

The most recent version of the Flash Player, released by Adobe in July 2009, has a known bug for the Mac OS that causes the Flash-based Math Answer Entry Palette to run ineffectively.

While Adobe corrects the bug, it is recommended that Mac users currently running Flash Version 10.0.32.18 download an earlier version of Flash to have a more consistent user experience.

Downloading the Correct Flash Player

How do I check my current version of the Flash Player?

1. In your Web browser, go to http://kb2.adobe.com/cps/155/tn_15507.html
2. The current version of the Flash Player loaded on your browser will display on the screen.
3. If you are running Version 10.0.32.18 on a Macintosh computer, you must uninstall the Flash Player and install an earlier version.
4. If you are running any Version of Flash 9 or lower, you must uninstall the Flash Player and install a later version.

How do I uninstall the Flash Player?

1. In your Web browser, go to http://kb2.adobe.com/cps/141/tn_14157.html
2. Download the correct Flash Player Uninstaller for your operating system.
3. Save the file to your system, choosing a location where you can find it (for example, your desktop). Macintosh users may need to open or unstuff the .hqx file.
4. Quit ALL running applications, including all Internet Explorer or other browser windows.
5. Run the uninstaller. This will remove Adobe Flash Player from all browsers on the system.

How do I install an earlier version of the Flash Player?

1. In your Web browser, go to http://fpdownload.macromedia.com/get/flashplayer/installers/archive/fp10_archive.zip
2. Save the fp10_archive.zip file to your system, choosing a location where you can find it (for example, your desktop). Macintosh users may need to open or unstuff the .hqx file.
3. Quit ALL running applications, including all Internet Explorer or other browser windows.
4. After the .zip file has completely downloaded, extract the contents. Open the 10r22_87 folder and locate the following file: flashplayer10r22_87_ub_mac.dmg.zip
5. Extract the contents of the flashplayer10r22_87_ub_mac.dmg.zip file and run the installation file.

Other WebAssign System Requirements

Do I need to use a specific browser?

WebAssign is tested and supported for the following Web browsers:

- Mozilla Firefox, version 3 or later, for Linux, Mac OS X, and Windows
- Microsoft Internet Explorer, version 7 or later, for Windows
- Apple Safari, version 3 or later, for Mac OS X and Windows

Current releases of other modern browsers are expected to work but have not been fully tested.

Do I need to install any other plug-ins or additional software?

Some WebAssign content and tools require the following browser plug-ins:

- Adobe Acrobat Reader, version 8 or later
- Adobe Shockwave Player, version 11 or later
- Java, version 6 (build 1.6.0) or later

Need More Support?

We can help! Our customer support team is here for you. Contact us at support@webassign.net or 800-955-8275 for additional assistance.