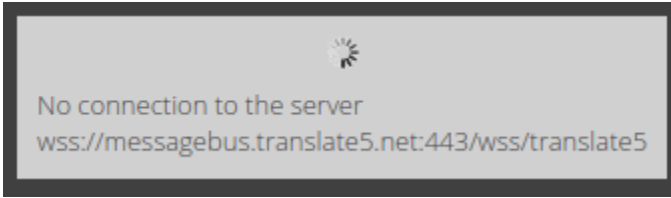# No connection to the server

Problem

If the user gets the following message in the browser (probably with a different URL at the bottom):

> *No connection to the server*
> *wss://messagebus.translate5.net:443/wss/translate5*

Solution

If only a few users / clients complain about that:

The affected users / companies my have disabled websocket connections in their personal / company wide firewall, which must be allowed for the usage of translate5.

Translate5 uses Websockets over HTTPS, so normal port blocks in a firewall should not block the connection. WebSockets might be blocked then explicitly.

Examples of how to allow them:

- https://campus.barracuda.com/product/webapplicationfirewall/doc/49054741/how-to-enable-websocket/
- https://www.nstec.com/how-to-open-websocket-firewall/
- https://community.sophos.com/sophos-xg-firewall/f/discussions/132910/pass-a-websocket-connection-through-waf

If all users / clients complain about that the messagebus might be down

The messagebus server might be crashed, it should recover automatically in a few seconds. If this is not the case please contact the support.

Background

The WebSocket connection is needed to allow multiple users working on the same task and for other features needing real-time responses from the server into the users browser.

Related articles

- See the multi user feature
- See the server setup: WebSocket Server for FrontEndMessageBus Plug-In

- No connection to the server