

Server Error 404 is displayed when Adobe Flash Player is either not enabled, installed or up-to-date.

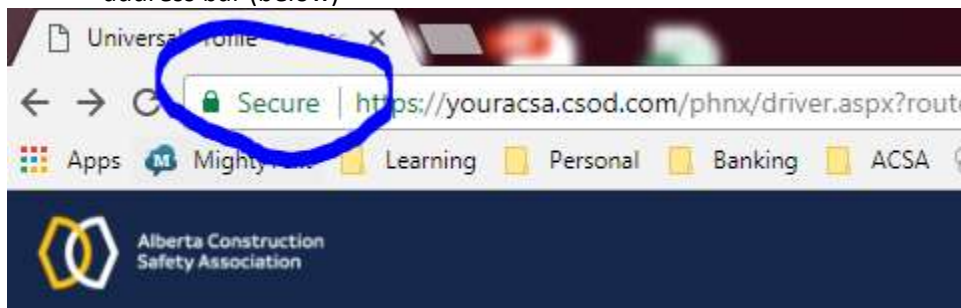
Here is a link to a help page with directions for enabling it for all major browsers:

<https://helpx.adobe.com/flash-player.html>

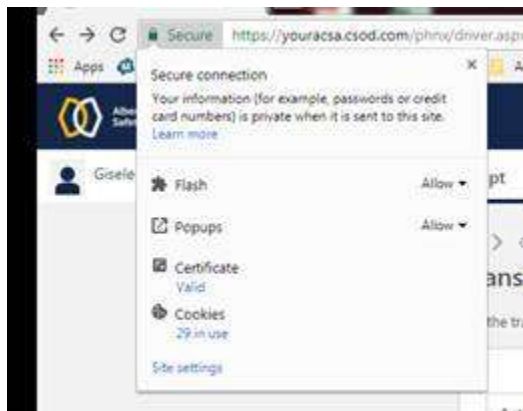
Most commonly, we are finding people running into the issue on Google Chrome. We have included a step by step guide with screenshots below.

If you are seeing the 404-error message in Google Chrome, please follow these steps:

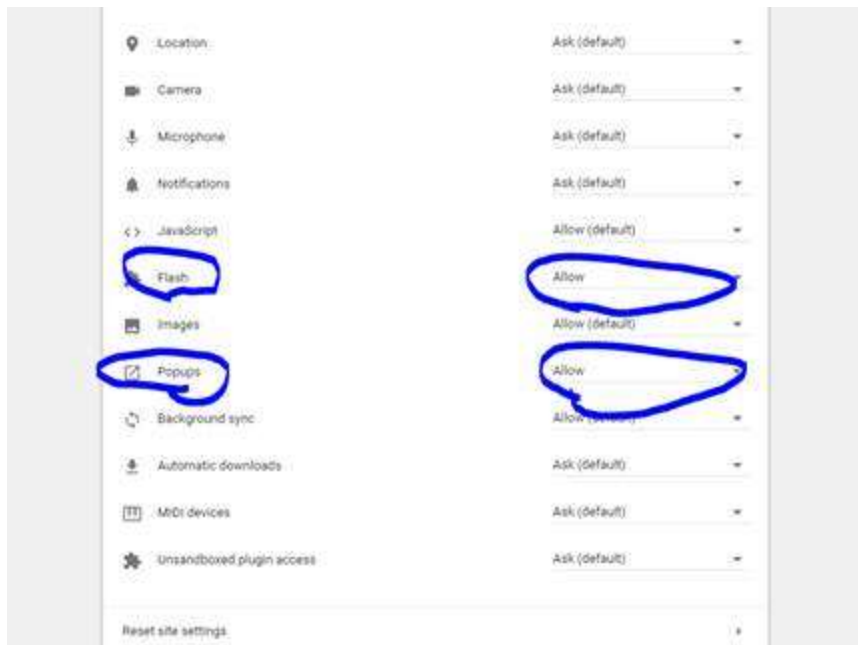
1. Go to your course page and launch the course.
2. On the course window that pops up with the error 404, click on the word **“Secure”**, beside the address bar (below)



3. You will see a drop-down menu. If Flash is listed there, click where it says **“Ask (default)”** and change your Flash setting to **“Allow”**



4. If you don't see the Flash option, click on **“Site Settings”** and a new tab will open where you'll be able to see the options below. Find Flash in the list and change it from **“Ask (default)”** to **“Allow”**



5. Once the setting for Flash is set to **“Allow”**, you can close the settings tab.
6. Go back on the course window where you will have the option to reload, found at the top, or just close and relaunch the course.