Web Conferencing - Error: Unable to play the URL

Date Published: Feb 19, 2015 Category:
Product: Web Conferencing_Known_Issues_and_Error_Messages_Web_Conferencing;
Version: Web Conferencing Article No.: 000038205

Document: Web Conferencing
Document Type: User Documentation

Document Details:
For recordings of sessions created in the Session Administration System (SAS), Blackboard Collaborate requires that you download a new .JNLP or .COLLAB file each time you want to play a recording.

If you try to play a recording from the same downloaded file more than is allowed, you will receive the following error

*Unable to play the URL "http://sas.elluminate.com/site/external/download/recording?
uid=BE99B3E3572AD8E55F4145881CD02B22" Unable to open recording file. HTTP connection failed: 401 -- Unauthorized*

Solution
To avoid this error and view your recording, download the JNLP or COLLAB file and launch again. This can be accomplished by doing one of the following:

1. Paste the recording link into your browser.
2. Click on the recording link provided to you in an email, web page, your scheduling server (SAS), or Course Management System (Blackboard Learn).

Note: If unsuccessful, clear your Java Cache or Collaborate Launcher Cache and try again.

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