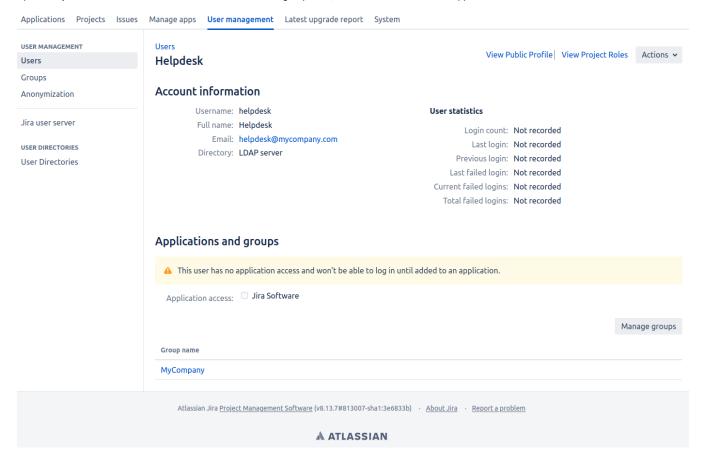# Jira 8.20.x gotcha: lost notifications

This weekend I upgraded a Jira instance from one LTS release to the next (8.13.1 to 8.20.1).

Everything appeared to go well, but shortly afterwards users started complaining: *Jira is not emailing certain users.*

I checked, and sure enough: there's a situation where Jira 8.13.x and all prior releases would email, but Jira 8.20.x will not.

Specifically, this affects users like this one, who are not in a group like `jira-users` blessed with 'Application access':

Applications	Projects	Issues	Manage apps	**User management**	Latest upgrade report	System

USER MANAGEMENT

Users
Groups
Anonymization

Jira user server

USER DIRECTORIES

User Directories

Users

Helpdesk

View Public Profile | View Project Roles   Actions ▾

Account information

Username: **helpdesk**
Full name: **Helpdesk**
Email: **helpdesk@mycompany.com**
Directory: **LDAP server**

User statistics

Login count: Not recorded
Last login: Not recorded
Previous login: Not recorded
Last failed login: Not recorded
Current failed logins: Not recorded
Total failed logins: Not recorded

Applications and groups

⚠ This user has no application access and won't be able to log in until added to an application.

Application access: ☐ Jira Software

Manage groups

Group name

MyCompany

Atlassian Jira Project Management Software (v8.13.7#813007-sha1:3e6833b)   ·   About Jira   ·   Report a problem

ATLASSIAN

The 'helpdesk' user here is, per Crowdsourcing triage: A useful pattern for Jira issue ownership, an account that never logs in but does get emailed.

What should happen if a new issue is created, assigned to 'helpdesk', or with 'helpdesk' as a watcher?

- In Jira 8.13.x, a notification would go out to `helpdesk@mycompany.com`
- In Jira 8.20.x no notification goes out.

The 8.20.x behaviour is actually correct. An account without Browse permission shouldn't get emails. Yet this important bug fix is not one of the

211 issues fixed between 8.13.1 and 8.20.1 - at least, that I can see.

Anyhow, to know whether your Jira has any user accounts like this, run the following SQL (Postgres-flavoured):

```
select user_name FROM cwd_user JOIN cwd_membership ON child_id=cwd_user.id JOIN cwd_group ON cwd_group.
id=cwd_membership.parent_id WHERE cwd_user.active=1 AND cwd_user.id not in (select child_id from cwd_membership
JOIN licenserolesgroup ON licenserolesgroup.group_id=cwd_membership.lower_parent_name);
```

If you get output, that's bad - those users will stop getting emails in 8.20.x+. Time to fix your group memberships, or bless the group your users are in (here 'MyCompany') with application access.