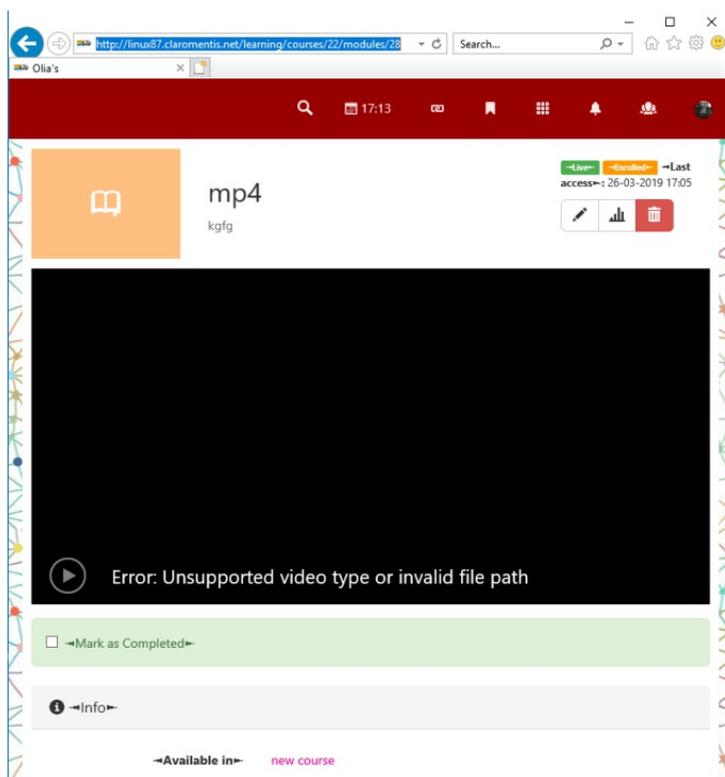


How to prepare video file for maximum compatibility

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



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

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