Troubleshooting: Optimizely application is blocked by a firewall, ad blocker, or content filter

This article will help you:

- Fix issues with the Optimizely application caused by firewalls, ad blockers, or content filters

Some Optimizely users and customers have firewalls, ad blockers, and other content filters that restrict the domains to which a web application can make requests. If these systems are not configured to allow access to all of Optimizely’s production domains, they can block parts of the Optimizely application from loading or functioning correctly.

For this reason, you may need to ask your IT Department to update the firewall and/or content filters to allow access to all of Optimizely’s production domains in order to run the Optimizely application. To do so, allow the following domain patterns:

- https://app.optimizely.com
- https://app.optimizely.com/*
- https://*.app.optimizely.com
- https://*.app.optimizely.com/*
- https://api.optimizely.com
- https://api.optimizely.com/*
- https://cdn-prod.optimizely-static.com
- https://cdn-prod.optimizely-static.com/*
- https://p13n-results-api.optimizely.com/*