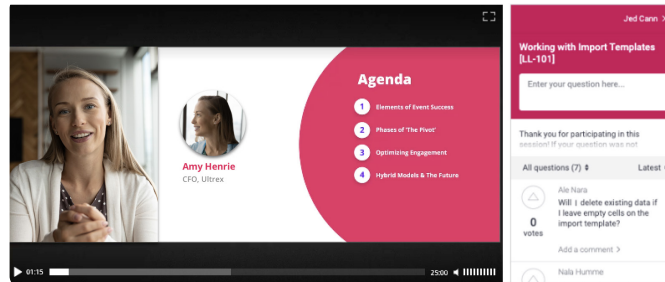# rainfocus + BRIGHTCOVE®

Brightcove can securely stream live, simulive, and on-demand sessions to **large audiences**. This integration provides real-time analytics, is strongly integrated with RainFocus, and has good failover data protection. Q&A is available via integration with Pigeonhole.

With high-traffic capacity, a built-in video player, and near real-time statistics, Brightcove is an industry-leading video hosting platform that can be embedded in the RainFocus catalog, portal, and targeted agendas.

Audience Size: Any size (up to mass audience)

Streaming options: Live, simulive, on-demand playback available.

- Videos stream in RainFocus' embedded player.

- Session replay is available.
  We recommend making any edits needed to the raw footage and then reuploading it for playing live webcasts.

Webinar type: Supports 1-to-many (speaker-to-audience) webinars.

- Brightcove does **not** support breakout sessions or 1:1 meetings.

Q&A chat: Available.

Important notes:

- Always **modify session information in RainFocus** rather than in Brightcove.

- In order to stream a session, you must schedule the session in RainFocus and then add the video to Brightcove.

Attendance

- **Tracking:** RainFocus tracks how long attendees watched each session via an embedded video plugin.

- **Data Exchanged:** The plugin built into RainFocus does not send attendee information to Brightcove in order to collect attendance.

- **Threshold:** Set a minimum attendance threshold, based on minutes or session percentage, for each session.
  - Setting a threshold can delay the triggers for surveys and gamification.

- **Reporting**: RainFocus reports display attendance data about 1 to 30 minutes after sessions end.
  - A cache storing all attendance data is pulled at a specified time.

  - Occasionally, when several large sessions end at the same time, this data can take a little longer to process.

  - Running rules based on session attendance (e.g. sending surveys or running gamification) can also slow this process.

Setting Up

To connect RainFocus sessions with Brightcove videos:

1. **Integrate with RainFocus.**
   Purchase a license for Brightcove, then **securely** send the following credentials to the RainFocus Implementation team:
   - Account ID
   - Client ID
   - Client Secret

2. [Create sessions](#) in RainFocus, using the **Brightcove** integration profile. (When you create a RainFocus session using the Brightcove webinar profile, the integration automatically links the session to a webinar in Brightcove.)
RainFocus sessions must to meet the following criteria to be generate a webinar in Brightcove:
   - Be **Accepted**.
   - Have a **Session Type**.
   - Be **Scheduled** and have a **Session Length**.
   - Use the Brightcove **Webinar Profile**.

3. Finally, link the RainFocus session to the Brightcove webinar.
   - For **simulive** or **on-demand** sessions: [Upload a video](#) to the appropriate Brightcove webinar.
   - For **livestream** sessions: Associate [a live stream event](#) to the appropriate RainFocus session.
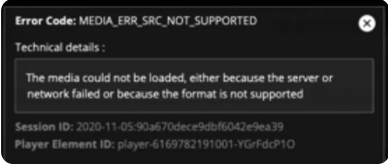
The Brightcove video and RainFocus session are connected, and the integration collects attendance automatically behind the scenes.

Data Exchanged

In order to generate Brightcove webinars, RainFocus sends the following session information to Brightcove: **Session Title, Code,** and **Time info**. This information is sent when the session is updated in RainFocus.

Troubleshooting

Troubleshoot session scheduling errors with the checklist below.

Problem	Possible Cause(s)	Possible Solution(s)
Session does not play or plays the wrong video.	• Brightcove video may have been deleted • The wrong Video ID might be referenced.	• Upload the video back to Brightcove to the correct Brightcove entry. • Confirm the webinar ID on the RainFocus session time is pointing to the correct Video ID in Brightcove. If it is, follow the first bullet above and re-upload the video.
This error displays when trying to replay a session. Error Code: MEDIA_ERR_SRC_NOT_SUPPORTED Technical details : The media could not be loaded, either because the server or network failed or because the format is not supported Session ID: 2020-11-05:90a670dece9dbf6042e9ea39 Player Element ID: player-6169782191001-YGrFdcP1O	The live session has not finished converting to on-demand video.	• Wait for the session to finish converting. • Depending on your use case, you may not want to have a live video be marked as replayable.
Brightcove did not create a video for its corresponding RainFocus session.	Session is not scheduled properly in RainFocus.	RainFocus sessions must meet the following criteria to automatically generate a linked Brightcove video: • Be Accepted. • Have a Session Type. • Have a Length. • Be Scheduled. • Be assigned the Brightcove Webinar Profile.