



[Base de conocimiento](#) > [Using Deskpro](#) > [I'm having trouble getting embedded videos to work correctly](#)

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.

The screenshot shows the Deskpro Admin interface with the 'Permissions' tab selected. A light blue box contains the text: 'Permission groups are pre-defined sets of permissions you can easily apply to multiple agents. Select the permission groups to apply to this agent:'. Below this, there are four checkboxes: 'All Permissions' (checked), 'All Non-Destructive Permissions', 'Interns', and 'Sales'. Below the checkboxes, there are six tabs: 'Tickets', 'People', 'Chat', 'Publish', 'Profile', and 'Tasks'. The 'Publish' tab is selected, and it shows a list of permissions with toggle switches. The permissions listed are: 'Can create content', 'Can delete content', 'Can edit content', and 'Can insert any HTML (including potentially dangerous HTML)'. All four permissions have their toggle switches turned on (green).

Permission	Status
Can create content	Enabled
Can delete content	Enabled
Can edit content	Enabled
Can insert any HTML (including potentially dangerous HTML)	Enabled