

TROUBLESHOOTING ISSUES WITH VIEWING CAPTIVATE SWF FLASH FILES IN CHROME



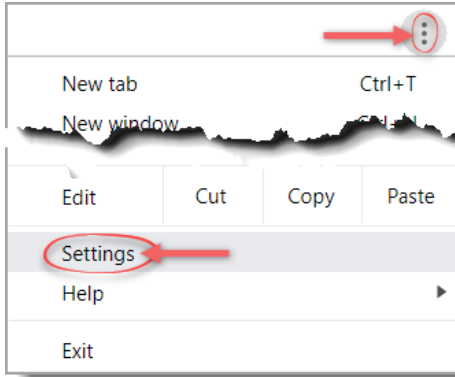
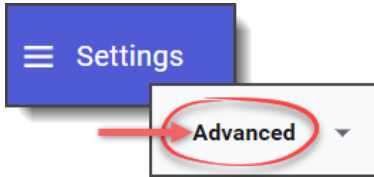
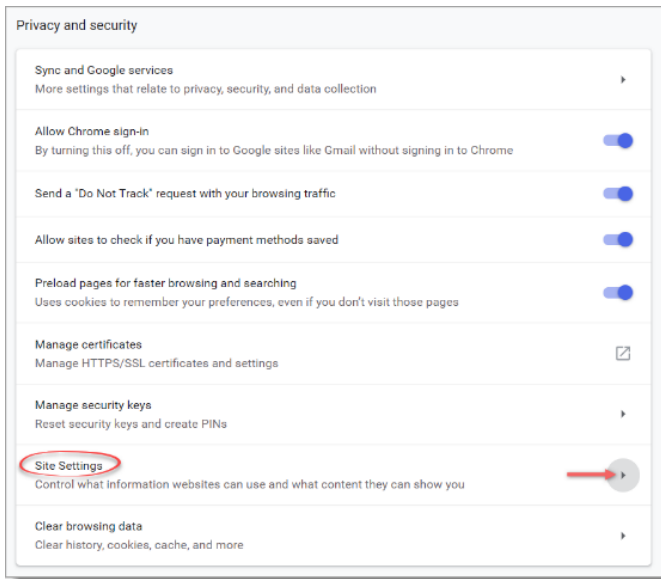
When using the Chrome browser, if Captivate SWF Flash files do not play correctly, be certain to (1) confirm that Flash Player is enabled in the browser and (2) allow Flash Player on the Website in the browser.

