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Q: How can I move my recordings from one account to another account?

Q: How can I Download/Upload Content From SAP CONNECT?

This is a short guide detailing the steps needed to manually relocate your content and/or recordings from one account to another account. This will be done by downloading content and/or recordings from one SAP CONNECT account, saving the files locally, and then uploading the files to your other SAP CONNECT account.

Downloading Content e.g. presentations

1. Any content e.g. presentations, flash files, mp3 files etc that's in your SAP Connect's 'Content' section can be downloaded.
2. Click on the 'Content' link in the upper left hand corner of your account page (can be accessed by clicking 'Manage Account' on the SAP portal page).
3. You will see any uploaded content in this area, click the name of the content and it will show you its details.
4. You can use the 'Download Content' link on this page to download.

Moving Content to your 'Content' area from a meetingroom

1. Select 'Meetings' (On the grey bar on the top of the page).
2. Select your meeting (where you have the content).
3. Under the 'Recordings' tab > tick the recording and select "Move to Folder".
4. Select "My Content" once > 'Move'.

Downloading Recordings from SAP Connect

1. Enter the section that the recording is being stored – this can be either the meeting room it was made in or your 'Content' area.
2. Click on the name of the recording - it will display the recording's URL.
3. Copy and Paste the recording's URL into your web browser's Address Bar e.g. <https://sap.emea.pgiconnect.com/p54645645/>
4. Add the following to the end of the URL – 'output/archive.zip?download=zip' e.g. <https://sap.emea.pgiconnect.com/p54645645/output/archive.zip?download=zip>
5. Press 'Go' in your web-browser or the 'Enter' key on your keyboard.
6. The recording will be download as a .zip file, it's name will be 'archive.zip' – you can change this name in the link above if you like but it doesn't really matter.

The Adobe Connect recording format is a complex collection of scripts, flv files and an MP3 file for the audio. Please do not attempt to edit any of these, it's very easy to break a recording doing this. It's generally best not to unzip the recording at all, when you are uploading the file into the new account/system you will be uploading it in .zip format anyway.

There are no guarantees that all of the data will be in the .zip file needed for the recording to work correctly, sometimes it can be missing content like presentations etc. When moving recordings from one cluster to another, links in the recording can be made invalid and the recording might not work correctly.

Uploading Content & Recordings into SAP Connect

1. Go into your account's 'Content' section.
2. You can use the 'New Content' option to upload a recording or content into the new account/cluster.

N.B. The recording has to be in .zip format to be uploaded.