet Explorer/Mozilla Firefox/ Google Chrome.

Tip 2. Try logging only once in a given meeting.

Having multiple active sessions to the same meeting can result in an echo effect and other related audio problems. If you suspect that you may be logged in multiple times, log out of all instances of the meeting, close all browsers and start afresh.

Tip 3: Ensure that your company does not control access to ConnectNow through a proxy server (e.g., CITIRX [see below]).

Being behind a proxy server may affect your ability to access Adobe Connect. Try the following:

1. Within Internet Explorer select Tools > Internet Options > Advanced tab.
2. Enable the setting Use HTTP 1.1 through proxy connections and click OK.
3. Close all browser windows and re-open before trying to connect to meeting again
Note. CITIRX Systems –

- Accessing our realtime broadcast via Adobe ConnectNow in a CITRIX environment has not been resolved (Adobe ConnectNow is NOT completely compatible with CITRIX at this time).
- Please logout off the Citrix environment and log into our session again through other standard web browsers (Safari, Firefox, Internet Explorer etc.).

Tip 4: Ensure that you are connected to the Internet and properly configured to use AdobeConnect.

To test your computer and network connections, use the ConnectNow meeting connection diagnostic test: [http://www.adobe.com/go/connectnow_meeting_diagnostic](http://www.adobe.com/go/connectnow_meeting_diagnostic). (Your meeting room does not have to be open.)

This diagnostic test quickly analyzes your computer and network connections to ensure that they are properly configured to provide you with the optimal meeting experience. The diagnostic test checks your Flash Player version, connection to the ConnectNow Service, bandwidth availability, and the presence of the ConnectNow Add-in on your computer.

Using wireless connection can be a cause for unstable Internet connection.

Check the Acrobat.com service status at [http://health.acrobat.com/](http://health.acrobat.com/). This page states any current service activities that could influence the functionality of acrobat.com.

Tip 5: Ensure that you are entering the correct URL.

Tip 6: Join the meeting as a guest.

When accessing the web link, click the guest option and enter your name. The host receives a request from you to enter the room. You do not need a password to enter a meeting as a guest.

Tip 7: Download and enable the latest Flash player.


Tip 8: Check that you meet the system requirements.

For a complete list of the most current systems requirements, see [www.adobe.com/go/acrobatconnect_systemreqs](http://www.adobe.com/go/acrobatconnect_systemreqs).

Tip 9: Try connecting from another computer.

If you are experiencing trouble connecting to the internet or the meeting, try using another computer, if available.
Tip 10: Try using headphones or an external speaker instead of internal computer speakers.

Sound quality can vary greatly depending on the speaker system you are using. You may find it easier and clearer to hear the audio portion of the meeting if you plug in headphones or ear buds into your computer’s audio port.

Tip 11: Ensure that the host of the meeting approves the request of your meeting.

When you log in to a meeting, you sometimes have to request approval to enter the room. An approval message is presented to the host. It can take several minutes for the host to respond to your request. Most ITHS meetings are set up to allow automatic approval without the need for the host to grant entry.

Tip 12: Contact the meeting host if you receive a message that the meeting room has reached capacity.

Depending on your Acrobat.com subscription options, there is a limited number of people that can attend a ConnectNow meeting. We have never reached maximum capacity, however, there is a small chance this could be a problem.

Tip 13: Disable pop-up blocker software.

The AdobeConnect session will open in a pop-up window. If your browser is configured to block pop-ups, the session will not open properly.

Tip 14: Clear the browser cache.

For more information, see How to clear browser cache after Adobe web application updates (Google search).

For further assistance: Contact ithsedu@uw.edu