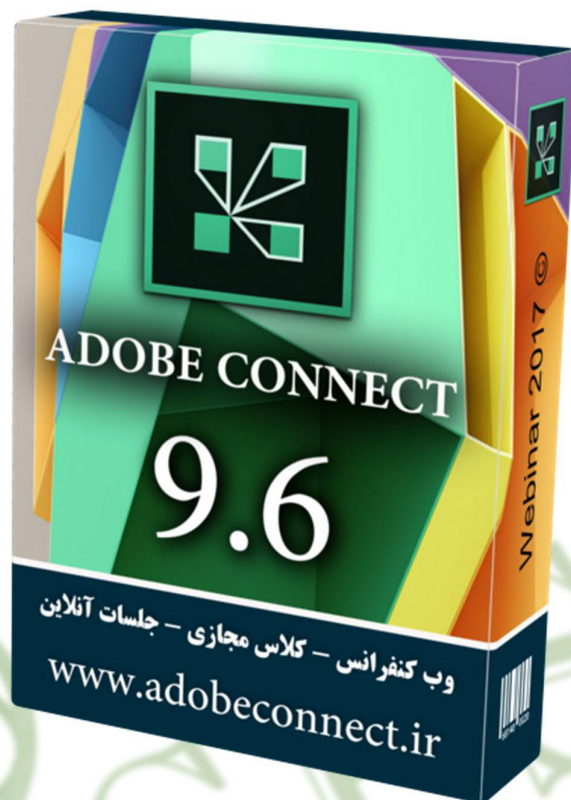


# Adobe Connect 9.6 Release Notes



Know about the latest offering in Adobe Connect. The article summarize the new features and enhancements.

Adobe Connect is a web conferencing solution for web meetings, e-learning, and webinars. It powers mission critical web conferencing solutions end-to-end, on virtually any device, hence boosting productivity within the organizations. The latest release of Adobe Connect provides new user groups and bug fixes across different areas of the product. Below is a summary of the new features.

## What's New in Adobe Connect 9.6

[HD support in meetings](#)

[Engagement Dashboard in Meetings](#)

[Install the latest Help](#)

[Breakout room enhancement](#)

[Java 8 support](#)

HD support in Video pod (coming shortly)

Meeting attendees can share and consume HD (720p) live video feed on desktop and mobile devices. If your Adobe Connect account permits, Hosts can set the video quality at 720p in the Meeting Preferences. Adobe Connect 9.6 onwards, H264 video codec is supported by default instead of VP6. See [Share HD video from webcam](#), for more information.

**Note:**

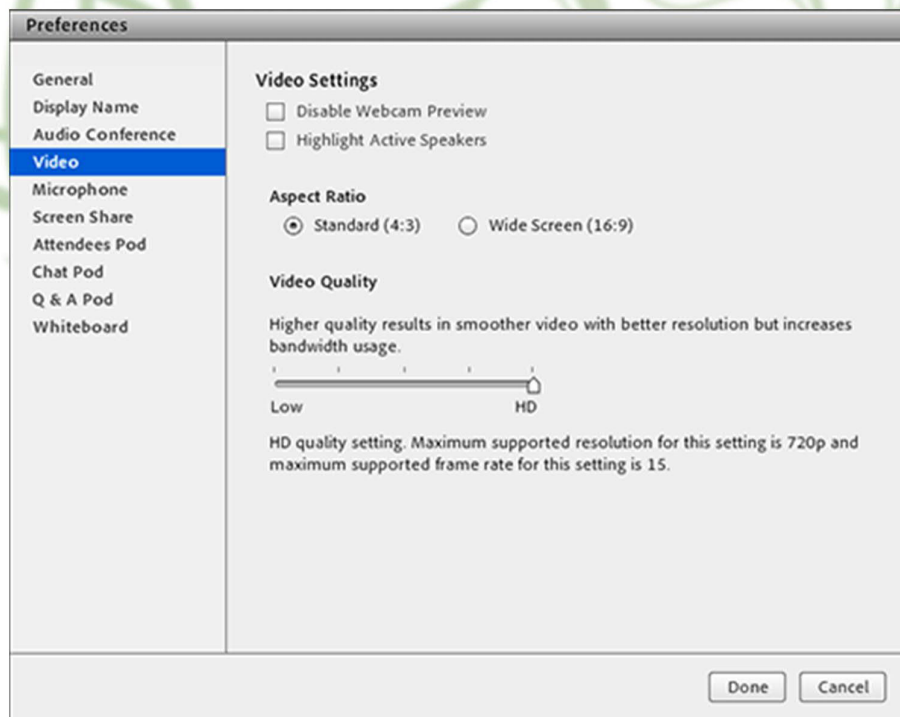
This feature is in the final stage and will be made available soon.

