

# Saba FAQ: Saba Meeting Included in Release Preview Period for Saba Cloud Customers

Saba is excited to announce that Saba Meeting will be included in the Saba Cloud Release Preview Model beginning with the Update 39 release. This FAQ contains the information about this transition and the benefits for customers using Saba Meeting features as part of their Saba Cloud environment.

**1. What is the Release Preview and how will this benefit my organization?**

Starting with Update 39, all Saba Cloud customers using Saba Meeting will get the latest version of Saba Meeting on their non-production environments. The Release Preview period will give you an opportunity to review and become familiar with the new Saba Meeting release on your non-production environment prior to the changes being made to your Saba Meeting production environment.

**2. When will Saba implement this change?**

Saba will introduce the first Saba Meeting non-production release preview one week after Saba Cloud Update 39 is released to non-production. After that, all Saba Meeting releases will be included as part of the Saba Cloud non-production and production deployments.

**3. We do not use Saba Meeting. Why are we getting this message?**

As the Saba family of products has grown over time, we have been continually evolving our products to become more integrated and to provide a more streamlined, richer experience for users. The vast majority of our customers are benefitting from the seamless integration of Saba Meeting and Saba Cloud. Contact your account executive if you are interested in learning more about how Saba Meeting can enhance your Saba experience.

**4. Are there any changes to my environments as part of this change?**

Yes. A brand new Saba Meeting non-production environment will be created for you for the first release. This new environment will be updated for future releases going forward. No users, recordings, or links to Virtual Classrooms will be transferred to this new environment. There is no change to your production environment.

**5. Will I be able to access my existing Saba Meeting non-production environment after this change?**

No. The new non-production environment that will enable the release preview period will replace your existing non-production environment.

**6. When will we transition to the new Saba Meeting non-production environment?**

The initial maintenance window to introduce your new Saba Meeting non-production environment will be scheduled one week after the Saba Cloud Update 39 deployment as follows:

| Region   | Scheduled Date                    | Scheduled Time         |
|----------|-----------------------------------|------------------------|
| US/LATAM | Wednesday August 30 <sup>th</sup> | Timing to be announced |
| Canada   | Wednesday August 30 <sup>th</sup> | Timing to be announced |
| EMEA     | Wednesday August 30 <sup>th</sup> | Timing to be announced |
| APAC     | Tuesday August 29 <sup>th</sup>   | Timing to be announced |

**7. Will my existing non-production test users be able to use the new Saba Meeting non-production environment?**

Yes, but Saba Cloud non-production users will not be pre-populated in your new Saba Meeting non-production environment. User accounts which need to be present in your Saba Meeting non-production system for testing or other purposes can be synchronized by simply accessing and saving those profiles from People Administration.

**8. What do I do with existing meetings and Virtual Classrooms on my non-production environment?**

Meeting and Virtual Classroom data created on your Saba Cloud non-production environment will no longer reference an event in your Saba Meeting non-production environment. Please create new Meeting and Virtual Classroom sessions to use these workflows.

**9. Can I save recordings on my existing non-production environment?**

Yes. At any time before the transition to the new non-production environment you can click the playback link for any recorded session and follow the instructions to save recordings.

**10. What do I do if I use the Saba Meeting app?**

- If you choose update your Saba Meeting app as part of the Release Preview, it will be compatible with both your non-production and production environments with all available Saba Meeting features.
- If you choose to not update your Saba Meeting app as part of the Release Preview, it will be compatible with both your non-production and production environments, but it may not be able to take advantage of all the new features included in the new Saba Meeting version on your non-production environment.

**11. Will there be a Release Preview for the Saba Meeting mobile app?**

No. Similar to the Saba Cloud mobile updates, Saba Meeting mobile will be released on a different cadence from the standard releases.

**12. Are the maintenance windows for non-production also changing as part of this change?**

Yes. In future releases, the new maintenance windows for your non-production environments will be part of the standard Saba Cloud non-production deployments as follows:

| Region   | Maintenance Start | Maintenance End     |
|----------|-------------------|---------------------|
| US/LATAM | Wednesday 8pm PT  | Thursday 1am PT     |
| Canada   | Wednesday 8pm PT  | Thursday 1am PT     |
| EMEA     | Wednesday 2am GMT | Wednesday 7am GMT   |
| APAC     | Tuesday 7pm AEST  | Wednesday 12am AEST |

**13. How does this impact Saba Cloud VEMS systems?**

There is no change to the current process for release preview for VEMS environments.

#### **14. What should I do if I have more questions or concerns?**

The Saba Support and Operations Teams are ready to help.

##### ***General Questions, Concerns, or Issues:***

If you have any questions, concerns, or issues related this project please submit a case via the Saba Support Portal with **“Saba Meeting Release Preview”** in the subject line.

##### ***Request a Meeting:***

Saba teams are also available to schedule a call to thoroughly review the plan and any specific changes you are required to make to prepare for this migration. Please submit a case via the Saba Support Portal with **“Saba Meeting Release Preview – Meeting Requested”** in the subject line and include any specific areas of the migration that you would like to review in the description so we can be sure to include the appropriate team members in the call.