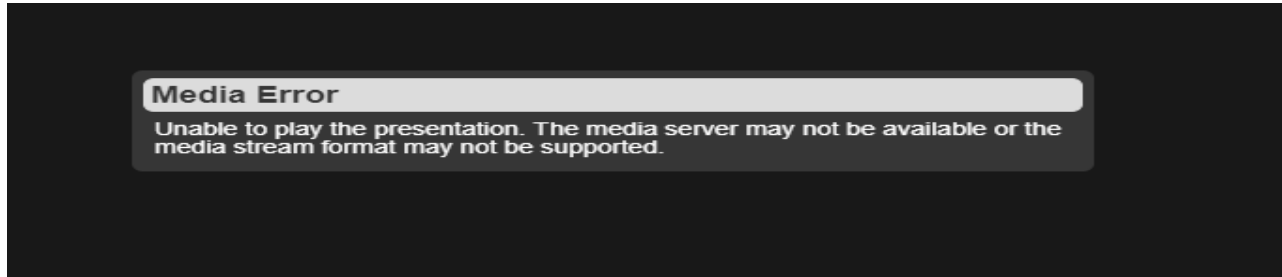# Mediasite Link Errors: Google Chrome and Firefox Mozilla
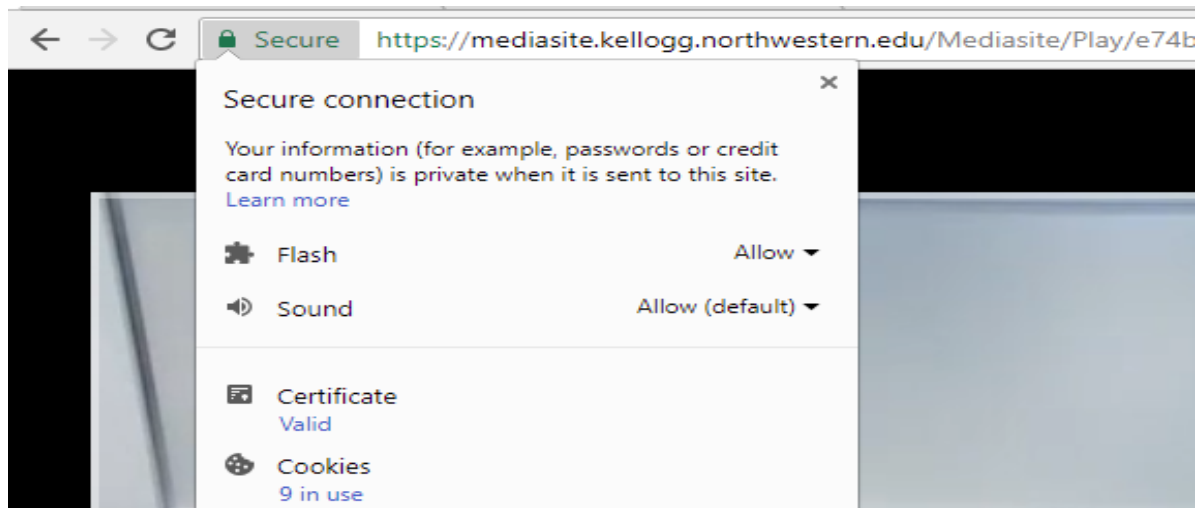
- Some Mediasite link issues may be due to Flash Media Player permissions. Please take a look below to potentially alleviate those issues

If receiveing the following error message in Google Chrome:
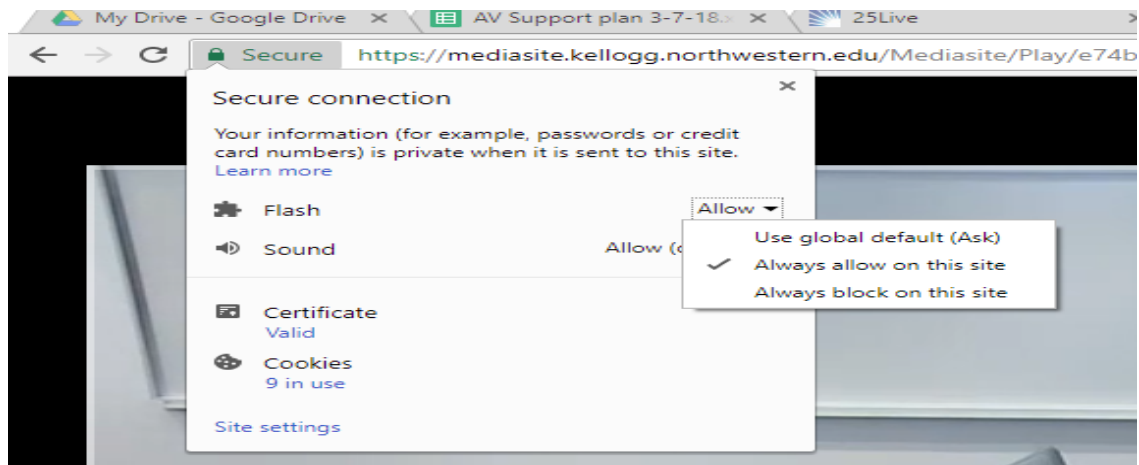

