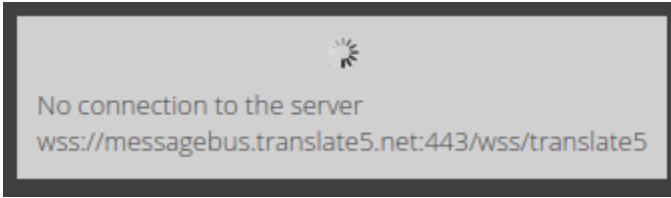


No connection to the server

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 may 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/t/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](#)