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Internal: 734-00382A-EN Rev A
Release date: 3 January 2006

Technical bulletin

Using Prinergy Online Help with Flash Player 8

Displaying the Navigation Panes in Workshop Online Help

When you run Prinergy® Workshop online help on a computer that has Macromedia® Flash® Player 8, either of these problems occurs:

- A Macromedia Flash Player Security dialog box appears.
- The navigation areas in the left pane and top pane are blank.

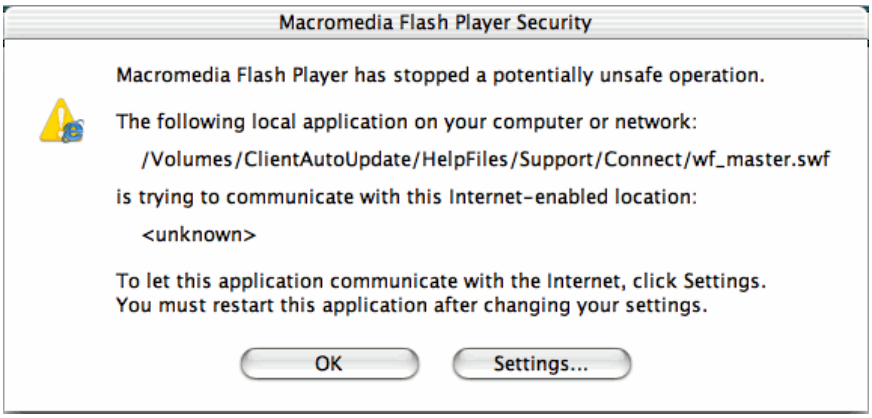
This problem affects Workshop online help in European languages in Prinergy 2.2 and later. This problem does not affect Workshop online help in Asian languages or Administrator online help.

This technical bulletin explains:

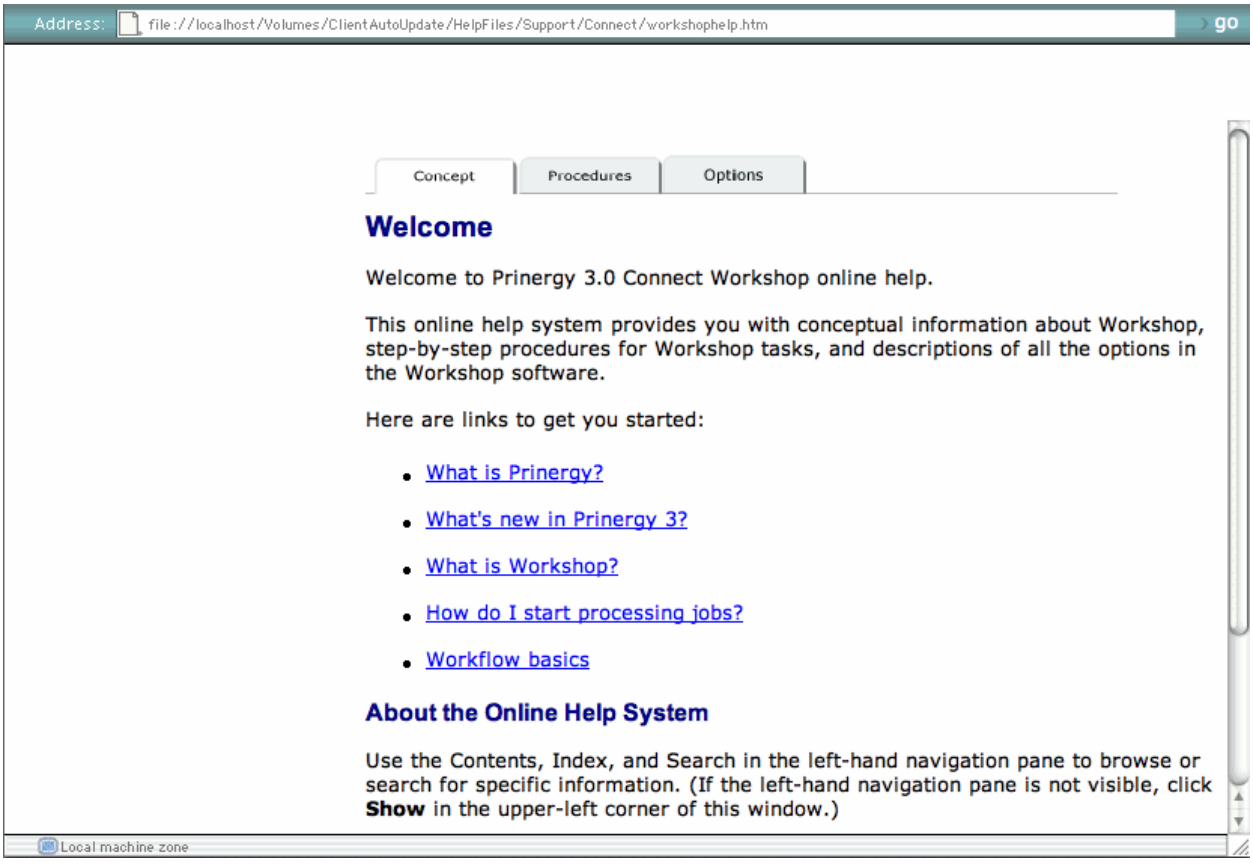
- How the problem looks
- How to resolve the security issue with Flash Player 8
- Why the online help causes a security warning in Flash Player 8
- How to get more information

