



# Client Services Product Support Catalog

## Blackboard Teaching & Learning (SaaS, Managed Hosting & Self-Hosted)

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## Table of Contents

<b>Introduction</b> .....	<b>1</b>
<b>Supported Products</b> .....	<b>1</b>
<b>Support Categories</b> .....	<b>1</b>
<b>Supported Use Cases for Teaching and Learning Products</b> .....	<b>2</b>
<b>Support Methodology</b> .....	<b>2</b>
<b>Support for System Administrators</b> .....	<b>2</b>
<b>Support Services Designated Personnel</b> .....	<b>2</b>
<b>Severity Levels &amp; Target Response Times</b> .....	<b>3</b>
Severity Level 1 .....	3
Severity Level 2 .....	4
Severity Level 3 .....	4
Severity Level 4 .....	4
Reporting an Issue .....	4
Client Escalation.....	5
Self Hosted Clients .....	5
Release Terminology .....	5
<b>Support Classifications</b> .....	<b>6</b>
<b>Full Support</b> .....	<b>6</b>
<b>No Longer Supported Releases</b> .....	<b>7</b>
<b>Self-Hosting Extended Support</b> .....	<b>10</b>
Service Differences for Extended Support .....	10
<b>Using the Blackboard Learn Database Schema</b> .....	<b>11</b>
Support for Database Schema .....	11
Unauthorized Database Changes.....	11
Exclusions to Support Policies .....	11

# Introduction

The purpose of this document is to provide information on the client services Blackboard Inc. provides as well as policies and procedures for administering client support. Included are definitions of the life cycle of supported products and support classifications. Options for the types of support available to clients are defined as well as the terms under which support may be provided.

## Supported Products

Blackboard Inc., together with its subsidiaries and affiliates (the “Company”), currently makes Support Services available for certain of its products. Support Services are based on the support category to which each version of the product has been assigned by the Company. Support Services are subject to the terms of the applicable software license agreement between the Company and the applicable licensee (the “Client”, the “Agreement”). The Company products that are currently covered (individually, the “Product”; collectively, the “Products”) are as follows:

- Blackboard Learn™
- SaaS Deployment for Blackboard Learn™
- Blackboard Learn for Course Delivery™
- Blackboard Mobile Solutions
- Ally

## Support Categories

All products are classified into a support category that defines the level of support services that is provided to clients. Each product has a current designated category. Support Categories are subject to change as determined by the Company and the product roadmap.

- **Full Support:** Full Support includes product versions for which Blackboard offers a wide range of support options. Products within Full Support receive scheduled and necessary updates. Examples include but not limited to product and security fixes. SaaS Deployments for Blackboard Learn receive frequent updates and are covered under the Full Support category.
- **Extended Support:** Blackboard Learn versions with Extended Support receive some of the same support options as the versions with Full Support, but several exceptions apply as described below.
- **No Longer Supported:** Blackboard Learn versions in No Longer Supported status are not maintained by Blackboard. Clients are strongly encouraged to upgrade to a version with Full support. Once in No Longer Supported status, a Learn version will no longer receive active maintenance updates or scheduled updates. Only Self-service support is available via the knowledge base or [help.blackboard.com](http://help.blackboard.com). Issues reported against a version of Learn in No Longer Supported via phone or [behind.blackboard.com](http://behind.blackboard.com) will not be actioned and will be closed with the following exceptions for Managed Hosting Clients only:
  - Report a service outage
  - Request the restoration of deleted content
  - Schedule an upgrade

Requests or issues documented outside of the above listed use cases will be reviewed and actioned at the sole discretion of Blackboard management.

# Supported Use Cases for Teaching and Learning Products

Blackboard Client Support will respond to and work to resolve problems submitted by clients and channel partners directly related to the Product's administration and operation in accordance with the response times and escalation procedures as defined in this document. Reasonable efforts to respond to all support requests and to remedy any documented and reproducible errors and defects in the Product that are submitted using an approved means within the defined targeted response and resolution times. If Support determines a problem is due to Client's improper or incorrect use of the Software, the problem might not qualify for Support and might need Professional Consulting Services.

