



Client Services Product Support Catalog

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

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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 (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 Learn for Community Engagement™
- Blackboard Collaborate™
- Blackboard Mobile Solutions
- Ally
- Blackboard Web Community Manager™

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.
- **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. Issues reported against a version of Learn in No

Longer Supported via phone or 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

Scope of Support Client is 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 in multiple languages
 - <http://behind.blackboard.com> – available in multiple languages
 - <https://help.blackboard.com> - available in multiple languages
 - <https://status.blackboard.com>
 - Blackboard Community - <https://community.blackboard.com/home>
- Web-based Self Service – Client is eligible to submit and add notes to cases 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) 599-2720

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. [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

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
SaaS Deployment for Blackboard Learn <ul style="list-style-type: none"> <i>Learning Core SaaS</i> <i>Learning Essentials SaaS</i> <i>Innovative Classroom SaaS</i> 	September 2014	N/A – Supported
Blackboard Learn 9.1 3900.39 Release (3900.39.0-rel.27+6e72bbb)	May 2022	December 31, 2023
Blackboard Learn 9.1 3900.37 Release (3900.37.0-rel.36+0a6785f)	April 2022	December 31, 2023
Blackboard Learn 9.1 3900.34 Release (3900.34.0-rel.51+f0d11c8)	March 2022	December 31, 2023
Blackboard Learn 9.1 3900.32 Release (3900.32.0-rel.33+aac11a3)	February 2022	December 31, 2023
Blackboard Learn 9.1 3900.30 Release (3900.30.0-rel.36+30ff7b6)	January 2022	December 31, 2023
Blackboard Learn 9.1 3900.28 Release (3900.28.0-rel.22+1a80aa0)	December 2021	December 31, 2023
Blackboard Learn 9.1 3900.26 Release (3900.26.0-rel.24+b3048ed)	November 2021	December 31, 2023*
Blackboard Learn 9.1 3900.23 Release (3900.23.0-rel.27+bf491df)	October 2021	December 1, 2023
Blackboard Learn 9.1 3900.21 Release (3900.21.0-rel.28+dd6c7ec)	September 2021	November 1, 2023
Blackboard Learn 9.1 3900.19 Release (3900.19.0-rel.35+4040100)	August 2021	October 1, 2023
Blackboard Learn 9.1 3900.17 Release (3900.17.0-rel.43+eee598e)	July 2021	September 1, 2023
Blackboard Learn 9.1 3900.13 Release (3900.13.0-rel.31+9040981)	May 2021	July 1, 2023
Blackboard Learn 9.1 3900.10 Release (3900.10.0-rel.36+d29e3a)	April 2021	June 1, 2023
Blackboard Learn 9.1 3900.8 Release (3900.8.0-rel.34+a1b2d92)	March 2021	May 1, 2023
Blackboard Learn 9.1 3900.6 Release (3900.6.0-rel.24+5fa90)	February 2021	April 1, 2023

Blackboard Learn 9.1 3900.4 Release (3900.4.0-rel.20+93e130c)	January 2021	March 1, 2023
Blackboard Learn 9.1 3900.2 Release (3900.2.0-rel.34+4ad580a)	December 2020	February 1, 2023
Blackboard Learn 9.1 3900.0 (3900.0.0-rel.42+47a7c9a)	November 2020	December 31, 2022

** As of December 31, 2023, Blackboard will no longer support Self Hosted deployments. Managed Hosting deployments will no longer be supported after December 31, 2022.*

