Blackboard Help

Collaborate Update - August 2017

Here's everything you need to know about the August 2017 (v17.8) release of Blackboard Collaborate with the Ultra experience.

Available August 5-6, 2017

Collaborate with the Ultra experience v17.8 is deployed according to this schedule:

- Saturday, August 5 in European, Australian and Canadian data centers
- Sunday, August 6 in U.S. data centers

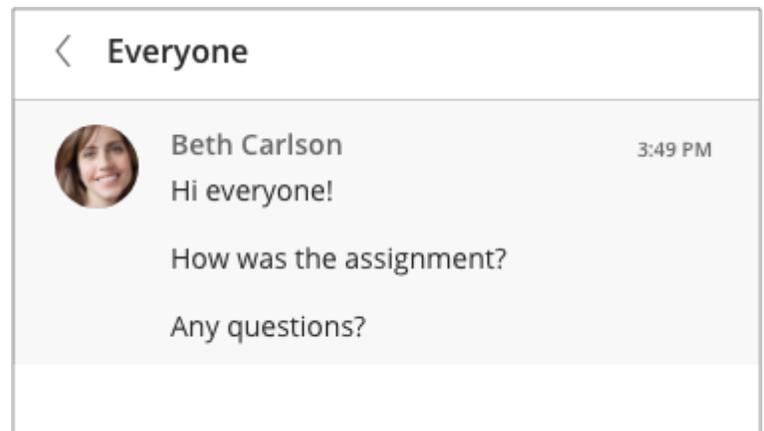⊖ To learn more, see the Collaborate Support Bulletin.

What's new and improved

In this release, we focused on improving your experience with chat and breakout groups.

Chat

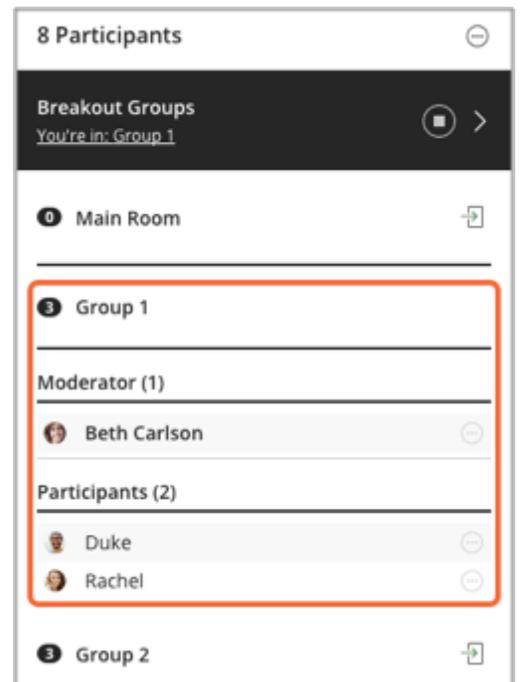We've added a tutorial on using private chat!

We've also improved the experience when a user posts many chat messages one after the other. Now chat messages by the same user, before other users post, roll up under one avatar. Each message no longer has its own avatar.

Breakout groups

It's now easier for moderators to monitor all session attendees during breakout groups.

Groups show in the Participants panel and are expanded to view all group members in all groups at once.

Institution attendance reports (Coming soon)

Over the month of August, we'll be enabling the ability for users with Manager credentials to access a new administrative *Reports* page.

From here, they can view the attendance reports for all sessions conducted within their Collaborate login group. They can specify a search range and see all sessions conducted using the Ultra experience for their institution.

⊘ More on the session attendance report for managers

What's fixed

We also focused on resolving issues to continually improve your experience.

- The browser window no longer briefly shows an untranslated recording file name when loading.
- Viewers now see when a captioner edits their name.
- Now when scrolling through the chat history, all previous messages and the scroll bar are available.
- Attendees now see captions from the captioner assigned to the breakout group they are in. If the attendee switches rooms, they see captions from the captioner in the room they moved to.
- The extra large caption font now fits the captioning window.
- Downloading recordings over 1G in size no longer fail.
- Users can no longer see attendance reports for other users.
- When launching Collaborate Ultra sessions from the Moodle Plugin, the user's name now appears instead of numbers.
- Users can no longer access sessions that have expired.

Known issues

Rome wasn't built in a day. Go to the list of known issues for known defects and workarounds in Collaborate with the Ultra experience.

⊖ List of known issues on Behind the Blackboard (available in English only)

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