Embedded Videos in Firefox 23 Do Not Display

Known Issue

Issue Description

Embedded videos from YouTube, Films on Demand, or other sources fail to load when accessed using Firefox 23. The video player and preview image will not appear. Instead, a placeholder box or blank space will appear on the page where the video should be.

This is because Firefox version 23 contains a new security feature called the “Mixed Content Blocker”, which automatically blocks scripted or “unsecure” content from loading inside a secured website (such as https://blackboard.matc.edu).

When content is being blocked from loading, you will see a “Mixed Content Blocker” icon appear to the left of the browser’s address bar.

Recommended Action

Disable the protection on the page so that the “unsecure” content can load and play. Please note that this task must be performed each time you open a new page containing blocked content.

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

2. A pop-up security message should appear, stating that Firefox is blocking content. Click the DOWN ARROW next to the drop-down menu that appears and select "DISABLE PROTECTION ON THIS PAGE".

3. This will make the page refresh and allow the videos to load.
Mixed Content Blocker Icon is replaced with “yield sign” icon.

The video player and preview image are now showing.