Blackboard

Configuring a Windows System and Proxy for use with Blackboard Collaborate Web Conferencing

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Product: Collaborate - Web Conferencing

Document Type: User Documentation

Document Summary:
Affected Platforms
Blackboard Collaborate Web Conferencing
Document Details:

Both Java Web Start and Blackboard Collaborate web conferencing should automatically detect your proxy settings. However, there are occasions when this does not happen automatically, and you are prompted for your proxy information. The following information will provide you with the steps needed to locate the necessary information and how to enter it correctly.
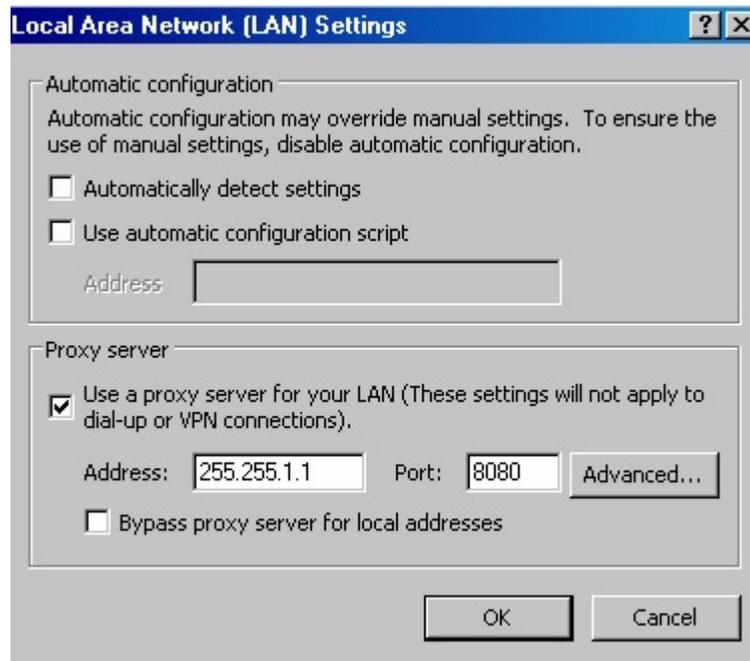
STEP 1:

Windows

1.   Click on the **Start** menu and select **Control Panel** (Start Settings Control Panel)

2.   Open your **Internet Options** control
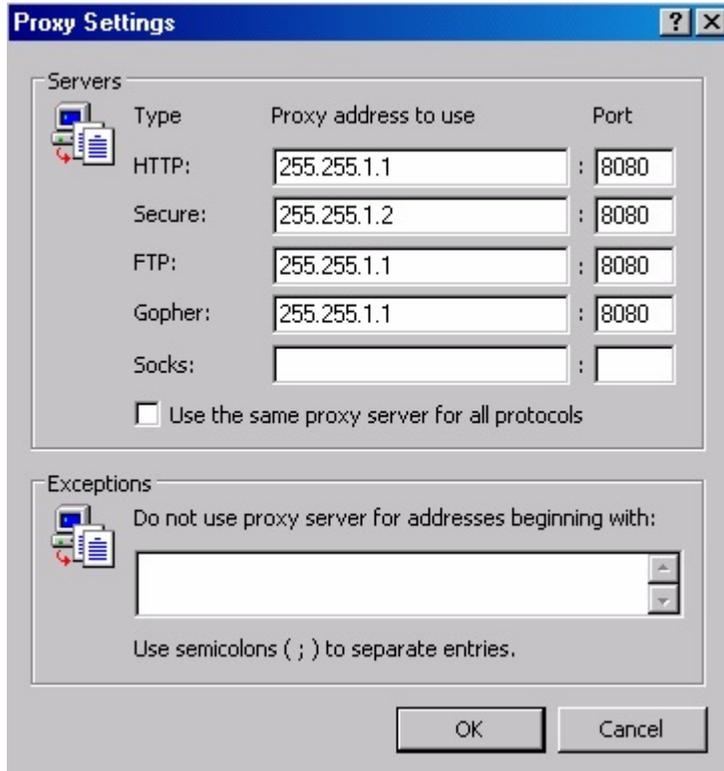
3.   Select the **Connections** tab

4.   Click on **LAN Settings...**

5.   If 'Use a proxy server for your LAN' is checked, record the information listed beside Address and Port. If proxy Address and Port number information is not available or not present, contact your System Administrator.

