

Known Issue

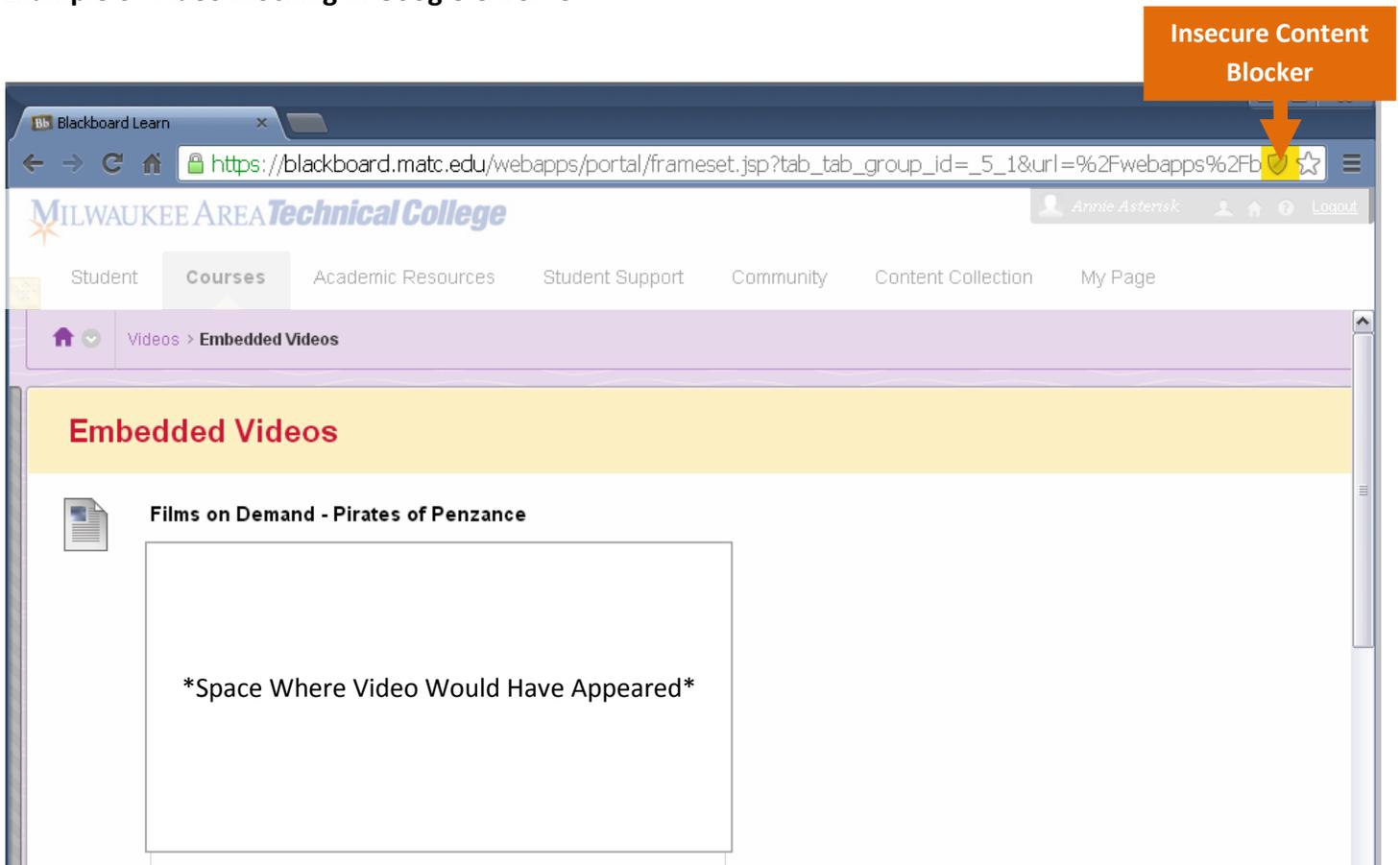
## Issue Description

Web links and embedded videos from YouTube, Films on Demand, or other sources may fail to load when accessing Blackboard using Google Chrome 30 and higher.