No Longer Supported Releases

No Longer Supported	General Availability	End of Life
Blackboard Learn 9.1 Q4 2019 Release (3800.0.0 - 3800.0.11)	December 2019	December 31, 2021
Blackboard Learn 9.1 Q2 2019 Release (3700.0.0 - 3700.0.14)	May 2019	January 1, 2021
Blackboard Learn 9.1 Q4 2018 Release (3500.0.0 - 3500.0.15)	November 2018	December 1, 2020
Blackboard Learn 9.1 Q2 2018 Release (3400.0.0 - 3400.0.15)	April 2018	January 2020
Blackboard Learn 9.1 Q4 2017 Release (3300.0.0 - 3300.0.9)	November 2017	December 2019
Blackboard Learn 9.1 Q2 2017 Release (3200.0.0 - 3200.0.11)	April 2017	June 2019
Blackboard Learn 9.1 Q4 2016 Release (3100.0.0 - 3100.0.7)	November 2016	December 2018
Blackboard Learn 9.1 Q2 2016 Release (3000.1.0 - 3000.1.8)	April 2016	June 2018
Blackboard Learn 9.1 Q4 2015 Release (9.1.201510.1171621 - 9.1.201510.1176878)	November 2015	December 2017
Blackboard Learn 9.1 October 2014 Release (9.1.201410.160373 - 9.1.201410.1178152)	November 2014	June 2017
Blackboard Learn, Release 9.1 April 2014 Release (9.1.201404.160205)	January 2016	June 2016
Blackboard Learn, Release 9.1 Service Pack 14 (9.1.140152.0)	October 2013	June 2015
Blackboard Learn, Release 9.1 Service Pack 13 (9.1.130093.0)	June 2013	December 2014
Blackboard Open Content		December 2019
Blackboard Learn Release 9.1 SP12 and previous releases		August 2014

Blackboard Learning System--Vista License Vista 8.0	January 2013
Blackboard Learning System--CE License [^] Blackboard Learning System--CE Ltd. License [^] Blackboard Learning System--CE Basic License [^]	January 2013
Blackboard Learn, Release 9.0, 8.0, 7.0, 6.0 • <i>All variants, all versions</i>	October 2012
Blackboard Learning System--Vista License <i>All versions (including 3.0, 4.0, 8.0)</i>	October 2011
Blackboard Content System, Release 2.3	October 2010
Blackboard Portfolio (for CE/Vista) for Vista 8.0 <i>All versions</i>	October 2010
Blackboard Outcomes System, Version 1.0	June 2009
Blackboard Content System, version 2.0, 1.0	October 2008
All previous Product versions	
Blackboard Learning System ML, all versions	

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, null ability, 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***
- 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.

Support for Web Community Manager

Blackboard Web Community Manager Service Level Commitment

Scope

The scope of Blackboard Web Community Manager Service Level Commitment ("SLC") for our platform (web site creation and management) includes Blackboard Web Community Manager's ASP/Hosting Service and Technical Support. It does not include any portion of the public Internet or the customer's network and hardware. **These terms are subject to change by Blackboard from time to time, with or without notice to you, and any such change shall be effective upon posting.**

Definitions

For the purpose of defining the meaning of key terms used in this SLC, the following definitions are provided.

Availability: The ability to login to the website. If a login fails for reasons other than user error or omission or public network issues, then the system is deemed unavailable.

Infrastructure: The network, including network software, hardware, operating system, and web-server tiers of a system. Our infrastructure is such that we have all our servers collocated externally with 3rd party industry leading providers that guarantee network and power high-availability and confirm to Blackboard on an annual basis that they are in compliance with security safeguards and requirements.

Network: Blackboard Web Community Manager's network starts and ends with the demarcation point at which Web Community Manager's network traffic is handed off to our upstream transit vendor. All public networks (Internet) and your internal networks are not included in this SLC.

Technical Support

Technical Support is available to authorized support contacts. They can reach support via:

- **Behind the Blackboard portal:** (<https://behind.blackboard.com>)
- **Phone:** (855) 742-5952
- **Email:** wcm-support@blackboard.com

Availability

End-user technical support is available 8am ET – 8pm ET, Monday-Friday (excluding national US holidays).

Emergency Support

To the extent described below, emergency support is available 24/7x365 by calling:

- **Phone:** (855) 742-5952

A Blackboard representative will normally be available to Client's call, or retrieve Client's voicemail, and will subsequently contact the Blackboard technical support person on call. A Response will normally be provided within a targeted maximum of one hour. Resolution may take longer depending upon the nature of the issue.

