

# Misleading Notifications for Failed Group Import Process

## Article Number

000078094

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## Description

In Ultra view mode, if the Import Group Set fails, a success notification is generated despite the failed process. This only happens when similar group names already exist.

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## KB Product

Learn SaaS

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## Last Modified Date

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## Release (General)

SaaS

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## Resolution Workaround

Create the Group Set manually.

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## Steps to Replicate

1. Log into **Blackboard Learn with Ultra Experience** as an administrator
2. Create and access an Ultra course > On the upper tabs bar, click on **Groups**
3. Click on the **New Group Set** to create a group set > Within the created group set, create a group.
4. On the group set menu, choose **Export** and click on the option 'Group sets only'
5. Click on **Export File** > Once the export is completed, go to the **Export tab**
6. Download the generated CSV file and create a copy of it to edit it
7. Change the Group Set name and do not change the Group Code to avoid the Import Group Set process from failing
8. Go to Manage Groups and click on **Import Group Set**
9. Upload the edited CSV file in step 7.

## Observed Behavior:

The import process has failed, and a notification email has been received for a successful import.

## Expected Behavior:

The import process will fail, and a notification email will be received for a failed import.

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## Summary

In Ultra view mode, if the Import Group Set fails, a success notification is generated despite the failed process.

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## Target Release

**Title**

Misleading Notifications for Failed Group Import Process

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