



Blackboard

Ultra Experience - Collaborate with the Ultra Experience Networking Information

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Product: Collaborate - Ultra Experience

Document Type: Administrator Documentation

Document Summary: This article details the ports and IP addresses needed for using Collaborate with the Ultra experience.

Document Details: This article is intended to provide System and Firewall Administrators with the information needed to successfully allow Collaborate with the Ultra experience to run on their networks.

Starting in August/September of 2018 Collaborate Ultra sessions will launch from the regional Amazon Cloud AWS, [click here](#) for more information.

By default Collaborate with the Ultra experience will be using UDP on the port range 49152 through 65535, if your organization has a firewall in place that is not open to this range, we will next try UDP 50000 and if that fails we will allow traffic to connect via TCP on port 443. It should be noted that TCP is a slightly slower connection protocol than UDP, but the experience should still be acceptable.

For full UDP access, please open ports 49152 through 65535 up to the following domains: ***.bbcollab.com, *.bbcollabcloud.com, *.bbcollab.cloud.**

Starting May 31st, 2019 we now offer a static FQDN and 2 static IPs per AWS region to allow a connection over **TCP ONLY**. UDP, including UDP 50000, will not be able to connect using these static IPs. Please see the appropriate hosting region for your institution for URL and IPs for TCP.

Additionally, Collaborate with the Ultra experience uses HTML5 Web Socket traffic to connect to session servers. Network traffic filters such as Cisco Firepower may have a filter added to prevent HTML5 and thus WebRTC from connecting. Please whitelist Blackboard Collaborate Ultra traffic to the following domains: ***.bbcollab.com, *.bbcollabcloud.com, *.bbcollab.cloud**

Furthermore, Proxy servers need to allow HTML5 Web Socket traffic in order for Collaborate to connect to the session servers through a proxy. Proxy servers may need to be specifically configured to handle this Web Socket traffic. [Click Here](#) to access our article on testing Web Socket traffic on your network. If you are blocking Web Socket traffic, please whitelist Blackboard Collaborate Ultra traffic to the following domains: ***.bbcollab.com, *.bbcollabcloud.com, *.bbcollab.cloud**

Blackboard Collaborate Ultra recordings are currently hosted on AWS, clients should whitelist ***.bbcollab.com** to allow access to our domain.

While it is possible to use AWS IP ranges to allow users to view recordings and sessions we highly recommend that you whitelist the noted domains: ***.bbcollab.com, *.bbcollabcloud.com, *.bbcollab.cloud** . We make this recommendation because AWS IP addresses may change frequently, because of this Amazon has a JSON script available for clients to use to keep track of the changes. Please visit: <https://aws.amazon.com/blogs/aws/aws-ip-ranges-json/> for further information. To find out which AWS region to add depending on where you are hosted from, please locate the regional SAS you are hosted on below.

US Hosted Collaborate Ultra

- Sessions AWS region (Virginia): us-east-1
- Recording AWS region (Virginia): us-east-1
- TCP ONLY static IPs
 - URL - ultra-us-prod-turn-tcp.bbcollab.cloud
 - IP1 - 3.218.126.122
 - IP2 - 34.237.155.169

EU Hosted Collaborate Ultra

- Sessions AWS region (Ireland) : eu-west-1
- Recording AWS region (Ireland): eu-west-1
- TCP ONLY static IPs
 - URL - ultra-eu-prod-turn-tcp.bbcollab.cloud
 - 108.129.37.18
 - 63.35.119.250

AU Hosted Collaborate Ultra

- Sessions AWS region (Asia Pacific - Sydney): ap-southeast-2
- Recording AWS region (Ireland): eu-west-1 (recordings made before November 24th, 2018)
- Recording AWS region (Asia Pacific - Sydney): ap-southeast-2 (recordings made after November 24th, 2018)
- TCP ONLY static IPs
 - URL - ultra-au-prod-turn-tcp.bbcollab.cloud
 - 13.55.252.6
 - 54.66.134.4

CA Hosted Collaborate Ultra

- Sessions AWS region (Montreal): ca-central-1
- Recording AWS region (Ireland): eu-west-1 (recordings made before November 24th, 2018)
- Recording AWS region (Montreal): ca-central-1 (recordings made after November 24th, 2018)
- TCP ONLY static IPs
 - ultra-ca-prod-turn-tcp.bbcollab.cloud
 - 99.79.104.41
 - 99.79.119.4

Ports

- Range: UDP 49152 through 65535 (Recommended for best performance)
- UDP 50000 (Will slightly degrade performance if limited to this UDP port)
- TCP 443

Document Link: HTML 5 Web Socket Test: <https://blackboard.secure.force.com/apex/publickbarticleview?id=kA770000000CbvQ>