

# Blackboard

## Collaborate - HTML 5 Web Socket Test for Network Troubleshooting

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**Product:** Blackboard Collaborate

**Document Type:** User Documentation

**Document Summary:** Collaborate requires an HTML5 Web Socket connection be allowed on browsers and networking appliances such as proxy servers.

Users trying to connect from networks that do not allow HTML5 Web Socket connections will be unable to launch a Collaborate session.

This article walks users through a general test to see if Web Socket connections are working on their network. This test is not however specific to the bbcollab.cloud domain, meaning it is possible in rare cases to pass this test but still fail to connect with Collaborate because Web Sockets cannot connect to bbcollab.cloud.

**Information:** To test the Web Socket connection please use the same setup that is failing to connect to Collaborate. For example if you are using a proxy server, please try this test from behind the proxy server.

In a browser, go to the following link: <https://websocketstest.com/>

A successful Web Socket test will show the following response:

# WebSockets seem to Work for You!

## Environment

WebSockets supported	Yes ✓
HTTP Proxy	No
WebSocket protocol version	rfc-6455

## WebSockets (Port 443, SSL)

Connected	Yes ✓
Data Receive	Yes ✓
Data Send	Yes ✓
Echo Test	Yes ✓
Server time	2021/9/22 18:50:36

**Important Note:** If you receive an error or do not get a response back, you must talk with your institution's networking department. The only way to resolve this issue is to allow Web Socket traffic to the bbcollab.cloud domain on your proxy server or other networking appliance.

Alternatively, it is possible to tell if a Web socket connection cannot be established by looking at the [browser javascript console logs](#) when attempting to start a Collaborate session.

The error seen in the logs will be similar to:

```
WebSocket connection to 'wss://ssva##.bbcollab.com/ws/jinx?auth=1885ddaf346d4a10a2955088##' failed: Error in connection establishment:
net::ERR_CONNECTION_RESET
libclassroom.min.js:1
```