If you’re experiencing problems with video playback while using Chrome, try installing the Silverlight plugin:

1. Open a new Chrome window, and enter the URL `chrome://plugins`. Chrome will display a list of plugins.
2. If Silverlight appears on the list of plugins, check the box next to “Always allowed to run”. Refresh your existing Chrome window and try to view the video again.
3. If Silverlight does not appear on the list of plugins, enter “chrome://flags” in the URL bar.
   a. A list of “Experimental Features” should appear.
   b. Locate “Enable NPAPI” near the bottom of the list and click “Enable”.
   c. Scroll to the bottom of the list and click on the “Relaunch Now” button.
   d. In the URL bar, enter “chrome://plugins”
   e. Locate “Silverlight” in the list.
   f. The link under Silverlight should say “Disable” (meaning that it is currently enabled) – if it says “Enable”, click on it.
   g. Check the box next to “Always allowed to run”
   h. Your Chrome Browser should now be configured to run Silverlight video.