

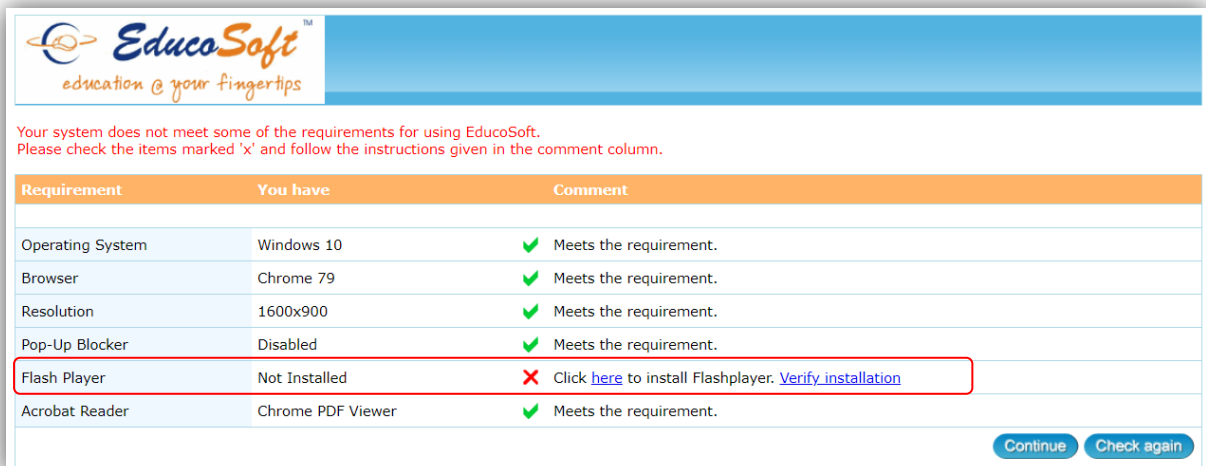
# Easy fix for potential issues with Adobe flash based web content

Dear users,

You must be already aware of the ongoing issues with Adobe flash based web applications on different browsers. Browsers are increasingly moving away from supporting flash based content. Some of our content also contains adobe flash objects. We are rebuilding all our contents in a different and more powerful web deployable media some of which are already available now and rest will be available from Fall 2020. Most of the issues are arising because of wrong browser version, settings, and plugging version. Good thing, the fixes are simple. This document outlines all possible scenarios when your tutorial or assessment questions won't load and it also provides a quick fix for those issues. It is our humble request to make sure you read this document carefully so that you can take care of any issue you may encounter while accessing the content yourself. We recommend you use Google chrome, reasons are

- 1) Light weight
- 2) Secure
- 3) Easy to configure settings

If you see this message after you login



**EducoSoft**  
education @ your fingertips

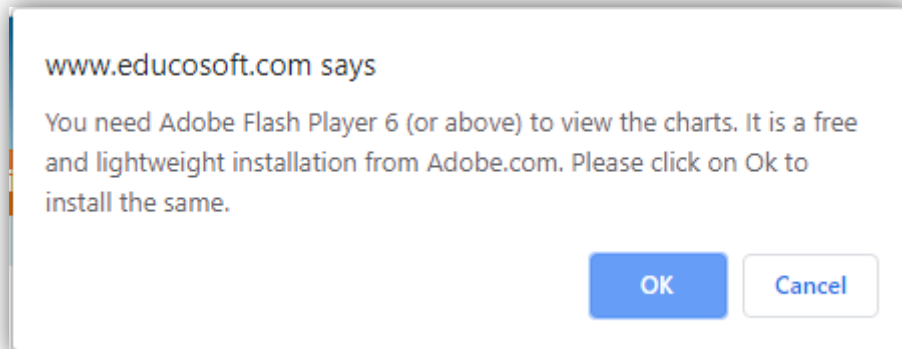
Your system does not meet some of the requirements for using EducoSoft.  
Please check the items marked 'x' and follow the instructions given in the comment column.

Requirement	You have	Comment
Operating System	Windows 10	✔ Meets the requirement.
Browser	Chrome 79	✔ Meets the requirement.
Resolution	1600x900	✔ Meets the requirement.
Pop-Up Blocker	Disabled	✔ Meets the requirement.
Flash Player	Not Installed	✘ Click <a href="#">here</a> to install Flashplayer. <a href="#">Verify installation</a>
Acrobat Reader	Chrome PDF Viewer	✔ Meets the requirement.

