

Blackboard

Plans to Phase out Blackboard Collaborate Original Regionally: FAQ

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Product: Blackboard Collaborate

Introduction:

This FAQ is related to a Support Bulletin we recently published regarding phasing out Blackboard Collaborate Original. Please view the Support Bulletin below:

- [Plans to Phase out Blackboard Collaborate Original Regionally](#) - Article #51001

What is being announced?

- Blackboard is phasing out Collaborate Original
- This will be done regionally, starting in Sydney, which serves clients in the Asia-Pacific (APAC) region
- The next region that will be phased out is Calgary, which primarily serves clients in Canada
- Clients hosted out of Amsterdam and Virginia will need to transition by the end of 2020

When is this happening?

- Collaborate Original will no longer be available for clients in Sydney as of May 1, 2020.
- Collaborate Original will no longer be available for clients hosted in the Calgary Hosting Center as of August 1, 2020
- Collaborate Original will no longer be available for clients hosted in the Amsterdam and VA2 Hosting Center as of December 31, 2020
- Please see the chart below with planned phase-out dates by region

Region/Hosting Center	End of Service for Collaborate Original
SYD1 (Sydney Hosted)	May 1, 2020
CAL1 (Calgary Hosted)	August 1, 2020
AMS1 (Amsterdam Hosted)	December 31, 2020
VA2 (Virginia Hosted)	December 31, 2020

How do I know in which data center we're hosted?

- Check the URL you're using to access the Collaborate Original Administrator interface, it will tell you which region you're hosted in.

Why is this happening?

- We made this decision based on a variety of factors including overall usage of Collaborate Original across our clients globally. Currently, 89% of our clients globally are already using Collaborate Ultra. Additionally, Collaborate Original is built on an aging technology stack and its desktop components are dependent on Java 8, which will no longer be receiving public support after 2020. Please see the following article for more information about Java support.
 - [Important Update: Changes to Java Support in Collaborate Original](#) - Article #50999

Does Collaborate Ultra have the same features as Collaborate Original?

- We recognize that Collaborate Ultra may not offer all the features used by current clients of Collaborate Original. Some of these features are in the Collaborate Ultra roadmap, while we have made the strategic decision not to add others to Collaborate Ultra. However, we believe Collaborate Ultra is a modern product and it will meet the needs of the majority of our clients. For an introduction on the difference in features between Ultra and Original, and what is planned on our roadmap, you may consult this help page: https://help.blackboard.com/Collaborate/Ultra/Administrator/Choose_Experience.

Can I move or start over my Collaborate Original in a different region?

- This is not a viable stopgap measure, as we will continue to phase out Collaborate Original on a regional basis.

What will happen to my recordings?

- Existing links inside courses and guest links to existing recordings will stop working once the service is discontinued.
 - [Collaborate Original: How to Download Legacy Recordings](#) - Article #52052

Will there be an additional cost for administrators to access the recordings after the end-of-service?

- No. For clients still under contract with Blackboard, access to and short-term storage of recordings will be provided at no additional cost until the Recording Retention End date indicated here <https://blackboard.secure.force.com/publicbarticleview?id=kAA1O000000Kz13WAC>. Past this date your recordings will not be available anymore.

What if I want to move to Collaborate Ultra now?

- You are welcome to move to Collaborate Ultra at any time at no additional cost. No contract change is necessary, and in fact you already have access to Collaborate Ultra integrations and Administrator interface. You'll find guidance and adoption kits here: https://help.blackboard.com/Collaborate/Ultra/Administrator/Choose_Experience.

What if I need more information?

- You can interact with our Product Manager on this discussion thread: <https://community.blackboard.com/discuss/viewtopic/61/6445>. You may also reach out to your Account Executive, Solutions Engineer or Client Success Advocate.