


Brightcove M365 Connector for SharePoint - User Guide

Brightcove Global Services | Last updated: March 2026 | Version 1.0.0.0

 This document is intended for Brightcove customers and authorized partners.


1. Introduction

This guide explains how to use the **Brightcove M365 Connector for SharePoint** after it has been installed and configured by your administrator. If the connector is not yet installed, refer to the companion Installation Guide first.

1.1 What is the Brightcove M365 Connector?

The Brightcove M365 Connector allows SharePoint Online users to embed and manage Brightcove Video Cloud content directly within modern SharePoint pages. It consists of:

- **Three authoring web parts** (available in the SharePoint toolbox when editing a page): Brightcove Video, Brightcove Playlist, and Brightcove Experience (In-Page Experience / IPX).
- **Connector Settings page** — An admin page for configuring the proxy connection and managing Brightcove account credentials.
- **Content Management page** — A page for uploading new videos and editing video details without leaving SharePoint.

 Gallery templates under **Other In-Page Components** are supported by the Brightcove Experience web part. Other templates cannot be embedded into SharePoint via the web part.

1.2 Who is this guide for?

- **Site Owners and Editors** who want to embed Brightcove content on SharePoint pages.
- **Site Admins** who manage Brightcove account credentials and connector settings for their site.
- **Content Managers** who upload and edit videos from within SharePoint.


1.3 Prerequisites

Before using the connector, ensure:

- The connector has been installed and configured by your SharePoint and Azure admins (see the Installation Guide).
- At least one Brightcove account has been added in the Connector Settings page.
- You have Edit permissions on the SharePoint site where the connector is installed.

2. What's changed: Legacy connector vs. modern connector

Microsoft is retiring the SharePoint Add-In framework used by the legacy Brightcove SharePoint Connector (version 4.1.2.0). **The legacy connector will stop working in SharePoint Online (M365) on April 2, 2026.** No workaround will be available after this date.

 The legacy connector will continue to work in SharePoint on-premise after April 2, 2026.

The new Brightcove M365 Connector (v1.0.0.0) is built on the SharePoint Framework (SPFx), which is the Microsoft-recommended replacement for SharePoint Add-Ins. This section helps customers migrating from the legacy connector understand the differences.

2.1 Architecture changes

Aspect	Legacy Connector (4.1.2.0)	Modern Connector (1.0.0.0)
Framework	SharePoint Add-In model	SharePoint Framework (SPFx)
SharePoint Online support	Stops working April 2, 2026	Fully supported
SharePoint On-premises	Supported (2013, 2016, 2019)	Not supported in this release
Credential security	API credentials stored client-side in SharePoint	Credentials stored server-side in Azure Key Vault
Azure dependency	None	Requires Azure account
Distribution	Open-source on GitHub	Distributed directly by Brightcove as compiled packages
Source code	Available (Apache 2.0 license)	Not distributed

2.2 Feature comparison

Feature	Legacy	Modern (v1.0.0.0)
Embedding		
Embed single video	✓	✓
Embed playlist	✓	✓
Embed In-Page Experience (IPX)	✓	✓
Player playback options (autoplay, mute)	✗	✓
Player controls (seek, fullscreen, PiP, control bar size)	✗	✓
Player sizing (responsive/fixed, aspect ratio)	✗	✓
Classic SharePoint UI support	✓	✗ Modern pages only
Video Management		
Upload videos	✓	✓
Upload via URL	✗	✓
Auto-generate captions (Autocaption)	✗	✓
Edit video details (name, description, tags, folder, status)	✓	✓

Feature	Legacy	Modern (v1.0.0.0)
Edit video custom fields	✓	→ SOON Planned for future release
Edit video poster and thumbnail images	✓	→ SOON Planned for future release
Add/manage text tracks (captions, subtitles)	✓	⚠ Replaced by Autocaption
Delete videos from SharePoint	✗	✗ (use Video Cloud Studio)
Playlist & Experience Management		
Create and manage playlists (manual and smart)	✓	→ SOON Planned for future release
Manage experiences from SharePoint	✓ (view only)	→ SOON Planned for future release
Administration		
Multiple Brightcove accounts	✓	✓
SharePoint group-based access control (Authors/Viewers)	✓	✗ (uses SharePoint site permissions)
Cross-tenant support (Azure ≠ SP tenant)	N/A	✓
Connection test and diagnostics	✗	✓
M365 App Support		
Teams	✓	→ SOON Planned for future release
Viva	✗	→ SOON Planned for future release

⚠ **Note on embed types:** In the legacy connector, all content types (videos, playlists, and experiences) relied on embed codes (iFrame or JavaScript) to render on the page. In the modern connector, the **Video** and **Playlist** web parts no longer depend on embed codes — they render content natively within the SharePoint page. This is an important improvement because Microsoft is introducing Content Security Policy (CSP) enforcement in SharePoint Online, which restricts external script loading and blocks inline scripts. CSP enforcement begins as early as March 1, 2026, with tenants able to delay until

June 1, 2026 — after which no further extensions have been announced. Because the Video and Playlist web parts do not rely on external script injection, they are unaffected by these CSP changes. The **Experience** web part still offers a choice between iFrame and JavaScript embed for customers who need Brightcove domain restrictions — but note that JavaScript embeds require a trusted script source entry for <https://players.brightcove.net/> (see Section 5.4 for details).

2.3 What SharePoint Online customers need to do

- **Migrate** to the new SPFx-based connector before April 2, 2026.
- Contact your Brightcove Account Manager to receive the new version.
- Follow the Installation Guide to deploy the connector.
- Add the new Brightcove web parts to your pages and configure them with your content. While existing Brightcove content that was previously embedded via the legacy Add-In may continue to render on pages independently of the Add-In framework, Microsoft has not provided clear guidance on whether all previously placed content will remain unaffected after the retirement date. Customers should consult with their Microsoft representative or review [Microsoft's SharePoint Add-In retirement documentation](#) to understand the full impact on their environment. Brightcove cannot guarantee the continued rendering of content placed by the legacy connector after April 2, 2026.

2.4 SharePoint On-premises customers

Customers running SharePoint Server (on-premises or self-hosted) are **not immediately impacted** by the Add-In retirement. Existing legacy connector versions may continue to function on on-premises environments. However, Brightcove recommends planning for migration as support for the legacy connector will eventually end.

3. Connector Settings (Admin)

The Connector Settings page is where site admins configure the connection to the Proxy API and manage Brightcove account credentials. This page is provisioned

automatically when the app is added to a site and is located at **Site Pages** → **BrightcoveConnectorSettings.aspx**.

3.1 Proxy Configuration tab

This tab configures the connection between SharePoint and the Azure-hosted Proxy API.

Fields:

Field	Description	Example
Proxy API Base URL	The full URL to the proxy endpoint on your Azure Function App.	<code>https://fa-bcvc-acme-prd-eus.azurewebsites.net/api/proxy</code>
Proxy API Resource	The Application ID URI from the Azure App Registration's "Expose an API" setting.	<code>api://4f382046-2164-45ef-b217-7ed4a8b261dd</code>

After entering values, click **Save** and then **Test Connection** to verify.

Test Connection performs two checks:

1. **Health check** — Confirms the Function App is reachable by calling the public `/api/health` endpoint.
2. **Authenticated ping** — Acquires an OAuth token from Microsoft Entra ID and calls the protected `/api/proxy/ping` endpoint to verify end-to-end authentication.

If both checks pass, you'll see a success status with the proxy version and timestamp.

If either check fails, use the **Copy Support Bundle** button to capture diagnostic details (proxy URL, HTTP status codes, error messages, browser user-agent) for sharing with your Azure admin or Brightcove support.

SharePoint

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Brightcove Connector Settings

Brightcove Connector Settings

Configure proxy settings and manage Brightcove Video Cloud accounts for SharePoint.

Proxy Configuration Accounts

Azure Function Proxy API Base URL

Proxy API Resource (App ID URI)

This should be the **base URL** of the Brightcove Proxy API and must end with /api/proxy. [How do I find this URL?](#)

Save

Test Connection

✓ URL validation: OK
✓ Health: brightcove-proxy-api - 1.0.0 - 2026-03-25T16:54:33.519Z
✓ Ping: /api/proxy/ping - 2026-03-25T16:54:34.035Z

3.2 Accounts tab

This tab manages the Brightcove Video Cloud accounts that are available to authors on this site.

Adding an account:

1. Click **Add**.
2. Fill in the fields:
 - **Name** — A friendly label (alphanumeric and hyphens only, 4–64 characters, must start and end with a letter or number).
 - **Account ID** — Your numeric Brightcove Account ID.
 - **Client ID** — The Brightcove API Client ID.
 - **Client Secret** — The Brightcove API Client Secret.
3. Click **Test and Save** to validate the credentials with Brightcove and save the account.

Editing an account:

Click the **edit** icon on an existing account row. You can update the name, account ID, or client ID/secret. The client secret field shows as empty when editing —


leave it blank to keep the existing secret, or enter a new value to update it.


Deleting an account:

Click the **delete** icon and confirm. This removes the account credentials from the Azure Key Vault. Any web parts on pages that reference this account will show an error until reconfigured.

Testing an account:

Click the **Test** button on an existing account to verify the stored credentials can still authenticate with Brightcove. This is useful for diagnosing issues when API credentials have been rotated in Video Cloud Studio.

 **One credential per Brightcove account:** Each set of API credentials should be associated with a single Brightcove account. If you need to connect multiple Brightcove accounts, create separate API credentials for each one in Video Cloud Studio and add each as a separate account in the Connector Settings.

 **Who can see which accounts?** Brightcove accounts are tied to the SharePoint tenant where they were added. If your organization has multiple SharePoint tenants, each tenant has its own separate set of Brightcove accounts. Users on one SharePoint tenant cannot see or access accounts that were added on a different tenant. This gives SharePoint admins control over which Brightcove accounts are available to users on each of their sites.

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Brightcove Connector Settings

Brightcove Connector Settings

Configure proxy settings and manage Brightcove Video Cloud accounts for SharePoint.

Proxy Configuration Accounts

Accounts

Manage Brightcove Video Cloud accounts for this Microsoft 365 tenant.

Refresh Add

Name	Account ID	Client ID	Updated At
Video-Cloud	6415866131001	38a0bc45-ebdd-4293-82b5-efbaee820...	3/24/2026, 7:26:25 PM

View Edit Delete Test

Like Comment 1 View Save for later

Comments

4. Content Management

The Content Management page allows you to upload new videos and edit video details directly from SharePoint without needing to switch to Brightcove Video Cloud Studio.

