

I'm having trouble getting embedded videos to work correctly

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

Question:

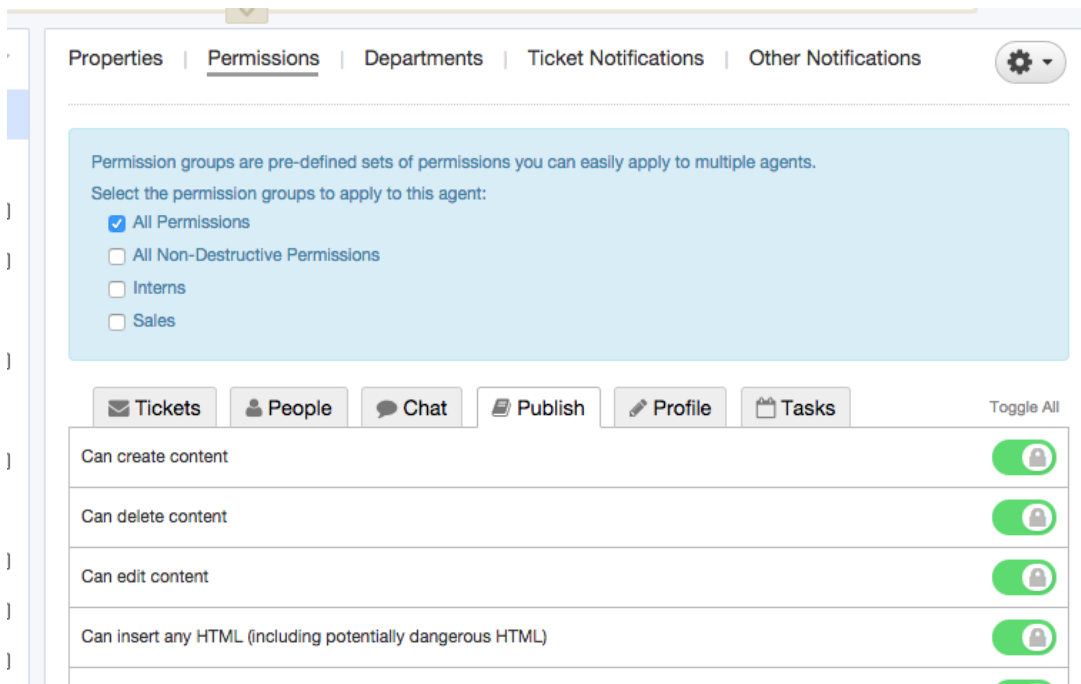
My agents used to be able to embed videos in Knowledgebase articles. Now, when they try to embed a video, it looks fine when the article is being edited, but when the article is saved, it just displays the text of the video embed code. Why is this happening?

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.



The screenshot shows the 'Permissions' tab in the Deskpro Admin interface. The 'Publish' section is active, and the 'Can insert any HTML (including potentially dangerous HTML)' permission is checked. The interface includes a navigation bar with tabs for Properties, Permissions, Departments, Ticket Notifications, and Other Notifications. A settings gear icon is visible in the top right corner. Below the navigation bar, there is a blue box with instructions: 'Permission groups are pre-defined sets of permissions you can easily apply to multiple agents. Select the permission groups to apply to this agent:'. The selected groups are 'All Permissions', 'All Non-Destructive Permissions', 'Interns', and 'Sales'. Below this, there are buttons for Tickets, People, Chat, Publish, Profile, and Tasks, along with a 'Toggle All' button. The main content area shows a list of permissions with toggle switches and lock icons. The 'Can insert any HTML (including potentially dangerous HTML)' permission is currently enabled (green toggle).

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