

Embedding a Video isn't working

Last Modified on 07/14/2023 5:01 pm EDT

Video Troubleshooting

Due to restrictions with COM Add-ins with Outlook for the Windows desktop, it is recommended to embed video using PoliteMail Online for a better experience.

If embedding video in a PoliteMail message from the desktop version of Outlook isn't working, there a number of things to check.

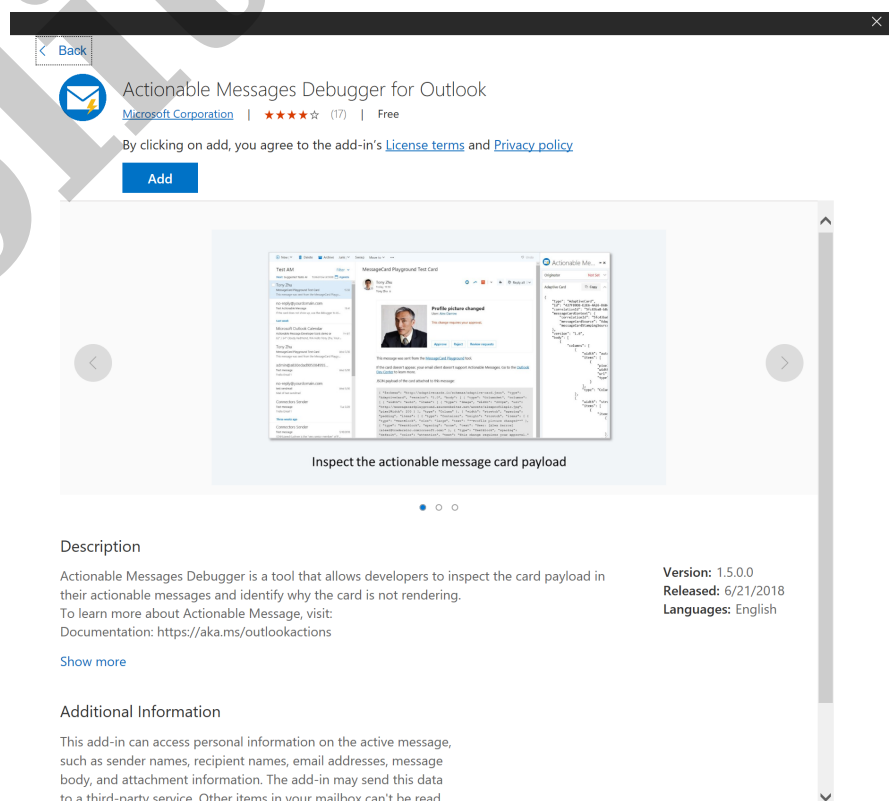
- First, make sure you have [O365 Measurement](#) enabled and you have a valid [Sender ID](#).
- Make sure you have Measurement on for this message. In PoliteMail Online this is automatic, but in other interfaces you will need to click on the PoliteMail flag.
- Make sure the video is stored on a server that everyone can access via their browser (no restrictions).
- Make sure the video is in a .mp4 format; the video URL must end in '.mp4', so videos from YouTube, for example, will not work.

Going Deeper

1: Use the Debugger Tool

If the above requirements have been met and you're still having trouble, it's time to dig a little deeper with some Developer Tools to diagnose the problem.

1. First, from Outlook, click on the 'Get Add-ins' button from the Home tab in the Ribbon. A window showing available add-ins displays.
2. Use the search window to search for 'Actionable Messages Debugger' and install it. This add-in is made by Microsoft and will provide diagnostic information that we will need to review.