Where: Site → **Site Pages** → **BrightcoveContentManagement.aspx**


4.1 Selecting an account

At the top of the page, select the Brightcove account you want to work with from the **Account** dropdown. The dropdown shows all accounts configured in Connector Settings. After selecting an account, the page will load the video library for that account.

4.2 Uploading videos

1. Select the target Brightcove account from the dropdown.
2. Click **Upload**.
3. You'll see an upload area with three options:

- **Drag and drop** one or more video files directly onto the upload area.
 - Click **Browse for Videos** to select files from your computer.
 - Click **Enter URL** to provide a URL to a hosted video file.
4. Optionally, toggle **Autocaption** on before uploading to have Brightcove automatically generate captions for the uploaded video. Click the settings icon next to the toggle to configure the caption language (defaults to Auto-detect), add an optional label, and enable a custom dictionary for improved accuracy with specialized terminology. For more details on auto captioning, see [Generating Captions for Videos](#) in the Brightcove documentation.
 5. Upload begins immediately once files are added. Each video will appear as a processing card showing the filename, a progress bar, the assigned Video ID, and the source file name. The status message will indicate that the video is being ingested and renditions are being created.
 6. While a video is processing, click the **Edit** button on its card to set the video details:
 - **Name** (defaults to the filename)
 - **Short Description** (optional)
 - **Tags** (optional)
 - **Reference ID** (optional)
 - **Folder** (optional — select from existing Video Cloud folders)
 - **Status** (Active / Inactive)
 7. Click **Save** in the edit dialog to apply your changes, or **Cancel** to close without saving. You can also click **Dismiss** on a processing card to remove it from the list (this does not cancel the upload).

 **Processing time** depends on file size and the encoding settings configured in your Brightcove account. Large files may take several minutes to finish ingestion. Videos are available to view and edit in [Brightcove Studio](#) as soon as ingestion completes.

⚠️ **The upload list is not saved between sessions.** If you dismiss a processing card, close the browser tab, or navigate away from the Content Management page, the upload cards will no longer be visible when you return. This does not cancel or affect the upload itself — videos that have already started ingesting will continue processing in Brightcove and will appear in your Video Cloud library once complete. However, you will need to go to [Brightcove Studio](#) to check their status or edit their details after the cards are gone.

💡 **Tip: Deactivate vs. delete:** Setting a video's status to **Inactive** in the edit dialog prevents it from being playable in any player or experience, but does not delete the video from your account. Video deletion is not available from the Content Management page — use [Brightcove Studio](#) to delete videos.

💡 **Tip for bulk uploads:** If you're uploading many videos at once, consider uploading them first without editing, then use [Brightcove Studio](#) to edit titles, descriptions, and tags in bulk. The Content Management page is best suited for uploading a small number of videos where you want to set details immediately during ingestion.

4.3 Limitations in this release

The following content management features are planned for future releases:

- Creating and managing playlists from SharePoint
- Creating and managing In-Page Experiences from SharePoint

For now, use Brightcove Video Cloud Studio directly for playlist and experience management.

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Share

Edit

Brightcove Content Management

Content Management

Account

Video-Cloud (6415866131001)

Upload

Videos are available to edit in [Brightcove Studio](#)

Autocaption

Drag your videos here

Browse for Videos

Enter URL

SharePoint

Search this site

New

Promote

Page details

Preview

Immersive reader

Analytics

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Share

Edit

Browse for Videos

Enter URL

xom-6.mp4

Dismiss

Edit

Processing...

The video is being ingested and renditions are being created.

Video ID 6391660377112

Source File Name xom-6.mp4

xom-3.mp4

Dismiss

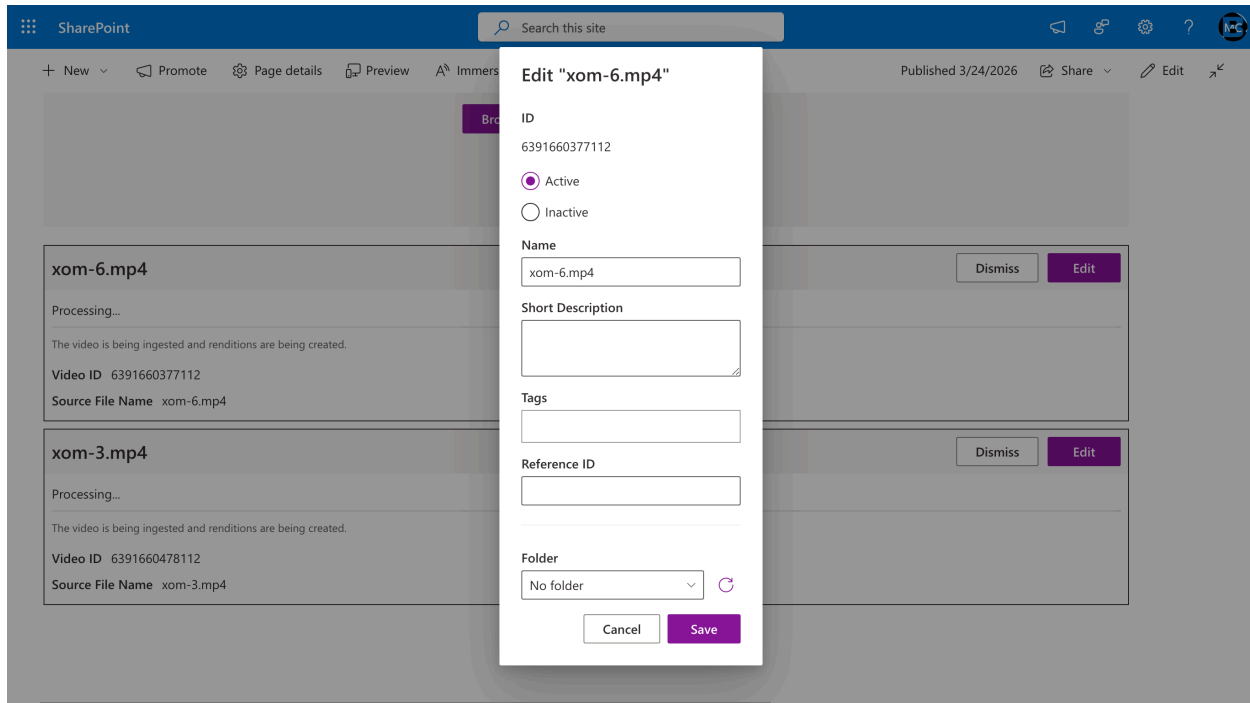
Edit

Processing...

The video is being ingested and renditions are being created.

Video ID 6391660478112

Source File Name xom-3.mp4



5. Embedding content with web parts

The connector provides three web parts for embedding Brightcove content on SharePoint pages. All three are available in the SharePoint web part toolbox when editing a modern page.

5.1 How to add a Brightcove web part

1. Navigate to a SharePoint page and click **Edit**.
2. Click the **+** icon where you want to add the web part.
3. In the toolbox search bar, type **Brightcove**.
4. Select the web part you want: **Brightcove Video**, **Brightcove Playlist**, or **Brightcove Experience**.
5. The web part will appear on the page with a prompt to configure it.
6. Click the web part or open its **property pane** (pencil icon) to begin configuration.
7. After configuring, **Publish** or **Republish** the page to make the embedded content visible to viewers.

5.2 Brightcove Video web part

Embeds a single Brightcove video on the page.

Getting started:

1. Add the web part to a page. Before a video is selected, the web part displays a placeholder message: *"The Brightcove Video needs to be configured. Please edit this section to select the Brightcove Video to display."*
2. Open the property pane (click the pencil icon or click the web part). You'll see a **Select Video** button and a **Visibility** toggle.
3. Click **Select Video** to open the content selector dialog.
4. In the dialog:
 - **Account** — Choose which Brightcove account to browse.
 - **Player** — Select the player to use for rendering (defaults to Brightcove Default Player).
 - **Folder** — Optionally filter the video list by a Video Cloud folder (defaults to All videos).
 - **Search** — Type a video name and press Enter to search. The list shows up to 100 videos at a time; use search to find videos beyond the first 100.
 - Select a video from the list. Click the **Open Preview** icon next to any video to preview it in a new tab before selecting.
5. Click **Insert** to confirm your selection.

Once a video is selected, the web part renders the video on the page and the property pane displays the **Title** and **Video ID** along with four configuration groups.

Visibility

Option	Description	Default
Show in mobile and email view	Controls whether the web part appears in mobile layouts and in SharePoint email digests (e.g., when a News post is sent via email). When included in an email, a static placeholder is rendered — the video	On

Option	Description	Default
	does not play inline in the email itself. Recipients click through to the SharePoint page to watch the video.	

Player Playback Options

Option	Description	Default
Autoplay	Start playing the video automatically when the page loads. Note: browsers may block autoplay when sound is enabled; the player will mute automatically if blocked.	Off
Start Muted	Begin playback with the volume muted.	Off


