

## LMS/CPS delivered exams NOT compatible with latest Flash Player 10.0.42.34

### SUMMARY

LMS/CPS driven content such as Benchmark, Mentor, Adobe or Vista Exams require flash player version 10.0.32.18 to operate correctly.

If you have Flash Player 10.0.42.34 installed, you will need to uninstall and install the 10.0.32.18 version instead.

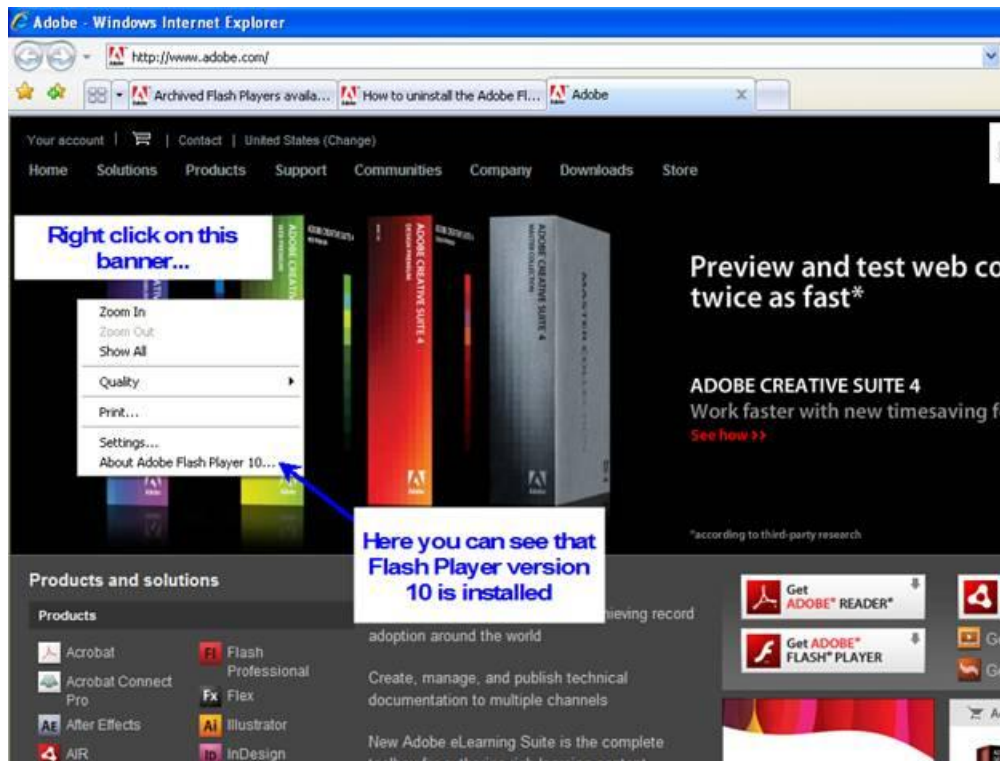
### PROCEDURE

#### Recognizing your Adobe version

Go to [www.Adobe.com](http://www.Adobe.com)

Right-click on Flash banner

See “About Adobe Flash Player X...” The X indicated the version number of the Flash Player you have installed.



To uninstall Flash Player 10:

Go to the following link and follow the instructions:

[http://kb.adobe.com/selfservice/viewContent.do?externalId=tn\\_14157&sliceId=1](http://kb.adobe.com/selfservice/viewContent.do?externalId=tn_14157&sliceId=1)

**To install Flash Player 10.0.32.18:**

Go to the following links and Download the flash 9 player. One is the install and the other is the zip file.:

[ftp://ftp.certipoint.com/Admin/flash10/flashplayer10r3218\\_win.exe](ftp://ftp.certipoint.com/Admin/flash10/flashplayer10r3218_win.exe)