

My Resource Is Not Loading

Issue

Why isn't my Resource loading?

Solution

Your Resource needs to be able to load and display correctly when navigating to its URL in a new tab. If it does not, then it will not be usable as a Resource in that format.

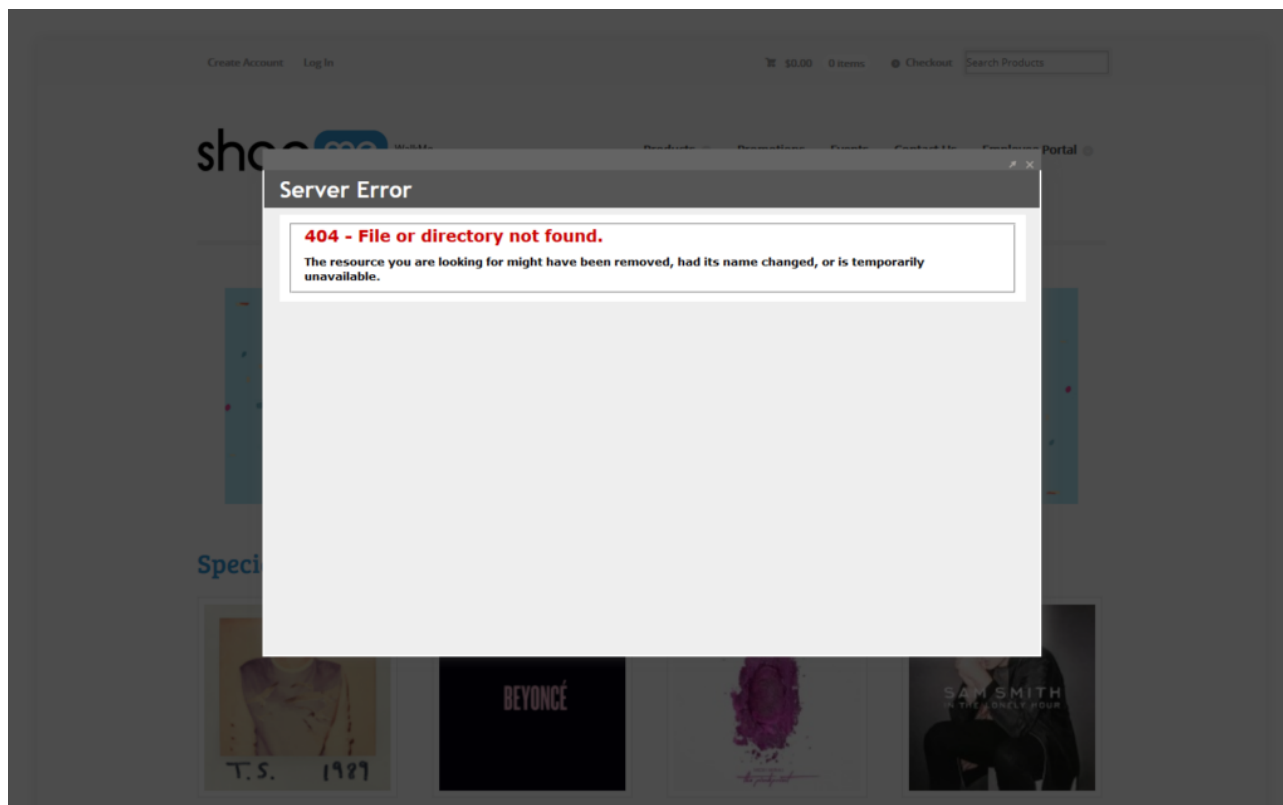
If your Resource isn't loading in a Lightbox, but loads when opening the link in a new tab, the issue is likely caused by the website's X-Frame-Options. This means that the website you are trying to load in the Lightbox is blocked from loading in an iFrame (which is what a Lightbox is) on the page you're trying to view it on. This setting can only be managed by the site administrator. [Please refer here for more information about X-Frame-Options.](#)

Some common examples of this are Dropbox links, Zendesk articles, some PDFs, and videos. It's important to note that **most** sites incorporate an X-Frame-Options header.

