

A video inserted in a page is not played

Problem

Nothing happens when the "Play" button is pressed on a video inserted in a Solvay website page.

Reason

As you know, any video used in a Solvay website is managed within Keepeek (see [Manage Media](#)). When a video is stored in Keepeek, it needs some time to be converted to the format expected by the website (approximately 1h / 100Mo). An error could occur during this conversion job.

Solution

If you inserted the video a short time ago, the conversion process could be simply in course. Try waiting some time. Keepeek needs approximately 1h / 100Mo to convert a video (eg. ~2h for a 200Mo video, ~3h for 300Mo, etc.).

Then if your video is still not played, you should apply the following process to relaunch the conversion process:



Then wait again for the conversion tentative being achieved.

If it finally still does not work, please contact the web support, providing the concerned page address and explaining which actions you took to try to solve the problem ([Web support contact](#)).