



Blackboard

Collaborate Ultra Version 20.20 Release

Date Published: Oct 23,2020 **Category:** Product:Ultra_Experience; Version:Ultra_Experience **Article No.:** 000073038

Product: Collaborate - Ultra Experience

Type:Support Bulletin

Bulletin/Advisory Information:

Blackboard
collaborate. > Product Update Notification

We are pleased to announce the upcoming release of Collaborate Ultra version 20.20. We are continually evolving to improve the teaching and learning experience.

For a complete list of updates and additional details, please review our Collaborate Ultra [v20.20 Release Notes](#).

When will the update take place?

All clients will be upgraded on Thursday, November 12, 2020:

- **Asia Pacific** (AWS Sydney): Thursday, November 12, 2020 from 1:00 AM AEDT (Australian Eastern Daylight Time) UTC/GMT +11 hours to Thursday, November 12, 2020 5:00 AM AEDT (Australian Eastern Daylight Time) UTC/GMT +11 hours
- **Canada** (AWS Montreal): Thursday, November 12, 2020 from 2:00 AM EST (Eastern Standard Time) UTC/GMT -5 hours to Thursday, November 12, 2020 6:00 AM EST (Eastern Standard Time) UTC/GMT -5 hours
- **Europe** (AWS Ireland): Thursday, November 12, 2020 from 12:00 Midnight GMT to Thursday, November 12, 2020 4:00 AM GMT
- **US** (AWS Virginia): Thursday, November 12, 2020 from 2:00 AM EST (Eastern Standard Time) UTC/GMT -5 hours to Thursday, November 12, 2020 6:00 AM EST (Eastern Standard Time) UTC/GMT -5 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 customers will experience intermittent availability during these maintenance windows.

How will users access this release?

Users will automatically have access to Collaborate Ultra v20.20 after the update.

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 \(Available November 12, 2020\)](#)
- [Collaborate Ultra Release Schedule](#)