[Continue](#) [Check again](#)

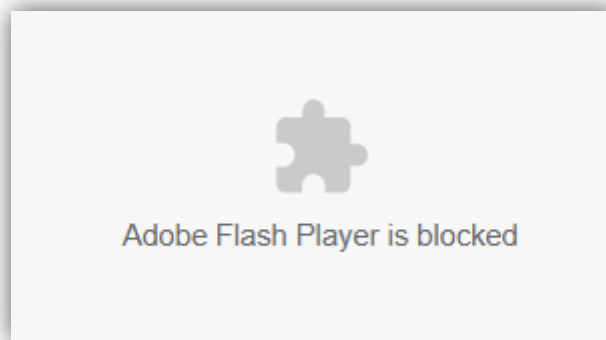
**OR**

If you see this message while loading a learning object or assessment



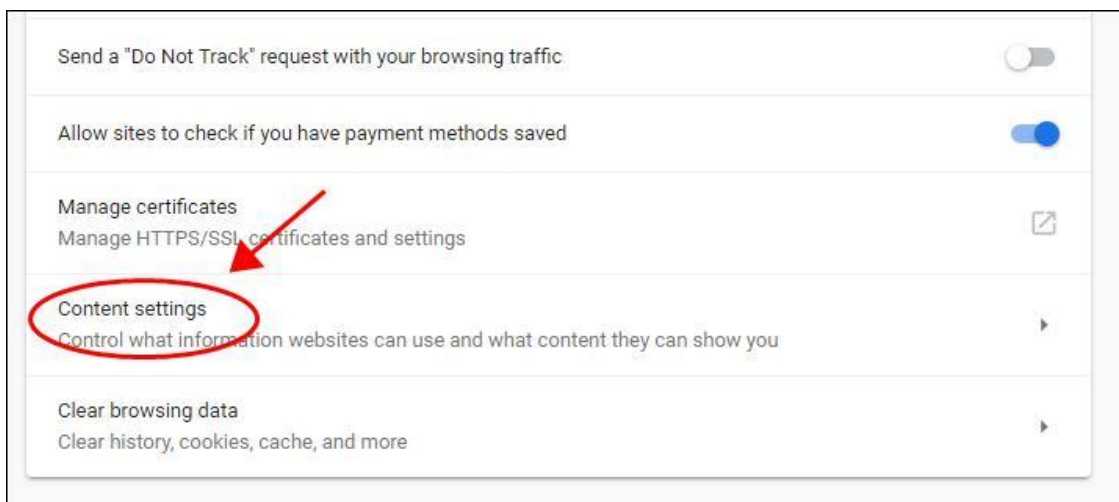
**OR**

If you see this message while loading a learning object or assessment

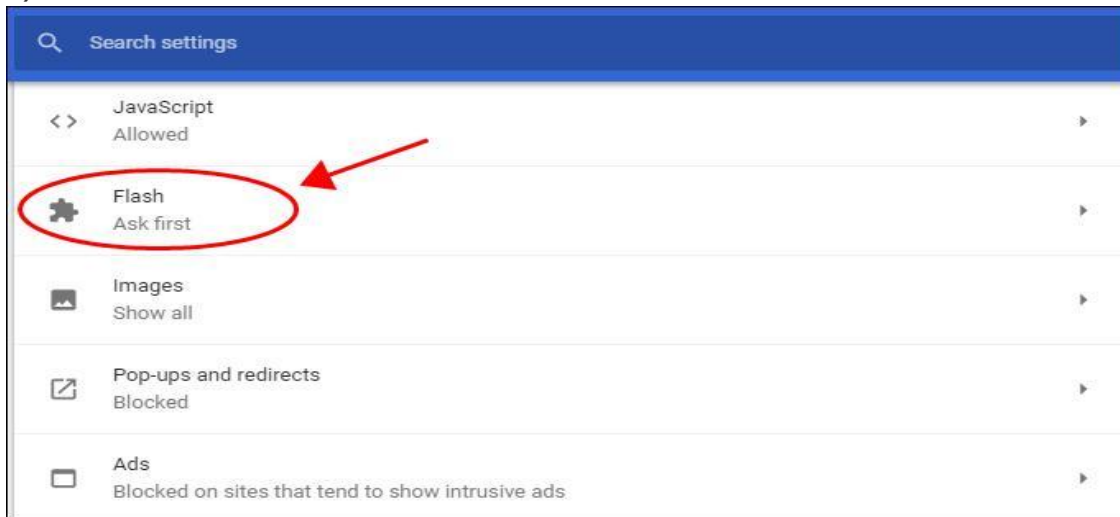


### **Fix 1: Make sure to enable Flash Player in Chrome**

1) Go to Chrome Settings > Advanced > Content settings.



