

# Blackboard

## Unread Sent Course Messages in Original Courses are not Marked as Unread in the Course but are Counted on the UBN Page

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Version: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 **Article No.:** 000076658

**Product:** Blackboard Learn

**Release:** 9.1;SaaS

**Service Pack(s):** 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, unread message counts on the UBN are not being cleared for completed courses and courses that close due to date range or term availability rules. These unread messages are actually in the sent folder but they are not listed as unread on the Unread column.

If the user displays the list of all messages in the sent folder s/he will see the envelope is closed but the previous page that lists the inbox and sent folder does not show it as unread even if s/he explicitly sets it to unread. This results in adding to the unread messages count on the UBN page.

### Steps to Replicate:

1. Log into **Blackboard Learn** as an administrator
2. Create an Original course and enroll an instructor and a student
3. Navigate to **Course Messages** as the instructor and send a course message to the student
4. Navigate to the 'Sent Folder' in each and make the sent message 'Unread'
5. As the instructor go to the **Course Messages** tool and the page that lists the folders
6. Check the unread messages count

**Observed Behavior:** The messages set to "Unread" in the 'Sent Folder' do not show in the unread message count on the course messages' main page

7. Navigate to the UBN page and check the Messages. Unread messages count that displays there.

### Observed Behavior:

The Unread message count increases for the unread sent message.

### Expected Behavior:

The course shows the marked unread sent message count within the course's course message tool or is not added to the UBN unread messages count.

**Target Release:** Future Reference