Player Controls

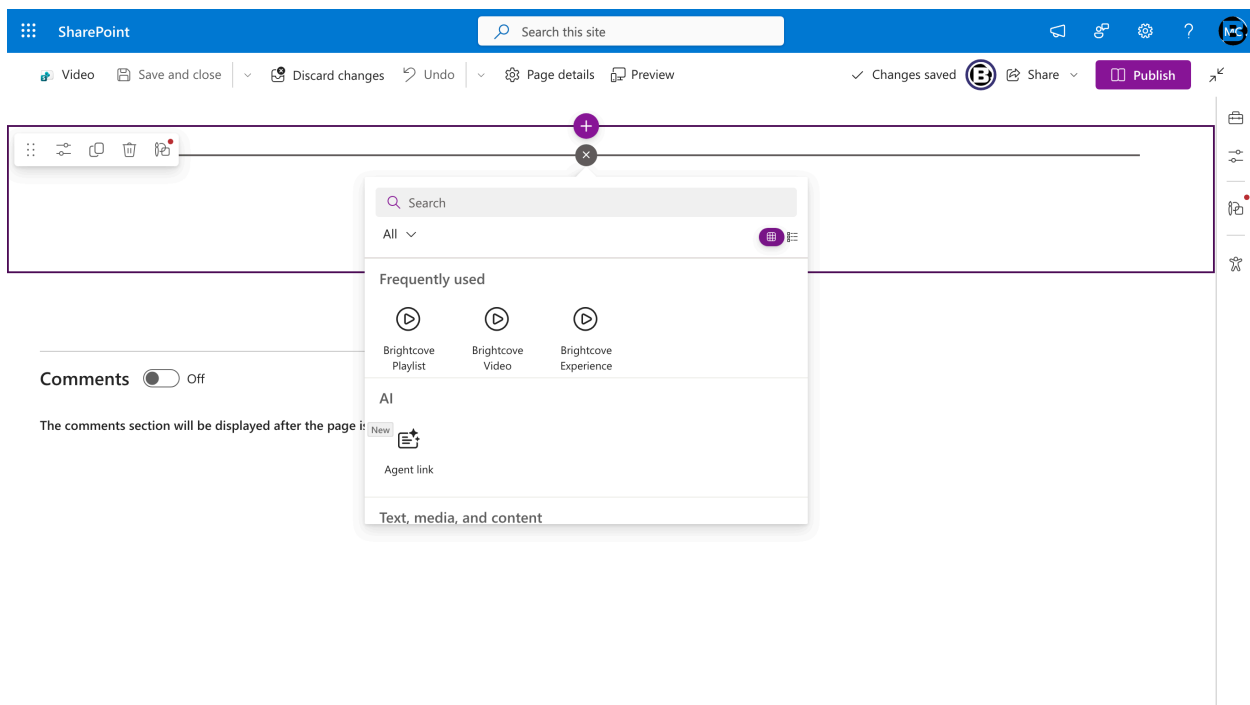
Option	Description	Default
Seek Forward	Adds a skip-forward button to the control bar. Options: Off, 5 seconds, 10 seconds, 30 seconds.	Off
Seek Backward	Adds a skip-backward button to the control bar. Options: Off, 5 seconds, 10 seconds, 30 seconds.	Off
Fullscreen Button	Show or hide the fullscreen toggle in the player controls.	On
Picture-in-Picture	Show or hide the picture-in-picture button, allowing viewers to pop the video out into a floating mini-player.	On
Control Bar Size	Adjust the size of the player control bar. Options: Compact, Normal, Large.	Compact

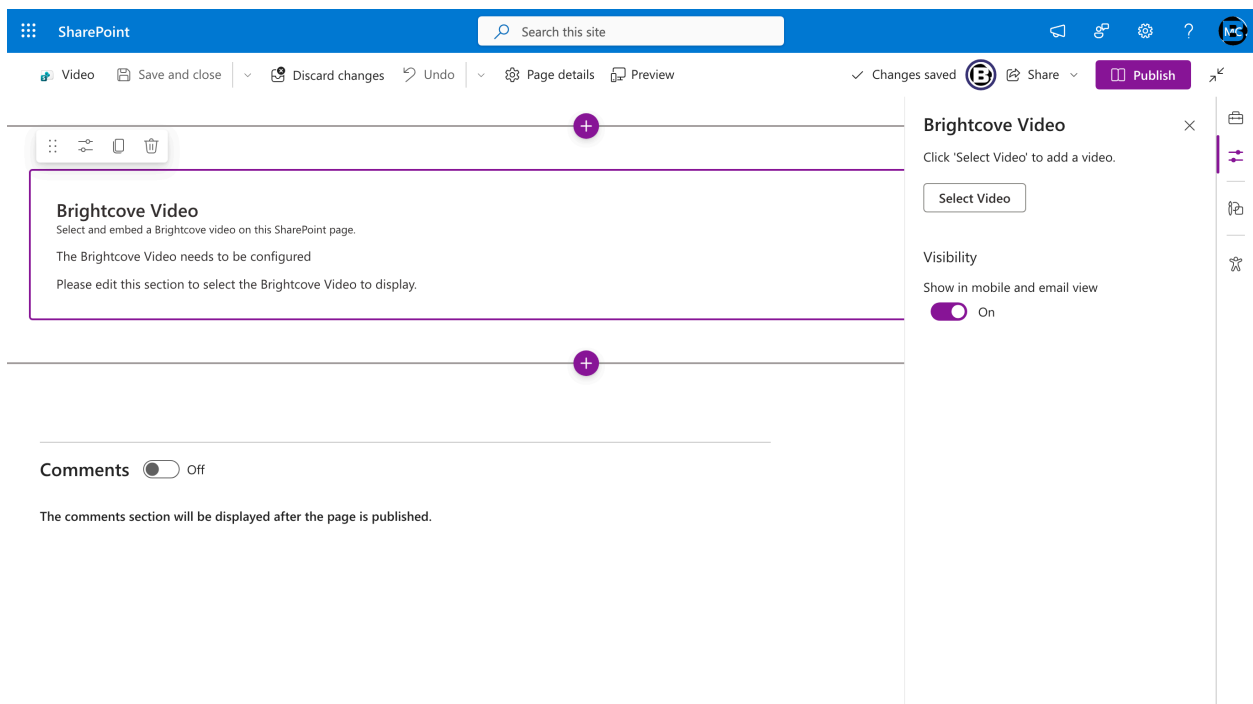
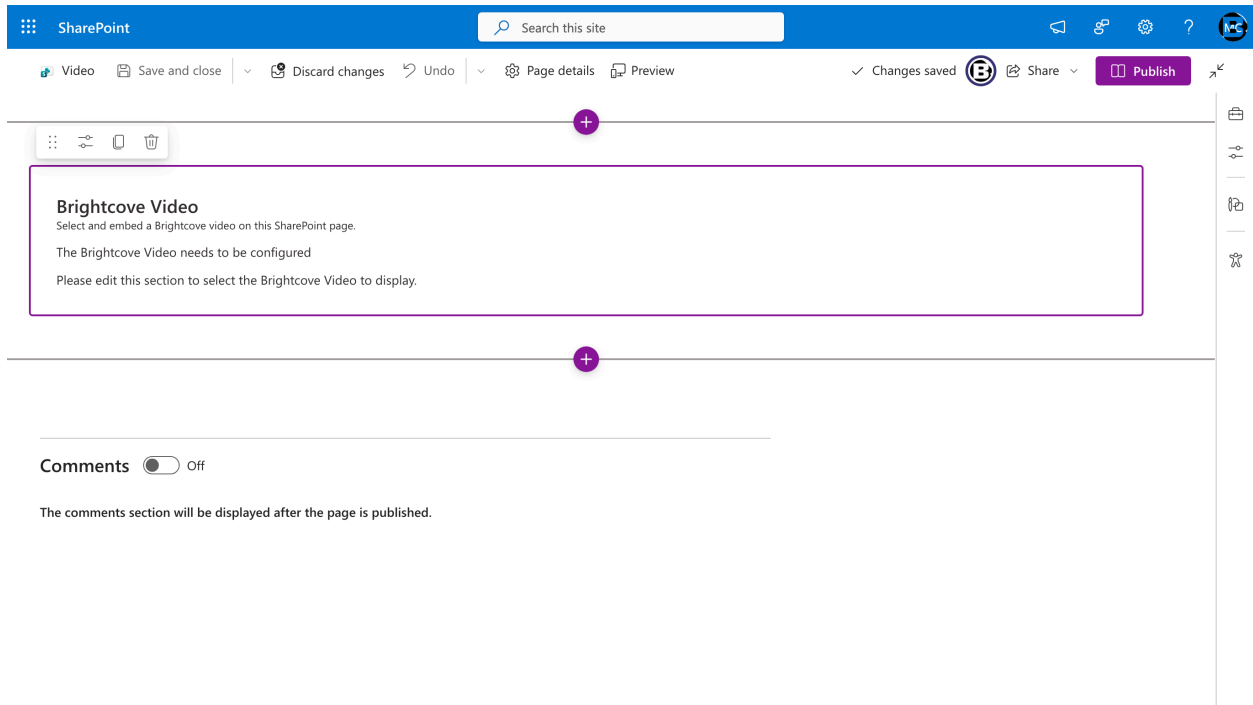
Player Size Options

