

# LadyBird Computing

Websites ~ PC help and advice ~ Bug fixes



## INSTRUCTIONS - ADOBE FLASH PLAYER UPDATES

**Step 1:** Go to: <http://helpx.adobe.com/flash-player.html>

The screen will display what version you currently have, and a list for you to decide whether it is the latest one for your browser version.

**Flash Player in 3 steps**

- 1 Check Flash Player version on your computer
- 2 Install the latest version of Flash Player
- 3 Solve Flash Player issues, if any

The Flash Player version and OS of your computer are displayed in the box below:

This box dynamically displays the following information:

Your Flash Player Version: **11.4.402.287**

Your OS: **Windows 7 (64-bit)**

Your Browser: **Internet Explorer**

**Note:** If you see an error message in the box, you either don't have Flash Player installed on your computer or you have issues with your Flash Player installation. Follow instructions in Step 2 or 3, as required.

**Latest Flash Player Version**

Platform	Browser	Flash Player Version
Windows 8	Internet Explorer	11.3.376.12
Windows 7 (32-bit and 64-bit), Vista, XP, 2006, 2003	Internet Explorer (and other browsers that support Internet Explorer ActiveX controls and plug-ins)	11.5.502.110
	Firefox, Mozilla, Netscape, Opera (and other plugin-based browsers)	11.5.502.110
	Chrome (Pepper-based Flash Player)	11.5.31.2
Mac: OS X 10.6, 10.7, 10.8 (Snow Leopard Lion, Mountain Lion)	Firefox, Opera, Safari	11.5.502.110

Generally you need a different one for Microsoft Internet Explorer than for Firefox, although in this example they both need the same version number.

If you need an update, click on **the button in the middle of the box number 2**.

**Step 2:** A new browser page will probably then open up and you may get a screen offering you some additional software eg. McAfee Security Scan. I would recommend clicking on the tick box to **remove** the tick as this is not needed, unless you are concerned about your anti-virus protection and want to do a double-check. The software being offered is a standard item from one of the big anti-virus providers so is perfectly safe and valid, but it will install something which will probably set itself to run checks on a regular basis and give you a results list which then tries to get you to buy their software.

If the extra software being offered is for Google Chrome browser and toolbar – DEFINITELY say **no** ie. take the tick out of the box.

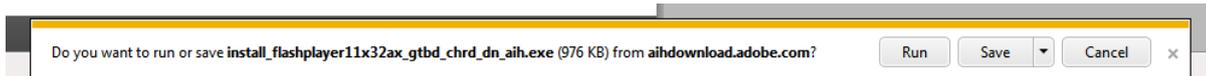


Once you've carefully removed the tick, press the '**Download now**' button. (There is a comment on this screen about possible needing to temporarily disable your antivirus software – I've never had to do that, so you shouldn't need to worry about it.)

A new browser page will open up giving the instructions relevant to your system: (for Firefox go to page 5)

### Step 3: Internet Explorer

The file name in the first message box will vary depending on what version is needed. Eg.



Click on the '**Run**' button to carry on.

Ignore the 'View Downloads' button, the box will disappear after a few moments.

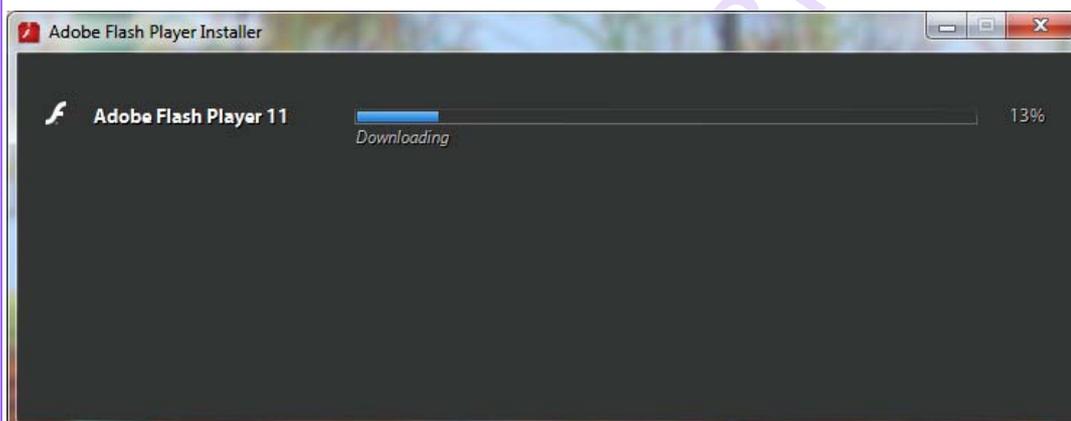
Not everyone will get this User Account Control box, but if you do then click the '**Yes**' button.



