

Viewing Granicus Video on Google Chrome

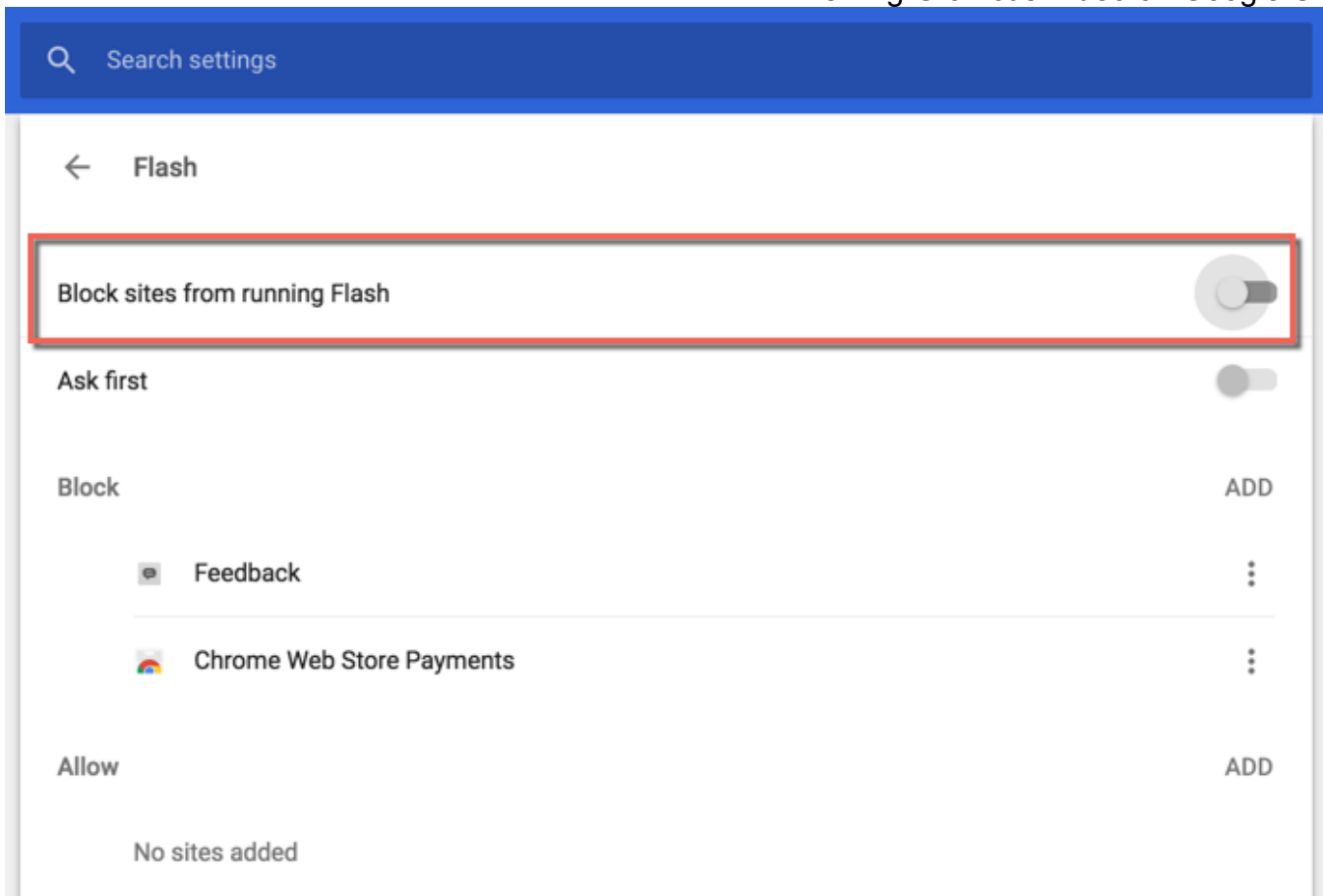
Overview

If you're using the Google Chrome web browser, you might receive an error while attempting to use the Video Player. As a result of Google's decision to move away from Adobe Flash on Chrome, they made a change to Chrome's Adobe Flash Player settings. The option for Flash to always be allowed to run has been turned off—and Flash is required to use your Video Player.

