



Blackboard

Troubleshooting Connection Issues Experienced when using Blackboard Collaborate with the Ultra Experience

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Document Summary:

Summary

This article contains troubleshooting information for users experiencing disconnection issues with Blackboard Collaborate with the Ultra Experience.

Information: Collaborate connection issues come in a variety of types. When working with Collaborate Support, it is important to identify what kind of connection issue the user is experiencing. Below is a description of the three most common connection issues and suggested troubleshooting for each. When opening a ticket with Collaborate Support, please be sure to indicate which type of issue the user is having, troubleshooting performed and then provide the requested information to help us assist you as efficiently as possible.

Below are brief descriptions of the 3 types of connection issues. If one of these descriptions sounds like the issue your user is experiencing, please use the hyperlink to access more information and suggested troubleshooting.

[Cannot Connect](#) - User cannot successfully join a Collaborate with the Ultra Experience Session.

[Jinx Reconnect](#) - User can fully enter a session but gets a message indicating that they are reconnecting.

[Hard Disconnect](#) - User fully enters session but gets fully disconnected and has to refresh or launch session again to rejoin.

1. **Cannot connect to session**

a. **Definition/User Experience**

- i. User is **unable** to successfully join a session. User may experience the following:
 1. User sees Collaborate interface.
 2. Audio/Video and AppShare can be heard and/or seen.
 3. User cannot access chat or other UI elements.
 4. A dialog box will appear over the session UI with a purple spinner.
 5. The spinner times out and user sees a “Reconnect” button.

b. **Troubleshooting:**

- i. Attempt to Reconnect.
 1. If user reconnects on first try, no further troubleshooting required.
- ii. If user fails to connect successfully to the session, then try a different browser.

iii. If user is still unable to connect, create a Support ticket with the following information:

1. Disconnection Type: Cannot Connect to Session
2. Session Date/Time
3. Session Name
4. OS/Browser
5. Names of users affected
6. Saturn Session Server, MCU (if known)
7. Javascript Web Console Logs ([click here for instructions](#))

2. Jinx Reconnect

a. Definition/User Experience

- i. This occurs when a user's web client has a web socket instability and attempts to reconnect to the session. This is new functionality introduced in the February 2017 release of Collaborate with the Ultra Experience. These reconnects are intentional. This is the Collaborate application attempting to handle network/web socket instability as efficiently as possible. User may experience the following:
 1. User successfully enters session, all options are available and working (Audio/Video, Chat, AppShare etc).
 2. User may start to lose audio/video.
 3. User receives a message in the user interface that states they are Reconnecting. Other users will be notified that the affected user has left the session. In the participant panel, other users will see a red circle around the affected user's name and text that says "Reconnecting ..."
 4. One of three things will happen next:
 - a. User will reconnect to session. Other users will be notified that the user has re-joined.
 - i. In this scenario, the user will appear twice in the Ultra Attendance Report.
 - ii. Any changes to their user profile properties, like promotion to a moderator, assignment to a breakout group will be lost and will need to be reassigned.
 - iii. Blackboard is planning an upgrade later in 2017 that will prevent user's properties from being lost upon reconnection.
 - b. User will be offered a reload option.
 - c. User will be fully disconnected from the session.

b. Troubleshooting

- i. If the issue occurs for a single user and no other users were affected, this user most likely had a network connection issue. Software is functioning as designed. No further troubleshooting is required.
- ii. If multiple users are affected, or one user is consistently reconnected, open a Collaborate Support ticket with the following information:
 1. Disconnection Type: Jinx Reconnect
 2. Session Date/Time
 3. Session Name
 4. OS/Browser
 5. Names of users affected
 6. Saturn Session Server, MCU (if known)
 7. Report an Issue logs (if possible)

3. Hard Disconnect

a. Definition/User Experience

- i. This occurs when a user gets fully disconnected from the session and is forced to refresh or rejoin to get back into the session. User may experience the following:
 1. User successfully joins the session.
 2. All options are available and working (Audio/Video, Chat, AppShare etc).
 3. User suddenly gets a white screen with "Uh-Oh" message OR they go through the reconnect sequence described above but are not able to re-enter the session, resulting in the same white "Uh-Oh" page again.
 4. Other users are alerted that the user has left the session, and then rejoined the session.

b. Troubleshooting

- i. Perform standard network troubleshooting. Tips found in the following article should help: [How to Troubleshoot Audio Issues in Collaborate with the Ultra Experience](#)
- ii. If issue is not resolved, and user is not having any other network issues, open a Collaborate support ticket with the following information:

1. Disconnection type: Hard Disconnect
2. Session Date/Time
3. Session Name
4. OS/Browser
5. Names of users affected
6. Saturn Session Server, MCU (if known)
7. Report an Issue logs (if possible)