


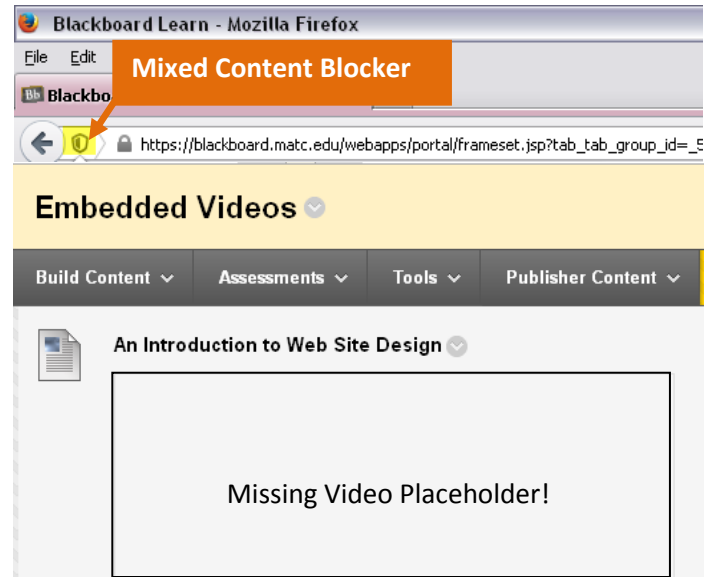
Known Issue

## 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>).

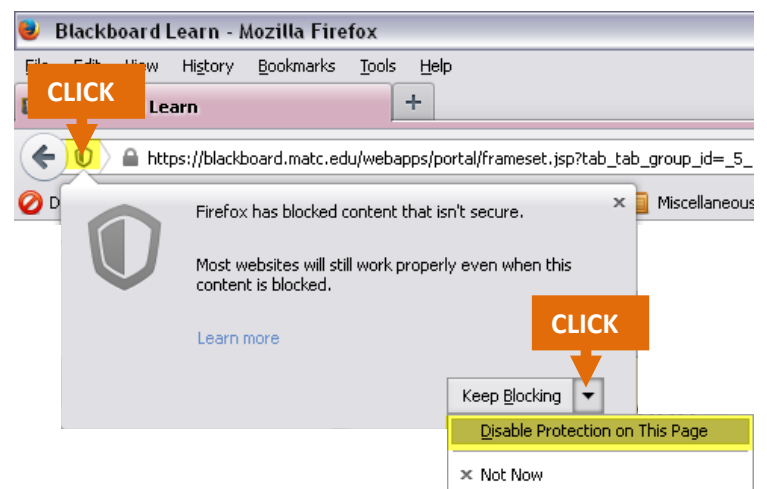
When content is being blocked from loading, you will see a “Mixed Content Blocker” icon  appear to the left of the browser’s address bar.



## 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.



Blackboard Learn - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Blackboard Learn

https://blackboard.matc.edu/webapps/portal/frameset.jsp?tab\_tab\_group\_id=\_5\_1&url=%2Fv

Waukeee Area Technical College

Employee Student **Courses** Academic Resources Student Support

Embedded Videos

Build Content Assessments Tools Publisher Content

An Introduction to Web Site Design

GUI Design: Eight Golden Rules  
From Title: *An Introduction to Web Site Design*

Play

00:00 06:17

Mixed Content Blocker Icon is replaced with "yield sign" icon.

The video player and preview image are now showing.