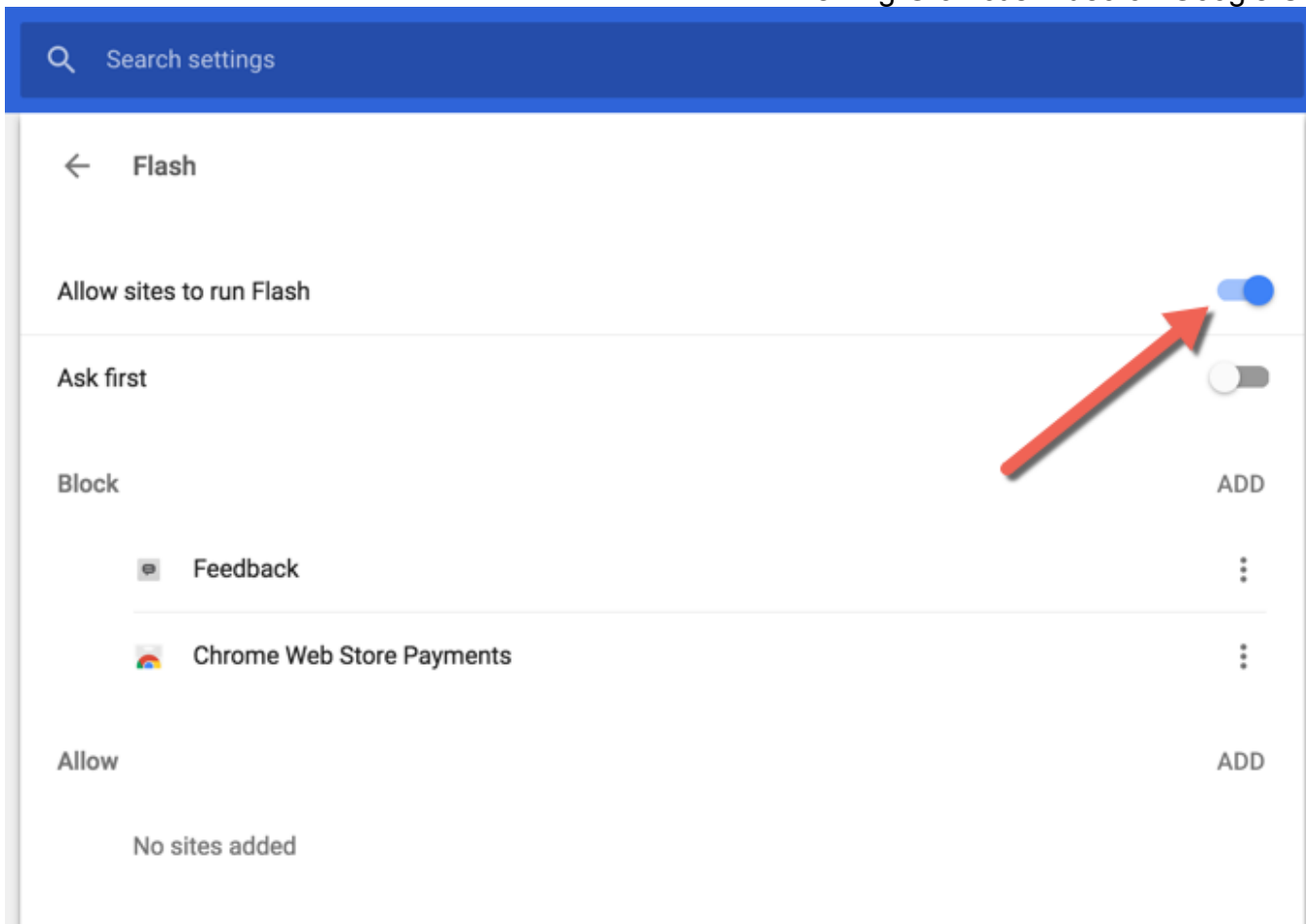
If you're using an updated version of Chrome, and Flash is not allowed to run, you'll receive an error message stating "**Error: No Playable Sources.**" You can adjust a setting in Chrome to allow Adobe Flash to always run (this used to be the default). To do this, follow these steps. If you're not using the most updated version of Chrome, scroll down to the [instructions for older 2017 updates](#):

Resolution - Most Recent Chrome Update (Version 59.0.3071.115)

1. Open a Google Chrome browser window
2. In the address bar, type `chrome://settings/content/flash`.
3. Find the toggle at the top of the menu. When Flash is disabled, the label will read **Block sites from running Flash**.




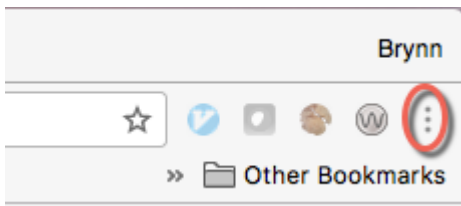
4. To enable flash, click the toggle. When Flash is enabled, the label will read **Allow sites to run Flash**.



5. Now refresh your page and test to ensure the setting has worked

Resolution - Older 2017 Updates

1. Open a Google Chrome browser window
2. Click the more menu () in the upper right-hand corner of the browser



3. Select **Settings** from the drop-down menu
4. At the bottom of the page, click **Show advanced settings...**

Enable Guest browsing

Let anyone add a person to Chrome

Add person...

