



Blackboard

AU, CA and EU Collaborate Client Impacting Infrastructure Maintenance November 24, 2018

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Product: Collaborate -Web Conferencing

Type:Support Bulletin

Bulletin/Advisory Information: Blackboard Collaborate will be performing infrastructure maintenance affecting Asia Pacific, Canada and Europe hosted Collaborate Original and Collaborate Ultra clients. Currently all Collaborate Original MP3/MP4 files and Collaborate Ultra recordings/persistent content files for our Asia Pacific, Canada and Europe hosted clients are stored at AWS Ireland. In an effort to improve recording conversions, persistent content uploads and recording/MP3/MP4 playback, separate storage locations are being added in Asia Pacific and Canada regions for hosted Collaborate Original and Collaborate Ultra clients.

We will be performing the following tasks during this maintenance window:

Canada hosted clients:

- Existing Collaborate Ultra persistent content will be migrated from AWS Ireland to AWS Montreal.
- All new Collaborate Ultra recordings created after during/after the maintenance window will be stored at AWS Montreal.
- All new Collaborate Original MP3 and MP4 files converted during/after the maintenance window will be stored at AWS Montreal.
- All existing and new Collaborate Original native recordings (.vcr files) will remain stored in the Canadian Blackboard Managed Hosting data center.
- All existing Collaborate Ultra recordings and Collaborate Original MP3 and MP4 files converted before the maintenance window will remain stored at AWS Ireland until further notice.

Asia Pacific hosted clients:

- Existing Collaborate Ultra persistent content will be migrated from AWS Ireland to AWS Sydney.
- All new Collaborate Ultra recordings created after during/after the maintenance window will be stored at AWS Sydney.
- All new Collaborate Original MP3 and MP4 files converted during/after the maintenance window will be stored at AWS Sydney.
- All existing and new Collaborate Original native recordings (.vcr files) will remain stored in the Australian Blackboard Managed Hosting data center.
- All existing Collaborate Ultra recordings and Collaborate Original MP3 and MP4 files converted before the maintenance window will remain stored at AWS Ireland until further notice.

Additional Details:

- Collaborate Original MP3 and MP4 and Collaborate Ultra recordings and files for our Europe hosted clients will remain stored at AWS Ireland.
- US hosted Collaborate Original and Collaborate Ultra clients are not affected by this maintenance.
- Please review the following two knowledge base articles for additional details:
 - [Web Conferencing - File and Recording Storage FAQ](#)
 - [Ultra Experience - File and Recording Storage FAQ](#)

When will the Maintenance take place?

We will be performing this maintenance at the following local data center times:

- **Asia Pacific** (Sydney): Saturday, November 24, 2018 from 7:00 PM AEDT (Australian Eastern Daylight Time) UTC/GMT +11 hours to Sunday, November 25, 2018 3:00 AM AEDT (Australian Eastern Daylight Time) UTC/GMT +11 hours
- **Canada** (Montreal): Saturday, November 24, 2018 from 3:00 AM EST (Eastern Standard Time) UTC/GMT -5 hours to Saturday, November 24, 2018 11:00 AM EST (Eastern Standard Time) UTC/GMT -5 hours
- **Canada** (Calgary): Saturday, November 24, 2018 from 1:00 AM MST (Mountain Standard Time) UTC/GMT -7 hours to Saturday, November 24, 2018 9:00 AM MST (Mountain Standard Time) UTC/GMT -7 hours
- **Europe** (Ireland): Saturday, November 24, 2018 from 8:00 AM GMT to Saturday, November 24, 2018 4:00 PM GMT
- **Europe** (Amsterdam): Saturday, November 24, 2018 from 9:00 AM CET (Central European Time) UTC/GMT +1 hours to Saturday, November 24, 2018 5:00 PM CET (Central European Time) UTC/GMT +1 hours

This maintenance will affect our Collaborate Original and Collaborate Ultra clients that are hosted at our AU (Sydney and AWS Sydney Hosted), CA (Calgary and AWS Montreal Hosted) and EU (Amsterdam and AWS Dublin Ireland Hosted) data centers. Collaborate Original and Collaborate Ultra sessions will not be available for approximately the first hour of the maintenance window. Processing of all recordings created during the maintenance window will be delayed until after the maintenance is complete. We will try to minimize downtime and do not plan on using the entire maintenance window, however we will use the entire maintenance windows if necessary.

If you have any questions or for more information, please feel free to contact our Technical Support team by submitting a ticket through our Support Portal.