2) Click Flash.



3) Ensure that Ask first (recommended) is toggled to **On**.



4) On the same screen, ensure that the website is not in the Block list. If it is, remove it from the Block list.

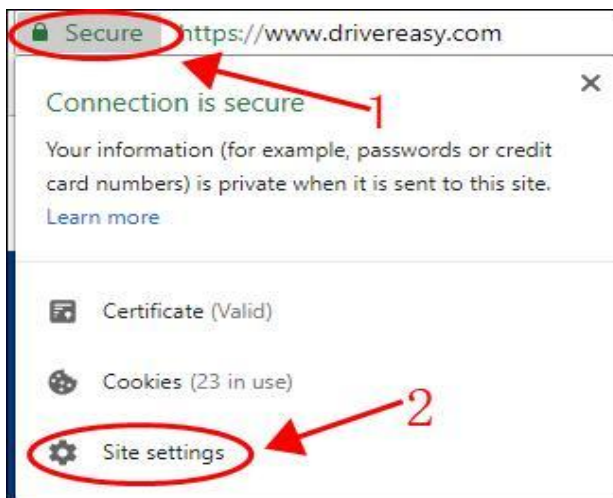


Restart your Chrome browser and try again to see if Flash works.

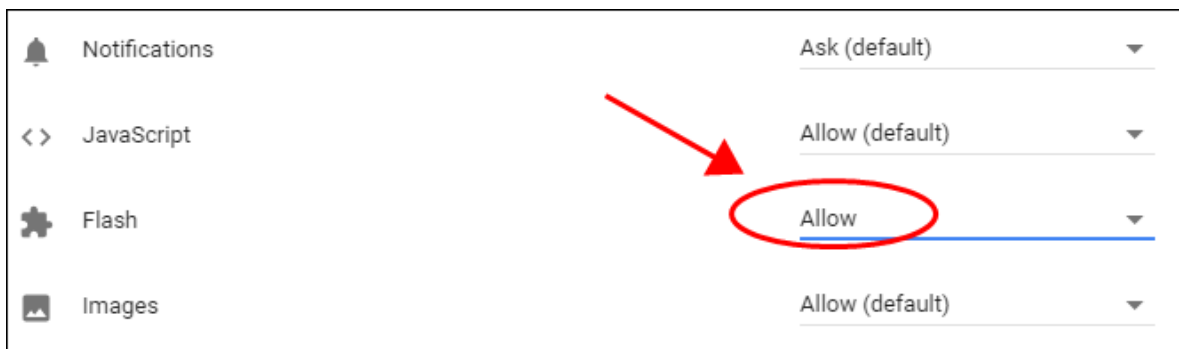
## Fix 2: Make sure to allow Flash Player on the website

It's likely that the current website that is having the Flash Player not working issue doesn't allow flash in your browser. So you should allow flash player running in your current website. Here's what you need to do:

- 1) Open the website in which Flash Player is not working.
- 2) Click to view site information, then click Site settings.



- 3) Find Flash in the list, and select Allow.



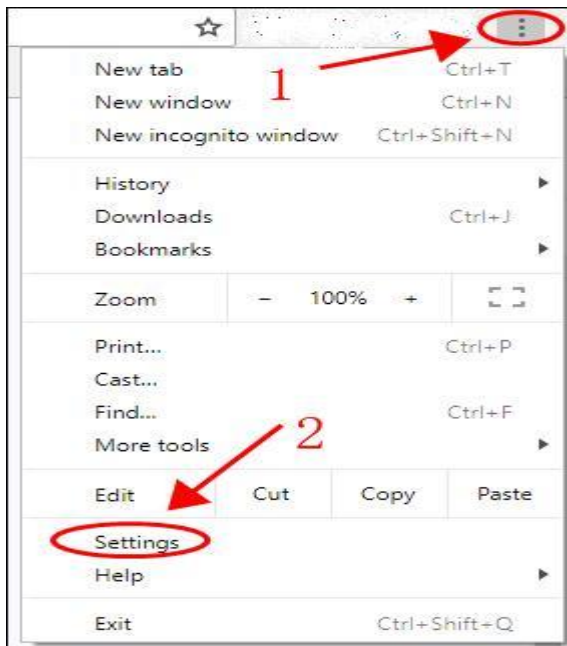
Restart your browser and open the website again to see if Flash Player works.

