



Blackboard

Collaborate Ultra Version 20.13 Release

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Product: Collaborate - Ultra Experience

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Bulletin/Advisory Information:

Blackboard collaborate > Product Update Notification

Updated July 15, 2020

The release of Collaborate Ultra version 20.13 has been rescheduled for all regions on **Thursday, July 23, 2020**. The maintenance window times have not changed. The maintenance windows listed below have been updated to the new date.

We will also be utilizing the original maintenance windows scheduled for Thursday, July 16, 2020 to perform non-impacting work for all regions. There is no client impact expected on Thursday, July 16, 2020.

Updated July 14, 2020

Brazil Satellite servers utilized by some US and Canadian hosted clients will be updated during the US and Canadian maintenance windows scheduled below. We will not be utilizing a separate maintenance window to update Brazil Satellite servers.

We are pleased to announce the upcoming release of Collaborate Ultra version 20.13. We are continually evolving to improve the teaching and learning experience.

For a complete list of updates and additional details, please review our Collaborate Ultra [v20.13 Release Notes](#).

When will the update take place?

All clients will be upgraded on Thursday, July 23, 2020:

- **Asia Pacific** (AWS Sydney): Thursday, July 23, 2020 from 12:00 Midnight AEST (Australian Eastern Standard Time) UTC/GMT +10 hours to Thursday, July 23, 2020 4:00 AM AEST (Australian Eastern Standard Time) UTC/GMT +10 hours

- **Canada** (AWS Montreal): Thursday, July 23, 2020 from 2:00 AM EDT (Eastern Daylight Time) UTC/GMT -4 hours to Thursday, July 23, 2020 6:00 AM EDT (Eastern Daylight Time) UTC/GMT -4 hours
- **Europe** (AWS Ireland): Thursday, July 23, 2020 from 12:00 Midnight IST (Irish Standard Time) UTC/GMT +1 hour to Thursday, July 23, 2020 4:00 AM IST (Irish Standard Time) UTC/GMT +1 hour
- **US** (AWS Virginia): Thursday, July 23, 2020 from 2:00 AM EDT (Eastern Daylight Time) UTC/GMT -4 hours to Thursday, July 23, 2020 6:00 AM EDT (Eastern Daylight Time) UTC/GMT -4 hours

Please note: We will try to minimize downtime and do not plan on using these entire maintenance windows, however we will use these entire maintenance windows if necessary. Collaborate Ultra customers will experience intermittent availability during these maintenance windows.

How will users access this release?

Users will automatically have access to Collaborate Ultra v20.13 after the update.

What supporting resources are available?

To help you with the transition, new documentation and knowledge base articles will be published on the day of the release.

- [Release Notes](#)
- [Known Issues List \(Available July 23, 2020\)](#)
- [Collaborate Ultra Release Schedule](#)