



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.

Information: 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.

Collaborate Ultra sessions launch from the regionally provisioned Amazon Cloud AWS in either (Virginia): us-east-1, (Ireland) : eu-west-1, (Asia Pacific - Sydney): ap-southeast-2, (Montreal): ca-central-1

Clients hosted in (Virginia): us-east-1 or (Montreal): ca-central-1 in the LAC region may launch sessions via our satellite service from South America (São Paulo) sa-east-1. Please [contact support](#) for more information.

Collaborate with the Ultra experience tries the following UDP/TCP methods to connect to the session server and then based on what is allowed picks the best option to make the connection. The list is in preference order, with Direct UDP being the preferred connection method.

- Direct UDP over ports 49152 through 65535
- UDP over port 50000 via a TURN server
- TCP over port 3478 via a TURN server
- TLS over port 443 over TCP via a TURN server

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

We now offer a static FQDN and 2 to 4 static IPs per AWS region to allow a connection over **TCP/TLS** or **UDP port 50000** via a **TURN** server. We recommend allowing the full domain (***.bbcollab.com, *.bbcollabcloud.com, *.bbcollab.cloud**) if possible, instead of allowing a specific hostname within the domain. Please see the appropriate hosting region for your institution for URL and IPs for using TURN.

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 allow 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 allow Blackboard Collaborate Ultra traffic to the following domains: ***.bbcollab.com, *.bbcollabcloud.com, *.bbcollab.cloud**

We do not recommend connecting to a Collaborate Ultra session over VPN as quality may suffer depending on the route of the VPN.

Blackboard Collaborate Ultra recordings are currently hosted on AWS, clients should allow ***.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 allow 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.

Recordings can be temporarily cached on an AWS CloudFront content delivery network (CDN) to allow for faster streaming, clients may need to allow ***.cloudfront.net** in order for recordings to stream properly.

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-nlb.bbcollab.cloud
 - IP1 - 3.218.126.122
 - IP2 - 34.237.155.169
 - IP3 - 54.237.179.195
 - IP4 - 52.203.128.154
- Brazil Satellite TURN server static IP's for US hosted clients running sessions on São Paulo session servers
 - 54.94.209.226
 - 18.230.173.46

EU Hosted Collaborate Ultra

- Sessions AWS region (Ireland) : eu-west-1
- Recording AWS region (Ireland): eu-west-1
- TURN server static IPs
 - URL - ultra-eu-prod-turn-nlb.bbcollab.cloud
 - IP1 - 108.129.37.18
 - IP2 - 63.35.119.250
 - IP3 - 52.211.221.216
 - IP4 - 34.251.106.122

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)
- TURN server static IPs
 - URL - ultra-au-prod-turn-nlb.bbcollab.cloud
 - IP1 - 13.55.252.6
 - IP2 - 54.66.134.4
 - IP3 - 3.104.151.89
 - IP4 - 3.24.171.62

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)
- TURN server static IPs
 - ultra-ca-prod-turn-nlb.bbcollab.cloud
 - IP1 - 99.79.104.41
 - IP2 - 99.79.119.4
 - IP3 - 99.79.138.5
 - IP4 - 3.96.70.238
- Brazil Satellite TURN server static IP's for CA hosted clients running sessions on São Paulo session servers
 - 18.229.28.82
 - 18.228.185.236

Ports

- Direct UDP port range: 49152 through 65535 (Recommended for best performance)
- UDP via port 50000 (Will slightly degrade performance if limited to this UDP port)
- TCP via port 3478
- TLS over TCP port 443

Related Links and Resources: HTML 5 Web Socket Test: <https://blackboard.secure.force.com/apex/publickbarticleview?id=kA770000000CbvQ>