



ADOBE CONNECT 9 RELEASE NOTES

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Overview

Release Date

Adobe Connect 9 will be rolled out in phases

- **On-Premise:** Adobe Connect 9 installer for customer premise deployments (All supported Locales): August 17, 2012.
- **Hosted:** Adobe Connect 9 service hosted by Adobe: Starting August 17, 2012, please check the migration schedule for your account [here](#).
- **Managed Services:** Adobe managed customer specific cloud deployment of Adobe Connect: Update scheduled based on customer requirement. Please reach out to your Adobe Connect managed services representative to schedule your update.

Description

Adobe Connect is a market-leading web conferencing solution that enables corporations and government agencies worldwide to improve collaboration, webinars, and eLearning through exceptionally rich interactions. This major release delivers critical new capabilities to address challenges faced by many organizations in conducting webinars, mobile learning, and mobile-to-mobile collaboration. This release also resolves a number of issues and bugs.

For an overview of Adobe Connect, see

<http://www.adobe.com/products/adobeconnect.html>

System Requirements

For latest system requirements please visit

http://www.adobe.com/go/connect_sysreqs_en



Important Update Information

Please review the following important information regarding the update.

[New Adobe Connect Add-in](#)

[Minimum Adobe Flash Player version 10.3 for attending meeting](#)

[Migration for Adobe Connect Events module](#)

[Enforcement of Named Host License](#)

[Deprecated Adobe Connect Desktop](#)

[eLearning Suite 6 Integration](#)

[Deprecated Adobe Connect Presence Server](#)

[Deprecated Linux Ubuntu 10.04 Add-in](#)

[Other key changes to system requirements](#)

[Large Seminars and Advance Scheduling](#)

[Adobe Connect Server Upgrade Path for In Premise Deployments](#)

New Adobe Connect Add-in

This update requires a new Adobe Connect Add-in (henceforth referred to as simply “Add-in”) for functionality specific to meeting hosts and presenters on Windows and Mac. You will be asked to install the new Add-in when:

- You try to start/join a 9.0 meeting for the first time and
 - Have an older version of the Connect 9 Add-in installed, OR
 - Have the Connect 8 Add-in installed but not the Connect 9 Add-in

OR

- You invoke screen sharing, application sharing, or share PowerPoint (PPTX format) files and
 - Do not have the Connect 9 Add-in installed OR
 - Do not have the latest version of the Connect 9 Add-in installed

The new Add-in is based on a later version of Flash Player (than the Adobe Connect 8 Add-in) and provides better performance. The new Add-in will also enable our developer community to create custom pods targeting Flash Player 10.



If you are in a locked-down IT environment, we recommend that you ensure that all of your end users have the new Adobe Connect Add-in and Adobe Flash Player (version 10.3 or later) installed. Please download the Adobe Connect 9 Add-ins from this [page](#), or directly from the links here:

[Add-in for Windows](#)

[Add-in for Mac](#)

Since the new Add-in co-exists with the Adobe Connect 8 Add-in, it can be downloaded and installed in advance of the Adobe Connect 9 upgrade. More information about the Add-in can be found [here](#).

Minimum Adobe Flash Player version 10.3 for attending meeting

Adobe Connect 9 leverages advancements in Adobe Flash Player technology for improved audio, video and interactivity. The minimum version required to attend meetings is 10.3. It is recommended to always use the latest version of flash player which can be downloaded from [here](#).

Migration for Adobe Connect Events module

The enhancements include several key updates to the Adobe Connect Events Module and event registration capabilities. The new Events module features will be available only for new events which are created after the upgrade and all existing events will be preserved. We encourage all the users of the Adobe Connect Events Module to review this [Adobe Connect 9 Event Migration Guide](#) to get familiar with the new registration capabilities in advance of your upgrade.

Enforcement of Named Host License

With this upgrade, we will be more strictly enforcing Named Host licensing in accordance with the Terms of Service. This update only applies to those using the Named Host licensing model, and will not affect users who are using the product in accordance of the licensing terms (i.e. not sharing licenses, etc.) More information on this can be found in this [FAQ](#).

Deprecated Adobe Connect Desktop

Adobe Connect Desktop, the AIR-based desktop application which helped meetings hosts manage recordings and create offline versions, will not be supported for Adobe Connect 9. We will continue to support it for Adobe Connect 8. The Adobe Connect desktop tool can be found [here](#)

eLearning Suite 6 Integration

Along with the launch of Adobe Connect 9 and Adobe Connect Mobile 2.0, the solution for eLearning users is enhanced with updates to our authoring tools, and the release of Adobe Captivate 6, Adobe Presenter 8, and the first release of Adobe Presenter Mobile for iPad. Now you can author content once for use across desktop and mobile devices.



