



Video issues

Tags: **ACC**

Technical issues are never fun, and there are a number of reasons why you may not be able to log in or play videos. Fortunately, we have a few solutions to help you through.

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Quick tips

1. Verify your plan — Make sure that the video you're trying to watch is included in your plan. While the Basic and Plus plans have access to our entire course library, free accounts have access to a limited number of courses. To verify your subscription type, check the **Membership** tab of your [Account Settings \(opens in new tab\)](#).
Note: If you are on a free membership plan, check out our list of [currently available courses \(opens in new tab\)](#).
2. Clear your cache — If you're still experiencing issues, the most common fix is simply clearing your cache and accepting the correct cookies. Learn more about [login troubleshooting](#).
3. Identify your console errors — Your developer tool can help identify your specific console error(s). This information will be helpful if you need to contact support (see below).
4. Contact Support — If the issue(s) persists after you've verified your plan and cleared your cache, please contact our Support team (see below).

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Identifying console errors

Follow the steps below to identify console errors.

1. Open developer tools in the browser that you're using to watch our courses.

- On Windows:

- Chrome: F12 key
- Firefox: Ctrl+Shift+J

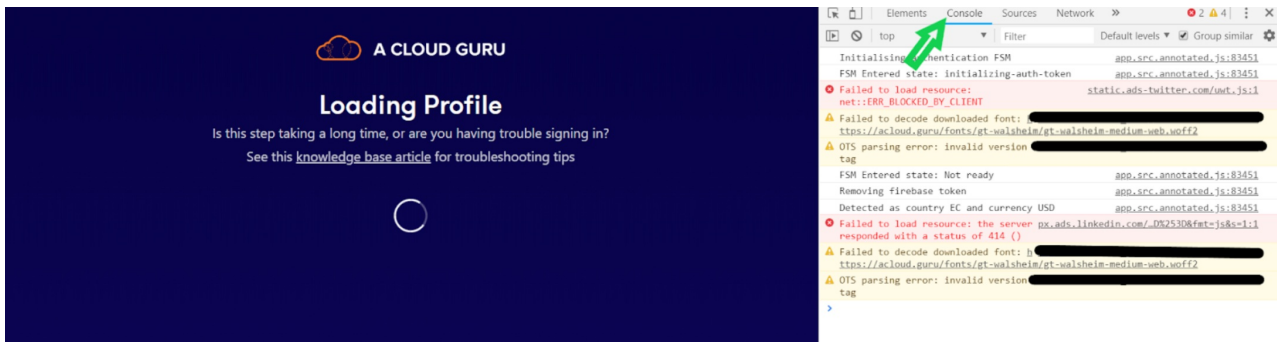
- Internet Explorer: F12 key

◦ On a Mac:

- Chrome: Cmd+Option+J
- Safari: Option-Cmd-C
- Firefox: Cmd+Shift+J

2. Try reloading the video.

3. In developer tools, click Console from the tabs listed at the top. Most of the relevant console errors will show up in red text.



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Common console errors

"ERR_NAME_NOT_RESOLVED"

- This means your browser is unable to access our platform's user profile service or pricing database. This could result from misconfigured DNS servers, corporate firewall policies or country-specific policies.

"401 Unauthorized or 403 Forbidden"

- This usually means that your account's authentication token has expired. Please log out and then back in to ensure that this is refreshed.

"A cookie associated with a cross-site resource at <URL> was set without the `SameSite` attribute. A future release of Chrome will only deliver cookies with cross-site requests if they are set with `SameSite=None` and `Secure`. You can review cookies in developer tools under Application>Storage>Cookies and see more details at <URL> and <URL>."

- This one is Chrome specific. You can edit these settings by going to `chrome://flags/#same-site-by-default-cookies` and then clearing your cache and cookies.

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Contact Support

If you're still having trouble loading videos, it may be time to contact our Support team. Please do so by following the steps below.

1. Open this page in your browser: <https://acloud.guru/diagnostics> (opens in new tab)
2. Take a screenshot of the ACG diagnostics page and your console errors screen.
3. If you were having video playback issues, try once more to view [this test video \(opens in new tab\)](#).
4. [Contact our Support team \(opens email form\)](#) . Please include all of the screenshots as well as a description of the issue and confirm that you attempted to view the test video unsuccessfully.

Technical issues are never fun, but our Support team will work onto getting you back up and studying as soon as possible.

If you need help, please email [Pluralsight Support \(opens email form\)](#) for 24/7 assistance.