

## 14-0057-EN-Why are my flash pictures not showing up on ...

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The website theme you are using may be a "Flash-template" and IE 8 64-bit does not currently support Flash. In this regard, you can use a ShopFactory template that does not use Flash, such as 8-BASE-LL, 8-BASE-AA, 8-BASE-BB, AAI-AA, AAI-BB, AKH-AA, CVO-AA, GAA-AA, GAA-BB, etc. You will know a flash template when it has a red "f" at the lower right of the Website Theme list via Designer menu.

If you want to keep using a Flash template, make sure you have set IE8 32-bit as your default browser. Please see more information below:

Steps to take if your IE 8 opens up with the 64-BIT browser (as default) in Windows 7,  
You have two (2) versions of Internet Explorer 8 (IE8), IE8 64-bit and IE8 32-bit. IE8 64-bit is the default.

There isn't a 64-bit version of Flash Player (at least not yet). While IE8 64-bit is your default browser, Flash content should open in IE8 32-bit. If you know a page has Flash content (or is dependent on one or more ActiveX Controls), open an instance of IE8 32-bit to access the page.

IE64-bit is a "level 2" browser; Flash and ActiveX Controls are only supported in "level 1" browsers (e.g., IE 32-bit). See Levels of browser support on this somewhat related page:  
<http://technet.microsoft.com/en-us/library/cc263526.aspx#section2>

The executable for IE8 32-bit is located here:

C: | Program Files (x86) | Internet Explorer | iexplore.exe

The executable for IE8 64-bit is located here:

C: | Program Files | Internet Explorer | iexplore.exe

Browse to the proper Program Files folder and create a shortcut to that version of iexplore.exe

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Then using IE8 32-bit:

1. Download and save to the desktop the Flash Player Uninstaller

[http://download.macromedia.com/pub/flashplayer/current/uninstall\\_flash\\_player.exe](http://download.macromedia.com/pub/flashplayer/current/uninstall_flash_player.exe)

2. Download and save to the desktop the Flash Player Installer

[http://www.macromedia.com/go/full\\_flashplayer\\_win\\_ie](http://www.macromedia.com/go/full_flashplayer_win_ie)

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Then...

Right-click the uninstaller and select Run as Administrator

Reboot.

Right-click the installer, unzip it and select Run as Administrator

Reboot.

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Then...

Verify that IE8 32-bit is opening by default.

When you right-click the IE icons in the Quick Launch area, the Start Menu and the desktop then choose Properties, what's in the Target field?

Targets should be either:

IE8 32-bit "C: | Program Files (x86) | Internet Explorer | iexplore.exe"

IE8 64-bit "C: | Program Files | Internet Explorer | iexplore.exe"

Modify those Targets to be "C: | Program Files(x86) | Internet Explorer | iexplore.exe" (include the quotes) and IE8 32-bit should open by default

To create a shortcut to IE8 64-bit for occasional use, browse to the iexplore.exe file at C: | Program Files | Internet Explorer | iexplore.exe. Right-click iexplore.exe and select Send To | Desktop (create shortcut). Rename that shortcut so you know it's the shortcut to IE8 64-bit.

To verify that IE8 32-bit is the default, try this link <http://www.microsoft.com>. When the browser opens look at Help | About Internet Explorer. If there's no mention of 64-bit, the 32-bit version is the default. If you've disabled the Menu bar, you will have to right-click the IE toolbar and put a check by Menu Bar to have Help available (or just press ALT to make enable Menu bar temporarily).