



# 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 for managing agents. The top navigation bar includes 'Properties', 'Permissions' (which is selected), 'Departments', 'Ticket Notifications', and 'Other Notifications'. A gear icon for settings is also present. The main content area is titled 'Permissions' and contains a sub-section for 'All Permissions'. It lists several options: 'All Non-Destructive Permissions' (checked), 'Interns' (unchecked), and 'Sales' (unchecked). Below this, there are four rows of permissions with toggle switches: 'Can create content' (on), 'Can delete content' (on), 'Can edit content' (on), and 'Can insert any HTML (including potentially dangerous HTML)' (on). At the bottom of the permissions list, there is a note: 'This permission is required to embed videos in Knowledgebase articles.'