



Collaborate Ultra Version 20.16 Release

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Product: Collaborate - Ultra Experience

Type:Support Bulletin

Bulletin/Advisory Information:

Blackboard > Product Update Notification
collaborate.

We are pleased to announce the upcoming release of Collaborate Ultra version 20.16. 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 [v20.16 Release Notes](#).

When will the update take place?

All clients will be upgraded on Thursday, September 10, 2020:

- **Asia Pacific** (AWS Sydney): Thursday, September 10, 2020 from 12:00 Midnight AEST (Australian Eastern Standard Time) UTC/GMT +10 hours to Thursday, September 10, 2020 4:00 AM AEST (Australian Eastern Standard Time) UTC/GMT +10 hours
- **Canada** (AWS Montreal): Thursday, September 10, 2020 from 2:00 AM EDT (Eastern Daylight Time) UTC/GMT -4 hours to Thursday, September 10, 2020 6:00 AM EDT (Eastern Daylight Time) UTC/GMT -4 hours
- **Europe** (AWS Ireland): Thursday, September 10, 2020 from 12:00 Midnight IST (Irish Standard Time) UTC/GMT +1 hour to Thursday, September 10, 2020 4:00 AM IST (Irish Standard Time) UTC/GMT +1 hour
- **US** (AWS Virginia): Thursday, September 10, 2020 from 2:00 AM EDT (Eastern Daylight Time) UTC/GMT -4 hours to Thursday, September 10, 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 v20.16 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 \(Available September 10, 2020\)](#)
- [Collaborate Ultra Release Schedule](#)