

Trouble shooting steps to get Flash files to run correctly. June 2009,  
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Steps to get your computer to automatically run a Flash file when you double click on a Flash file, i.e. a file with an .swf extension. There are two methods you can use to tell your computer to use a web browser to open and run Flash files. Each of the methods described below start with using **Windows Explorer**, **not** Internet Explorer (IE).

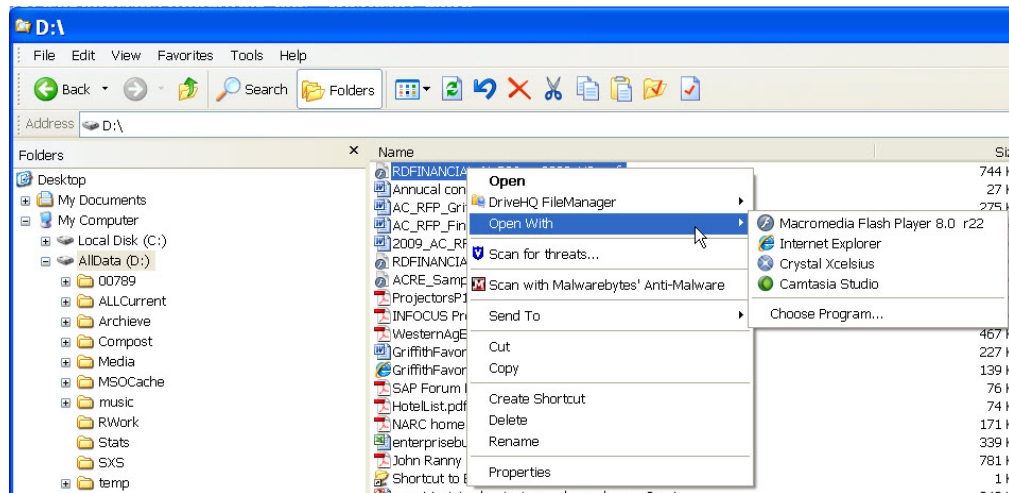
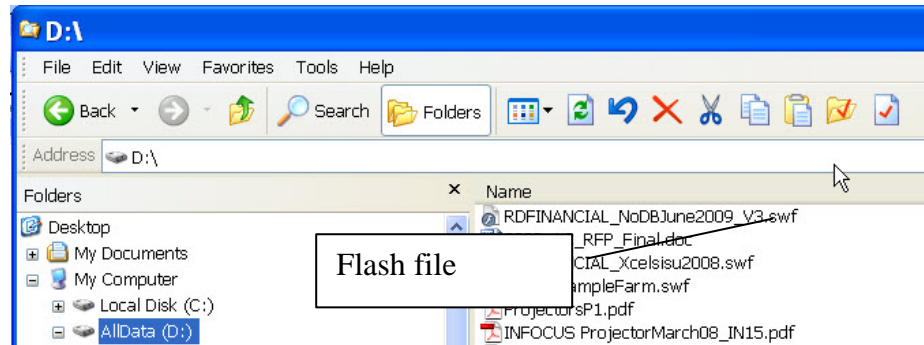
**Method one**, the short method:

Open Windows Explorer. If you are not familiar with using this program, you can access it by clicking on Start>All Programs>Accessories>Windows Explorer (Windows XP operating System)

When Windows Explorer opens, navigate to where you have saved a Flash file, such as RDFinancial.swf. See below.

Left click on the file name to highlight the file (just one click) and when the file name is highlighted, right click on the file name.

When you right click, a drop down menu appears. This menu is shown below. From this drop down menu, click on Open With and then on Internet Explorer.

