Activating Silverlight in Firefox

When you open up a Mediasite presentation in Firefox and the page looks like one of the above images that means you need to activate the Silverlight plugin.

To activate the plugin go to the top-right side of the page under the address bar. There are two options:

1.) **Continue Blocking**
2.) **Allow**

Click **Allow**

To make sure the activation issue does not occur again in Firefox you’ll need to make a setting change. Go to **Menu-> Add-ons-> Plugins -> Scroll down to find Silverlight -> Select Always Activate**

Activating Silverlight in Chrome

If you open a Mediasite presentation in Chrome and the page has a puzzle piece where the video should be, you need to activate the Silverlight plugin. In the top-right within the address bar there will be a puzzle piece with an “X” over it.

When you click on the puzzle piece with the “X” over it a box will pop-up asking if you want to allow plugins to run on the page. Choose **Always allow plugins on http://mediaportal....**

To make sure the activation issue does not occur again in Chrome you’ll need to make a setting change. Go to **Settings-> Advanced Settings -> Privacy-> Content Settings -> Plugins -> Detect & run important plugin content (recommended)**