

## SOLUTION

### System Requirements

Microsoft Windows Vista, 7, 8, or 10

- Recommended browser: Google Chrome

Mac OS X

- Recommended browser: Google Chrome

iOS, version 9.3 or newer

Android, version 6.0 or newer

- Recommended browser: Google Chrome
- For Android versions 4.0 and earlier, on-demand is supported on many devices. Live streaming is only supported if the Flash plugin is installed.

Please Note: Android has a very rapidly changing ecosystem. As new devices and operating systems are released, we are committed to addressing any issues within 60 days.

Beta and pre-release versions of operating systems and web browsers are not supported.

Please note that while we recommend certain platforms and web browsers, many other operating systems and web browsers can successfully stream videos. For example, Mozilla Firefox and Google Chrome are both known to work on many platforms. Please note that not all features are available to all web browsers on all platforms.

### Why won't my video play in Google Chrome?

If you're using Chrome version 66 or above, you may need to adjust an autoplay setting. See instructions [here](#).

### Do I need to have Flash enabled in my browser?

The Flash plugin *is not required* if you are using one of the following web browsers:

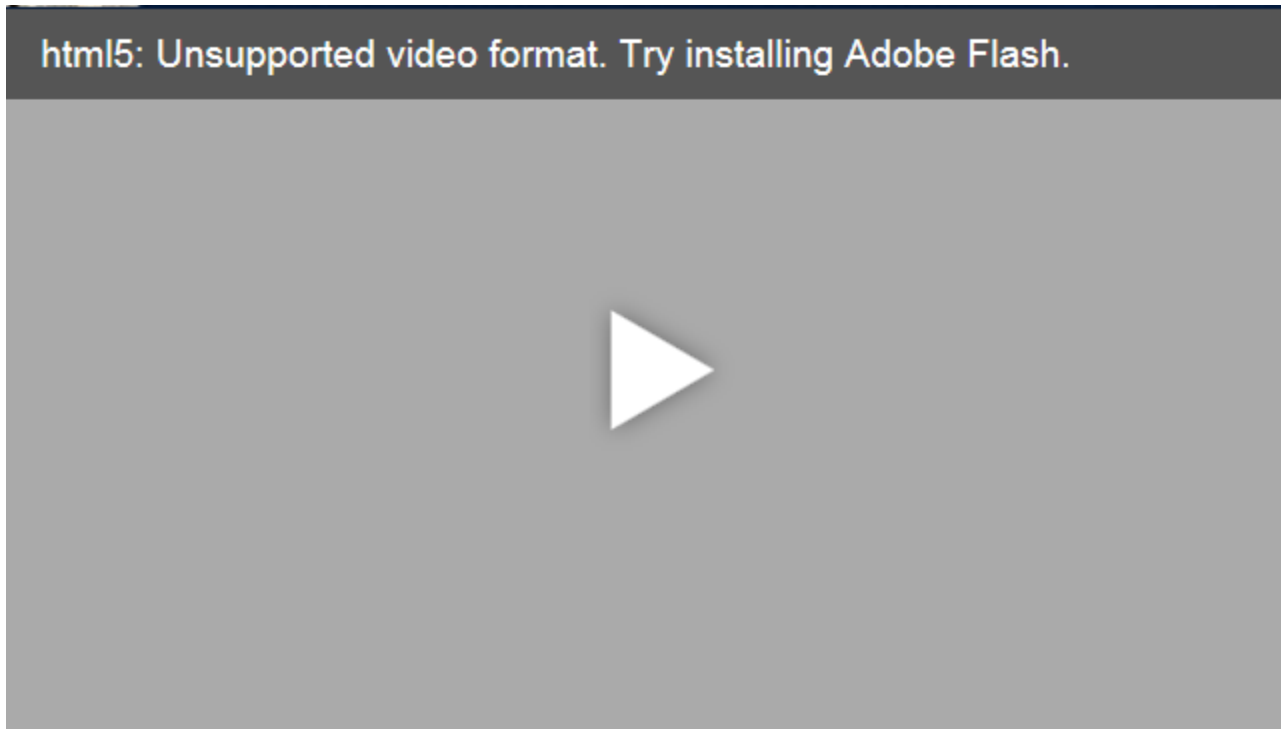
- Chrome
- Edge
- Firefox

The Flash plugin *is required* if you are using the following web browser:

- Internet Explorer

This is true for both live streams and archive (pre-recorded) videos.

