



Blackboard

Plans to Phase out Blackboard Collaborate Original Regionally

Date Published: Dec 21,2020 **Category:** Product:Collaborate; Version:Collaborate **Article No.:** 000071428

Product: Blackboard Collaborate

Type:Support Bulletin

Bulletin/Advisory Information:

Updated Bulletin (Published December 21, 2020):

This is a reminder that the End of Service for Collaborate Original will be effective on December 31, 2020. From then onward users will no longer be able to create new sessions, start sessions or join existing sessions. Session links in Learn will not work anymore.

Updated Bulletin (Published December 14, 2020):

This is a reminder that the End of Service for Collaborate Original will be effective on December 31, 2020. From then onward users will no longer be able to create new sessions, start sessions or join existing sessions. Session links in Learn will not work anymore.

Updated Bulletin (Published December 1, 2020):

This is a reminder that the End of Service for Collaborate Original will be effective on December 31, 2020. From then onward users will no longer be able to create new sessions, start sessions or join existing sessions. Session links in Learn will not work anymore.

Updated Bulletin (Published November 24, 2020):

Please Note:

- This message only applies to all clients using Collaborate Original
- If you are using Collaborate Ultra already this message does not apply to you.

As a reminder, End of Service for Collaborate Original clients hosted in EU and US data centers is **December 31, 2020**. On and after **December 31, 2020**, Collaborate Original users will no longer be able to create new sessions, start sessions or join existing sessions. Session links in Learn will not work anymore. (Note: Clients hosted in Canada and Australia have already completed to End of Service period and End of Recording Retention period.)

Transitioning to Collaborate Ultra :

All institutions should plan their transition to Collaborate Ultra before then. Collaborate Ultra provides an easy to use, browser-based, modern experience. Institutions who are using Ultra said the ease of use of the tool enabled them to ramp up to massive usage during the recent lockdown disruptions.

You are welcome to move to Collaborate Ultra at any time at no additional cost. You will find guidance to do so on this page: .

https://help.blackboard.com/Collaborate/Ultra/Administrator/Choose_Experience

Retrieving Collaborate Original recordings:

You will have access to your recordings **until June 1, 2021**. We recommend you advise your users to download as MP4 the recordings that they'd like to keep during the 5 months they're given.

We've also built a tool to help you bulk download recordings, the tool requires some technical skills, and we're only able to bulk download in .vcr format so you'd then need to convert to MP4 using the Blackboard Publish software. Details on retrieving recordings are provided here:

<https://blackboard.secure.force.com/publickbarticleview?id=kAA1O000000Kz13WAC>. If you decide to use this tool, you must do so before June 1, 2021. **It is essential that you make sure as soon as possible that your email is correct and up to date in your Collaborate Original administration (SAS scheduler) Manager account settings, as this will be used to communicate next steps.**

For more information, you may consult this FAQ: <https://blackboard.secure.force.com/publickbarticleview?id=kAC1O000000PAzj>

Updated Bulletin (Published July 31, 2020):

As a reminder, End of Service for Collaborate Original clients hosted in Calgary (Canada) is **August 1, 2020**. On and after **August 1, 2020**, Calgary (Canada) hosted Collaborate Original users will no longer be able to create new sessions, start sessions or join existing sessions. Session links in Learn will not work anymore.

After the End of Service, there is a short period during which users will still be able to retrieve recordings. More information on this in this article:

<https://blackboard.secure.force.com/publickbarticleview?id=kAA1O000000Kz13WAC>

Updated Bulletin (Published June 16, 2020):

Phasing out of Collaborate Original throughout 2020

As a reminder, we want to inform you that we have to phase out Collaborate Original. We made this decision based on a variety of factors including the fact that Collaborate Original is built on an aging technology stack and its components are dependent on Java 8, which will no longer be receiving public support after 2020. Overall usage shows that more than 90% of our global clients are now using Collaborate Ultra.

Collaborate Ultra brings a modern and easy-to-use experience to your users with great benefits including running in a browser, higher quality audio and video, and a fully responsive mobile experience with no app necessary.

Below are the End of Service dates for each region/data center.

On and after these End of Service dates, Collaborate Original users will no longer be able to create new sessions, start sessions or join existing sessions. Session links in

Learn will not work anymore.

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

After the End of Service, there is a short period during which users will still be able to retrieve recordings. More information on this in this article: <https://blackboard.secure.force.com/publickbaricleview?id=kAA1O000000Kz13WAC>

Adopting Collaborate Ultra:

Collaborate Ultra provides an easy to use, browser-based, modern experience. Institutions who are using Ultra said the ease of use of the tool enabled them to ramp up to massive usage during the recent lockdown disruptions.

You are welcome to move to Collaborate Ultra at any time at no additional cost. You will find guidance to do so on this page:

https://help.blackboard.com/Collaborate/Ultra/Administrator/Choose_Experience

Retrieving Collaborate Original recordings:

You will have access to your recordings until the Retention End Date indicated here: <https://blackboard.secure.force.com/publickbaricleview?id=kAA1O000000Kz13WAC>. We recommend you identify recordings that you may want to keep and download them before this date directly from the Collaborate Original SAS Administrator interface, directly as MP4 files.