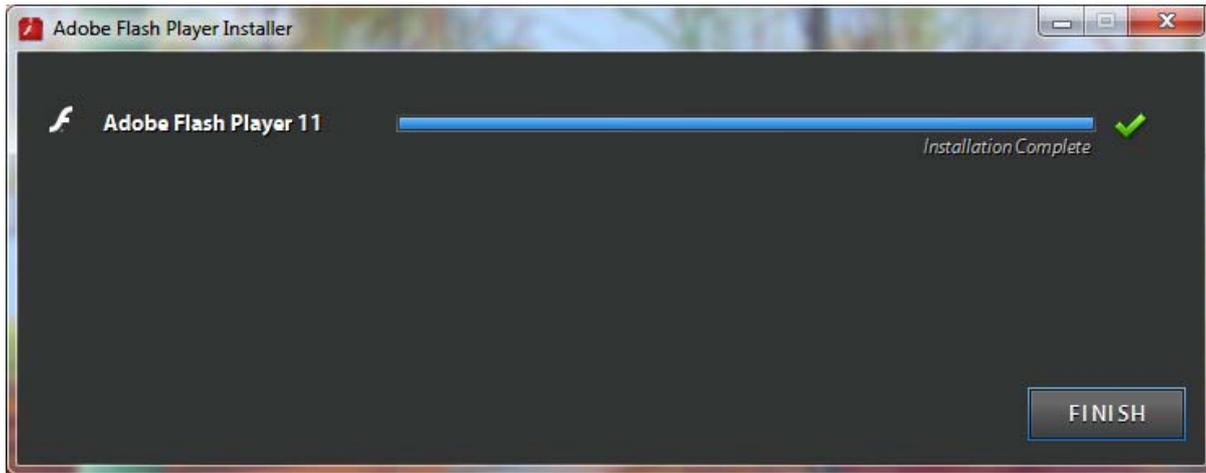
It can take a few moments for the next bits to get going, so don't panic if it seems to have stopped.



Click **NEXT**.

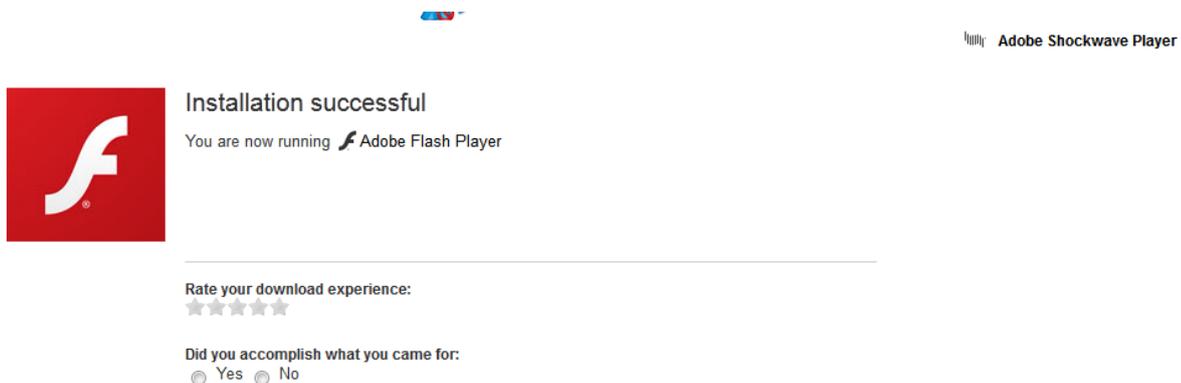


The next screen will give you progress as the download and installation gets underway, hopefully ending up with a green tick for all done.