6. If 'Use a proxy server for your LAN' is checked, but the Address or Port is null, click the Advanced button and record the information next to HTTP (or Gateway). If proxy Address and Port or not present, contact your System Administrator.
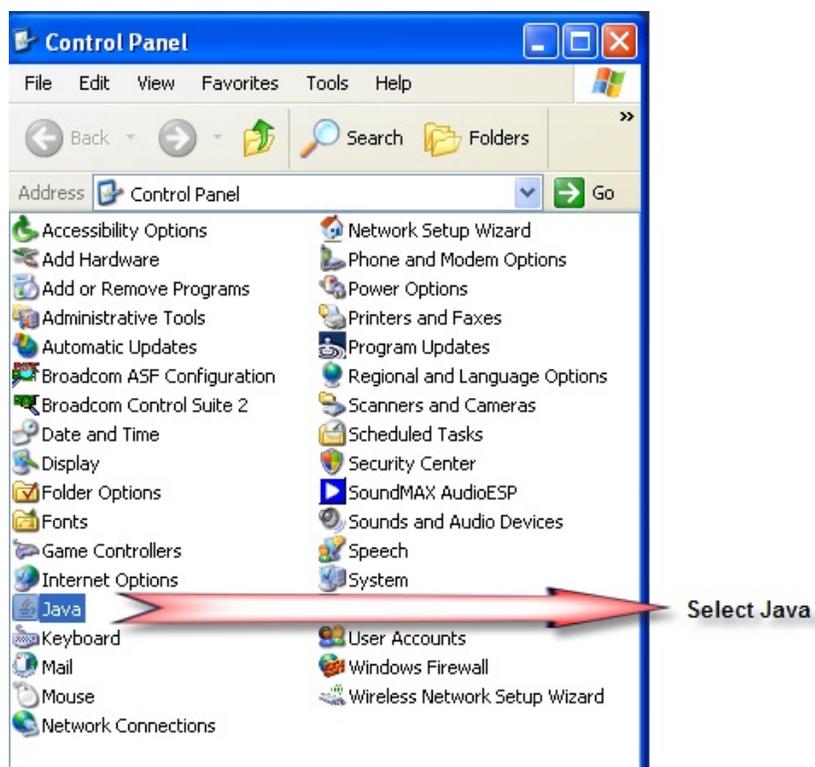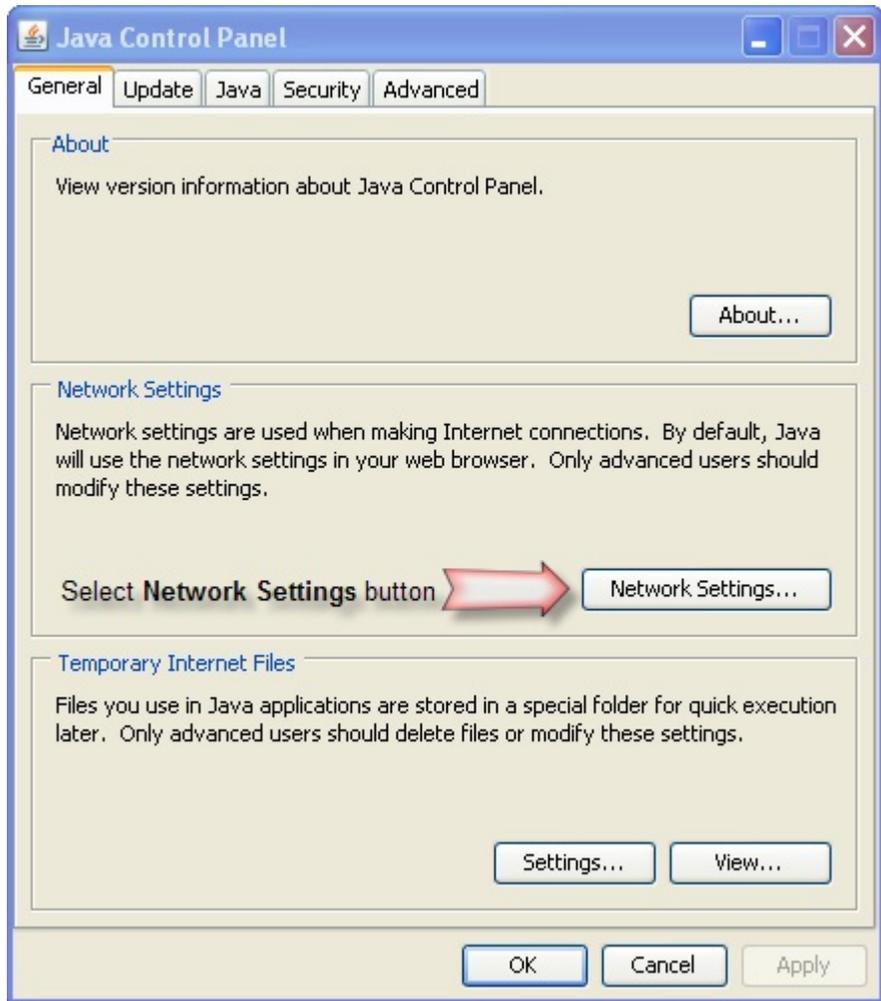
Proxy Settings

