

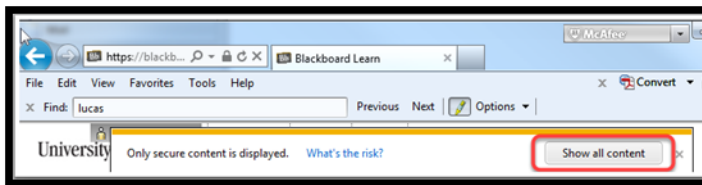
Viewing Unsecured Contents (Audio/Video Files) in Blackboard


While navigating courses in Blackboard, you may have encountered issues viewing audios and/or videos that are originating from UHCL's streaming media server and some other content items within a course. These problems are most often the result of the rapidly changing security settings for browsers, such as Internet Explorer, Chrome, and Firefox. This handout is designed to assist users in adjusting their browser's settings to permit unsecured contents to be displayed within the Blackboard application.

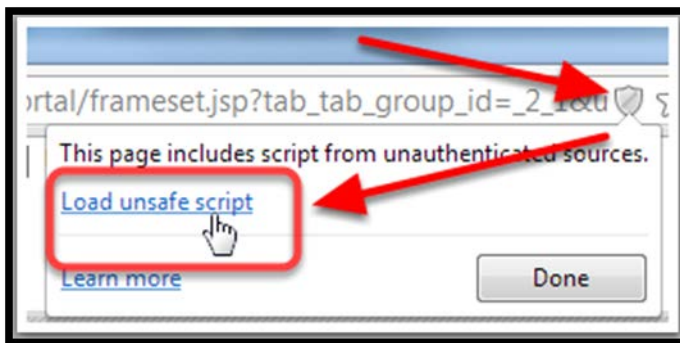
COMMON ISSUE #1 – THE AUDIO OR VIDEO PLAYER DOES NOT APPEAR UNDER THE VIDEO TITLE OR KNOWN CONTENT ITEMS ARE MISSING.


In some cases, you may see an icon and title that indicates the presence of an audio, video, or other file; however, the accompanying content is not visible. This may also be accompanied by a warning from your browser about the presence of “unsecure contents” on your web page.

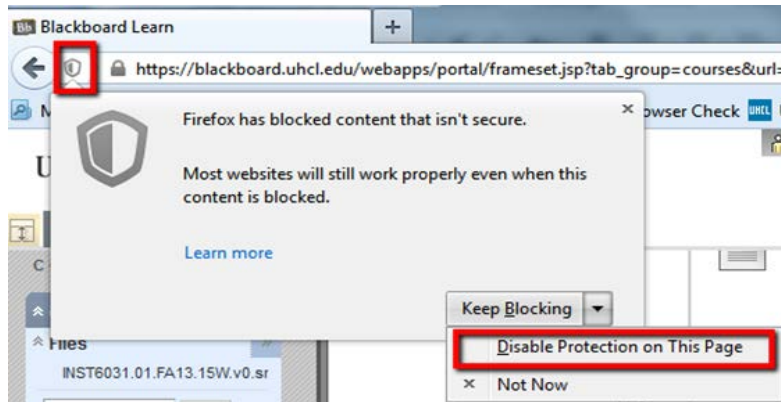
1. If you are using **Internet Explorer**, you need to look on your web page for the “Only secure content is displayed” message/dialog box and then simply click the “Show all content” button.



2. If you are using **Google Chrome**, first locate and click on the shield icon , located at the end of the URL box. Then, click on the “Load unsafe script” link.



3. If you are using **Firefox**, first locate and click on the shield icon , located at the beginning of the URL box. Then choose “Disable Protection on this Page” from the drop-down menu.



COMMON ISSUE #2 – THE AUDIO OR VIDEO PLAYER APPEARS, BUT DISPLAYS A “SERVER NOT FOUND” ERROR MESSAGE.



The cause of the problem in this case is that internet connection and/or wireless firewall issues are not allowing the video player to access the necessary settings. The solution to this problem will differ, based on whether you are on or off campus when you experience the problem.

If you are using **On Campus**, you need to ensure that you are either connected to the wireless UHCL-Private network or using a hard wired into the network. **Videos will not play while on the UHCL-Public wireless connection.**

If you are using **Off Campus**, your internet connection may be secured behind a firewall. This is especially true for students who are accessing Blackboard from a computer at their place of employment. In this case, you will need to access Blackboard from another internet location in order to view the video contents.

COMMON ISSUE #3 – THIRD PARTY APPLICATIONS AND SITES LINKED BY INSTRUCTORS.

In some courses instructors may use applications and sites from a third party. If you encounter this situation and are unable to view content, then you will need to identify your browser and follow the appropriate steps to render the unsecured contents available.

If you have addressed all of the issues to these common problems and are still unable to access your instructor's video content, contact university's Support Center staff for further assistance. They are available by telephone at (281) 283-2828 or via email at SupportCenter@uhcl.edu. You may also stop by the Support Center in person in the Bayou Building, Suite 2300. The Support Center is open Monday through Thursday, from 8:00 a.m. until 10:30 p.m. and on Friday and Saturday from 8:00 a.m. until 5:00 p.m. The Support Center is closed on Sunday; however, requests for assistance received via email when then center is closed will be addressed when the center opens the next day.