



Blackboard

Updated: Upcoming Important Collaborate Maintenance and Release Information

Date Published: Jul 25,2018 **Category:** Product:Web_Conferencing,Java_and_Blackboard_Collaborate_Launcher,Ultra_Experience;
Version:Web_Conferencing,Java_and_Blackboard_Collaborate_Launcher,Ultra_Experience **Article No.:** 000049213

Product: Collaborate -Web Conferencing

Type:Support Bulletin

Bulletin/Advisory Information:

Blackboard > Product Update Notification
collaborate.

Blackboard Collaborate would like to inform you about the upcoming important maintenance and release windows. During these windows we will be performing the following:

- Collaborate Database Infrastructure Maintenance and introduction of Ultra User Management
- New Collaborate Original client
- New Windows and Mac Launchers

Ultra User Management

We are excited to introduce user management from the Collaborate with the Ultra experience! Managers and administrators will now be able to manage user accounts directly in the Ultra experience of Collaborate. No more switching experiences.

For more information on managing user accounts in Ultra, please review [Blackboard Help site documentation](#).

Please review the maintenance information below for complete maintenance hours and more details:

When will these two updates take place?

-----First Update-----

Collaborate Database Infrastructure Maintenance with Ultra User Management:

AU-SAS (Sydney Hosted): Wednesday, August 1, 2018 from 2:00 AM AEST (Australian Eastern Standard Time) UTC/GMT +10 hours to Wednesday, August 1, 2018 7:00 AM AEST (Australian Eastern Standard Time) UTC/GMT +10 hours

CA-SAS (Calgary Hosted): Wednesday, August 1, 2018 from 12:00 Midnight MDT (Mountain Daylight Time) UTC/GMT -6 hours to Wednesday August 1, 2018 5:00 AM MDT (Mountain Daylight Time) UTC/GMT -6 hours

EU-SAS (Amsterdam Hosted): Friday, August 3, 2018 from 12:00 Midnight CEST (Central European Summer Time) UTC/GMT +2 hours to Friday, August 3, 2018 5:00 AM CEST (Central European Summer Time) UTC/GMT +2 hours

US-SAS (Virginia Hosted): Sunday, August 5, 2018 from 12:00 Midnight EDT (Eastern Daylight Time) UTC/GMT -4 hours to Sunday, August 5, 2018 10:00 AM EDT (Eastern Daylight Time) UTC/GMT -4 hours

Affected Users: Please note that all Collaborate Original and Collaborate Ultra services will be unavailable during these infrastructure maintenance windows. We will try to minimize downtime, however we will use these entire maintenance windows if necessary. Please review our [Blackboard Help site for additional product documentation](#).

-----Second Update-----

July 20, 2018 Update:

New Collaborate Original Client and Windows and Mac Launchers:

AU-SAS (Sydney Hosted): Thursday, August 2, 2018 from 2:00 AM AEST (Australian Eastern Standard Time) UTC/GMT +10 hours to Thursday, August 2, 2018 4:00 AM AEST (Australian Eastern Standard Time) UTC/GMT +10 hours

CA-SAS (Calgary Hosted): Wednesday, August 1, 2018 from 2:00 AM MDT (Mountain Daylight Time) UTC/GMT -6 hours to Wednesday August 1, 2018 4:00 AM MDT (Mountain Daylight Time) UTC/GMT -6 hours

EU-SAS (Amsterdam Hosted): Thursday, August 2, 2018 from 12:00 Midnight CEST (Central European Summer Time) UTC/GMT +2 hours to Thursday, August 2, 2018 2:00 AM CEST (Central European Summer Time) UTC/GMT +2 hours

US-SAS (Virginia Hosted): Wednesday, August 1, 2018 from 4:00 AM EDT (Eastern Daylight Time) UTC/GMT -4 hours to Wednesday, August 1, 2018 6:00 AM EDT (Eastern Daylight Time) UTC/GMT -4 hours

Affected Users: Please note that all Collaborate Original services will be unavailable during these maintenance windows. We will try to minimize downtime, however we will use these entire maintenance windows if necessary.

Please note that all Collaborate Original Clients will need to download new .collab and .jnlp files once the updates have been completed. Existing .collab and .jnlp files will not be valid after the maintenance has been performed. **Please Note:** This is a mandatory upgrade for Mac users, to resolve an outstanding bug ([KBA 000049528](#)) that was preventing Mac users from receiving important updates we had to make some changes. These changes require that all Mac users download the new Mac Launcher 1.5.0 to launch sessions going forward.

Clients using Collaborate with the Ultra experience will not be affected during this maintenance window. Please review our [Blackboard Help site for release notes and additional details](#).

If you have any questions please, contact [Blackboard Client Support](#). Refer to our [Status Pages](#) for the most up to date status of our systems.