

Macromedia® Flash® Player

For Adobe customers who use Flash Player

FAQ: Flash® Player Support for Intel®-based Mac computers

Q. Will Adobe and the recently acquired Macromedia products support the new Intel-based Mac computers?

A. Yes, Adobe has publicly committed to supporting the new Intel-based Mac computers. On June 6, 2005, Adobe CEO Bruce Chizen participated in the keynote address at Apple's Worldwide Developer Conference in San Francisco to express Adobe's strong support for Apple's decision to transition its line of Macintosh computers to Intel microprocessors. Bruce stated at that time: "We think this is a really smart move on Apple's part and we plan to create future versions of our Creative Suite for Macintosh that support PowerPC and Intel processors." More recently, at Macworld 2006, Apple announced that it would start shipping two new Intel-based Macs—the iMac and MacBook Pro—earlier than anticipated.

For more information about Adobe Solutions for Creative Pros and Intel-based Macs, see the FAQ at www.adobe.com/products/pdfs/intelmacsupport.pdf.

Q. Is the version of Flash Player 8 available from the Player Download Center a Universal application?

A. No, the version of Flash Player 8 available from the Player Download Center at www.macromedia.com/go/getflashplayer is for PowerPC-based Macs only. Adobe provided a preview of a Universal version of Flash Player 8 (8.0.23.0) to Apple for demonstration purposes. It has not been extensively tested, so customers may run into compatibility, performance, and other issues. In response to some known browser compatibility issues, Adobe has provided an update of the preview (8.0.27.0) to Apple and has also made it available for download from www.macromedia.com/go/2dda3d81.

Because the preview release of Flash Player 8 has not been thoroughly tested, users may prefer to view Flash content on Intel-based Macs by right-clicking on Safari and selecting "Open Using Rosetta." Safari will then be set to run the PowerPC version of the plug-in. Running the Flash Player preview release in Rosetta mode may be noticeably slower than when running on a PowerPC-based Mac.

For more information about Rosetta, please visit Apple's website at www.apple.com/rosetta.

Q. Are there any known issues with running the Flash Player 8 preview release for Intel-based Macs?

A. As of March 15, 2006, there is a known issue with launching the Flash Player 8 preview release (8.0.23.0) within Firefox that is fixed in the updated preview release (8.0.27.0). As we learn of additional issues, we will publish them in the Technical Support Knowledgebase, which customers can access at www.macromedia.com/support/flashplayer/.

Q. Are there any known issues with Flash Player 8 under Rosetta?

A. As of March 15, 2006, there are no known issues—other than the potential performance degradation explained earlier in this FAQ—with running the release version of Flash Player 8 (8.0.22.0) or the preview release versions (8.0.23.0 and 8.0.27.0) under Rosetta. As we learn of additional issues, we will publish them in the Technical Support Knowledgebase, which customers can access at www.macromedia.com/support/flashplayer/.

Q. Does Adobe plan to release a final, fully tested Universal version of Flash Player 8 to update the preview version?

A. No, we will not release a ship-quality Universal version of Flash Player 8. Instead, we are focusing on fully supporting the new Intel-based Macs with a Universal version of Flash Player 8.5. Adobe has a corporate policy of not commenting on future ship dates; however, the Universal version of Flash Player 8.5 for Intel-based Macs will ship after the initial Windows and PowerPC-based Mac versions of the plug-in.

Q. Does the Flash Player 8.5 beta available on Adobe Labs run natively on Intel-based Macs?

A. No, the Flash Player 8.5 beta on Adobe Labs is a PowerPC version. This version has not been tested under Rosetta, so customers may run into compatibility and other issues running the Flash Player 8.5 beta under Rosetta.

Q. Will Adobe offer technical support for running Flash Player 8 under Rosetta?

A. Adobe will continue to support Flash Player as usual (please see www.adobe.com/support/main.html for details about our complimentary and paid support programs). However, we may not be able to address installation or compatibility and other issues that arise from running under Rosetta.

Adobe has exhaustively tested and certified Flash Player 8 for use on PowerPC and Windows systems. Rosetta should offer most existing applications a basic compatibility with Intel-based Mac hardware, although customers may encounter performance, compatibility, and other issues. However, Adobe is not extensively testing and certifying Flash Player 8 to run under Rosetta. Instead we are focusing on moving our software development to Apple's Xcode to support native and Universal versions of the next major releases.

We will communicate known issues through our Knowledgebase at www.macromedia.com/support/flashplayer/, and will direct callers to this resource for more information about running under Rosetta. Customers who encounter issues running Flash Player 8 under Rosetta can report these issues to the Bug Report Form at www.macromedia.com/go/wish.