

ERROR: Adobe Connect add-in issue with Mac OS X and Safari

84 Faye Buckley February 20, 2015 [Adobe Connect](#)

To adjust Safari's security preferences to allow Flash content, please follow the steps below:

The issue pops up when you use the Adobe Connect Add-in on Mac OS X 10.9, 10.8, or 10.7 with Safari 6.1 or 7. You don't have the Adobe Connect domain name in the Safari Flash Player security settings.

By default, **Safari 6.1** and later play rich-media content in Safe Mode. **Safe Mode** protects the user by restricting what can be done with content that you create in Adobe Flash. But, it also prevents some content from working correctly, such as installing AIR applications or Adobe Connect Add-in.

If you trust the current domain, you can use the following steps to enable the content to run in Unsafe Mode. Unsafe mode places fewer restrictions on content so the content can work correctly.

This behavior is the default for Safari.

Follow the instructions below to add your Adobe Connect domain name to the Safari Adobe Flash Player security settings.

1. With the website open, Choose **Preferences** from the Safari menu.
2. Select Manage Website Settings in the **Security** tab of the Preferences panel.
3. Select your website from the list of currently open websites.
4. Select **Run in Unsafe Mode** from the pop-up menu.
5. In the subsequent alert, click **Trust**.

If you want to install the add-in via the lightning download when using Safari to attend a meeting, add the Adobe Connect domain to the Adobe Flash Player security settings before installing the add-in.

Online URL: <https://hdkb.clemson.edu/phpkb/article.php?id=84>