

Blackboard

Troubleshooting J10 and J11 error messages

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Product: Blackboard Collaborate

Document Type: User Documentation

Document Summary:

Summary

Upon attempting to join a Collaborate session from a school or office network, the session fails to connect and the user encounters one of the following error messages:

- Failure Code J10
- Failure Code J11



Oh no! We're unable to connect you to the session.

Try reconnecting or contacting the session administrator.

Failure Code: J10

Information: Collaborate requires an 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 session.

The J10 and J11 error messages indicate that a network connection is blocking HTML 5 web socket connections. These error messages are usually the direct result of a network firewall configuration issue on campus or at your workplace.

Please have your local network administrator test to see if HTML 5 Web Socket connections are permitted on your network by following the instructions found in the following article:

<https://blackboard.secure.force.com/apex/publickbarticleview?id=kA770000000CbvQ>

You can also try accessing Collaborate from another network (coffee shop, local library, cellular hotspot) on the same computer. If you are able to access Collaborate from another network, then this indicates that the school or workplace network firewall configuration is most likely the cause of the J10 or J11 error message that you are receiving.

The J10 and J11 error message almost always happen when a user is accessing from a school or work network. However, if you are at home when this happens, please follow the home network troubleshooting steps found in the Collaborate home network troubleshooting guide found here:

<https://blackboard.secure.force.com/publickbarticleview?id=kA7100000008PM6>

If you have followed all troubleshooting suggestions in the articles listed here, please submit a ticket to Blackboard Collaborate Support through Behind the Blackboard. Be sure to include your JavaScript Web Console Logs. Instructions for gathering the logs are found here:

<https://blackboard.secure.force.com/publickbarticleview?id=kA7100000008PML>

