



PeopleFluent Learning

21.04

# System Administration

An overview of System Administration in  
PeopleFluent Learning 21.04

[www.peoplefluent.com/products/learning](http://www.peoplefluent.com/products/learning)

## Document Information

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## Introduction

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System Administration involves, among other things:

- Configuration of the default language for e-mail templates
- Broadcast messaging
- Database management
- User support
- Configuration of various system functions and defaults including:
  - Default IP locations for exams Content servers Login reminders
- Information gathering which involves, among other things:
  - Information on the version of the LMS in use
  - User – related information
  - Violation reporting
  - System Statistics
  - Debug and tracing options
  - Auditing

## Communications

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The LMS offers several communication options including:

- A message board that allows for the immediate public distribution of short messages that display on the Message Board until their expiration date.
- E-mail functions that allow for distribution of messages and documents to a targeted set of recipients.
- Discussion boards that provide an online forum for discussion among Instructors and Learners
- Broadcast messaging
- Facilities to review online profiles of individuals as well as News functions that also enable the public distribution of messages and other news items.

The choice of communications option depends largely on preference and requirements:

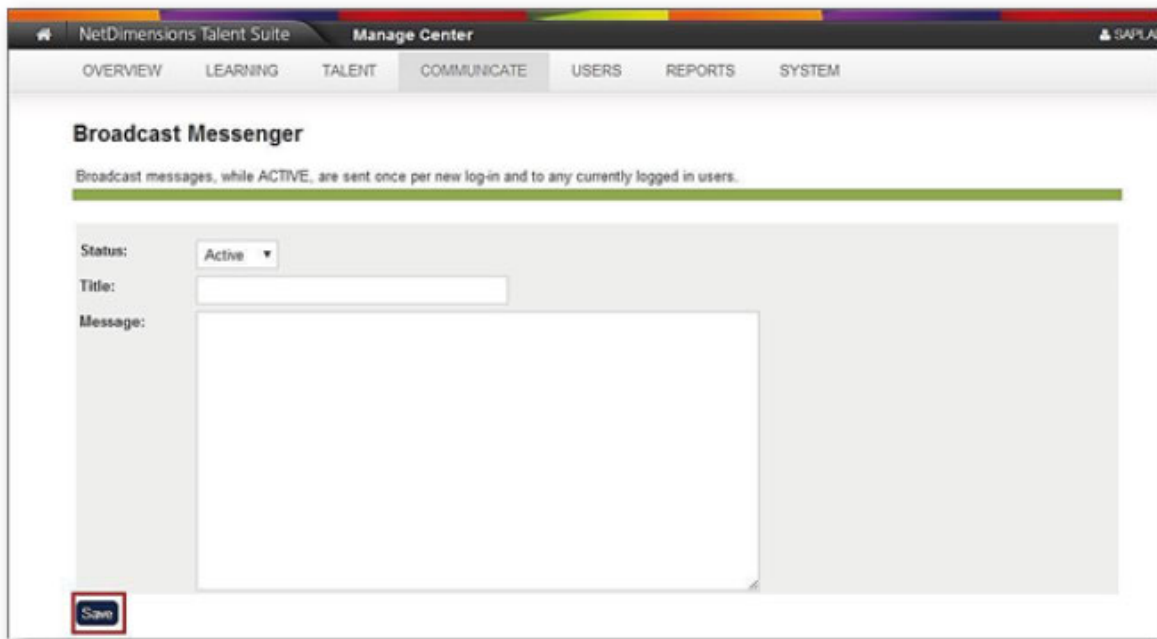
- News functions that allow for wide dissemination of announcements, files or surveys
- The Message Board that allows for the posting of messages. Unlike e-mail and news functions, messages posted to the Message Board are not delivered to learners, rather individuals must access the Message Board to retrieve messages
- Discussion boards, for example, allow instructors to offer tips or share answers with all members of a particular course (without taking the additional step of forwarding the information to all members of the course). Instructors may also prefer using discussion boards so that they may quickly separate course-related communications (e.g. from e- mail)

## Broadcast Messenger

(Available for Performance and Learning only)

Messages can be sent via the Broadcast Messenger to any currently logged in users as well as to offline users who will receive the messages once they log in. Broadcast messaging is useful for example, in sending urgent messages (e.g. asking users to log off for regular system maintenance) or organization-wide announcements.

To use the Broadcast Messenger, access Manage Center > Communicate > Broadcast Messenger.



Indicate whether the message is active or inactive in the Status field. (Active messages will be immediately transmitted).

Enter the title in the **Title** field and then the contents of the broadcast message in the **Message** field. Click **Save**. If the message status is Active, the message appears in a new window. (For an 'Inactive' message, no new message screen opens).

