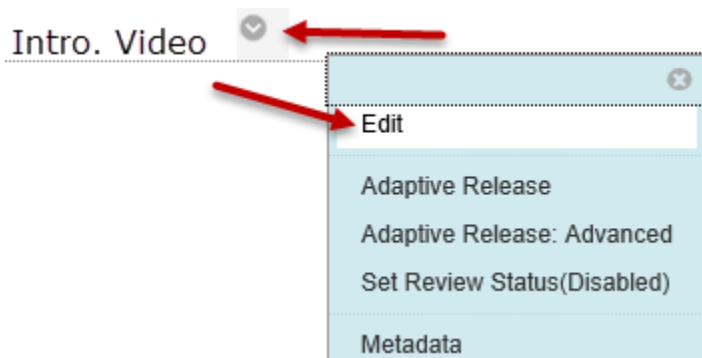


Fix for Google Chrome Plug-in/Video Error

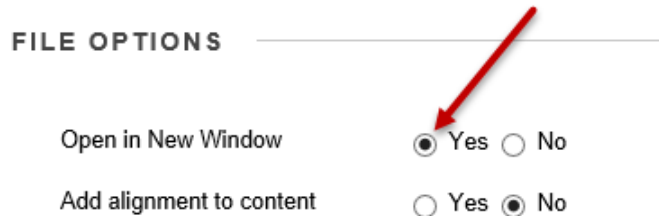
If you receive “**This plugin is not support**” error when trying to open a video with extension .wmv, follow the steps below:

To Edit your File Options in Blackboard, Log into the Course that has the video issue and do the following:

1. To **Edit File Options** in your Course, click on the down arrow next to your video link (**Intro. Video**), located in your **Content** area.
2. Click on **Edit**.



3. Under **File Options**, click on **Yes** radio button for **Open in New Window**.



4. Click on **Submit**.



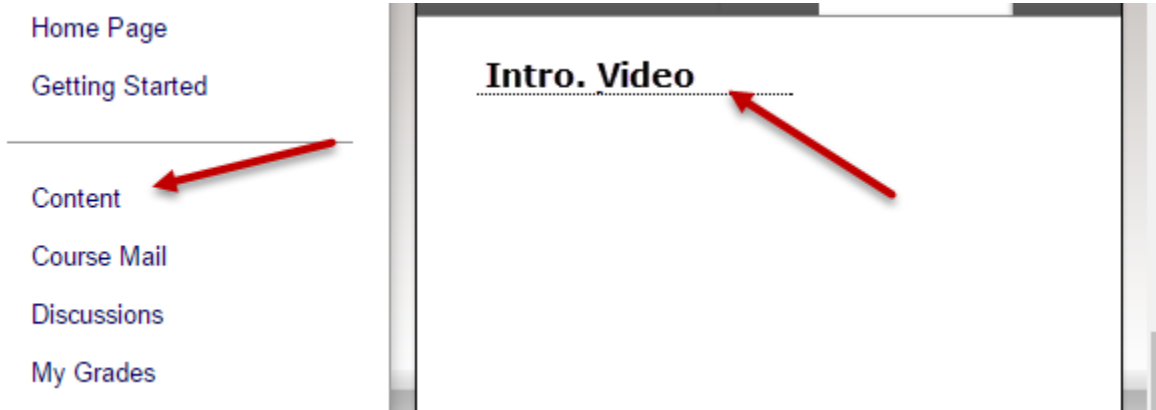
CIE

The Center for Instructional Excellence
1141 Wallace Drive
Dothan, AL 36303
Help Line: (334)556-2464
E-mail: cie@wallace.edu

