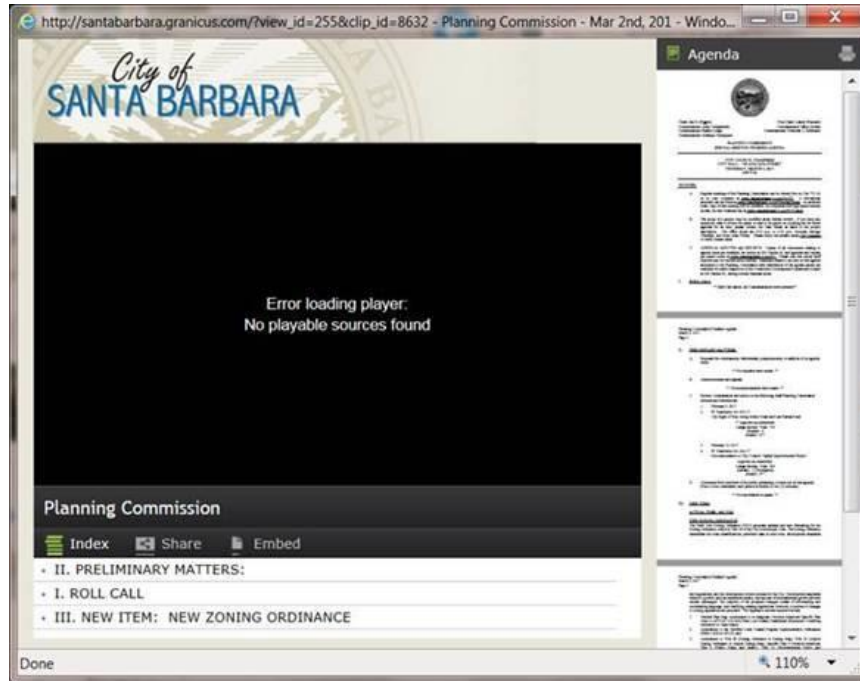


Resolving “Error Loading Player” message

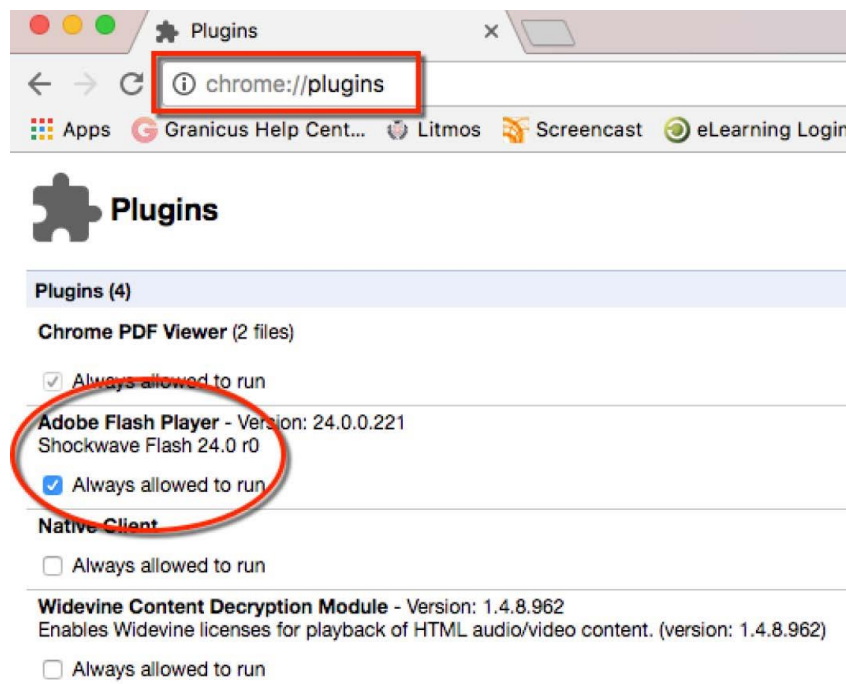
If you are experiencing receipt of the following message:



The issue is related to Google’s decision to discontinue support for Adobe Flash. Please try the following for disabling and re-enabling Flash:

If you are using **Chrome** as your browser:

