

## TOOL FOR FIXING BROKEN ADOBE CONNECT RECORDINGS

Vytauto Didžiojo Universitetas Inovatyvių Studijų Institutas © Virtualaus Mokymosi Technologijų Centras © 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):

- 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 -> <u>https://my.adobeconnect.com/JRRA</u>
- 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.

Loaded From : Recording Length :	C:\Users\Saulius Kuzminskis\Desktop\p4pshlthn97.zip 00:49:28:676
Integrate MP3	Available Operations   Rx Audio Video Issues View Stream Details
	U
Close This Record	ing Export This Recording

Vytauto Didžiojo Universitetas Inovatyvių Studijų Institutas © Virtualaus Mokymosi Technologijų Centras © 9. After the operation is finished, save the recording.

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- 10. Close the program.
- 11. You will need to upload fixed recording back to Adobe Connect server.
- 12. Open <u>https://ac.liedm.net</u> 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:

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Help   Logout: Alberta koledža 1	^

13. Choose Content tab.

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Home	Content	heetings	Seminars	Reports Administration My Profile	
Shared	Content	User Conte	ent   My Co	ontent   Forced Recordings   Content Dashboard	

14. Click New Content button.

User Content > 🔁 ktu1 🗲 Folder of the user logged on				
Content List   Edit Information   Set Permissions				
✓ Name →	Туре 🔸	Date Modified >	Size (KB) →	Referenced >
2 konsultacija	Presentation	09/25/2014 5:01 PM	6257.4	Yes
<sup>3</sup> konsultacija	Presentation	10/16/2014 4:39 PM	4793.1	Yes
T000M109 Tiriamasis projektas 1 1 1	Presentation	09/11/2014 11:59 AM	2198.6	Yes
T000M109 Tiriamasis projektas 1 1 2	Presentation	09/11/2014 12:00 PM	2734.2	Yes

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.

Select Content File	
File: *	C:\Users\Saulius Kuzminskis\Desktop\p4pshlthn97_fi: Naršyti The file should be one of the following formats: ".ppt, ".pptx, ".fiv, ".swf, ".pdf, ".gif, ".jpg, ".png, ".mp3, ".html, ".mp4, ".f4v or ".zip. Please refer to the documentation for valid contents for zip files.
Enter Content Informatio	n
Fitle: *	T120M182 - T1
Custom URL:	https://ac.liedm.net/ (Laxe this field blank for a system-generated URL or include a unique URL path. Please use only ascii alphanumeric characters or hyphens. For example: "product-demo" will reall in https://ac.liedm.met/product-demo/)
Summary: max length=4000 characters)	<u>`</u>
- indicates required fields	

- 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.