## Discussion Forums

(Available for Performance and Learning only)

A Discussion Forum offers an online venue for learners and their instructors (among others) to conduct online (though not necessarily interactive) discussions. For instance, learners can pose questions to each other and learn from each other's responses. Instructors can monitor these discussions, intervening when discussions go off track or to pose new matters for learners to ponder.

### Using Discussion Forums to Promote Learning

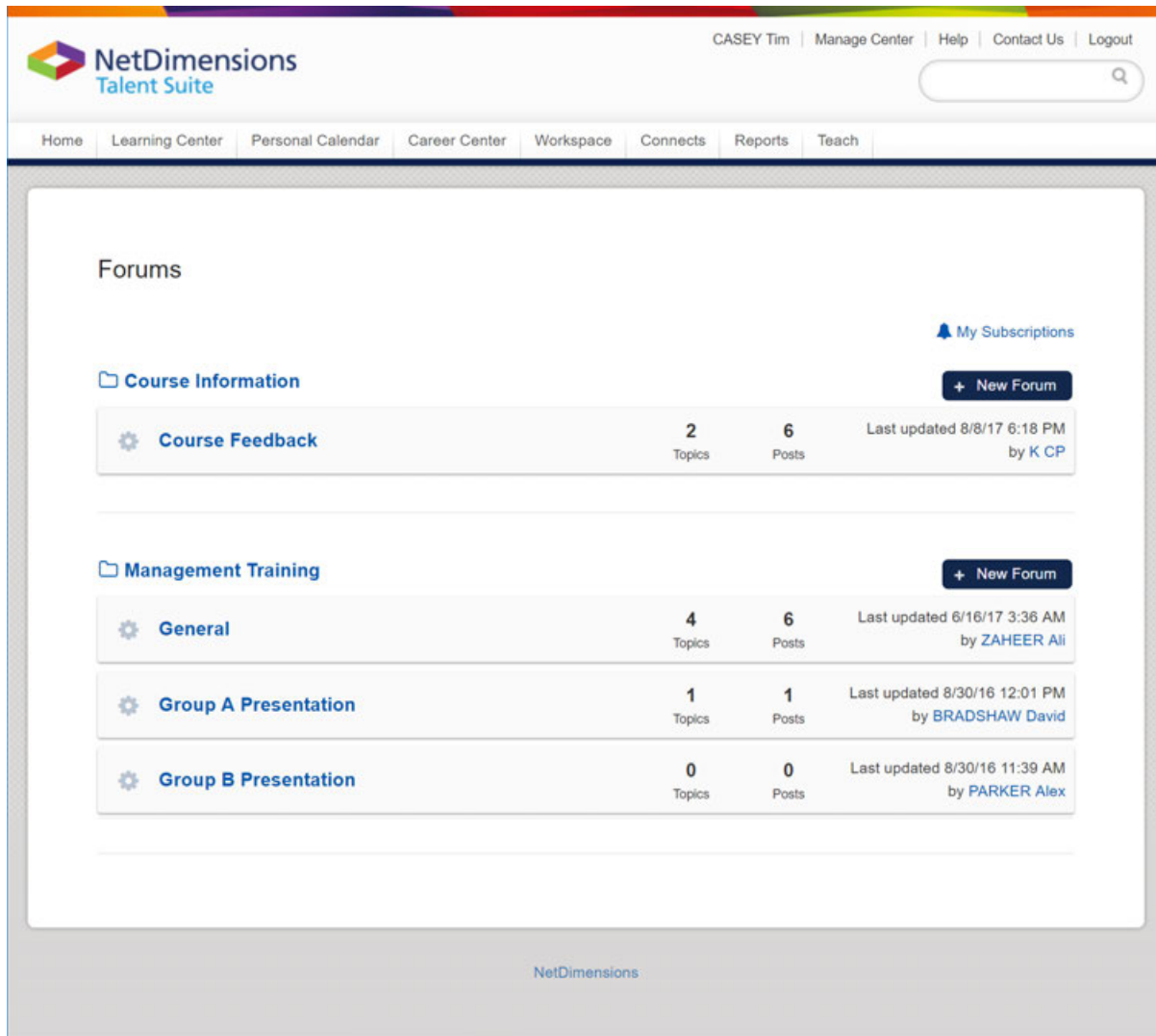
A discussion forum, when applied properly, can enhance collaboration among learners. The active exchange of ideas among learners not only increases interest among the participants but also promotes critical thinking.

- Note that you need to associate a Discussion Forum with a learning object in the Catalog Manager.
- Given that group meetings among learners may not be possible, due to scheduling or geographical constraints - or both, the LMS provides email, discussion boards for such communication.

Ideally, these communications should be managed by an instructor to ensure that learners stay on topic. This requires that instructors regularly access and moderate the forums corresponding to their courses.