How the Problem Looks

When you run Workshop online help, here is an example of the security dialog box that may appear:



Here is an example of Workshop online help with blank navigation areas:



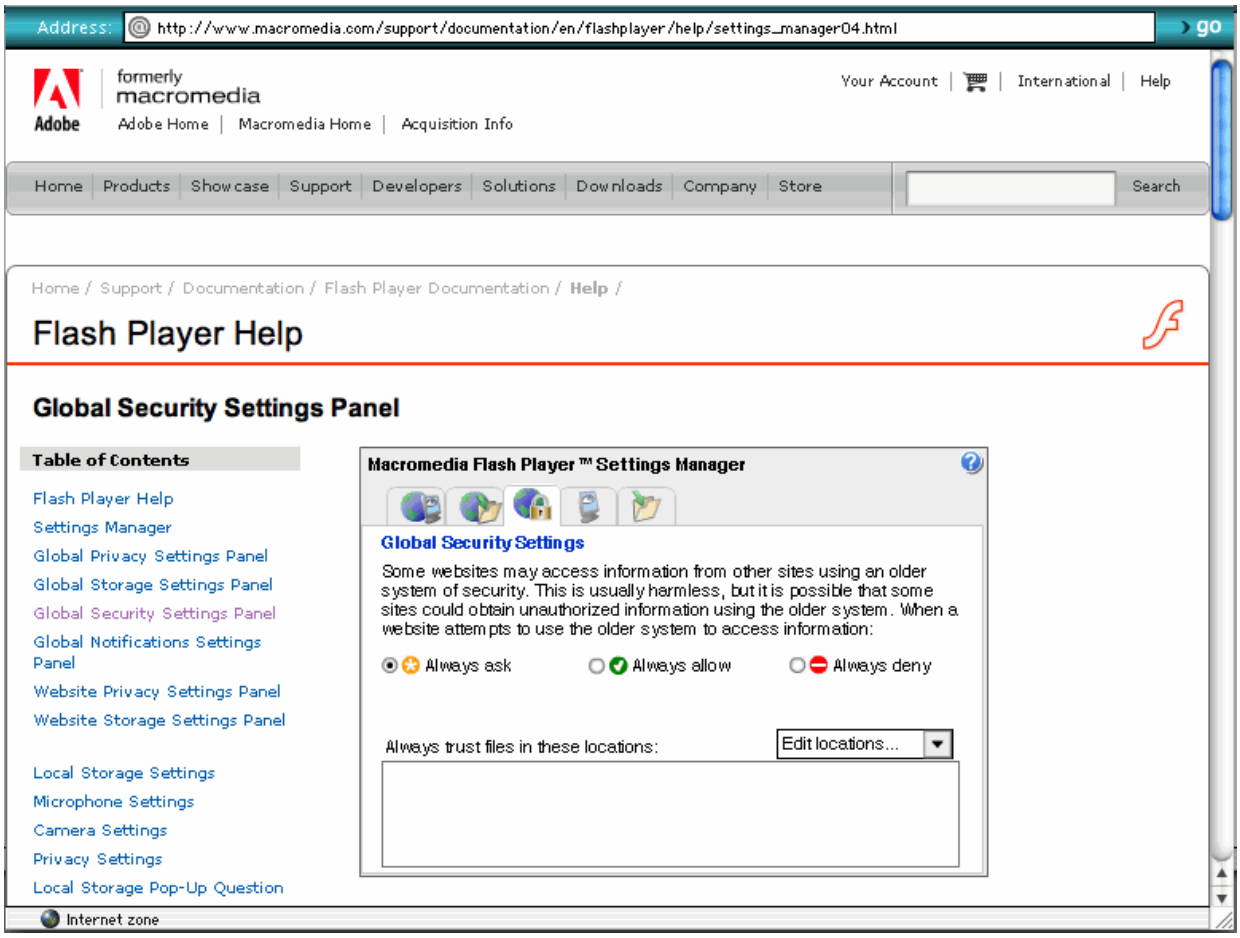
How to Resolve the Security Issue With Flash Player 8

To resolve this problem, you need to identify the online help folder as a trusted location for Flash Player.