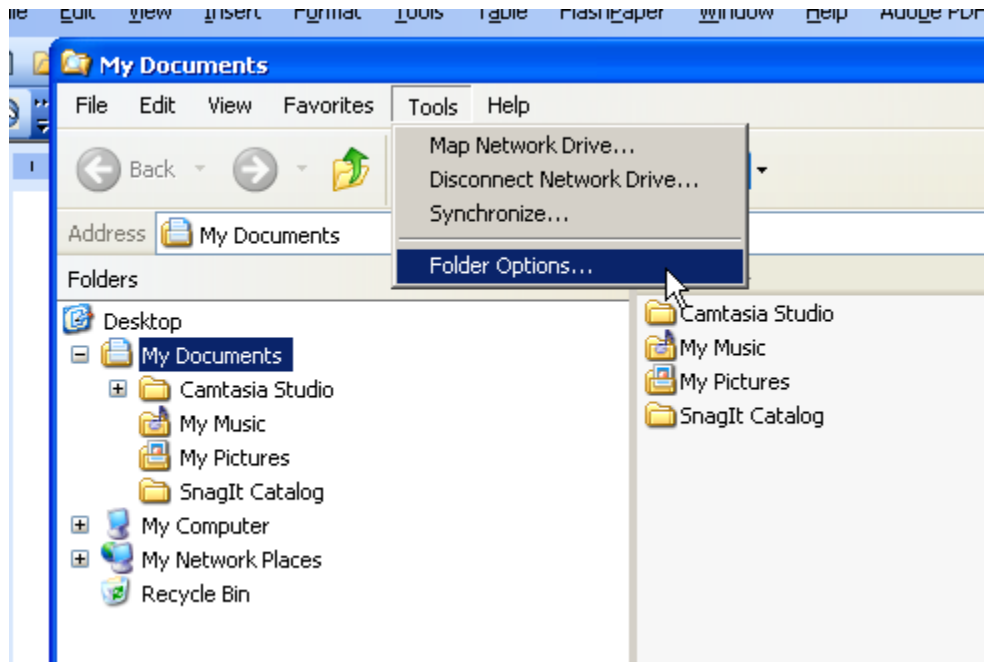


Your web browser, IE in this example, should then open and run the Flash file. If it does not do this, see the Trouble shooting steps listed at the end of this document.

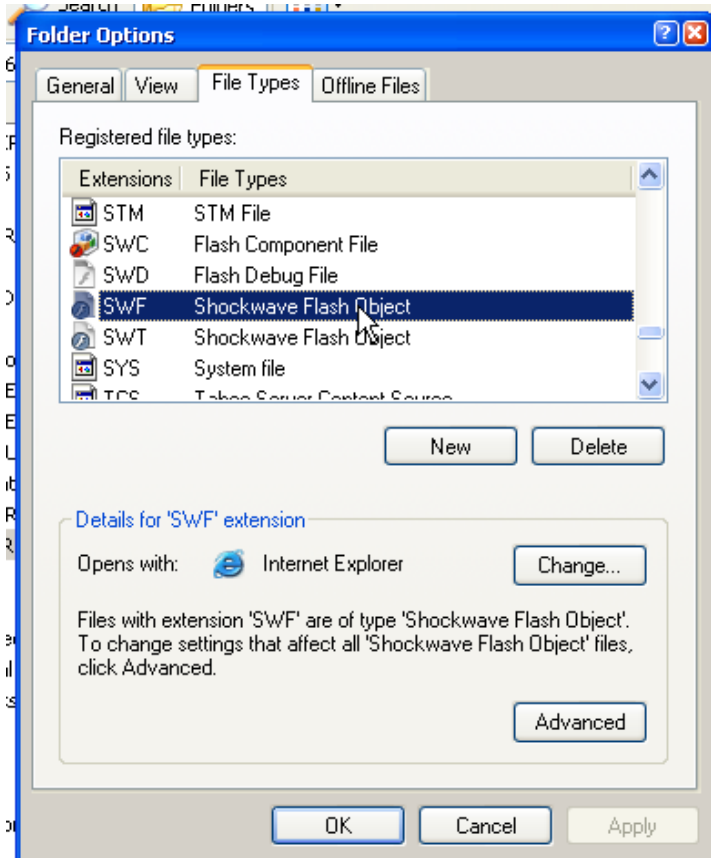
**Method two** is a longer method, but may work, if method one fails.