Servers

Type	Proxy address to use		Port
HTTP:	255.255.1.1	:	8080
Secure:	255.255.1.2	:	8080
FTP:	255.255.1.1	:	8080
Gopher:	255.255.1.1	:	8080
Socks:		:	

☐ Use the same proxy server for all protocols

Exceptions

Do not use proxy server for addresses beginning with:

Use semicolons (;) to separate entries.

OK   Cancel

STEP 2:

Entering Proxy Information into Java
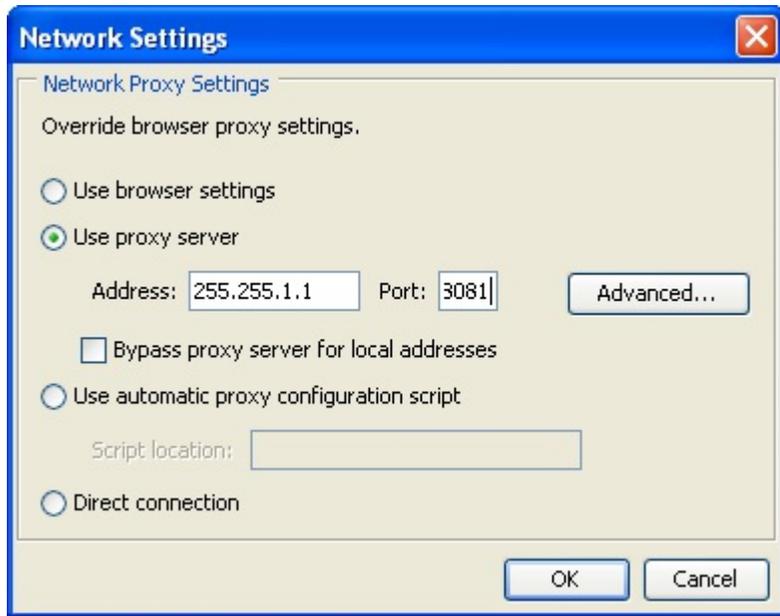
Open **Java Application Manager**