If Flash is not enabled in Internet Explorer, you'll see the below error. [Click here](#) to learn how to enable Flash in Internet Explorer.



### **How do I keep my browser from blocking a popup window?**

Popup blockers may interfere with the opening of the Video Player. Click the name of your browser below, and follow the instructions to enable the Video Player to launch:

- Firefox
- Internet Explorer 10 and 11
- Google Chrome
- Safari

### **What does the "hlsjs: Video file not found" error mean?**

hlsjs: Video file not found

Please click the play button

If you're watching a live stream, this error displays when the meeting cannot stream or when the meeting isn't set to broadcast.

If you're watching an archive (pre-recorded video), this error displays when the archive is in WMV format, which is not compatible with the player, or when the video does not exist in the location specified. Contact your jurisdiction with feedback about specific meetings.

**What does the "unable to find content" message mean?**

The system was unable to find the content that you requested. The content may be in the process of transferring to a distribution server. Please try again later.

This message displays on an archive when that archive is in the process of transferring to our Archive Servers. As the message suggests, your best option is to try watching the video again later. If you receive this message for more than a few hours, please contact your local jurisdiction and inform them of this problem. Make note of which file you're trying to view and the wording of the error message.

### **What does the "404 Error - Page Not Found" message mean?**

The video you are viewing may have been set to display a related document. This link may be failing for a variety of reasons; please contact your webmaster or IT department for assistance.

### **Why can't I play a video in Safari?**

To view video in Safari, you'll need to set the browser to allow auto-play of videos with sound. [Follow these instructions](#) to change this setting.

### **Why doesn't Closed Captioning display when I select it?**

If closed captioning is available but you cannot see it, please contact the webmaster.

### **Can I view PDF and Word documents without saving them?**

You can view PDF and Word documents in your browser window without saving them to your hard drive. If you use Apple's Safari browser on OS X version 10.4.2 or later, upgrade to the [newest version](#) of safari. This version will display PDF files within the browser window, even if you have not installed the free Adobe Reader software.

You can also [download the free Adobe Reader software](#) to enable the display of PDF files in your browser window. After you install Adobe Reader, [verify that its preferences are set to display PDFs in your browse](#)

## HTML5 Video Player on Windows 7

While the new HTML5 video player does not rely on Adobe Flash technology, viewers using Internet Explorer on Microsoft Windows 7 or earlier will need to have Flash enabled to use the player.

