

Daily Digest Email is not Sent if the User Only has 'New Discussion Messages'; Selected Under Email Notification Settings

Article Number

000090433

Description

Daily digest/once daily email is not sent to users if "New Discussion messages" is the only option selected within the user notification settings.

Document Type

Known Issue

KB Product

Learn SaaS

Last Modified Date

Fri Jul 11 17:27:05 GMT 2025

Release (General)

SaaS

Service Packs

Learn 3900.110.0;Learn 3900.112.0;Learn 3900.114.0

Steps to Replicate

1. Log into **Blackboard Learn Ultra Experience** as an administrator
2. Create an Ultra Course
3. Enroll 2 or 3 students and make sure to add an email address to the enrollments
4. Create a Discussion and make it visible to students
5. Access the course as one of the students , and go to the **Ultra Navigation** menu> **Activity**> **Notification settings** gear icon>**Email**
6. Ensure 'Email me once a day' and 'New Discussion Messages' are the only selected options, and save those settings
7. Log in as a different student, or as the instructor and interact within the forum (leave a post or reply to the post)

Observed Behavior:

No email is received.

Expected Behavior:

The email arrives notifying about the new Discussion messages.

Summary

Daily digest/once daily email is not sent to users if "New Discussion messages" is the only option selected within the user notification settings.

Target Release

SaaS-Fixed (v3900.125.0)

Title

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