TOOL FOR FIXING BROKEN ADOBE CONNECT RECORDINGS

We acknowledged the problem of Adobe Connect version 9, when a live stream is without any issues, while the recording which was made is broken and doesn't play properly. These recordings can be fixed by using recommended tool.

> ATTENTION. Recordings can't be fixed if there were no sound or video coming from a speaker. It can happen if:
> - microphone or camera was not plugged in properly,
> - microphone or camera was not turned on either programmicaly or physically.
>
> Usually in those cases meeting guests will not hear you at all and notify you. But sometimes those problems can happen unnoticed when you're alone in the Meeting Room.

Steps taken to fix recording (-s):

1. Identify faulty recording and copy it's link somewhere. Usually the link is in this format:
   https://ac.liedm.net/[recording link], etc.
   https://ac.liedm.net/p4pshlthn97.

2. Add this text to previously copied link:
   /output/[recording link].zip?download=zip, etc.
   /output/p4pshlthn97.zip?download=zip

3. The result should be as following:
   https://ac.liedm.net/[recording link]/output/[recording link].zip?download=zip, etc.
   https://ac.liedm.net/p4pshlthn97/output/p4pshlthn97.zip?download=zip

4. Copy the combined link from the 3rd step and paste it to your favorite browser's Address Bar. Wait for server to offer to Save a recording in a .zip format.
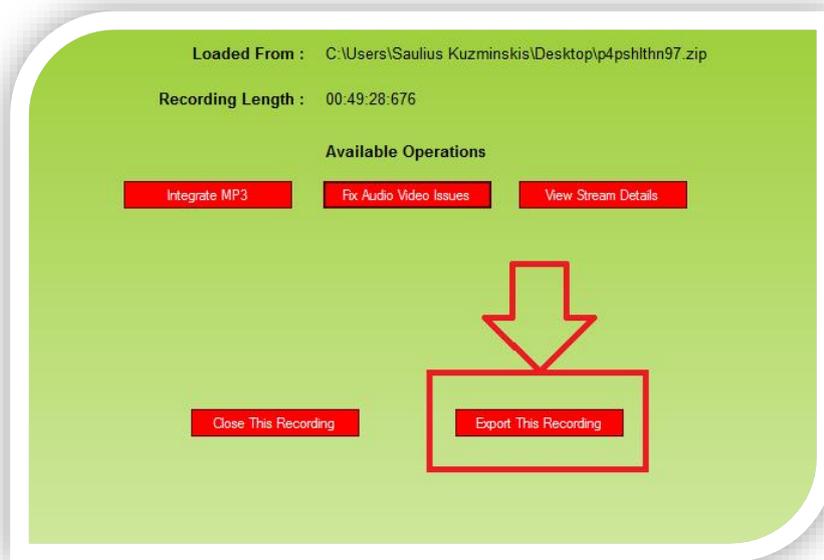
5. Download tool for fixing recordings -> https://my.adobeconnect.com/JRRA

6. Install the program and run it.

7. *File -> Open Recording*; and choose downloaded .zip file.

8. Click on a showed button to fix a recording.

9. After the operation is finished, save the recording.

10. Close the program.

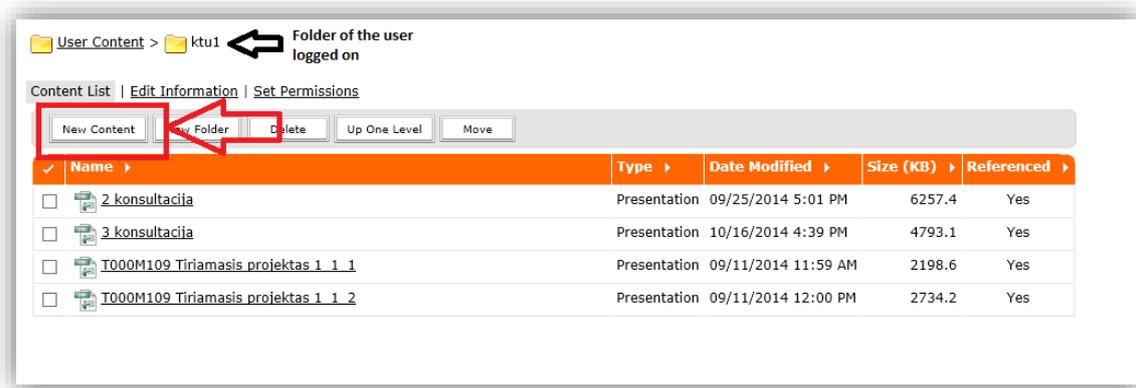11. You will need to upload fixed recording back to Adobe Connect server.

12. Open https://ac.liedm.net in your browser and login with one of the logins provided to your organization. You can be sure by checking top right corner of the screen. For example:
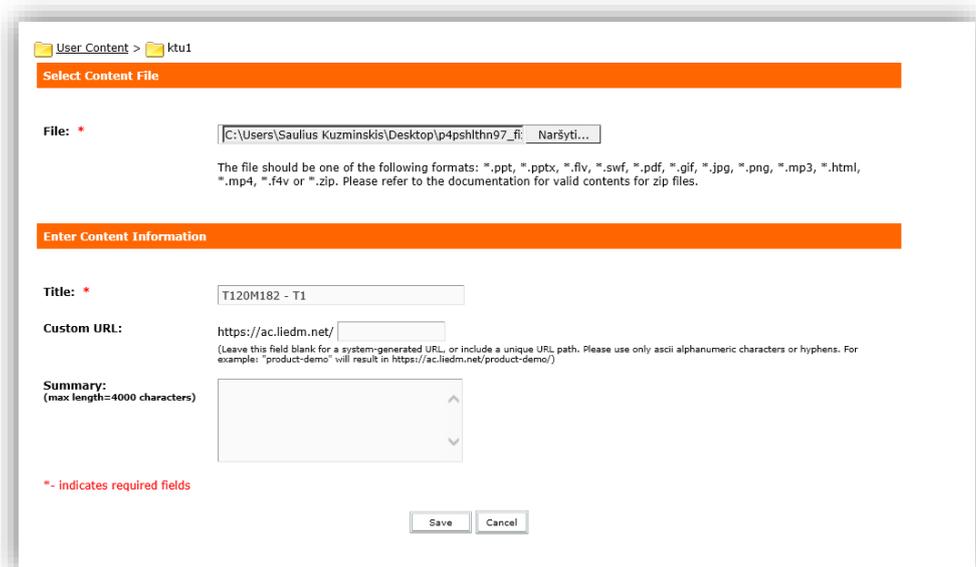

13. Choose *Content* tab.

14. Click *New Content* button.

15. In the new window you must provide *File* and *Title* fields. In the File field please choose FIXED recording which you saved at Step 9. Enter the filename which you have given for broken recording into the Title field. Other fields can be leaved unchanged.

16. Click Save to upload a new fixed recording back to the server.
17. Copy the link of new uploaded recording and provide it to your users.
18. Delete the old broken recording form the system.