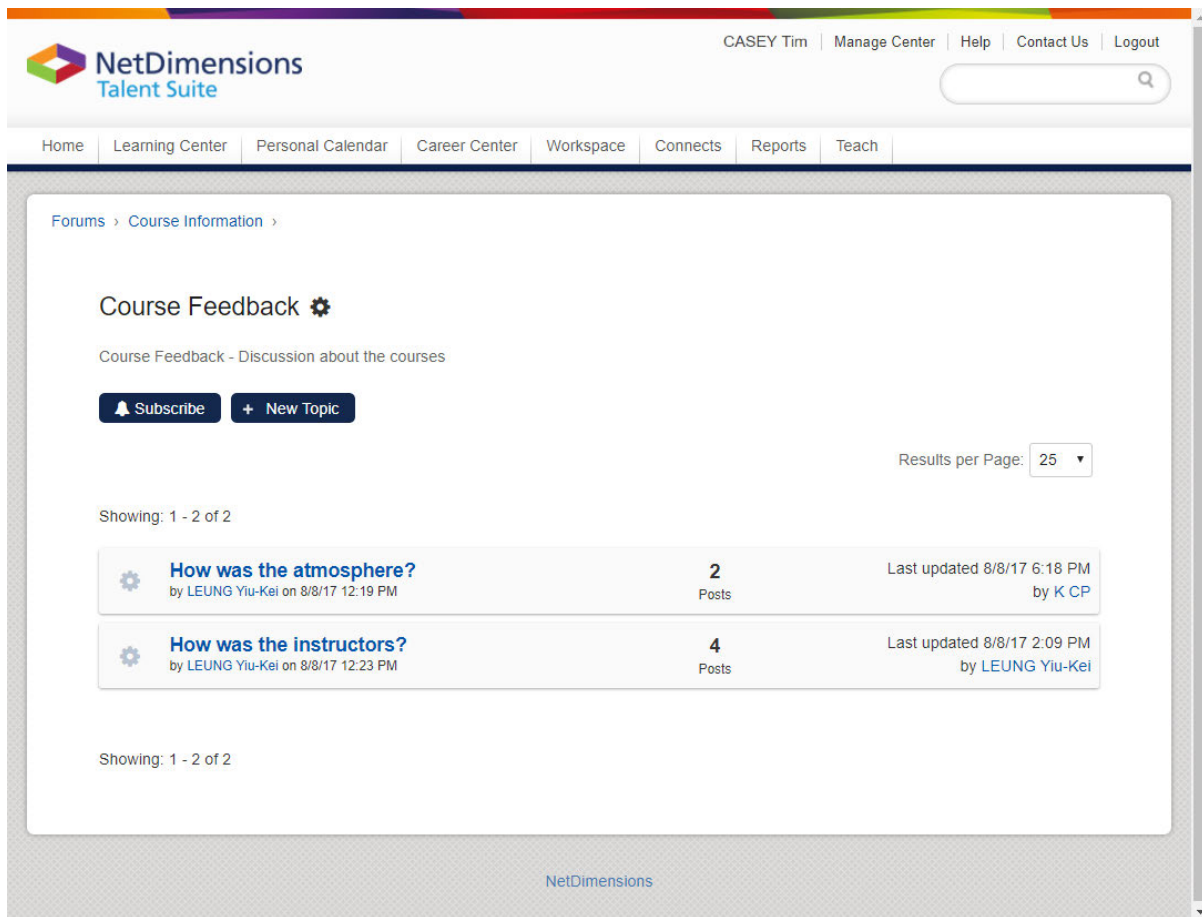
### Discussion Forum Page

Select **Connects > Forums** to open the Forums page.



### Forum Overview Page

- Click a forum to open its overview page.



- Click a thread in the forum to show its topic page.

Forums > Course Information > Course Feedback >

### How was the instructors?

**SINGER Barry** wrote on 8/8/17 12:23 PM ⚙️

How was the instructors? Any good one?

✉️ Email
↩️ Reply

4 Posts

---

**BRADSHAW David** wrote on 8/8/17 12:24 PM ⚙️

So so for mine.

✉️ Email
↩️ Reply

**SINGER Barry** wrote on 8/8/17 2:07 PM ⚙️

Tyrion is not bad.

✉️ Email
↩️ Reply

**BRADSHAW David** wrote on 8/8/17 2:07 PM ⚙️

I don't like Littlefinger.

✉️ Email
↩️ Reply

**SINGER Barry** wrote on 8/8/17 2:09 PM ⚙️

What'll happen to him?

✉️ Email
↩️ Reply

#### Subscribe to a Forum

- To subscribe to a forum, click 🔔 Subscribe on its overview page.
- To view the list of subscribed forums, click 🔔 My Subscriptions on the main Forum page.

