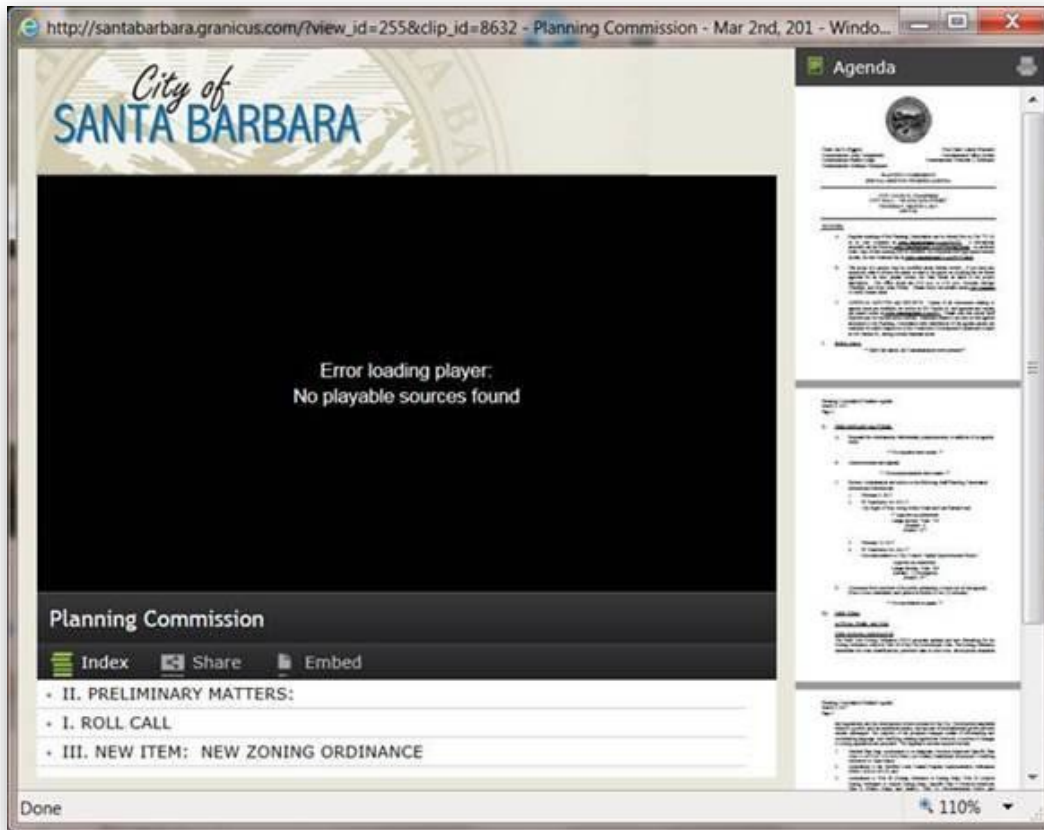


# Resolving "Error Loading Player" Message

May 4, 2017

If you are receive the error message "Error loading player: No playable sources found" when a video is loaded, please follow the procedure below.