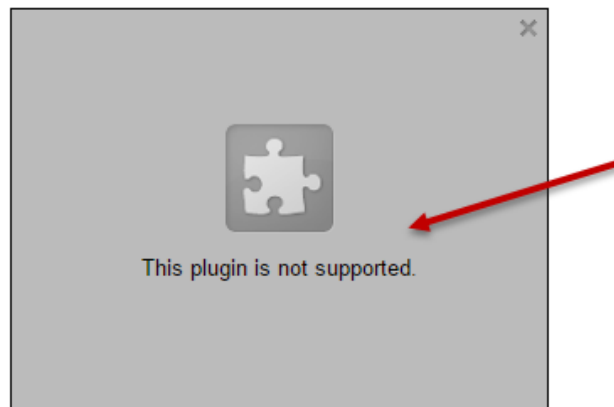
Fix for Google Chrome Plug-in/Video Error

To Open your video link (Intro. Video) using Google Chrome, do the following:

1. To Open the video link (**Intro. Video**) in your Course, click on the video link (**Intro. Video**), located in your **Content** area.



2. Once you click on the video link (**Intro. Video**), you should see “**This plugin is not supported.**”.



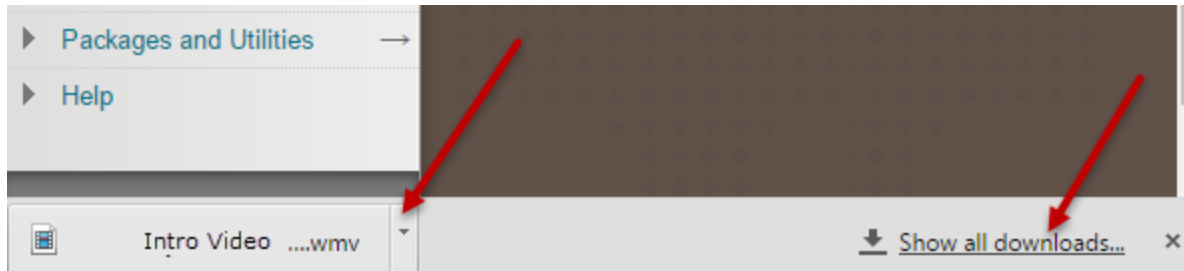
CIE

The Center for Instructional Excellence
1141 Wallace Drive
Dothan, AL 36303
Help Line: (334)556-2464
E-mail: cie@wallace.edu

Fix for Google Chrome Plug-in/Video Error

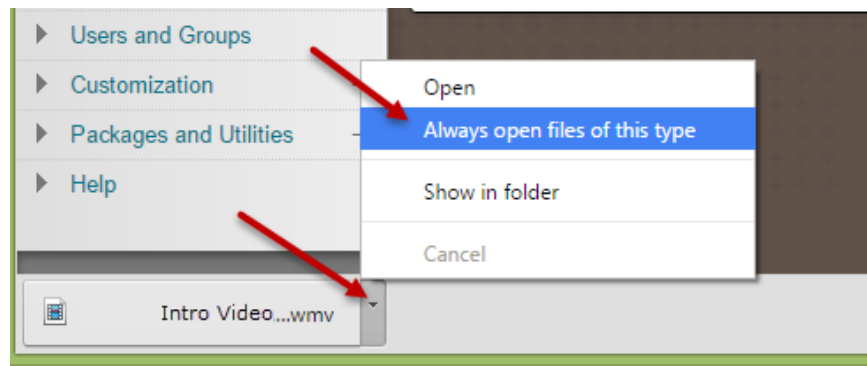
3. Click on the down arrow next to the video link (**Intro Video...wmv**) download.

Note: If you do not see the video link (**Intro Video...wmv**), click on **Show all downloads** located on the right side of the screen.



4. Once you see the short cut menu, click on **Always open files of this type**.

Note: Please wait for a few minutes for the Windows Media Center (Video) to open.



For other Help Documents go to: [Blackboard Instructor Help Documents](#)



CIE

The Center for Instructional Excellence
1141 Wallace Drive
Dothan, AL 36303
Help Line: (334)556-2464
E-mail: cie@wallace.edu