## Support provided to:

- Address issues where product is not functioning or performing as designed
- Offer product guidance for questions not covered in product documentation (not product training)
- Offer product guidance around system configuration and administrative settings
- Address concerns around core product functionality

## Support Methodology

Clients are eligible to receive support in English from the Company. The Company may make support available in other languages from time to time, subject to the language capabilities of its technical staff. Clients may request to be assigned to a Technical Support Manager who speaks their language. Where possible, the Company will attempt to provide this service. Clients accept that this may cause some delays while an available resource in their language is located, and thus may elect to have a faster response in English.

- Self Service - help is available on the following web resources
  - <http://behind.blackboard.com> – available in multiple languages
  - <https://help.blackboard.com> - available in multiple languages
  - <https://status.blackboard.com>
  - Anthology Community - <https://community.anthology.com/home>
  - Anthology Ideas Exchange - <https://community.anthology.com/idea-exchange>
- Web-based Self Service – Clients are eligible to submit and add notes to cases on Behind the Blackboard <http://behind.blackboard.com> as well as access documentation, release notes and knowledge resources.
- Case Communications by Email – After a case has been created either by telephone or web-based self-service, ongoing communication may take place by email, provided the Client does so by replying to emails coming from support@blackboard.com and do not alter the subject line.
- Telephony - Telephone-based support is available twenty-four (24) hours a day, seven days (7) a week, three hundred and sixty-five (365) days a year (888) 788-5264

## Support for System Administrators

### Support Services Designated Personnel

Client may designate up to two (2) of its personnel for purposes of receiving Support, and may designate

substitute personnel by providing written notice to the Company (provided that not more than two (2) persons may be designated as support contacts at any given time). These designated personnel should be staff members who have access to the Blackboard administrator interface, and has or can easily obtain SSH or VNC/Terminal Services access to the server on which the Product is installed.

The Company requires a Primary System Administrator for each client who acts as the primary system administrative point of contact for Blackboard within the client's institution. Blackboard Support will contact this individual if there are questions related to support. This individual is typically active in the support portal (submits support cases as needed), is very familiar with the institution's implementation and usage of their Blackboard product, and is able to answer questions and make decisions pertaining to how the product is supported. Support provides broader and deeper support coverage for institutions running in mission-critical and complex environments. Support is provided on a 24/7/365 basis, which provides clients with round-the-clock support services.

All system administrators are able to submit cases, access knowledge and documentation and edit contact information on <https://behind.blackboard.com>. System administrators will have access to hotfixes, updates, and releases of the supported Product when they become generally available to licensed clients.

Reasonable efforts to respond to all support requests and to remedy any documented and reproducible errors and defects in the Product that are submitted using an approved means within the following targeted response and resolution times.

## Severity Levels & Target Response Times

**Severity level may be changed by Support to align with criteria outlined.**

All support requests are important. However, some requests take precedence over others. Support has four categories ("Severity Levels") for support requests. Requests are handled based on assigned severity level.

Severity Levels also determine initial response time targets. The most severe cases have the swiftest targeted response times. Severity Level definitions and their response times are described in the sections below.

**Note:** Service Level Agreement response times may vary. Please refer to the Client contract when in doubt.

The time a request is logged is the time the call or web-based self-service request is recorded by the Company.

Web-based self-service and telephone are the only approved means for initial support request submission under Company Support. The Support staff is not responsible for responding to requests made by third parties or directly to Company Support staff members, or by any means other than those described above.

**Blackboard classifies Support Incidents as follows:**

### Severity Level 1

Your Blackboard Production System is down and not functioning, the system is disabled or non-responsive.

Some examples of Severity Level 1 Application errors are as follows:

- No users are able to access the service
- Service is not able to communicate with external systems

When a Severity Level 1 issue is reported, the Company will assign resources to remedy the error; if access to the Product is required, we ask that you provide access to your system and other software for the duration of the error correction procedures.

Response time for Severity Level 1 is within one (1) hour.

Note: Severity Level 1 only applies for Production Environments.

## Severity Level 2

Your Blackboard Product is functioning but major components are unavailable or unusable. The Application is running but you may be unable to use major portions of the Software.

Some examples of Severity Level 2 Software errors are as follows:

- The service is unavailable to a subset of users or it is intermittently unavailable.
- A major functional component is unavailable.

When a Severity Level 2 issue is reported, the Company will assign resources to remedy the error; if access to the Product is required, we ask that you provide access to your system and other software for the duration of the error correction procedures.