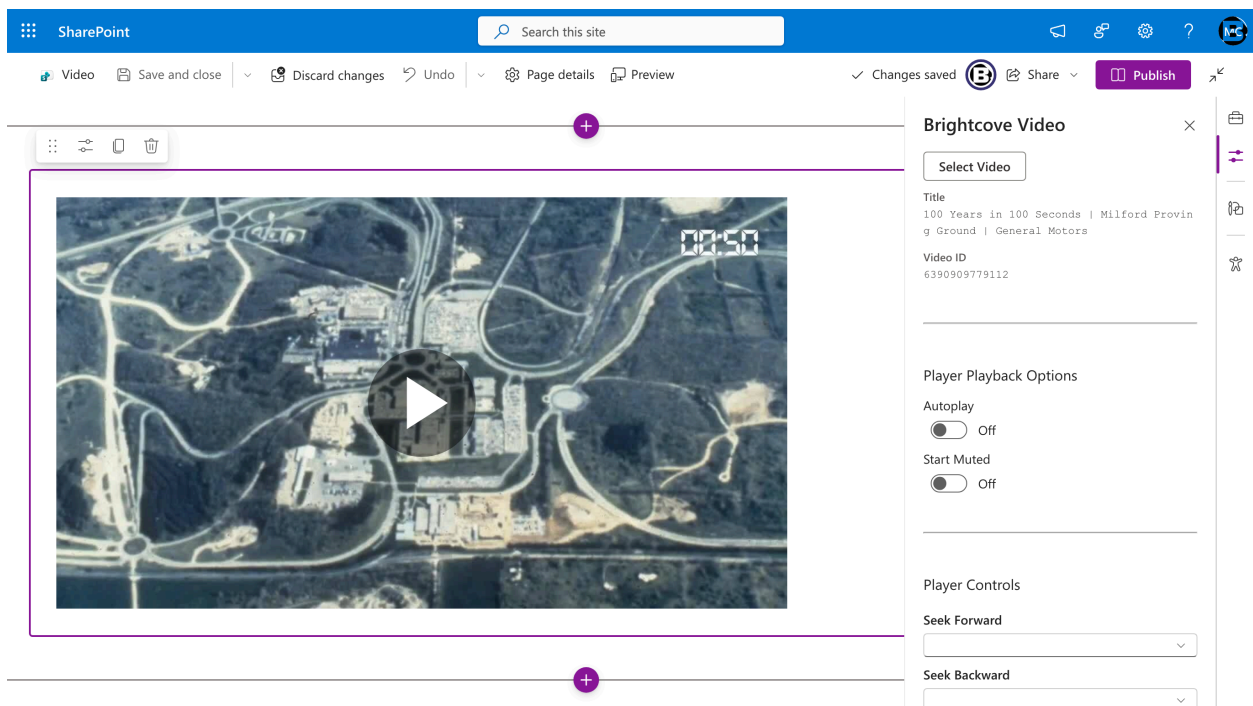
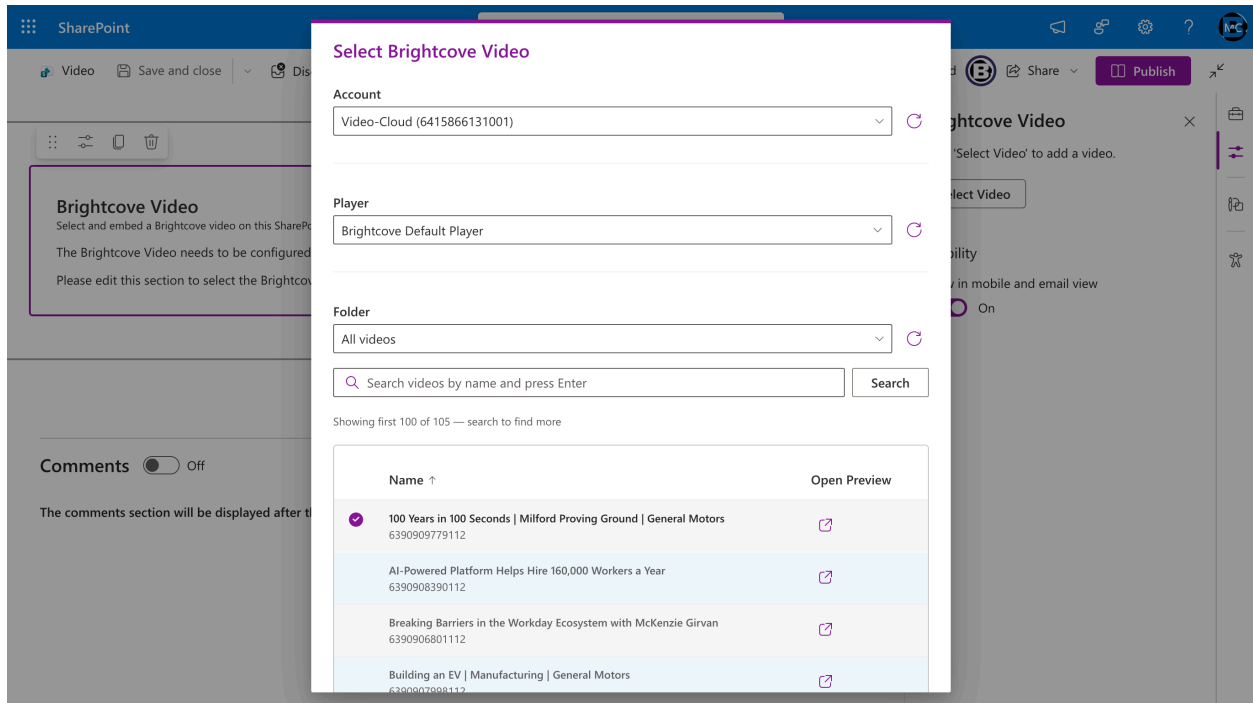
Option	Description	Default
Player Sizing	Responsive — The player fills the available width and maintains the chosen aspect ratio. Fixed — The player renders at the exact width and height you specify.	Responsive
Aspect Ratio	The proportional relationship between width and height. Options: 1:1, 3:2, 4:3, 16:9, 21:9, 9:16, Custom.	16:9

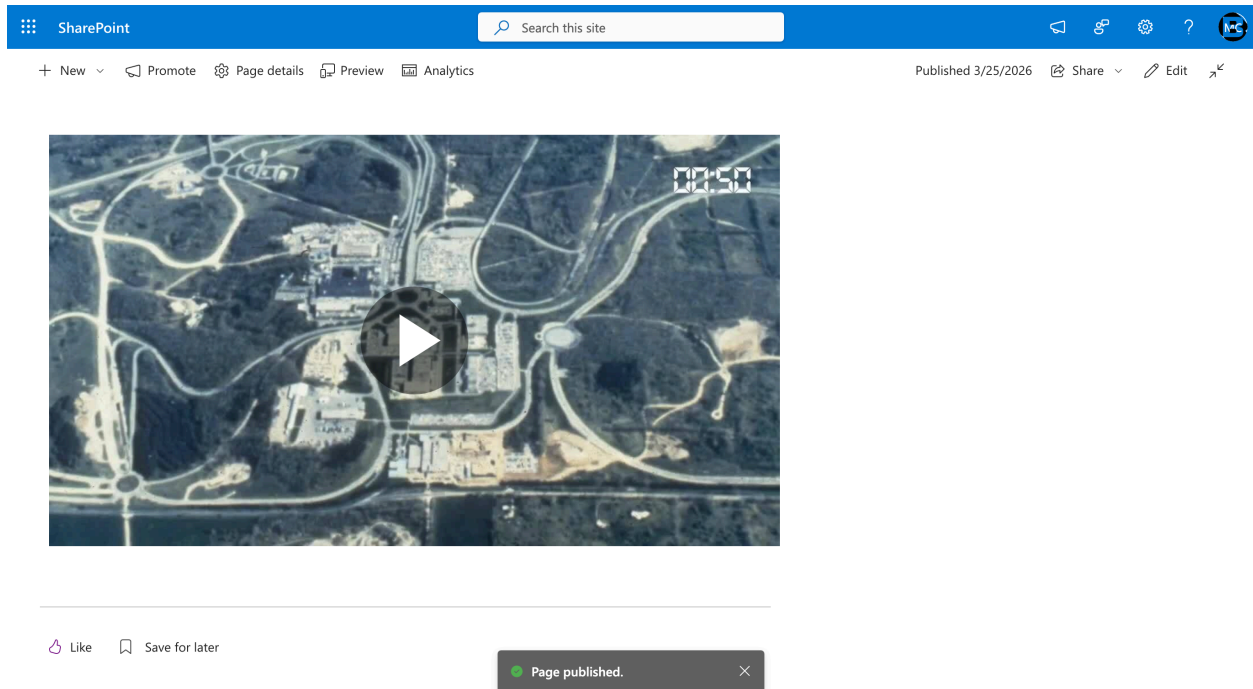
Option	Description	Default
Max Width (responsive) / Width (fixed)	In responsive mode, sets the maximum width the player will expand to. In fixed mode, sets the exact width.	800
Height	Only editable in fixed mode with a custom aspect ratio. Otherwise calculated automatically from the width and aspect ratio.	540

 **Sizing tip: Responsive** mode is recommended for most SharePoint pages. It ensures the player scales cleanly across different screen sizes, column layouts, and mobile views. If you set a Max Width, choose a value that makes sense for your page layout — 800px works well in a single-column layout. For pages with side-by-side columns, the player will shrink to fit the available space automatically. Only use **Fixed** mode if you have a specific design requirement that demands an exact pixel size.










5.3 Brightcove Playlist web part

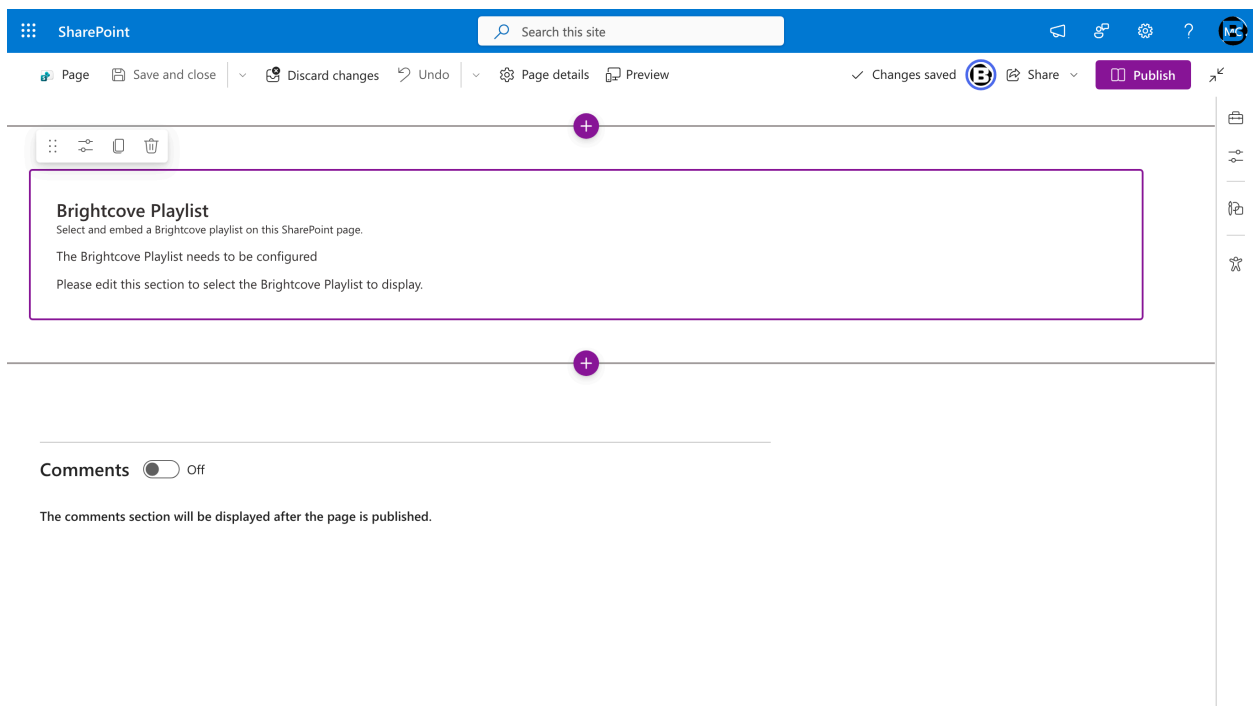
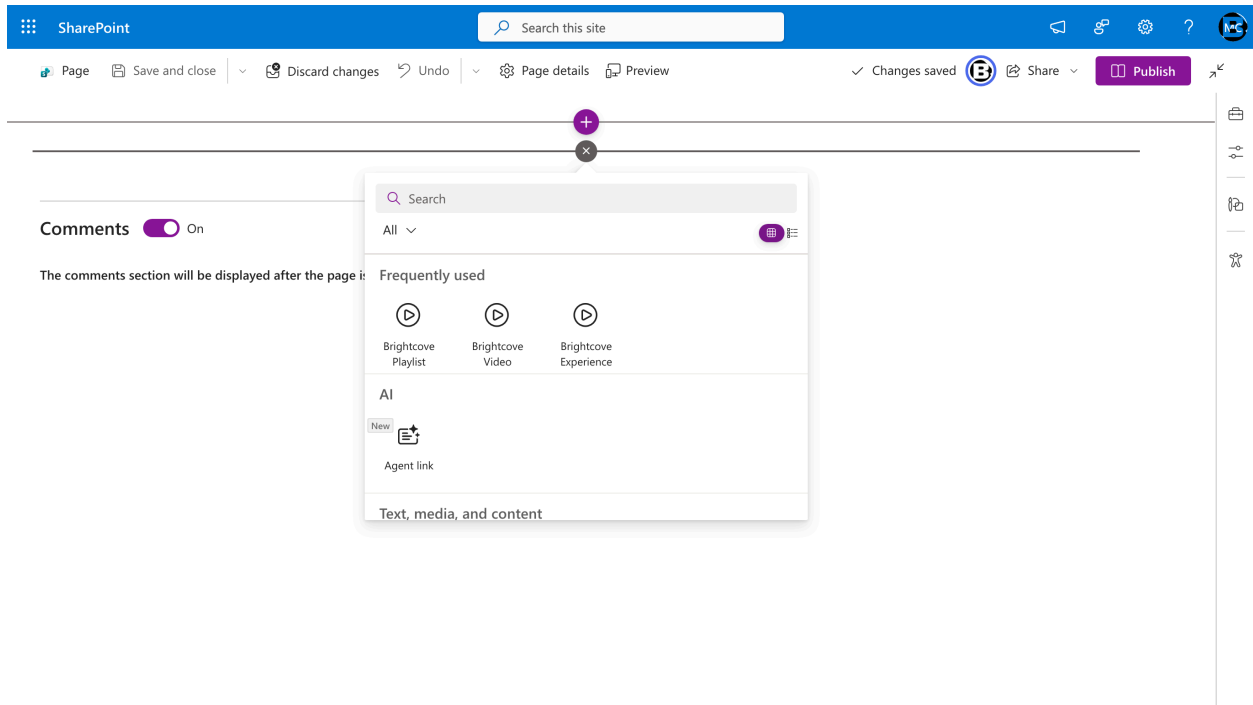
Embeds a Brightcove playlist on the page, showing multiple videos with a playlist layout.