Click **FINISH**.

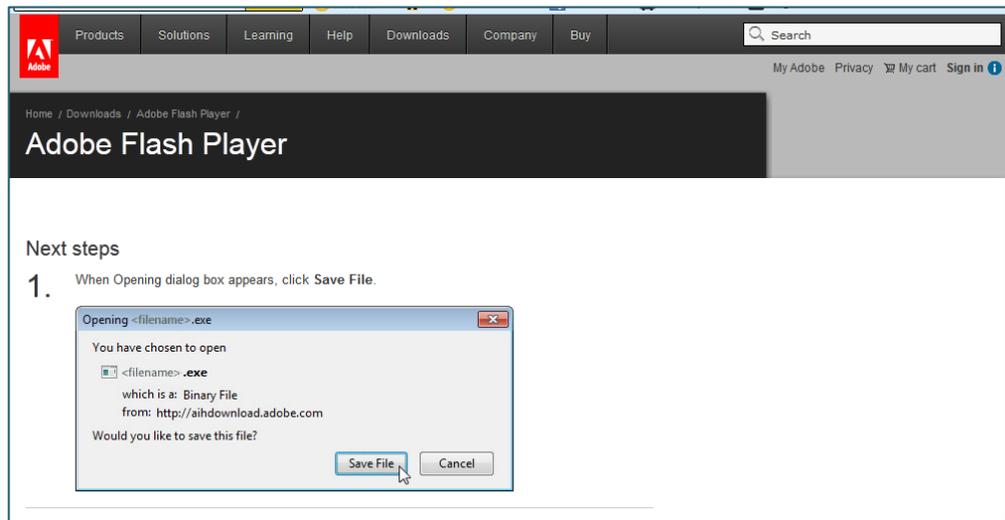
Box will disappear and your browser will return a moment later with a 'successful' message like



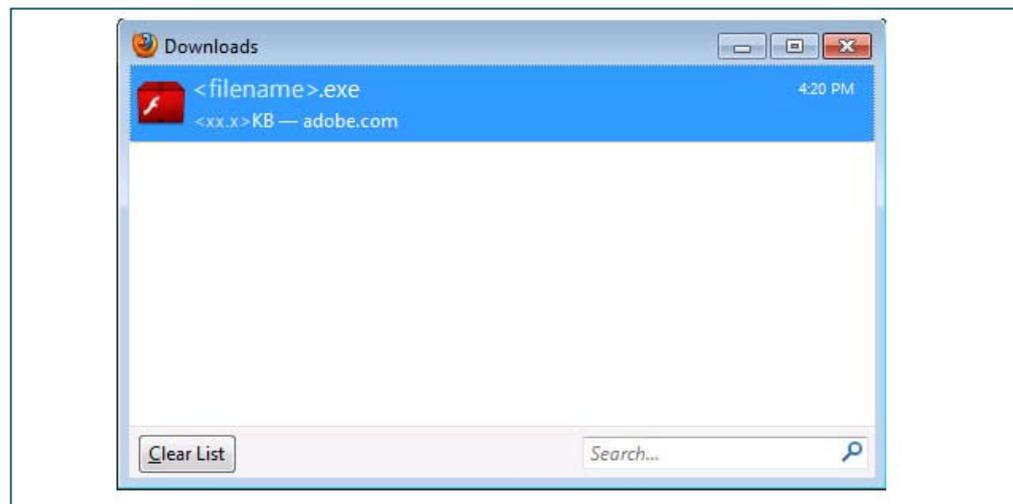
You can now close the browser and carry on using the machine.

Ignore the rest of this document if you don't use Firefox.

### Step 3: Firefox



When the first box pops up in front of the screen, like this one, click on '**Save File**'.

