

I'm having trouble getting embedded videos to work correctly

[Using Deskpro](#) - [تعليقات \(٠\)](#) - Ben Henley - 2023-08-16

:Question

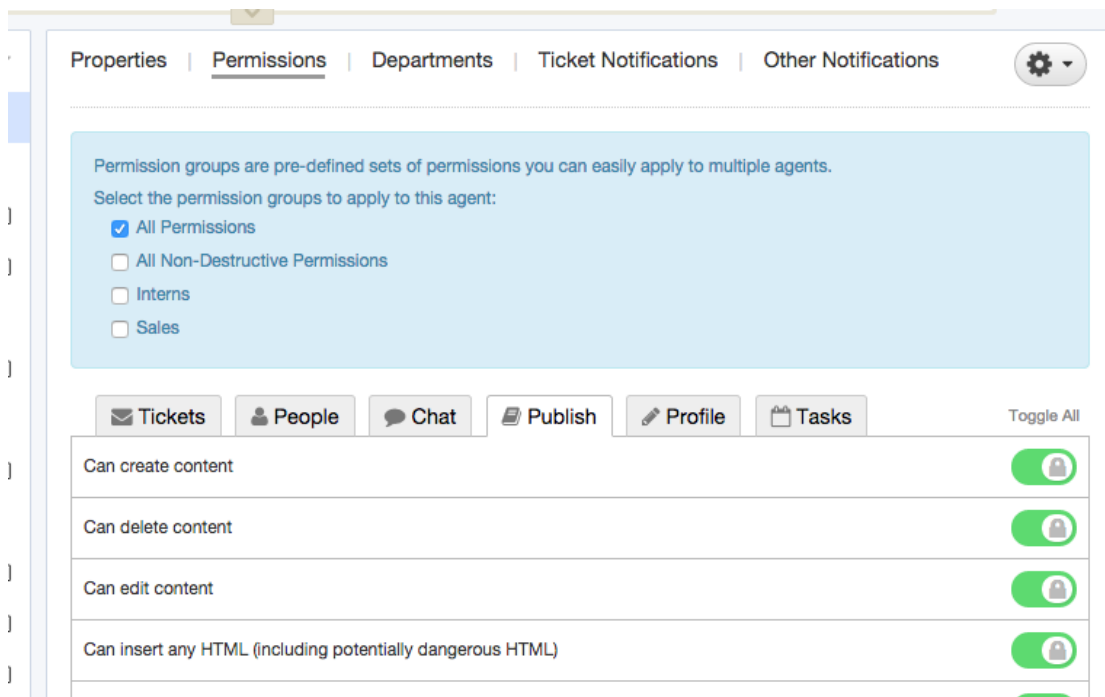
My agents used to be able to embed videos in Knowledgebase articles. Now, when they try to embed a video, it looks fine when the article is being edited, but when the article is saved, it just displays the text of the video embed code. Why is this happening

:Answer

To embed potentially harmful code in an article (including iframes and Javascript that are often used for embedding videos or widgets), agents need the new "Can insert any HTML (including potentially dangerous .HTML)" permission

Check that agents who should be able to embed videos have this permission enabled in **Admin > Agents > .Agents > Permissions > Publish**

.If not, you can either enable it for each agent, or add it to a permission group



The screenshot shows the Deskpro Admin interface with the 'Permissions' tab selected. The 'Permissions' tab is highlighted in blue. Below the tabs, there is a section titled 'Permission groups are pre-defined sets of permissions you can easily apply to multiple agents. Select the permission groups to apply to this agent:'. This section contains four checkboxes: 'All Permissions' (checked), 'All Non-Destructive Permissions', 'Interns', and 'Sales'. Below this, there is a row of buttons: 'Tickets', 'People', 'Chat', 'Publish', 'Profile', and 'Tasks'. The 'Publish' button is highlighted. To the right of these buttons is a 'Toggle All' button. Below the buttons, there is a table with four rows, each representing a permission. The first three rows are 'Can create content', 'Can delete content', and 'Can edit content'. The fourth row is 'Can insert any HTML (including potentially dangerous HTML)'. Each row has a toggle switch on the right. The toggle switch for 'Can insert any HTML (including potentially dangerous HTML)' is currently turned on (green).

| Permission | Toggle |
|--|-------------------------------------|
| Can create content | <input checked="" type="checkbox"/> |
| Can delete content | <input checked="" type="checkbox"/> |
| Can edit content | <input checked="" type="checkbox"/> |
| Can insert any HTML (including potentially dangerous HTML) | <input checked="" type="checkbox"/> |