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: <u>http://support.microsoft.com/kb/2532294</u>

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.

General Security Privacy Content Connections Programs Advanced
Settings
Accelerated graphics
Accessibility
Always expand ALT text for images Sachla Caret Brawning for powerindows and take
Move system caret with focus/selection changes
Play system sounds Reset text size to medium for new windows and tabs
Reset zoom level for new windows and tabs
Browsing Automatically recover from page layout errors with Compa
Close unused folders in History and Favorites*
Disable script debugging (internet explorer) Disable script debugging (Other)
*Takes effect after you restart Internet Explorer
<u>R</u> estore advanced settings
Reset Internet Explorer settings
Resets Internet Explorer's settings to their default Reset
You should only use this if your browser is in an unusable state.
OK Cancel <u>Apply</u>

4. Click **Apply**, and then click **OK**.

5. Close Internet Explorer 9 and then restart it so that the change takes effect.