

“Download this Video” does not Work in Google Chrome

In a recent Chrome update, Pepper Flash was implemented to handle Flash video. As a result of the update, RealPlayer’s “Download This Video” button does not appear when viewing videos. The following steps should resolve the problem.

In order to fix the issue, please do the steps in both sections and close and reopen Chrome before trying the download again.

First: Disable Pepper Flash

1. Open a Google Chrome browser window.
2. In the address bar, enter `chrome://plugins/`
3. Click the Details link in the top right corner.
4. The top entry should show three versions of Flash. Click Disable for the first one (the Location should be listed as
C:\Users\user\AppData\Local\Google\Chrome\Application\21.0.1180.60\PepperFlash\pepflash player.dll).
5. Close, restart Chrome, and try downloading a video.

Second: Update RealPlayer

To have the most recent version of RealPlayer installed on your laptop, please turn in a HelpDesk ticket requesting technology support.