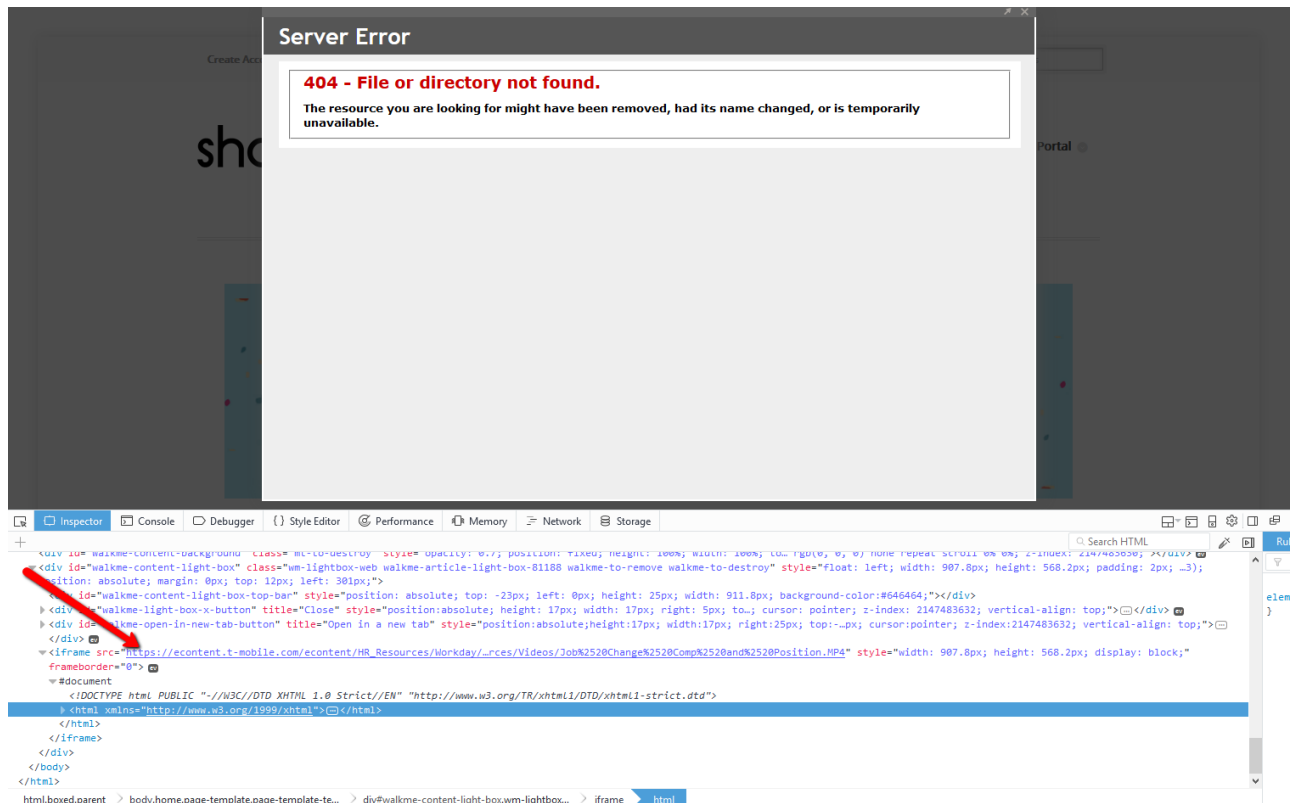
If the Resource you are trying to load is a file type (such as .pdf or .mp4) and it is not able to load in a Lightbox, reach out to [Support](#) so that we may upload these files to our servers and provide you with a link that may render in a Lightbox (this cannot be done with standard web pages).

If you're trying to use links or files from Google Docs or Google Drive, [refer here for more information.](#)

Does a server error appear when trying to open a Resource in a lightbox? If so, check to see if there are special characters in the Resource URL



- If you find that the Resource URL contains a “%”, then that could be the reason why the server error occurs in the first place. Normally when hosted files contain spaces, you would see “%20” fill in the space between the words in the URL. Here is an example URL or a hosted video for a Resource:
https://econtent.t-mobile.com/econtent/HR_Resources/Workday/Manager_Resources/Videos/Job%20Change%20Comp%20and%20Position.MP4
- However, if you copy and paste this exact URL in the Resource and attempt to open it, you would notice that the URL changes within the DOM



- As you can see from the screenshot above, the URL that is being loaded in the iFrame is now: https://econtent.t-mobile.com/econtent/HR_Resource/Videos/Job%2520Change%2520Comp%2520and%2520Position.MP4
- You can now see that “25” injects itself before the “20” from the original URL. The reason why that is is because URLs can only be sent over the internet using the ASCII format, which means that any special characters or spaces will be converted into a new format. For the above instance, the original “%” character in front of the “20” was converted to “%25” in order to fit this format. To resolve the issue, you would simply edit the Resource URL by removing the “%20” so that the spaces will exist between the words: https://econtent.t-mobile.com/econtent/HR_Resource/Videos/Job Change Comp and Position.MP4
- This will solve the issue since the iFrame will inject the “%20” input automatically, thus making it a valid URL without rendering the Server Error message