

Course Issues in Google Chrome Related to FLASH

Problem:

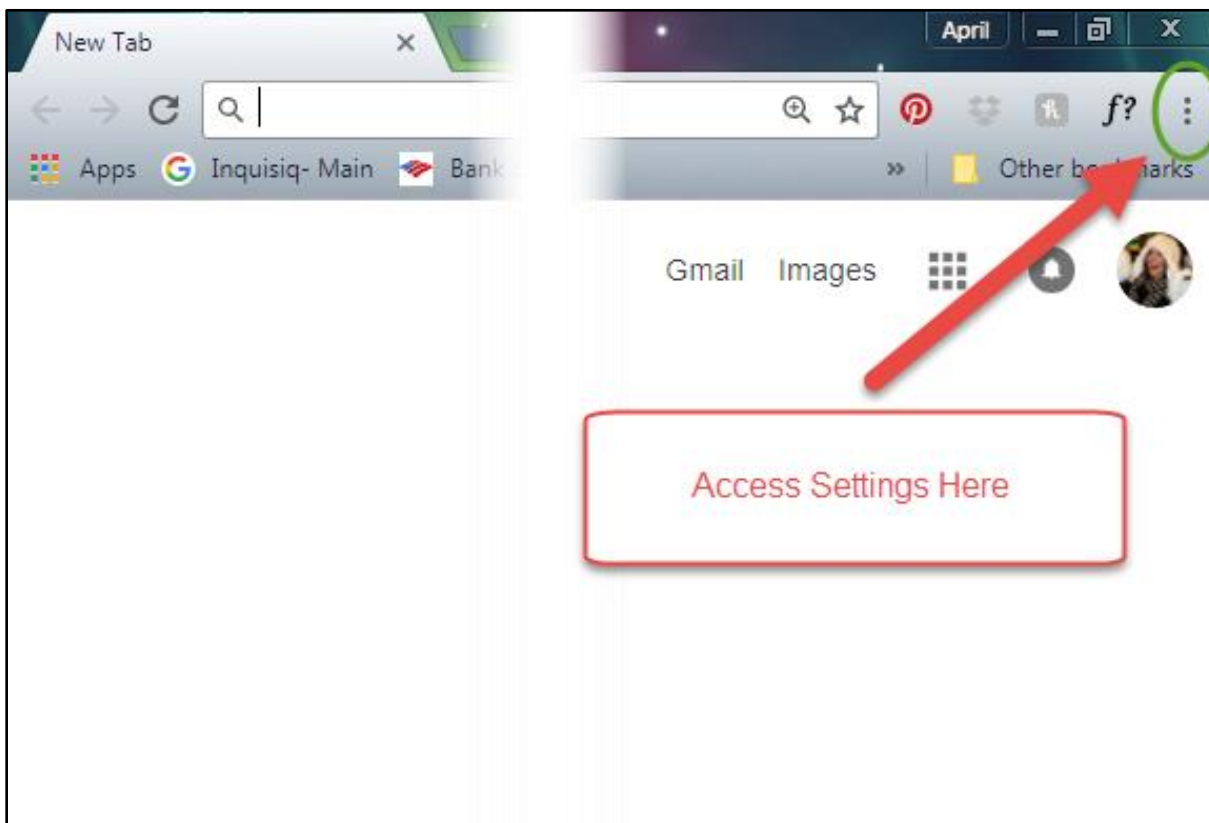
In December 2016 Google began blocking Adobe Flash Content on Chrome, making HTML5 the default method for displaying website content. The reason for this move was because mobile devices did not support Flash and people continue to use mobile devices to view internet content more and more. This is great when our course content is viewed on a mobile device as it now runs much more smoothly. Unfortunately, it does NOT run properly in a desktop or laptop environment. The course launch settings, communications and reporting all function as intended on a desktop/laptop only when running Flash. Luckily, this is just a setting that needs to be adjusted.

Possible Symptoms of Flash being blocked: (issues reported so far)

- Course player does not expand to fill the screen
- Course elements (photos, text, etc.) not loading
- Completion status shows “passed” on lessons that should reflect “complete” (lessons without a scored quiz or exam)
- Navigation issues (previously viewed slides not showing as viewed in the menu, skipping slides, etc.)