Emergency support is limited to investigation of technical issues, errors, or defects not caused by users or third-party hardware/software that materially limit the use of the Licensed Software and/or the Site. These issues include an Application Server being down and the inability to access the Site, Site Manager, or other Licensed Software, and inability to send notifications designated by Client as an Emergency.

Support Methodology

Scope of Support Client is 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 in multiple languages
 - <http://behind.blackboard.com> – available in multiple languages
 - <https://help.blackboard.com> - available in multiple languages
 - <https://status.blackboard.com>
 - Blackboard Community - <https://community.blackboard.com/home>
- Web-based Self Service – Client is eligible to submit and add notes to cases 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.

Severity Levels & Target Response Times

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

- Severity Code 1: product is down and not functioning, the system is disabled, or non-responsive. Blackboard Web Community Manager's production system is not operational, or a substantial number of customers are experiencing severe operational impact threatening business productivity. No alternative is available. For example, the application is inaccessible, and users cannot enter or retrieve data.
- Severity Code 2: product is functioning, but major components are unavailable or unusable. The application is running but you may be unable to use significant portions of the software. Alternate methods may be available however a feature is not working as designed.
- Severity Code 3: product is operating close to normal; however minor components are functioning abnormally. Severity Code 3 errors include non-critical software errors, errors may be fixed in future software releases, including major releases, and patch releases.
- Severity Code 4: product is operating normally but you may need instructional assistance, or you are requesting functionality that is not currently included in the product.

Technical Support Response Times

- Severity Code 1 issues will be responded to within one (1) hour when submitted during business hours.
- Severity Code 2 issues will be responded to within four (4) hours when submitted during business hours.

- Severity Code 3 issues will be responded to within one (1) business day.
- Severity Code 4 requests will be responded to within one (1) business day.

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 Severity Level 1 and 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
 - Problem URL
 - Operating System
 - Browser Type
 - 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.

Authentication

LDAP

Blackboard Web Community Manager supports Secure LDAP over Port 636 or 3269 from the following service formats: Microsoft Active Directory LDAP, Novell LDAP, and Open LDAP (default). The connection must be established using a Fully Qualified Domain Name (not IP address) and FQDN should resolve publicly.

WCM requires the LDAP server's security certificate to be from a trusted issuer, be within its valid date range, and either the certificate "Subject" or "Subject Alternative Name" must match the FQDN used in the connection. WCM servers automatically trusts all major online certificate providers. If an internal

Certification Authority must be used instead, then the issuer's chain of trust must be delivered to Blackboard for installation throughout the cluster. Any change to or expiration of any certificate in that chain invalidates trust, so we recommend minimizing the number of authorities in the chain, using multi-year certificates for the issuers, and establishing concurrent renewal dates to minimize or eliminate downtime.

Blackboard does not provide Root Cause analysis for authentication issues due to client-side changes.

SAML

Blackboard WCM Supports SAML 2.0 with Microsoft Active Directory Federated Services 2.0-5.0 as the identity provider. As SAML establishes domain-to-domain trust, SAML should not be configured until the site is on its public domain. On initial setup, WCM Support will provide a certificate which must be installed on the identity provider and used during assertion signing. One month prior to this certificate expiring, Blackboard will provide a new certificate and guidance on updating the certificate. Root cause analysis for authentication issues on the client side is limited to processes surrounding the WCM-Supplied signing certificate.

At this time, authentication via Azure is not supported.

SAML 2.0 includes optional provisions for configuration sharing via metadata. WCM does not make use of metadata, nor does it produce its own.

