

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':

The screenshot shows the Jira User Management interface. The top navigation bar includes 'Applications', 'Projects', 'Issues', 'Manage apps', 'User management' (selected), 'Latest upgrade report', and 'System'. The left sidebar has 'USER MANAGEMENT' with 'Users' selected, and 'USER DIRECTORIES' with 'User Directories'. The main content area is for the 'helpdesk' user. It shows 'Account information' with fields: Username: helpdesk, Full name: Helpdesk, Email: helpdesk@mycompany.com, and Directory: LDAP server. To the right, 'User statistics' shows: Login count: Not recorded, Last login: Not recorded, Previous login: Not recorded, Last failed login: Not recorded, Current failed logins: Not recorded, and Total failed logins: Not recorded. Below this, 'Applications and groups' shows a warning: 'This user has no application access and won't be able to log in until added to an application.' and a checkbox for 'Jira Software' which is unchecked. At the bottom, the 'Group name' is 'MyCompany'. The footer shows 'Atlassian Jira Project Management Software (v8.13.7#813007-sha1:3e6833b)' and the Atlassian logo.

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

[214 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.