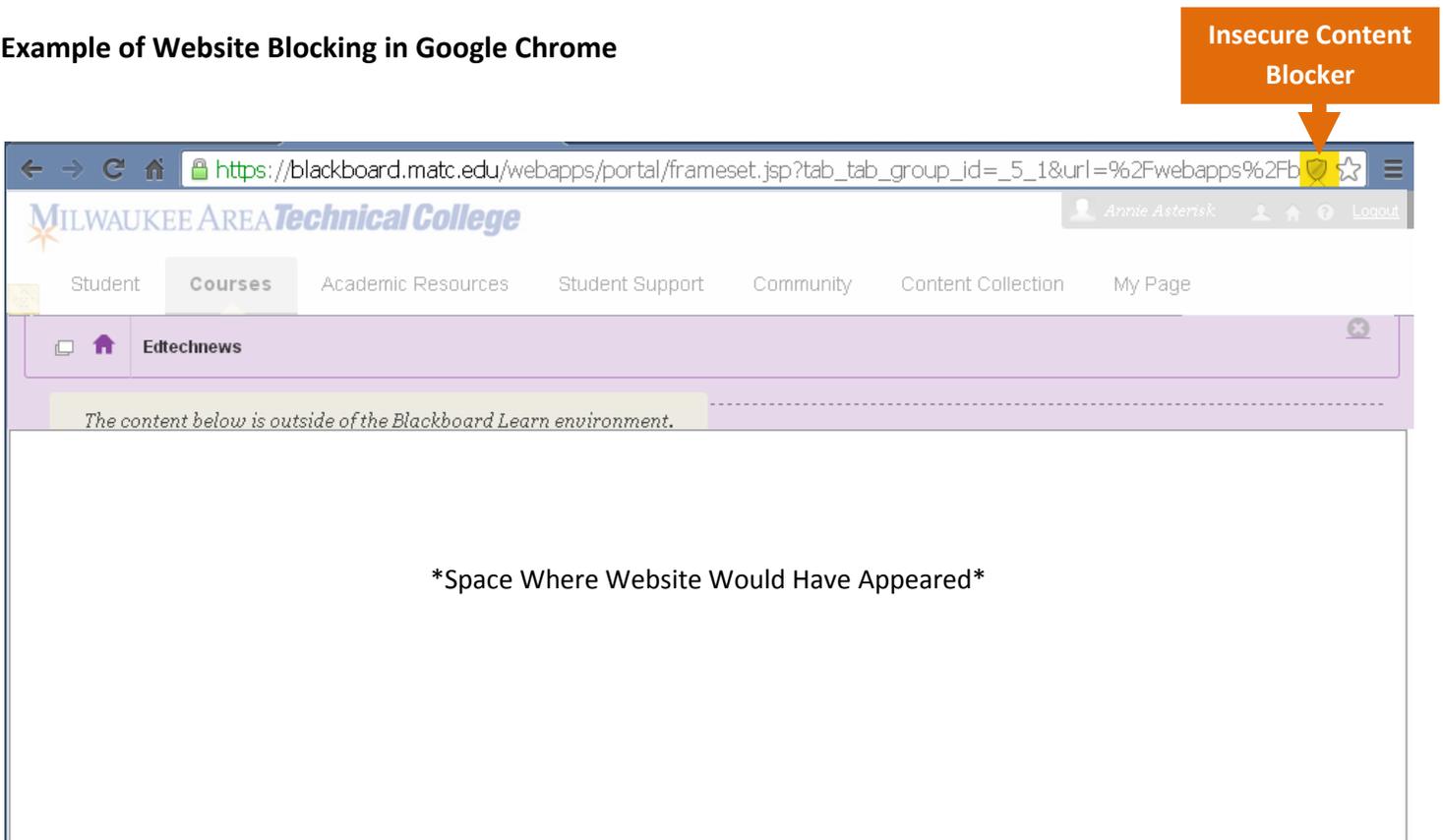
Similar to Firefox’s “Mixed Content Blocker”, Google Chrome now has a security feature called the [“Insecure Content Blocker”](#) which automatically blocks scripted or “insecure” content from loading inside a secured website (such as <https://blackboard.matc.edu>).

When content is being blocked from loading, you will see the “Insecure Content Blocker” shield  appear to the right of the browser’s address bar. Instead of the website or video on the page, a placeholder box or blank space will appear on the page.