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 the following areas:

- Improper usage of the Product such as:
 - Large video delivery not using streaming media service
 - Distribution or collection of personally identifiable information (PII) via unsecure means
- Customizations made to templates outside of the offered options
- Querying of SIS or Staff Management files
- Extending any in-product report with customized, additional information
 - 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)
- Root Cause analysis for authentication issues due to client-side changes
 - Modify login page messages (can be accomplished via Creative services)
 - Modify 404 error messages as well as other system-generated messages

Support for Bb Comms

Bb Comms Service Level Commitment

Scope

The scope of Bb Comms Service Level Commitment ("SLC") for our platform (web site creation and management) includes Bb Comms' Technical Support. It does not include any portion of the public Internet or the customer's network and hardware, nor does it include their Student Information System or other sources of district data. **These terms are subject to change by Blackboard from time to time, with or without notice to you, and any such change shall be effective upon posting.**

Definitions

For the purpose of defining the meaning of key terms used in this SLC, the following definitions are provided.

Availability: **The ability to login to the system. If a login fails for reasons other than user error or omission or public network issues, then the system is deemed unavailable.**

Infrastructure: The network, including network software, hardware, operating system, and server tiers of a system. Our infrastructure is such that we have all our servers collocated externally with 3rd party industry leading providers that guarantee network and power high-availability and confirm to Blackboard on an annual basis that they are in compliance with security safeguards and requirements.

Network: Bb Comm's network starts and ends with the demarcation point at which Bb Comm's network traffic is handed off to our upstream transit vendor. All public networks (Internet) and your internal networks are not included in this SLC.

Technical Support

Technical Support is available to authorized support contacts. They can reach support via:

- **Behind the Blackboard portal:** (<https://behind.blackboard.com>)
- **Phone:** (800) 829-8107
- **Email:** bbcommssupport@blackboard.com

Availability

Technical support is available 8am ET – 8pm ET, Monday-Friday (excluding national US holidays).

After-hours Support

After-hours support is available 24/7x365 by calling the support phone number:

- **Phone:** (800) 829-8107

During after-hours, if a call is not answered live and goes to voicemail a response will normally be provided within a targeted maximum of one hour. Resolution may take longer depending upon the nature of the issue.

Resources

Several resources are available to help our clients with their daily usage of Bb Comms.

- Clients can review a wide range of documentation via help.blackboard.com.
- Several resources are available from our *Behind the Blackboard* support portal (<https://behind.blackboard.com>), including updates to known issues, release notes, service interruptions, and technical bulletins. Administrators and key staff may subscribe to this free service in the support portal by reaching out to the Support team.
- Clients can also subscribe to receive automated updates from the Blackboard Status page (status.blackboard.com). This page is updated whenever a service issue is encountered, such as an outage or major loss of functionality.

Technical Support Severities

- Severity Code 1: product is down and not functioning, the system is disabled, or non-responsive. Bb Comms production system is not operational, or a substantial number of customers are experiencing severe operational impact threatening business productivity. No alternative is available. For example, the application is inaccessible, and users cannot enter or retrieve data.
- Severity Code 2: product is functioning, but major components are unavailable or unusable. The application is running but you may be unable to use significant portions of the software. Alternate methods may be available however a feature is not working as designed.
- Severity Code 3: product is operating close to normal; however minor components are functioning abnormally. Severity Code 3 errors include non-critical software errors, errors may be fixed in future software releases, including major releases, and patch releases.
- Severity Code 4: product is operating normally but you may need instructional assistance, or you are requesting functionality that is not currently included in the product.

Technical Support Response Times

- Severity Code 1 issues will be responded to within one (1) hour when submitted during business hours.
- Severity Code 2 issues will be responded to within four (4) hours when submitted during business hours.
- Severity Code 3 issues will be responded to within one (1) business day.
- Severity Code 4 requests will be responded to within one (1) business day.

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 Severity Level 1 and Level 2 incident designations.
- Client must maintain necessary account(s) for Blackboard support to access the site.

- Client must provide via the Case form:
 - o A full description of the problem
 - o Problem URL
 - o Operating System
 - o Browser Type
 - o Sample of output showing the problem
 - o Steps to reproduce the problem, and SSO login if needed
 - o Expected results
 - o A copy of the input transaction that caused the problem
 - o 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.