1. Click on the **Start** menu and select **Control Panel** (Start Settings Control Panel)
2. Select **Java**

3. From the General tab, select the **Network Settings** button

4. In the pop-up, click the button to **Use proxy server**. Then enter the information you copied before into the Address and Port boxes.
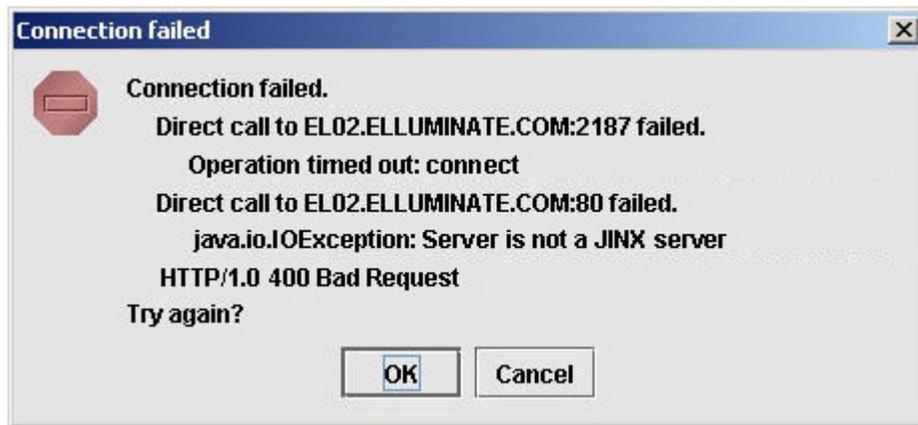
Network Settings

Network Proxy Settings

Override browser proxy settings.

○ Use browser settings

⦿ Use proxy server

    Address: `255.255.1.1`   Port: `3081`   [Advanced...]

    ☐ Bypass proxy server for local addresses

○ Use automatic proxy configuration script

    Script location: [   ]

○ Direct connection
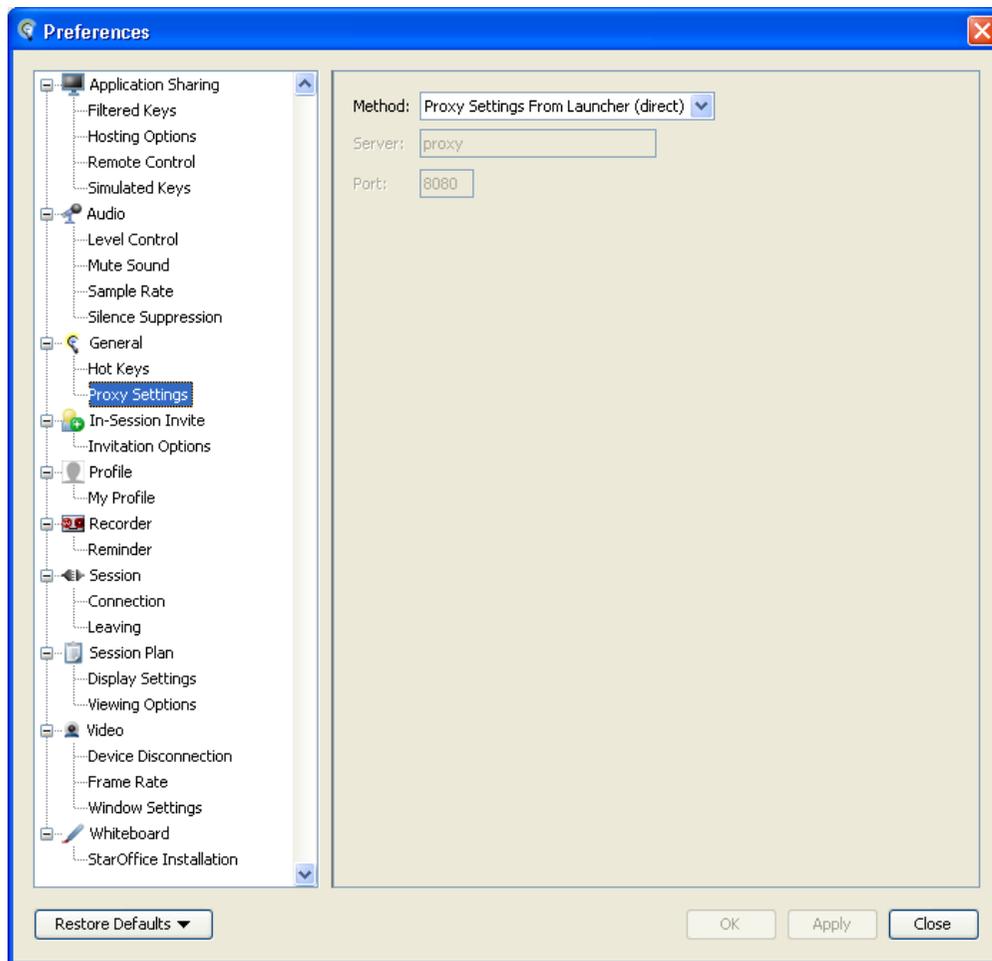
[OK] [Cancel]

