



USEFUL PRACTICES OF USING ADOBE CONNECT

TIPS OF HOW TO EFFECTIVELY WORK WITH THE SYSTEM
(tested with a 9th version)

The aim of the document is to provide combined practices from various sources, which can help users avoid mistakes and use system more effectively. All the explanations are written by using Adobe recommendations.

Group 1: recommendations and practices

- Promoted Host should not start the recording.

WHY (simple explanation)? Sometimes happens that the meeting is hosted by a user which don't have Meeting Host rights (his own login) in the system. He logs into session as a Guest and then is promoted to Host by a user who has Meeting Host rights. If such user starts a recording, sometimes it happens that some shared content (slides, etc.) will not be seen in recording.

WHY (ADVANCED EXPLANATION)? Every shared content in Adobe Connect system (meeting rooms, recordings, etc.) is known as Shareable Content Object (SCO). When the recording is started, Adobe Connect system tries to create those SCO's for every content shared at the time. Those SCO's will belong to the main SCO of the recording. For creation of those SCO's it uses user rights who started the recording. In this case recording is started by a user without proper rights. Creation of SCO's fails because Guest user doesn't have Manage rights and can't edit recordings.

Group 2: recommendations and practices

- Promoted Host should not start the recording.
- Don't Edit or Move recording for 24 hours.
- Don't share slides before starting a recording. Share them after you start a recording. You can upload them to the server, but you're advised to stop sharing them before you start a recording.
- Don't use *Breakout Rooms* (it's not used by default). If you need to use it, please stop the recording and start it again after you finish using *Breakout Rooms*.
- Keep recordings short.
- Don't forget to Resume recordings after Pausing.
- Avoid Starting/Stopping of Camera. Better choose Pausing/Resume, but it is also advised to use it wisely. Such behavior leads to broken recordings, which are harder to fix.
- Check if you Stopped the recording before Ending Meeting and quitting.
- Always use latest Adobe Connect Add-In and Adobe Flash Player versions.

WHY (SIMPLE EXPLANATION)? If you don't pay attention to mentioned practices it increases possibility of broken recordings where sound or video is not working, recording can't be played, etc. To fix these those recordings we have dedicated a document „TOOL FOR FIXING BROKEN ADOBE CONNECT RECORDINGS“.

WHY (ADVANCED EXPLANATION)? Recordings which were influenced by mentioned causes gets broken because of the backward timestamp error. It happens when the data packet sent has a date earlier than previously sent packet. When such differences are extremely big, Flash Media Server working in Adobe Connect system, fails to operate them and stops a recording. Adobe does not know what exactly makes this to happen so it advises to keep an eye on those practices.