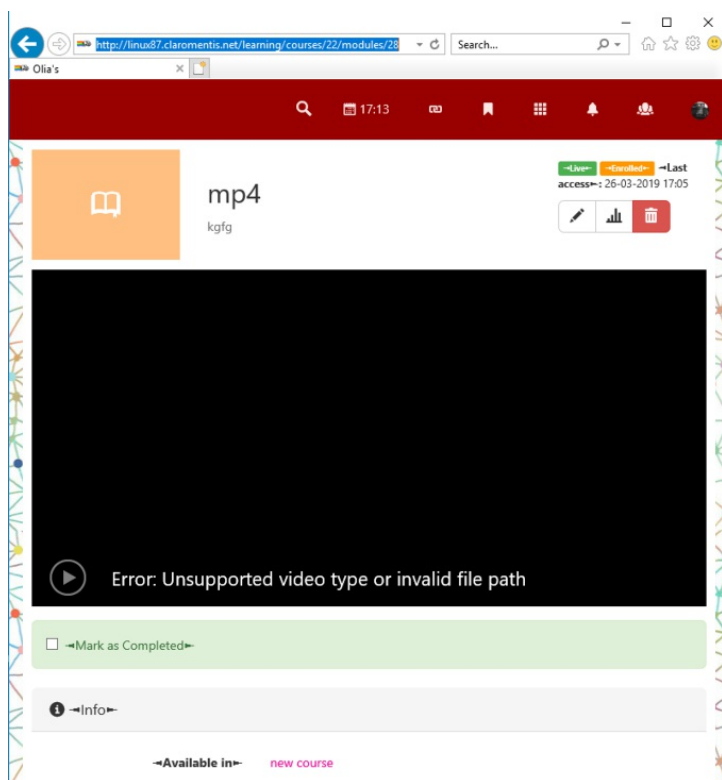


## How to prepare video file for maximum compatibility

### Overview

If you are getting the following error "**Error: Unsupported video type or invalid file path**" within E-learning module, this may be caused by unsupported video format which can't be played in some internet browser or device. Although there are 3 widely known video supported in a [modern browser](#) (.mp4, WebM, Ogg) there is one format which is now widely accepted in terms of compatibility.



### What is the widely accepted format?

We recommend formatting your video for the web following this specification to ensure compatibility with modern browser

**File format: .mp4**

**Video Codec : H.264**

**Audio Codec: AAC**

These formats will be natively supported by

- Desktop Internet browser: Chrome, Safari, Firefox Internet Explorer 11+, Edge
- Mobile: iOS & Android

Download Example  
Video

## How to set to this format?

Many video authoring tool will provide you with options to export to this format. here is an example

### FinalCutPro

- File > Share > Master File...
- Go into "Settings"
- Set Format to "Web Hosting"
- Set **Video Codec to H.264** (either Better Quality or Faster Encode, depending on how long you want to wait. the Quality difference is minor.)
- Set Resolution to the same as the source video (usually 1920 x 1080 Full HD - maximum quality) or (1280x720 for a smaller file/faster download)

## How can I tell if my MP4 video has h.264 codec?

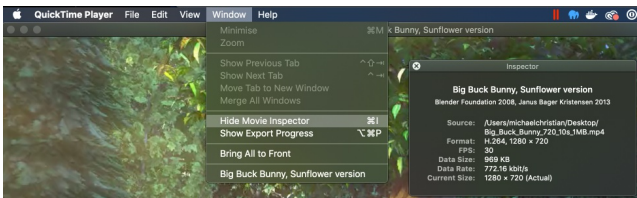
### On Windows:

Go to the location where the video file is stored

- Select the video, whose codec info you want to know
- Right click on the file
- Select Properties
- Switch to Summary tab
- Check description
- You will see audio format and the video compression
- These are the used codecs for your video clip

### On Mac:

- Open video in Quicktime
- Under Windows > Show Movie Inspector



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Last modified on 6 May 2026 by [Hannah Door](#)

Created on 26 March 2019 by [Michael Christian](#)

Tags: [learning](#), [lms](#), [video](#), [mp4](#)