

Authorware Web Player will not install after updating Windows XP to Service Pack 2

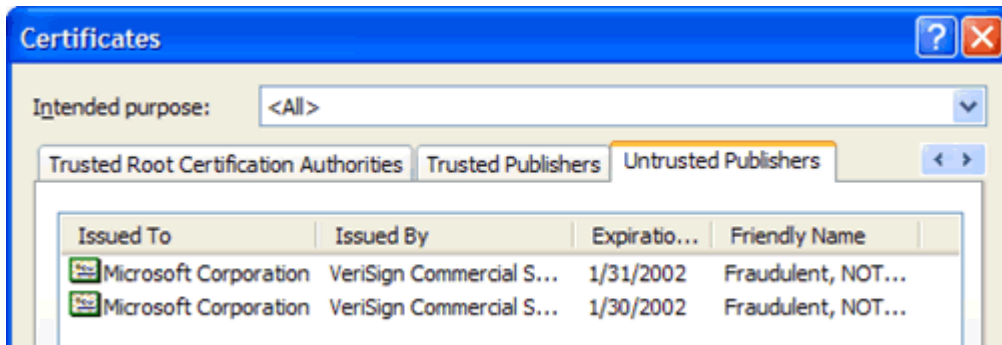
Due to recent Microsoft updates to Internet Explorer (IE) in Windows XP Service Pack 2 (SP2), the Macromedia Authorware Web Player may not install properly if certain settings are enabled.

If you have problems installing the Authorware Web Player, follow the troubleshooting steps below. If one step does not correct the problem, move on to the next step. After each step you may want to restart your machine to ensure your changes take effect before moving onto the next step.

Step 1: remove Macromedia from the Untrusted Publishers list

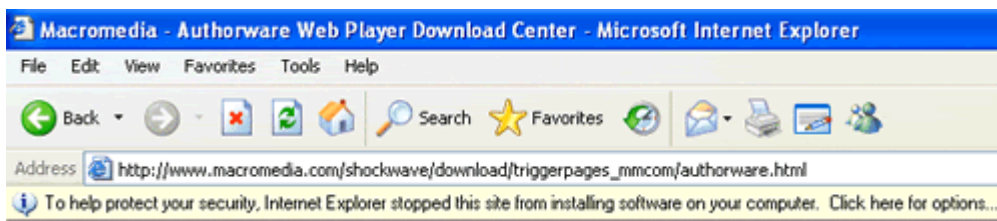
If *Macromedia, Inc* is listed in the Untrusted Publishers list, then the Authorware Web Player cannot be installed on your machine.

To view your Untrusted Publishers in Internet Explorer choose Tools > Internet Options. In the IE properties dialog box, switch to the Content tab, then choose Publishers > Untrusted Publishers. If *Macromedia, Inc* is in this list, remove the line by highlighting it and choosing Remove. After doing this you will be able to install the Authorware Web Player by visiting the Macromedia [Download Center](#).



Step 2: Information Bar Requests download of Authorware Web Player

When viewing a website that requires an ActiveX control not currently installed, you see a gold bar just below the browser toolbars:



The information bar requires that you select it to proceed with the installation of the Authorware Web Player.

1. Select the information bar and click "Install ActiveX control..."
2. When the Internet Explorer - Security Warning dialog box appears, click the Install button.

Note: Please ensure that "Never install software from Macromedia, Inc." is **NOT** checked.



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Product(s): Authorware, Authorware Player

Versions: All

OS:

Platform: Windows XP

Browser: Internet Explorer

Server: None

Database: None