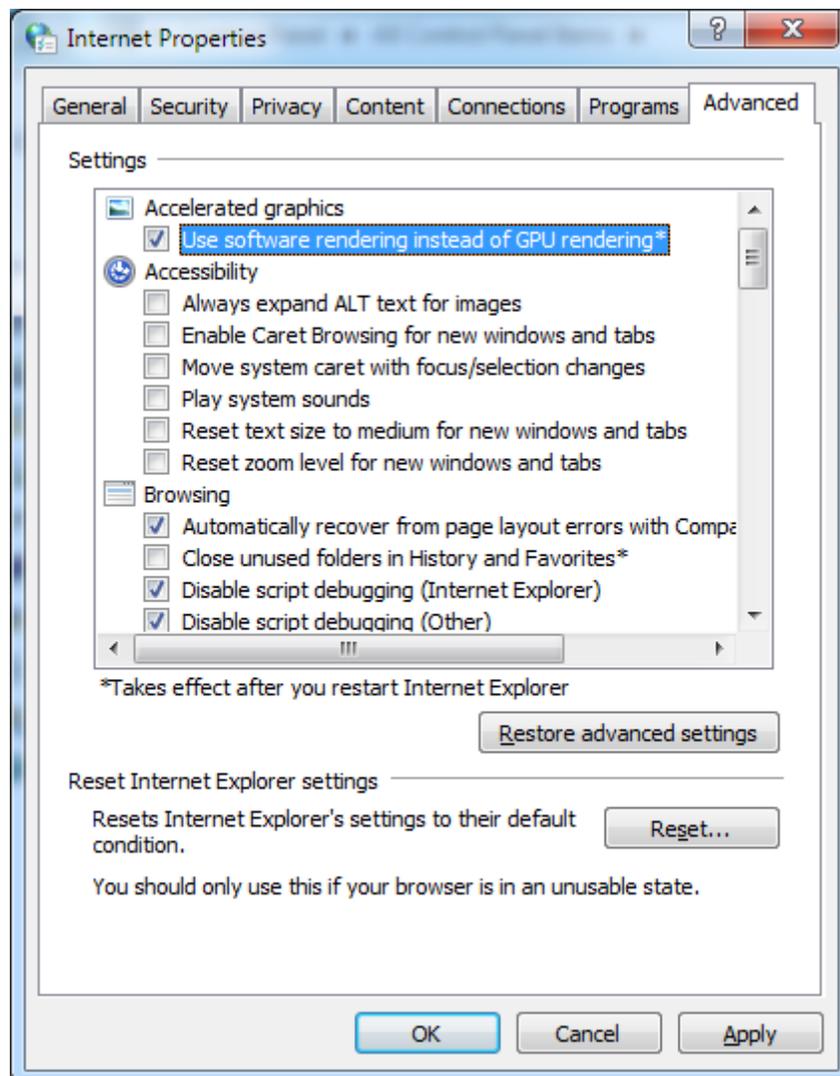


Microsoft has developed a technical article that provides a list of troubleshooting steps that a user can take if they are having trouble viewing videos using the Internet Explorer browser. That article can be found here: <http://support.microsoft.com/kb/2532294>

The tip we found effective for most instances was listed under the tip about disabling hardware acceleration and the steps to do that are listed below. These screen shots are from Internet Explorer version 9 but the steps are similar in other versions of the browser.

To disable hardware acceleration, follow these steps:

1. Click **Start**, and then click **Internet Explorer**.
2. Click the **Tools** icon in the upper-right corner, and then click **Internet Options**.
3. Click the **Advanced** tab, and then under **Accelerated graphics**, select the **Use software rendering instead of GPU rendering** check box.



4. Click **Apply**, and then click **OK**.
5. Close Internet Explorer 9 and then restart it so that the change takes effect.