1. Open the Flash Player Global Security Settings Panel by pointing your browser to this Web page: http://www.macromedia.com/support/documentation/en/flashplayer/help/settings_manager04.html

   Alternatively, if the Macromedia Flash Player Security dialog box appears when you open Workshop online help, click the **Settings** button in the dialog box.

   A new browser window opens to a Macromedia Web page called Flash Player Help: Global Security Settings Panel.



Note: The new browser window may be hidden behind the online help window.

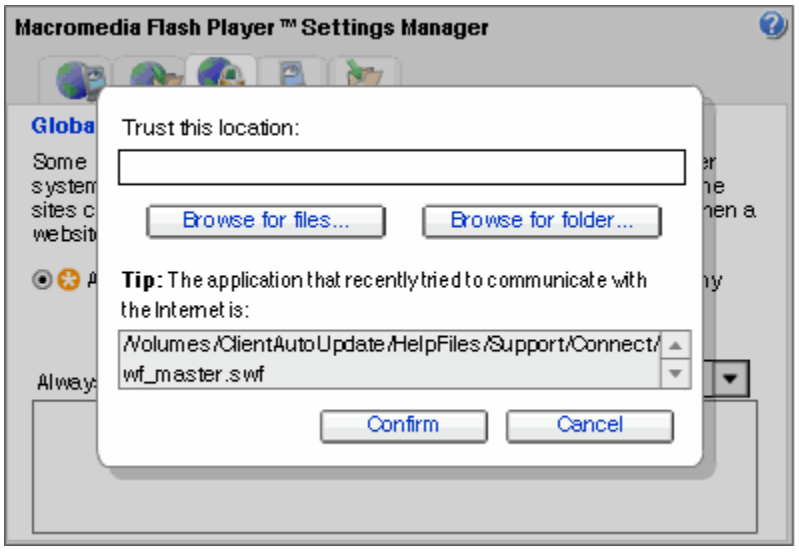
2. Click the **Edit Locations** list, and select **Add location**.



The **Edit Locations** list is the boxed area with the title **Macromedia Flash Player Settings Manager**. This box looks like an image but is actually an interactive dialog box.

3. Click **Browse for folder**.

Caution: Do not click **Confirm**, which adds only the specific file that first caused the warning. You need to add the folder that holds the help system, not just an individual file.



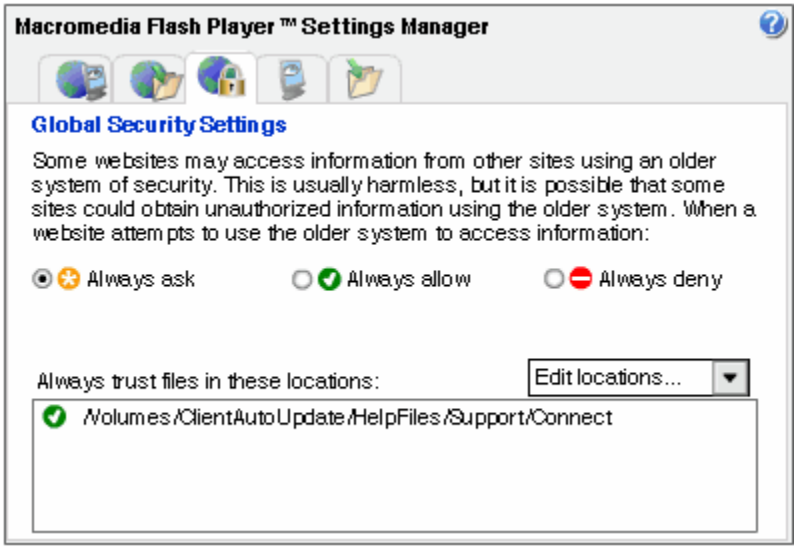
4. Navigate to the folder that contains the online help, and click **OK**.

   The folder that contains the online help is on the Prinergy server:

   - Mac OS: **/Volumes/ClientAutoUpdate/HelpFiles**
   - Windows operating system: **<drive letter>/HelpFiles,** where **<drive letter>** is the drive that is mapped to the **ClientAutoUpdate** folder on the Prinergy server