Response time for Severity Level 2 is within four (4) hours.

## Severity Level 3

Your Blackboard Product is operating close to normal; however minor components are functioning abnormally.

Targeted response time for Severity Level 3 is within one (1) Business Day.

## Severity Level 4

Severity Level 4 implies that the Software is operating normally but you may be in need of instructional assistance.

Targeted response time for Severity Level 4 is within one (1) Business Day.

Note: Severity Level 1, 2, and 3 will take priority over Severity Level 4 cases.

## Reporting an Issue

When submitting a case, Client should include steps to recreate the problem in a similar environment to assist Blackboard Support with case investigation. Client should follow these guidelines when submitting the Case:

- The Case form must be completely filled out. Blackboard may be unable to act upon any incident until all information reasonably requested has been received by Blackboard. All information so requested is critical in evaluating the issue. If the Case form does not have the required information requested, Blackboard will need to request the additional information, thereby delaying the process. If the additional information is not provided within nine (9) days, the request will be considered withdrawn, and the Case closed. Client may create a new case or reopen the request at a later date once Client is able to submit the requested information.
- Client must designate on the Case form the incident classification that is appropriate for Client's problem. Priority will be given to Level 1 Level 2 incident designations.
- Client must maintain necessary account(s) for Blackboard support to access the site.
- Client must provide via the Case form:
  - A full description of the problem
  - Sample of output showing the problem
  - Steps to reproduce the problem, and SSO login if needed
  - Expected results
  - A copy of the input transaction that caused the problem
  - Any screenshots or video documentation to assist in efficient troubleshooting

## Client Escalation

Please refer to the Escalation Procedures link on the Behind the Blackboard Home page found at [behind.blackboard.com](http://behind.blackboard.com). [Escalation Procedures](#)

## Self Hosted Clients

### Providing Blackboard Support Access to Your Server

Resolution of a self-hosted client issue may be directly impacted by Support's ability to gain access to a self-hosted system. The Company's commitment to providing timely, quality technical support is based upon having sufficient server access to resolve a support request. To effectively resolve issues submitted, the Support staff may require any of the following information:

- Login information for Student or Designer/Faculty members experiencing problems
- Login information for Blackboard Administrator (for non-hosted environments)
- SSH or VNC/Terminal Services access to the Blackboard server (for non-hosted environments)

The Company's support staff must approve any request by a Client for the use of alternative means of server access in advance. The Company shall use reasonable efforts to accommodate any reasonable request for the use of an alternative means of server access; however, in the case of such an accommodation, the service level agreement targets for initial response, status updates as set forth herein shall not apply with respect to the specific support request for which an alternative means of server access is used. Such is the case with VPN access. In such cases, clients may wish to consider an on-site, separately priced professional services engagement.

As per the following Exclusions section, Support shall not include support for any Product running in an unsupported configuration. In the event a client is running a Product in an unsupported configuration and reports a problem, the Company may, at its sole discretion, attempt to replicate the issue in-house at the Company on systems running in a Company-supported configuration. If the Company's support staff is able to replicate the problem on a supported configuration, the Company may elect to handle the support request in accordance with its standard support procedures. If the Company's support staff is unable to replicate a problem on a supported configuration, the Company shall refer such Client to the Company's Professional Services department for a separately priced professional services engagement and recommend that such Client move to a Company-supported configuration.

## Release Terminology

Blackboard refers to releases using the following terminology for all products except SaaS Deployments of Blackboard Learn. Release white paper - [http://library.blackboard.com/docs/support/Blackboard\\_Learn\\_Release\\_White\\_Paper.pdf](http://library.blackboard.com/docs/support/Blackboard_Learn_Release_White_Paper.pdf)



## Support Classifications

This table provides the current support category for the Company's Products as well as a roadmap of anticipated dates for reclassification. This roadmap is subject to change.