Actionable Messages Debugger for Outlook
Microsoft Corporation | ★★★★★ (17) | Free

By clicking on add, you agree to the add-in's [License terms](#) and [Privacy policy](#)

Add

Inspect the actionable message card payload

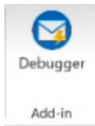
Description
Actionable Messages Debugger is a tool that allows developers to inspect the card payload in their actionable messages and identify why the card is not rendering. To learn more about Actionable Message, visit: [Documentation: https://aka.ms/outlookactions](https://aka.ms/outlookactions)

[Show more](#)

Additional Information
This add-in can access personal information on the active message, such as sender names, recipient names, email addresses, message body, and attachment information. The add-in may send this data to a third-party service. Other items in your mailbox can't be read

Version: 1.5.0.0
Released: 6/21/2018
Languages: English

3.

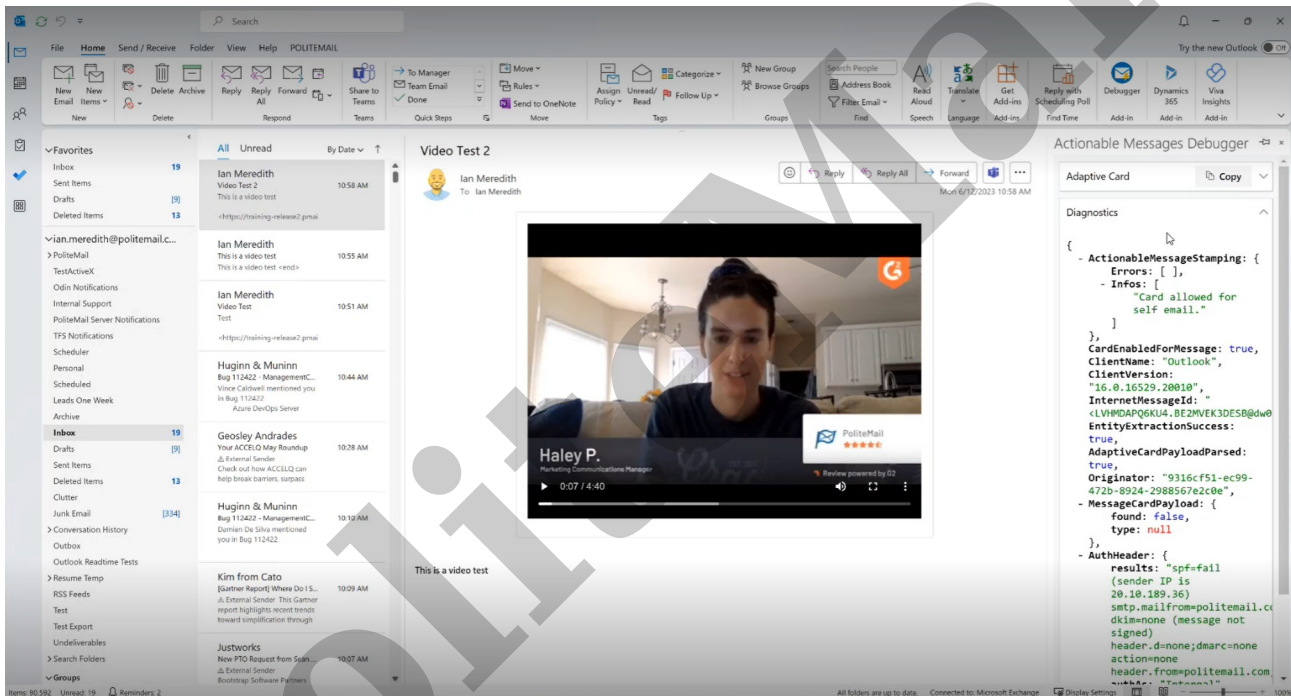


Now, when viewing a message, you will see the Debugger button in the Add-in group in the Ribbon.

Using the Debugger

When you click the Debugger button while viewing a message, you will see the Debugger panel on the left.

1. 'Adaptive Card' displays at the top of the panel. If there was an error, it is likely 'False' will display to the right in the field. Click the ^ to collapse the section and reveal the 'Diagnostics' section. Click on it to view the information.



