Adobe Connect Diagnostic Test

Please test Adobe Connect issues using the [Adobe Connect Diagnostic Tool](#).

This tool will test your connection with Adobe Connect as well as test your internet speed to verify requirements.

[Adobe Connect Requirements](#) **to attend virtual sessions on various devices.**

WINDOWS

For meeting application
- Intel Core 2 or faster processor (or equivalent)
- Windows 10 (64-bit, Windows 10 'N' Edition users must install the 'Media Feature Pack' before installing the application.)
- 1 GB of RAM (2 GB or higher recommended)

For HTML Client
- Intel Core i5 or faster processor (or equivalent)
- Windows 10, 8.1 (32-bit/64-bit), Windows 7 (32-bit/64-bit)
- 2 GB of RAM (4 GB recommended)
- Google Chrome (v70.0 & above), Mozilla Firefox (v65.0 & above), and Edge (Chromium) (v79.0 & above)

MAC OS

For meeting application
- 1.83 GHz Intel Core Duo or faster processor
- 512 MB RAM (1 GB recommended)
- Mac OS X 10.13, 10.14 and 10.15

For HTML Client
- Intel Core i5 or faster processor (or equivalent)
- Mac OS X 10.13, 10.14 and 10.15
- 2 GB of RAM (4 GB recommended)
- Apple Safari (v12.0 & above), Google Chrome (v70.0 & above), Mozilla Firefox (v65.0 & above), and Microsoft Edge (Chromium) (v79.0 & above)

LINUX

For HTML Client
- Ubuntu 18.04; Red Hat Enterprise Linux 7

- Google Chrome
- No application support is available for Linux. All features enabled in HTML browser except screen sharing.

VIRTUAL ENVIRONMENT

- Citrix XenApp 7.11

Additional requirements

Connection: Minimum 512 Kbps for students, webinar participants, and meeting attendees
Connection: Minimum 1 Mbps (wired connection recommended) for Adobe Connect meeting hosts, presenters, administrators, trainers, and event managers