Videos take too long to load or play slowly

- **Close any applications you’re not using**
  If you have too many applications open, your computer may be running slowly. Close any unnecessary applications before going to your magazine’s website.

- **Open a new browser window**
  If your browser window has been open for a long time, it will load web pages slowly. Open a new browser window before going to your magazine’s website.

You receive this message: “Video Stream Is Currently Unavailable”

- **Chrome**: On a Mac, select “Clear browsing data” from the Chrome dropdown menu. On a PC, select “Clear browsing data” in the More tools dropdown menu. Then select “Clear browsing data.”

- **Internet Explorer**: Select “Internet options” in the Tools dropdown menu. Then select Delete under Browsing history.

- **Firefox**: Select “Clear Recent History” from the History dropdown menu.

- **Safari**: Select “Reset Safari” from the Safari dropdown menu. Then select “Remove all website data.”

If the issue persists, please call customer service at 1-800-SCHOLASTIC and choose option 2, or e-mail us at magazinecs@scholastic.com.

You are unable to watch videos

- **Talk to Your Systems Administrator**
  Your school’s firewall may be preventing you from watching our videos. To access our video content, ask your systems administrator to whitelist the URLs on this page: [http://support.brightcove.com/en/video-cloud/docs/domains-and-ports-must-be-accessible-video-cloud](http://support.brightcove.com/en/video-cloud/docs/domains-and-ports-must-be-accessible-video-cloud)

The list of key URLs to whitelist for all customers (except those in Japan) are:

- *.brightcove.com (Brightcove web sites)
- *.brightcove.net (Brightcove players)
- bcove.me (social sharing, shortened video URLs)
- *.api.brightcove.com (Brightcove APIs for Studio and players)
- *.o.brightcove.com (source for some streaming media)
- players.brightcove.net (source for Brightcove players)
- hls.ak.o.brightcove.com (source for some HLS video)
- uds.ak.o.brightcove.com (source for some video progressive downloads)
- brightcove.vo.llnwd.net (source for video renditions and assets)
- *.llnw.net (source for video renditions and assets)
- *.llnwd.net (source for video renditions and assets)
- *.edgefcs.net (location for several Brightcove services relating to Studio and integrations)
- *.akafms.net (source for video renditions and assets)
- *.edgesuite.net (location for several Brightcove services relating to Studio and integrations)
- *.akamaihd.net (source for video renditions and assets)
- *.analytics.edgekey.net (source for analytics data)

- **If wildcarding is not possible, individually list the following domains (all over http port 80 and https port 443):**
  - videocloud.brightcove.com (Studio)
  - studio.brightcove.com (new Studio)
  - admin.brightcove.com (for scripts used by Studio and Brightcove players)
VIDEO TROUBLESHOOTING TIPS
From Scholastic Classroom Magazines

(Continued from previous page.)

• api.brightcove.com (for RESTful APIs called by Studio and players plugins)
• analytics.api.brightcove.com (for Analytics)
• bcovere01-a.akamaihd.net (for some secure streaming)
• billing.brightcove.com (source for billing data)
• brightcove.vo.llnwd.net (video streams and assets)
• brightcove04.brightcove.com (video streams and assets)
• brightcove.vo.llnwd.net (source for video assets)
• brightcove-01.fcod.llnwd.net, brightcove-02.fcod.llnwd.net, brightcove-03.fcod.llnwd.net,... (and so forth, through brightcove-99.fcod.llnwd.net) (additional sources for video assets)
• brightcove04.o.brightcove.com (video streams and assets)
• c.brightcove.com (domain for Smart Player previews)
• catalog.api.brightcove.com (RESTful API used by Studio, mobile SDKs, and player plugins)
• cloudfront.net (used by new Studio for media assets)
• cms.api.brightcove.com (RESTful API used by Studio, mobile SDKs, and player plugins)
• console.brightcove.com (data source for Studio)
• cpi01675.edgefcns.net (FMS Port 1935)
• data.brightcove.com (RESTful API called by the Analytics Module in Studio)
• docs.brightcove.com (developer documentation)
• edge.api.brightcove.com (called by Brightcove players for video and other data)
• files.brightcove.com (media assets)
• feds201.iad.llnwd.net, fcds202.iad.llnwd.net (media assets)
• fms.brightcove.com (source for some video streams)
• FMS Port 1935 (for streaming image capture only): brightcove.fcod.llnwd.net
• gallery.brightcove.com (for hosting video Galleries)
• go.brightcove.com (used to handle various user actions on brightcove.com)
• goku.brightcove.com (source for video data used by Studio)
• img.brightcove.com (images for Brightcove sites)
• images.gallery.brightcove.com (source for Gallery images)
• ingestion.api.brightcove.com (RESTful API used by Studio and integrations)
• internal.api.brightcove.com (used by Studio)
• live.api.brightcove.com (for managing live streams)
• live.brightcove.com (for live)
• link.brightcove.com (domain used in social sharing for players)
• metrics.brightcove.com (API used to collect analytics data for players)
• my.brightcove.com (domain for Studio)
• oauth.brightcove.com (RESTful API used in authenticating other Brightcove APIs)
• players.brightcove.net (domain for Brightcove players)
• players.brightcove.com (used for Brightcove players management)
• players.api.brightcove.com (RESTful API called by Studio for player management)
• repos.api.brightcove.com (domain used to store data for Brightcove players)
• preview-players.brightcove.net (domain for Brightcove player previews)
• reporting.brightcove.com (source for some analytics data)
• sadmin.brightcove.com (used for Studio and players loaded over SSL)
• search.brightcove.com (required to search Brightcove sites)
• secure.brightcove.com (used for player assets loading over SSL)
• services.brightcove.com (used by Studio settings)
• share.brightcove.com (used by Studio for video sharing)
• signin.brightcove.com (domain for signing into Studio)
• smartplayers.api.brightcove.com (used by Studio for player management)
• uds.ak.o.brightcove.com (video stream source)
• vjs.zencdn.net (used by Brightcove player)
• www.brightcove.com (the main Brightcove web site)
• support.brightcove.com (documentation and support)
• publishers.videohub.tv
• a139.vf5g5.akafms.net (source for some streaming videos)