

PeopleFluent Learning Resolved Issues Report

PeopleFluent Learning 25.10

Introduction

PeopleFluent is pleased to announce the upcoming 25.10 update of PeopleFluent Learning. This document provides information about issues resolved in this update.

Document Revision

This section lists the initial publication and any changes or updates that follow.

Table 1: Revision Information

Revision Information	
Revision Date:	October 29, 2025
Revised Document Version Number:	1.0
Details of Revision:	Initial Version

Issues List

The following table includes the client-reported and internally-found issues addressed in this release.

Table 2: Issue Descriptions and Resolutions

Zendesk Ticket IDs	Internal ID	Issue Title	Issue and Resolution Details
380012	NSD-10268	Regression issue for withdrawing from programs	In 24.09, a change was made to prevent learners from withdrawing from a program when the underlying modules had a withdrawal deadline. However, the change inadvertently prevented withdrawal unless the modules also permitted withdrawal. This posed an issue as learners could withdraw from one module and thus never complete the program. In this patch, the fix will allow programs to withdraw even if the modules are not set to allow withdrawal, if withdrawal deadlines for one or more of the submodules has not passed.
379602	NSD-10275	Issue with display of Virtual Classroom sessions.	The Virtual Classroom session will to display in the specified start/date in Catalog Editor, regardless of the time zone set.

379918	NSD-10223	Restoring the exam bookmarked questions	In the initial launch of 25.06, the bookmark functionality for exams with Allow Section Navigation was removed as part of the redesign of the Exam player.This feature has been restored.
362831	NSD-10202	Issues with SCORM interactions for courses loaded via Rustici Engine	For courses loaded using the Rustici Engine integration, there was an issue recording the cmi.interactions.n.student_response (SCORM 1.2) or cmi.interactions.n.learner_response (SCORM 2004).This is corrected so these will be stored in the PFL database so they can appear on Report Wizard reports that include the "User Response" column.
379557,379639	NSD-10200	Fixed issue with Program session that would not open.	In 25.02, Programs were updated to support cohort-based learning, with settings that existed for Classroom sessions - including enrollment limitations.There was a minor issue related to the waitlists (reserved seats) in a program session that has been corrected, allowing sessions to open correctly.
379602	NSD-10197	Minor issue with data format on R202	There was a minor regression issue with the date format on the R202 report, this has been corrected.
	NSD-10192	When awarding Competencies via User Review, it was not backdating correctly.	The functionality to backdate the Award (Issue) Date on a Competency was not working correctly when editing a Competency and going to the User Review tab.This is fixed so the date will be correct based on the date entered by the administrator in the form.
378559,379611,379686	NSD-10191	SQL Exception for auto-enrollment based on course completion setting.	There was an issue with the auto-enrollment setting for Completed Courses "Delay Processing # Days After Course Completion".This is corrected.
	PLC-746	Issue deleting "Granted" history record for competencies	When the Competency History is enabled, a "Granted" status was not able to be deleted using the Competency History Data Loader. This is corrected.
	NSD-10182	R139 issue based on competency history setting	When the Competency History setting is enabled, the R139 report was showing different results for valid competencies.This has been adjusted to show the correct data.
378560	NSD-10177	Issue with date-specific expirations for	When a Certification is set to expire on a specific date, there was an issue when learners first time earning the certification was after the second (or

		certifications.	later) date.For example, if the certification was set to expire on 1 July 2023 and every 1 year thereafter, the next dates would be 1 July 2024, 1 July 2025, 1 July 2026.If a learner earned the certification on 15 July 2025, it would show the expiry as 1 July 2025.This is corrected so the next date (1 July 2026 in this example) will be the expiry for the certification.
	NSD-10164	Group Certification Completion Task had issues when there were too many parameters.	The Group Certification Completion daily task was not optimized to handle customers with a large amount of certification history.The SQL needed for the task to process has been updated to avoid SQL Server Exception errors due to the volume.
373942	NSD-10163	R139 issue with new enrollments on previously completed modules.	When a user completes a module, then later re-enrolls before the previous module expires, the R139 report was showing NOT STARTED but the Learning Path was showing COMPLETED referencing the prior completion.The R139 has been updated to reflect this change.
	NSD-10155	When awarding a competency based on a classroom session, there is an issue with the time displayed.	Competencies can be configured to use the completion date of a module instead of the current date of the system.However, there was an issue with the display of the date in the UI, which was converting the time zone.This has been corrected so the date and time will appear correctly.
	NSD-10154	Issue with Competency changes when the Update awarded competency issue date when training is completed again is enabled.	The setting "Update awarded competency issue date when training is completed again" allows competencies to be "re-issued" before they expire, when the training requirements are met again.However, if a reviewer changed the proficiency level this was reverted by the automated task.To correct this, a new System Configuration option "Update awarded competency proficiency level when training is completed again" is added, which requires the "Update awarded competency issue date when training is completed again" setting.Splitting this logic allows customers to decide whether an edited proficiency level should be retained.
	NSD-10284	Issue with Certification History report in Report Wizard	The Certification History report type in the Report Wizard had some issues when the Enable Certification History setting was enabled and columns for the Certification History were selected.The SQL would try to join tables in a way