Authentication

LDAP

BBCOMMS supports Secure LDAP over Port 636 from the following service formats. The connection may be established using an FQDN or IP address, but the FQDN must resolve publicly.

The certificate used by your LDAP server must be from a trusted issuer and be within its valid date range. Site Administrators have the ability to update the certificates trusted for their site under Settings>Global Settings>Authentication. Any change to or expiration of any certificate in that chain invalidates trust, so we recommend minimizing the number of authorities in the chain, using multi-year certificates for the issuers, and establishing concurrent renewal dates to minimize or eliminate downtime.

LDAP has a data import component that should be addressed during initial implementation or scheduled maintenance. LDAP users are given a hidden field (LDAPLoginID) reflecting the reflect the SAMACCOUNTNAME or UPN that the directory server expects for this user. Users continue to log in webLoginID value in the import, but using their LDAP credentials to log in. The webLoginID is case-sensitive

Blackboard does not provide Root Cause analysis for authentication issues due to client-side changes.

SAML

Blackboard WCM Supports SAML 2.0 and requires identity-provider-based metadata in the form of an uploaded xml document. The metadata is uploaded by Site Administrators at Settings>Global Settings>Authentication. A link beside the uploader leads to a tool that can assist users whose identity provider does not supply metadata. It is recommended that users apply this tool, rather than directly upload federation metadata, as the federation metadata will contain far more information than the identity provider metadata requires.

SAML integration requires a data component that should be addressed during initial implementation or scheduled maintenance. The account Identifier used in our data imports must reflect value available to the identity provider for assertions. This often differs greatly from the default SIS identifier.

Blackboard SAML is identity provider agnostic and should be compatible with most SAML 2.0-compliant identity providers, but specific instructions are not available for every platform. An administrator proficient in your identity provider should be included in support cases associated with SAML 2.0 integration.

Blackboard does not provide root cause analysis for authentication issues due to identity provider changes.

Bb Comms Data Support

Standard Support for Bb Comms can be described/outlined by the following parameters:

- Client is responsible for data extract, transformation, and transfer of data in a flat file format
- Blackboard team is responsible for data loading
- Must conform to standard file specs
- No customizations
- No custom queries, pre-processors, combining files, etc.
- Only minor direct translations and specialized parsing on product side

Premier Data Integration

Clients who need additional help exporting data or formatting it so that it can be accurately used in our systems will be best served by the Premier Data Integration option, which is provided by the Global Client Experience team. An additional cost is associated with this customized solution. This option includes:

- Full customization as needed
- Proprietary Blackboard tools, such as DataLink or Python scripts, as needed for extract
- Blackboard team is responsible for data file extract, transform, load

Reimplementation

If a client is moving from their previously established data integration to either a new SIS or data source, this will require a reimplementation of their data integration solution. As these data moves require a considered discussion and project plan, this must be coordinated with the sales team for scheduling and execution by our Global Client Experience team.

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 the following areas:

- Assisting with domain DNS configuration.
- Troubleshooting custom HTML email templates.
- Supporting unauthorized end-users (eg. parents, students, etc.).
- Troubleshooting unauthorized third-party integrations and/or workarounds.
- Contacting email service providers and/or mobile carriers on behalf of the district to address message delivery issues such as:
 - Domain blacklisting
 - Potential spam notifications

- Phone number identification
- Contacting Smore (third-party email template provider) on behalf of the district to address issues unrelated to the Blackboard-Smore integration such as:
 - Smore billing
 - Smore license limitations
 - Smore translation features
- Creating new, unsupported features within the product.
 - Generating custom reports not readily available.
 - Creating automated messages other than those already available (this is limited to those that currently function within the product).
- Opting users into the system who have opted out. Due to TCPA regulations, this must be handled by the school district or the user who opted out.

Support for Connect

Bb Comms Service Level Commitment

Scope

The scope of this Connect Service Level Commitment ("SLC") for our platform includes Connect's Technical Support. It does not include any portion of the public Internet or the customer's network and hardware, nor does it include their Student Information System or other sources of district data. **These terms are subject to change by Blackboard from time to time, with or without notice to you, and any such change shall be effective upon posting.**

Definitions

For the purpose of defining the meaning of key terms used in this SLC, the following definitions are provided.