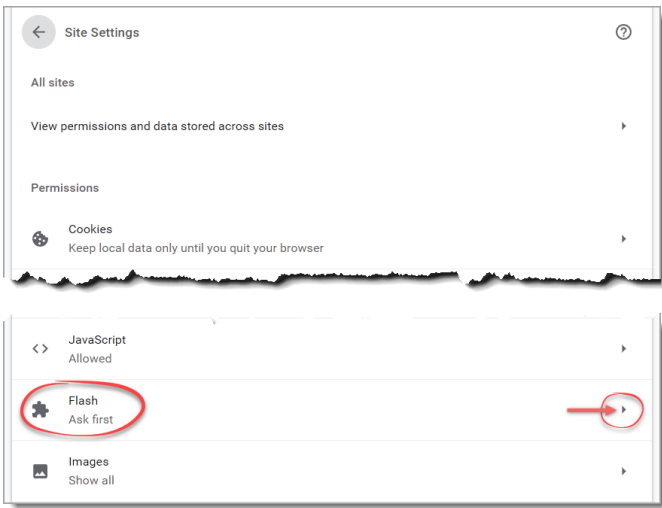
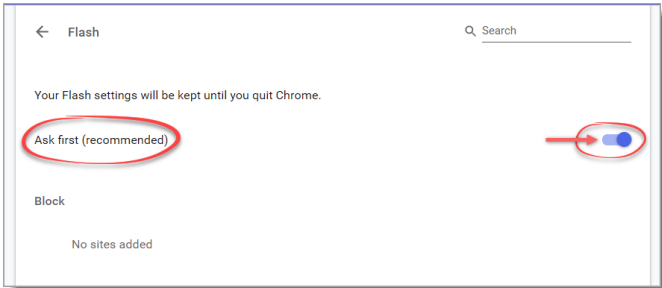
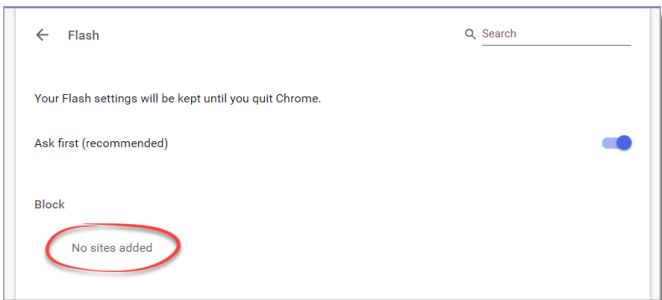
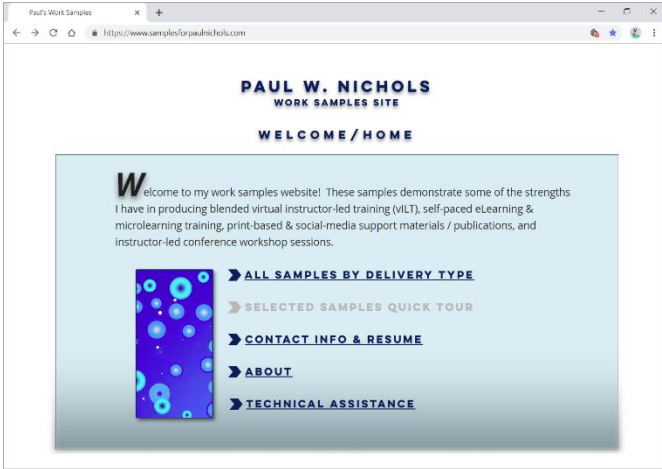
To do this, complete the two procedures detailed below.

- 1 ➡ [**CONFIRM FLASH PLAYER IS ENABLED**](#)
- 2 ➡ [**ALLOW FLASH PLAYER TO RUN ON THE WEBSITE**](#)

1 ➡ CONFIRM FLASH PLAYER IS ENABLED

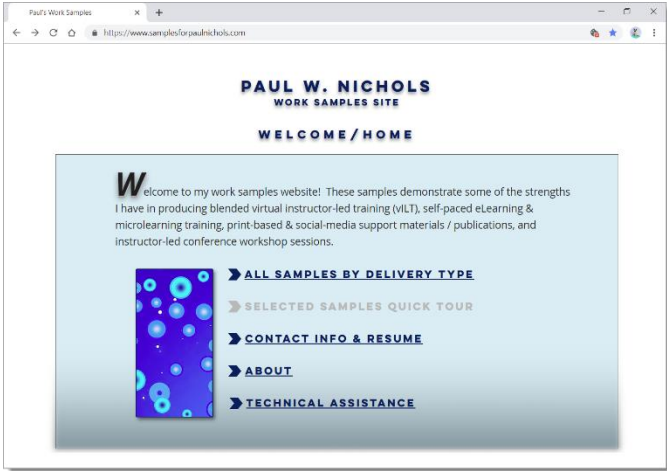
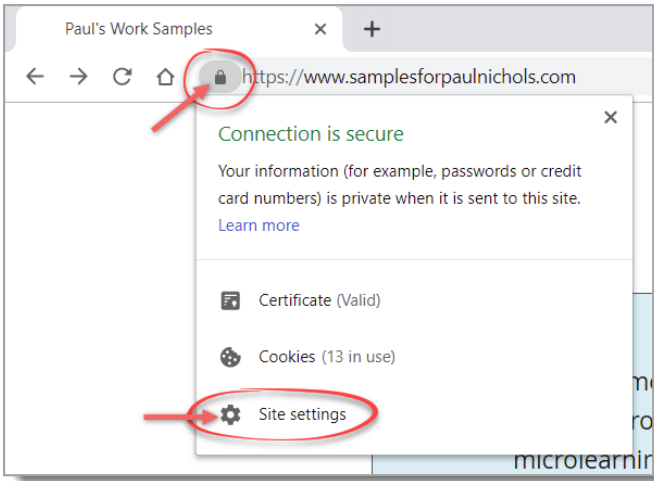
Complete the following steps to confirm Flash Player is enabled in Chrome.

