

# Saba Meeting - Installation and Troubleshooting

## Installation

Saba Meeting may be accessed using an application client (App Client), which is an executable that is automatically downloaded during a standard **Saba System Test**. Those who are going to use Saba Meeting for upcoming training events should run this Saba System Test **in advance of the class start time/date** to ensure their network connection settings are correct and they may download and install the Saba App Client. Internet Explorer is the recommended browser for Saba, however Chrome or Firefox browsers may be used if needed (note Chrome will require an [additional extension](#) to be installed):

### Saba System Test URL:

[https://spcna1.sabameeting.com/SiteRoots/main/Public/AttendTestEvent.jsp?domain=%2Fcustomers%2Fproduct130%2Fedservices&locale=en\\_US](https://spcna1.sabameeting.com/SiteRoots/main/Public/AttendTestEvent.jsp?domain=%2Fcustomers%2Fproduct130%2Fedservices&locale=en_US)

If the application installation process is successful, you will be connected to a simple test event and permitted to set your audio and video settings. Note VoIP audio is standard with Saba Meeting, and video is not required. This message will be displayed in the application window if the Saba Meeting App Client was installed correctly and your network allowed the connection:

**Congratulations!**

You have successfully joined the test event, please test out audio and video below, and exit when complete

## Network recommendations

If your IT department requires specific addresses be whitelisted for connection, these are the required addresses and ports for Saba Meeting:

Site	IP Address	Port
spcna1.sabameeting.com	12.130.57.26	443
spcna1css.sabameeting.com	12.130.57.153	443
spcna1wcsc.sabameeting.com	12.130.57.154	443

## Troubleshooting

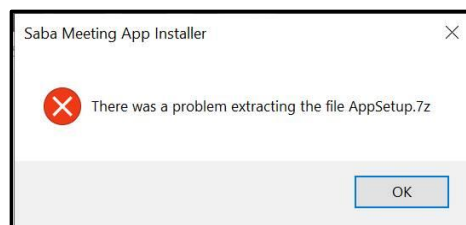
**Problem:** Connection to Saba Server fails or is denied.

**Recommendations:** Check the following factors:

- Your computer/network must be able to connect via port 443 (SSL)
- Your user account must have permission to install local applications.
- Consider alternatives to your company network or VPN to connect to the internet if possible, to allow the best possible connection. Consider connecting from your home or a public connection.
- Consider turning off any other applications that may consume bandwidth (email, social media, online messenger tools).

**Problem:** The Saba Meeting App installation fails or produces an error message.

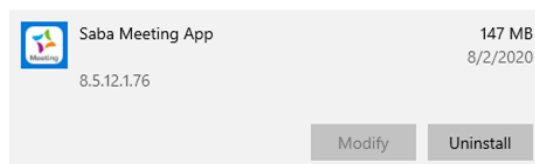
One of the common formats of the message appears as follows:



**Recommendation:** Manually reinstall the Saba Meeting App

The message indicates the Saba Meeting App was partially uninstalled and/or corrupted. If you are unable to resolve the problem by retrying the Saba System Test URL (listed above), it is recommended that you manually reinstall the Saba Meeting App.

1. Start by checking to see if the Saba Meeting App is installed or listed under the Control Panel. If so, uninstall it to start clean:



2. Clear any temporary files that may be related to the Saba Meeting App installation. A reboot of your system is recommended.
3. Download and install the Saba Meeting client (may require administrator privileges to install):  
<https://spcna1.sabameeting.com/SiteRoots/main/Install/win32/AppFullSetup.exe?zx=21>
4. If installation is successful, run the Saba Test Event to test your connection:  
[https://spcna1.sabameeting.com/SiteRoots/main/Public/AttendTestEvent.jsp?domain=%2Fcustomers%2Fprodnt130%2Fedservices&locale=en\\_US](https://spcna1.sabameeting.com/SiteRoots/main/Public/AttendTestEvent.jsp?domain=%2Fcustomers%2Fprodnt130%2Fedservices&locale=en_US)

## Using the Saba Browser Client

If you are unsuccessful in launching the Saba Meeting App Client or do not have permissions to install executable software on your local system, you may choose to use the Saba Meeting “Browser Client” as an alternative. This provides the same functionality of the Saba App Client but does not require the installation of a local executable. However, the process to use the Browser Client is **very specific** and must be followed with attention to detail. Important note before you begin: Internet Explorer 11 is **the ONLY browser that will work** with the Saba Browser Client.

To prepare your system to use Saba Browser Client, follow these steps:

1. Ensure **Java** is Installed and Enabled
  - a. Open Internet Explorer 11
  - b. Click on Tools
  - c. Click Manage add-ons
    - i. Help link: [Manage add-ons in Internet Explorer 11](#)
  - d. Select “All add-ons” under “Show” drop-down
  - e. Scroll to find Java and ensure all are Enabled
    - i. If Java is needed: [Install Java](#)
  - f. Close Internet Explorer
2. Ensure Saba Meeting App Client is **Uninstalled**
  - a. Open “Add/Remove Programs”
    - i. Help link: [How to remove programs in Windows 10](#)
  - b. Find “Saba Meeting”
  - c. Uninstall
  - d. Close

After this process is complete, go back to the Attend URL for your event and attempt to connect.

**NOTE:** DO NOT install the Saba Meeting App Client again (despite the on-screen instructions). Just enter your email address and select “**Attend**”.

## Support

If you are not able to connect to Saba Meeting using these steps, send a message describing the problem along with information about your upcoming event to

[learningsvcs\\_globalsystems\\_support.sisw@siemens.com](mailto:learningsvcs_globalsystems_support.sisw@siemens.com)