Edit...

Remove...

Import bookmarks and settings...

Default browser

The default browser is currently Google Chrome.

Show advanced settings...

5. Under the Privacy section, click the **Content settings...** button

Default browser

The default browser is currently Google Chrome.

Privacy

Content settings...

Clear browsing data...

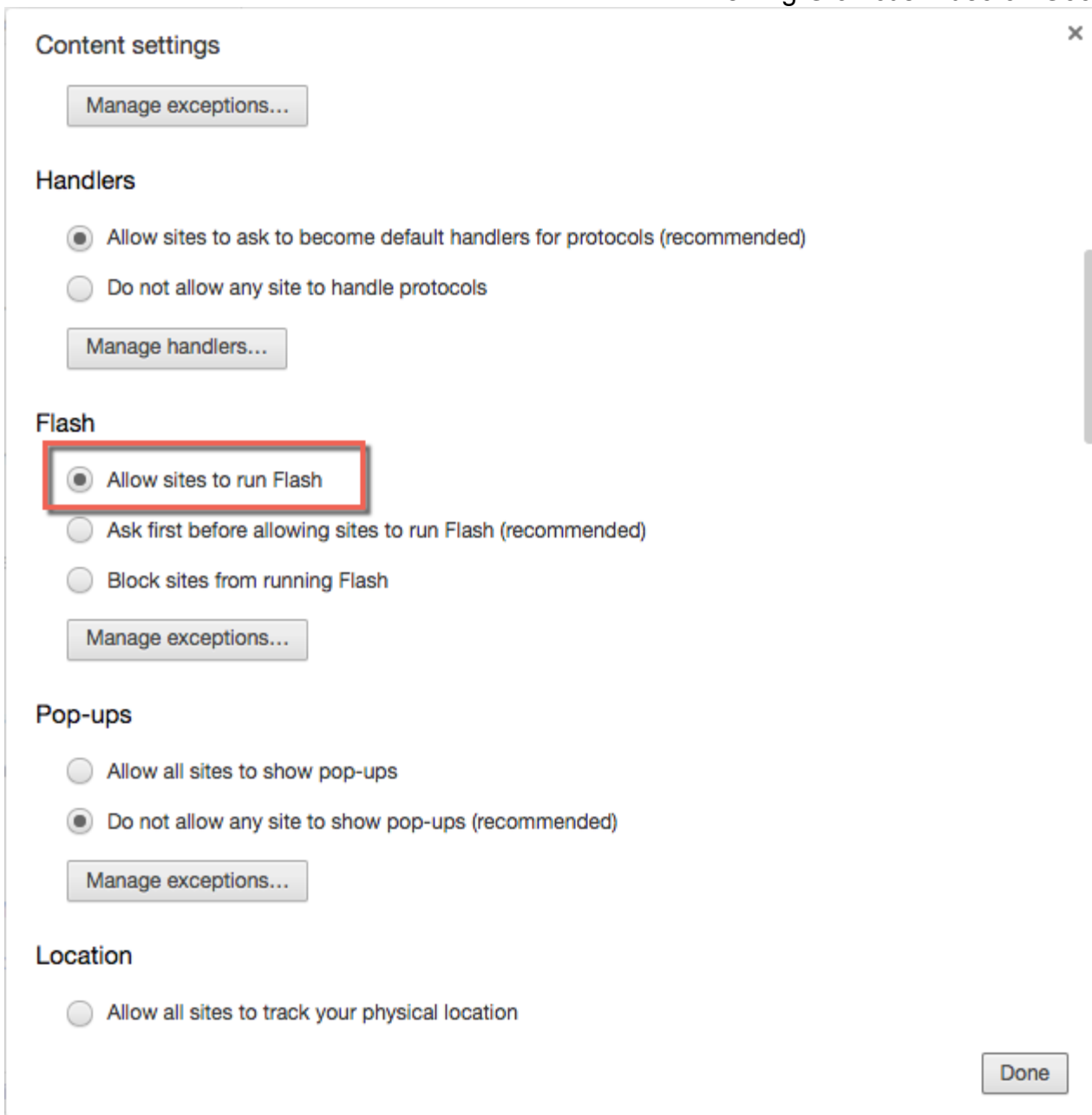
Google Chrome may use web services to improve your browsing experience. You may optionally disable these services. [Learn more](#)

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

6. A Content Settings window opens; scroll down until you see the Flash section
7. Select the button labeled **Allow sites to run Flash**



8. Click **Done** at the bottom right of the window
9. Now refresh your page and test to ensure the setting has worked

Alternately, you can opt to use Internet Explorer with Adobe Flash enabled for your Granicus Video Player.