

Myinfinitec.org Website Technical Bulletin

Bulletin

Number:

2014-01

Date:

August 7, 2013

Subject:

Some Chrome users are not hearing the audio portion of some online classroom presentations

Description:

Some users attempting to play certain presentations (not videos) from the online classroom using the Chrome browser do not hear the audio track and see a “No Audio” message on the player status line. This problem does not occur for all presentations or for all Chrome users. The problem also affects some of the quizzes which are created using the same technology as the presentations and have an audio narration on informational slides.

Issue:

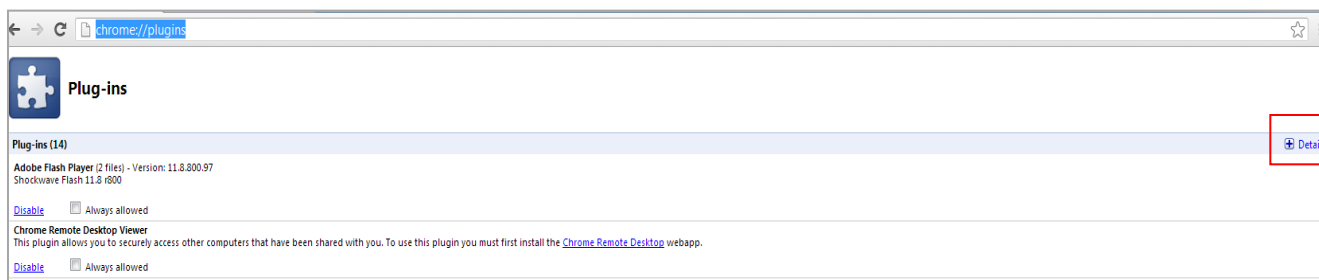
Chrome ships with a built-in, embedded Flash player. It is that embedded Flash player that is causing the problem as it is experiencing some conflict with certain presentations. The problem is only evident with certain versions of the embedded Flash player so all Chrome users are not affected. That embedded Flash player is updated automatically for most users so the problem may begin happening at any time after working properly in the past. There is nothing Infnitec can do to modify the affected presentations to be compatible with that bundled player.

Resolution:

Because other browsers typically installed on users’ computer do not bundle the Flash Player, most users have also installed the current version of the Adobe Flash player which does not cause the conflicts and works fine. Within Chrome, the embedded version is used by default. The resolution is to disable the bundled version to allow the downloaded and installed version of the Adobe Flash player to be used by Chrome. If the Adobe Flash player has not been downloaded to the user’s computer that must be done once the embedded Flash player has been disabled to allow content from the online classroom to play. The current version can be downloaded from:
<http://www.adobe.com/support/flashplayer/downloads.html>

Carefully follow the steps below to disable the embedded Flash player installed with Chrome. If you are unsure about your ability to do this or do not have sufficient rights on your computer to complete these steps, please contact the technical support personnel within your district for assistance. You may also try using a different browser such as Internet Explorer, Safari or Firefox to work around the problem.

1. Launch the Chrome browser and in the address bar type: <chrome://plugins/> and press enter. The following screen should be displayed.



2. Once you see the above screen click on the “+” labeled as “Details” in the upper right hand corner of the window and highlighted by the red box in the above example. This will expand the list of plug-ins.
3. When the details for installed plug-ins are displayed as shown on the example below, locate entries for “Adobe Flash Player.” You will likely see 2 entries for Adobe Flash Player, one for the embedded Flash player and one for the downloaded and installed Flash player. Note that by

reading the line labeled “Location” for each Flash player entry you can tell which one is the Chrome embedded version. It will be in a folder location that has Chrome in the path as is highlighted in the first entry in the example below. It will most likely be the first Flash player on the list.

Locate the entry on your screen for the embedded Chrome version and disable it by clicking on the “Disable” link for that entry as shown in the example below.

Plug-ins (14)

Adobe Flash Player (2 files) - Version: 11.8.800.97

Shockwave Flash 11.8 r800

Name: Shockwave Flash

Description: Shockwave Flash 11.8 r800

Version: 11.8.800.97

Location: C:\Program Files (x86)\Google\Chrome\Application\28.0.1500.95\PepperFlash\pepflashplayer.dll ← This one should be disabled

Type: PPAPI (out-of-process)

[Disable](#) ← Click here to disable it

MIME type	Description	File extensions
application/x-shockwave-flash	Shockwave Flash	.swf
application/futuresplash	FutureSplash Player	.spl

Name: Shockwave Flash

Description: Shockwave Flash 11.8 r800

Version: 11,8,800,94

Location: C:\Windows\SysWOW64\Macromed\Flash\NPSWF32_11_8_800_94.dll

Type: NPAPI

[Disable](#) ← Leave this as it is

MIME type	Description	File extensions
application/x-shockwave-flash	Adobe Flash movie	.swf
application/futuresplash	FutureSplash movie	.spl

- After you have disabled it, the screen should look similar to the example below. It now shows the Chrome embedded version disabled. The downloaded and installed version is still enabled and will be used to play Flash content; resolving the issue.

Plug-ins (14)

Adobe Flash Player (2 files) - Version: 11,8,800,94

Shockwave Flash 11.8 r800

Name: Shockwave Flash

Description: Shockwave Flash 11.8 r800

Version: 11.8.800.97

Location: C:\Program Files (x86)\Google\Chrome\Application\28.0.1500.95\PepperFlash\pepflashplayer.dll

Type: PPAPI (out-of-process)

[Enable](#)

MIME type	Description	File extensions
application/x-shockwave-flash	Shockwave Flash	.swf
application/futuresplash	FutureSplash Player	.spl

Name: Shockwave Flash

Description: Shockwave Flash 11.8 r800

Version: 11,8,800,94

Location: C:\Windows\SysWOW64\Macromed\Flash\NPSWF32_11_8_800_94.dll

Type: NPAPI

[Disable](#)

MIME type	Description	File extensions
application/x-shockwave-flash	Adobe Flash movie	.swf
application/futuresplash	FutureSplash movie	.spl

- Completely close the Chrome browser and re-launch it. When you navigate to the online classroom and try again, the audio should work properly.

Remember, if you only had the embedded version of the Flash player installed as evidenced by only seeing one entry for Adobe Flash Player on your list of plug-ins, you will need to download and install the current version before proceeding to the online classroom. It should be automatically enabled when the installation is completed but you may want to check to be sure using the above process.

If you have questions about this issue - Contact infinitecwebsupport@ucpnet.org or call 1-800-361-0270
If you need assistance implementing this resolution on your computer contact your district's tech support team