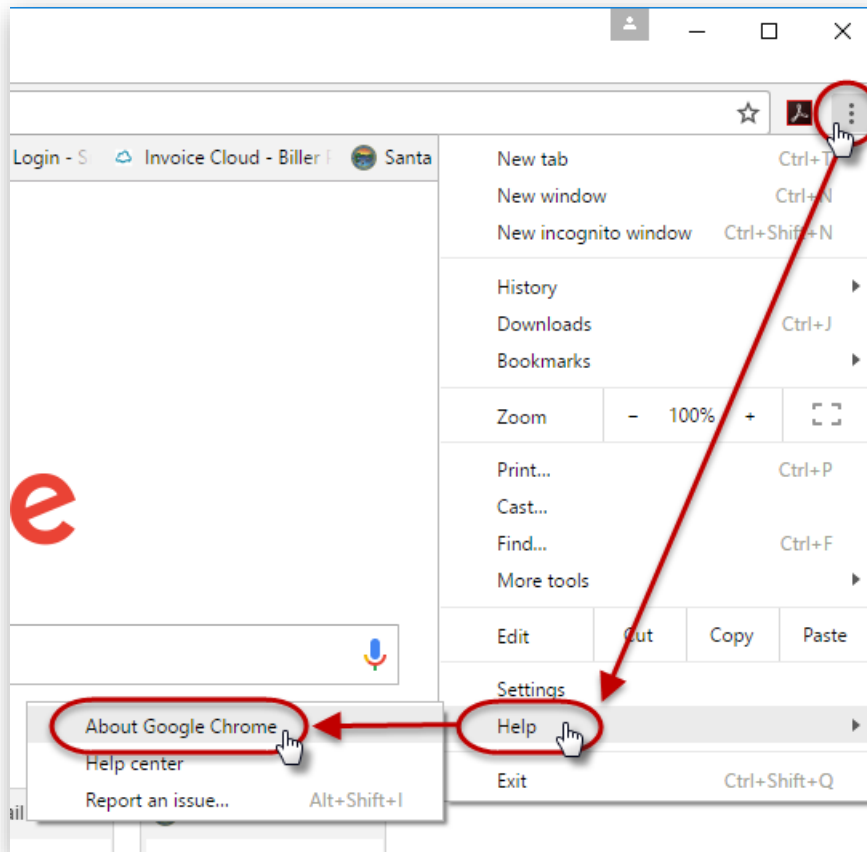
## Google Chrome

The issue is related to Google's decision to discontinue support for Adobe Flash.

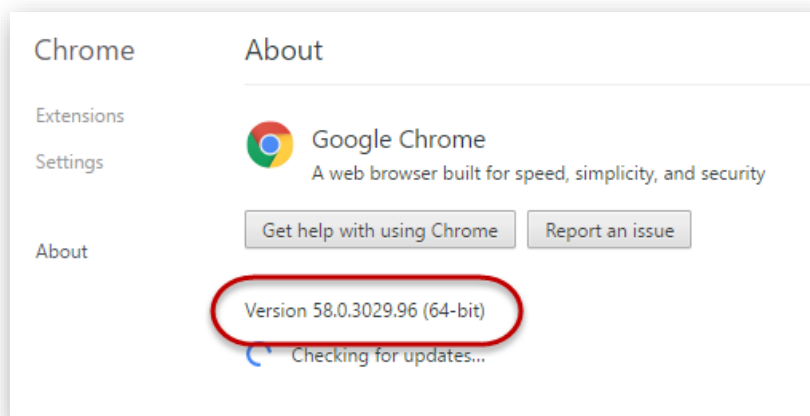
# Resolving "Error Loading Player" Message

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- 1) First determine the version of Google Chrome. Click on the **Customize and control Google Chrome** button, select **Help** and then **About Google Chrome**.



- 2) In the example below, the version is **58**.

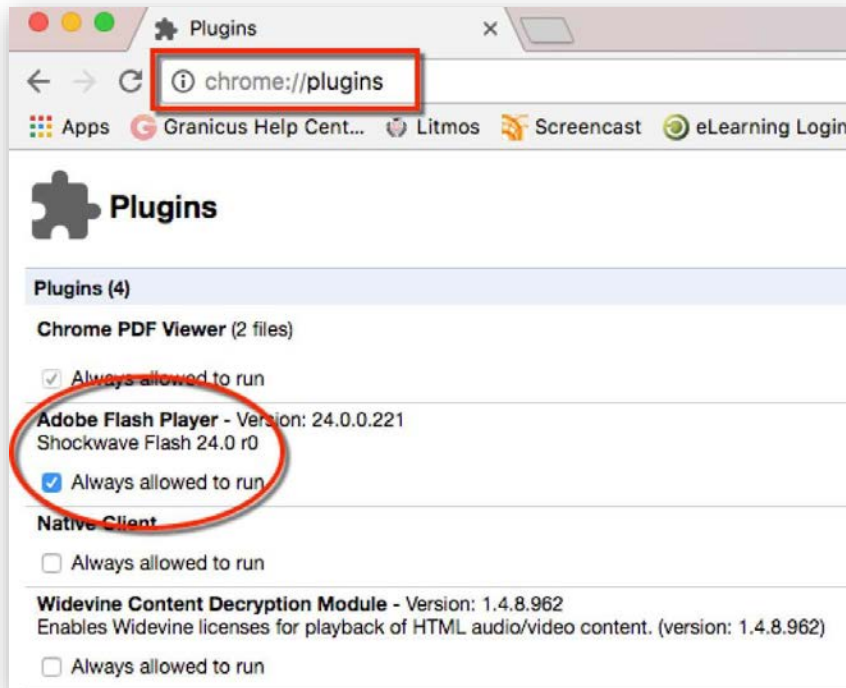


# Resolving "Error Loading Player" Message

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## Chrome Version 56 and Less

- 1) Type **chrome://plugins** into your Chrome browser and check for the box for **Always Allowed to Run**.



