

CREATING A QUALITY CASE

CASE SUBJECT

Write a concise and descriptive subject.

EXAMPLES:

- Brightcove video not playing on our network
- Can't access API authentication menu
- How setup Brightcove video quality using an iframe url

INCLUDE

- Screen shots of error messages
- Console or network HAR log
- Account Name
- Product presenting the issue

CASE DESCRIPTION

- Include the name of the content affected
- Clarify the type of issue
- Include a rough time frame when the issue began if not ongoing, that we can use to correlate findings/deployments/system issues/known issues
- A brief statement explaining the steps followed to reproduce the issue, if it's not immediately obvious
- Indicate the configuration where the issue is happening, and whether this is on desktop or mobile. Include the Operating System, platform, browsers, and versions
- If possible, confirm if this happened for many users and if one or multiple networks seem to be affected

CREATING A QUALITY CASE

PRIORITY

P3 - NORMAL

A request or question that doesn't compromise your current service, or that is not directly related to a product issue.

EXAMPLES:

- A Request to add additional custom fields to an account
- General questions or requests for advice about player embedding
- Questions related to API calls

P2 - IMPORTANT

Requests where the Brightcove Service is operational, but additional capabilities are not available or not working as expected.

EXAMPLES:

- Advertising issues with the potential to impact revenue
- Transcoding is taking longer than expected for time-sensitive content
- You're not able to add tags
- Analytics delays

P1 - CRITICAL

These requests include loss of the Brightcove Service.
Main services ingestion, publishing and playback are not available.

EXAMPLES

- Unable to playback any videos
- Unable to upload any video to Studio
- A live stream is down
- Cloud Payout is not starting
- Unable to Login to Studio

CREATING A QUALITY CASE

CASE EXAMPLE

P2- IMPORTANT

SUBJECT: Video not playable

DESCRIPTION:

Hi BC team,

I am currently facing some issues with playback on my site.
The player is throwing a "VIDEO_CLOUD_ERR_VIDEO_NOT_PLAYABLE" error.

The player worked fine with other videos, but this one is failing to load.

Here's the page with the error:

<https://cs1.brightcodes.net/daguiar/perfectCase/index.html>

And here's the player working with a different asset:

https://players.brightcove.net/6071570205001/default_default/index.html?videoId=6253526442001

The error is ongoing on our main site, and it can be reproduced every time upon the player loading before even clicking play. My team is also seeing this error on web and mobile web, regardless of the browser version/type.

My account ID is 6071570205001, my video ID is 6259304955001, and I'm using the default player with the latest version without ads.

I'm attaching a network log and screenshot.

