Blackboard

Creating an Announcement Sends Multiple Notification Emails

Date Published: Aug 09,2022 **Category:** Planned_First_Fix_Release:SaaS_v3900_48_0; Product:Course_Tools_Learn;
Version:Learn_9_1_3900_32_0,Learn_9_1_3900_34_0,Learn_9_1_3900_37_0,Learn_9_1_3900_39_0,Learn_9_1_3900_41_0,Learn_9_1_3900_43_0,Learn_9_1_3900_44_0,Lea
Article No.: 000076655

Product: Blackboard Learn

Release: 9.1;SaaS

Service Pack(s): Learn 9.1, 3900.32.0, Learn 9.1, 3900.34.0, Learn 9.1, 3900.37.0, Learn 9.1, 3900.39.0, Learn 9.1, 3900.41.0, Learn 9.1 3900.43.0, Learn 9.1 3900.44.0,
Learn 9.1 3900.46.0, SaaS

Description: In Original courses, when an instructor creates an announcement, the system sends multiple duplicate email notifications.

Steps to Replicate: Prerequisite:

- Set your instructor/administrator account to have a valid email. This is **essential** or step 9 won't work.
- Create at least 2 hostnames

1. Create 3 users with an invalid email address or different to those of the instructor/administrator you will use.
2. Create a course, and enroll the users in this course
3. Log into **Blackboard Learn** with each user created
4. Log out of all of them and return to the Instructor view
5. Go to **Announcements**
6. Select **Create Announcement**
7. Fill out the form, Check "Send a copy of this announcement immediately"
8. **Submit**

Observed Behavior:
The Instructor/administrator receives 3 identical emails.

Expected Behavior:
The instructor/administrator receives one email.

Target Release: Learn 9.1, 3900.48.0 Release

SaaS - Fixed (v3900.48.0)