



Blackboard

Update: Blackboard Collaborate Client Impacting Datacenter Maintenance – June 4, 2018

Date Published: May 30,2018 **Category:** Product:Web_Conferencing,Ultra_Experience; Version:Web_Conferencing,Ultra_Experience **Article No.:** 000048690

Product: Collaborate -Web Conferencing

Bulletin/Advisory Information:

Blackboard - Scheduled Data Center Maintenance Notification:

Important Update - May 30, 2018: VA2 (Virginia Hosted) maintenance has been rescheduled

Blackboard will performing scheduled infrastructure maintenance on Monday, June 4, 2018

Data Center	Start Time: (All times are displayed in local data center time)	End Time: (All times are displayed in local data center time)
VA2 (Virginia Hosted)	Monday June 4, 2018 12:00 Midnight EDT (GMT -4)	Monday June 4, 2018 6:00 AM EDT (GMT -4)

Details:

During this maintenance window, Collaborate with the Ultra experience will be unavailable! Clients using Collaborate Original will be able to launch sessions but will have intermittent availability to any recorded sessions. We will make all efforts to keep any service disruption within the window to a minimum, but Collaborate Ultra and Original clients should expect intermittent connectivity!

Update - May 12, 2018: VA2 (Virginia Hosted) maintenance has been postponed until further notice. Another update will be posted with the new maintenance window information.

Blackboard will performing scheduled infrastructure maintenance on Saturday, May 12, 2018 or Sunday, May 13, 2018 during the times listed below (all times are displayed in local data center time).

Data Center	Start Time: (All times are displayed in local data center time)	End Time: (All times are displayed in local data center time)
AMS1 (Amsterdam Hosted)	Saturday May 12, 2018 2:00 PM CEST (GMT +2)	Saturday May 12, 2018 8:00 PM CEST (GMT +2)
SYD1 (Sydney Hosted)	Saturday May 12, 2018 10:00 PM AEST (GMT +10)	Sunday May 13, 2018 4:00 AM AEST (GMT +10)
CAL1 (Calgary Hosted)	Saturday May 12, 2018 6:00 AM MDT (GMT -6)	Saturday May 12, 2018 12:00 PM MDT (GMT -6)
VA2 (Virginia Hosted)	Sunday May 13, 2018 12:00 Midnight EDT (GMT -4)	Sunday May 13, 2018 6:00 AM EDT (GMT -4)

Details:

During this maintenance window, Collaborate with the Ultra experience will be unavailable! Clients using Collaborate Original will be able to launch sessions but will have intermittent availability to any recorded sessions. We will make all efforts to keep any service disruption within the window to a minimum, but Collaborate Ultra and Original clients should expect intermittent connectivity!