



Blackboard

Collaborate with the Ultra experience January 2018 Update

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Product: Collaborate -Web Conferencing

Type:Support Bulletin

Bulletin/Advisory Information:

Blackboard
collaborate > Product Update Notification

We are pleased to announce the upcoming release of Collaborate with the Ultra experience January 2018 (v18.1) update.

The January 2018 release is a maintenance release. In this release, we improved our file conversion capabilities. The conversion makes sure [PowerPoint and PDF files uploaded to Collaborate are accessible](#).

For complete list of updates and more details, please review our [Collaborate with the Ultra experience January update release notes](#).

When will the update take place?

All clients will be upgraded on Saturday, January 13, 2018 or Sunday, January 14, 2018!

- **AU-SAS** (Sydney Hosted): Sunday, January 14, 2018 from 12:00 Midnight AEDT (Australian Eastern Daylight Time) UTC/GMT +11 hours to Sunday, January 14, 2018 5:00 AM AEDT (Australian Eastern Daylight Time) UTC/GMT +11 hours
- **CA-SAS** (Calgary Hosted): Saturday, January 13, 2018 from 8:00 PM MDT (Mountain Daylight Time) UTC/GMT -6 hours to Sunday, January 14, 2018 01:00 AM MST (Mountain Standard Time) UTC/GMT -7 hours
- **EU-SAS** (Amsterdam Hosted): Saturday, January 13, 2018 from 10:00 PM CET (Central European Time) UTC/GMT +1 hours to January 14, 2018 3:00 AM CET (Central European Time) UTC/GMT +1 hours
- **US-SAS** (Virginia Hosted): Saturday, January 13, 2018 from 10:00 PM EDT (Eastern Daylight Time) UTC/GMT -4 hours to Sunday, January 14, 2018 3:00 AM EST (Eastern Standard Time) UTC/GMT -5 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.

How will users access this release?

Users will automatically have access to the January 2018 update after the upgrade.

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 \(Available January, 2018\)](#)