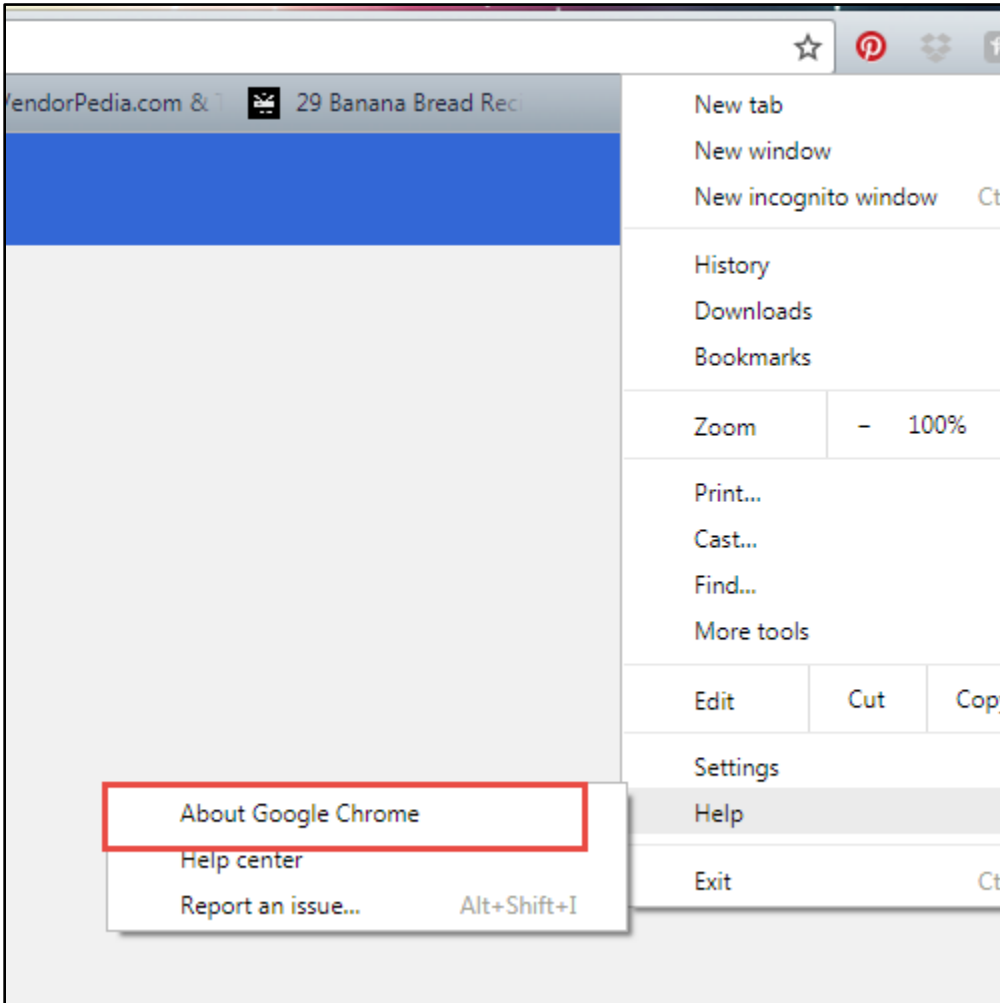
Solution:

Adjust Chrome Settings to Allow Flash Content.



