

LinkedIn Learning Video Forwarding Issues with Security Services

Contents

Issue

Users are experiencing difficulties forwarding LinkedIn Learning videos when Cisco security services are enabled in their environment. The video forwarding functionality fails to work properly while the security services are active. However, when the Cisco services are stopped or disabled, the video forwarding works as expected. This issue specifically impacts users' ability to share or advance training content within LinkedIn Learning videos, creating disruption to their learning and training workflows.

Environment

- Technology: Security - Network Protection
- Subtechnology: Umbrella - DNS / DNS Policy / Block Page / DNS Network Devices
- Software Version: ALL
- Cisco security services enabled in the environment
- LinkedIn Learning platform access required

Resolution

These troubleshooting steps and workarounds were provided to address the LinkedIn Learning video forwarding issue.

Workaround Options

Option 1: Disable File Inspection (Not Recommended)

Navigate to **Secure > Security Profiles** and disable File Inspection. This option is not recommended as it reduces overall security protection.

Option 2: Add Domains to Selective Decryption List

Add LinkedIn Learning domains to the Selective Decryption List to allow proper video streaming and forwarding functionality while maintaining security for other traffic.

Option 3: Download Video Content

Download the LinkedIn Learning videos locally to enable fast-forwarding and sharing capabilities without relying on streaming functionality that can be impacted by security services.

Cause

The root cause appears to be related to Cisco security services interfering with LinkedIn Learning video streaming and forwarding mechanisms. The security services, particularly those involving file inspection and SSL/TLS decryption, could be blocking or modifying the network traffic required for video forwarding functionality. The specific technical cause was not definitively identified in the troubleshooting process, but the issue was resolved through the application of selective decryption policies or other workaround measures.

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