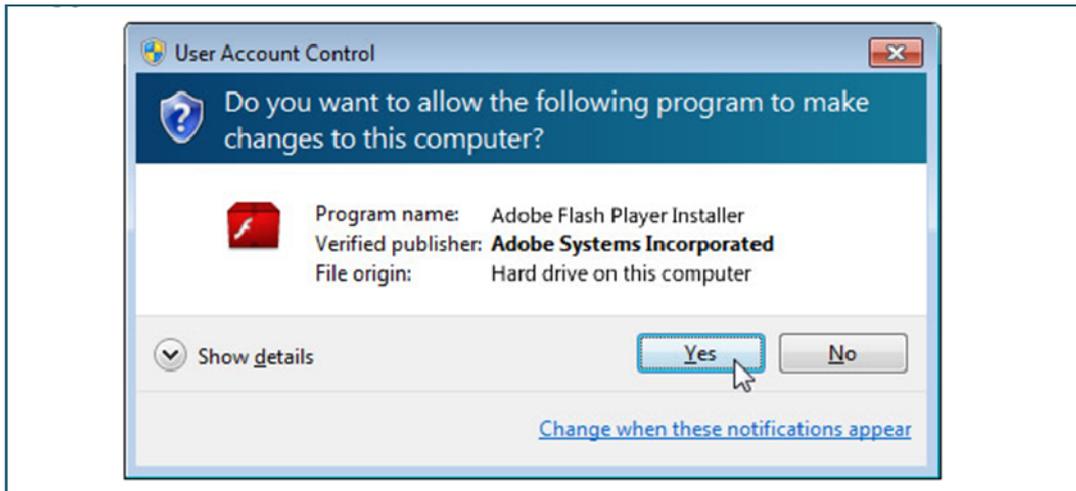


This second box should appear after a couple of seconds, the filename shown will be something quite long like *install\_flashplayer11x32ax\_gtbd\_chrd\_dn\_aih.exe*.

You need to **doubleclick** on the filename in this box to set the install going.



Everybody should get this next box up, click '**Run**'.

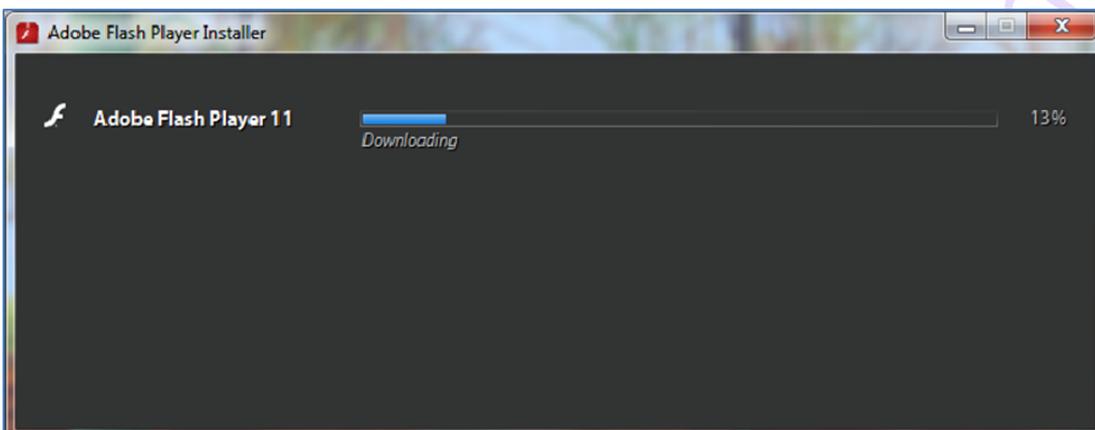


You might not get the next one for User Account Control, but if you do then click 'Yes'.

