

Lecture Capture Access and Availability FAQ

551 Faye Buckley May 30, 2017 [Lecture Capture](#)

Access and Availability

[1\) How can I get an Ensemble account?](#)

The first time you login to Ensemble an account will be created for you. If you have problems or need assistance in linking multiple people to one library, please email ITHELP@clermson.edu . Open a web browser and navigate to <http://ensemble.clemson.edu> to access Ensemble.

[2\) How long will I have access to my current Echo 360 content?](#)

All recordings in Echo 360 Active Learning Platform will be available until September 1, 2017. All recordings in the Echo 360 ESS platform will be available until December 2017. There will be no new recordings added to Echo 360 after the Spring 2017 semester. To request assistance in migrating recordings, please email ITHELP@clermson.edu . By moving content to Ensemble, new integrations with Canvas will streamline the process for faculty creating videos for their online courses and simplify delivering that content to students.

[3\) Will these changes affect the recordings I have saved in Adobe Connect?](#)

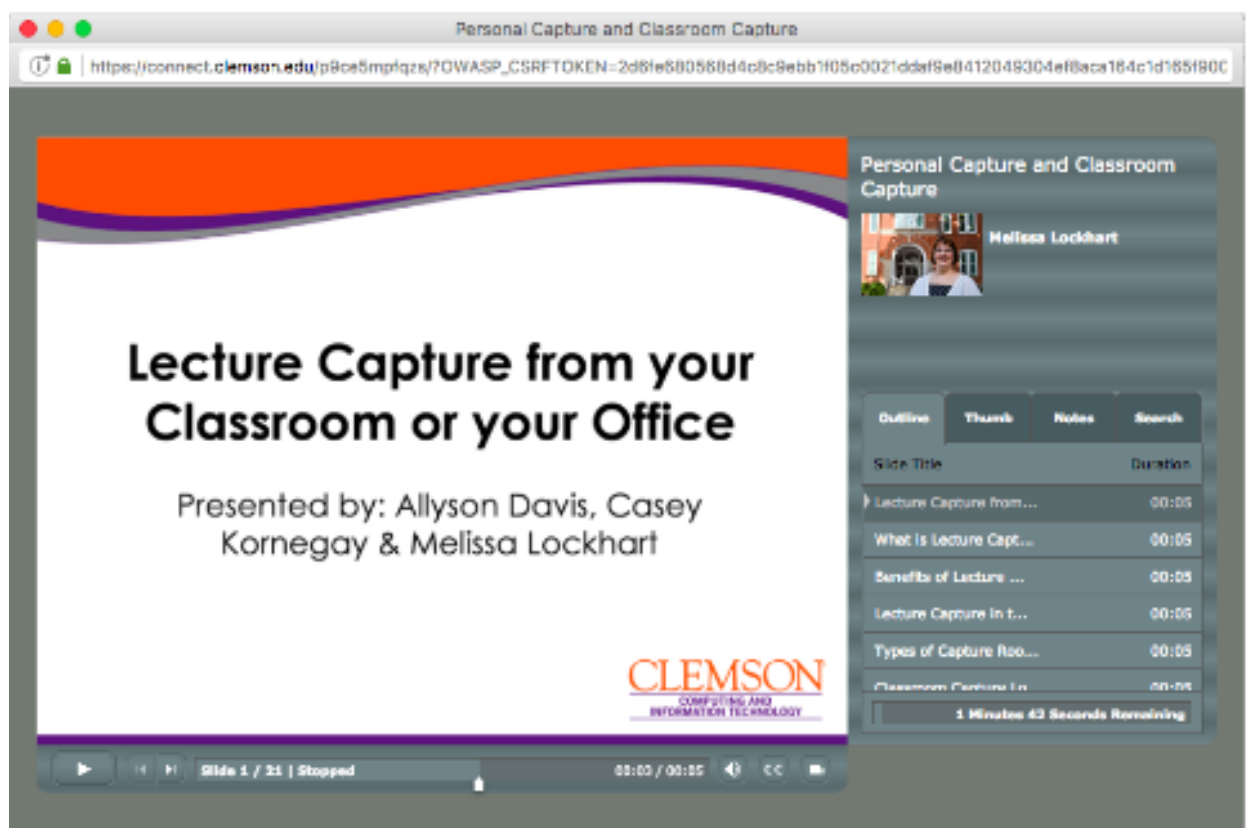
Recordings stored in Adobe Connect will not be affected. However, it is recommended that any files that are stored in the old Flash format be re-recorded using Camtasia. Many web browsers are no longer supporting flash so students are starting to encounter issues with these recordings.

4) Can I use Echo 360 recordings for summer classes?

No new recordings will be allowed in Echo 360 for Summer classes. If you are planning on using Echo 360 recordings that were recorded in a previous term that are linked to your Canvas class they will still be accessible to students. However, it will contain the old term and section number in the Course Portal page.