### Example of Video Blocking in Google Chrome



## Example of Website Blocking in Google Chrome



## Recommended Action

Allow the blocked content to load by following these steps; this must be done whenever you open a new page containing blocked content:

1. Look for the gray shield icon  in the top right edge of the browser's address bar. Click the **GRAY SHIELD ICON**.

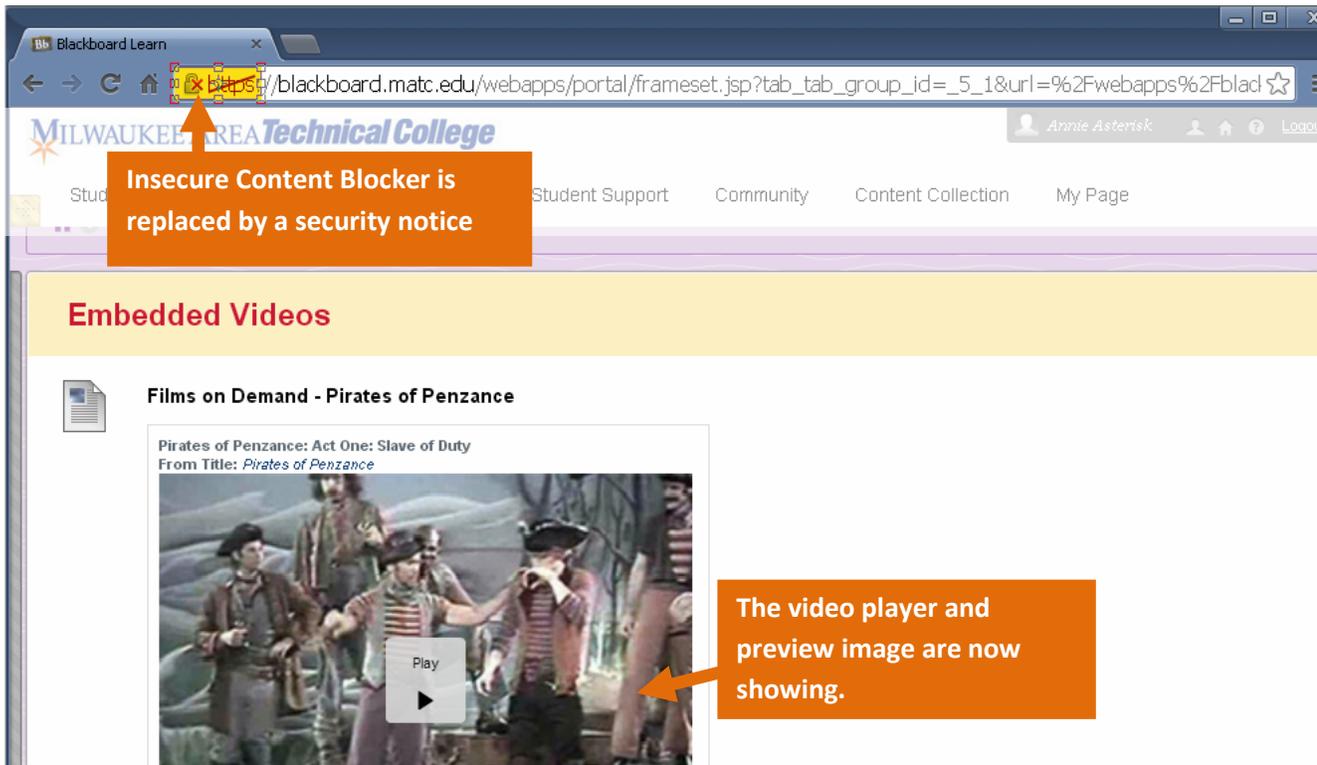


2. A pop-up security message should appear, stating that Google Chrome is blocking scripted content from "unauthenticated" sources. Click the **LOAD UNSAFE SCRIPT** link.



3. The page will refresh. Navigate back to your video or web link and try accessing it again. The Insecure Content warning will no longer appear and the previously blocked content should now be accessible.

### Example of Blocked Video Now Appearing



### Example of Blocked Website Now Appearing

