If Purdue MediaSpace videos are not playing in Internet Explorer, do the following:

1. Use IE to go https://mediaspace.itap.purdue.edu or go to the specific video link that was sent to you.

2. Go to IE Settings and select Compatibility View Settings:

3. If “purdue.edu” is in the list of compatibility view sites, remove it. Also uncheck “Display intranet sites in Compatibility View”:

(next page)
4. Also ensure that you have the latest version of Adobe Flash installed on your computer and that the **Shockwave Flash Object** plugin is **enabled** in IE:

![Image of IE settings](image1)

Adobe Systems Incorporated
Shockwave Flash Object Adobe Systems Incorpor. Enabled 32-bit and 64-bit

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If the steps above do not work, you may want to try using **Firefox**. If the video does not play in Firefox, please be sure that the “**Adobe Flash**” plugin is **enabled** in Firefox:

![Image of Firefox settings](image2)

*Thank you and happy computing!*

— Education IT (edit@purdue.edu)