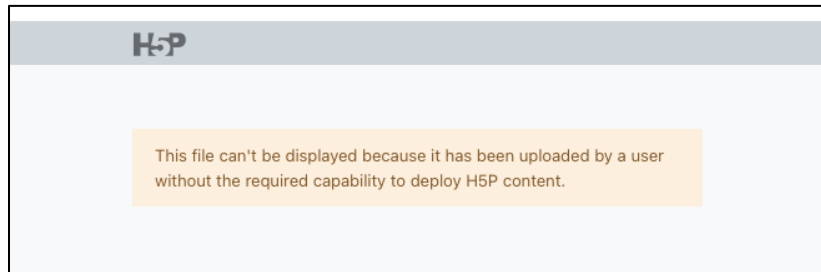


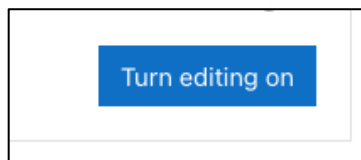
Fixing H5P Error Messages

Occasionally, an H5P may return an error message when a user tries to access it. Here is a sample message.

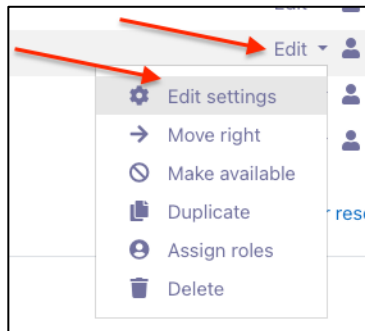


The following steps show you how to correct the issue so the activity can be used.

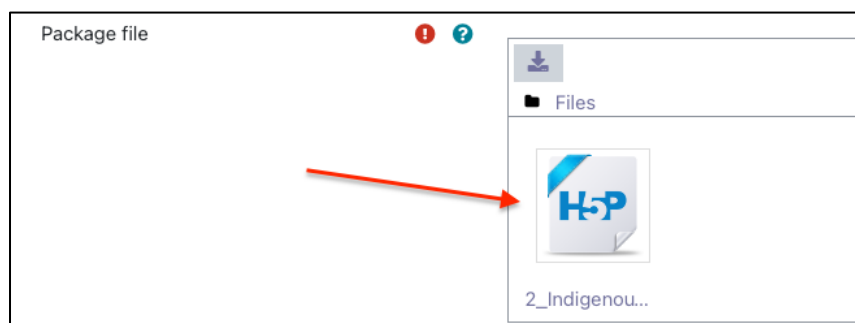
1. Turn **Editing On**.



2. Click the **Edit** menu for the H5P and choose **Edit Settings** to open the **Edit Settings** page.



3. Click on the **H5P** file icon.



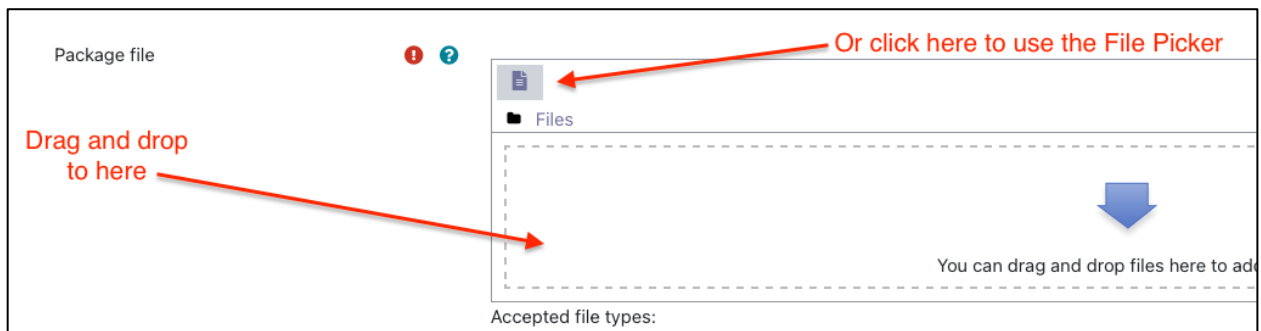
- Download the H5P file, ensuring that you know where downloaded files are stored on your computer.



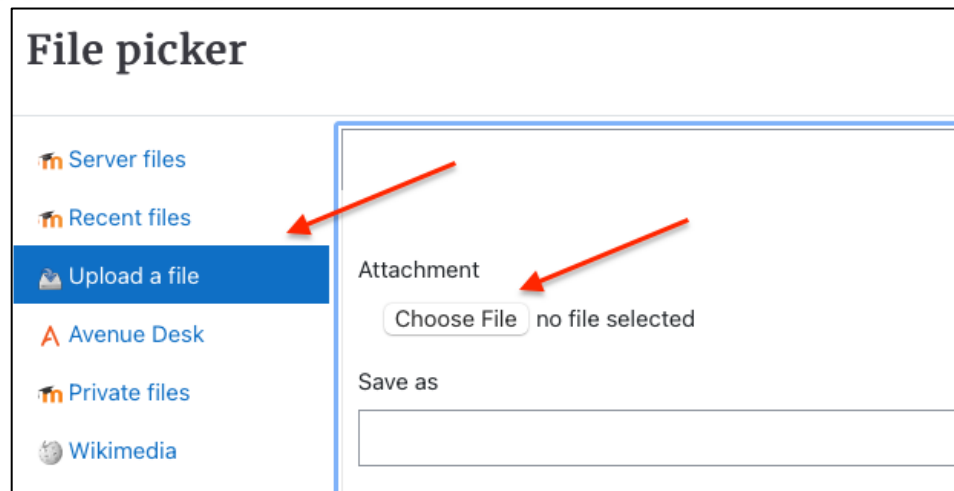
- Delete the existing .h5p file from the activity, and confirm the deletion.



- Upload the file which was previously downloaded, using **Drag and Drop** or the **File Picker**.



7. If using the **File Picker**, click **Upload a File** on the left, and click **Choose File**.



8. Change the file name if required in the **Save as** field.
Note: Moodle generates a unique name for each **H5P** object.

9. Ensure the **Author's** name is accurate.

Author
Beverly Davis

10. Select a license in the **Choose licence** drop-down

Choose licence ?
Licence not specified
Licence not specified
All rights reserved
Public domain
Creative Commons
Creative Commons - NoDerivs
Creative Commons - No Commercial NoDerivs
Creative Commons - No Commercial
Creative Commons - No Commercial ShareAlike
Creative Commons - ShareAlike

11. Click the **Upload this File** button.

Upload this file

12. Use the **Save and Display** button to confirm the changes have succeeded.



Note that the first display of the H5P may be slower than expected.