### Fix 3: Update your Chrome browser and Flash Player

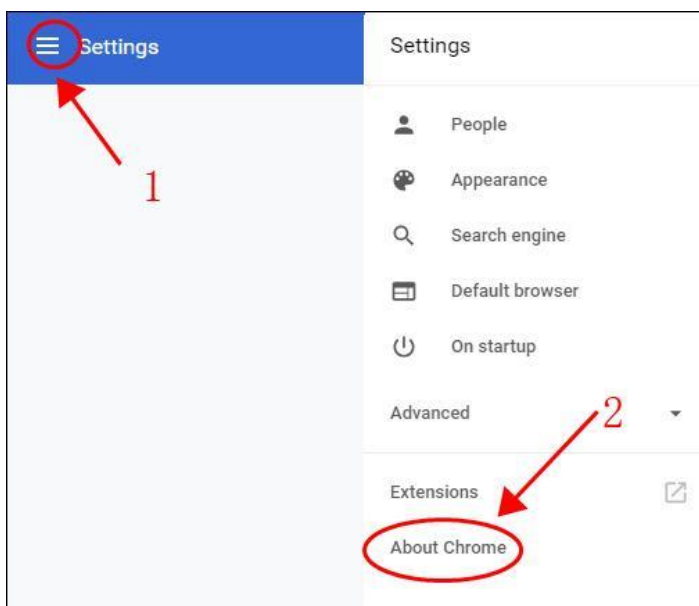
The outdated Chrome or Flash Player can also cause the Flash not working problem, so you should check for updates and keep them up to date.

#### 1. Update Chrome

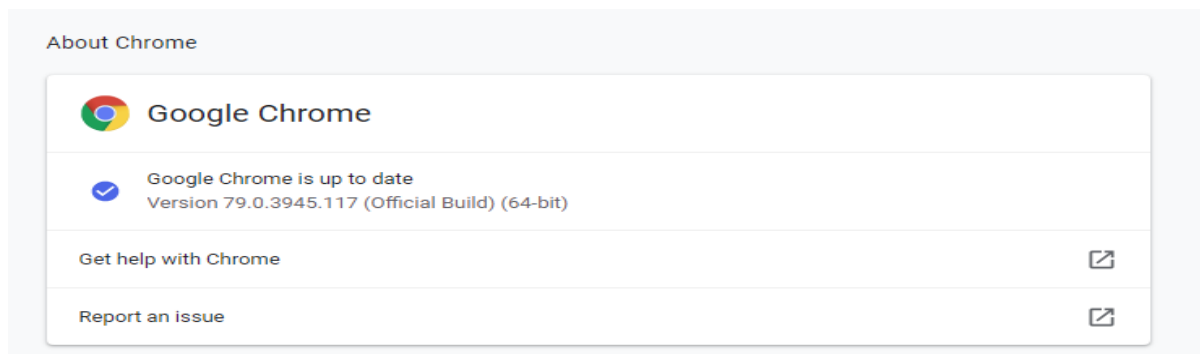
- a) Click the **Settings** button in your Chrome to launch the Settings page.



- b) Click the menu button on the left, and select About Chrome.