Please follow the steps below:
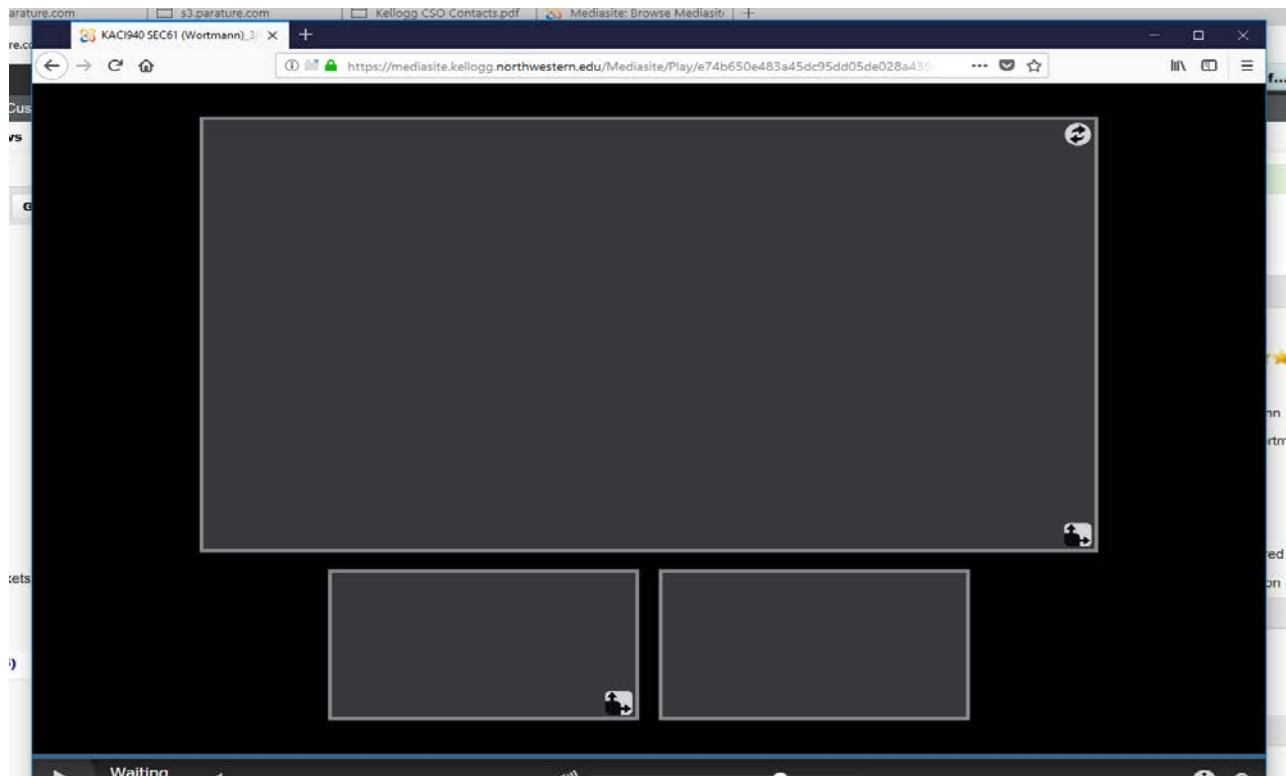
1. Near the URL field click on "Secure"

2. Next to Flash Click on "Always allow on this site" in the dropdown options

Mediasite Link Errors: Google Chrome and Firefox Mozilla

If receiving black screen in Firefox Mozilla

Please follow the following steps:

1. Click on the "battery icon" to the left of the "lock icon"
2. Select "Allow" and the video should play