

Unable to Open Device - Connection Error

Sometimes you might encounter a **Connection Error** when trying to open a device.

Opening a device makes use of the **WebSocket protocol**. A successful and stable WebSocket connection is crucial for opening and working with devices.

Following is the screenshot of the error.

Connection Error

The browser has failed to connect to the device.

If refresh doesn't solve the issue, contact your cloud administrator.

This can happen for many reasons:

- Invalid SSL connection
- Invalid proxy configuration
- No connection to the cloud

FOR ADDITIONAL INFORMATION

WebSocket connection might be affected by:

- Weak network connection
- Connecting through a corporate network
- Browser Add-ons
- Anti-Virus software
- Connecting through proxy
- ISP issues

Troubleshooting

Try the following in order to establish the cause:

1. Connect to a different network.
2. Contact your IT department to see if they can allow for wss (web socket secure).
3. Disable Browser add-ons or try to login to the cloud in incognito/private browsing mode.
4. Disable your Anti-Virus. Alternatively, refer to the Anti-Virus documentation to learn if it blocks WebSocket connections.
5. If you are connected via a proxy, try to disable the proxy or connect directly.
6. Contact your ISP to inquire about potential WebSocket blocking protocols.