

# Collaborate – new domain for recordings

Class technologies recently made some changes to how they host and serve up recordings created in Collaborate Ultra.

This involved changing the domain used by the content provider where the recordings are hosted.

This has been tested on the University of Edinburgh network and all mainstream ISPs, however there are some organisations, especially those with stringent firewall configurations where this domain might be unreachable.

There is a simple method to test if this change will be an issue for our external end users or not, simply attempt to visit the URL – <https://test-sms.cloudfront.cdn.bbcollab.com/test.mp4> – if the video appears then no further action is needed.

Please pass this information on to any colleagues who may be working from an external site, especially colleagues who work from NHS sites as these areas tend to have the most stringent firewall configurations in place.

If any issues are identified, please let the Collaborate Service team know by emailing – [IS.Help@ed.ac.uk](mailto:IS.Help@ed.ac.uk) – they will then be able to work with the external partner to have the necessary traffic whitelisted.