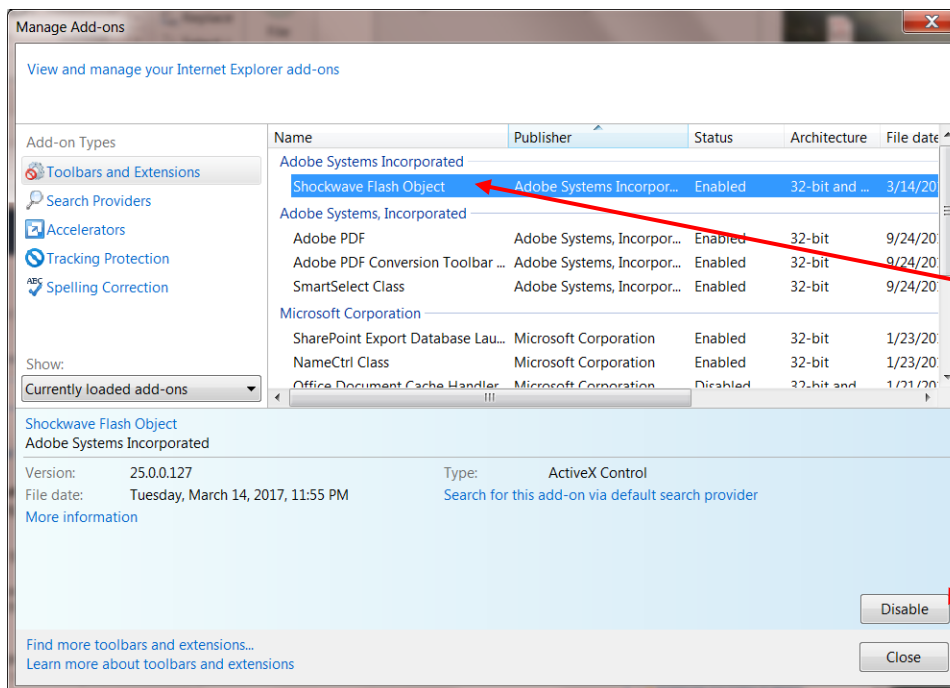
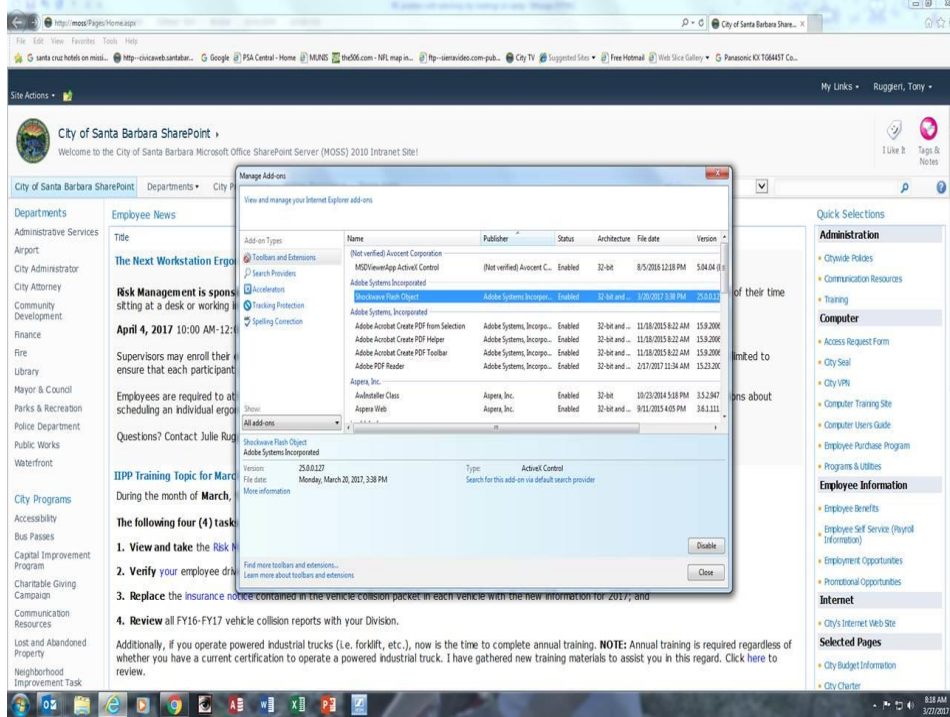
1. Type `chrome://plugins` into your Chrome browser and check for the box for “Always Allowed to Run”
2. Close and reopen your browser



If you are using Internet Explorer as your browser:

1. Click on the tools icon in the upper right hand corner of the browser.
2. Select Manage Add-Ons.
3. Click Show All Add-Ons.
4. Look for Adobe Shockwave Flash Object
5. Disable it and then re-enable it.
6. Close and reopen your browser.

Tools icon is found on right hand of browser



Locate Shockwave Flash Object.
Disable and re-enable.

Please e-mail City staff at CityTV@SantaBarbaraCA.gov if you have additional questions. Thank you.