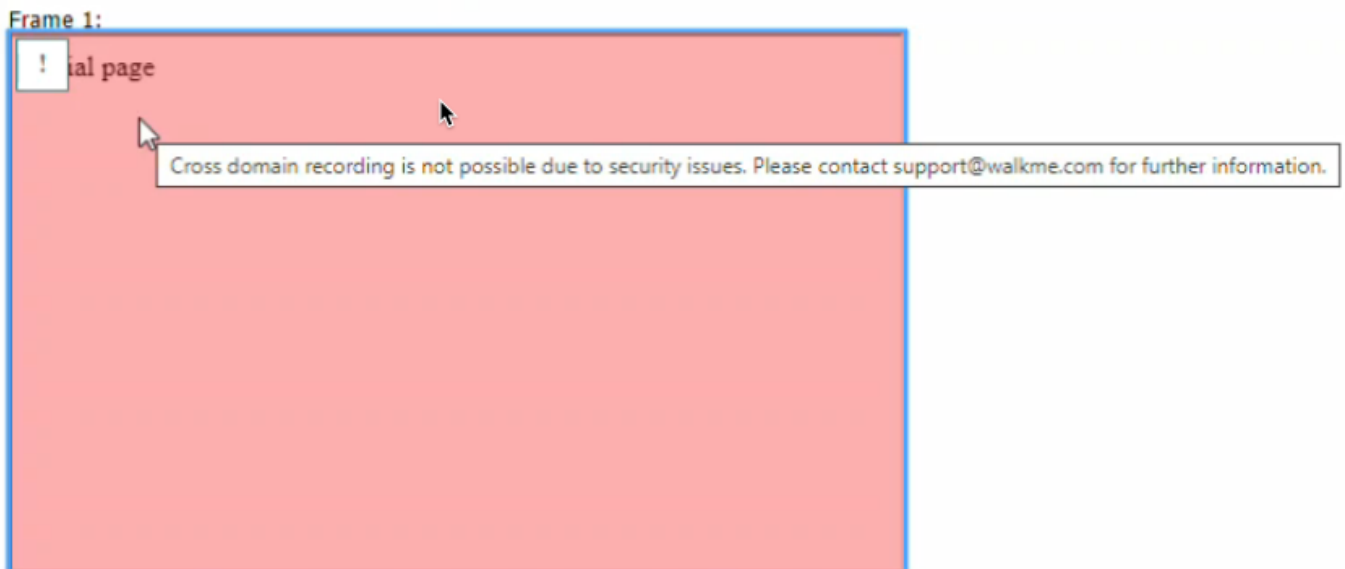


Unable to Select Elements in Cross Domain iFrames

Issue

If your site is utilizing cross domain iFrames, you may find that you are unable to capture an element within the iFrames.

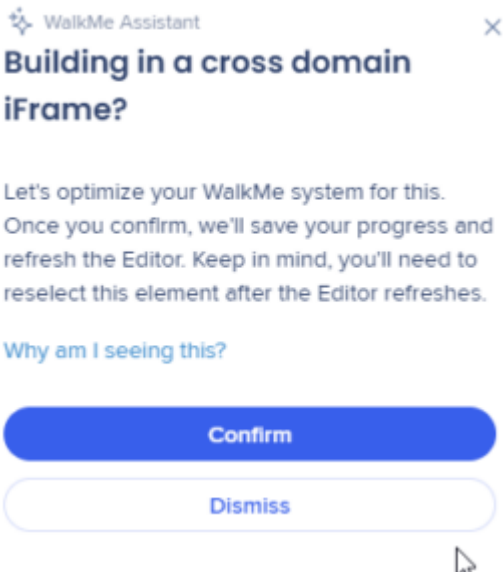
This is because the system does not yet have the additional configuration needed to capture on cross domain iFrames.



Possible error you may encounter prompting you to contact support for assistance

Solution

When WalkMe detects the scenario above, you'll be presented with the option to optimize your system in real time, allowing you to continue building right away.



Clicking **Confirm** will adjust the configuration, automatically save your current progress up to this point, and refresh the Editor.

Once you confirm, you will be able to select the element.

Note

This option is currently only available for systems created after November 12, 2023.

Future support is planned for additional systems.

Required Actions

Important

The actions below are imperative to ensure WalkMe content will appear on the domains you expect it to

- If the WalkMe Extension is used in your WalkMe implementation, please ensure it is updated accordingly to include this iFrame's URL in the [Admin Center](#). Please refer to the following article for more information: [WalkMe Systems](#)

- Alternatively, if WalkMe is deployed in your system via Snippet Inject, be sure to have the WalkMe snippet present within the cross domain iFrame you are capturing. Please refer to the following article for more information: [WalkMe not loading in an iFrame](#)