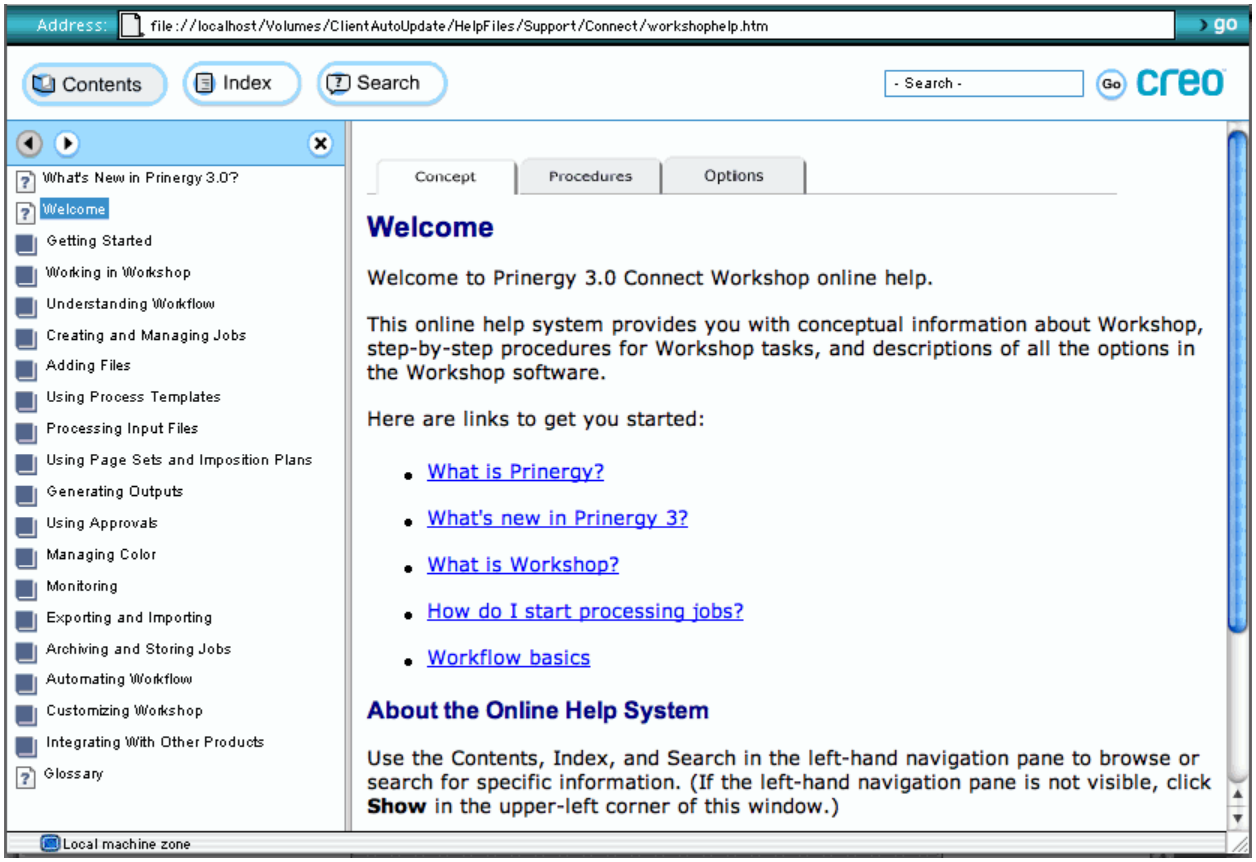
   Your computer already has a mounted volume (on the Mac OS) or a mapped drive (on the Windows® operating system) to the folder on the Prinergy server that contains the online help.

   When you are done, the **Always trust files in these locations** area in the **Macromedia Flash Player Settings Manager** displays the path of the online help.



5. Refresh the online help window.

   The left and top panes appear, and no errors appear.



Why the Online Help Causes a Security Warning in Flash Player 8

Flash Player 8 displays a security warning when you run certain Flash files from your computer or a local network. The Flash files trigger a warning if they use old security rules designed before Flash Player 8.

The online help triggers the security warning because it is run from the local Prinergy server and its Flash files are generated by Macromedia RoboHelp®, which uses the older security rules.

Macromedia tightened security in Flash Player 8 to protect people from downloading malicious Flash files from the Internet to their computers and running the files from their computers. For example, a malicious Flash file could read text files off of your computer and send their contents back to a location on the Internet.

How to Get More Information

If You Want To	See This Macromedia Web Page
Learn about the Global Security Panel	Flash Help Player: Global Security Settings Panel http://www.macromedia.com/support/documentation/en/flashplayer/help/settings_manager04.html
Learn about the security changes in Flash Player 8	Flash Article: Security Changes in Flash Player 8 http://www.macromedia.com/go/flash8security
Learn about the Flash Player 8 problem in RoboHelp	Breeze Presenter TechNote: Security warning with Flash Player 8 http://www.macromedia.com/go/73a8e542
Determine what version of Flash Player you have	Flash Player Tech Note: Version test for Macromedia Flash Player http://www.macromedia.com/cfusion/knowledgebase/index.cfm?id=tn_15507
Change your security settings without waiting for the security warning	Flash Help Player: Global Security Settings Panel http://www.macromedia.com/support/documentation/en/flashplayer/help/settings_manager04.html
Download the latest version of the Flash Player	Macromedia Flash Player Download Center http://www.macromedia.com/shockwave/download/download.cgi?P1_Prod_Version=ShockwaveFlash

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