[Link to Support Services Guides](#)

### Full Support

Full Support	General Availability	No Longer Supported Date
<b>SaaS Deployment for Blackboard Learn</b> <ul style="list-style-type: none"> <li><i>Learning Core SaaS</i></li> <li><i>Learning Essentials SaaS</i></li> <li><i>Innovative Classroom SaaS</i></li> </ul>	September 2014	N/A – Supported
<b>Blackboard Learn 9.1 3900.67 Release</b> (3900.67.0-rel.39+6532b86)	July 2023	December 31, 2023
<b>Blackboard Learn 9.1 3900.65 Release</b> (3900.65.0-rel.17+fc3b8f5)	May 2023	December 31, 2023
<b>Blackboard Learn 9.1 3900.62 Release</b> (3900.62.0-rel.30+ef3edf9)	April 2023	December 31, 2023
<b>Blackboard Learn 9.1 3900.60 Release</b> (3900.60.0-rel.40+2c2db79)	March 2023	December 31, 2023
<b>Blackboard Learn 9.1 3900.58 Release</b> (3900.58.0-rel.37+e021d98)	February 2023	December 31, 2023
<b>Blackboard Learn 9.1 3900.56 Release</b> (3900.56.0-rel.27+a2864fb)	January 2023	December 31, 2023
<b>Blackboard Learn 9.1 3900.54 Release</b> (3900.54.0-rel.19+238d3d6)	December 2022	December 31, 2023
<b>Blackboard Learn 9.1 3900.52 Release</b> (3900.52.0-rel.22+0f5d4f9)	November 2022	December 31, 2023
<b>Blackboard Learn 9.1 3900.50 Release</b> (3900.50.0-rel.20+282a237)	October 2022	December 31, 2023
<b>Blackboard Learn 9.1 3900.48 Release</b> (3900.48.0-rel.13+1f125fd)	September 2022	December 31, 2023
<b>Blackboard Learn 9.1 3900.46 Release</b> (3900.46.0-rel.22+29d441)	August 2022	December 31, 2023
<b>Blackboard Learn 9.1 3900.41 Release</b> (3900.41.0-rel.19+a47d5d5)	June 2022	December 31, 2023
<b>Blackboard Learn 9.1 3900.39 Release</b> (3900.39.0-rel.27+6e72bbb)	May 2022	December 31, 2023
<b>Blackboard Learn 9.1 3900.37 Release</b> (3900.37.0-rel.36+0a6785f)	April 2022	December 31, 2023

<b>Blackboard Learn 9.1 3900.34 Release</b> (3900.34.0-rel.51+f0d11c8)	March 2022	December 31, 2023
<b>Blackboard Learn 9.1 3900.32 Release</b> (3900.32.0-rel.33+aac11a3)	February 2022	December 31, 2023
<b>Blackboard Learn 9.1 3900.30 Release</b> (3900.30.0-rel.36+30ff7b6)	January 2022	December 31, 2023
<b>Blackboard Learn 9.1 3900.28 Release</b> (3900.28.0-rel.22+1a80aa0)	December 2021	December 31, 2023
<b>Blackboard Learn 9.1 3900.26 Release</b> (3900.26.0-rel.24+b3048ed)	November 2021	December 31, 2023*
<b>Blackboard Learn 9.1 3900.23 Release</b> (3900.23.0-rel.27+bf491df)	October 2021	December 1, 2023
<b>Blackboard Learn 9.1 3900.21 Release</b> (3900.21.0-rel.28+dd6c7ec)	September 2021	November 1, 2023
<b>Blackboard Learn 9.1 3900.19 Release</b> (3900.19.0-rel.35+4040100)	August 2021	October 1, 2023
<b>Blackboard Learn 9.1 3900.17 Release</b> (3900.17.0-rel.43+eee598e)	July 2021	September 1, 2023
<b>Blackboard Learn 9.1 3900.13 Release</b> (3900.13.0-rel.31+9040981)	May 2021	July 1, 2023
<b>Blackboard Learn 9.1 3900.10 Release</b> (3900.10.0-rel.36+d29e3a)	April 2021	June 1, 2023
<b>Blackboard Learn 9.1 3900.8 Release</b> (3900.8.0-rel.34+a1b2d92)	March 2021	May 1, 2023
<b>Blackboard Learn 9.1 3900.6 Release</b> (3900.6.0-rel.24+5fa90)	February 2021	April 1, 2023
<b>Blackboard Learn 9.1 3900.4 Release</b> (3900.4.0-rel.20+93e130c)	January 2021	March 1, 2023
<b>Blackboard Learn 9.1 3900.2 Release</b> (3900.2.0-rel.34+4ad580a)	December 2020	February 1, 2023
<b>Blackboard Learn 9.1 3900.0</b> (3900.0.0-rel.42+47a7c9a)	November 2020	December 31, 2022

\* As of December 31, 2023, Blackboard will no longer provide Full Support for Self-Hosted deployments and instead will only provide Extended Support as described below. Managed Hosting deployments will no longer be supported after December 31, 2022.

