FireRescue1 Academy Technical Requirements

Technical Requirements for Using the FireRescue1 Academy

1. Internet Connection

Your Internet connection speed for playing and streaming videos should be at least 512 Kbps.

To test your Internet speed, visit SpeedTest.net and review your results.

The FireRescue1 Academy video player also includes a button that viewers can click to switch to a full-screen view of the video. Selecting the full-screen mode requires a higher viewing rendition, typically at least 2 Mbps. High-Definition quality video playback also requires at least 2 Mbps Internet speed.

2. Internet Browser

FireRescue1 Academy users should have one of the following browser versions installed to play videos:

- Google Chrome 48 or higher **(Recommended Browser)**
- Firefox 44 or higher
- Internet Explorer 10 or higher
- Safari 9 or higher

The FireRescue1 Academy requires a JavaScript-enabled browser. If you encounter any difficulty with elements displaying on the site (i.e. video players, log in forms, etc.), you may have security software or browser plug-ins/extensions blocking the playback or scripting. Try temporarily disabling your security software as a test, or configure your security software to allow playback, cookies, and JavaScript from domains the FireRescue1 Academy platform uses (see part 4 below for a list of domains the FireRescue1 Academy utilizes).

3. System Requirements for Streaming Video

Adobe Flash Player 10 or higher is required to access videos in the FireRescue1 Academy. Here's a link to get the free software download. http://www.adobe.com/support/flashplayer/downloads.html

4. Department Network Access

Your department's network firewall must allow access to the following domains and ports in order to utilize the FireRescue1 Academy. These

domains are used to serve content like video players, images and forms.

If you cannot access the ports and domains below from both FireRescue1 and Brightcove, which is our streaming video server, you may experience issues using the FireRescue1 Academy.
Here is the list of key URLs that should be allowed by your department's firewall for FireRescue1 Academy users:

Base Application Domains – Must allow
firerescue1.com
firerescue1academy.com
*.firerescue1academy.com
cub.policeone.com

Content Serving Domains – Must allow for things like images, CSS styling, and application scripts to be served
cub-praetorian.netdna-ssl.com
p1res-praetorian.netdna-ssl.com
police-praetorian.netdna-ssl.com
academy-praetorian.netdna-ssl.com
maxcdn.bootstrapcdn.com
*.cloudfront.net

Video Serving Domains – Must allow for videos to be served
*.brightcove.com
*.brightcove.net
*.bcove.me
*.api.brightcove.com
*.o.brightcove.com
 players.brightcove.net
brightcove.vo.llnwd.net
brightcove.fcod.llnwd.net
 hls.ak.o.brightcove.com
 uds.ak.o.brightcove.com
*.llnw.net
*.llnwd.net
*.edgefcs.net
*.akafms.net
*.analytics.edgekey.net
*.edgesuite.net
*.vjs.zencdn.net
*.akamaihd.net

Support Domains – Highly recommended to access support features
deskwww.s3.amazonaws.com
desk-customers.s3.amazonaws.com

Analytics and Monitoring – Not required, but highly recommended as it helps us provide better service (i.e. automatically detect errors and fix them)
cdn.ravenjs.com
js-agent.newrelic.com
bam.nr-data.net
widget.intercom.io
www.googletagmanager.com
www.google-analytics.com
*.google-analytics.com
*.google.com

Misc. the Marketing – Not required at all
script.crazyegg.com
praetoriandigital.wufoo.com
www.wufoo.com
stats.g.doubleclick.net
googleads.g.doubleclick.net
fonts.googleapis.com
ssl.gstatic.com
connect.facebook.net
facebook.com
c.lytics.io
api.lytics.io
dev.visualwebsiteoptimizer.com

For the video serving domains, if wildcarding is not possible, individually list the following domains to ensure video playback (all over http port 80 and https port 443):

- admin.brightcove.com
- api.brightcove.com
- c.brightcove.com
- console.brightcove.com
- fms.brightcove.com
- goku.brightcove.com
- link.brightcove.com
- my.brightcove.com
- reporting.brightcove.com
- sadmin.brightcove.com
- search.brightcove.com
- secure.brightcove.com
- services.brightcove.com
- share.brightcove.com
- signin.brightcove.com
- u.brightcove.com
- www.brightcove.com
- brightcove.vo.llnwd.net
- brightcove.fcod.llnwd.net
- vjs.zencdn.net

Specific IP addresses are not available, as they may change at any time without notice.

5. Email Deliverability

The FireRescue1 Academy relies on both email and on-page alerts to let users know when they have new Assignments or unfinished Assignments that need to be completed.

To ensure the email alert notifications are received by your staff, make sure the below email addresses and domains are added as safe senders in your email server configuration settings.

- academy@firerescue1.com
- academysupport@firerescue1.com

Please also add the following domains:

- @firerescue1academy.com
- @firerescue1.com

6. Troubleshooting

If you experience video pausing, you may be experiencing slow data transfer. If you pause the video and wait for more (or all) of it to download before you resume playing, it will play without stopping. You can tell how much of the video has downloaded by looking at the controller bar at the bottom of the player window. You will see the bar fill in with gray, from left to right, as the video downloads. Once the controller bar is completely filled in with gray, the video has finished downloading.

Should you encounter such an issue, and your computer meets the system requirements, please email us and we will send you instructions to perform a quick test that will assist in determining a solution.

To expedite the troubleshooting process, you may want to include information like browser type and version (for example, Internet Explorer 9, Firefox 23, etc.), the URL where the problem is occurring, and screenshots of the problem. This website shows several methods for taking screenshots based on your operating system: http://www.take-a-screenshot.org/