## Share HD video from webcam

Adobe Connect 9.6 onwards, you can share and consume HD (720p) live video feed. Hosts can set the video quality to HD in the Meeting Preferences. The broadcasted HD feed is available in both, the Filmstrip mode and the Grid mode. Adobe recommends using the Filmstrip mode for better performance.

When HD video sharing is enabled, only one HD stream is allowed in a meeting currently.

The camera publisher can change the Video Quality in Meeting Preferences to **HD**.



*Meeting preference for HD video sharing*

To understand how the HD feed is allocated in a meeting if multiple subscribers start sharing HD camera feeds and change upon switching layout, see the following table.

Sharing scenario	Filmstrip layout	Grid layout
When starting to share HD feeds	HD allotted to the primary feed irrespective of who is sharing.	HD feed allotted to the first HD publisher.
When switching from Filmstrip to Grid	-	HD allotted to a single publisher randomly.
When switching from Grid to Filmstrip	HD allotted to the primary feed.	-
When a HD video publisher stops sharing	Primary feed continues to be an HD stream.	Freed HD slot is allotted to the next user who publishes HD camera stream. HD slot is not allotted to any existing HD camera stream publishers.
When a user starts sharing after all available HD slots are taken	The user publishes a non-HD stream.	The user publishes a non-HD stream.
When HD slot needs to be transferred from the user publishing HD stream to another user	Hosts, Presenters, and participants with enhanced video rights can set the user's video feed as the primary video to make it HD.	Both users need to stop publishing video streams. Then the user who wants to publish HD camera stream needs to re-start video stream first. Post that the other user can also re-start video stream.

**Note:**

HD feed is published only if the available display area in the Video Pod is at least 480 pixels in height. If the Video Pod is smaller in size, then making it Full Screen does not start HD. Change the Video Pod's actual size to more than 480p to start publishing HD feeds.

Currently, there is no visible indicator or icon to identify the HD feed.

**Note:**

If a participant's hardware cannot publish HD video but the participant has an HD slot available in a meeting, the meeting treats the user's video feed as an HD stream.

Connect to video telephony streams

**Breakout room enhancements**

The Presenter Only Area remain open when starting a Breakout session. This allows the Hosts to retain the pods available in the POA during the Breakout session. When the attendees are in breakout rooms, the Hosts can continue to work with the pods they opened in POA. See [Create and manage breakout rooms](#) for more information.

## Engagement Dashboard in Meetings

Hosts and Presenters can use the Engagement Dashboard to view participants' attention and interactivity levels in a session. Now the Dashboard is available for Meetings without the need for Events or Training modules. See the article [View meeting reports](#) for more information.

## Install the latest Help

An archive of the how-to help articles is now hosted at [www.adobe.com/go/AdobeConnect\\_Offline\\_Help](http://www.adobe.com/go/AdobeConnect_Offline_Help) for our On-premise customers. Administrators can download and update the local help files so their users get the latest help content.

## Java 8 support

Adobe Connect 9.6 now supports Java 8 to continue to provide a secure experience to its customers. Java 7 is no longer supported and further security patches will not be available.

## Issues Resolved

Issue Tracking Number	Issue Description
4086260	Fixed an issue where an incorrect Adobe Connect version and Adobe FMG version are displayed in the Control Panel after installing Adobe Connect version 9.5.7.
4086243	Fixed issue where addin version 11.9.978.354 crashes on Windows
4082377	Added feature to retain manually changed attendee names on reconnect
4085413	Fixed issue where individual session report did not list all users attending the meeting
4085384	Fixed issue where threshold exceeded notification was shown to authors upon logging to Adobe Connect account
4085312	Fixed issue where poll pod question was not showing in the event report
4085235	Fixed issue where manager field was blank in Downloadable Reports > Users
4085007	Fixed issue where few users could not receive VoIP Audio
4084728	Fixed issue where overlap of text was observed on drawing over a combined PDF document in Breakout Rooms
4084681	Fixed issue where "Force Adobe Connect Add-in for:" workflow did not work for few users when Add-in was deployed using Add-in checker
4084289	Fixed issue where for Edge server, stream cache directory did not get created when file contained Asian Unicode characters
4084178	Fixed issue to ensure that Arkadin Adaptor uses the standard <code>org.apache.log4j.PatternLayout</code> instead of a custom layout

