



Blackboard

Ultra Experience - HTML 5 Web Socket Test for Network Troubleshooting

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Product: Collaborate - Ultra Experience

Document Type: User Documentation

Document Summary: Collaborate with the Ultra experience requires a HTML 5 Web Socket connection be allowed on browsers and networking appliances such as proxy servers.

Users trying to connect from networks that do not allow HTML 5 Web Socket connections will be unable to launch a Collaborate with the Ultra experience.

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

Information: To test the Web Socket connection please use the same setup that is failing to connect to the Collaborate with the Ultra experience. 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://www.websocket.org/echo.html>

Enter this text in the Location text box: wss://echo.websocket.org

Click the Connect button.

Once connected, press the Send button. The output will appear in the Log section.

A successful Web Socket test will show a Response in the logs for "Rock it with HTML5 WebSocket".



This browser supports WebSocket.

Location:

Use secure WebSocket (TLS)

Message:

Log:

```
CONNECTED
SENT: Rock it with HTML5 WebSocket
RESPONSE: Rock it with HTML5 WebSocket
```

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.com domain on your proxy server or other networking appliance.

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

The error seen in the logs will be similar to:

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

```
libclassroom.min.js:1
```