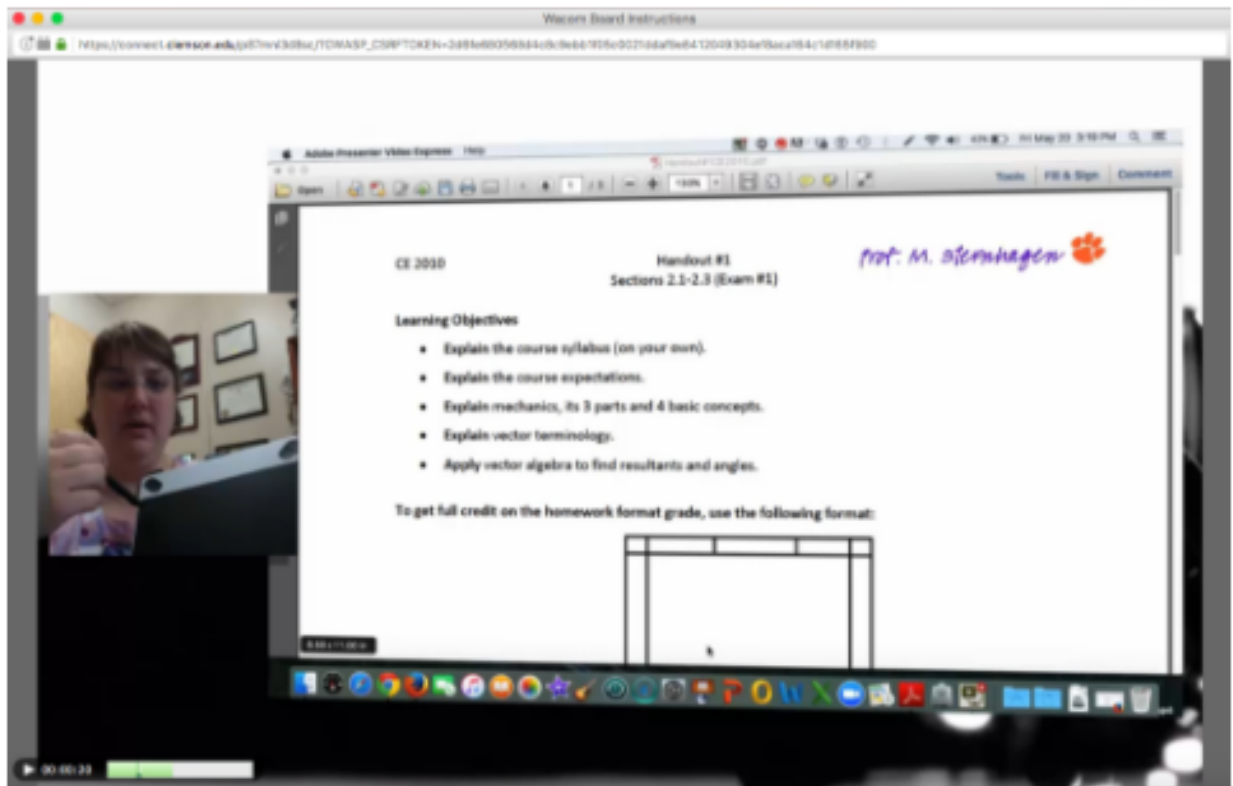
5) How do I tell what format my Adobe Presenter videos are in?

- Example of Flash based format. These were typically stored in Blackboard or Adobe Connect



Example of new file format

These were typically saved as MP4 files and uploaded into Ensemble.



[6\) Will my Adobe Presenter files still work for summer classes?](#)

Over the last year web browsers have stopped supporting Flash based files. As such we have seen an increase in the number of tickets regarding students not being able to access Adobe Presenter files that were created with versions of Adobe Presenter prior to version 10. If you created your Adobe Presentations using the PowerPoint add-in we would encourage you to re-record these presentations using Camtasia Studio to ensure that your students can access the materials. We can also work with you to show you how you can recreate these files in Camtasia if you have your original Adobe Presenter project files. If you recorded using the new screen capture format, these files were uploaded most likely to Blackboard or Ensemble. The files should have been migrated from Blackboard to Canvas. If you uploaded them previously to Ensemble and linked them to your course, they should continue to work.

[7\) I have Adobe Presenter files that were created with the PowerPoint add-in. They are stored on the Adobe Connect server. Will they work for my summer classes?](#)

Over the last year web browsers have stopped supporting Flash based files. As such we have seen an increase in the number of tickets regarding students not being able to access Adobe Presenter files that were created with versions of Adobe Presenter prior to version 10. If you created your Adobe Presentations using the PowerPoint add-in we would encourage you to re-record these presentations using Camtasia Studio to ensure that your students can access the materials. The main complaint we have heard from students is that they can see the slides, but they cannot hear the audio narration. If you have not received complaints like this from your students you should be good for this summer. However, we would encourage you to re-record your lectures before next summer. If your files are stored on the Adobe Connect server, they are based on the link you provided previously and they should continue to work.

Online URL: <https://hdkb.clemson.edu/phpkb/article.php?id=551>