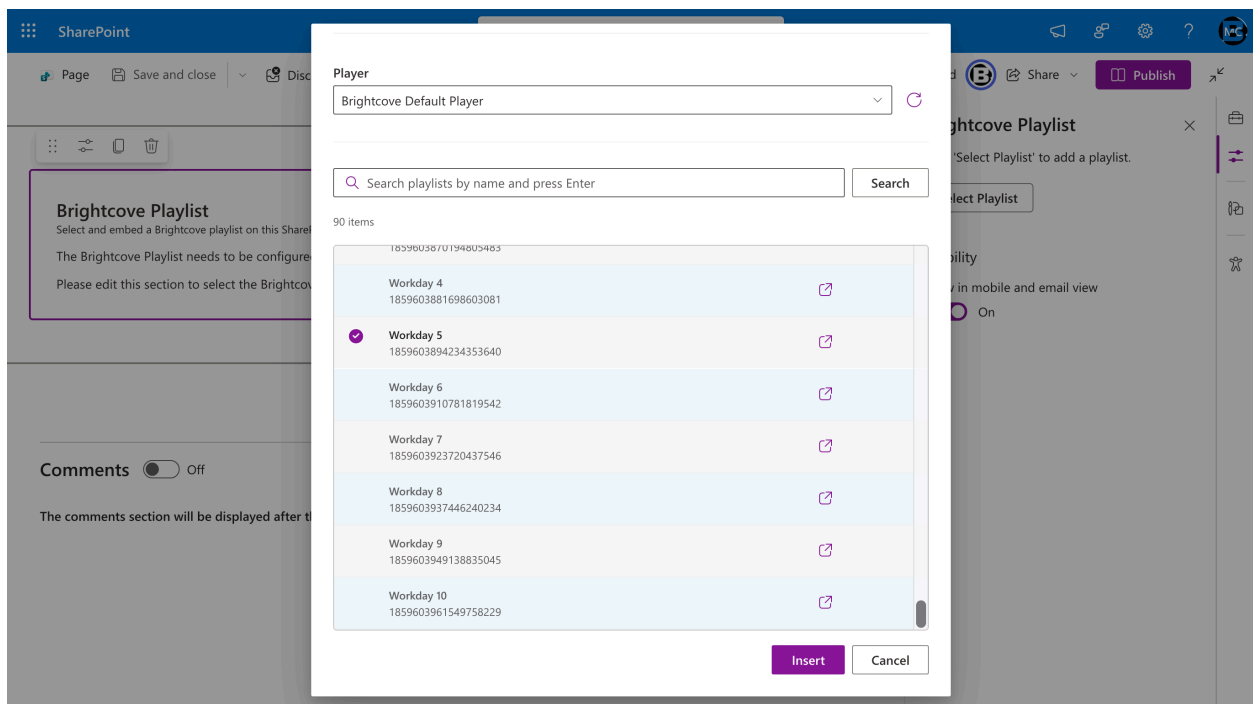
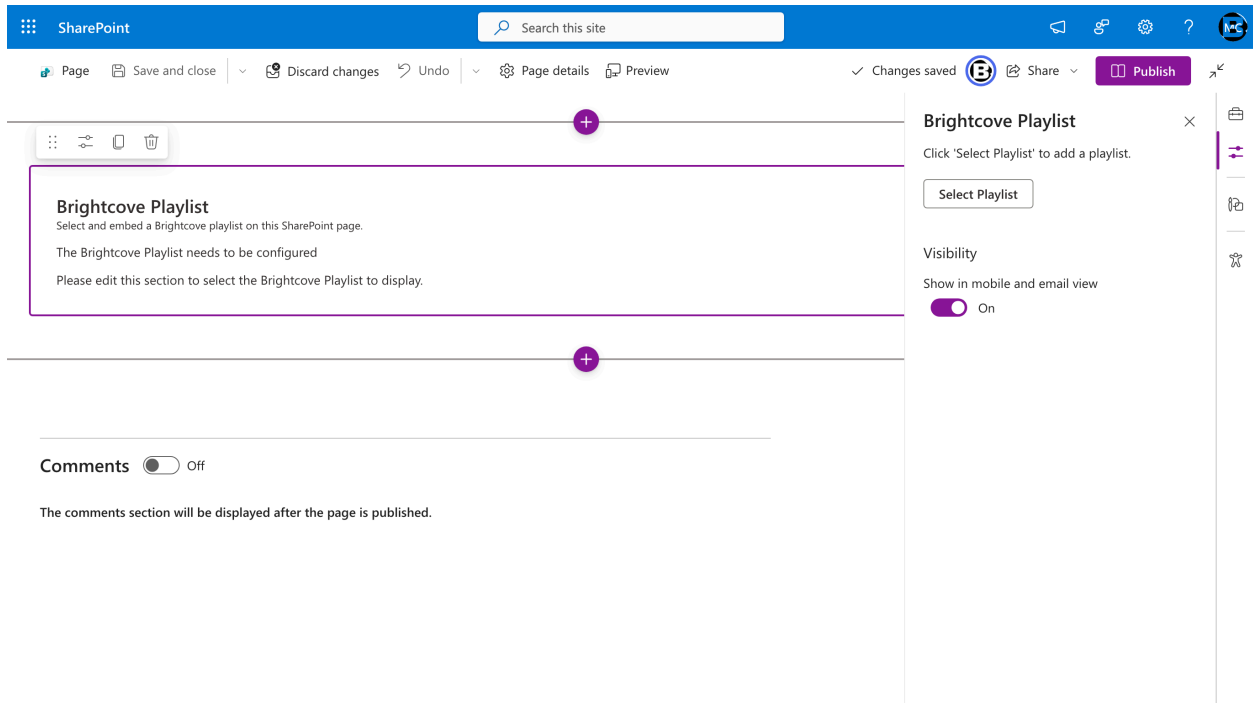
Getting started:

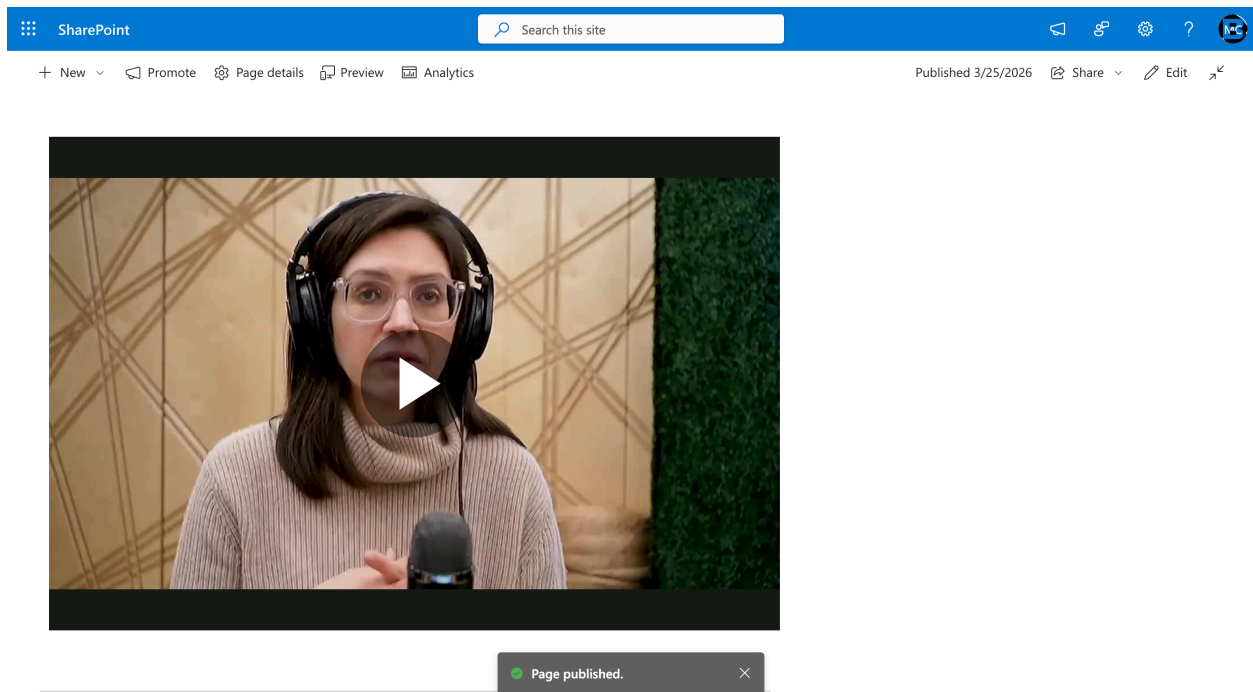
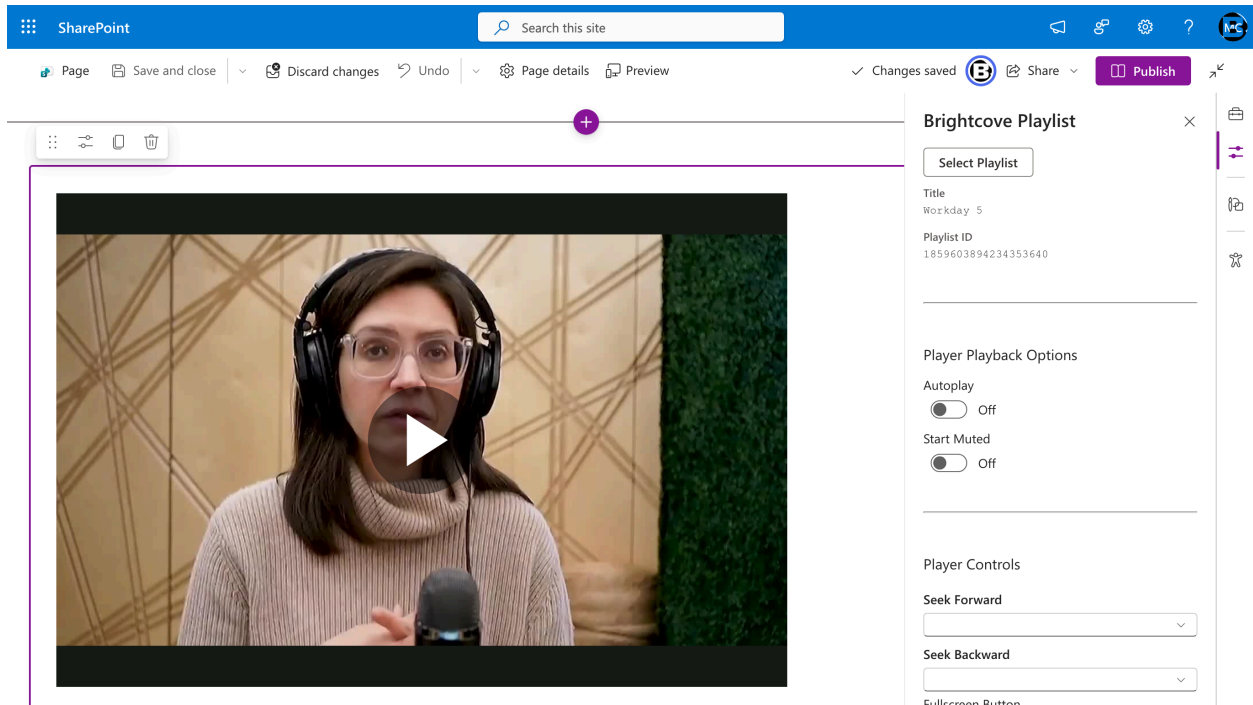
1. Open the property pane and click **Select Playlist**.
2. In the content selector dialog, choose a **Brightcove Account**, then browse or search for a playlist. Select a **Player** to use for rendering.
3. Click **Insert** to confirm your selection.

 **Tip:** Make sure the player you select is configured for playlist playback in Video Cloud Studio. A single-video player will not display playlist navigation controls.

Once a playlist is selected, the property pane displays the same three configuration groups as the Video web part: **Player Playback Options**, **Player Controls**, and **Player Size Options**. The options and defaults are identical — see Section 5.2 for details.








5.4 Brightcove Experience web part

Embeds a Brightcove In-Page Experience (IPX) on the page. Experiences are rich, customizable video layouts created in the Gallery module of Video Cloud Studio.

Getting started:

1. Add the web part to a page. Before an experience is selected, the web part displays a placeholder message: *"The Brightcove Experience needs to be configured. Please edit this section to select the Brightcove Experience to display."*
2. Open the property pane (click the pencil icon or click the web part). You'll see a **Custom Properties** section with an empty **Experience HTML** text area, a **Select Experience** button, and a **Visibility** toggle.
3. Click **Select Experience** to open the content selector dialog.
4. In the dialog:
 - **Account** — Choose which Brightcove account to browse.
 - **Search** — Type an experience name and press Enter to filter the list.
 - Select an experience from the list. Click the **Open Preview** icon next to any experience to preview it in a new tab.
 - **Embed Type** — Choose **iFrame** or **Javascript** (see embed type guidance below).
5. Click **Insert** to confirm your selection.

 Only **published** experiences will appear in the selection list. Draft or inactive experiences are not available for embedding.

Once an experience is selected, the web part renders the experience on the page. The property pane shows the generated embed code in the **Experience HTML** text area (read-only). Use the copy icon below the text area to copy the embed code to your clipboard.

Unlike the Video and Playlist web parts, the Experience web part does not offer playback, control, or sizing options in the property pane. The experience layout, player configuration, and sizing are all controlled within the experience itself via Brightcove Video Cloud Studio's Gallery module.

Visibility

The property pane includes the same **Show in mobile and email view** toggle as the Video and Playlist web parts. See Section 5.2 for details on how this works.

Embed types: iFrame vs. JavaScript

The Experience web part is the only web part that lets you choose between iFrame and JavaScript rendering. This choice determines how the experience is embedded on the SharePoint page.

iFrame embed


The experience is rendered inside an HTML `<iframe>` element.

- This is the **default and recommended choice** for most deployments.
- Works in most SharePoint configurations without additional setup.
- Content is sandboxed inside the iframe.

JavaScript embed

The experience is rendered directly into the SharePoint page's using an inline Brightcove script tag.

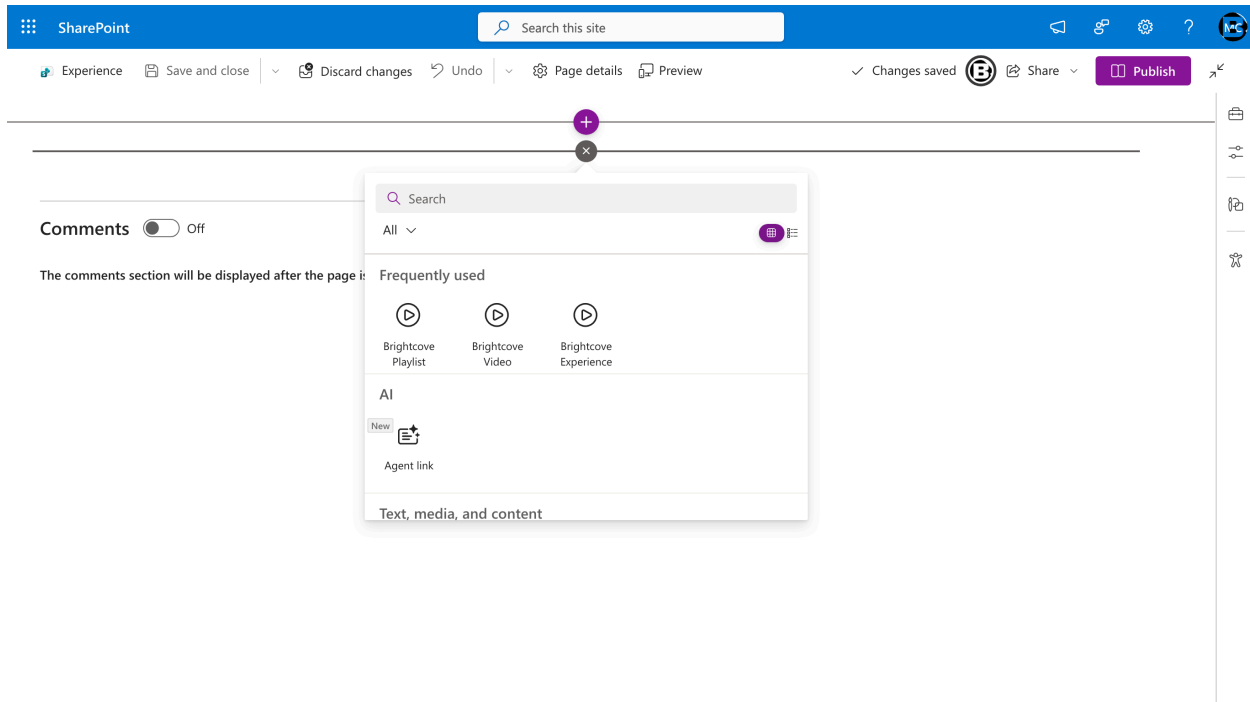
- **Required** when you use **Brightcove domain restrictions** (also called "Content Security" in the player settings in Studio) to restrict playback to specific domains. Since the experience runs directly on the SharePoint page, the restriction domain should be your SharePoint tenant URL (e.g., `*.sharepoint.com`).
- **Requires** that your SharePoint admin has added `https://players.brightcove.net/` as a **trusted script source** in the SharePoint Admin Center (SharePoint Admin Center → Advanced → Script Sources). See the Installation Guide, Section 5.1.