Deprecated Adobe Connect Presence Server

Adobe Connect Presence Server provided an XMPP gateway to interconnect Adobe Connect with Microsoft LCS. It provided meeting invitees' LCS presence information inside the Adobe Connect meeting. With Microsoft Lync, we are now providing a client side integration instead where users can invite and launch Adobe Connect meeting directly from their Microsoft Lync or Office Communicator client. Adobe Connect MOC Add-in can be downloaded from [here](#).

Deprecated Linux Ubuntu 10.04 Add-in

This upgrade does not include Adobe Connect Add-in support for Linux Ubuntu 10.04 users. Users joining a meeting from Ubuntu 10.04 will be able to attend a meeting from their browsers but Presenters and Hosts of the meeting will not be able to initiate a screen share or create an offline recording. For details on the functionality of Adobe Connect Add-in please refer to [this page](#).

Other key changes to system requirements

Adobe Connect 9 release deprecates the following support. For latest system requirements please visit http://www.adobe.com/go/connect_sysreqs_en

- Internet Explorer 6 from client system requirements
- Adobe Connect Add-in for Mac OS X 10.5 (Leopard)
- Oracle Solaris from client system requirements

Large Seminars and Advance Scheduling

With this upgrade Adobe Connect Seminar Rooms allow you to conduct large meetings and webinars with up to 1500 participants on the Adobe hosted service. This update also introduces a scheduling mechanism which makes it easy to detect and prevent conflicts between multiple seminar meetings happening on the same license. Advance scheduling is required for seminar meetings with 600 or more participants but is optional for seminar meetings with less than 600 participants.

Adobe Connect Server Upgrade Path for In Premise Deployments

From Adobe Connect 8.x

Upgrade to Adobe Connect 9.0

From Adobe Connect 7.5.x

Upgrade to Adobe Connect 7.5.2.3 and then to Adobe Connect 9.0

From Adobe Connect C7.0.x

Upgrade to Adobe Connect 7.5.2.3 and then to Adobe Connect 9.0



What's New in Adobe Connect 9

The new version of Adobe Connect offers improvements in the following areas:

- A revamped Webinar solution integrated with Adobe Digital Marketing Suite
- Added eLearning capabilities including SCORM import
- Improved meeting experience on desktop and mobile
- Increased Seminar Room capacity of up to 1500 participants on the Adobe hosted service

New events registration module

Rapidly create enticing on-boarding experiences for your webinars and training

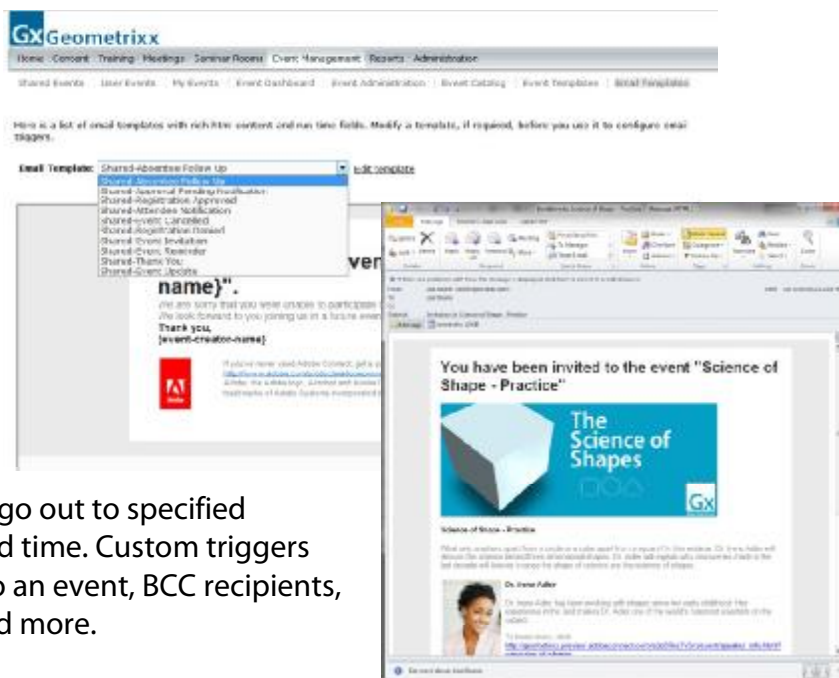
Rich HTML based event page templates

With an easy-to-use drag and drop interface powered by Adobe CQ5™ technology, you can create customized event page templates including a landing page, speaker information page, registration page and login page. While two event page templates are included, Event Managers and Event Administrators can create any number of custom branded templates by using a number of rich components such as images, Flash, tables, charts, carousels, and more. Event Administrators can further control branding by creating shared templates that cannot be edited.

