

# CUNY Academic Commons - Bug #14249

## Loom Embed Issue

2021-03-29 12:09 PM - Laurie Hurson

<b>Status:</b> Resolved	<b>Start date:</b> 2021-03-29
<b>Priority name:</b> Normal	<b>Due date:</b>
<b>Assignee:</b>	<b>% Done:</b> 0%
<b>Category name:</b>	<b>Estimated time:</b> 0.00 hour
<b>Target version:</b> Not tracked	

**Description**

Hi all,

Loom videos are working on the Commons but when you embed from the block editor + Firefox, you get an error message in the editor. In Chrome Password-protected videos appear protected in the editor and the correct password does not work. (Screenshots attached)

Important to note, this does not happen across all sites on the Commons.

Issue visible on:  
<https://8nssh2021.commons.gc.cuny.edu> - 19 plugins installed  
<https://confemplate.commons.gc.cuny.edu/> - 0 plugins installed

Issue not visible on:  
<https://classtestbmcc.commons.gc.cuny.edu/>

In both cases If you publish the page or post, the video works, but this error message may cause confusion for users. Is this an user-generated or browser generated issue or an issue that the commons team can resolve? If user-generated, I could write some documentation to clear up confusion.

I don't know if this is pressing since Looms videos do work, but wanted to flag this irregular behavior.

Thanks,  
Laurie

### History

#### #1 - 2021-03-30 09:21 AM - Boone Gorges

- Status changed from New to Reporter Feedback

Thanks for the detailed report.

The fact that this happens on **non-published** content suggests to me that Loom needs to be able to access the URL of the embedding page. When you are in the Block editor, or when you're viewing a preview of an unpublished post, you are looking at a URL that is not publicly accessible, and thus not accessible to Loom. As such, I don't think there's anything that the Commons can do to prevent it.

The password issue appears to be closely related. When you submit a password from the Dashboard interface, Loom expects to be able to send back a success message, but it can't because of the unpublished nature of the WP post.

I'd suggest that this limitation be outlined in the documentation about Loom embedding on the Commons.

#### #2 - 2021-03-30 12:10 PM - Laurie Hurson

Thanks for looking into this Boone. Your explanation of draft page and not-yet-live/public url causing the error makes sense.

I have a bunch of documentation to write so I will add this to my list.

Thank you!

#### #3 - 2021-04-13 11:07 AM - Boone Gorges

- Status changed from Reporter Feedback to Resolved

- Target version set to Not tracked

Thanks, Laurie!

## Files

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Loom + Firefox, working.png	1.05 MB	2021-03-29	Laurie Hurson
Loom+ Firefox, issue, test site.png	373 KB	2021-03-29	Laurie Hurson
Loom + Chrome, pw issue, test site.png	238 KB	2021-03-29	Laurie Hurson
Loom + Firefox, issue, NSSHL site.png	352 KB	2021-03-29	Laurie Hurson