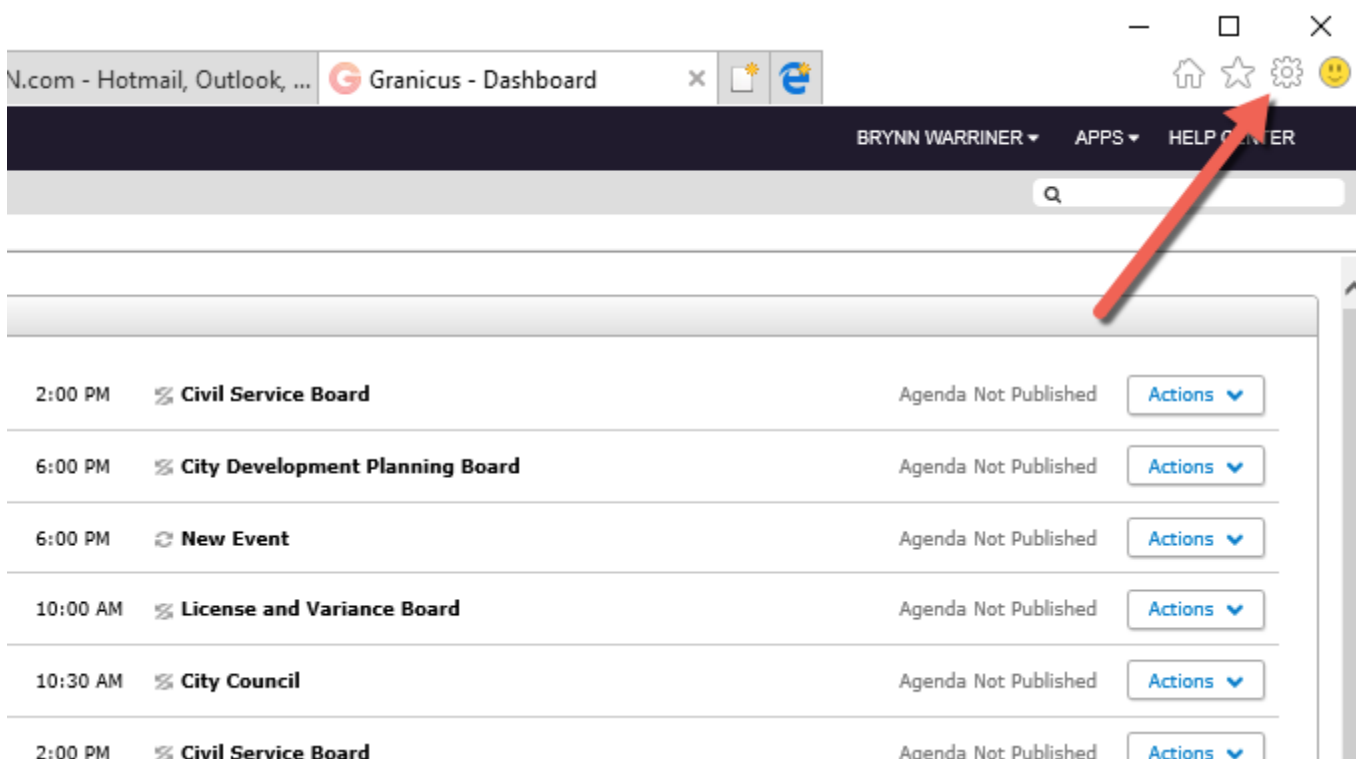
Without Flash enabled, users on this configuration will receive the following message: *html5: Unsupported video format. Try installing Adobe Flash.*