Open Windows Explorer. If you are not familiar with using this program, you can access it by clicking on Start>All Programs>Accessories>Windows Explorer (Windows XP operating System)

When Explorer opens (it does not matter what directory is opened) it may look different than the image below due to your computer settings, operating system, version of an operating system or web browser version you are running, however the general process should be very similar. Click on the menu item called Tools at the top of the screen and select Folder Options from the drop down list. See image below

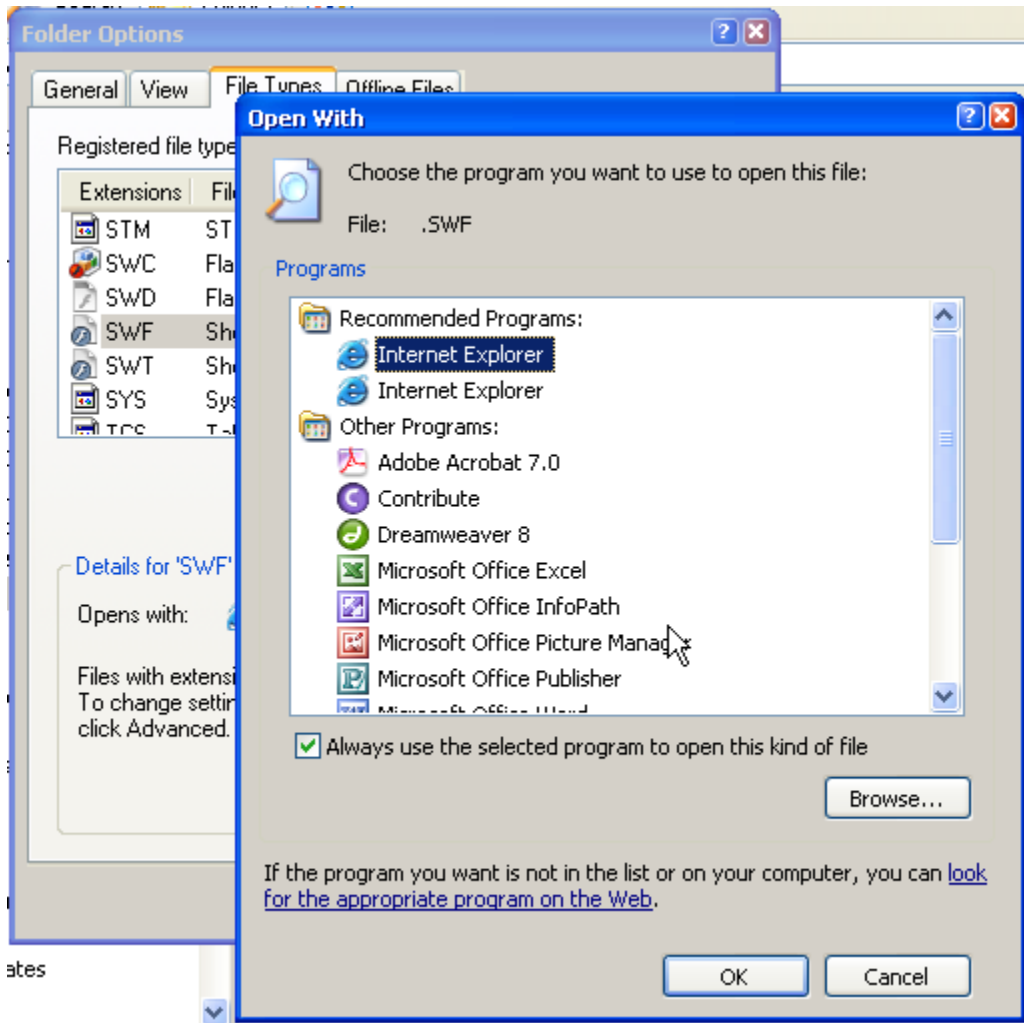


When you click on Folder Options, the follow “dialog box” appears. Click on the File Types tab at the top of this box and scroll down until you find the SWF file extension. The file type extension is labeled as a Shockwave Flash Object. Click on this file type to highlight it as shown in the image below. Once the image is highlighted, click on the Change button in the dialog box.