Availability: The ability to login to the system. If a login fails for reasons other than user error or omission or public network issues, then the system is deemed unavailable.

Infrastructure: The network, including network software, hardware, operating system, and server tiers of a system. Our infrastructure is such that we have all our servers collocated externally with 3rd party industry leading providers that guarantee network and power high-availability and confirm to Blackboard on an annual basis that they are in compliance with security safeguards and requirements.

Network: Connect's network starts and ends with the demarcation point at which Connect's network traffic is handed off to our upstream transit vendor. All public networks (Internet)

Technical Support

Technical Support is available to authorized support contacts. They can reach support via:

- **Behind the Blackboard portal:** (<https://behind.blackboard.com>)
- **Phone:** (866) 360-2155
- **Email:** ConnectSupport@blackboard.com

Availability

Technical support is available 24x7 (including national US holidays).

Resources

Several resources are available to help our clients with their daily usage of Connect.

- Clients can review a wide range of documentation via help.blackboard.com.
- Several resources are available from our *Behind the Blackboard* support portal (<https://behind.blackboard.com>), including updates to known issues, release notes, service interruptions, and technical bulletins. Administrators and key staff may subscribe to this free service in the support portal by reaching out to the Support team.
- Clients can also subscribe to receive automated updates from the Blackboard Status page (status.blackboard.com). This page is updated whenever a service issue is encountered, such as an outage or major loss of functionality.

Technical Support Severities

- Severity Code 1: product is down and not functioning, the system is disabled, or non-responsive. Connect Bb Comms production system is not operational, or a substantial

number of customers are experiencing severe operational impact threatening business productivity. No alternative is available. For example, the application is inaccessible, and users cannot enter or retrieve data.

- Severity Code 2: product is functioning, but major components are unavailable or unusable. The application is running but you may be unable to use significant portions of the software. Alternate methods may be available however a feature is not working as designed.
- Severity Code 3: product is operating close to normal; however minor components are functioning abnormally. Severity Code 3 errors include non-critical software errors, errors may be fixed in future software releases, including major releases, and patch releases.
- Severity Code 4: product is operating normally but you may need instructional assistance, or you are requesting functionality that is not currently included in the product.

Technical Support Response Times

- Severity Code 1 issues will be responded to within one (1) hour when submitted during business hours.
- Severity Code 2 issues will be responded to within four (4) hours when submitted during business hours.
- Severity Code 3 issues will be responded to within one (1) business day.
- Severity Code 4 requests will be responded to within one (1) business day.

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 Severity Level 1 and Level 2 incident designations.
- Client must maintain necessary account(s) for Blackboard support to access the site.
- Client must provide via the Case form:
 - o A full description of the problem
 - o Operating System
 - o Browser Type
 - o Sample of output showing the problem
 - o Steps to reproduce the problem
 - o Expected results
 - o 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.

Authentication LDAP

Blackboard Connect does not support LDAP or secure LDAP.

SAML

Blackboard Connect utilizes SAML 2.0 as a mechanism for authenticating users. This process is initiated using the unsolicited identity provider (IdP) SSO model to support pass through authentication using your institution's assigned username (Federation ID) and password for logging into Connect 5. This pass-through identity must originate from a custom login page you create within your network and tied to an identity provider system, such as Active Directory or Shibboleth (v 2.3.x).

Blackboard Connect Support does not provide product-specific instructions for third party identity providers. We provide the necessary values for a SAML 2.0-compliant system, but many identity providers substitute their own terminology for the SAML standard terms or present the required fields in varying order. The administrator of the specific identity provider must translate the standard's terminology to their platform as appropriate.

Blackboard will provide configuration and permission support for SAML service provider elements within Connect. Blackboard does not provide Root Cause analysis for authentication issues due to client-side changes.

