

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.

Saba System Test URL:

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

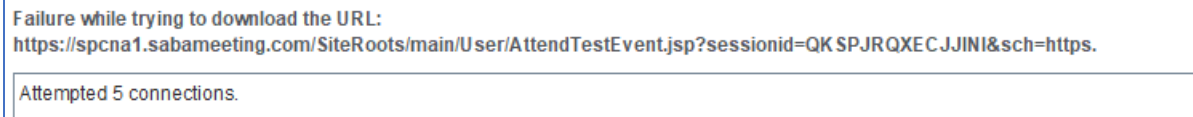
If your IT department requires specific addresses be whitelisted for connection, these are the required addresses and ports for Saba Meeting:

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 Common Error Messages

Problem: Connection to Saba Server fails or is denied.

The error message may appear in your browser as follows:

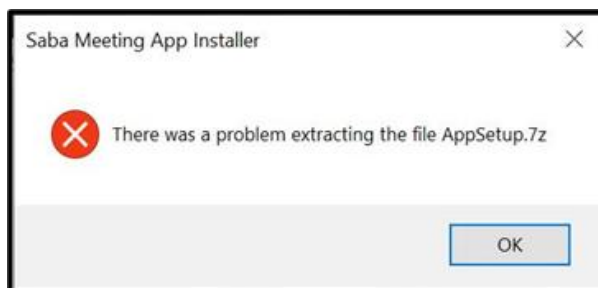


Recommendations: Check the following factors:

- Your computer/network must be able to connect via port 443 (SSL) and connect to the network locations defined above
- 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.

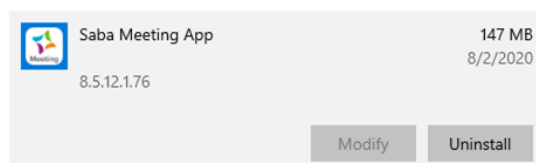
One of the common formats of the message appears as follows:



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

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