

ERROR: Adobe Connect Add-in could not be launched or downloaded due to the sandbox restrictions in Safari

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PROBLEM: When faculty or students try to share their screen, Adobe Connect will bring up a pop-up window stating, "Adobe Connect Addin is needed for this action but it could not be launched or downloaded due to the sandbox restrictions in Safari." The instructions provided are incorrect for Safari version 10 and greater. **SOLUTION:** Below are the steps that resolve the issue: Adobe Connect Addin is needed for this action but it could not be launched or downloaded due to the sandbox restrictions in Safari. Use the following steps to change the settings and give Adobe Connect permissions to run the Addin. Please reload this meeting once you have completed the steps.

- Step 1: With the Adobe Connect meeting website open, click the Safari menu and select Preferences
- Step 2: Select the Security tab of the Preferences panel. Then click the Plug-in Settings button for Internet plug-ins.
- Step 3: Select the checkbox for Adobe Flash Player. On the right side of your screen select the Connect website from the list of currently open websites.
- Step 4: Hold down the Option key and click the pop-up menu. Select Run in Unsafe Mode from the pop-up menu.
- Step 5: In the subsequent alert, click Trust.
- Step 6: Click Done, and close the Preferences panel.
- Step 7: Reload the browser page, to enable the change.

Additional information regarding this issue can be found in the following APPLE KB Article:
<https://support.apple.com/en-us/HT202819>

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Online URL: <https://hdlb.clemson.edu/phpkb/article.php?id=484>