

# Blackboard

## Collaborate Version 21.18 Release

**Date Published:** Oct 07,2021 **Category:** Product:Collaborate; Version:Collaborate **Article No.:** 000075911

### Bulletin/Advisory Information:

Blackboard  
collaborate. Product Update Notification

### Updated Bulletin (Published October 7, 2021):

Based on client feedback from the Asia Pacific region and data analysis, we have decided to push back the Asia Pacific maintenance window by 1 hour. Please see the new times highlighted below. Also, please note that we will utilize these new Asia Pacific maintenance window start/end times moving forward.

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We are pleased to announce the upcoming release of Collaborate version 21.18. We are continually evolving to improve the teaching and learning experience.

For a complete list of updates and additional details, please review our Collaborate [v21.18 Release Notes](#).

### When will the update take place?

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

- **Asia Pacific** (AWS Sydney): Thursday, October 14, 2021 from **1:00 AM AEDT (Australian Eastern Daylight Time) UTC/GMT +11 hours** to Thursday, October 14, 2021 **5:00 AM AEDT (Australian Eastern Daylight Time) UTC/GMT +11 hours**
- **Canada** (AWS Montreal): Thursday, October 14, 2021 from 2:00 AM EDT (Eastern Daylight Time) UTC/GMT -4 hours to Thursday, October 14, 2021 6:00 AM EDT (Eastern Daylight Time) UTC/GMT -4 hours
- **Europe** (AWS Ireland): Thursday, October 14, 2021 from 12:00 Midnight IST (Irish Standard Time) UTC/GMT +1 to Thursday, October 14, 2021 4:00 AM IST (Irish Standard Time) UTC/GMT +1
- **US** (AWS Virginia): Thursday, October 14, 2021 from 2:00 AM EDT (Eastern Daylight Time) UTC/GMT -4 hours to Thursday, October 14, 2021 6:00 AM EDT (Eastern Daylight Time) UTC/GMT -4 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 clients will experience intermittent availability during these maintenance windows.

### How will users access this release?

Users will automatically have access to Collaborate v21.18 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 \(Available October 14, 2021\)](#)
- [Collaborate Release Schedule](#)