Web Conferencing – Error: The recording is not accessible because it has been deleted

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Product: Collaborate - Web Conferencing  
Document Type: User Documentation  
Document Summary:

Summary

This article provides instructions on what to do if you get the error message "The recording is not accessible because it has been deleted."

Affected Platforms

Blackboard Collaborate Web Conferencing  
Document Details:

Error

An error occurred while processing the request. 
The recording is not accessible because it has been deleted.

Error Details

This error will be generated under the following conditions:

- The recording was deleted by the session creator (or other administrator).
- The session was deleted by the session creator (or other administrator). When a session is deleted, so are its recordings.
The recording was not deleted but the recording link does not contain the complete URL (i.e., it may be missing characters). Sometimes recording notification emails will not highlight the complete link because the URL is too long to fit on one line (as in the example below), or you may not have copied it correctly into your browser's address bar.


Confirm the link is complete and try again. Simply copy and paste the entire URL into the address bar of your browser rather than clicking the broken link.

Deleted recordings, in general, are not recoverable. However, contact Blackboard Collaborate Technical Support immediately to see if it is possible to recover yours. It is important to remind end users not to remove recordings or their parent sessions. Also, it is important to remind users to properly begin and end a session properly if its recording is to be recovered.

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