



Blackboard

Collaborate with the Ultra experience June 2018 Update

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Product: Collaborate - Ultra Experience

Type:Support Bulletin

Blackboard
collaborate > Product Update Notification

Bulletin/Advisory Information:

June 14, 2018 Update:

We are pleased to inform you that we have rescheduled the Collaborate with the Ultra experience June 2018 (v18.6) update for all data centers on Friday, June 15, 2018 or Saturday, June 16, 2018.

In this June 2018 maintenance update, we focused on resolving issues to continually improve user experience.

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

When will the update take place?

All clients will be upgraded on Friday, June 15, 2018 or Saturday, June 16, 2018

- **AU-SAS** (Sydney Hosted): **Saturday, June 16, 2018 from 2:00 AM AEST (Australian Eastern Standard Time) UTC/GMT +10 hours to Saturday, June 16, 2018 6:00 AM AEST (Australian Eastern Standard Time) UTC/GMT +10 hours**
- **CA-SAS** (Calgary Hosted): Friday, June 15, 2018 from 1:00 AM MDT (Mountain Daylight Time) UTC/GMT -6 hours to Friday, June 15, 2018 5:00 AM MDT (Mountain Daylight Time) UTC/GMT -6 hours
- **EU-SAS** (Amsterdam Hosted): Saturday, June 16, 2018 from 2:00 AM CEST (Central European Summer Time) UTC/GMT +2 hours to Saturday, June 16, 2018 6:00 AM CEST (Central European Summer Time) UTC/GMT +2 hours
- **US-SAS** (Virginia Hosted): Friday, June 15, 2018 from 3:00 AM EDT (Eastern Daylight Time) UTC/GMT -4 hours to Friday, June 15, 2018 7:00 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 and Collaborate Original (SAS) customers may see intermittent availability during these maintenance windows. Please be aware that during these maintenance windows Collaborate Ultra customers maybe unable to access recording and playback features and Collaborate Original clients may also be unable to access MP4 playback.

How will users access this release?

Users will automatically have access to the June 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](#)

June 11, 2018 Update:

Collaborate 18.6 is postponed. We will inform you of a new release date in the next few days as we fix an issue that came up during the release process.