



Flash Troubleshooting


Update Adobe Flash

1. Click on the link: <http://get.adobe.com/flashplayer/>. You will see when you click on the link that McAfee antivirus is selected as an Add-in to your download, uncheck it, and precede to install.
2. Once you click on the installation button you will be asked by Adobe to save the file. Select Save File.
3. By default, all downloaded files are saved in the Download folder, however if it is not there, run a system search for Install Flash Player.
4. Once you have located the installation file, double click on it, and select Run. Please note, depending on your internet connection, the installation process should take one minute
5. Once Adobe Flash Player has finished installing, you will need to re-launch your browser, and in some cases, your computer.

Check Browser Extensions/Add-Ons


If you have installed a content filter Extension/Add-On please allow all music files types to be accessed. If you are not sure if a content filter Extension/Add-On has been installed, try disabling all Extensions/Add-On as a form of troubleshooting. You can do this by following the steps below:

Chrome


1. Click the Chrome menu icon  on the browser toolbar.
2. Select **Tools > Extensions**.
3. To turn off an extension, uncheck **Enabled** for that extension. To turn on an extension, check **Enabled** for that extension.

Firefox



1. Click the menu button  and choose Add-ons. The Add-ons Manager tab will open.
2. In the Add-ons Manager tab, select the Extensions or Appearance panel.
3. Select the Add-on you wish to disable.
4. Click its Disable button.
5. Click Restart now if it pops up. Your tabs will be saved and restored after the restart.

Internet Explorer

1. Open the desktop, and then tap or click the Internet Explorer icon on the taskbar.
2. Tap or click the **Tools** button , and then tap or click **Manage add-ons**.
3. Under **Show**, tap or click **All add-ons**, and then select the add-on you want to turn off.
4. Tap or click **Disable**, and then tap or click **Close**.

If you know your browser is running a content filter software please allow the following music files to be access:

Songs: OGG, MP3, MP4(AAC codec)

Promotional Messages: MP3


Make Sure Adobe Flash Player is Enabled

Chrome

1. Type chrome: plugins in the address bar to open the Plug-ins page.
2. On the Plug-ins page that appears, find the "Flash" listing.
3. To enable Adobe Flash Player, click the Enable link under its name.

Firefox



1. Click the menu button  and choose Add-ons. The Add-ons Manager tab will open.
2. In the Add-ons Manager tab, select the Plugins panel.
3. If the Flash plugin is disabled, select Always Activate in its drop-down menu.

Internet Explorer

<http://youtu.be/irYo8gHftiE>

1. Click the Tools icon in the upper-right corner of Internet Explorer. (The icon looks like a cogwheel.)
2. In the pop-up menu that appears, click Manage Add-ins.
3. In the dialog box that appears, select Toolbars and Extensions.

4. In the list of Add-ons, look for “Shockwave Flash Object” (another name for Flash Player).
5. In the Status column, check to see whether Shockwave Flash Object is Disabled. If it is disabled, click the row for Shockwave Flash Object to highlight it.
6. In the lower-right corner of the Manage Add-ons dialog box, click Enable.
7. Close the Manage Add-ons dialog box and re-launch the browser.

If you need further assistance please call Cloud Cover Support: (424) 216-8345