Troubleshooting

Stream Integration Pro · https://handyplugins.co/docs/stream-integration-pro-troubleshooting/

This guide covers the most common questions and problems.

A video is still "queued"

Possible reasons:

- Cloudflare Stream has accepted the upload but has not finished processing yet
- a follow-up sync job has not run yet
- the video is not ready to stream yet

What to do:

1. Open the attachment details screen.
2. Check the Stream status.
3. Use `Sync Stream Data` if needed.
4. Refresh the attachment after a short wait.

The preview shows a thumbnail instead of a player

This usually means the Stream video is not ready yet or the player cannot currently load the Stream source.

This is expected while a video is still:

- queued
- uploading
- processing

Once the video is ready, the preview should switch back to the embedded player.

I uploaded a video but it stayed local-only

Check:

- `Auto-import newly uploaded WordPress videos` is enabled
- the file is a supported video upload
- the queue is running normally
- credentials are valid

If needed, open the attachment and use `Upload to Stream`.

A custom poster image does not render in local development

If the player is loaded from a Cloudflare iframe and your poster image is served from a local `.test`, `localhost`, or similar development domain, browser security rules may block it.

In that case:

- use `Thumbnail time (seconds)` instead
- or test the custom poster on a public production-like domain

"Delete from Stream" or other media actions fail with 403

Common reasons:

- an expired REST nonce
- an old browser tab
- a stale admin session

What to do:

- refresh the page
- if needed, log out and back in

Queue history is empty

That can be normal.

If `Enable detailed queue diagnostics` is disabled:

- completed and failed queue history is not retained
- only active queue work is relevant

The plugin was uninstalled but my videos still exist

That is intentional.

Even when uninstall cleanup is enabled, Stream Integration Pro does not automatically delete:

- WordPress media items
- local upload files
- Cloudflare Stream videos

The uninstall cleanup only removes plugin-owned integration data.

Licensing problems

If licensing fails:

- verify the key is correct
- check whether it has expired
- make sure the current site or network URL matches your license policy

For more detail:

- License and Updates

Still Stuck

When you need more context, collect:

- the attachment ID
- the Stream UID
- the current storage state
- the exact queue state

- the exact error message

Then reproduce the problem with one test video so you can isolate whether the issue is:

- local upload
- direct Stream upload
- queue processing
- preview rendering
- licensing