We've also built a tool to help you bulk download recordings, the tool requires some technical skills, and we're only able to bulk download in .vcr format so you'd then need to convert to MP4 using the Blackboard Publish software. Details on retrieving recordings are provided in the link referenced above. If you decide to use this tool, you must do so before the Retention End Date for your data center.

For more information, you may consult this FAQ: <https://blackboard.secure.force.com/publickbaricleview?id=kAC1O000000PAZj>

Updated Bulletin (Published April 6, 2020):

This is a friendly reminder that Collaborate Original will be discontinued regionally, impacting clients hosted in Sydney on May 1st and Calgary on August 1st. Blackboard will be issuing more detailed guidance on how to access your recordings in the coming weeks. Please review the bulletin below for additional details.

Updated Bulletin (Published February 21, 2020):

Please note that we have published an article with instructions for listening to and downloading legacy recordings. Please review this article and this Support Bulletin in it's entirety for more details:

- [Collaborate Original: How to Download Legacy Recordings](#) - Article #52052

Updated Bulletin (Published January 21, 2020):

This is a reminder about Collaborate Original will be discontinued in 2020, on a staggered schedule based on hosting region. Please review the bulletin below for additional details.

Updated Bulletin (Published December 3, 2019):

****Message for Clients Using Collaborate Original ****

Please Note:

- This message only applies to all clients using Collaborate Original
- If you are using Collaborate Ultra already this message does not apply to you.

With the strong global adoption of Collaborate Ultra, Blackboard has made the strategic decision to phase out Collaborate Original. As of May 1, 2020, Collaborate Original will no longer be available in Sydney, which serves clients in the Asia-Pacific (APAC) region. As of August 1, 2020, Collaborate Original will no longer be available to clients hosted in Calgary, which primarily serves clients in Canada, and some clients in Latin America, Europe, AMEA, and North America regions. As of December 31, 2020, Collaborate Original will no longer be available to clients hosted in Amsterdam and Virginia, impacting customers in Europe and North America. As the go-forward strategy, we are encouraging all clients using Collaborate Original to transition to Collaborate Ultra.

The move to Collaborate Ultra is part of Blackboard's shift towards simplifying our business and will allow us to increase capacity for innovation and accelerate bringing new capabilities to market. It also brings great benefits to clients, including running in a browser, higher quality audio and video, and an easier-to-use mobile version. We made this decision based on a variety of factors including overall usage—over 89% of our global clients are already using Collaborate Ultra. Additionally, Collaborate Original is built on an aging technology stack and its 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

We continue to enhance Collaborate Ultra—most recently adding the capability to send content to breakout rooms and to share files back to the main Collaborate room. 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 still our most modern, impactful product.

As a part of our commitment to keeping you informed, we will host information sessions on the planned phase-out and will communicate date and time of those sessions via multiple channels. Please refer to the below chart for the planned phase out schedule by region and country.

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

* We are committed to hosting Collab Original in the U.S. and Europe regions through the end of 2020. We will provide clients in these regions with timely notice when dates for phasing out Collaborate Original are determined.

We are committed to providing you with timely and accurate information to help you plan your transition to Collaborate Ultra. Please read the FAQ below for more information:

- [Plans to Phase out Blackboard Collaborate Original: FAQ](#) - Article #51000

If you have additional questions or require specific information about your transition, we encourage you to please reach out to your Account Executive for more information.

Original Bulletin (Published September 4, 2019):

****Message for Clients Using Collaborate Original ****

Please Note:

- This message only applies to clients using Collaborate Original hosted in Sydney and Calgary.
- If you are using Collaborate Ultra already this message does not apply to you.

With the strong global adoption of Collaborate Ultra, Blackboard has made the strategic decision to phase out Collaborate Original. As of May 1, 2020, Collaborate Original will no longer be available in Sydney, which serves clients in the Asia-Pacific (APAC) region. As of August 1, 2020, Collaborate Original will no longer be available to clients hosted in Calgary, which primarily serves clients in Canada, and some clients in Latin America, Europe, AMEA, and North America regions. As the go-forward strategy, we are encouraging all clients using Collaborate Original to transition to Collaborate Ultra.

The move to Collaborate Ultra is part of Blackboard's shift towards simplifying our business and will allow us to increase capacity for innovation and accelerate bringing new capabilities to market. It also brings great benefits to clients, including running in a browser, higher quality audio and video, and an easier-to-use mobile version.

We made this decision based on a variety of factors including overall usage—over 89% of our global clients are already using Collaborate Ultra. Additionally, Collaborate Original is built on an aging technology stack and its 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

We continue to enhance Collaborate Ultra—most recently adding the capability to send content to breakout rooms and to share files back to the main Collaborate room. 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 still our most modern, impactful product.

As a part of our commitment to keeping you informed, we will host information sessions on the planned phase-out and will communicate date and time of those sessions via multiple channels. Please refer to the below chart for the planned phase out schedule by region and country.

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

* We are committed to hosting Collaborate Original in the U.S. and Europe regions through the end of 2020. We will provide clients in these regions with timely notice when dates for phasing out Collaborate Original are determined.

We are committed to providing you with timely and accurate information to help you plan your transition to Collaborate Ultra. Please read the FAQ below for more information:

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