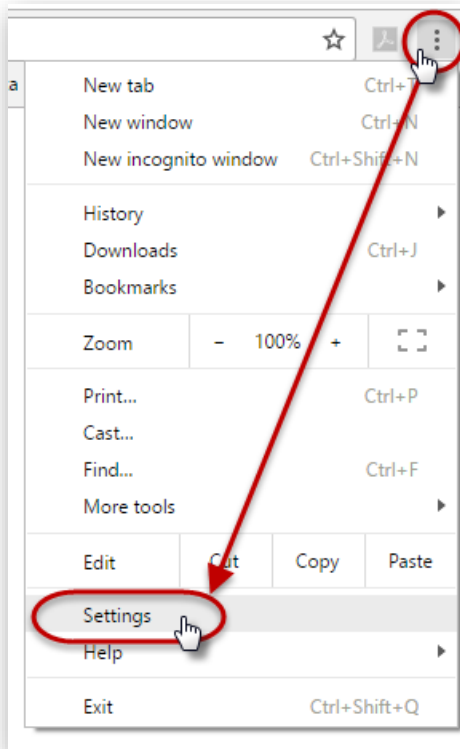
- 2) Close and reopen Chrome.

# Resolving "Error Loading Player" Message

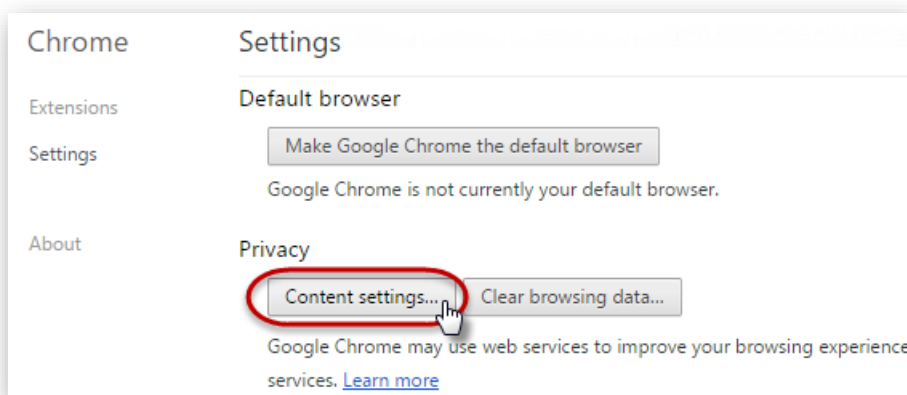
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## Chrome Version 57 and Greater

- 1) Click on the **Customize and control Google Chrome** button and then click on **Settings**.



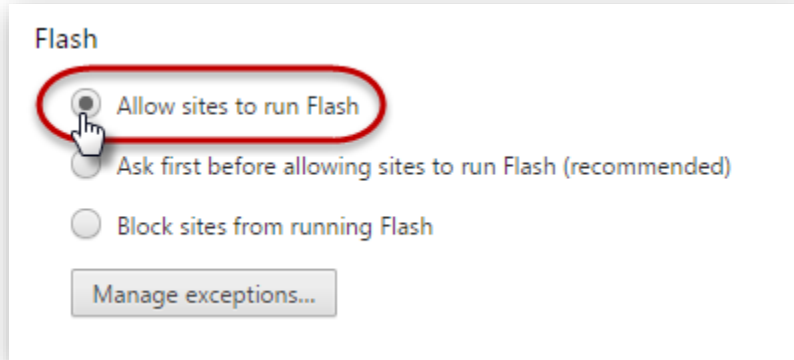
- 2) Scroll to the bottom of the *Settings* page, and click on **Show Advanced Settings**.
- 3) Scroll-down to the *Privacy* section and click on the **Content Settings...** button.



