Error: Connection Failed - Unknown User "{name}"

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Product: Web Conferencing

**Document Type:** User Documentation

Document Summary:

Error Summary

This article addresses how to resolve the Connection Failed - Unknown User "{name}" error that some users receive when attempting to join a Blackboard Collaborate web conferencing session.

Document Details:

Description

When attempting to join a Blackboard Collaborate web conferencing session, users may receive a Connection Failed error which identifies the cause as an unknown user, as seen in the image below.
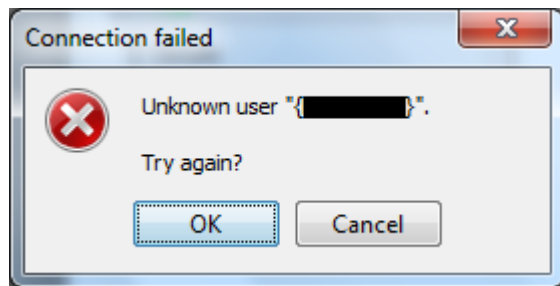
This error can occur when a user attempts to join a session using an expired meeting file. Meeting files include the following:
meeting.collab

meeting.jnlp
join.collab
join.jnlp

Solution

Meeting files are dynamically generated when a user attempts to join a Blackboard Collaborate Web Conferencing session. As such, these files are considered unique and users must download a new meeting file each time they wish to join a session in order to avoid receiving this error.

When a user receives this error, it can be resolved as follows:

- Click **Cancel** on the error message
- Close the Web Conferencing window
- Download and launch a new meeting file

It is also good practice to delete previously used meeting files periodically to help avoid launching an expired meeting file inadvertently.