Blackboard Connect cannot provide programming services for this feature.

At this time, authentication via Azure is not supported.

SAML 2.0 includes optional provisions for configuration sharing via metadata. Blackboard Connect does not make use of metadata, nor does it produce its own.

Connect Data Integration Support

Blackboard Connect allows you to import your data from your data management or student information system (SIS) directly into the Connect 5 User Interface through SFTP of any file meeting our specification. Blackboard Connect offers some tools that may assist you in automating updates if you lack your own delivery automation service. Data Integration Services are available to assist you in collecting and automating your data imports in many cases but the options available for you may be limited by your environment and data source.

Some of the Data Integration options available include:

- **SFTP upload:** Using sftp (Secure File Transfer Protocol) files with the appropriate Blackboard Connect headers and matching the specification. The Data Integration Services team will work with the client provide the SFTP credentials, map file parameters to allow file acceptance and review the data file(s) to identify things that may need correction.
- **Visual Basic Script & SQL:** If you can create an ODBC connection to your information source and know the tables and fields you wish to include from your information source, we can assist in setting up Visual Basic scripts that query the database, write the information to file, and schedule it to run via Microsoft Task Scheduler. These scripts run in the clients' servers using a local account and must be monitored, maintained, and managed after deployment by the client's server administrator.

Although we have a robust library of scripts used with various information sources, we've found clients have vastly different ways of using even the same version of the same information source. It is necessary for the client to identify the source, the table, and the

columns that they want included in the scripts for this deployment to be successful.

- **Connect Data Uploader:** (CDU) is a utility tool that operates under its own scheduler but has a much more limited scope of queries available to it, compared to the VBScript option.
- **Curl-based Script:** For use with Linux Based Systems, this script can be used to deliver files and to make basic corrections to data-based files, such as the addition of headers to files that are missing them. The scheduling for triggering the script is done through the LINUX administrator's preferred scheduling service and is the responsibility of the client.
- **Api:** The Data Integration Services team will only support API's that are written by Blackboard including Powerschool and Blackbaud. Support does not include setting up or troubleshooting SSO. Documentation on creating your own API can be provided but is not supported.

Initial implementation of any integration with a data source is done through the support team and is not a separate scheduled service. Support is also available to assist post-implementation, but since these scripts run on the clients' servers, the most common issues are often only available through the clients' own server administrators. They should be included early in any data integration issue. Common tasks include:

- Managing the user account that the script executes under.
- Managing/removing the scheduled task to trigger the scheduled task
- Managing the connection information for the ODBC connection to the database.
- Assuring that the appropriate security system and antivirus settings are maintained to allow the full script operations.

Reimplementation

After your initial implementation, any change in your data source or a change in the hosting environment may necessitate a change in the integration methods beyond simple credential management. A reimplementation project may be required to examine the options available to you under the new platform conditions and to deploy under those conditions. These may have additional costs and time constraints, so alert us at the earliest opportunity to minimize automation downtime. During such automation downtime, your system will remain able to receive manual deliveries for your messaging needs.

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 the following areas:

- Supporting unauthorized end users (i.e., parents, students, etc.)
- Reaching out to SMS or email service providers to troubleshoot provider-specific email deliverability issues (i.e., domain block-listing, soft/hard bounces, etc.)
- Improper usage of the Product such as:

- Distribution or collection of personally identifiable information (PII) via unsecure means
- Customizing templates outside of the offered options
- Creating new, customized reporting
- Non-supported 3rd party tools implemented to work with Product (except those where a support partnership exists such as Alertus)
- 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)
 - Root cause analysis for authentication issues due to client-side changes
- Map files/overlays – if a client needs to upload their own maps/overlays, we do not assist them with generating or troubleshooting those files
 - RSS/CAP – a client can create their RSS/CAP channel in Connect but we cannot help them to configure their website or display/digital signage. This information must be configured by the client or their 3rd party vendor.
 - Will not opt in recipients that have opted out directly from their phones
 - Will not modify contact information in a client’s account by recipient request.

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