

Support for MPEG-4 Videos in Chrome on Windows

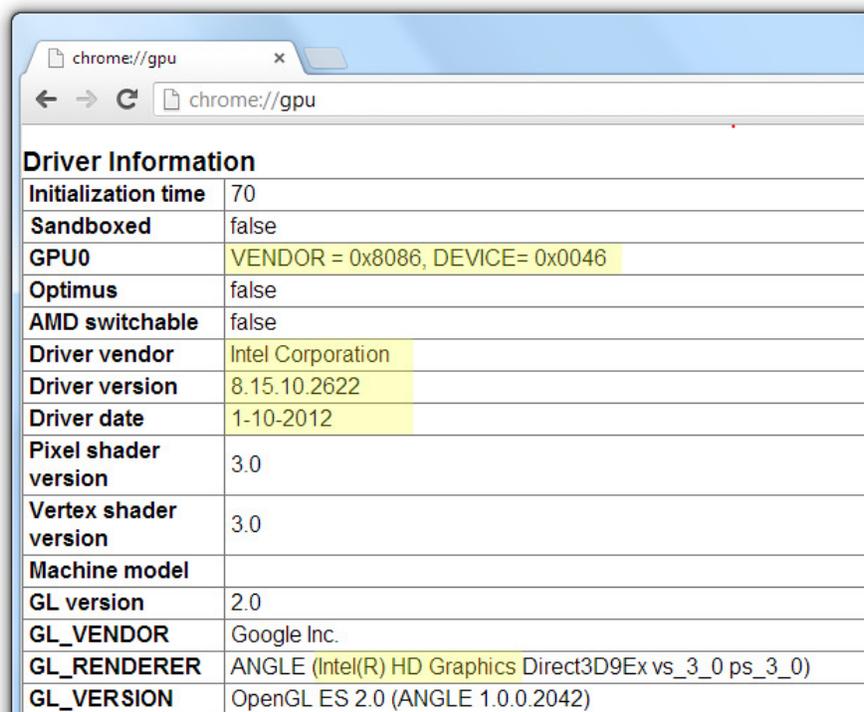
Summary

In Windows, the Chrome browser utilizes hardware acceleration to play the MPEG-4 videos used by Acellus. However, this feature will not work properly on computers using older video drivers, which prevents MPEG-4 videos from playing. If Chrome cannot play the videos due to a problem with your video drivers, the same videos will play correctly in Internet Explorer.

Updating the Video Drivers

To ensure that you obtain the correct driver, check to see if your system is 64-bit before downloading a driver. To find this information, right-click on “Computer” and select “Properties”. If the “System Type” field contains “64-bit Operating System”, you should download a 64-bit driver.

To find the information about the hardware in use by your system, open Chrome and navigate to `chrome://gpu`, as shown below. This page provides hardware information that can be used to find the correct driver for your system.



The screenshot shows the Chrome://gpu page in a browser window. The page title is "chrome://gpu" and the address bar also shows "chrome://gpu". Below the browser window, there is a table titled "Driver Information" with the following data:

Driver Information	
Initialization time	70
Sandboxed	false
GPU0	VENDOR = 0x8086, DEVICE= 0x0046
Optimus	false
AMD switchable	false
Driver vendor	Intel Corporation
Driver version	8.15.10.2622
Driver date	1-10-2012
Pixel shader version	3.0
Vertex shader version	3.0
Machine model	
GL version	2.0
GL_VENDOR	Google Inc.
GL_RENDERER	ANGLE (Intel(R) HD Graphics Direct3D9Ex vs_3_0 ps_3_0)
GL_VERSION	OpenGL ES 2.0 (ANGLE 1.0.0.2042)

The information shown above is for a Windows 7 machine with an Intel graphics card. To find the latest driver, go to the vendor’s website and search for the appropriate drivers for your device and operating system.

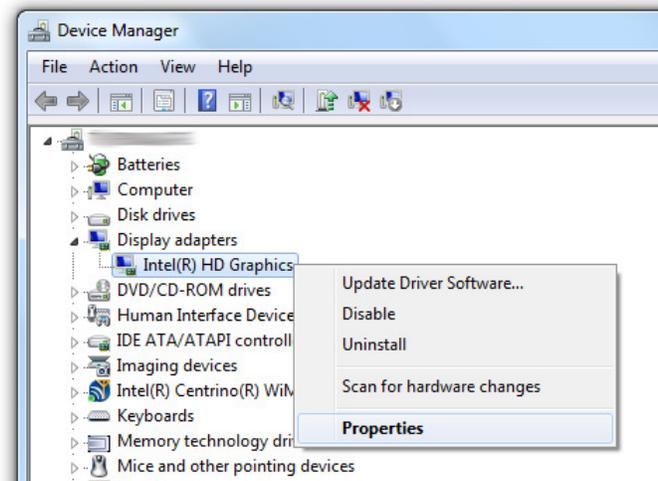
Alternatively, you may search online for the driver for your video hardware using the product name displayed in `GL_RENDERER`. For example, the correct driver for the machine shown above could be found by searching for “Intel HD Graphics drivers for Windows 7”.

Drivers are often provided in one of three formats: an executable file, a ZIP file, or a CAB file. To install a driver using an executable file, simply run the file provided and follow the prompts. To install a driver from a ZIP or CAB file, extract the contents to a new folder on your Desktop.

ZIP files often contain an executable that can be used to install the driver correctly. If this is not available, or if the driver was distributed in a CAB file, use the following steps to install the driver:

Launch the Device Manager by right-clicking on Computer and selecting Properties. From here, select Device Manager from the list of options on the left. In Device Manager, expand "Display Adapters," right-click on the available option and select Properties. Follow these steps:

1. Go to the Driver tab and select Update Driver.
2. Select "Browse my computer for driver software"
3. Select "Let me pick from a list of device drivers on my computer."



The next screen provided will allow you to select the driver from the list or specify the driver to use. Click on Have Disk, and then Browse. Next, browse to the folder you created on your Desktop when you extracted the driver. Finally, open the INF file displayed, click OK and Next.

When you have finished installing your driver, you should reboot your computer.

Disabling Hardware Acceleration

Hardware acceleration can be temporarily disabled in Chrome to avoid this issue until the driver can be updated. To disable hardware acceleration, open Chrome, navigate to <chrome://settings>, select Show Advanced Settings, and uncheck "Use hardware acceleration when available". Finally, restart Chrome.

For technical assistance, please call your Acellus Coordinator or Technical Support at (877) 411-1138 (toll free) or (816) 229-3800.