SAS - Error: Your session is running on a different session server - please retry or contact your administrator.

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Product: SAS
Document Type: User Documentation
Document Summary:

Error Summary

When trying to join a Web Conferencing session, users may be presented with this error. This error would generally be encountered when attempting to open the JNLP or Collab file that is downloaded after visiting the session URL.

Affected Platforms

SAS
Web Conferencing

Document Details:

Description

In those cases where rooms may be open for several hours, or even days, Blackboard Collaborate will monitor your room to confirm it is still needed. If your room becomes empty for several minutes, the Blackboard Collaborate software will close your room and open another one when needed.

One of the reasons why Blackboard Collaborate administration systems were implemented this way is that in multiple server systems, such as that used by Blackboard Collaborate Inc. for its hosted customers, a smart scheduling algorithm is used to identify which Web Conferencing Server is the most appropriate to host each session. As a result, it is not possible to identify in advance which Web Conferencing Server will be hosting your session. This is why Blackboard Collaborate Support recommends you always launch your sessions from links generated by the Blackboard Collaborate software and not ones that have been saved to your system. This will ensure that all users will be joining the same room on the same server.

Solution/Workaround

If you receive this message, you can try one of the following solutions:

1. Clear your Java cache or Blackboard Collaborate Launcher cache. For complete instructions on how to clear your Java cache please, click here. For instructions on clearing the Blackboard Collaborate Launcher cache click here.
2. Search your system for any previously used .jnlp or .collab files. If any such files are found, we recommend that you remove them and then try to join your session again.

This is extremely important for Mac users using the Safari web browser since our web conferencing .jnlp launch files are automatically saved to the desktop. Support recommends that these files be deleted immediately after your session and therefore reducing the risk of using them again.

Document Link: