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WebRTC issue: Error 1002: Could not make a WebSocket connection #2628



Closed

[bigbluebutton-issue-import](#) opened this issue on Aug 12, 2015 · 5 comments

Labels

Defect

Normal Priority

WontFix

 [bigbluebutton-issue-import](#) commented on Aug 12, 2015

Originally reported on Google Code with ID 1880

hi there, have any of you have the same problem with me,
i am using BBB 0.9.0 beta with ubuntu 14.04 64bit and when i started to launch the
web conference suddenly there is an error WebRTC issue: Error 1002: Could not make
a WebSocket connection. it suggested me to use flash player but i cannot make it too..
the point is i cant reached my voice through my microphone.

Reported by [hardi.zip](#) on 2015-02-15 06:28:34



 **bigbluebutton-issue-import** commented on Aug 12, 2015

Hi Hardi,

We just updated how webRTC connects to reduce the connection time. Doing this changed how the client connects and you need to make two corresponding changes to FreeSWITCH configuration if your building the client on Master.

See this enhancement for details

<https://code.google.com/p/bigbluebutton/issues/detail?id=1881>

Reported by `ffdixon` on 2015-02-15 16:33:21



  **bigbluebutton-issue-import** assigned **bigbluebutton** on Aug 12, 2015

  **bigbluebutton-issue-import** added **Defect** **Normal Priority** **WontFix** labels on Aug 12, 2015

 **bigbluebutton-issue-import** commented on Aug 12, 2015

Check out the documentation at

https://code.google.com/p/bigbluebutton/wiki/090InstallationUbuntu#Client_WebRTC_Error_Codes

For reasons why this error occurs. In short, it's likely a firewall issue between the user and the BigBlueButton server, not an issue with BigBlueButton itself.

Reported by `ffdixon` on 2015-03-23 23:19:01

- **Status changed:** WontFix



 **bigbluebutton-issue-import** closed this on Aug 12, 2015

  **bigbluebutton-issue-import** unassigned **bigbluebutton** on Oct 14, 2019

 **GopalSharma** commented on May 28

I'm writing this to help those who still not figured out how to resolve this issue.
 You need to perform one extra steps when server is behind NAT(network address translation).
 You need to configure Kurento to use stun server, which you can get from the link [kurento documentation](#),
 you need to edit `/etc/kurento/modules/kurento/WebRtcEndpoint.conf.ini` and uncomment and assign
 values for `stunServerAddress` and `stunServerPort`.

For example, to use the STUN server at `64.233.177.127` with port `19302`, edit the lines with
`stunServerAddress` and `stunServerPort` as follows:

```
stunServerAddress =64.233.177.127
stunServerPort =19302
```

Next, this is very important

edit `/opt/freeswitch/conf/sip_profiles/external.xml` and ensure the value for wss-binding uses the
external IP address

```
<param name="wss-binding" value="EXTERNAL_IP_ADDRESS:7443"/>
```

At this point, restart your BigBlueButton server with `bbb-conf --restart`, then try connecting to the
 WebRTC media again.

If the issue still not resolved then edit the following files and substitute `EXTERNAL_IP_ADDRESS` for the
 external IP address (**not the external hostname**).

Edit `/opt/freeswitch/conf/vars.xml`, and

change `<X-PRE-PROCESS cmd="set" data="external_rtp_ip=stun:stun.freeswitch.org"/>`

To `<X-PRE-PROCESS cmd="set" data="external_rtp_ip=EXTERNAL_IP_ADDRESS"/>`

Change `<X-PRE-PROCESS cmd="set" data="external_sip_ip=stun:stun.freeswitch.org"/>`

To `<X-PRE-PROCESS cmd="set" data="external_sip_ip=EXTERNAL_IP_ADDRESS"/>`

Next, edit `/opt/freeswitch/conf/sip_profiles/external.xml` and change

```
<param name="ext-rtp-ip" value="${local_ip_v4}"/>
```

```
<param name="ext-sip-ip" value="${local_ip_v4}"/>
```

to

```
<param name="ext-rtp-ip" value="${external_rtp_ip}"/>
```

```
<param name="ext-sip-ip" value="${external_sip_ip}"/>
```

Next, edit `/usr/share/red5/webapps/sip/WEB-INF/bigbluebutton-sip.properties`, and make sure the
 values of `bbb.sip.app.ip` and `freeswitch.ip` have the internal IP address.

```
bbb.sip.app.ip=<internal_ip>
bbb.sip.app.port=5070
```

```
freeswitch.ip=<internal_ip>
freeswitch.port=5060
```

Edit `/etc/bigbluebutton/nginx/sip.nginx` to connect to the external IP address.

If you have **configured SSL**, use port **7443**:

```
location /ws {
    proxy_pass https://EXTERNAL_IP_ADDRESS:7443;
    proxy_http_version 1.1;
    proxy_set_header Upgrade $http_upgrade;
    proxy_set_header Connection "Upgrade";
    proxy_read_timeout 6h;
    proxy_send_timeout 6h;
    client_body_timeout 6h;
    send_timeout 6h;
}
```

If enableListenOnly is set to true in

/usr/share/meteor/bundle/programs/server/assets/app/config/settings.yml , as in

```
$ grep enableListenOnly
/usr/share/meteor/bundle/programs/server/assets/app/config/settings.yml
    enableListenOnly: true
```

edit /usr/local/bigbluebutton/bbb-webrtc-sfu/config/default.yml change the value to ip to match the **external IP address** of the server, and the value of sip_ip to match the **internal IP address** of the server (where FreeSWITCH is listening to port 5066). For example, if the servers external IP address is 203.0.113.1 and the internal IP address is 172.30.1.145 then edit default.yml and change the values for ip and sip_ip as follows:

```
freeswitch:
  ip: 203.0.113.1
  sip_ip: 172.30.1.145
  port: 5066
```

After making the above changes, restart BigBlueButton.

```
$ bbb-conf --restart
```



gayan4u commented 28 days ago

Even with all the above settings, Im still getting the WebRTC 1004 failurer



matiasilva commented 28 days ago

Hi, thanks for posting here. Please forward your topic to <https://groups.google.com/forum/#!forum/bigbluebutton-setup> if you continue to have issues.



  **FranzBolivia** mentioned this issue 6 days ago

Audio failure #7827

 **Closed**

Assignees

No one assigned

Labels

Defect **Normal Priority** **WontFix**

Projects

None yet

Milestone

No milestone

Linked pull requests

Successfully merging a pull request may close this issue.

None yet

4 participants

