

I'm having trouble getting embedded videos to work correctly

Ben Henley - 2023-08-16 - Comments (0) - Using Deskpro

Question:

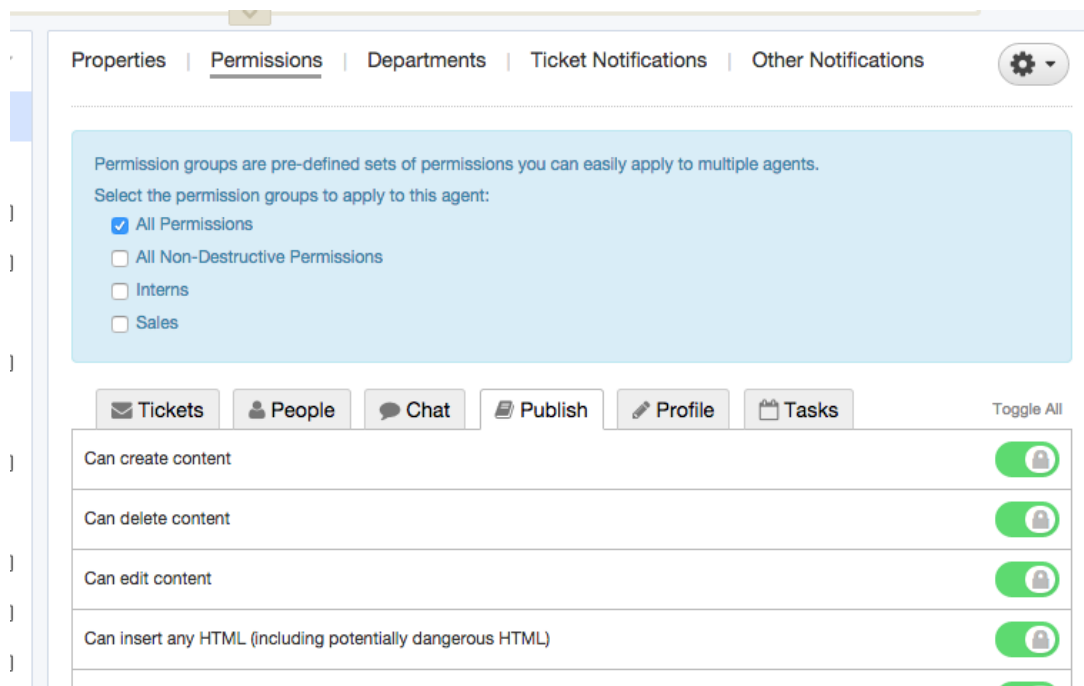
My agents used to be able to embed videos in Knowledgebase articles. Now, when they try to embed a video, it looks fine when the article is being edited, but when the article is saved, it just displays the text of the video embed code. Why is this happening?

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:				
<input checked="" type="checkbox"/> All Permissions				
<input type="checkbox"/> All Non-Destructive Permissions				
<input type="checkbox"/> Interns				
<input type="checkbox"/> Sales				
<div>Tickets People Chat Publish Profile Tasks</div>				
Can create content Toggle All				
Can delete content				
Can edit content				
Can insert any HTML (including potentially dangerous HTML)				