Diploma End of Life - December 31, 2019

Date Published: Dec 03,2019 **Category:** Product:Diploma; Version:Diploma   **Article No.:** 000049915

Product: Collaborate -Diploma

Type: Support Bulletin

Bulletin/Advisory Information:

Updated Bulletin (published December 3, 2019):

This is the final reminder that Diploma support will end December 31, 2019. When your contract period is complete, your clients will no longer have access to the Diploma Product and related test banks. Please review the original support bulletin below for additional details.

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Updated Bulletin (published November 5, 2019):

This is a reminder that Diploma support will end December 31, 2019. Blackboard is only providing operational support and services for existing test banks after June 30, 2019. When your contract period is complete, your clients will no longer have access to the Diploma Product and related test banks. Please review the original support bulletin below for additional details.

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Updated Bulletin (published October 21, 2019):

In October 2019, Apple released a new OS release, 10.15 - Catalina. This OS update effectively ends support for 32 bit apps such as Diploma. Users attempting to install or use Diploma will see a message that the "App" needs to be updated.

Blackboard is discontinuing support for Diploma December 31st, 2019 and will not be updating Diploma to a 64 bit app.

Since Diploma support is ending we encourage you to move to another test creation app such as ExamView.

If you have already updated to 10.15 and still need to use Diploma there are several 3rd party options available. **Blackboard has not tested, and therefore does not support setting up 3rd party solutions, installing Diploma or using Diploma on the following 3rd party solutions:**

1. Install a 3rd party OS emulator such as Parallels Desktop for Mac (link goes to 3rd party website) or VMWare Fusion for Mac (link goes to 3rd party website). Both of these options come with additional fees. For Parallels we recommend installing the Windows version of the Diploma app.

2. You can repartition your hard drive to run an older OS version, you will need to run the older Mac OS when you need to use Diploma. This option is for advanced computer users.

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Updated Bulletin (published September 14, 2019):

This is a reminder that Diploma support will end December 31, 2019. Blackboard will provide only operational support and services for existing test banks after June 30, 2019. When your contract period is complete, your clients will no longer have access to the Diploma Product and related test banks. Please review the original support bulletin below for additional details.

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Updated Bulletin (published June 3, 2019):

Blackboard will be providing only operational support and services for existing test banks after June 30, 2019. Please review the original support bulletin below for additional details.

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Updated Bulletin (published March 26, 2019):

This serves as a reminder that as of June 30, 2019, Blackboard will only provide operational support of Diploma and related test banks. Please review the original Support Bulletin below fo additional details.

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Original Bulletin (published November 20, 2018):
Blackboard will be ending all support and services for the Diploma product by 12/31/2019.

Please be aware of the following dates:

- As of June 30, 2019, Blackboard will only provide operational support of Diploma and related test banks.
- As of June 30, 2019, Blackboard will no longer provide services for creation of test banks.
- As of December 31, 2019, the Diploma will be no longer supported.

    - As of this date, Diploma test banks may still work. However, Blackboard will no longer provide support assistance on test bank or product issues.
    - Additionally, future OS updates may cause issues with the Diploma product.

Blackboard is providing a recommended provider, ExamView, for any client or partner requiring future test bank services:

- Anyone wishing to create a test bank with ExamView will be required to enter into a license agreement with ExamView.Faculty and teachers using test banks created by ExamView for publishers will receive the appropriate access to ExamView and will not need to sign a license or pay additional fees.For additional information on ExamView licenses, information can be found https://www.turningtechnologies.com/examview/.
- ExamView will not be providing support of the Diploma product but does have resources to assist in converting test banks from the Diploma format to ExamView.
- Additional documentation for conversion to ExamView will be provided and posted on Behind the Blackboard no later than December 31, 2018.

Additional Resources:

- [Converting Test Banks from Blackboard Diploma to ExamView](#) - Article #50112