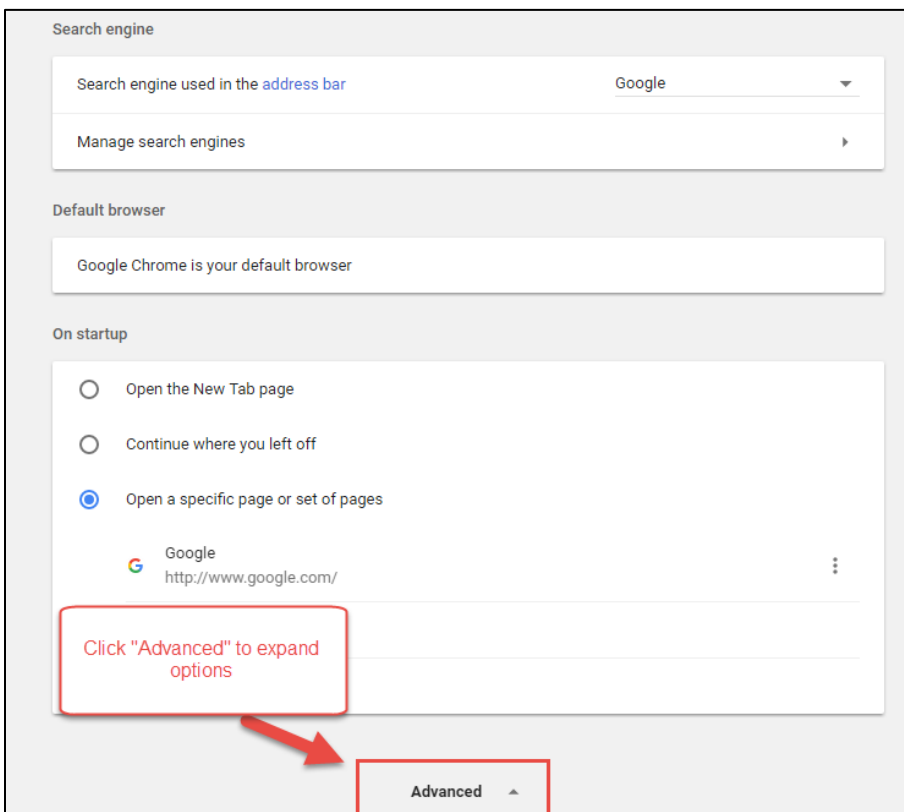
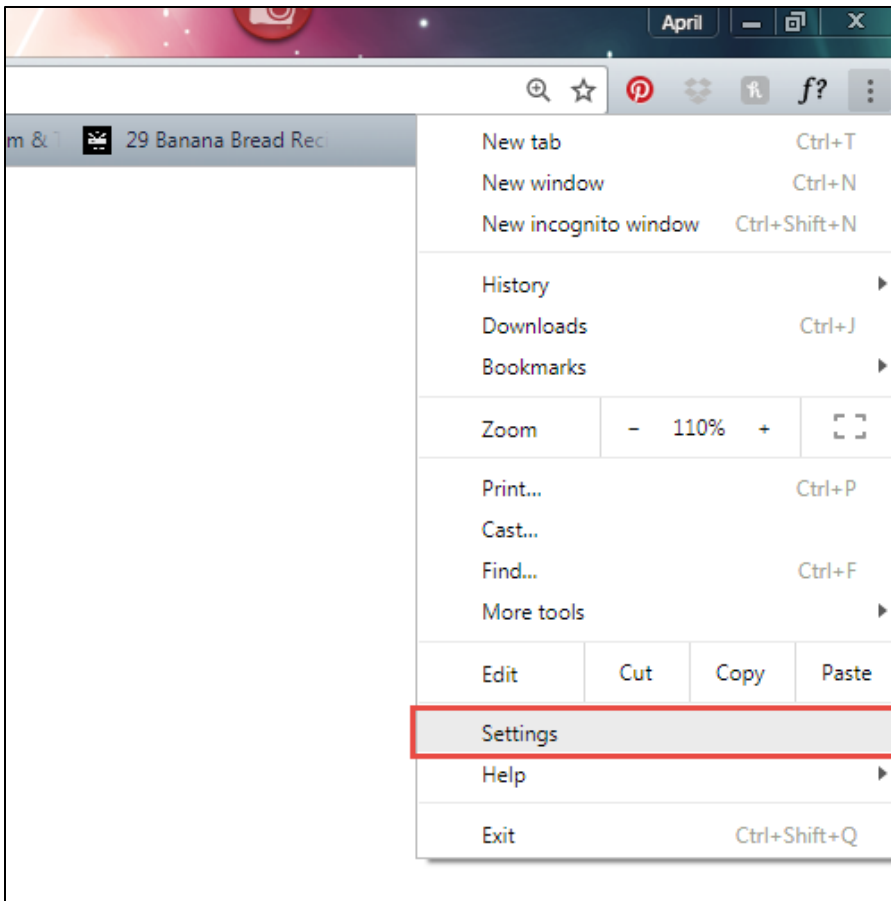
Note that the following screen shots may look different depending on the version of Chrome. These screenshots were taken using the most up to date version of Chrome as of 6/23/17 (Version 59.0.3071.10)

To check Chrome version and update if necessary, go to Help > About Google Chrome. It should automatically update if not up to date.