### Overview

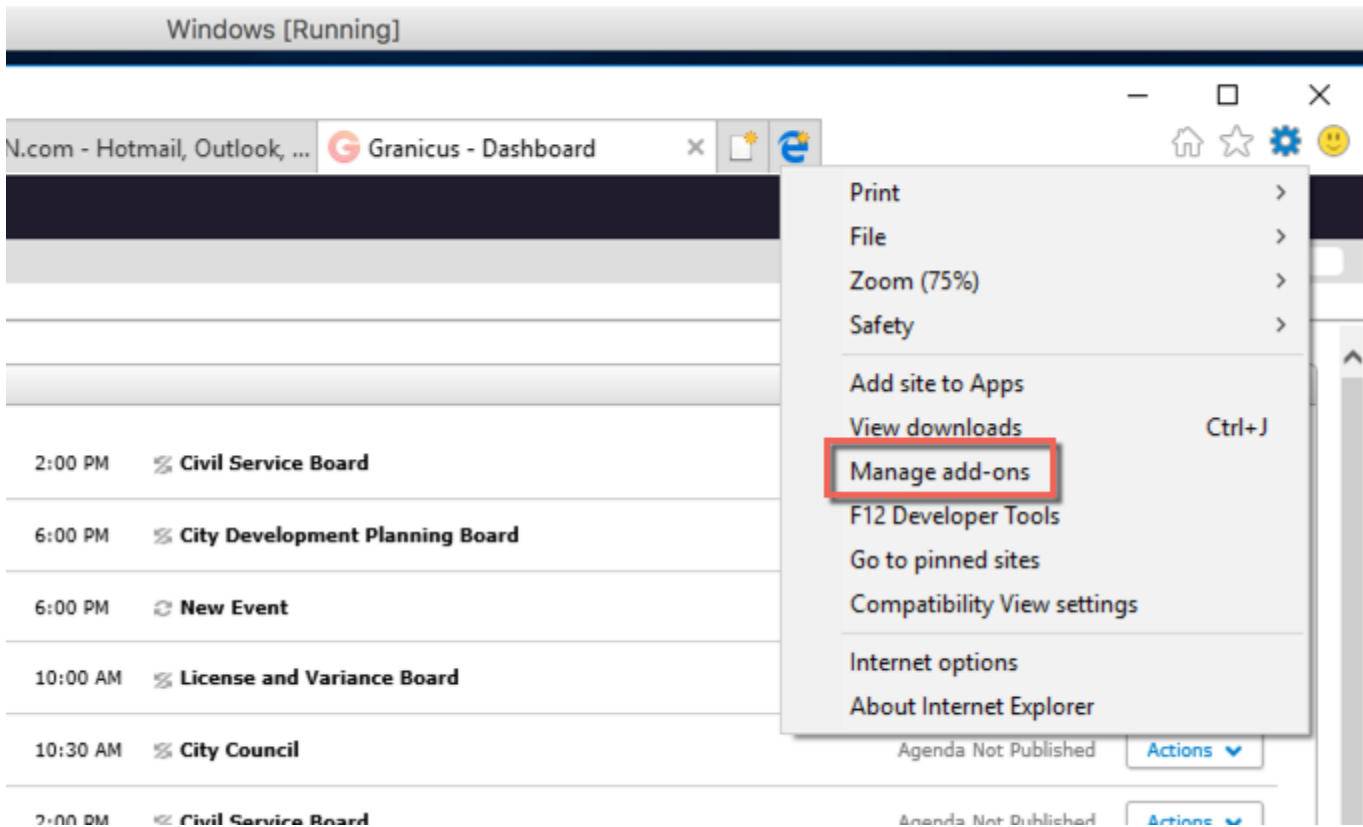
If you're using Microsoft's Internet Explorer web browser, you might receive an error while attempting to use the Video Player. Check to ensure that the option for Adobe Flash to always be activated in enabled. Flash is required to use your Video Player.

### Resolution

1. Click the **Tools** icon in the top right corner of Internet Explorer.



2. From the drop-down menu, choose **Manage Add-Ons**.



3. In the **Manage Add-ons** modal, select **Toolbars and Extensions**.

4. From the list of Add-ons, select **Shockwave Flash Object** (another name for Flash Player). Check the Status column to see that Shockwave Flash Object is disabled.

5. Click the **Enable** button at the bottom right.

Manage Add-ons

View and manage your Internet Explorer add-ons

Add-on Types

- 3 Toolbars and Extensions
- Search Providers
- Accelerators
- Tracking Protection

Name	Publisher	Status	Architecture	Load tir
Microsoft Corporation				
XML DOM Document	Microsoft Corporation	Enabled	32-bit and ...	
Lync Browser Helper	Microsoft Corporation	Disabled	32-bit and ...	
Lync Click to Call	Microsoft Corporation	Disabled	32-bit and ...	
4 Microsoft Windows Third Party Application Component				
Shockwave Flash Object	Microsoft Windows Thir...	Disabled	32-bit and ...	
Not Available				
Send to OneNote	Not Available	Enabled	32-bit and ...	
OneNote Linked Notes	Not Available	Enabled	32-bit and ...	

Show:  
Currently loaded add-ons

Shockwave Flash Object  
Microsoft Windows Third Party Application Component

Version: 25.0.0.127      Type: ActiveX Control  
File date: Saturday, March 18, 2017, 1:55 PM      Search for this add-on via default search provider  
[More information](#)

