

Troubleshooting Guide for Viewing Issues with the Flimp Communications Platform

Problem

"I can't open or interact with content hosted on flimp.live (videos, Digital Postcards, etc)."

The two main reasons you may be having trouble viewing content are:

- 1) If a colleague sitting next to you or in another office can interact with the content without issue, then:
 - ▶ There's an issue with **your computer's operating system or browser**, in which case, you should **ensure your software is up to date** and that you're using the latest version of Edge, IE, Chrome, Safari, Firefox, etc.
- 2) A **corporate firewall may be blocking access** to the content. To test if the issue is a firewall, please check these links:
 - ▶ Can you view all videos on this responsive Digital Postcard?
<https://flimp.live/URL-Tester-Responsive>
 - ▶ Can you view all videos on this static Digital Postcard?
https://flimp.live/URL-Tester_Document

If you **can view all videos and images** in the above links, but still **can't access content via flimp.live links**, please contact Flimp for further assistance at **772.212.4097 ET**.

If you **can't view all videos/images in the above links**, a corporate firewall may be blocking access. Ask your IT department to **unblock/white label URL access** using the chart below, which should take less than five minutes.

Domains to White Label	
A If you're a client accessing, creating, distributing and viewing content using the platform*	B If you are only VIEWING Flimp-hosted content, not using the platform*
<ol style="list-style-type: none"> 1) d3lgvydj16g1oi.cloudfront.net 2) dlInxw8d9lzu3i.cloudfront.net 3) http://flimp3.s3.amazonaws.com https://flimp3.s3.amazonaws.com 4) http://flimp.live and https://flimp.live 5) http://flimp.cloud and https://flimp.cloud 6) fonts.googleapis.com 	<ol style="list-style-type: none"> 1) d3lgvydj16g1oi.cloudfront.net 2) dlInxw8d9lzu3i.cloudfront.net 3) http://flimp3.s3.amazonaws.com and https://flimp3.s3.amazonaws.com 4) http://flimp.live and https://flimp.live 5) fonts.googleapis.com
<p>European clients using option in account "Settings" to upload video from European servers</p> <p>http://f5convert-eu.s3.amazonaws.com and https://f5convert-eu.s3.amazonaws.com</p>	

* These URLs are certificate-secure Amazon Web Services locations where Flimp hosts and streams video and other content.