How to Prevent URL Loading Errors at Firewall Level

At ProProfs, we understand that uninterrupted service is paramount to our customers. URL whitelisting is one of the ways that ensure continuous service for a greater experience. We use CloudFront to provide content delivery network services and security.

This article talks about how to resolve issues such as Video loading. Such an issue can be resolved by unblocking or removing any restrictions on certain URLs https://s3.amazonaws.com/ on your security firewall.
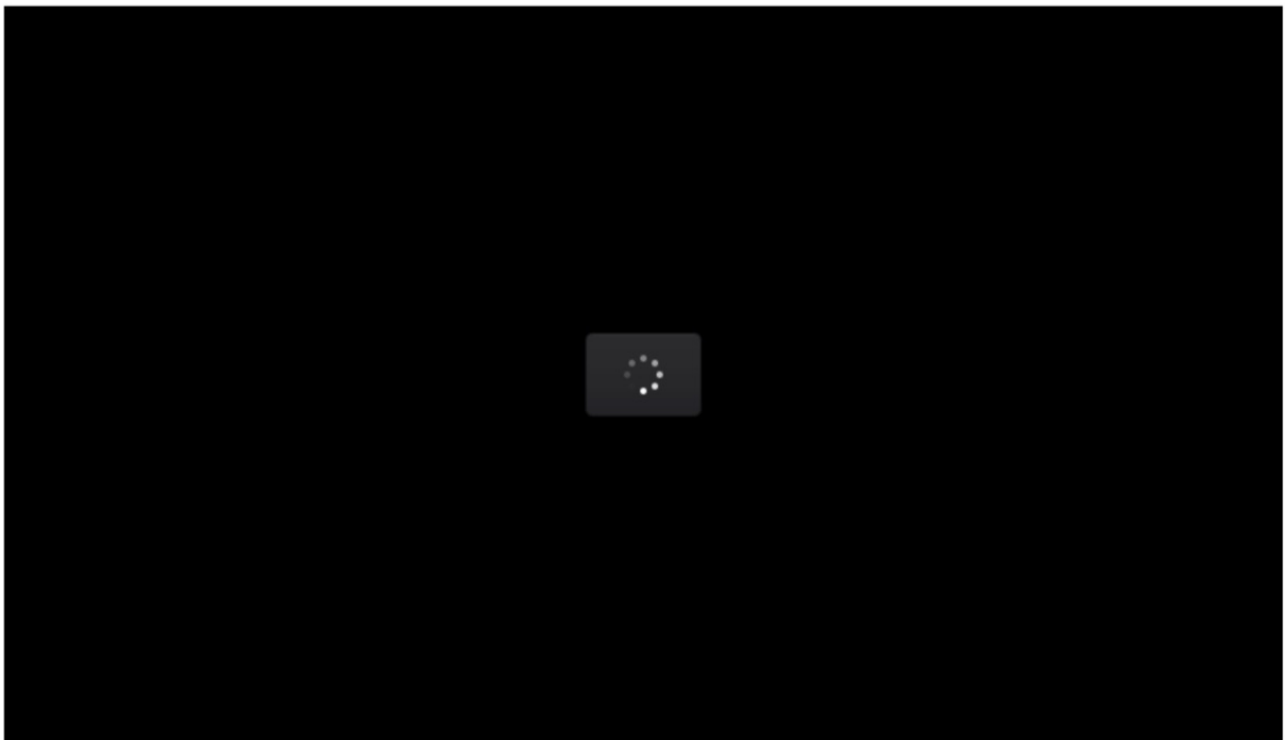
What kind of errors can be encountered if a URL is not whitelisted?

Let's take an example of a video not loading. For instance, an **Amazon S3** URL would either show an infinite loading sequence or give an error if it is blocked at your end, as shown in the screenshots below:
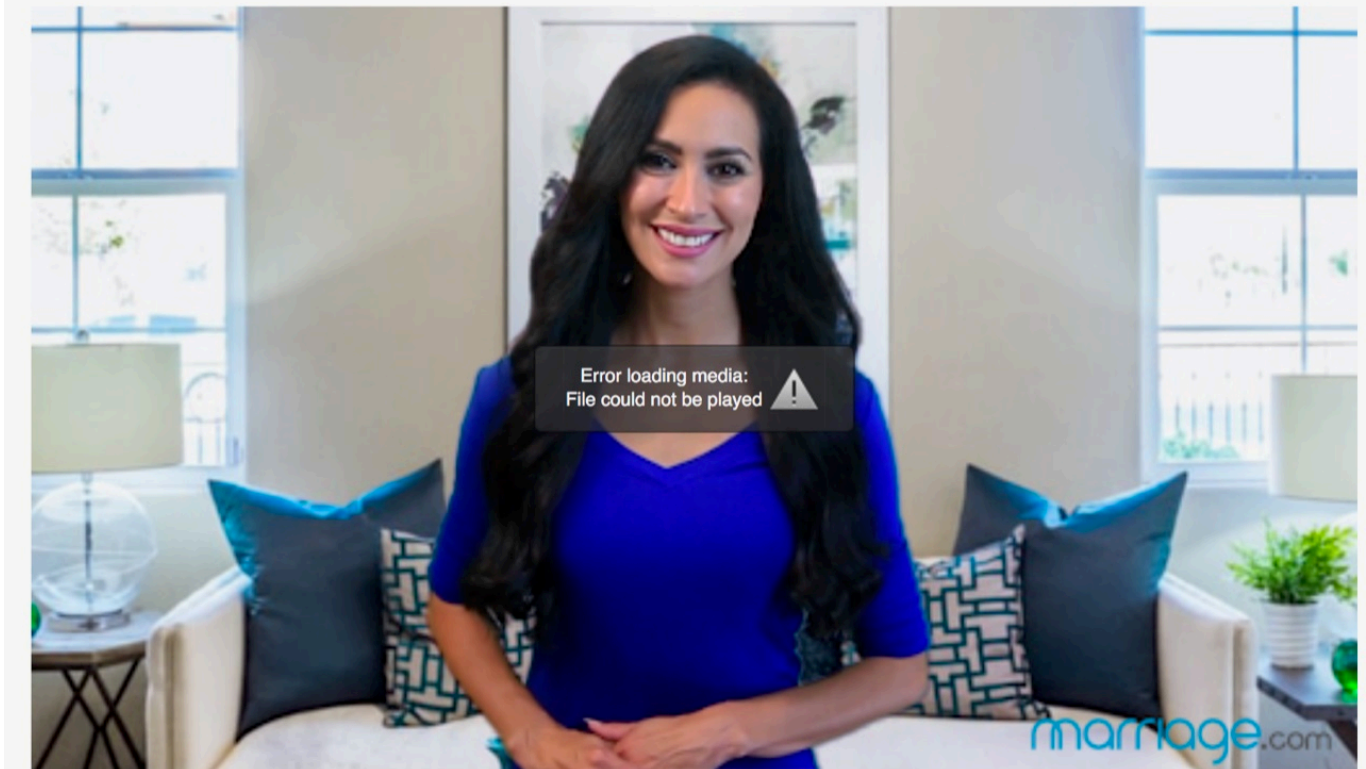
An infinite loading sequence of a video URL may look like this:

A video URL giving an error may look like this:

Course Overview

These issues can be corrected by whitelisting the concerned URLs at your end.