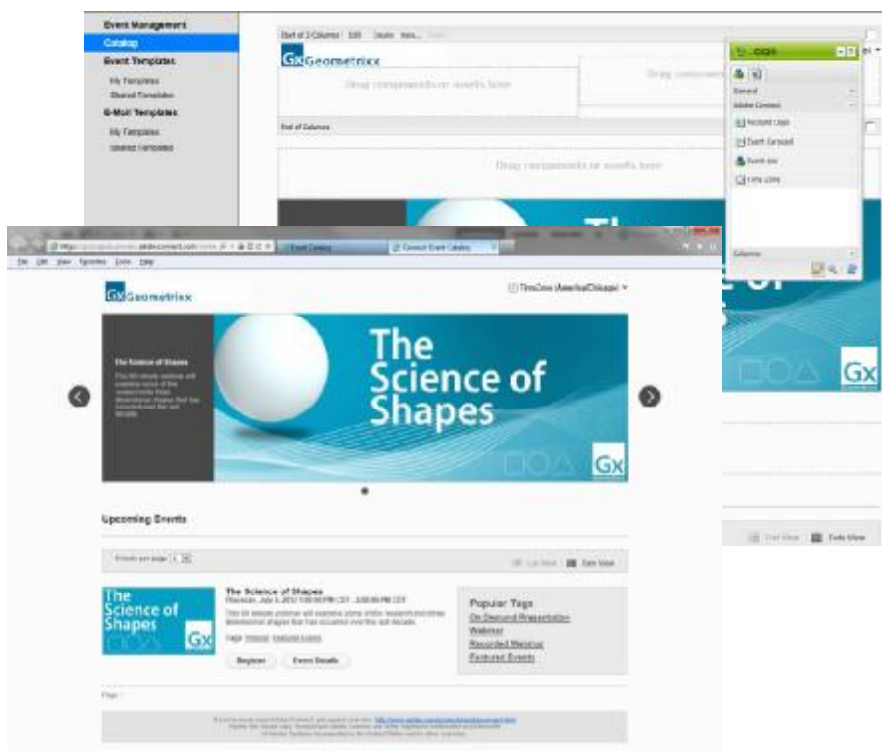


Template based email triggers

Customize email triggers with HTML templates. Create email templates with the easy to use drag and drop interface powered by Adobe CQ5 (TM) technology. Just like the event templates, you can create email templates that are either shared or private—to allow for better branding control. Apart from the standard email triggers like invitation, reminder, thank you or missed you, you can also create custom email triggers that go out to specified registration groups at a predefined time. Custom triggers include selecting a time relative to an event, BCC recipients, predefined reply-to addresses, and more.



Events catalog



To improve event discovery, Adobe Connect 9 automatically generates a master event catalog that lists all events published in the catalog. You can now embed the Events catalog in any website using automatically generated *embed code* available from the Settings menu. It's also possible to create multiple catalogs for each folder in the events section. The catalog provides a *list view* and a *date view* for reviewing event listings. You can also filter events based on tags and highlight featured events in a carousel. Event Administrators have full control over the catalog layout and branding.



