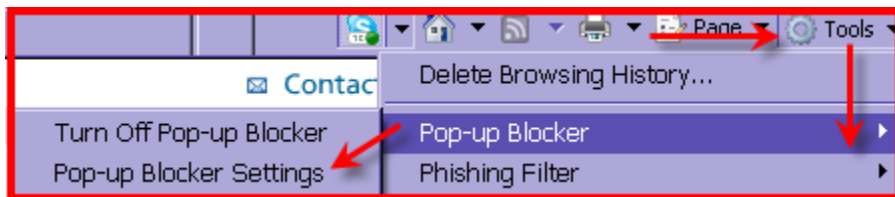
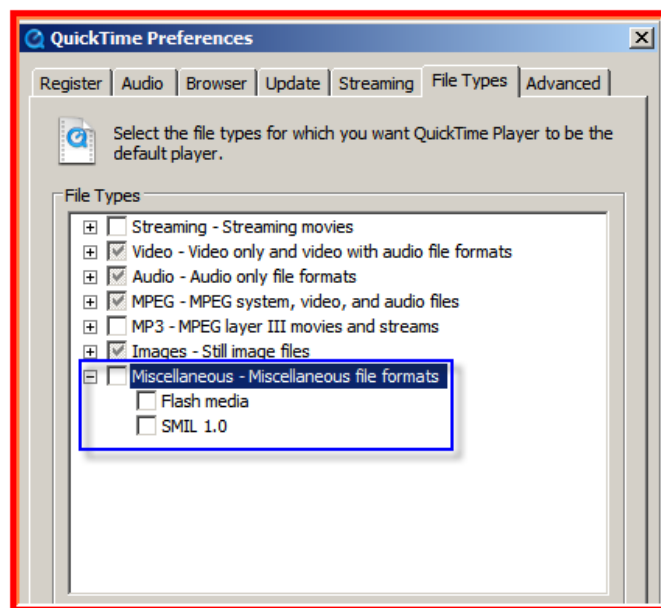


RiverDeep Troubleshooting Checklist

1. Run Microsoft Updates
 - a. Check Custom updates
 - b. Critical
 - c. Software (all)
 - d. Hardware
 - i. Check for Sound Card, Video, NIC Drivers Updates
2. Turn off Pop Blocker
 - a. On Internet Explorer go to Tools→Pop-up Blocker→Pop-up Blocker Settings



- b. **Add** the following IP addresses:
168.221.27.88
168.221.27.94
168.221.27.95
3. Check QuickTime
 - a. QuickTime Preferences
 - b. MIME Settings
 - c. Miscellaneous
 - d. Make sure Flash file is not checked



4. If the following error message appear, then Uninstall Flash and Reinstall Flash Beta
Flash9d.ocx (any version) Program Name: iexplorer.exe
Internet Explorer ver 7.0

i. **How To uninstall Flash-**

http://kb.adobe.com/selfservice/viewContent.do?externalId=tn_14157

ii. **How to install Flash Beta**

<http://labs.adobe.com/downloads/flashplayer9.html>

1. Download Active X
2. Download Windows Plug-in



Mac users choose appropriate plug-in

5. If none of the above items has solved the problem, create a new clone image with all the above updates and **re-ghost the lab**.