

Adobe Connect Diagnostic Test

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

This tool will test your connection with Adobe Connect, Flash Player version compatibility, as well as test your internet speed to verify requirements.

Adobe Connect System Requirements:

Hosted and Licensed Deployments

The following tech specs are for Adobe Connect 9.3.

Windows

- 1.4GHz Intel® Pentium® 4 or faster processor (or equivalent) for Windows 7, Windows 8 or Windows 8.1
- Windows 8.1 (32-bit/64-bit), Windows 8 (32-bit/64-bit), Windows 7 (32-bit/64-bit)
- 512MB of RAM (1GB recommended) for Windows 7 or Windows 8
- Microsoft Internet Explorer 8, 9, 10, 11; Mozilla Firefox; Google Chrome
- Adobe® Flash® Player 11.2+

Mac OS

- 1.83GHz Intel Core™ Duo or faster processor
- 512MB of RAM (1GB recommended)
- Mac OS X 10.7.4, 10.8, 10.9
- Mozilla Firefox; Apple Safari; Google Chrome
- Adobe Flash Player 11.2+

Linux

- Ubuntu 12.04; Red Hat Enterprise Linux 6; OpenSUSE 12.2
- No Add-in support for Linux. Users on Linux can attend meetings in the browser.
- Mozilla Firefox
- Adobe Flash Player 11.2+

Mobile

- Apple supported devices: iPhone 5S, iPhone 5, iPhone 4S, iPad with Retina display, iPad 3, iPad 2, iPad mini, and iPod touch (4th & 5th generations)
- Apple supported OS versions summary: iOS 6 and higher
- Android supported devices: Motorola DROID RAZR MAXX, Motorola Atrix, Motorola Xoom, Samsung Galaxy Tab 2 10.1, Samsung Galaxy S3 & S4, Nexus 7 tablet
- Android supported OS versions summary: 2.3.4 and higher

NOTE:

- On Android devices, the Adobe Connect Mobile 2.1 app no longer requires the Adobe AIR Runtime to be installed
- All features of Adobe Connect Mobile are supported when attending meetings on Adobe Connect Server version **8.2 and higher**, from a supported mobile device
- New features added in Adobe Connect Mobile 2.1 may not be enabled in all Adobe Connect Server meetings running on an 8.1 or older server
- Meeting server must be Adobe Connect **7.5.1 or higher** in order to use Adobe Connect Mobile 2.1

Virtual environments

- Citrix XenApp 6.5
- VMware View 5.1

Additional requirements

- Bandwidth: 512Kbps for participants, meeting attendees, and end users of Adobe Connect applications.
- Connection: DSL/cable (wired connection recommended) for Adobe Connect presenters, administrators, trainers, and event and meeting hosts.