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I'm having trouble getting embedded videos to work correctly

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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.

Properties Permissions Departments Ticket Notifications Other Notifications	\$
Permission groups are pre-defined sets of permissions you can easily apply to multiple agents.	
Select the permission groups to apply to this agent:	
✓ All Permissions	
All Non-Destructive Permissions	
Interns	
Tickets People Pchat Publish Profile Tasks	Toggle
Can create content	
Can delete content	
Can edit content	
One insert and UTML (including a starticity damageness UTML)	
Can insert any HTML (including potentially dangerous HTML)	