# Resolving "Error Loading Player" Message

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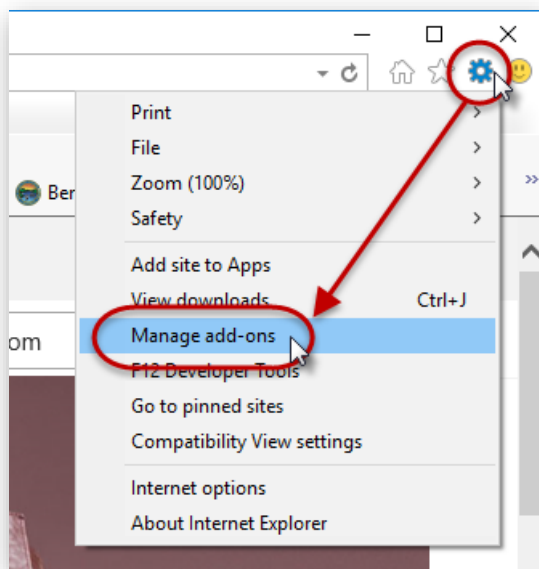
- 4) Scroll-down to the *Flash* section, and select **Allow Sites to Run Flash**.



- 5) Click on the **Done** button at the bottom-right of the window.
- 6) Close and reopen Chrome.

## Microsoft Internet Explorer

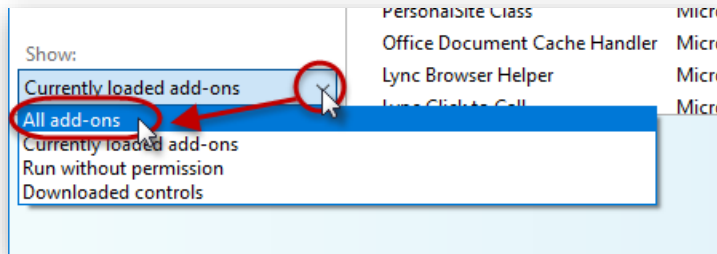
- 1) Click on the tools icon in the upper right hand corner of the browser and select **Manage Add-Ons**.



# Resolving "Error Loading Player" Message

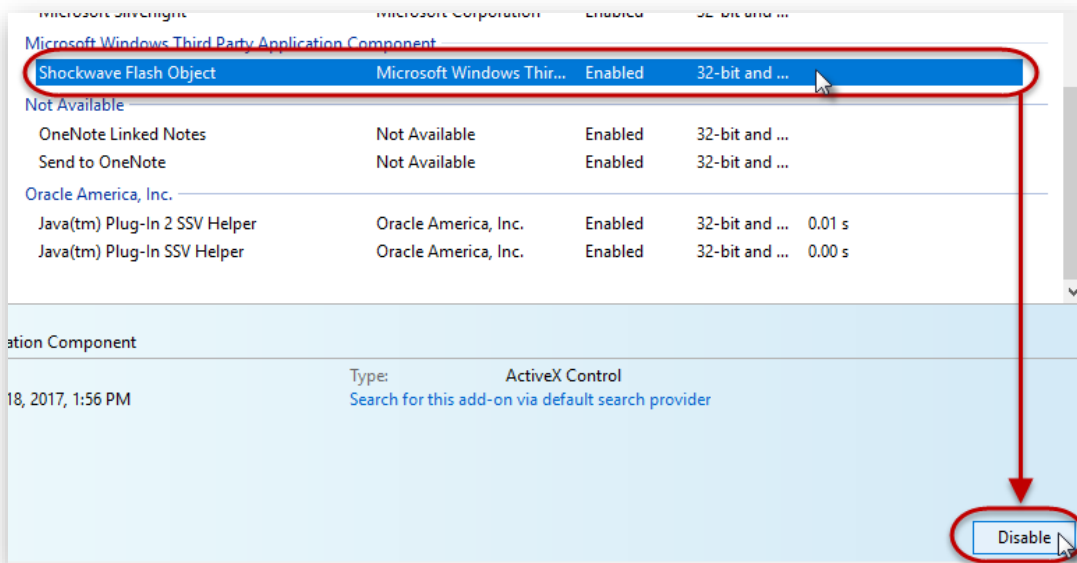
May 4, 2017

2) In the *Show* selector, select **Show All Add-Ons**.



3) Look for **Adobe Shockwave Flash Object**.

4) Disable it and then re-enable it.



5) Click on the **Close** button.

6) Close and reopen Internet Explorer.

Please e-mail City staff at [CityTV@SantaBarbaraCA.gov](mailto:CityTV@SantaBarbaraCA.gov) if you have additional questions.

Thank you.