Blackboard

End of Support for Pyramid BI Office for Blackboard Analytics: 31-January-2021

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Product: Analytics

Information:
This is a reminder that effective 31-January-2021 (see original bulletin here, published 23-November-2020; and reminder bulletin here, published 20-January-2021), Pyramid BI Office for Blackboard Analytics is no longer supported. We made this decision based on a variety of factors, including Microsoft's decision to end support for Silverlight by 12-October-2021 (more information), a browser plug-in required for running Pyramid BI Office.

Next Steps for Blackboard Analytics Managed Hosted Clients

Your Pyramid v2020 instance (or Pyramid v2018 instance, if you have not migrated to Pyramid v2020 yet) continues to be available.

Next Steps for Blackboard Analytics Self Hosted Clients

If you have not yet moved to Pyramid v2020, we encourage you to complete this transition as soon as possible. If you host your own Pyramid BI Office instance and need files, licenses, or instructions to migrate to Pyramid v2020, please create a support case in Behind the Blackboard. If you would like the Blackboard Analytics Consulting team to execute the migration for you, please reach out to your Account Executive.

Additional Information

If you have any questions about this notice or need assistance using Pyramid v2020 or v2018, please create a support case in Behind the Blackboard or contact our Support team at 1(888)788-5264. You may also want to contact your Account Executive if you would like to discuss any additional services for training or custom report development.