

Fixing Adobe Flash Issues

Virtually all of problems with Adobe Flash experienced by Rhino Bill customers have been solved by following the instructions below. Even if you think that you do not have Adobe Flash installed on your computer, it is important to follow all of the steps below including the ones for uninstalling old versions of Flash as sometimes there are hidden versions on your system.

If you are experiencing any strange issues with loading or installing Flash or accessing any parts of the Rhino Bill program once Flash is loaded, please follow these step by step instructions:

1. Download the Adobe Flash Player uninstaller for Windows **and SAVE it to your desktop**:
http://download.macromedia.com/pub/flashplayer/current/uninstall_flash_player.exe

2. This will create a red icon on your desktop for a program named "uninstall_flash_player.exe".



3. **Quit ALL running applications, including all Internet Explorer or other browser windows, AOL Instant Messenger, Yahoo Messenger, MSN Messenger, or other Messengers. Check the Windows system tray carefully to make certain no applications are still in memory which might possibly use Flash Player.**

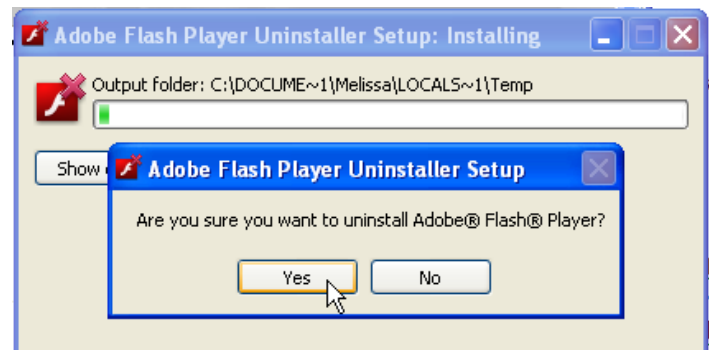
Check the Windows system tray carefully to make certain that no applications are still in the memory which might possibly use Flash Player.

4. Run the uninstaller that you saved to your desktop by double-clicking on the icon for "uninstall_flash_player.exe" that you see on your desktop.

A box will appear asking if you want to run the file. Click "Run".

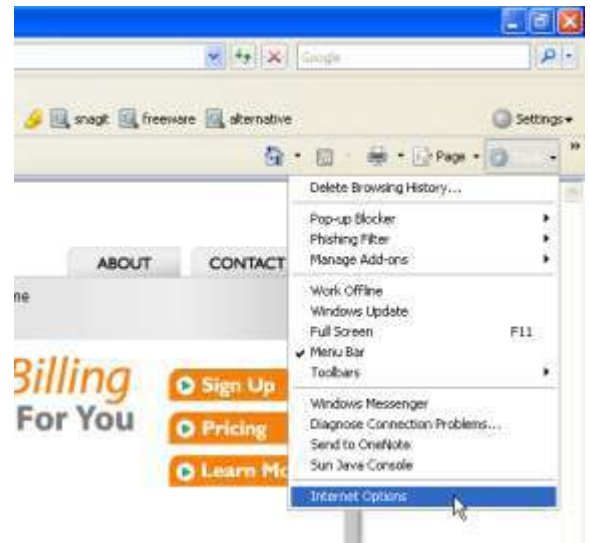


5. When asked if you are sure you want to uninstall Adobe Flash, click "Yes".



6. Add <https://www.adobe.com> to your trusted sites by doing the following:

Select "Tools on your browser and select "Internet Options"



7. Go to the Security tab and click on the green check mark labeled "Trusted Sites." After you select the green check mark, click on the button below which says "Sites."



8. From this screen, you can add <https://www.adobe.com> to your trusted sites. Type <https://www.adobe.com> into the box under "Add this website to the zone" then click on "Add". After adding Adobe to your trusted sites list, close out of the Internet Options box.



9. Start Internet Explorer and go to the following URL to install Flash Player again:

<https://www.adobe.com/products/flashplayer/>

Click on "Download Now"



10. Click on "Agree and Install now"



11. At the top of your browser you will be prompted to "Install ActiveX Control..."



12. After installing ActiveX Control, a box will appear. Click on "Install".



Once the flash player is installed, you will be able to sign into your Rhino Bill account at <https://www.rhinobill.com>

If you are still experiencing difficulties with the website after installing Flash Player please follow these additional step by step directions:

1. Go to <http://www.mozilla.com/en-US/firefox/> and click on Free Download
2. Click on "Run"



3. When the program is finished downloading click on "Run" to start the setup wizard.



4. Follow the steps in shown in the setup wizard.



5. Now begin the uninstall process of Flash player once again and follow all steps 1-12.
6. Once you are done installing Flash Player **RESTART** your computer and access Rhino Bill through your new Firefox web browser.