STEP 3:

Entering Proxy Information into Blackboard Collaborate

The proxy information should pass automatically from Java Web Start to Blackboard Collaborate. If it does not, a Connection Failed error message will appear, and it may be necessary to manually configure the proxy settings in Blackboard Collaborate. In this step, Blackboard Collaborate will be manually configured to use a specified address and port number to connect to a proxy.
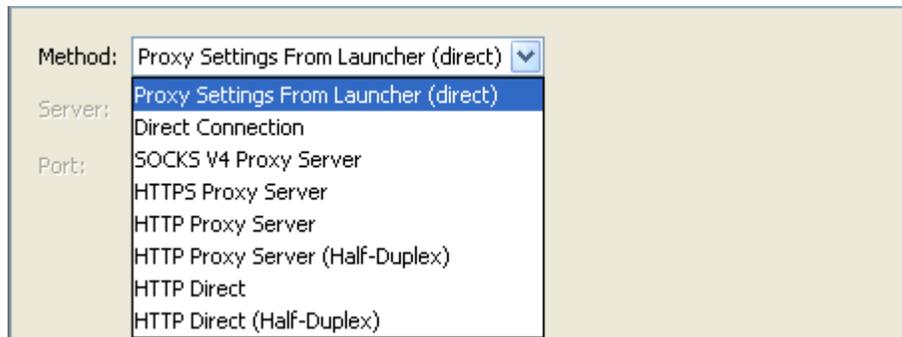
    1. Cancel the authentication process by clicking the **Cancel** button when prompted to try again in the Blackboard Collaborate environment.

Connection failed

Connection failed.
    Direct call to EL02.ELLUMINATE.COM:2187 failed.
        Operation timed out: connect
    Direct call to EL02.ELLUMINATE.COM:80 failed.
        java.io.IOException: Server is not a JINX server
    HTTP/1.0 400 Bad Request
Try again?

[OK] [Cancel]

    2. Select Tools -> Preferences -> General -> Proxy Settings

3. In the 'Type of proxy server…' field, select 'Use HTTP proxy server'.

4. Enter the proxy address recorded in the step above into the Server field, and the port number into the Port field.

NOTE: The connection failed message may have different server information then from above since our list of servers is continually under change.

5. Click **OK**.
6. Select **Join the Session** from the **Session** menu.
7. If this fails, go back to step 3 and select 'Use HTTPS proxy server'.

Document Link:

Optional Links:

If a connection still cannot be established you will need to contact your System Administrator because further configuration is necessary. Please provide them with the following information.

System Administrator Information