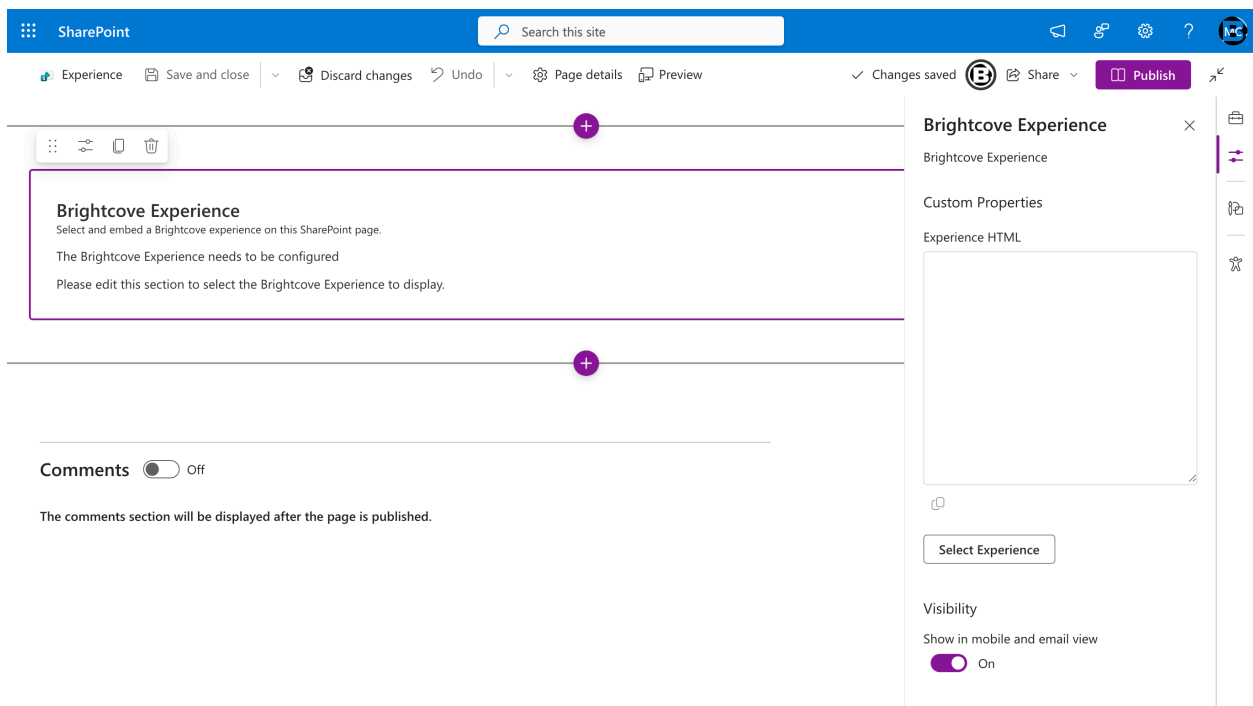
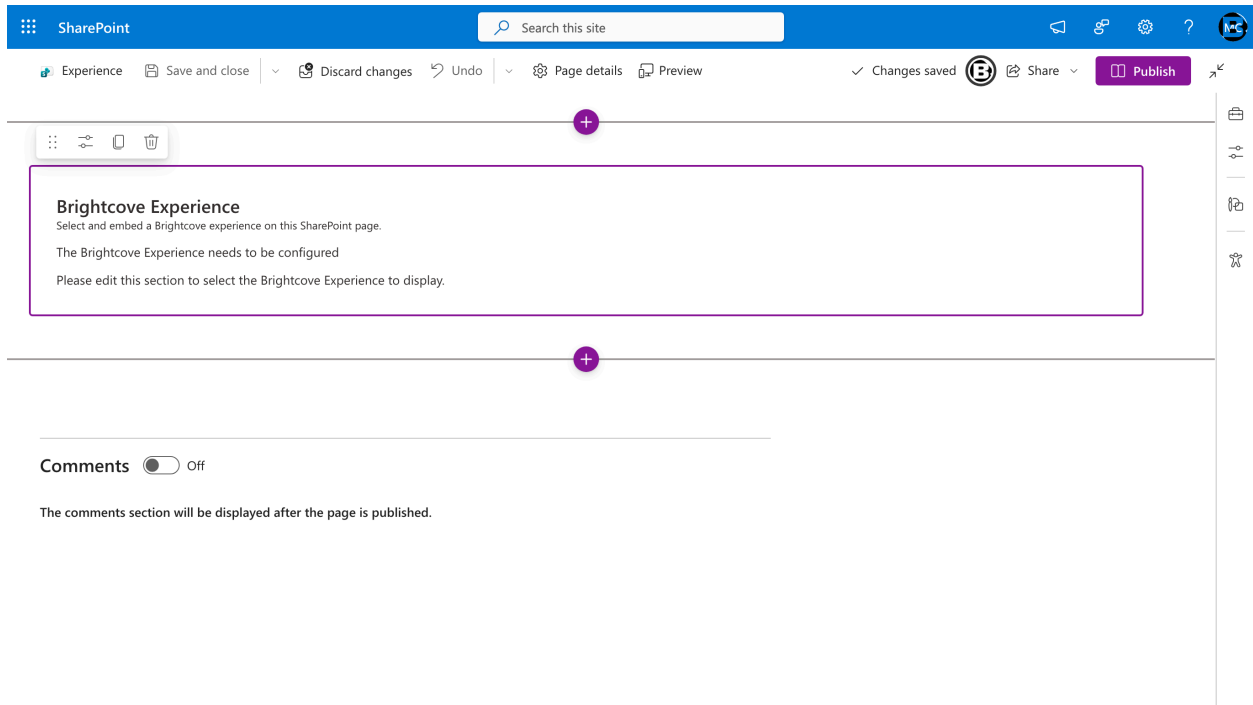
 If the trusted script source has not been configured, JavaScript embeds will fail to render and you'll see a blank area where the experience should be. Check your browser's developer console (F12 → Console tab) for CSP violation errors — these will reference the blocked script domain and confirm the trusted script source needs to be added.

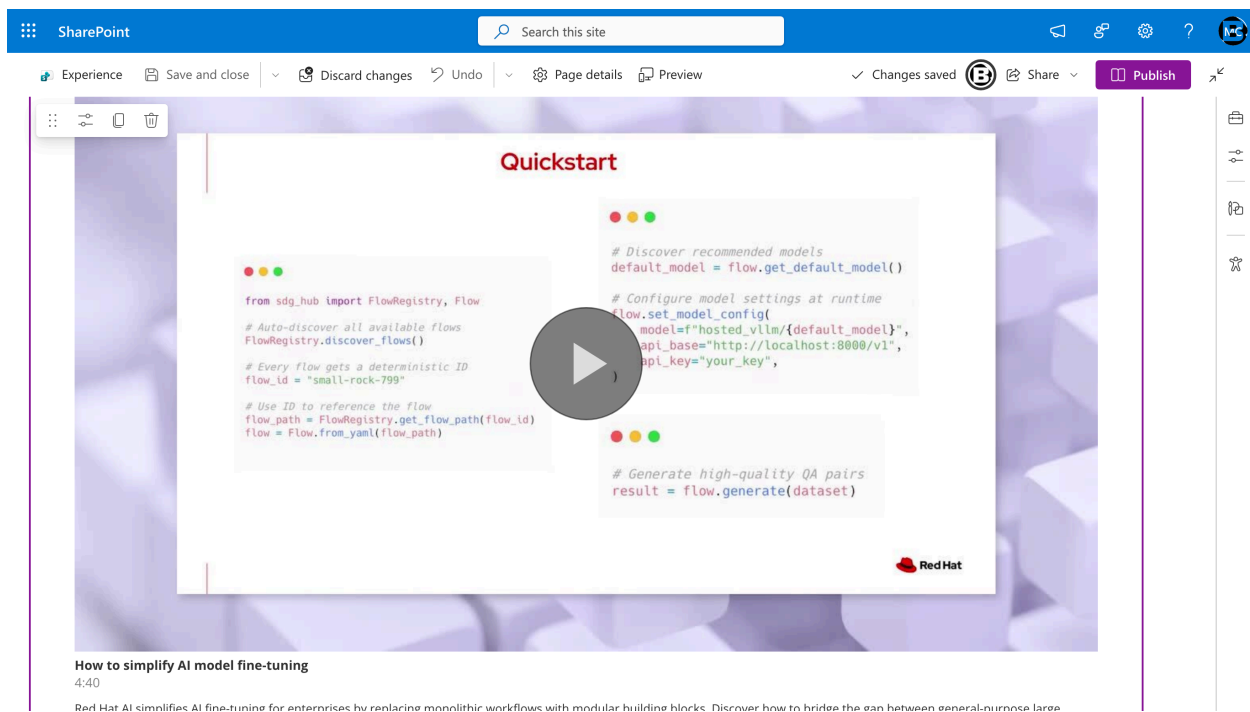
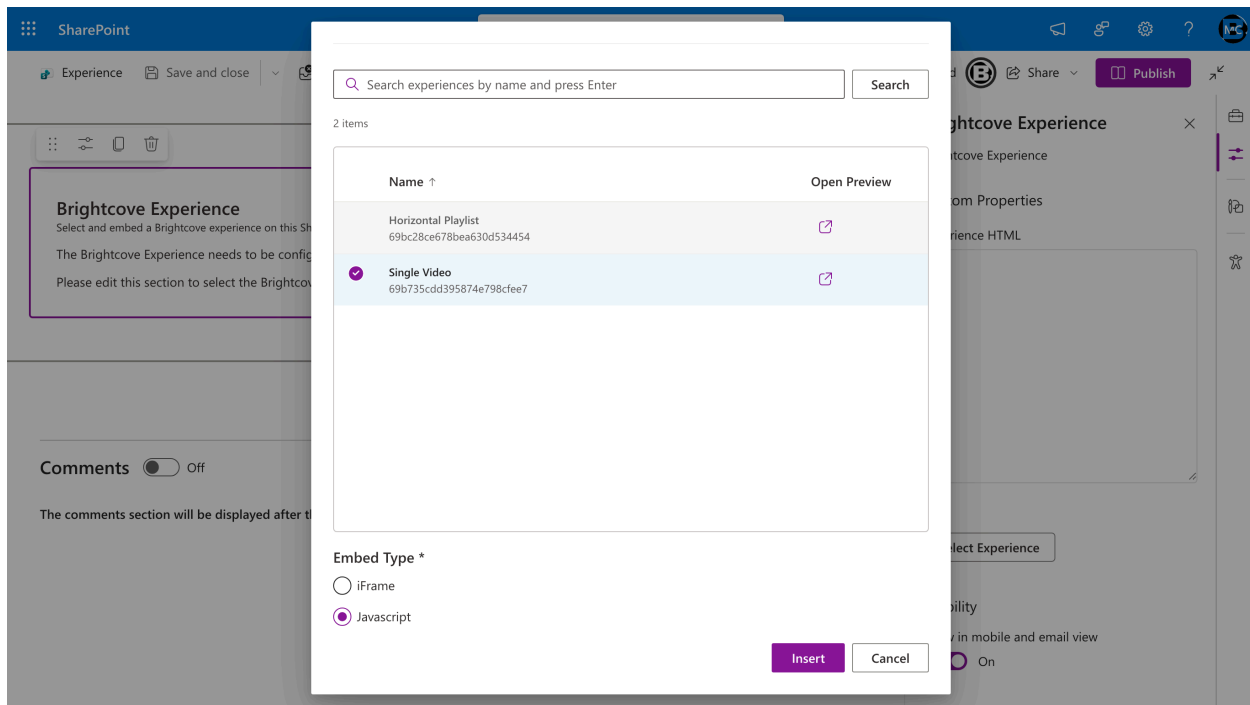
Choosing the right embed type:

