




Fix problems with Flash

If Flash is not working or you see the following error messages, try the troubleshooting steps below.

- Adobe Flash has been blocked because it's out of date
 - Couldn't load plugin
 - The following plugins were blocked on this page
 - This plugin is not supported
 - A plug-in (Shockwave Flash) isn't responding
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Step 1: Turn on Flash


Only allow Flash to run on websites that you trust.

1. On your computer, open Chrome.
 2. Go to the site with the video or game.
 3. To the left of the web address, click Lock  or Info  .
 4. At the bottom, click Site Settings.
 5. In the new tab, to the right of "Flash," click the Down arrow  Allow.
 6. Go back to the site and reload the page.
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Step 2: Update Flash

1. On your computer, open Chrome.
 2. In the address bar at the top, enter `chrome://components` and press Enter.
 3. Look for "Adobe Flash Player."
 4. Click Check for update.
 5. If you see "Component not updated" or "Component updated," you are on the latest version.
 6. Go back to the page with the Flash content. If it doesn't open automatically, at the top left, click Reload.
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Step 3: Update Chrome

1. On your computer, open Chrome.
2. At the top right, click More  .
3. Click Update Google Chrome. If you don't see this button, you're on the latest version.
4. Click Relaunch.

Having problems updating Chrome? Learn how to [fix Chrome update problems](#).

Step 4: Reinstall Flash

Make sure that you only install Flash from Adobe's website.

1. On your computer, open Chrome.
2. Go to adobe.com/go/chrome.
3. Under "Step 1," select your computer's operating system.
4. Under "Step 2," choose the option that lists "PPAPI."
5. Click Download now, and follow the steps to install Flash.