To change Flash settings, go to Settings > Advanced > Content Settings > Flash > Allow sites to run flash.

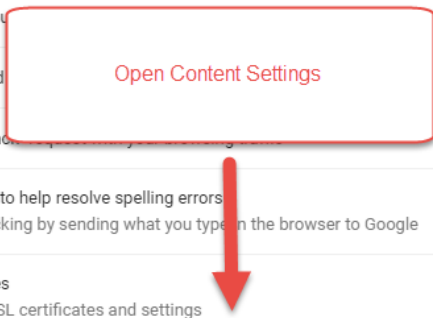
See screenshots below.



Privacy and security

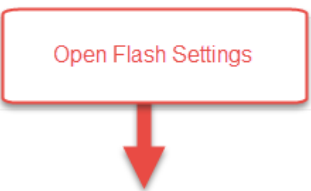
Google Chrome may use web services to improve your browsing experience. You may optionally disable these services. [Learn more](#)

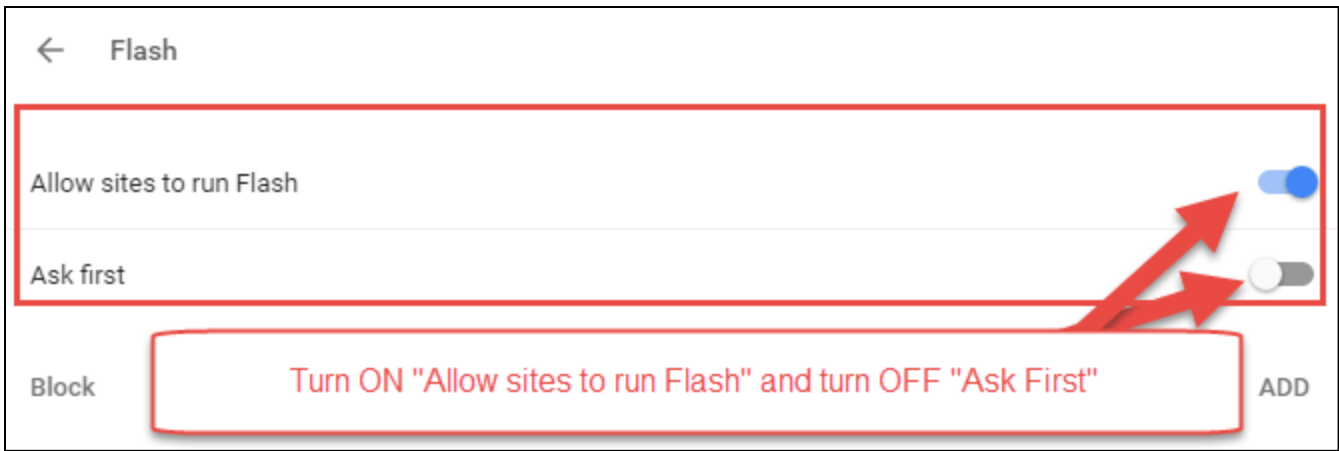
- Use a web service to help resolve navigation errors
- Use a prediction service to help complete searches and URLs typed in the address bar
- Use a prediction service to load pages more quickly
- Automatically send some system information and page content to Google to help detect dangerous apps and sites
- Protect you and your data
- Automatically send some system information and page content to Google to help detect dangerous apps and sites
- Send a "Do Not Track" header to websites
- Use a web service to help resolve spelling errors
Smarter spell-checking by sending what you type in the browser to Google
- Manage certificates
Manage HTTPS/SSL certificates and settings
- Content settings**
Control what information websites can use and what content they can show you
- Clear browsing data
Clear history, cookies, cache, and more



← Content settings ?

- Cookies
Allow sites to save and read cookie data
- Location
Ask before accessing
- Camera
Ask before accessing
- Microphone
Ask before accessing
- Notifications
Ask before sending
- JavaScript
Allowed
- Flash
Allow sites to run Flash**





Re-start browser.