
Video format or mime type is not supported

Posted by missevee - 2014/10/22 08:30

Hey,

Trying to get videos to show up on my site <http://holotech.se>. The links are <http://holotech.se/esprit/profitmilling> and <http://holotech.se/esprit/esprit-2014>. But all I get after numerous attempts of writing a correct searchpath is "video format or mime type is not supported".

The files are laying on a Small Business Server from 2011 if that has anything to do with it?

Would really appreciate your help!

Best Regards
Evelina

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Re:Video format or mime type is not supported

Posted by admin - 2014/10/22 10:36

Hello,

Download the extension from "Member Area" on our site and update the module. After this clean browser's cache. It should help.

Regards,
ARI Soft

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Re:Video format or mime type is not supported

Posted by missevee - 2014/10/22 13:16

Tried that now but it's still not working, now I only get a white lightbox with nothing in it.

I forgot to tell you that the videos worked fine when I had the site locally, it was when we changed server that the problems occurred.

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Re:Video format or mime type is not supported

Posted by missevee - 2014/10/22 13:54

This is a what the code looks like:

```
{arisexylightbox activeType="rcontent" width="792" height="294"
url="http://www.holotech.se/clips/Sincronization_x264.mp4" title="Sincronization"}
Sincronization & Optimization

{/arisexylightbox}
```

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Re:Video format or mime type is not supported

Posted by admin - 2014/10/22 14:54

Could you provide a temporary access to your J! backend by email so we can investigate the problem?

Regards,
ARI Soft

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