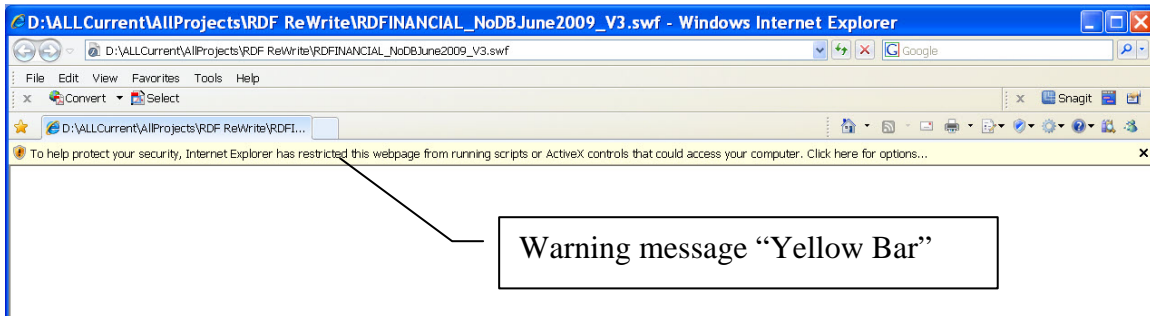
When you click on the Change button, another dialog box appears, as shown below. It is asking which program you want to use to open and run a Flash file. This process is called associating a file extension to a particular program, i.e. an swf with Internet Explorer, or an .xls with Excel, or an .doc with Word, etc. etc. In the dialog box shown below, Internet Explorer is at the top of the list. If it is not at the top of your list, scroll down until you find Internet Explorer and highlight it, left click once. At the bottom of the list in the figure below is a small check box labeled *Always use the selected program to open this kind of file*. Make sure this box is checked. After selecting IE and checking the Always... box, click on the **OK** button to assign Flash files to automatically run in Internet Explorer. From this point on, when you double click on a file with an .swf extension, the Flash file should automatically open and run.

This example uses Internet Explorer. If you are using FireFox, Google Chrome, or another browser, the procedures to make the file association, shown above, may be very different. Those procedures are not shown here. Compatibility of Flash files with other web browsers is usually very good, but can not be guaranteed.

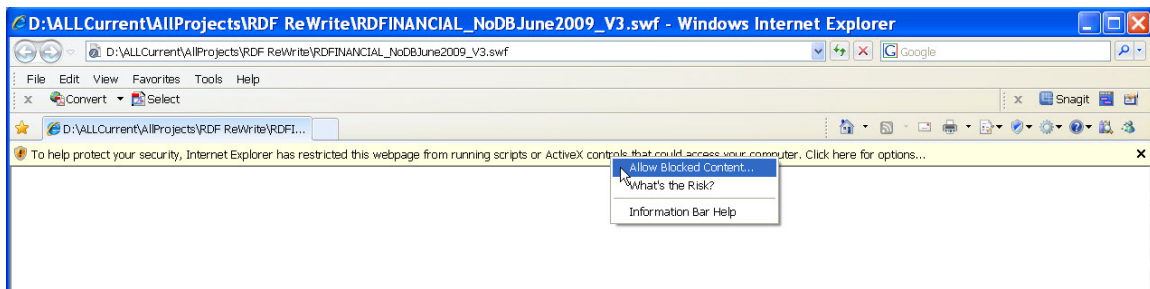


After making the file association shown above and clicking on the OK button to finish the association, retry the web link, if you are running from the web, or you can use Windows Explorer to navigate to where you have stored a Flash file on your computer and double click on the file name. If you are running a Flash file stored on your computers, it should automatically open and run the file within Internet Explorer.