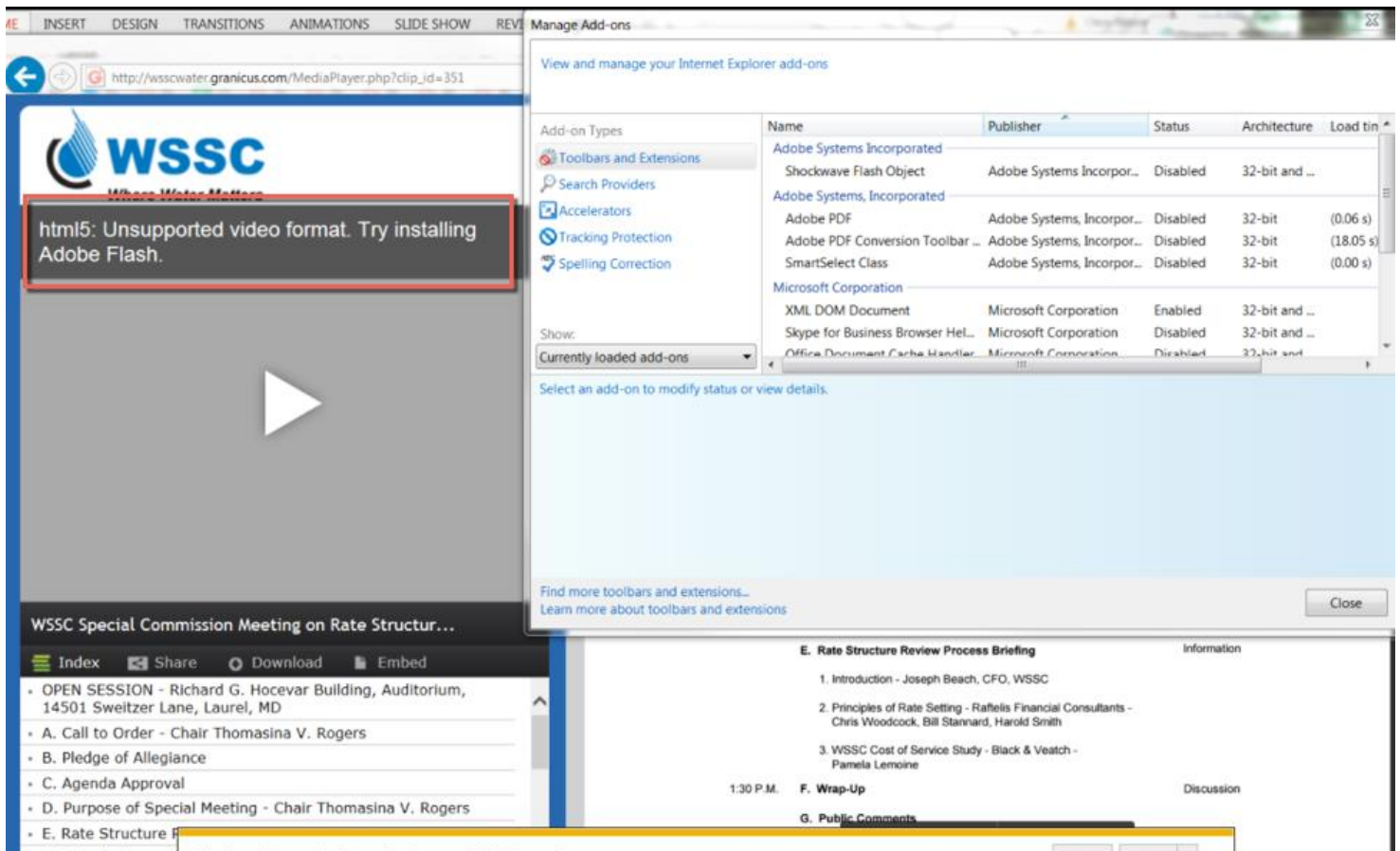
5 Enable

Close

[Find more toolbars and extensions...](#)  
[Learn more about toolbars and extensions](#)

6. Close the Manage Add-ons modal.

7. Refresh your browser window.



Microsoft has chosen not to offer support for HTML5-based media streaming on older versions of Windows. Support for HTML5 Media Source Extensions is supported on Windows 8.1 and above.

If you are using Windows 7 (or earlier) and Internet Explorer, please [enable the Flash plugin in Internet Explorer](#) to use the new Granicus Video Player.