Registration without password

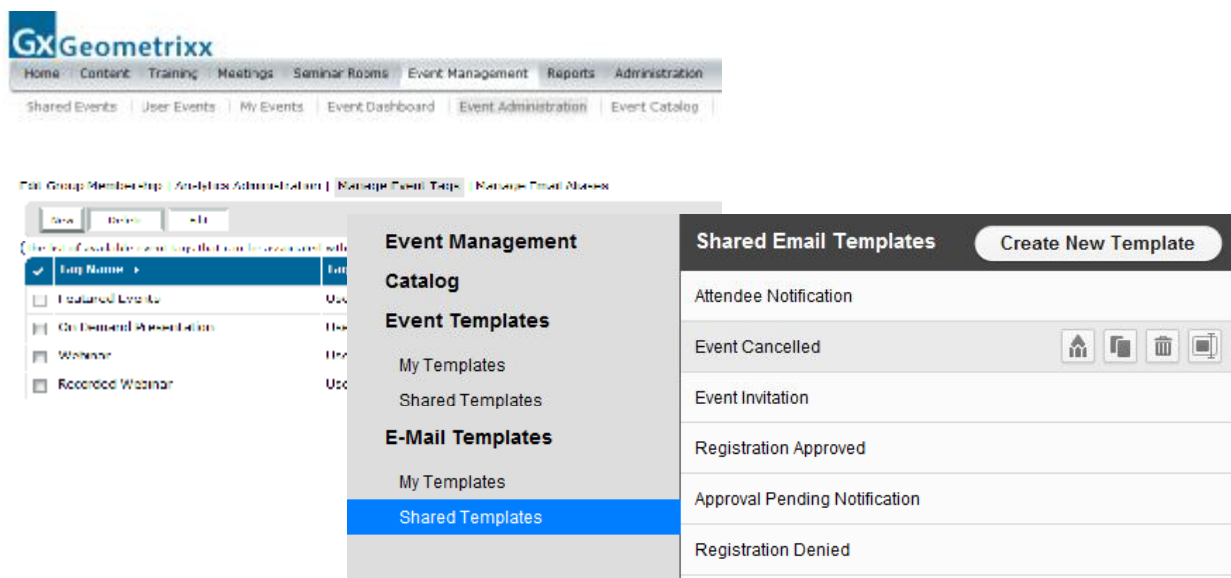
To allow for simplified event registration, you can now create Events that don't require a password. Participants log into these Events via their email addresses.

Simplified viewing of on demand events

Events setup for on-demand viewing with recordings, presentations, eLearning, PDF documents or other supported content now have a simplified participant experience. When an event is setup to allow direct entry, participants can immediately view the content within that event after submitting their registration form. They do not need to wait for a confirmation email.



Event Administrator role



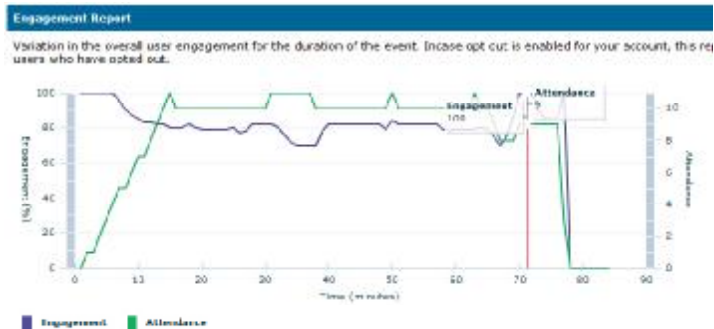
The new role of Event Administrator provides better control for enforcing branding guidelines and event configurations. Event Administrators can create shared Reference Templates, limit tags in the Event Catalog, create Reply-to options for email triggers, and assign Event Manager roles to registered users.



Detailed event reporting

Optimize your webinars and training by knowing what works

Measure event effectiveness

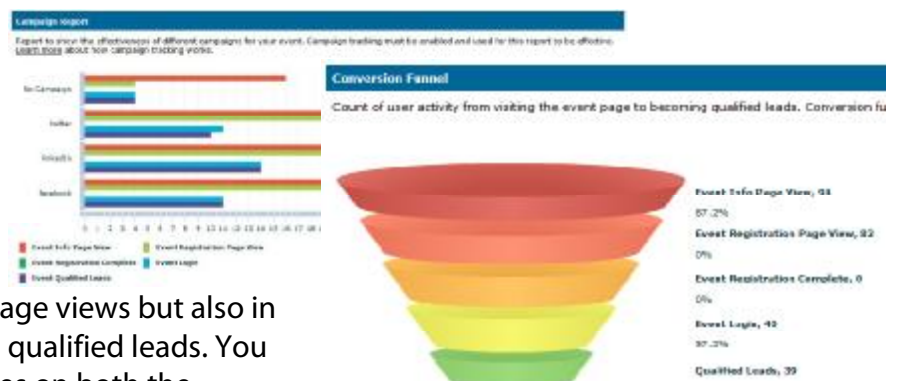


The detailed reporting of user engagement and attendance helps you to understand which parts of the event were effective and which parts require improvement. Apart from the new engagement report, detailed reports are available on user participation and interactions such as Q and As, polls, file downloads, chat, and status updates.

Measure promotion effectiveness

Campaign reports provide a detailed view into the performance of campaigns run to promote events.

You can not only measure performance in generated page views but also in generating event logins and qualified leads. You can set lead qualification rules on both the demographic information submitted by users during registration and behavioral information like attendance duration.



Detailed participant profiles and qualification

Participant profiles combine demographic information from registration questions such as name, email etc. with behavioral information from event participation such as poll responses, engagement level and questions asked. The details are useful for more effective follow-ups and lead qualification. You can download participant profiles as either a CSV file or through the web services APIs for further integration with lead management systems.