## No Longer Supported Releases

No Longer Supported	General Availability	End of Life
<b>Blackboard Learn 9.1 Q4 2019 Release</b> (3800.0.0 - 3800.0.11)	December 2019	December 31, 2021

<b>Blackboard Learn 9.1 Q2 2019 Release</b> (3700.0.0 - 3700.0.14)	May 2019	January 1, 2021
<b>Blackboard Learn 9.1 Q4 2018 Release</b> (3500.0.0 - 3500.0.15)	November 2018	December 1, 2020
<b>Blackboard Learn 9.1 Q2 2018 Release</b> (3400.0.0 - 3400.0.15)	April 2018	January 2020
<b>Blackboard Learn 9.1 Q4 2017 Release</b> (3300.0.0 - 3300.0.9)	November 2017	December 2019
<b>Blackboard Learn 9.1 Q2 2017 Release</b> (3200.0.0 - 3200.0.11)	April 2017	June 2019
<b>Blackboard Learn 9.1 Q4 2016 Release</b> (3100.0.0 - 3100.0.7)	November 2016	December 2018
<b>Blackboard Learn 9.1 Q2 2016 Release</b> (3000.1.0 - 3000.1.8)	April 2016	June 2018
<b>Blackboard Learn 9.1 Q4 2015 Release</b> (9.1.201510.1171621 - 9.1.201510.1176878)	November 2015	December 2017
<b>Blackboard Learn 9.1 October 2014 Release</b> (9.1.201410.160373 - 9.1.201410.1178152)	November 2014	June 2017
<b>Blackboard Learn, Release 9.1 April 2014 Release</b> (9.1.201404.160205)	January 2016	June 2016
<b>Blackboard Learn, Release 9.1 Service Pack 14</b> (9.1.140152.0)	October 2013	June 2015
<b>Blackboard Learn, Release 9.1 Service Pack 13</b> (9.1.130093.0)	June 2013	December 2014
<b>Blackboard Open Content</b>		December 2019
<b>Blackboard Learn Release 9.1 SP12 and previous releases</b>		August 2014
<b>Blackboard Learning System--Vista License</b> Vista 8.0		January 2013
<b>Blackboard Learning System--CE License<sup>^</sup></b> <b>Blackboard Learning System--CE Ltd. License<sup>^</sup></b> <b>Blackboard Learning System--CE Basic License<sup>^</sup></b>		January 2013
<b>Blackboard Learn, Release 9.0, 8.0, 7.0, 6.0</b> <ul style="list-style-type: none"><li><i>All variants, all versions</i></li></ul>		October 2012
<b>Blackboard Learning System--Vista License</b> <i>All versions (including 3.0, 4.0, 8.0)</i>		October 2011
<b>Blackboard Content System, Release 2.3</b>		October 2010
<b>Blackboard Portfolio (for CE/Vista) for Vista 8.0</b> <i>All versions</i>		October 2010

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Blackboard Outcomes System, Version 1.0

June 2009

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Blackboard Content System, version 2.0, 1.0

October 2008

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All previous Product versions

Blackboard Learning System ML, all versions

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## Self-Hosting Extended Support

Effective the 31<sup>st</sup> of December 2023, the Blackboard Learn Self-Hosted deployment will move into a support category of 'Extended Support'. The most recent Learn Self-Hosted release will move to Extended Support, and all previous releases will move to No Longer Supported.

