

# Tegrity Troubleshooting

## Browsers

Firefox will work but Internet Explorer is the preferred browser. If you are having problems try using Internet Explorer. Firefox will display an internet security error when downloading a recording. Do not use Google Chrome or AOL Explorer. MSN Explorer should work but MSN Explorer will not work with Blackboard.

## Brower Settings

Make sure that all of the browser settings which are recommended for Blackboard have been checked. Make changes as necessary.

## Java

Check the installed software list on your computer – there should only be one version of Java installed. The Java installed should be at least Java 6. If necessary uninstall the older versions and go to [www.java.com](http://www.java.com) to install the newest version.

## Hardware Acceleration

If the video is “choppy” or if there is audio but no video (black screen) try turning off hardware acceleration. Control Panel, Display, Settings tab, Advanced button, Troubleshoot tab. Change Hardware acceleration to None.

## Windows Media Player

Install the newest Windows Media Player. You should have Windows Media Player 11 installed. If you are using Firefox you must also install the Windows Media Player Plug-in.

<http://www.microsoft.com/windows/windowsmedia/download/>

## Silverlight

Sliverlight is a Microsoft add-on which helps with playing multimedia content. Install the newest Microsoft Silverlight

<http://www.microsoft.com/silverlight/get-started/install/>

## **Miscellaneous Toolbars**

If there are web toolbars installed such as Google, Yahoo, MSN, Bing, My Web Search, etc. try disabling or uninstalling them. All of the toolbars have built in security and/or scripting which can interfere with the Tegrity player. Turn the toolbars off one at a time and then try playing a video so that you can determine which toolbar is causing the problem.

## **If all else fails....**

Install iTunes and subscribe to the Tegrity podcasts for this class. Login to Tegrity and click on the Podcast icon – the one next to orange RSS feed icon – upper right corner. Select the class from list and click “Video Podcasts” and/or “Audio Podcasts”. You will be able to watch the videos in iTunes.