

BigBlueButton

BigBlueButton is an open-source platform created by a community of dedicated developers passionate about helping improve online learning. It is constantly evolving and improving through a dedicated, growing international user and developer community. To date, there have been more than a dozen releases of the core product, and each new release has seen the development of new features, testing, and documentation as well as improved community support.

Note: at Cloud68.co we do NOT develop this software and all the names and trademarks of the software are owned by the entity behind the project.

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Software update frequency

For information about the way we handle software updates, please visit

<https://docs.cloud68.co/books/faqs-tech-support/page/scheduled-maintenance-software-updates>.

Time for the deployment of the instance

Once we receive an instance request form for your preferred package (Starter or Medium+) we require two business days to deploy your instance and give you access to it.

During this time, we will work on allocating resources and configure your instance according to the specs mentioned on the instance page. This timeframe also allows us to thoroughly test your instance to ensure it is fully functional before handing it over to you.

We understand that time is of the essence in today's fast-paced environment. However, we prioritize the quality and reliability of our services to ensure that you receive the best possible experience.

If you have any questions or concerns regarding our cloud deployment process, please do not hesitate to contact our customer support team. We are always available to assist you and address any issues you may have.

Things to keep in mind for the best experience

Below are some things that will make your experience of using BigBlueButton:

- Make sure to use headphones in order to avoid echo.
- When you are joining a call with low speed internet, we advise you to either use a camera with the 'low res' setting', or not using it at all.
- Please mute when you are not speaking.

In case you are a Cloud68.co Subscriber, [contact](#) our support team – we are happy to help.

How to Download recorded videos

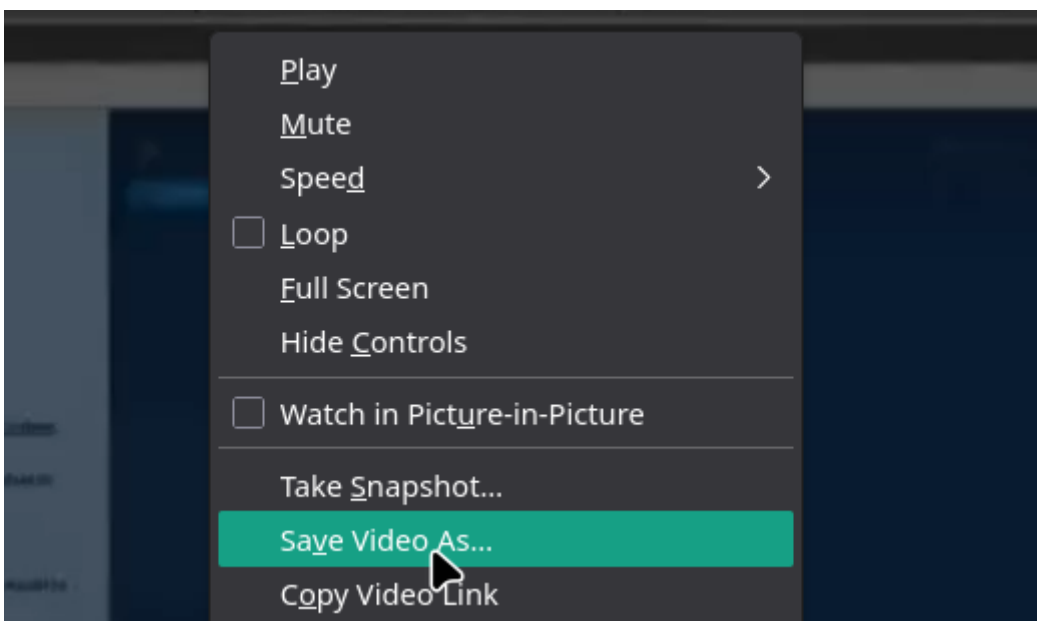
Once the videos become available (takes some time after you end the meeting), you can download them when visit the links of the rooms and scroll down to the recordings, you'll see a "Video" button.

Room Recordings



NAME	THUMBNAILS	LENGTH	USERS	VISIBILITY	FORMATS
FOSSCOMM Room 1 Recorded on Nov 14, 2021 8:09am		5 h 26 min	203	Public	Presentation Video
FOSSCOMM Room 1 Recorded on Nov 13, 2021 7:35am		7 h 24 min	507	Public	Presentation Video

Right-click on the recording screen that will open and click Save Video As.



Name the file and choose a download location and wait for it to download.

Known Limitation: Logout with Keycloak SSO

Greenlight v3 does not fully log you out of Keycloak when you log out of Greenlight.

When you sign out of Greenlight, your Keycloak session stays active in the background. If you log in again, you won't be asked for your credentials, you'll be signed in automatically.

The reverse is also true: signing out of Keycloak directly does not log you out of Greenlight.

This happens because Greenlight does not currently support full single logout (SLO) with Keycloak. This is a known, unresolved issue as of April 2025.