



## October 10, 2018 Update: Collaborate with the Ultra experience October 2018 Update

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**Product:** Collaborate - Ultra Experience

**Type:**Support Bulletin

**Bulletin/Advisory Information:** **Important Update - October 10, 2018:** Canada (AWS Montreal) and US (AWS Virginia) maintenance windows have been rescheduled:

- **Canada (AWS Montreal):** Thursday, October 18, 2018 from 3:00 AM EDT (Eastern Daylight Time) UTC/GMT -4 hours to Thursday, October 18, 2018 6:00 AM EDT (Eastern Daylight Time) UTC/GMT -4 hours
- **US (AWS Virginia):** Thursday, October 18, 2018 from 3:00 AM EDT (Eastern Daylight Time) UTC/GMT -4 hours to Thursday, October 18, 2018 6:00 AM EDT (Eastern Daylight Time) UTC/GMT -4 hours

### Support Bulletin:

We are pleased to announce the upcoming release of Collaborate with the Ultra experience October 2018 (v18.17) update.

In this October 2018 release, we are excited to introduce the following new features!

- New Attendee report, the Attendee report provides administrators with an overview of all sessions, and session attendee details, beyond what is in the Session attendance report today. This may include the time the session was opened, the time the session was closed, the IP address of each attendee in the session, each attendee's join time, and their leave time.
- New Recording report, the Recording report provides administrators with data about their institution's recordings. This data includes the recording name, a link to the recording, recording creation date and time, and the total duration of the recording.

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

### When will the update take place?

All clients will be upgraded on Thursday, October 4, 2018!

- **Asia Pacific** (AWS Sydney): Thursday, October 4, 2018 from 2:00 AM AEST (Australian Eastern Standard Time) UTC/GMT +10 hours to Thursday, October 4, 2018 6:00 AM AEST (Australian Eastern Standard Time) UTC/GMT +10 hours
- **Canada** (AWS Montreal): Thursday, October 4, 2018 from 3:00 AM EDT (Eastern Daylight Time) UTC/GMT -4 hours to Thursday, October 4, 2018 6:00 AM EDT (Eastern Daylight Time) UTC/GMT -4 hours
- **Europe** (AWS Ireland): Thursday, October 4, 2018 from 1:00 AM IST (Irish Standard Time) UTC/GMT +1 hours to Thursday, October 4, 2018 5:00 AM IST (Irish Standard Time) UTC/GMT +1 hours
- **US** (AWS Virginia): Thursday, October 4, 2018 from 3:00 AM EDT (Eastern Daylight Time) UTC/GMT -4 hours to Thursday, October 4, 2018 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 may see intermittent availability during these maintenance windows.

**How will users access this release?**

Users will automatically have access to the October 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 \(Available October 4, 2018\)](#)