

Use the Confluence editor? Don't disable TLSv1.2 just yet

The problem

A Safari 16.0 user complained that Confluence's editor was totally broken, with the generic error "The editor didn't load this time. The connection timed out":

The screenshot shows the Confluence editor interface for a page titled "Jeff Turner's Home". A modal error message is displayed in the top right corner, stating: "The editor didn't load this time. The connection timed out. If it happens again, speak to your Confluence admin. You may be using a proxy server that prevents WebSocket connections. Try again . Find out more". Below the error message, the developer console is open, showing several error messages. The first two lines of the console are: "[Error] WebSocket network error: The operation couldn't be completed. (OSStatus error -9836.) (x2)" and "[Warning] Synchrony: Warning: reconnect (Transport.handshakeOverXhr: ws connection failed, and cross-origin-long-polling is disabled)".

These two lines appear repeatedly in the Developer console:

```
[Error] WebSocket network error: The operation couldn't be completed. (OSStatus error -9836.) (x2)
[Warning] Synchrony: Warning: reconnect (Transport.handshakeOverXhr: ws connection failed, and cross-origin-long-polling is disabled)
```

The editor worked fine for this user in Chrome - just Safari is broken.

The Cause

I had recently [modernized my Apache webserver TLS settings](#):

```
# modern configuration
SSLProtocol               all -SSLv3 -TLSv1 -TLSv1.1 -TLSv1.2
```

Safari 16.0 and 16.1 (latest as of 28 Nov 2022) seems to support TLSv1.3 just fine, *except* for when opening a websocket connection. Then (and only then) Safari tries to use TLSv1.2:

```
wiki.redradishtech.com:443 10.147.17.167 - - [28/Nov/2022:23:35:05 +1100] "GET /synchrony/v1/bayeux-sync1 HTTP
/1.1" 200 5236 "-" "Mozilla/5.0 (Macintosh; Intel Mac OS X 10_15_7) AppleWebKit/605.1.15 (KHTML, like Gecko)
Version/16.0 Safari/605.1.15" 11359166 TLSv1.2 ECDHE-RSA-AES256-GCM-SHA384
```

If TLSv1.2 is disabled, as in my super-modern config, you get hangs and editor unhappiness.

Seems a [few other people](#) experienced this problem with Safari websockets too.

So much for the bleeding edge.