

Issues with viewing Adobe Presenter in MyLO

If you are trying to view Adobe Presenter within MyLO and are having issues please make sure that you have the recommended software loaded.

Adobe Presenter requires:

1. A current web browser (such as Mozilla Firefox or Internet Explorer)
2. A current version of Java, and
3. Adobe Flash Player 9 or above.

If no content appears when you press play, please see below for further resolutions.

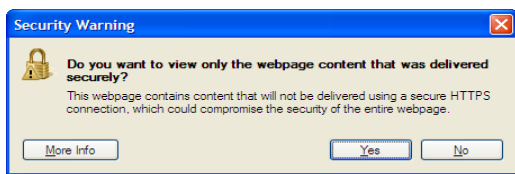
Internet Explorer 8 users

Internet Explorer 8 tries to be more secure by changing the usual phrasing of the secure content query. This often tricks users into clicking "yes" when they want to click "no". This has the side effect of breaking Flash, Real Media, and Adobe Presenter content when used with Blackboard Vista. You will often see the message: "Navigation to the webpage was cancelled"

This can be addressed in two ways.

1. Temporary Permissions

When you see this box, **click "No"**.



Internet Explorer 8 Security Warning

2. Long-term Permissions

The only way to stop this temporary permission box from appearing is to change your settings within tools.

- Go to Tools>Internet Options>Security
- Select the Security tab
- Click the Custom Level button
- In the Miscellaneous section change Display mixed content to Enable

Firefox users

If you are using the web browser Firefox, you may find that the module opens in a new window, but no content appears. If this happens, **close all other open tabs in your browser window** and try the link again.