



Blackboard

Updated: Collaborate Ultra Version 21.02 Release

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Bulletin/Advisory Information:

Blackboard
collaborate. > Product Update Notification

Updated February 9, 2021

The release of Collaborate Ultra version 21.02 has been rescheduled for all regions on **Thursday, February 25, 2021**. The maintenance window times have not changed. The maintenance windows listed below have been updated to the new date.

We do our best to follow the release schedule published months in advance as we know that some institutions are planning around it. Our decision to change the release schedule is never taken lightly. The 21.02 release has been delayed based on the need to complete additional testing iterations after some fixes, in order to be highly confident that the experience post release would be up to our usual high standards.

Being mindful of the need for some institutions to adjust to the change, we have postponed release by 2 weeks to give you enough time to adjust.

We apologize for any disruption this change may have caused to your teams, and thank you for your understanding.

We are pleased to announce the upcoming release of Collaborate Ultra version 21.02. 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 [v21.02 Release Notes](#).

When will the update take place?

All clients will be upgraded on Thursday, February 25, 2021:

- **Asia Pacific** (AWS Sydney): Thursday, February 25, 2021 from 1:00 AM AEDT (Australian Eastern Daylight Time) UTC/GMT +11 hours to Thursday, February 25, 2021 5:00 AM AEDT (Australian Eastern Daylight Time) UTC/GMT +11 hours
- **Canada** (AWS Montreal): Thursday, February 25, 2021 from 2:00 AM EST (Eastern Standard Time) UTC/GMT -5 hours to Thursday, February 25, 2021 6:00 AM EST (Eastern Standard Time) UTC/GMT -5 hours
- **Europe** (AWS Ireland): Thursday, February 25, 2021 from 12:00 Midnight GMT to Thursday, February 25, 2021 4:00 AM GMT
- **US** (AWS Virginia): Thursday, February 25, 2021 from 2:00 AM EST (Eastern Standard Time) UTC/GMT -5 hours to Thursday, February 25, 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 v21.02 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 \(Available February 25, 2021\)](#)
- [Collaborate Ultra Release Schedule](#)