



Blackboard

Collaborate Ultra Version 20.24 Release

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Bulletin/Advisory Information:

Blackboard
collaborate > Product Update Notification

We are pleased to announce the upcoming release of Collaborate Ultra version 20.24. 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 [v20.24 Release Notes](#).

When will the update take place?

All clients will be upgraded on Thursday, January 14, 2021:

- **Asia Pacific** (AWS Sydney): Thursday, January 14, 2021 from 1:00 AM AEDT (Australian Eastern Daylight Time) UTC/GMT +11 hours to Thursday, January 14, 2021 5:00 AM AEDT (Australian Eastern Daylight Time) UTC/GMT +11 hours
- **Canada** (AWS Montreal): Thursday, January 14, 2021 from 2:00 AM EST (Eastern Standard Time) UTC/GMT -5 hours to Thursday, January 14, 2021 6:00 AM EST (Eastern Standard Time) UTC/GMT -5 hours
- **Europe** (AWS Ireland): Thursday, January 14, 2021 from 12:00 Midnight GMT to Thursday, January 14, 2021 4:00 AM GMT
- **US** (AWS Virginia): Thursday, January 14, 2021 from 2:00 AM EST (Eastern Standard Time) UTC/GMT -5 hours to Thursday, January 14, 2021 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 v20.24 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 \(Available January 14, 2021\)](#)
- [Collaborate Ultra Release Schedule](#)

