

Adobe® Acrobat® Connect™ Pro & SumTotal Integration FAQ

Introduction

Adobe® Acrobat® Connect™ Pro 7 now has improved integration with SumTotal LMS 7.6. Using TotalLMS, you are able to schedule, launch and track related to Adobe® Acrobat® Connect™ Pro Meetings.

When you participate in online meetings by connecting to Adobe® Acrobat® Connect™ Pro from TotalLMS, you will have the advantages of:

- Connecting from TotalLMS as the single platform
- Participating in online meetings that have an engaging multimedia environment
- Launching and participating in live or recorded meetings

This document will cover basic FAQ and links to other articles for installing and using the using the integration solution between Adobe® Acrobat® Connect™ Pro 7 and TotalLMS 7.6.

General

Q: What is the Adobe/SumTotal Systems Integration?

A: The partnership between Adobe and SumTotal includes product integration that has been done with the goal of delivering Adobe Acrobat Connect Pro as a fully integrated “virtual classroom” solution with SumTotal’s TotalLMS 7.6 learning management system. More specifically:

- With Adobe’s support, SumTotal has developed an integration that allows instructors to use Connect Pro meetings as a virtual classroom environment for delivering instructional content to students online. SumTotal now ships the Connect integration as patch available for installation on their TotalLMS product.

Q: What Adobe products are being integrated with SumTotal’s 7.6 LMS?

A: The integrated solution uses Connect Meeting for the virtual classroom environment. While other products such as Connect Presenter and Captivate could be used to create other kinds of rich eLearning content, those products are not included in the integration.

Q: How is SumTotal Integrated with Connect Pro Meeting?

A: The integration enables TotalLMS users and customers to use Connect Pro as the tool of choice for online training while administering and managing all their training needs in one place – the TotalLMS. The integration offers the following capabilities:

- Users register for and launch Connect Meetings from SumTotal, in the manner they currently launch a SumTotal web-based course
 - Single sign-on from TotalLMS into Connect Pro Meeting
- Creation of Connect Pro Meetings using the TotalLMS; training admins continue to work in a single, familiar environment
 - Schedule recurring Meetings much like Microsoft Outlook recurring appointments
 - Specify training environment requirements for Connect Pro Meetings, such as maximum attendees, self-registration, waitlists, instructor details, and more.
 - Use TotalLMS reports to see Connect Pro Meeting attendance details for learners

- Mark users complete or incomplete after the completion of a Meeting or recording
- Connect Meetings can be recorded, and made available for registration as learning activities in SumTotal
- Learning activity details indicate students' course completion requirements and status for Connect Pro Meetings

Q: Can the integrated solution be used with either the Deployed or Hosted version of Connect Pro?

A: Yes, the solution supports Connect Pro either deployed on-premise or via the hosted service.

Q: When will the integration between TotalLMS 8.x and Connect Pro be available?

A: The roadmap for the availability of Connect Pro integration in SumTotal 8.x version is not finalized by SumTotal.

Q: What version of Connect Pro is required for the integrated solution?

A: SumTotal is qualifying the integration with the current version of Connect Pro, version 7.

Q: What version of TotalLMS is required for the integrated solution?

A: SumTotal has qualified the solution for its version 7.6 release. Customers who are using prior versions will be able to either upgrade to 7.6 or work with SumTotal Professional Services to adapt the integration for the earlier version.

Q: If a customer already has both Connect Pro and a SumTotal LMS solution, will they be able to take advantage of the integration? If so, how?

A: Yes, if they have supported versions of both Connect Pro and TotalLMS. Typically they will need to work with SumTotal professional services or their own internal SumTotal support team to implement the integration. Customers who have prior versions of the products may need to upgrade or obtain additional services to achieve compatibility.

Customers should talk to their SumTotal sales rep for more information or to discuss getting any necessary installation and customization services.

Q: What are the supported web browsers for the integrated solution?

A: Testing has been performed on IE V6 and v7 [for administrator and learner mode] and also on Firefox 2.0[for learner mode only].

Q: I have sumtotal7.6 with HFRU and also have some hot fixes and customizations. Can I apply the integration patch?

A: This is not recommended. If the integration has to be applied on the above said environment then Customers should talk to their SumTotal sales rep for more information or to discuss getting any necessary installation and customization services.

Q: What type of Activity types are supported by the integrated solution?

A: There are no limitations on activity types. Any activity type can be used and made an Adobe Connect Pro activity.

Q: Is an account created automatically on the Connect Pro server for a user by the integrated solution when he / she registers for a Connect Pro activity in the LMS?

