Enabling Adobe Flash Player with New Browsers
Frequently Asked Questions (FAQ)

1) Why is my Trustwave TrustKeeper login process different?

Google (Chrome 55) and Apple (Safari 10) have changed how their browsers handle the Adobe Flash Player plugin. The browsers will now ask the user for permission to run Flash for each website that requires it. In the past, Flash ran automatically when a website required it.

2) When will Google and Apple make changes to their browsers?

Apple made this change with the release of Sierra operating system on Sept. 20, 2016. Apple also released an update to Safari on older operating systems. Google has announced plans to include this change in Chrome 55, which Google has stated is expected in early December 2016.

3) Do I need to make any changes? Will I have to do this every time I want to log in?

You have to enable Flash the first time you use the browser with a particular website. By selecting ”Always allow plugins on https://login.trustwave.com“ or ”Use Every Time“ with Trustwave TrustKeeper, you will not be asked the next time you log in. If you select the ”Use Once“ option (not recommended), you will be prompted to enable Flash each time you visit the TrustKeeper portal.

4) Why are Google and Apple making this change?

Flash takes a lot of resources to run and can be a security concern if not kept up to date. If you visit a malicious website, Flash can currently run silently without your knowledge. Since the new Safari 10 and Chrome 55 browsers will no longer run Flash automatically, it gives you the ability to control when Flash runs, and only allow it to run when visiting a trusted site. Since Flash no longer runs automatically, it also has the benefit of limiting the amount of computer resources required to run the browser.

5) Am I still secure when using the Trustwave TrustKeeper portal?

Trustwave implements multiple layers of security controls to protect its users and their data when using TrustKeeper.

6) Is it true that Trustwave is also planning to move away from Flash?

Yes. Trustwave is enhancing the overall user experience with the integrated TrustKeeper portal, which is your gateway to unified on-demand security, compliance and intelligence.