Blackboard Collaborate

Preparing for your first Blackboard Collaborate Ultra session.

You should have received a link via email directing you to join a Blackboard Collaborate conferencing session on a certain day at a certain time. Let's make sure you have no troubles getting online and making yourself heard!

Check your browser settings

Blackboard Collaborate Ultra requires the use of an internet browser that supports WebRTC. We suggest using Google Chrome or Firefox for the best results.

You will need to check that your browser is **up to date** on the computer you will use for the conference:

Google Chrome

1. Open the Chrome browser
2. Locate the three dots on the top right of the screen and click to open menu
3. Click on 'Settings'
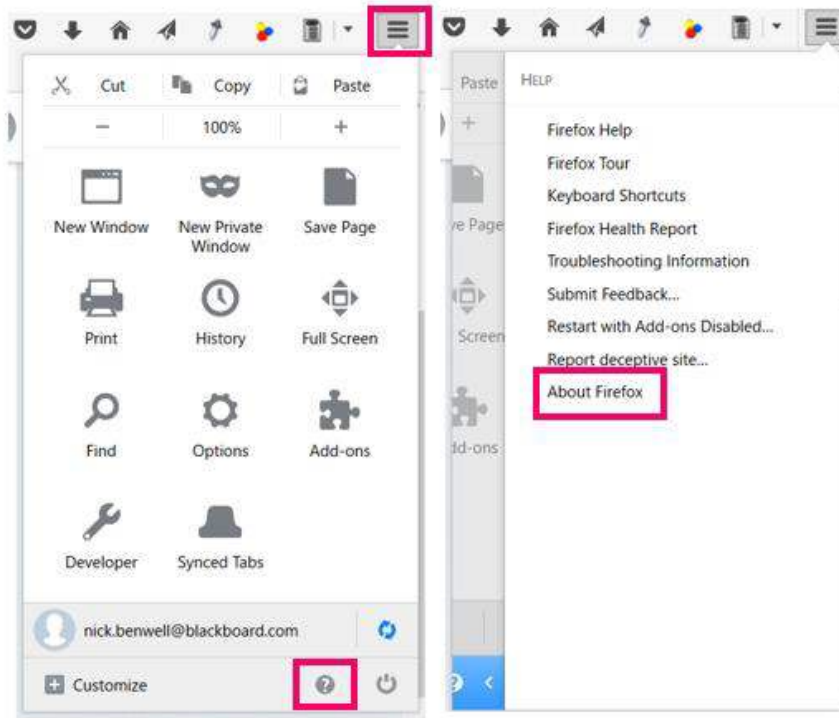4. On the settings page, locate and click the 'About' button
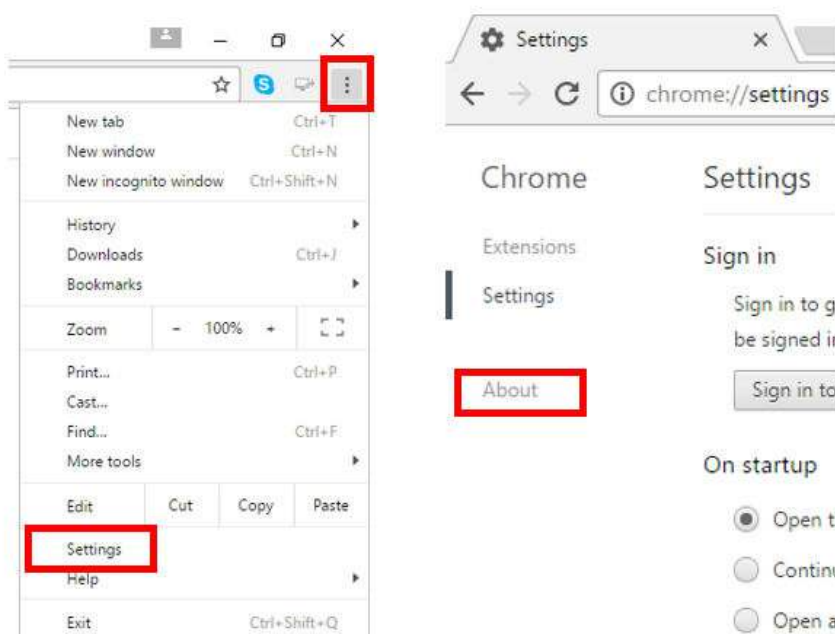
5. When you access the 'About' page, the browser will automatically check for updates and update automatically.
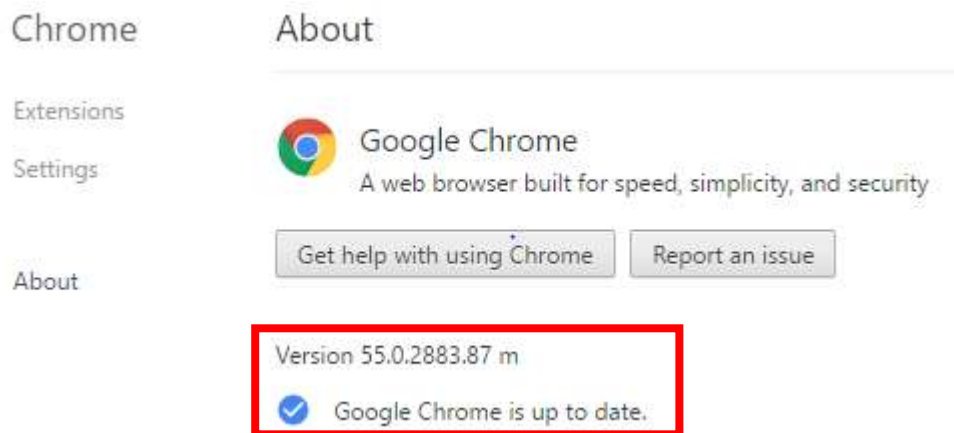
Firefox