A: Yes. If the account for that user does not already exist the integration creates it automatically.

Q: Will a user be able to log in directly into the Connect Pro server if his/ her account was created by the integrated solution?

A: Yes. The user can directly log in into the Connect Pro server even if the account was created by the integration.

Q: Will my password be automatically updated on the Connect Pro server by the integration if I change my LMS password?

A: No. Username and password updating is not handled by the integration.

Q: Can a learner in the LMS register for a Connect Pro activity after the meeting start time?

A: No. All registrations need to be done prior to the meeting start time. Once the meeting starts no registration options will be available for that activity in the LMS.

Q: Can a learner launch a meeting from within the LMS before its start time?

A: No. The launch button will only be available after the meeting start time is reached.

Q: Can I configure the integration such that each domain has a different Connect Pro server?

A: Yes. The Adobe server configurations are done at a domain level. Alternatively the domains can inherit the parent domain settings for Adobe. This option is available under the domain settings->basic settings section in administrator mode.

Q: Can a responsible instructor launch a meeting from within the LMS before its start time?

A: Yes. The launch button will be available in his / her instructor schedule under upcoming meetings if the meeting start time is not yet reached.

Q: Can two Connect Pro activities with the same name exist within the LMS?

A: Yes, provided the responsible instructor for both are not the same. A meeting name is unique for a responsible instructor and two meeting with the same name and same responsible instructor is not supported.

Q: What are the mandatory properties for a Connect Pro meeting in LMS?

A: A learning activity should have the following properties to be considered as a valid Connect Pro activity.

Activity Name

Schedule: start time and end time

Instructor: one responsible instructor

Launch Method: Adobe Acrobat Connect Professional as launch method

Q: I have created a Connect Pro meeting in LMS with no registration required option checked. Why do the learners still get the register button?

A: If 'No registration' check box is checked still Register button will appear till Start Date and Time is reached for a meeting. User is allowed to register for the meeting. Once the start date and time is reached Launch button is displayed. This is the same functionality as in 7.2 integration.

Q: Who will be providing support for the integrated solution?

A: SumTotal will handle all support for issues related to TotalLMS or the Connect Pro integration. Support requests for Connect Pro itself would be handled by Adobe.

Q: Does the integration support proxy servers?

A: No. At present proxy support is not available in this release.

Q: Does the integration record the Connect Pro meetings?

A: The integration does not handle recording. This is an exclusive functionality of Connect Pro which needs to be manually initiated during the meeting on the Adobe Connect Pro meeting screen by the host of the meeting.

Q: Does the integration support recordings of meetings?

A: Yes. The integration does support recordings. All recording pertaining to a meeting would be available as separate learning activities after the meeting end time is reached. A scheduled task picks up all recordings of a Connect Pro activity in LMS from its corresponding meeting in Adobe server on a daily basis and creates new activities which follows naming convention LMS activity name (Recording x). Where x is the number of the recordings available.

Q: Are there any major functional changes between the 7.2 integration and 7.6 integration?

A: No. All the functionalities of the 7.2 integration are also available in the 7.6 integration. No major changes have been made.

Q: The 7.2 integration has a branding of Adobe breeze and the 7.6 integration has branding of Connect Pro. What is the difference?

A: There is no difference. Adobe re-branded the Adobe breeze product to Connect Pro. Therefore the re-branding in the integration as well.

Q: What if the customer already has accounts setup in the Connect Pro server and then goes for the integrated

A: The current release of the integrations expects that the LMS username and the Connect Pro username to be the same. If this is otherwise then the integration will not work as expected and hence customers should talk to their SumTotal sales rep for more information or to discuss getting any necessary installation and customization services.

Q: Where can I find out more?

A: Check the SumTotal partnership area on the Connect Pro web site: http://www.Adobe.com/products/connect/partners/sumtotal_Adobe_solutionsbrief.pdf

Known Issues

1. The Windows user installing this patch must have Administrative privileges on the machine on which the Patch is being installed.
2. As part of this release of the integration a workaround has been implemented for user creation and authentication on the Adobe Connect Pro server through the LMS. For further details please contact SumTotal Development Team or refer to the design document for the integration.
3. The integration by default inherits the adobe server configuration from the global domain. If there is no data set for global domain then it would not accept the configuration in sub domains. It is recommended that configuration settings be set first in global domain and then disable the integration if not required in global domain before configuring sub domains.
4. This integration has been tested on vanilla version of SumTotal 7.6 with HFRU 1. If there are any customizations already installed it is recommended that the SumTotal Professional Services team be contacted to validate the integration on top of the customizations.