4083922	Fixed issue where Recording Analyzer doesn't remove unexpected Gap
4083863	Fixed issue where few video feed appeared cropped for few users
4083497	Fixed issue where Add-in Checker installer gave error during installation on Window 10 machine
4083467	Fixed issue where sometimes Add-in notification appeared without content
4083453	Fixed issue where Add-in version was not getting changed in control panel after upgrade
4083432	Fixed issue where virtual classroom ByCourse and ByUser report were out of sync
4082893	Fixed issue where 'Enter Room' button was overlaid by 'Enter with your login and password' for non-English languages
4082885	Fixed issue where users received "Request Not Processed" error after clicking on Event Management tab
4082615	Fixed issue where screen share went blank when 2 users tried sharing the screen on same share pod
4072618	Fixed issue where PowerPoint 2016 was throwing security errors which affected the PPTX upload in the share pod on Mac
4038714	Fixed issue where seek in recording playback took a lot of time
4019406	Fixed issue where user got wrong error message when he tried to log in a meeting on an account whose TOS grace period has expired
3987362	Fixed issue where Add-in opens in background on launch for Edge/Spartan browser on Windows 10
3917400	Added feature to allow Engagement Pod for regular meetings without the need for Events/Training modules
3832765	Fixed issue where Files Share pod download announcement (JAWS) didn't happen regarding new tab being opened
3814505	Fixed issue where for Q&A pod participant view the list box was not announced by JAWS
3796352	Fixed issue where calendar time slots 12:00AM and 23:00PM did not show correct seminar session data
3790408	Fixed issue where Add-in installer gave an error if there was an instance of Add-in already opened while installing
3638314	Fixed issue where pressing Ctrl+. "Full screen" was not announced (JAWS)
4086016	Installer: Fixed issue where wrong index title was present for Shared Storage panel

4085861	Installer: Fixed issue where for customized Users.xml, the default password was not picked up on upgrading to 9.5 and User.xml is customized
4085573	Installer: Fixed issue where upgrading CQ using option to deploy with specific user account, did not work
4085351	Installer: Fixed issue where 'Support comments' was a mandatory field
4085191	Installer: Fixed issue where PGI (NA) dial out capabilities were not honoured in telephony-capabilities.xml
4084739	Installer: Fixed issue where installer did not honour MSSQL install folder location, while installing embedded database
4084727	Installer: Fixed issue where fresh Adobe Connect install with embedded database did not restrict network access
4084646	Installer: Fixed issue where dial-in sequence section in telephony-settings.xml got removed during installation for few telephony adaptors
4084638	Installer: Fixed issue where Adobe Connect upgrade from 9.0 to 9.5 failed if it had embedded database
4084226	Installer: Fixed issue where sharing of PDF files in meetings failed after installing Adobe Connect on clean Windows Server 2008/2012 machine
4084225	Installer: Fixed issue where upgrade scripts, that went to tempdb folder, included few unrelated scripts
4084088	Installer: Fixed issue where some inconsistent behaviour was seen for Adobe Connect uninstaller, while upgrading with only pre-deployment enabled
4084042	Installer: Fixed issue where Adobe Connect upgrade of CQ publisher instance did not install CQ patches
4084039	Installer: Fixed issue where changing "Call Me Dialog" option during installation of telephony adaptors did not do anything
4084037	Installer: Fixed issue where Adobe Connect installer did not configure MeetingOne EMEA adaptor (if selected)
4084033	Installer: Fixed issue where post installation, none of the configured telephony adaptors appeared as enabled in telephony-capabilities.xml
4083981	Installer: Fixed issue where unchecked files for migration were still getting migrated
4083895	Installer: Fixed issue where installation would freeze if user/password for deploying services was not correct
4083875	Installer: Fixed issue where upgrading FMG from Adobe Connect 9.1 or later did not trigger upgrade workflow
4083814	Installer: Fixed issue where Adobe Connect installer did not correctly update

	sip.xml profile while installing FMG
4082899	Installer: Fixed issue where "Do not start services" option after completing install still started CQ services.
4082822	Installer: Fixed issue where 9.5 Installation was displayed as 9.2 under program & features

## Known Issues

Issue Tracking Number	Issue Description
4086637	Intermittently camera stream freezes or camera stops sending any video stream when sharing high-quality camera stream from a browser.
4085978	If a user tries to upload blocked content, it is not uploaded. However, the content is erroneously displayed in the uploaded content tab.
4085974	An incorrect error message is displayed when uploading .jsp and .jspx files in the file Share Pod.
4085751	Details of attachments in PPT files are not displayed properly when shared on Share Pod.

## More Information

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

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