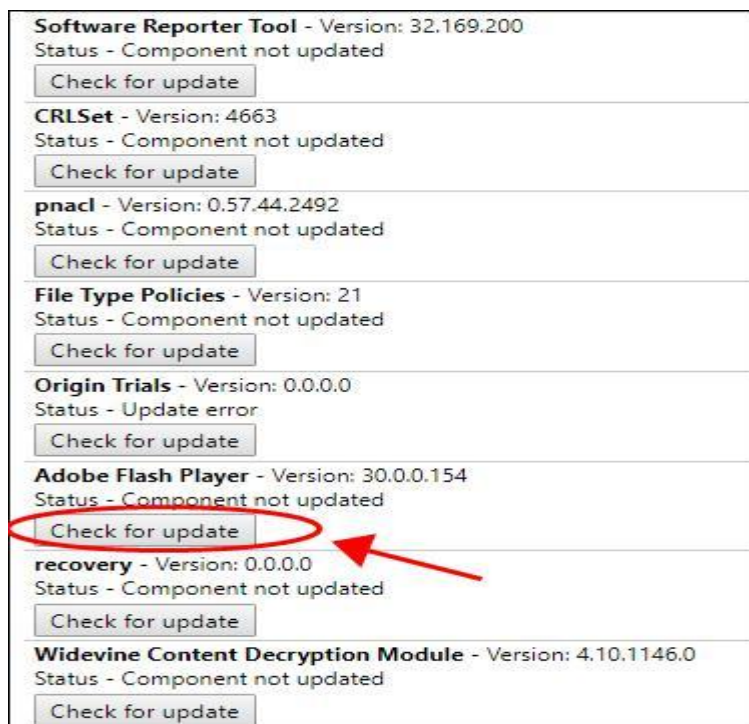


- c) Check if your Chrome is up to date, and update it if there's new version available.



## 2. Update Flash Player

- a) Copy and paste this URL in your Chrome browser address bar: **chrome://components/**, and press the **Enter** key on your keyboard.
- b) You'll see the components installed in your Chrome browser, and **Check for update** in **Adobe Flash Player**.



- c) You should be able to update if there's any update available. Close your browser and open it again, then try Flash Player to see if it starts working.

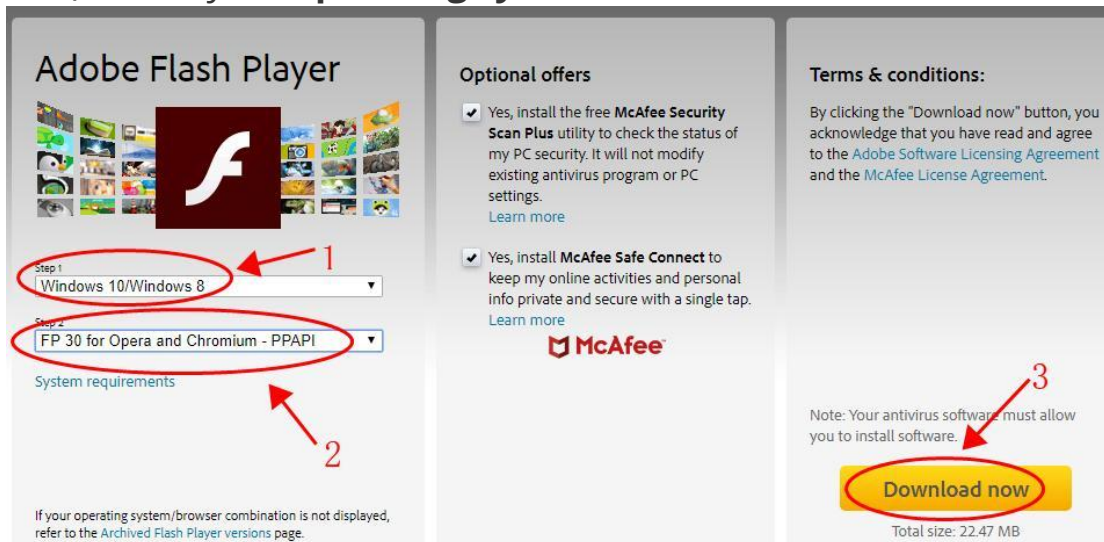
## Fix 4: Reinstall Flash Player

You can also fix Flash Player not working issue by reinstalling Flash Player on Chrome. Here's how to do it:

a) Open Chrome in your computer, then go to

<https://get.adobe.com/flashplayer/otherversions/>.

b) Select your **operating system**



c) Click Download now.