Integration with Adobe SiteCatalyst™

Full Analytics
 Configure Adobe SiteCatalyst event tracking standard reports and create reports and alerts for this report.

Create a new report suite
 (Learn more about Adobe SiteCatalyst Web Service Credentials. These details are available under the Adobe SiteCatalyst Admin Console.)

Company Name:

User Name:

Shared Secret:

Event reports are powered by Adobe SiteCatalyst technology. Adobe SiteCatalyst customers can integrate their events data with data from other channels for powerful closed loop marketing. Customers can also use the rich toolset provided by Adobe SiteCatalyst to slice and dice their events data for further insights.



Engagement dashboard

Increase webinar and training effectiveness through real time feedback on audience engagement

Measure Engagement



The new Engagement dashboard provides a snapshot of participants' overall engagement during the course of the seminar. Through a proprietary algorithm, Adobe Connect monitors various user interactions within the meeting room, voice conferences, polls, Q&As, status updates etc. to arrive at a participant engagement score. The aggregated engagement score for all the participants in the meeting is displayed in the engagement dashboard. Individual engagement level for each participant is also displayed in the attendee pod. An engagement score variation over time is reported post event to analyze portions of the event that can be improved.

Monitor interactions

The engagement dashboard displays how many participants have responded to the various polls and outstanding questions in the Q and A pod. Presenters can use this information to tailor the flow of their sessions. This dashboard is available only in the Presenter Only Area of live Events as well as all Virtual Classrooms and Seminar Rooms.

Improved Seminar room capacity

Conduct engaging webinars with up to 1500 participants

Increased Capacity

Connect Seminar Rooms allow you to conduct large meetings and webinars. With an increased capacity of up to 1500 participants for Seminar Rooms on the Adobe hosted service, you can conduct a wide range of meetings from team meetings to all hands on Adobe Connect. All the rich interaction capabilities like single click layouts, presenter only areas, polls, Q and A etc. are available to keep all meetings flowing smoothly.

Seminar Room Scheduling

New in Adobe Connect 9 is a Seminar Room calendar which allows you to easily find available time slots and prevent conflicts with other scheduled seminars. Calendar view shows availability across all of your seminar licenses based on the scheduled timings for your seminars.



Improved meeting experience

Collaborate more effectively with these enhancements

Share Pod

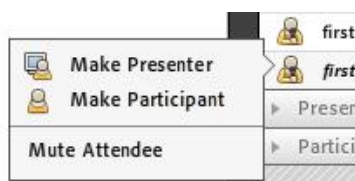


Users now have the zoom options easily accessible to them for a better viewing experience for screen sharing. The full screen option for *share pod* is also available in the meeting recordings. There is a new option for meeting Presenters to move all Participants to full-screen mode when starting a screen-share session. Meeting *hosts* can hide the title bar of the *share pod* to increase the viewing area. This is useful for branding the meeting room with custom images and logos.



Audio

Hosts can easily manage noisy participants with the option to mute attendees connected via integrated teleconference.



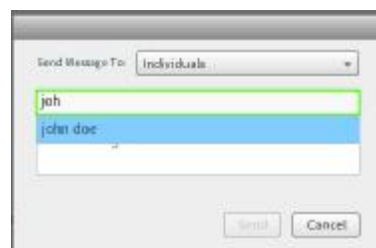
Video



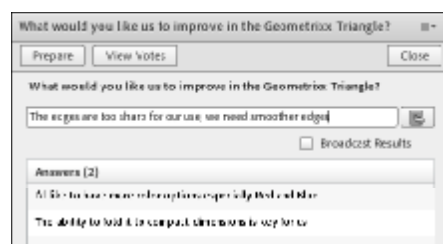
A highlighted frame displays around the speakers video feed so participants can easily identify who is talking. This option is configurable by the meeting hosts.

Q&A Pod

Meeting *Presenters* now have the ability to send messages to selected participants from the Q and A pod. This is particularly useful in large formal meetings. Hosts can hide chat communications from participants by hiding the *chat pod*, while still having the ability to communicate through the *Q&A pod*.



Poll Pod



A new short answer poll option increases flexibility in administering polls. Meeting hosts can now also see participants who have not yet voted in the View Votes tab in the poll pod.



