

From: Page, Hank <[hpage@aging.sc.gov](mailto:hpage@aging.sc.gov)>  
To: [Hayden GroomsHaydenGrooms@scstatehouse.gov](mailto:HaydenGroomsHaydenGrooms@scstatehouse.gov)  
Date: 5/2/2017 2:43:12 PM  
Subject: RE: Video Files

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Hayden,

I honestly can't think of what the problem would be; I've never gotten an error message like that one.

Do you think anyone in Legislative Printing would be able to help you troubleshoot the issue?

Hank Page  
State of South Carolina  
Lieutenant Governor's Office on Aging  
[hpage@aging.sc.gov](mailto:hpage@aging.sc.gov)  
803-734-2088 Direct

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From: Hayden Grooms [mailto:[HaydenGrooms@scstatehouse.gov](mailto:HaydenGrooms@scstatehouse.gov)]  
Sent: Tuesday, May 02, 2017 10:00 AM  
To: Page, Hank  
Subject: Video Files

Good morning,

I haven't been able to get the video files to play or download on a computer. I keep getting "error code 2041-an invalid sample description was found in the movie". I didn't know if you knew a trick to this or if it was just my computer, but I figured I'd let you know.

Thanks,

Hayden Grooms  
Manager of External Affairs  
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(803) 734-0107