			that didn't return any data.This has been corrected.
378497	NSD-10134	Language key duplication of keys with different cases	<p>In the LMS, the text displayed is translated using a key=value format.The key remains the same for all languages, as that is used by the system to look up the text to be displayed. In some cases, there are two keys with the same letters but different cases.For example, label.userattr2 and label.userAttr2 are both in the system and used in different places.When a customer wants to rename "User Attribute 2" to something else, the Customize Language Strings functionality can be used to store the translation.</p> <p>The issue here happened when upgrading from 25.02 (or a prior version) to 25.06 (or a later version) because there was a change to the length of one of the fields in the table.This change required dropping and re-adding the index, and that caused a failure when two "duplicate" strings were in the table.This has been fixed by detecting these case-insensitive duplicate records and deduplicating the language custom string records.Duplicates are removed in standard.properties.An on-screen message has been added to this functionality.</p> <p>NOTE: Impacted customers may need to re-submit one of the keys.</p>
378713	NSD-10135	Issues with time zones	PFL uses the default Java time zones, but they were showing incorrectly for Singapore and Qatar.This has been fixed for Java 17 (version 25.06 and higher).
366548	NSD-10104	Exam attempts being deleted after completion due to settings	Users who completed an exam were seeing their attempts deleted when re-launching an exam module after completion.This has been fixed to maintain the attempts.
378213	NSD-10080	Performance issues for some exams when using Section/Question Navigation	In some cases, customers were reporting performance issues in loading exams.This change leverages the cache to reduce redundant queries.This should speed up the performance for exams.
	NSD-10079	New UI issue with time zone for course completion	The Timestamp of the course completion on the New Ui Course history page was adjusted by the user's local PC time zone and not the PFL user profile time zone settings.This has been corrected to use the PFL time zone setting.

	PLC-721	Added help icon for the Specify most recent history event(s) to exclude option in Competency reports.	To provide clarification on the Specify most recent history event(s) to exclude option, a help indicator with a tool tip has been added. Hovering the mouse over the icon reveals the note: "Hold down the Ctrl or Shift button to select multiple events."
	PLC-719	The Manual Competency Revocation E-mail was not sending correctly.	The Manual Competency Revocation E-mail was not sending when revoking the competency also changed the proficiency level below the required level. This has been fixed.
	PLC-717	The Manual Certification Revocation E-mail was not sending.	The Manual Certification Revocation E-mail Template will now correctly be sent when a user "deletes" a certification and Certification History is enabled.
377330	NSD-10038	R318 error populating instructor information.	There was an issue with the SQL to build the R318 report that was not passing the right value to link to the instructor. This is corrected so any instructor assigned to the course/session will be included in the report.
377648	NSD-10031	R139 issue with modules completed by substitute	There was a minor issue in the R139 Job Profile Compliance Report for courses that have equivalencies. If a user completed a course assigned to a competency as well as one of the equivalencies, the report would show COMPLETED BY SUBSTITUTE when it should just show COMPLETED. The "BY SUBSTITUTE" would only be when the equivalent course is completed, but not the assigned course.
377649	NSD-10030	R139 Issue with All Requirements Met for Job Profiles	There was a minor issue in the R139 Job Profile Compliance Report in the All Requirements Met column for more complicated data sets, typically for job profiles that have optional competencies and competencies that have optional modules. The logic for this column has been revised to account for this complication.
373279	NSD-9960	Transcript attributes were read only in error.	Custom transcript attributes on a user's transcript were that had Read Only permissions for the attributes, were also read only on the transcript even for System Roles that had Unlimited rights on the transcript. This is corrected so the attribute permissions do not apply when viewing the transcript details; they only apply when attempting

			to edit the Transcript Attribute Categories page.
373095	NSD-9879	The R258 report was not populating attendance.	When an administrator or instructor had marked a user as attending a session, that was not populating into the R258 report. This has been corrected to populate the attendance when it has been updated for a learner.
341471	NSD-9685	Issues with Training History Loader creating duplicate records.	Within the application, there are multiple processes running in parallel for each CSV record. The error was caused when the processes finished in an unexpected order. This fix ensures data integrity when that happens, and prevents the creation of duplicate records.
358208,373941	NSD-9480	Issue with User Data Loader creating users with bad data	The User Data Loader was creating users with the name of STUDENT New when the Given Name was omitted in the CSV. The system would show the error, but the user record was also created. This has been corrected, so no record is created when there is an error caused by missing required data.
355361	NSD-9397	Learning path status issue.	There was a minor issue with the Learning Path page for learners who completed an equivalent module. The status for the modules are now correct.
356556	NSD-9341	Course title language issue for Reviewer	The change allows the course titles to be displayed in the preferred language of the manager who is viewing the data, when there is a language bundle matching the manager's language. The Language used for the language bundle has to be exactly the same as the user's language for the fix to work. For example, if user is in French (France) language, then you have to include a French (France) bundle.
351230	NSD-9118	Issue with non-breaking spaces when creating users	Prior to the fix, it was possible to include non-breaking space characters in the User ID field, causing downstream issues. This has been corrected to disallow the characters.
345835	NSD-8937	Issue with email templates linked to deleted sessions.	The process to delete a session was not deleting email templates assigned to the session. This made it impossible to delete email templates that are not used in any other session. This has been fixed to delete email templates when the session is deleted.
	NSD-9856	R139 Report issue when using Module Completion Beginning or End	This fix will allow either the Module Completion Beginning or End date to be populated while the other date field is not. This allows the filter to be all completions after the Beginning Date or all completions before the End Date.

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