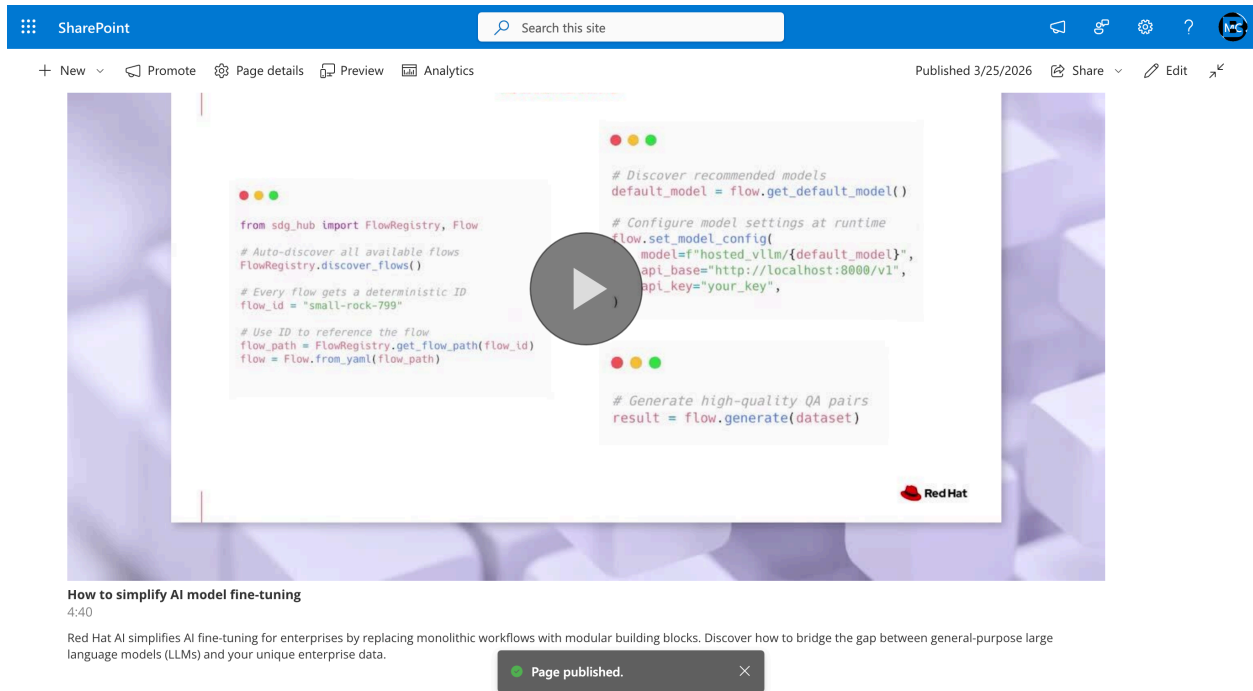
Scenario	Recommended Embed Type
Standard embedding, no domain restrictions	iFrame

Scenario	Recommended Embed Type
Domain-restricted content (Brightcove Content Security)	JavaScript
Embedding in Outlook / email-visible pages	iFrame (JavaScript embeds are stripped from emails)
Simplest setup, fewest dependencies	iFrame









6. Working with multiple Brightcove accounts

The connector supports connecting multiple Brightcove Video Cloud accounts to a single SharePoint site. This is useful for organizations that manage separate accounts for different brands, departments, or regions.

6.1 How it works

- Each Brightcove account is added separately in the Connector Settings page with its own API credentials.
- When adding a web part to a page, the author selects which account to browse content from using the **Brightcove Account** dropdown in the property pane.
- Each web part instance is tied to a single account. To show content from different accounts on the same page, add multiple web parts and configure each with the appropriate account.

6.2 Account credential requirements

- Each set of API credentials (Client ID + Client Secret) should be linked to a **single** Brightcove account. See the Installation Guide, Section 3 for details.
 - If you use the same Client ID / Client Secret across multiple accounts, you will need to add a separate account entry in Connector Settings for each Account ID you want to access.
-

7. Tips and best practices

For site admins

- **Test connection regularly** — After Azure maintenance, credential rotation, or infrastructure changes, use the "Test Connection" button in Connector Settings to verify the proxy is still healthy.
- **Rotate credentials proactively** — When you rotate Brightcove API credentials in Video Cloud Studio, update the corresponding account entry in Connector Settings immediately to avoid service interruptions.
- **Use descriptive account names** — When managing multiple accounts, use clear names (e.g., `marketing-prod`, `training-emea`) so content authors can easily identify the correct account.

For content authors

- **Publish your page** — Embedded Brightcove content may not play correctly in the SharePoint editor. Always publish (or republish) the page to see the final rendering.
- **Check player compatibility** — Ensure the player you select in the web part property pane is appropriate for the content type. Playlist players are needed for playlists; single-video players won't show playlist navigation.
- **Use experiences for rich layouts** — If you need more than a simple embedded video (e.g., a video gallery, featured video grid, or live event player), create an In-Page Experience in Brightcove Studio and embed it using the Experience web part.
- **Draft experiences won't appear** — Only published experiences show up in the Experience web part selector. If you don't see your experience, check that

it's been published in Video Cloud Studio.

For content managers

- **Upload from SharePoint** — Use the Content Management page to upload and edit videos without switching to Video Cloud Studio. Changes made in SharePoint are immediately reflected in Video Cloud.
 - **Deactivate vs. delete** — Setting a video to Inactive prevents playback but preserves the video in your account. Deletion must be done from Video Cloud Studio.
 - **Tags help discovery** — Use consistent tagging when uploading videos. Tags are searchable in Video Cloud and help with playlist management.
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8. Troubleshooting

Web part shows "needs to be configured"

This is the default state when a web part is first added. Open the property pane, select a Brightcove account, choose your content, and save.

No accounts appear in the web part dropdown

- Verify that at least one account has been added and saved in the Connector Settings page (Section 3.2).
- Verify the proxy connection test passes (Section 3.1).
- If you recently added the app to the site, try refreshing the page.

Video or playlist doesn't play on the published page

- Check that the video is **Active** in Brightcove (not deactivated or scheduled for a future date).
- If using domain restrictions in Brightcove, ensure your SharePoint tenant URL is in the allowed domains list.
- Make sure you have published the page — content may not render correctly in the SharePoint editor.

Blank area where the experience should be

- This typically indicates a JavaScript embed on the Experience web part where the script source hasn't been trusted. Ask your SharePoint admin to add `https://players.brightcove.net/` in SharePoint Admin Center → Advanced → Script Sources.
- Alternatively, re-select the experience using the **iFrame** embed type as a workaround.

"Connection failed" in Connector Settings

- Click **Copy Support Bundle** and share the diagnostic output with your Azure admin.
- Common causes: Function App is stopped or not deployed, CORS is misconfigured, API permission was not approved, or the App Registration is misconfigured.
- See the Installation Guide, Section 9 for detailed troubleshooting steps.

Upload fails in Content Management

- Verify the Brightcove API credentials have the required scopes: **Dynamic Ingest: Create** and **Dynamic Ingest: Push Files**. See the Installation Guide, Section 3.3.
- Check that the video file format is supported by Brightcove Video Cloud.
- Check the proxy connection — if the proxy is unreachable, all API operations will fail.

9. Frequently asked questions

Q: Do I need to re-embed all my existing Brightcove content from the legacy connector?

A: The legacy Add-In web parts and the new SPFx web parts are completely separate, so you will need to add the new Brightcove web parts and select your content in them. Whether existing content previously placed by the legacy connector continues to render after Microsoft retires the Add-In framework on

April 2, 2026 is not something Brightcove can guarantee — this depends on how Microsoft handles previously embedded content. We recommend proactively re-embedding your content using the new web parts before the retirement date. For questions about the Add-In retirement's impact on existing page content, consult [Microsoft's SharePoint Add-In retirement documentation](#) or your Microsoft representative.

Q: Can I use the connector in Microsoft Teams or Viva?

A: Not in this release. Teams and Viva Connections support are planned for a future release. The v1.0.0.0 release supports SharePoint Online only.

Q: Can I use the connector on SharePoint on-premises?

A: No. The v1.0.0.0 release requires SharePoint Online (M365) and an Azure subscription. SharePoint Server (on-premises) is not supported.

Q: Does the connector work with Brightcove's content security / domain restrictions?

A: Yes. For all three content types, you need to add your SharePoint tenant domain (e.g., `*.sharepoint.com`) to the player's **Allowed Domains** list in Video Cloud Studio (Players → Content Restriction → Domain restrictions). The **Video** and **Playlist** web parts will then work seamlessly with no additional SharePoint-side configuration. For the **Experience** web part, you must also use the **JavaScript** embed type and ensure your SharePoint admin has added `https://players.brightcove.net/` as a trusted script source. See Section 5.4 for details.

Q: How many Brightcove accounts can I connect?

A: There is no hard limit. You can add as many Brightcove accounts as needed in the Connector Settings page. Each requires its own set of API credentials.

Q: Are my Brightcove API credentials secure?

A: Yes. API credentials are stored as encrypted secrets in Azure Key Vault. They are never sent to or exposed in the SharePoint client (browser). All Brightcove API calls are made server-side through the Proxy API, which authenticates requests using Microsoft Entra ID OAuth tokens.

Q: What happens if my Azure admin rotates the Key Vault or changes the Function App URL?

A: You'll need to update the Proxy API Base URL and/or Proxy API Resource in the Connector Settings page. Use the Test Connection button to verify the new configuration.

Q: Can multiple sites use the same Azure Function App?

A: Yes. One Function App + Key Vault deployment can serve multiple SharePoint sites. Each site adds the app independently and configures its own Connector Settings, but they all point to the same proxy. Account credentials in the Key Vault are scoped by tenant ID, so credentials are shared across sites within the same tenant.

10. Getting help

If you encounter issues not covered in this guide or the Installation Guide:

1. **Use the Copy Support Bundle** feature in Connector Settings to capture diagnostic information.
2. **Contact your Brightcove Account Manager** or CSM for migration and deployment assistance.
3. **Open a support case** at [Brightcove Support](#) and include the support bundle output along with a description of the issue.