Have you posted a video or audio recording, or made a home page widget, and students complain that they cannot view the materials in D2L? If the material in question is located on a server other than the D2L server, it may be that the browser is blocking the content. When you or your students know what to look for, it is easy to address this problem.

All of the content transmitted from the D2L server uses a secure protocol. Examine the URL from any D2L page and you will notice that it begins with https: rather than the familiar http: prefix. That additional “s” means that the server and your browser are using a secure connection to transfer data.

The three most popular browsers (Internet Explorer, Firefox and Chrome) will block any information on the web page that does not come directly from the D2L server. You may hear the content coming from two or more sources referred to as “mixed content.”

A video outlining diagnosis and a solution to this problem is available at: http://express.lcc.edu/faculty/thommej/Student/MixedCon/Blocked.html. Feel free to include this link in your D2L class if you feel it might help your students with this problem.

### Displaying Mixed Content in Internet Explorer

Of the three browsers, Internet Explorer has always blocked mixed content. It also does the best job of alerting the user when a mixed content situation occurs. A large bar will appear at the bottom of the page indicating that there is a problem (see the graphic below). If the bar above appears, click on the Show all content button and the screen will refresh with the formerly blocked content displayed.

### Displaying Mixed Content in Firefox

If you have Firefox version 23 or higher, blocking of mixed content is the default behavior. The indication that blocking has occurred is subtle. A small icon of a shield is included in the right side of the URL bar. It is easy to miss the presence of the warning icon (see the graphic below). To display the entire web page:

1. Click the icon.
2. Click the drop down arrow to the left of the Keep Blocking button
3. Select the Disable Protection on this Page menu item. At this point, the page will redraw and include the blocked content

### Displaying Mixed Content in Chrome

Chrome, like Firefox, is somewhat subtle when providing a mixed content warning. A shield similar to the one seen in FireFox is located on the left side of the URL bar (see the graphic below). To display the entire web page:

1. Click the icon
2. Click the Load unsafe script link. At this point, the page will redraw and include the blocked content

This timely tip can also be found at: http://www.lcc.edu/cte/resources/thommen_tips/