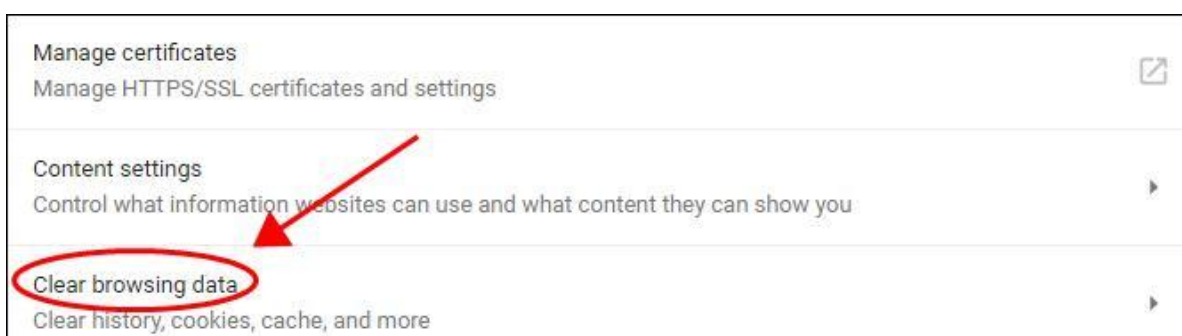
d) Double click the downloaded file and install it in your computer.

Restart your computer and try Flash Player again to see if it works on Chrome.

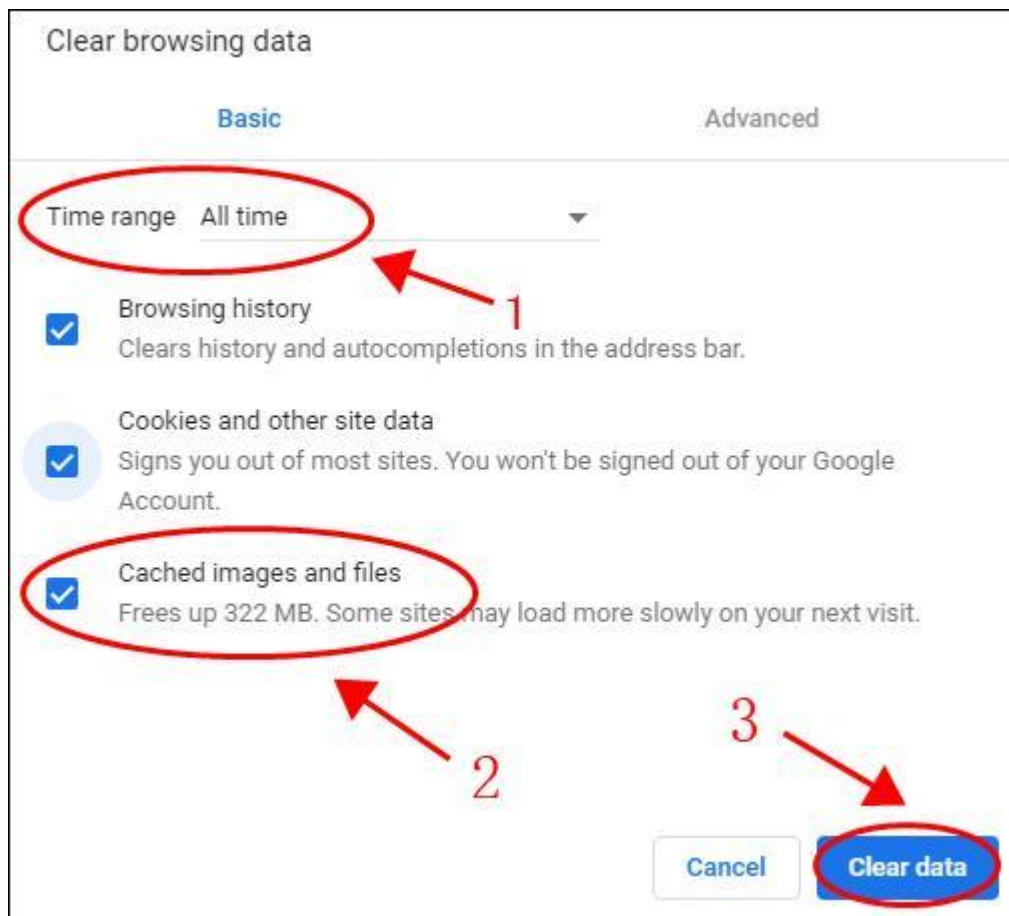
## Fix 5: Clear browser cache

You can also try clearing your browser cache to fix the Flash Player not working issue.

a) Go to the Chrome **Settings** > **Advanced** > **Clear browsing data**.



- b) In the **Basic** tab, select **All time** for the **Time range**, and ensure to check the box next to **Cached images and files**, then click **Clear data**.



- c) Restart your browser and try playing videos or animations to see if it works.