

ERROR: Issues installing the Adobe Connect Add-in with Chrome web browser

485 Laurie Sherrod December 23, 2016 [Adobe Connect](#)

PROBLEM 1: When running the Adobe Connect Diagnostic test in the Chrome web browser, on step 4 it states the Adobe Connect Add-in needs to be installed. When faculty/students click Install Add-in, they may receive the following error message, "Couldn't write the application to the hard disk. Please verify the hard disk is available and try again."

PROBLEM 2: When running the Adobe Connect Meeting it launches in the Chrome web browser. When faculty/students try to share their screen, it prompts them to install the Adobe Connect add-in. When faculty/students click Install Add-in, they may receive the following error message, "Couldn't write the application to the hard disk. Please verify the hard disk is available and try again."

SOLUTION 1: Ensure that the Adobe Flash Player is up to date and turned on.


Step 1: Turn on Adobe Flash Player

1. On your computer, open Chrome.
2. In the address bar at the top, enter `chrome://plugins` and press **Enter** .
3. Under "Adobe Flash Player," click **Enable** .

Step 2: Update Adobe Flash Player

1. On your computer, open Chrome.
2. In the address bar at the top, enter `chrome://components` and press **Enter** .
3. Under "Adobe Flash Player," click **Check for update** .
4. Go back to the page with the Flash content. If it doesn't load automatically, at the top left, click .

Step 3: Make sure Chrome is up-to-date

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](#) .

View this Google Chrome Knowledge Base article for additional details:

<https://support.google.com/chrome/answer/6258784?hl=en>

SOLUTION 2: In some cases disabling the PPAPI Flash Player within the Chrome Plugins resolves the problem with not being able to install the Adobe Connect add-in.

Online URL: <https://hdkb.clemson.edu/phpkb/article.php?id=485>