1. There are several bits of information to look for in the code that displays:

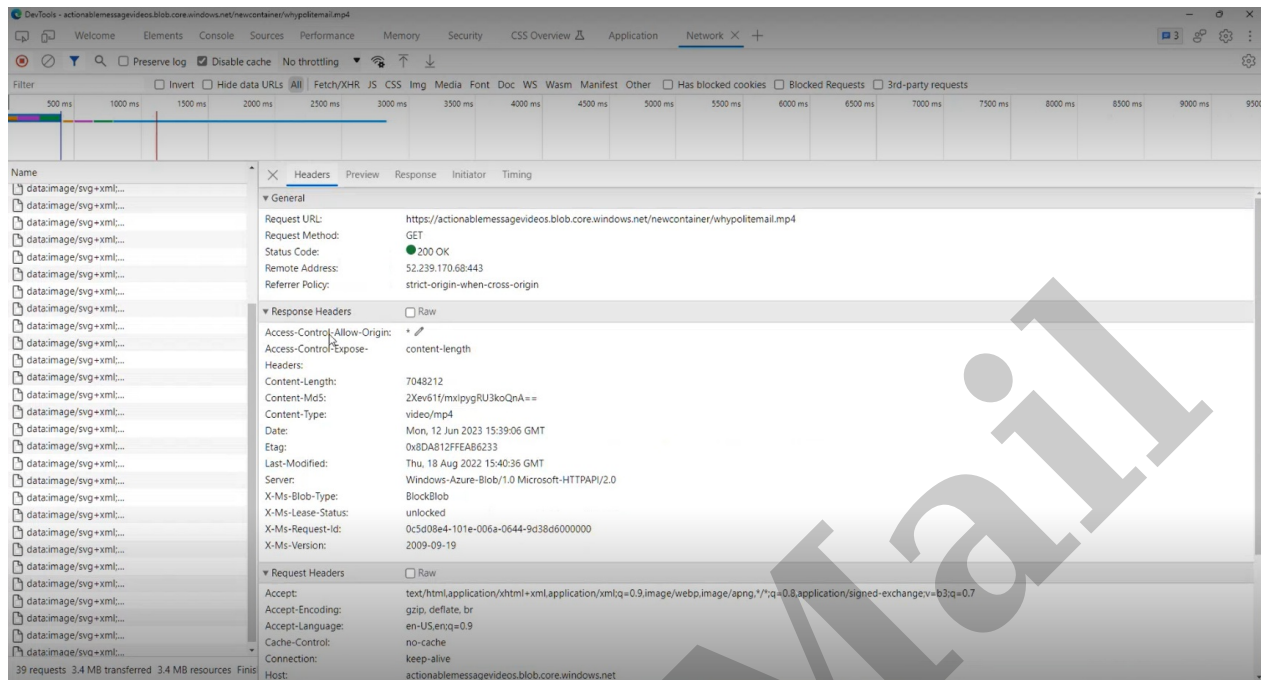
- o **ActionableMessageStamping - Errors:** any errors in delivery will be described here.
- o **ActionableMessageStamping - Infos:** Look for 'Card allowed for the sender', which indicates the video should go through with no issue.
- o **AuthHeader:** If successful, you will see 'spf=pass'. If spf=fail, check the sender IP shown and verify that it has been added to the SPF record.

2: Review the Connector

1. Go to the Actionable Email Developer Dashboard (<https://outlook.office.com/connectors/oam/Admin/>) and use the drop-down at the top to view Approved connections.

2. Click on any connection to view its details, and review the information in the fields:

- o **Provider ID:** This should match the Sender ID in your O365 Measurement setting in PoliteMail.
- o **Email address of Submitter:** Verify that all email addresses in this field are correct. These are the only email addresses you will be able to send from, so it's a good idea to add all you can think of.
- o **Target URLs:** List all of the servers you will send from (for example, list each host URL if you are



5. The main part of your screen gives information about the file. If it is not selected, click on the Headers tab in the main panel.
6. Scroll to the 'Response Headers' section and verify that the 'Access Control Allow Origin' field has a wildcard (*), which means the header is allowing all access.
7. If you need to change the setting, click the pencil icon to edit it.