From the homepage, [www.ccri.edu](http://www.ccri.edu)

Scroll to the footer at the bottom of the page and under **Helpful IT Links**, click on **IT website**.

From the menu on the left, click on arrow next to **Center for Instruction & Technology** and then click on **Blackboard Support**.

Then on the right, in the **Related Links** menu, under **Known Issues**, click on the first link, **Wiki Content**.

In the center of the page under **Known Issues**, scroll down to the following topics and follow the instructions.

**Videos with the URL "mms://" cannot be played on a Mac**

**Troubleshoot "mms://" protocol playback issues on a PC**