### Service Differences for Extended Support

Extended Support does have some differences in service offering, please see the table below for details:

	Full Support	Extended Support
Self-service (web) Support	Yes	Yes
Email/Telephone Support	24/7/365	Local Business Hours Only
Service Levels	See 'Severity Levels & Target Response Times' section	Commercially reasonable effort
Supported Release	Current and prior release	Current release
Software release for Break/Fix Severity Level 1	Yes	Yes, if Commercially Reasonable
Software release for Break/Fix Severity Level 2	Yes	Yes, if Commercially Reasonable
Software release for Break/Fix Severity Level 3	Yes	No
Software release for Break/Fix Severity Level 4	N/A	N/A

## Using the Blackboard Learn Database Schema

Documentation is available that describes the data characteristics of the tables and columns in the Blackboard Learn 9.1 database, including: data types and sizes, nullability, index, sequence, key and constraint information. Additional commentary is also provided for key tables and columns.

By agreeing to the terms of your license, Clients can download this set of documentation for the purposes of building read-only queries and designing custom reports. The schema can also be used to perform analysis and troubleshooting. Support will not provide any assistance for query writing or interpretation.

*Note: Clients are not permitted to make changes to the schemas presented.*

Clients are permitted to access the schema by employing the user interfaces, APIs, and tools such as Building Block schema.xml, and Building Block persistence APIs. In specific circumstances, Support may provide scripts to resolve a situation. However, any other changes to the Blackboard schema may only be done with a Blackboard Consulting engagement. Please contact your Account Executive if you would like to work with our consulting team to make any changes to your Blackboard database.

## Support for Database Schema

Blackboard Support can provide assistance with access to the database schema documentation as well as interpreting the tables that correspond to the different features or features sets of Blackboard Learn.

Specific support for writing queries or training on database concepts is not provided. However, the Bb developer community does offer informal assistance <https://community.blackboard.com/discuss>.

## Unauthorized Database Changes

The Company cannot support unauthorized database changes. If Blackboard discovers Client made an unauthorized change will be informed that such a change has occurred. Clients may:

- Restore a backup of their system prior to the change.
- Engage Blackboard Consulting for assistance by contacting the Client's Account Executive. Consulting typically has a 4-week scheduling lead time. If the Client can wait for available database expertise, Consulting will work with the Client to diagnose the issue and determine potential resolution and best course of action. A statement of work/consulting contract will be needed.

## Exclusions to Support Policies

The Product support services described in this document apply only when the Product is installed locally at the applicable Client's site or hosted by the Company on behalf of the Client.

Support services do not include environmental-related support requests that involve the following areas:

- Self Hosted hardware update issues\*
- Improper usage of the Product (such as database files removed from the Product, unauthorized customization of the Product, prohibited usage, and so on)\*\*
- Unsupported changes to the database such as directly writing to the database or using the database schema to alter or delete records\*\*\*
- Querying of Advanced System Reporting (ASR), Open DB, Direct Data Access (DDA) or Blackboard Data\*\*
- Assistance with understanding data relationships as presented in the database schema documentation in order to write or format queries\*\*
- Improper installation and configuration of operating system components\*
- Improper hardware configuration for size of deployment\*

- Hardware (server) problems\*
- Server operating system problems\*
- Improper hardware configurations\*
- Non-supported 3rd party tools implemented to work with Product (except those where a support partnership exists)
- Issues arising with Products hosted by a third party, unless agreed upon in writing in advance by the Company (where such permission has been granted, issues arising as a result of the third party which would not have occurred with a Company hosted instance of the Product are excluded)\*
- Issues arising on an unsupported configuration\*
- Issues known by Company not to be related to the Product application itself\*
- Root Cause analysis for authentication issues due to client-side changes\*
- Detailed client network analysis regarding connectivity concerns\*
- Custom Roles - Anthology Support will not provide guidance on setting up Custom Roles or customizing privileges in Learn, but if you are seeing unexpected behavior or an error that is not solvable after reviewing the logs or [Roles and Privileges](#) on Help , please open a Support case. \*\*\*
- Client or Community developed (3rd party) B2\*\*\*
- Course Enrollment or SIS issues requiring detailed file feed manipulation\*\*\*
- Non-supported 3rd Party products\*\*\*
- HTML support\*\*
- Custom Branding\*\*\*
- Query writing and execution\*\*\*
- Language Pack customization\*\*
- Disabling Course Auto Archive

\* Separately priced professional consulting services are available – Contact a Company Account Executive to learn more.

\*\* Separately priced professional consulting services or Blackboard Community Assistance available upon request.

\*\*\*Separately priced professional consulting services, Blackboard Community Assistance or Self -Service Options available upon request.

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