Solving DRM Issues in Windows

To fix the DRM issue in Internet Explorer (IE) we need to add Tegrity to the Trusted Sites.

**Step 1.**
Open Internet Explorer by clicking the **Start** button, and then clicking **Internet Explorer**.

The Start button is found in the bottom left of the screen.

**Step 2.**
Go to the website that you want to add to a specific security zone.
In this case, [https://und.tegrity.com](https://und.tegrity.com)

**Step 3.**
Click the **Tools** button, and then click **Internet Options**.
Step 4.
Click the **Security** tab, and then click **Trusted sites**.

![Image of Internet Options with Security tab highlighted]

Step 5.
Click **Sites**.

Step 6.
The Tegrity website should be shown in the **Add this website to the zone** field. Click **Add**.

![Image of Trusted sites window with Tegrity URL added]
Uncheck the **Require server verification (https:) for all sites in this zone** check box.

**Step 8.**

Click **Close**, and then click **OK**.
Step 9.
Now we need to be sure the addon is there. Return to **Tools** and this time select **Manage Addons**.

![Image of Tools window with Manage Addons highlighted]

Step 10.
In the **Manage Add-ons** window, scroll and look for the Tegrity add-on.

![Image of Manage Add-ons window]

If you do not see the Tegrity addon in the list, go to **Show** and select **All add-ons**.
Step 11.

The Tegrity add-on is usually toward the bottom of the list. If it is disabled, go ahead and click the **Enable** button.

![Enable Close](image)

Step 12.

Click **Close**.

Your video should now play in Internet Explorer. If you are still having problems, try using the Firefox browser.

**FireFox Will Not Play a Downloaded Lecture**

If you receive either a **URI Error** or a **Failed to load Player essentials config file, Error: netscape.security. PrivilegeManager is undefined** error.

**Step 1.**

Open a new FireFox tab, type **about:config** in the address bar, and press **Enter**.

![about:config](image)

**Step 2.**

You will receive a notification stating, **“This might void your warranty!”**
Go ahead and click, **“I’ll be careful, I promise.”**
Step 3.
A list will pop up with a search bar at the top. In the searchbar, type: **fileuri**. All but one selection will leave the list.

<table>
<thead>
<tr>
<th>Preference Name</th>
<th>Status</th>
<th>Type</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>security.fileuri.strict_origin_policy</td>
<td>default</td>
<td>boolean</td>
<td>true</td>
</tr>
</tbody>
</table>

Step 4.
The default under **Value** is set to True. Double click to toggle the value to **False**.

The lecture should now play in FireFox.