Improved editing of meeting recordings

Convert meeting recordings to shareable assets

Custom Index

A logical index can significantly improve the recording and viewing experience. It's now possible to create a custom index for recordings through Chapters and Bookmarks. Bookmarks advance the user to specific spots in a recording, while Chapter markers are higher level logical groupings of several bookmarks. Hosts can add, edit, and delete new bookmarks or chapter markers in a recording. This flexibility helps hosts ensure a better viewing experience.

Hide Pods from Recording

Organizers can hide the chat pod, attendee pod and Q&A pod from a recording. When the Share pod is the only remaining pod in the recording, it expands to full screen to improve the viewing experience.



Make participants anonymous

Organizers can hide the names of all attendees from meeting pods such as the chat pod, the Q and A pod, and the attendee pod before sharing a recording. This is useful for protecting the identity of participants.

SCORM Import

Deliver a wide range of eLearning content from Adobe Connect

Important to all eLearning programs is the ability to track learner activities. Instructors need to follow their students' progress and run reports on test scores. eLearning authors can now directly import SCORM content into an Adobe Connect Server for use in training courses delivered from our Rapid Training Management System. This is great news if you have already invested significantly in the creation of learning content, as you will be able to quickly and easily use your existing SCORM content within Adobe Connect Training Courses and curricula. This is a great way to reduce the cost of integration, by leveraging your existing content development efforts.



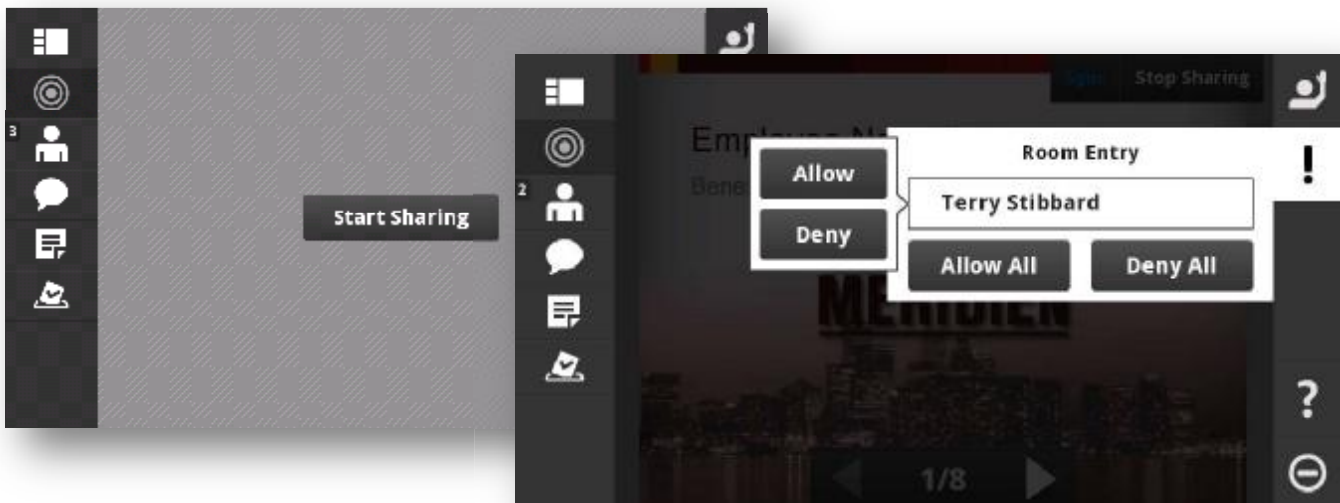
Integration with Adobe eLearning Suite 6

Use latest Adobe eLearning authoring tools with Adobe Connect 9

Adobe Connect has always been a great way to provide users and learners with anywhere, anytime access to rich and delightful content created using Adobe's eLearning Suite of tools. With continued advances in the eLearning Suite, the solution is now extended to support mobile platforms. Publish your Adobe eLS mobile-format content to the Adobe Connect Server, and users may now access and play it from a wide variety of the most popular handheld devices in the market today.

Adobe Connect Mobile 2.0

Not just attend but also host meetings from anywhere, anytime



Adobe Connect Mobile is already the most highly-rated of the widely distributed live collaboration clients for mobile devices. That hasn't stopped us from improving it even further. Adobe Connect Mobile 2.0 provides a significantly richer experience for those using tablets to host and attend meetings. Mobile hosts now have a set of meeting controls unmatched by any in the marketplace including sharing documents and presentations from an Adobe Connect Server. Hosts may now change layouts within meetings, use the whiteboard and draw on slides to enhance a critical point. Control over participants' recordings and audio within the meeting have also been extended for tablet-based mobile hosts.



