



Wimba Supported Products

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About this Document

This document outlines the Wimba Support Classifications and lists the corresponding Wimba products for each level of support. Wimba only supports CMS Integration Components used in conjunction with CMS versions that are fully supported by their vendor or open source community. This document lists the supported Wimba integration components; for information on supported CMS versions, please refer to your CMS vendor.

Support Classifications

Full Support

Full Support includes product versions for which Wimba offers a wide range of support options. For the two most recent product versions, Full Support includes an active maintenance schedule. These products have been thoroughly run through Wimba's QA process.

Wimba Technical Support will attempt to resolve all reported issues with fully supported products. Issues for which there is not a known solution will be escalated to Level2 Support from Level1, and if a product fix is required, Level2 will escalate to Level3. "Full Support" does not guarantee a solution, but it does ensure that all reasonable effort will be made to resolve all issues not determined to be non-Wimba issues or feature requests.

Limited Support

These versions are no longer tested. All issues related to products in this category, for which Wimba does not have an available fix or workaround, will be examined on a case-by-case basis. Level 1 Technical Support will attempt to answer questions and resolve issues for products under Limited Support, and if necessary will escalate to Level 2. If Level 2 cannot resolve the issue, in most cases the recommended solution will be to upgrade to a fully-supported product.

No Support

These products are no longer maintained by Wimba. Clients are strongly encouraged to upgrade. Level 1 Technical Support will accept questions about unsupported products and will attempt to answer them. If the Level 1 team does not know the answer, and if the answer is not found in the Wimba Knowledgebase, the recommended solution will be to upgrade to a supported product. Questions about unsupported products will not normally be escalated to Level 2 or Level 3.

Full Support

Core Collaboration Products:

Wimba Classroom 5.3*, 6.0, 6.1

* 5.3 will be reclassified to Limited Support in July 2010

Wimba Voice 5.3*, 6.0

*5.3 will be reclassified to Limited Support in July 2010

Wimba Pronto (includes Express and Basic) 2.1*, 3.0, 3.1

*2.1 will be reclassified to Limited Support in July 2010

Integration Products:

Wimba supports Wimba Integrations for deployments that utilize the combination of fully supported Wimba Collaboration products and a fully supported CMS (as defined by the CMS or open-source community). If your institution is running a combination of fully supported products, Wimba Technical Support will work with you to deploy the integration version that matches your specific configuration. Wimba only supports integration products on the supported hardware / software configuration recommended by the Course Management System Vendor.

Wimba Building Blocks for Blackboard Enterprise 7.3, 8.0 & Learn 9.0, 9.1

Wimba Classroom Building Block 3.4*, 4.0, 4.1

*3.4 will be reclassified to Limited Support in July 2010

Wimba Voice Building Block 3.4*, 4.0, 4.1

*3.4 will be reclassified to Limited Support in July 2010

Wimba Pronto Building Block 2.1*, 2.2*, 3.0, 3.5, 4.0

*2.1 and 2.2 will be reclassified to Limited Support in July 2010

Wimba PowerLinks for Blackboard Vista 4.3, 8.0 & Campus Edition 6.3, 8.0

Wimba Classroom PowerLink 3.1*, 3.3, 4.0

*3.1 will be reclassified to Limited Support in July 2010

Wimba Voice PowerLink 3.1*, 3.3, 4.0

*3.1 will be reclassified to Limited Support in July 2010

Wimba Pronto PowerLink 2.0*, 2.1

*2.0 will be reclassified to Limited Support in July 2010

Wimba Moodle Integrations for Moodle 1.7, 1.8, 1.9

Wimba Classroom Modules and Blocks 3.3*, 4.0

*3.3 will be reclassified to Limited Support in July 2010

Wimba Voice Modules and Blocks 3.3*, 4.0

*3.3 will be reclassified to Limited Support in July 2010

Wimba Pronto Moodle Integration 2.1

Wimba ANGEL Integration Components for ANGEL 7.3, 7.4

Wimba Classroom ANGEL Component 3.1, 3.2

Wimba Voice ANGEL Component 3.1, 3.2

Limited Support

Core Collaboration Products:

Wimba Classroom 5.1

Wimba Classroom 5.2

Wimba Voice 5.2

Wimba Classroom Express 6.0

Wimba Voice Express 6.0

Wimba Pronto (includes Express and Basic) 2.0

Integration Products:

Wimba PowerLinks for Blackboard Vista 4.0

Wimba PowerLinks for Blackboard Vista 4.1

Wimba PowerLinks for Blackboard Vista 4.2

Wimba PowerLinks for Blackboard Campus Edition 6.0

Wimba PowerLinks for Blackboard Campus Edition 6.1

Wimba PowerLinks for Blackboard Campus Edition 6.2

Wimba Building Blocks for Blackboard Enterprise 6.3

Wimba Building Blocks for Blackboard 7.0

Wimba Building Blocks for Blackboard 7.1

Wimba Building Blocks for Blackboard 7.2

Wimba Modules and Blocks for Moodle 1.6

Wimba ANGEL Integration Component for ANGEL 7.2

No Support

Any product or integration not listed in Full Support or Limited Support is not supported.