With increased security measures to protect users against viruses or other malicious software, web browsers will typically warn that certain types of software may have the capability to harm your computer. Internet Explorer (IE) will always display this warning when opening a Flash file. The picture below shows this warning. The warning is a thin yellow bar just above the white space in the browser. The warning indicates you should click the yellow bar to allow IE to continue to load the Flash file.



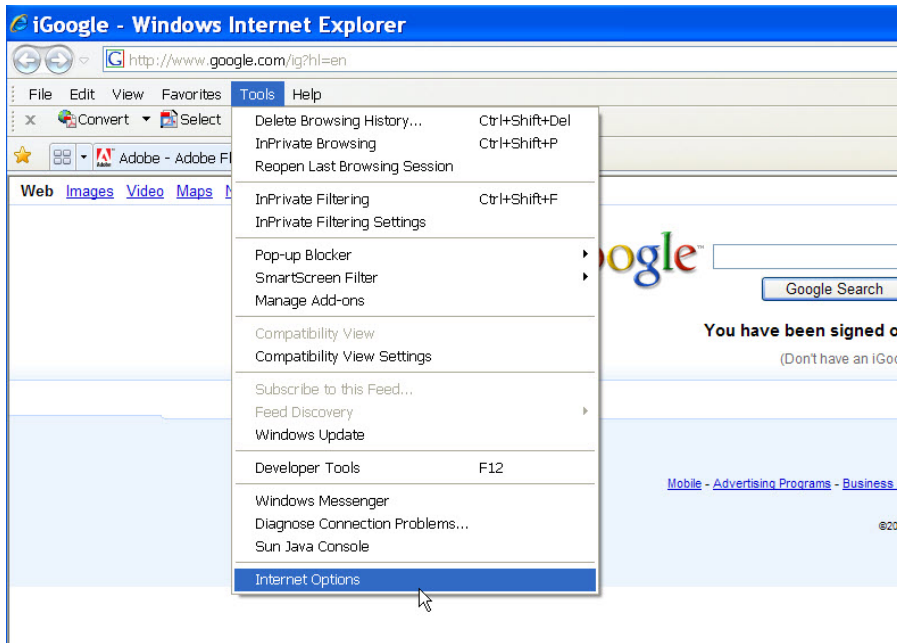
When you click on the yellow bar, above, a popup box appears and you can click on Allow Blocked Content... to continue loading the Flash file. See below.



### Trouble Shooting:

If your web browser does not load the Flash file or it is not displayed correctly, very small or in some other problem, try these steps.

1. For each step below, reboot your computer if, after completing the step, the web browser still does not load the Flash file correctly. Try loading the file again. If it still does not work, try the next step.
2. Update your Flash Player. The Flash player is already a part of your operating system but if you are not running the current version of the Flash player, your web browser may have trouble displaying Flash files. To update the Flash player, go to: <http://get.adobe.com/flashplayer/>. This is a free update and self installs and is very easy to do.
3. Set the security level on your web browser to a lower level. For IE, open the browser and click on the Tools options in the browser menu. Depending on the browser and/or the version of the browser you are running, your screen may look different.



4. After clicking on Internet Options in the drop down menu shown above, a dialog box appears that has several tabs across the top. Click on the Security tab. The image at right shows the setting on Medium-high.
5. Update your web browser to the current version. This should be a free update.
6. If all of the steps above fail, try another web browser. If you typically use a browser other than IE and you switch to IE to get the Flash file to load, you may have to go through all the steps above to update IE to the most current version.

