

# Authorware Web Player content does not appear after a Windows Update

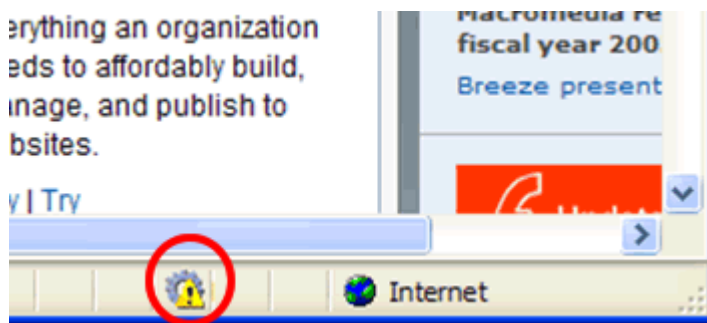
Due to recent Microsoft Windows XP Service Pack 2 (SP2) updates to the Internet Explorer browser, Macromedia Authorware Web Player content may not play as desired.

The following list describes the most common reasons Authorware Web Player content fails to display on a computer with a Microsoft Windows XP (SP2) operating system.

- Macromedia Authorware Web Player is disabled.
- Pop-up window blocking is set to high.

## Authorware Player disabled

One of the new features of Windows XP SP2 is that you can better manage Internet Explorer browser add-ons. Specifically, you can disable and enable certain ActiveX controls. The graphic icon shown in the image below indicates that the ActiveX control used on the current page has been disabled.



If you browse to a page that has Authorware Web Player content, but you have disabled the Authorware Web Player ActiveX control, you will see this icon in the right corner of the Internet Explorer status bar.

## Solution: Enable the ActiveX control

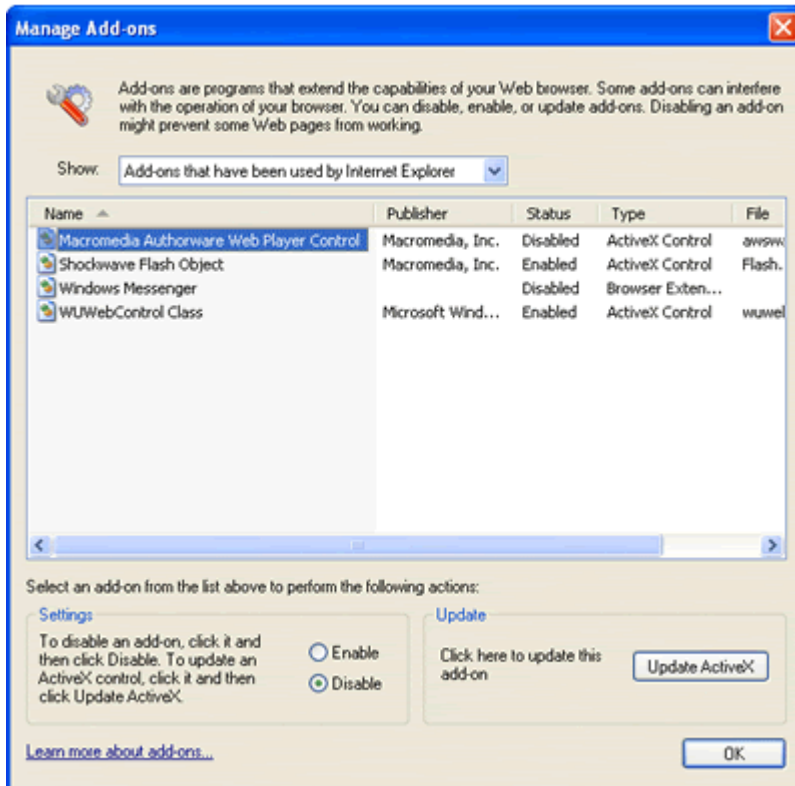
Follow the steps below to enable an ActiveX control that has been disabled in Internet Explorer.

1. In Internet Explorer, choose Tools > Manage Add-ons.
2. Look for 'Macromedia Authorware Web Player Control' under the heading "Disabled". If not listed there, also look in the Enabled heading, but with the Status column set to Disabled.

**Note:** You may have to select "Items that have been used by Internet Explorer" from the "Show" pop-up menu.

3. Select this entry and choose Enable at the bottom of the dialog box.

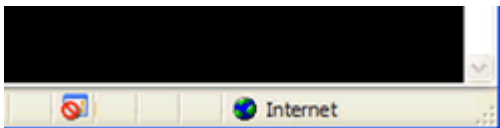
4. Click OK to exit the dialog box.



## Pop-up windows are blocked

When Pop-up blocking is set to *medium*, Internet Explorer automatically blocks pop-up windows that are created by other windows/scripts. When Pop-up blocking is set to *high*, Internet Explorer will also block pop-up windows that may appear because you clicked on a link.

When Internet Explorer blocks a pop-up, you should hear a warning sound and the gold-colored information bar should appear. You should also see the following icon in the status bar:



The options in the information bar allow you to temporarily allow popup windows, always allow popup windows from this site, or change your popup blocking options. If you don't see the information bar, you can change your settings by choosing Tools > Pop-up blocking from within Internet Explorer.