Mobile On Demand Learning with Adobe Presenter and Adobe Captivate

Author rich and engaging content once, and make it available to both your mobile and your desktop users, with a single publish to Adobe Connect.

- Publish your Adobe Captivate 6 project as HTML5 output, and verify the content is HTML5-capable with the included HTML5 Tracker. Make your content available from the Adobe Connect Content Library as a general learning resource, or as an Adobe Connect Training Course for formal learner assignment, communication, tracking, and reporting within the Connect Training system. HTML5 content can be viewed in any browser that is HTML5-capable, including those found on most mobile devices, as well as the most popular desktop browsers.
- Publish your Adobe Presenter 8 presentations with audio, embedded video, and basic quizzing, and make them available by publishing them to the Adobe Connect Content Library, or as an Adobe Connect Training Course. These presentations will run in any flash-capable browser on a desktop machine, and on the iPad using the new, free, Adobe Presenter Mobile app. As with Captivate above, Presenter Courses that are a part of an Adobe Connect Training program, and can be assigned to learners, associated with learner reminders and notifications, and will be tracked for credit within Training programs, and in reports on Adobe Connect Central.

Real Time Mobile Learning in Adobe Connect Mobile

The vast majority of mobile learning that occurs today happens on demand. While this is a great way to provide access to knowledge whenever the learner can find the time, scheduled virtual classrooms are now a great option to extend the experience with Adobe Connect Mobile 2.0.

The use of Adobe Captivate and Adobe Presenter learning objects is not supported in Adobe Connect Mobile. For more information and best practices on using the eLearning Suite integration to deliver mobile learning, please visit our Learning Center (http://www.connectusers.com/learning_center/).



Issues Resolved

Issue Tracking Number	Issue Description
2775194	Fixed issue where Adobe Presenter presentations shared in the Share Pod were not synchronized for late arriving participants in a meeting session.
3073303	Fixed issue where learner report for the learners group would differ from the learners report for the individual user and would show incorrect information.
3084548	Fixed issue when multiple large courses shared in a Virtual Classroom will sometimes fail to load the course.
3159979	Fixed issue where "by users" reports for a curriculum will display inconsistent results for some users.
3165951	Fixed issue where Page UP/Page Down keyboard shortcuts will not work for advancing slides when an Adobe Presenter presentation is shared in the Share Pod.
3170213	Fixed issue where ending a secure screen sharing session in the meeting will sometimes cause the Internet Explorer 8 to crash.
3178567	Fixed issue where creating a new meeting from a template will show the audio profile selection as disabled.
3184716	Fixed issue where meetings will get stuck in the connecting screen under specific conditions.
3184104	Fixed issue where meeting recordings will not accept the "archiveOffset" parameter in the recording URL. "archiveOffset" parameter is used to start the recording playback from a specific point in the recording timeline.
2649025	Fixed issue where a resumed course is initially set as "Not Taken" instead of "Incomplete".
2727318	Fixed issues where large recordings will go out of synchronization on using the seek bar when they contain the host cursor, whiteboard overlay or animations.



2817712	Fixed issue where meeting preferences window will freeze on clicking Meetings > Preferences > Audio when VOIP is disabled using the compliance and control administration settings.
2896024	Fixed issue where using the Q&A Pod will cause interruptions in video playback.
3006402	Fixed issue where "report-curriculum-takers" API will return incorrect data.
3021468	Fixed issue where Adobe Captivate 5.5 content will not playback properly in the meeting room or recording.
3116146	Fixed issue where importing user groups using a CSV file will show an error message even after successfully importing the groups.
3210925	Fixed issue when recording playback will sometimes freeze if Q&A pod was brought up during the session and the meeting room was created using a Meeting Template which had this Q&A pod with some un-answered questions in it.
3217262	Fixed issue where recording playback will not display the mouse pointer movement in the share pod.
2831316	Fixed issue where unplugging and plugging back of USB headset will cause the Adobe Connect Add-in to crash when the audio setup wizard is being used.
2939667	Fixed issue where flash media gateway will drop the connection during the broadcast of VTC pod.
3138645	Fixed issue when echo cancellation will not work as expected on certain scenarios.
3147428	Fixed issue where text overlay will disappear or appear misaligned when pressing Sync/Un-sync button multiple times after resizing the Share Pod.
2894713	Fixed issue where uploaded images were replaced by default image when rebuilding the event without uploading the image again.
2994027	Fixed issue when Guests and Registered users who are not invited or added to the meeting room, do not appear in the Meeting report.
2838030, 2914200	Fixed issues where Note Pod text exported as email will lose some of the formatting like blank lines, text in curly brackets and bullets.