1. Open the Firefox browser
2. Locate the three lines on the top right of the screen and click to open menu
3. Click the question mark icon [?] at the bottom of the menu
4. Select the 'About Firefox' button

5. Opening the About Firefox window will, by default, start an update check. If an updated version of Firefox is available, it will be automatically downloaded

Check your computer settings

Answer the following questions. If you answer no to any questions, please make sure that you are able to resolve the issue yourself or that you can receive help to resolve the issue.

1. *Is your device audio turned on? (vital)*

2. *Is your device mic turned on? (vital)*

3. *Is your web-camera operational? (not vital, but ideal)*

4. *Do you have a headset? (not vital, but ideal)*

If you are connecting using your institution's network...

Blackboard Collaborate Ultra requires the following settings of Ports and IP addresses. Please ask your technical team to help you.

(if you are connecting from a personal internet connection, home or router, this does not apply)

By default Collaborate with the Ultra experience will be using UDP on the port range 49152 through 65535, if your organization has a firewall in place that is not open to this range, we will next try UDP 50000 and if that fails we will allow traffic to connect via TCP on port 443. It should be noted that TCP is a slightly slower connection protocol than UDP, but the experience should still be acceptable.

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

Starting May 31st, 2019 we now offer a static FQDN and 2 static IPs per AWS region to allow a connection over **TCP ONLY**. UDP, including UDP 50000, will not be able to connect using these static IPs. Please see the appropriate hosting region for your institution for URL and IPs for TCP.

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

Ports

- UDP 49152 through 65535 (Recommended for best performance)
- UDP 50000 (Will slightly degrade performance if limited to this UDP port)
- TCP 443

For further information on this topic, please see the Blackboard support article at this URL:
https://blackboard.secure.force.com/publickbarticleview?id=kA770000000Cbtt

Now that you are prepared, please click on the link provided to you and follow the instructions on the screen to join the online session. If you have any problems logging in, please contact your local agent or your regular contact.