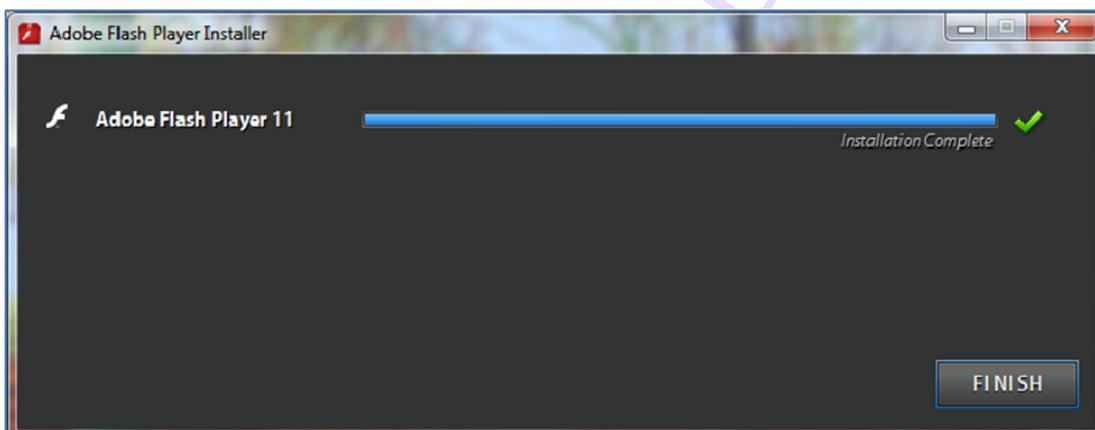
It can take a few moments for the next bits to get going, so don't panic if it seems to have stopped.



Click **NEXT**.



The next screen will give you progress as the download and installation gets underway,

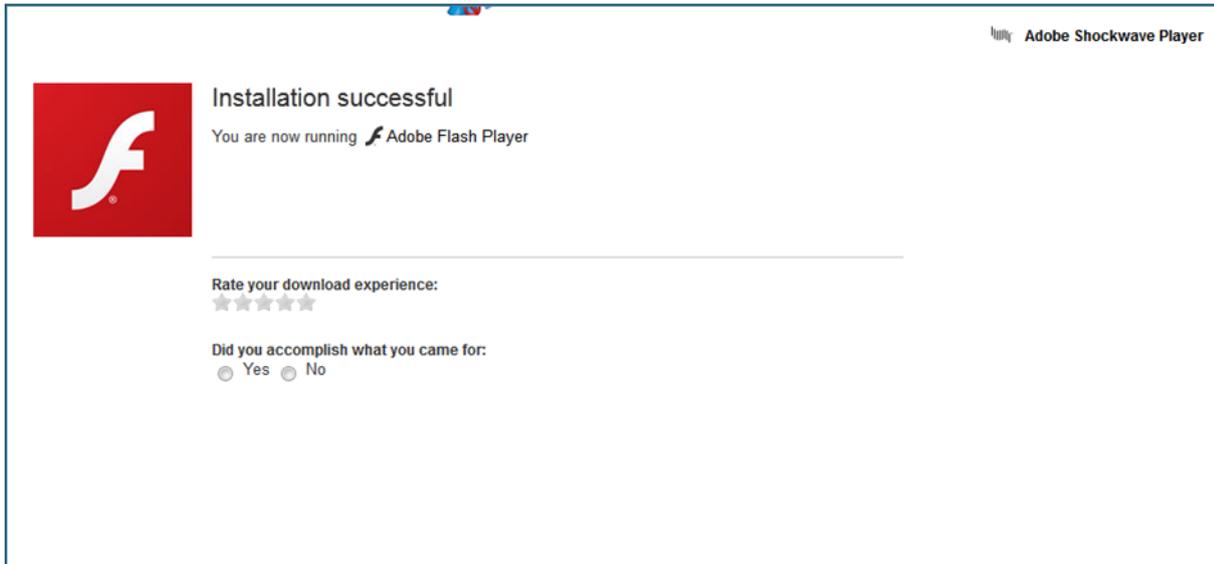


hopefully ending up with a green tick for all done.



Click **FINISH**.

Box will disappear and your browser will return a moment later with a 'successful' message like this one.



You can now close the browser and carry on using the machine.



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