2846148	Fixed issue when Adobe Connect Add-in would crash in case multiple layout changes and done when a Powerpoint document is being uploaded in the Share Pod.
2879541	Fixed issue where users registering for but not attending an event were counted in the average attendance report.
2913964	Fixed issue where event name would not come for "Event Approval Pending" and "Event Entry Denied" email triggers when sending test mail.
2921146	Fixed issue when "Meeting Dial-in" and "Meeting Passcode" were blank in event invitation email.
2930997	Fixed issue in Virtual Classroom recording when a course having Video content is shared, video does not show up in the recording and event index.
2936231	Fixed issue when "user entry" report will incorrectly show users from multiple meetings in the event report, if a meeting shared in more than 1 event.
3033554	Fixed issue when focus of the Chat Pod and the Share Pod would shift for one host when some other host or presenter shares a Whiteboard.
3049645	Fixed issue when the Attendee Pod fly-out menu for participant would remain even after changing the focus to another pod.
3074758	Fixed issue where double-byte characters will be filtered in the file name of Meeting logo under Customize Meeting Option in Administration Tab.
3075908	Fixed issue when Click Save with invalid email address, Save button cannot be enable after paste a valid address to ""Send notification mails to"" field.
3081743	Fixed issue when the aspect ratio of the video is incorrect while uploading a MP4 file in the content library and clicking on the URL to view the content in a new tab of browser in maximized state.
3103485	Fixed issues when Adobe Connect Addin would crash on MAC while uploading a file larger than the supported limit of 100 MB.
3127412	Fixed issue when request control would not work in case of one user sharing second Monitor and other user tries to do remote control.
3200547	Fixed issue when Adobe Connect Installer would not update sip.xml file on freshly installed FMG server.



Known Issues

For the latest list of known issues with Adobe Connect 9 please refer [here](#).

Issue Tracking Number	Issue Description
3300339	Google Chrome 21 browser makes the Flash Pepper (PPAPI) the default plug-in (the previous default plug-in was the NPAPI Flash plug-in), which is incompatible with Adobe Connect 8 and 9 add-ins. As a work around disable the new Chrome Flash PPAPI plug-in or use another supported browser. For more details, please see this Tech Note .
3001182	Virtual Classroom having "Enrolled students and accepted guests" option selected does not include guests when the Virtual Classroom report is created from the reports tab. To view the guest participants please view the "By Attendees" report for that Virtual Classroom.
3149330	Stop sharing drop down menu is not shown on 64 bit applications while doing Screen sharing on a 64-bit machine. The sharing can be stopped from the stop sharing option in the Adobe Connect meeting window.
3167693, 3167675	On MAC, when finder app is shared, desktop background image and Dock does not get shared
3163993	On Lenovo T420 laptops, when sharing video from built-in webcam it intermittently gets zoomed in.
3179743	Hot Spot questions created using Adobe Presenter 8 are not supported for PPT files but are supported for PPTx files.
3203520	On downloading CSV reports of a meeting in which Adobe Presenter content is shared, the interaction type shows 'Generic' for hot spot questions.
3202420	H264 in FLV format is not supported for recording playback. When such a recording is played back, video may go black and can lose audio on seeking in the recording.
3226344	On MAC OS 10.8, when applications/window are being shared, clicking on Notification Centre button shows hatch mark over shared application.



3114852	Creating offline recording on a MAC leads to a high CPU usage by the Adobe Connect Add-in.
3160093	OSMF swf files and swf files with SPARK components are not supported and may not play properly when shared in the meeting Share Pod.
3115735	While screen sharing from MAC mouse cursor gets shared when the cursor size is increased from normal to large.
3220472, 3187138, 3215650	The following webcam do not work well in the meeting Video Pod. -Creative VF0260 -Microsoft VX 3000 -Osprey 230 video card
3288119	For In-Premise deployments of Adobe Connect, if SSL is enabled using self-signed certificate, opening a meeting in the browser with flash player 11.3 and above will give an error message about certificate being invalid or expired. For enabling SSL, a certificate issued by a certification authority is recommended.

More Information

Product details	http://www.adobe.com/products/adobeconnect
Adobe Connect User Community	http://www.connectusers.com/
Adobe Connect Help	http://helpx.adobe.com/adobe-connect.html
Adobe Connect Extensions	http://www.adobe.com/products/adobeconnect/extend.html
Adobe Connect Support	http://helpx.adobe.com/adobe-connect.html
Adobe Connect Updates	http://www.adobe.com/support/connect/downloads-updates.html