**Known Issues for Adobe Connect 9.4**

**Issue #1**: Drawing tool issue in “Share Document” mode

**Description**:
In the “Share Document” mode, when the Presenter uses either the hand icon or the Marker icon from drawing tool, it can appear to be erasing the text in the document because of the additional white background.

This issue does NOT appear in Share Whiteboard or Share My Screen modes.

**Workaround**:
Clicking another tool in the drawing tools, such as the Selection icon, will remove the white background and the text will appear normal again.

We are currently working with the vendor to resolve this issue.

<table>
<thead>
<tr>
<th>Drawing tool issue in “Share Document” mode</th>
<th>Hand icon</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.png" alt="Drawing tool issue in “Share Document” mode" /></td>
<td><img src="image2.png" alt="Hand icon" /></td>
</tr>
</tbody>
</table>

**Known Issues for Adobe Connect 9.4**

ISSUE: Adobe Connect ‘Meeting URL’ issue

**Background**:
As Adobe Connect requires Flash, regular browsers do not support Adobe Connect app is required on Apple devices to join.

**Description**:
iOS 8 (or below) users can NOT join the meeting by meeting URL.

<table>
<thead>
<tr>
<th>Marker Icon</th>
<th><img src="image3.png" alt="Marker Icon" /></th>
</tr>
</thead>
</table>

**Known Issues for Adobe Connect 9.4**

**Issue #1**: Adobe Connect ‘Meeting URL’ issue for Apple devices

**Background**:
As Adobe Connect requires Flash, regular browsers do not support Adobe Connect app is required on Apple devices to join.

**Description**:
iOS 8 (or below) users can NOT join the meeting by meeting URL.
Workaround

Clicking another tool in the drawing tools, such as the Selection icon, will remove the white background and the text will appear normal again.

Issue #2: Adobe Connect ‘Meeting URL’ issue for Apple iPad/iPhone/iOS App Users

Background:
As Adobe Connect requires Flash, regular browsers on Apple devices will not work. As such, the Adobe Connect app is required on Apple devices to join the meetings.

Description:
iOS 8 (or below) users can NOT join the meeting by copy and paste the Adobe Connect meeting URL.

iOS 8 (or below) users can join Adobe Connect meetings by clicking the “Join Meeting” button, which launches the Adobe Connect app.

Cause:
The HTTPS port number “:443” appears in the meeting link. The current iOS Adobe Connect App will not recognise the meeting room with the port number.

Workaround:
For users who are copying and pasting the meeting URL, remove :443 from the Meeting URL in the Adobe Connect App.
<table>
<thead>
<tr>
<th>Workaround</th>
<th>Remove ‘:443’ (port number) from the URL link provided and access the meeting for Apple iPad users:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Example of a REVISED Meeting URL (without :443)</strong></td>
</tr>
</tbody>
</table>

**Note:** This issue does not affect users on Google Android platforms for tablets or smartphones