
Account number: 294919948688

Support plan: Developer

**Route53 Change Propagation Delays**

DNS record changes submitted to the Route 53 API and console are being accepted, but due to an earlier issue there are currently delays in propagation. Queries to DNS records present at the beginning of this issue are not affected and are being answered normally. Other AWS services that use Route 53 to provision, deprovision, or scale are experiencing delays completing these operations:

Please see our [Service Health Dashboard](#)  for more information.

Case ID 6060113491

Case details

Subject

Access denied when I try to make videos available

Case ID

6060113491

Created

2019-05-10T03:35:15.925Z

Case type

Technical

Opened by

jamiehayes@healthyinspirations.com.au

Status

Customer action completed

Severity

General guidance

Category

Simple Storage Service (S3), Permissions and Access Control

Additional contacts

healthy@me.com

Correspondence

Healthy Australia

Sat May 11 2019

07:46:49 GMT+1000 (Australian Eastern Standard Time)

That worked,
Many thanks
Jamie



Amazon Web Services

Fri May 10 2019

20:31:23 GMT+1000 (Australian Eastern Standard Time)

Hello,

Thank you for contacting AWS Premium Support, I am Ayush and I will be assisting you with your case today.

From the problem description, I can understand that you are trying to use Amazon S3 to host videos and PDF's for your WordPress site and you would like to set the permissions so that it can be accessed from your website, please correct me if I misunderstood your query.

You can achieve this by making an object public so anyone who access your website can see those resources and this can be done using a bucket policy or object ACL.

The Simplest way to make an object public would be to first modify the Public access settings in bucket permissions tab because by default a new bucket would not allow you to make any object or bucket public as bucket public access setting prevents it so that your Amazon S3 is safe from any unintentional public access.

To disable this settings, you need to:

1. Go to S3 in the AWS Management Console and click on your bucket name
2. Click on Permissions
3. Check the Public access settings
4. If "Block new public ACLs and uploading public objects" and "Remove public access granted through public ACLs" are set to true please Edit them and set them to false

For reference follow the link[1]

Once you have made above changes please try to make the object public, you need to:

1. Go to S3 in the AWS Management Console and click on your bucket name
2. In the Bucket name list, choose the name of the bucket that contains the object.
3. In the Name list, choose the name of the object for which you want to set permissions.
4. Choose Permissions, under Public access, choose Everyone.
5. Select Read Object and save

For reference follow the link[2]

Since you mentioned that you just signed up for S3, I would like to tell you that you should go through the Setting Bucket and Object Access Permissions Docs[3] to understand how permissions work with S3.

You should be successful with your attempts to prevent any access of your bucket from any unauthenticated

you should be careful with permissions to prevent any misuse of your bucket from any unauthorized use. Here's a link [4] for ensuring security in Amazon S3.

If you face the issue still after performing the required steps, please provide the below information, so that I can troubleshoot the issue and assist you in a better way.

1. Bucket name
2. IAM user
3. S3 Request ID Pair [5]

I hope the above information will help you to get started with Amazon S3 Permissions, if you still have any further queries or doubts please feel free to write back to me and I would be happy to assist you further.

References:

- [1]<https://docs.aws.amazon.com/AmazonS3/latest/user-guide/block-public-access-bucket.html>
- [2]<https://docs.aws.amazon.com/AmazonS3/latest/user-guide/set-object-permissions.html>
- [3]<https://docs.aws.amazon.com/AmazonS3/latest/user-guide/set-permissions.html>
- [4]<https://aws.amazon.com/premiumsupport/knowledge-center/secure-s3-resources/>
- [5]<https://docs.aws.amazon.com/AmazonS3/latest/dev/troubleshooting.html#http-request-id>

Best regards,

AYUSH K.
Amazon Web Services

Check out the AWS Support Knowledge Center, a knowledge base of articles and videos that answer customer questions about AWS services: https://aws.amazon.com/premiumsupport/knowledge-center/?icmpid=support_email_category

We value your feedback. Please rate my response using the link below.

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To contact us again about this case, please return to the AWS Support Center using the following URL:

<https://console.aws.amazon.com/support/home#/case/?displayId=6060113491&language=en>

(If you are connecting by federation, log in before following the link.)

*Please note: this e-mail was sent from an address that cannot accept incoming e-mail. Please use the link above if you need to contact us again about this same issue.

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Healthy Australia

Fri May 10 2019

13:35:16 GMT+1000 (Australian Eastern Standard Time)

Hi,

I just signed up to Amazon S3 so that I could use it to stream videos to my Wordpress site and have downloadable pdfs.

I could not find instructions in how to do this, and none of the old Youtube videos helped me make this happen.

When I tried to adjust the permissions, I got an error message that access was denied. I am the owner!

Is there any video or written instructions that I (as a non-technical person) might be able to follow?

Please help.

Request ID(s):

Requester:

Attempted Action:

Target Resource:

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[English \(US\)](#)

[Privacy Policy](#)

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