Common problems and solutions

When I try to access the web room/recording by clicking on the relevant link, I get an error message.

When you click on the Participants link or recording link, you may find that you receive a message similar to the ones shown below.

You may receive a Session Launch error or Revoked session error when you reach the Elluminate website. These usually indicate the use of a broken web link.

You may receive a 404 Error message that is similar to this. This indicates a broken web link. It can sometimes happen when your browser settings block a link commencing with http://www.tiny.cc/ from redirecting you to the correct Elluminate web link.
Explanation

Broken links
Links to web rooms and recordings can be quite long. Due to their length, links can become broken, resulting in error messages. It is important that the entire Participant or recording link (URL) is active. Parts of links sometimes become inactive when you receive them by email. Some email settings break the word wrapping of a web address. Here is an example of a broken link:

https://sas.elluminate.com/m.jnlp?sid=1178&password=M.02DF07767CF00882213FJ8CC613972

Note that the last 8 characters, CC613972, are not underlined. This indicates that the link is broken.

Sometimes, when people copy and paste a link into their web browser’s address bar, they fail to copy all the characters in the link, particularly the ones towards the end. Therefore, when the link is pasted into the address bar, it becomes broken.

Issues with browser settings and http://www.tiny.cc/ links
To avoid broken links in emails, some Moderators have used a service called Tiny. Tiny creates a short link which redirects you to the real Elluminate link. A link that has been put through the Tiny process may look like this: http://www.tiny.cc/petesroom. Of recent times, some browser settings seem to prevent Tiny links from redirecting. The Participant therefore ends up with one of the error messages (usually a 404 error) seen on the previous page.

Solutions

✔️ Check the email that your Moderator sent to you. Does the Participant or recording link appear to be broken? If so, copy and paste or the full link (including the inactive characters) into your web browser’s address bar. Click on your keyboard’s Enter key to open the link and launch Elluminate Live!/your recording.

✔️ If the link you are using commences with something like http://www.tiny.cc/ and does not work, contact the Moderator and ask them to provide you with the original Participant/recording link.

✔️ If neither of these solutions work, contact the Moderator of the room to check that they have provided you with the full and correct link.