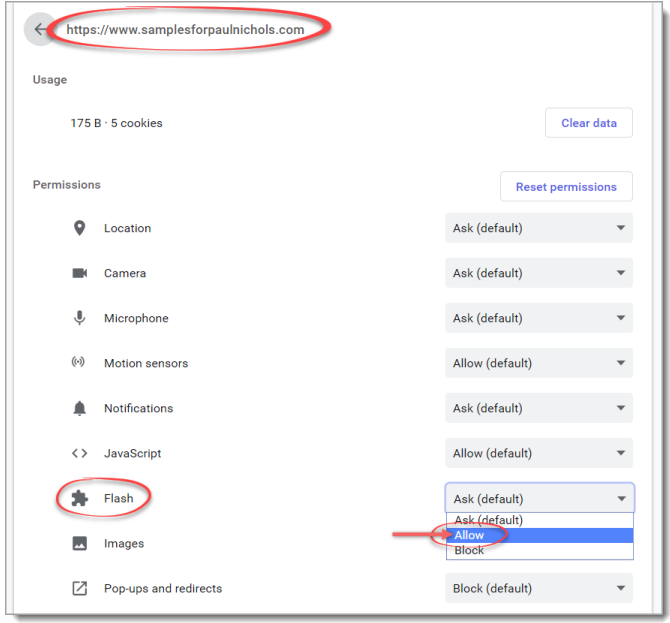

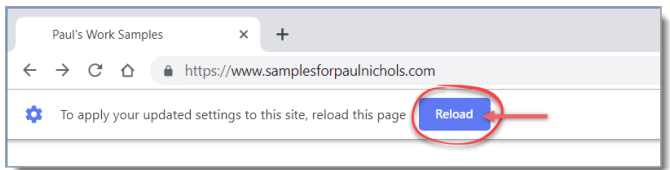
STEP	ACTION	ILLUSTRATION
1.	In the Chrome browser, select Settings .	 A screenshot of the Chrome browser's main menu. The menu is open, showing options like 'New tab', 'New window', 'Edit', 'Cut', 'Copy', 'Paste', 'Settings', 'Help', and 'Exit'. The 'Settings' option is circled in red, and a red arrow points to it from the right.
2.	On the <i>Settings</i> page, click Advanced .	 A screenshot of the Chrome Settings page. The 'Settings' title is at the top. Below it, the 'Advanced' section is expanded, and the word 'Advanced' is circled in red. A red arrow points to it from the left.
3.	In the <i>Privacy and security</i> section, click Site Settings .	 A screenshot of the Chrome 'Privacy and security' settings page. The page lists various settings like 'Sync and Google services', 'Allow Chrome sign-in', 'Send a "Do Not Track" request', etc. The 'Site Settings' option is circled in red, and a red arrow points to it from the right.

STEP	ACTION	ILLUSTRATION
4.	In the <i>Site Settings</i> section, click Flash .	
5.	Ensure <i>Ask first (recommended)</i> is activated.	
6.	On the same screen, ensure that the website is not on the Block list. If it is, remove it from the Block list.	
7.	<p>Close and/or reload the Chrome browser.</p> <p>Proceed to the second procedure to allow Flash Player to run on the Website.</p>	

2 ➡ ALLOW FLASH PLAYER TO RUN ON THE WEBSITE

Complete the following steps to allow Flash Player to run on the Website in Chrome.

STEP	ACTION	ILLUSTRATION
1.	In the Chrome browser, access the site in which the Flash file is not working correctly. In this instance, access my work samples site: www.samplesforpaulnichols.com	
2.	In the browser, to the left of the URL, click the lock icon to view site information and then click Site settings .	

STEP	ACTION	ILLUSTRATION
3.	<p>The <i>Settings</i> tab displays. Notice the URL address of the site displays at the top of the tab.</p> <p>In the <i>Permissions</i> section, in the <i>Flash</i> field, select Allow.</p>	
4.	Close the <i>Settings</i> tab.	
5.	<p>A message asking you to reload the page will display in the original tab of the browser. To reload the page in the browser, click Reload.</p>	
6.	Determine if the issue has been resolved by navigating to a page that contains a Captivate SWF flash file.	