

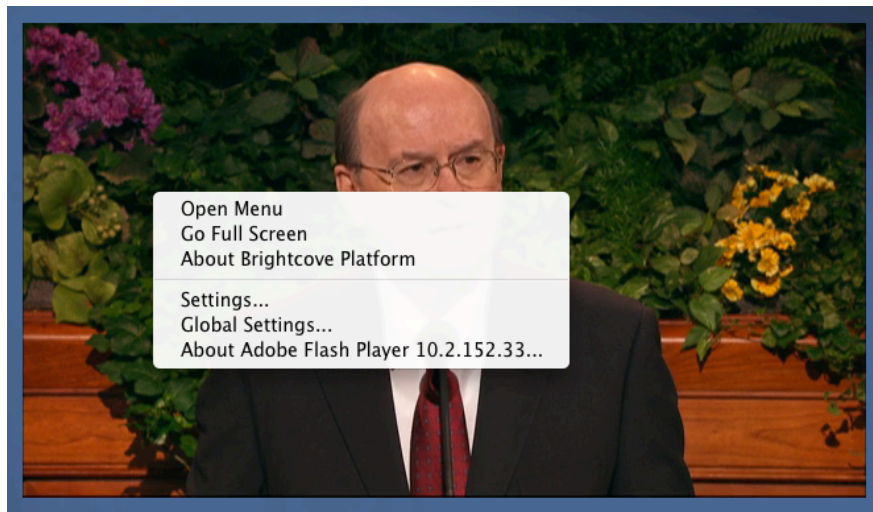
How to Disable Flash Hardware Acceleration

Summary of Problem: Browser and Flash player crashing so quickly and often that the video player becomes unusable.

Solution: We have found that disabling flash hardware acceleration will stop the crashing and allow video playback to continue.

The following screenshots show the steps to disable flash hardware acceleration.

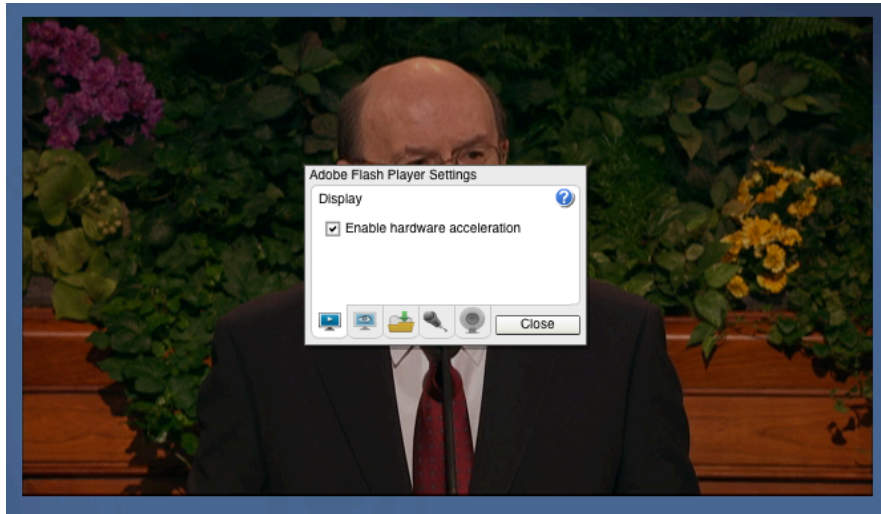
1) Right click on the video player to activate the flash menu.



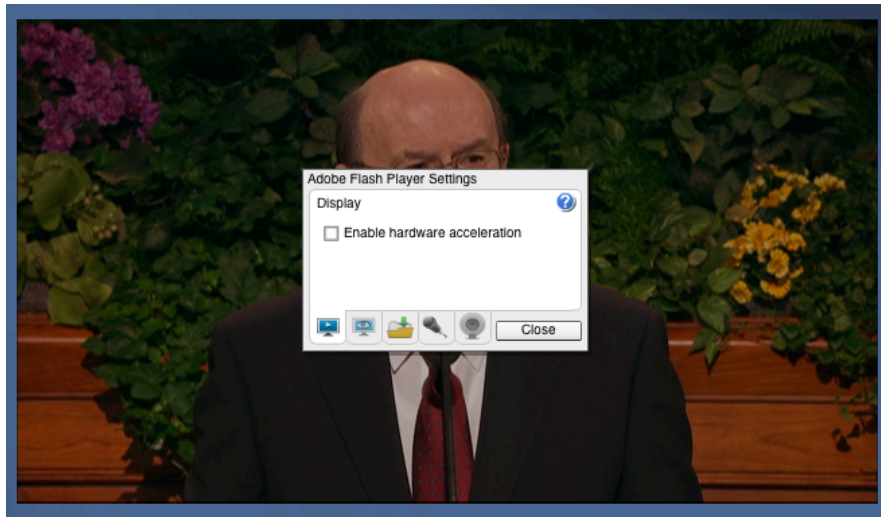
2) Click on settings to open the flash player settings dialog



3) Click on the left most tab with the display icon to open the display settings



4) Remove the check from the Enable hardware acceleration box.



5) Reboot laptop or desktop to activate new settings.