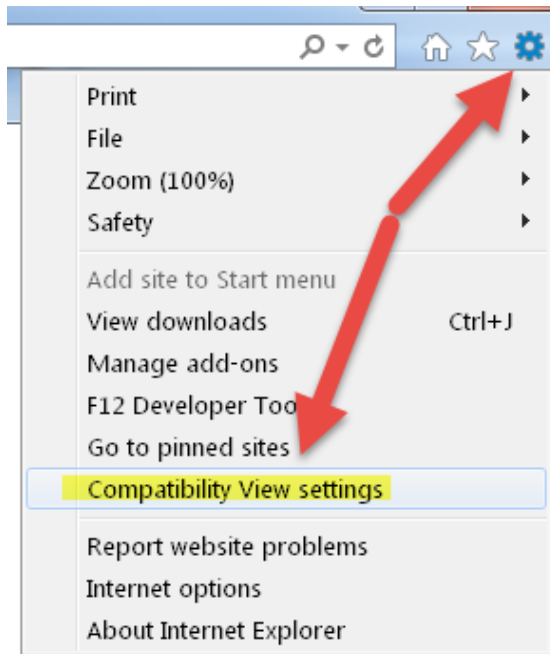
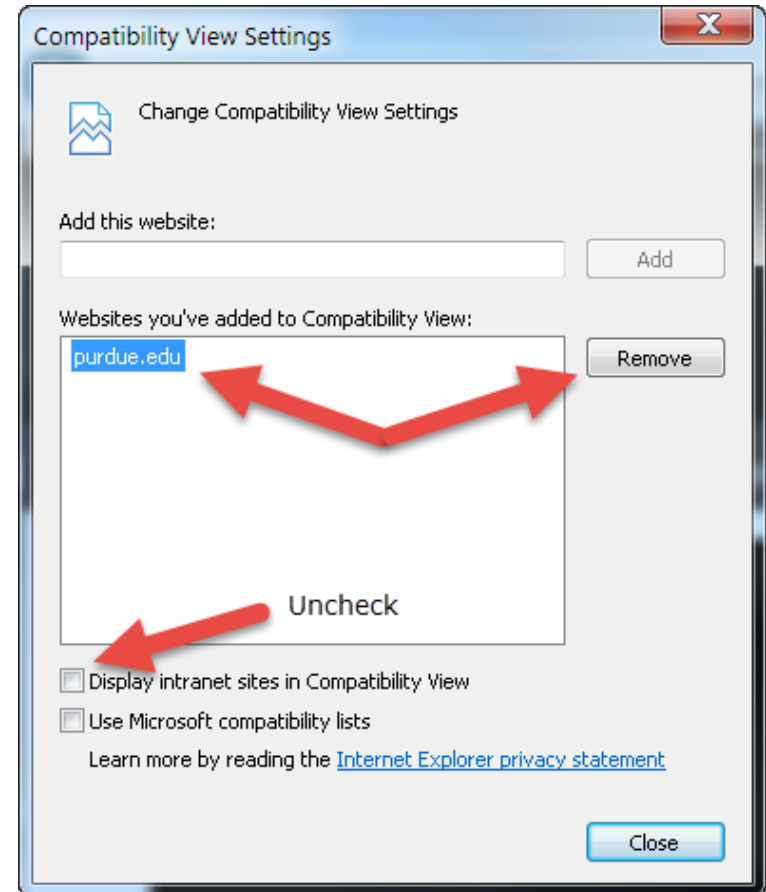


If Purdue MediaSpace videos are not playing in Internet Explorer, do the following:

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**:

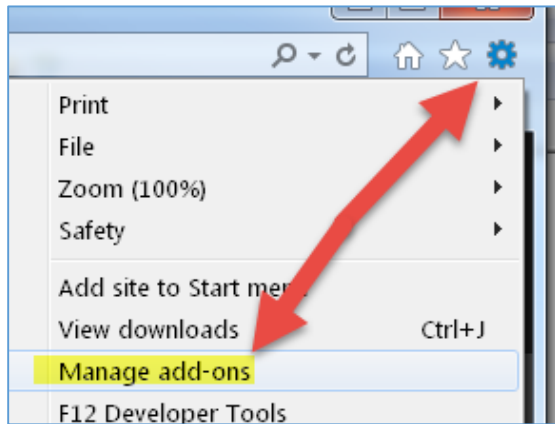


3. If “**purdue.edu**” is in the list of compatibility view sites, **remove it**. Also **uncheck “Display intranet sites in Compatibility View”**:



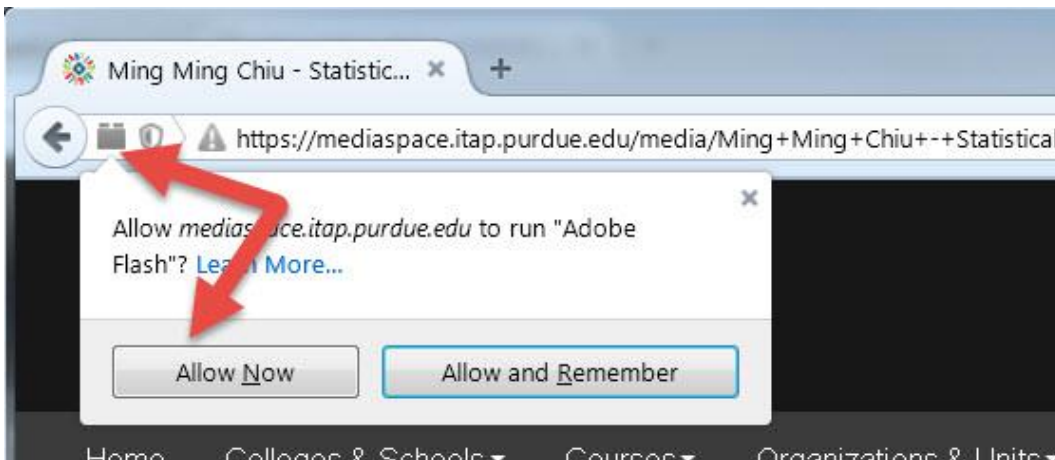
(next page)

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:



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

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:



Thank you and happy computing!
— Education IT (edit@purdue.edu)