#### 🔔 Subscribed Forums

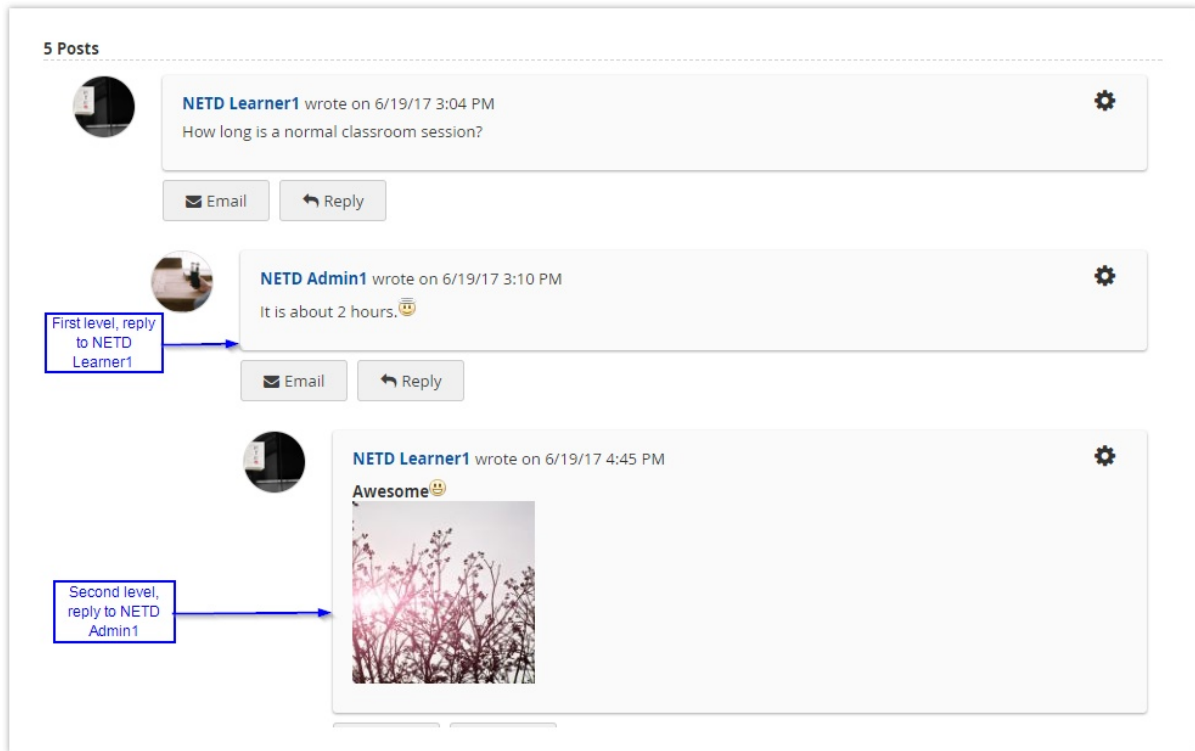
<span style="color: #0070c0;">⚙️</span> <b>Course Feedback</b>	<b>2</b> Topics	<b>6</b> Posts	Last updated 8/8/17 6:18 PM by <b>K CP</b>
<span style="color: #0070c0;">⚙️</span> <b>General</b>	<b>4</b> Topics	<b>6</b> Posts	Last updated 6/16/17 3:36 AM by <b>ZAHEER Ali</b>

- To unsubscribe from a forum, click ✕ Unsubscribe on its overview page. A confirmation message is shown.

#### Replying to a specific post

A specific post can be replied to. The layout can indicate a maximum of 2 level of replies for that post.





**Functions regarding the Author of a Post**

- Writing E-mails to the Author

To do so, click the  icon. The Users can write the email in a new window:

## Discussion Forum E-mail Reply

From: K CP (cpk)

To: NETD Learner1

CC

0 selected

Search for a user

### File Attachment

### Subject

ENROLLMENT PERIOD

### Text

Any further comments?

Send

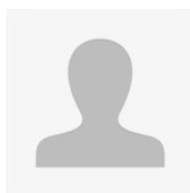
Cancel

Reset

- Viewing the Profile Summary of the Author

To do so, click the Author's name. The profile will be shown in a new window:

#### Profile Summary



**K CP**

User ID: CPK  
 Job Title: AVP  
 Organization: ALL/solo  
 E-mail: cpk@cabbagepatch.com  
 vCard: [Download](#)

#### Employment Information

#### Contact Details

#### Education History

**SPCA**  
 Agricultural Management, BSc  
 Oct 2, 2000 - Jul 31, 2003

#### Work History (Total 0 year of experience)

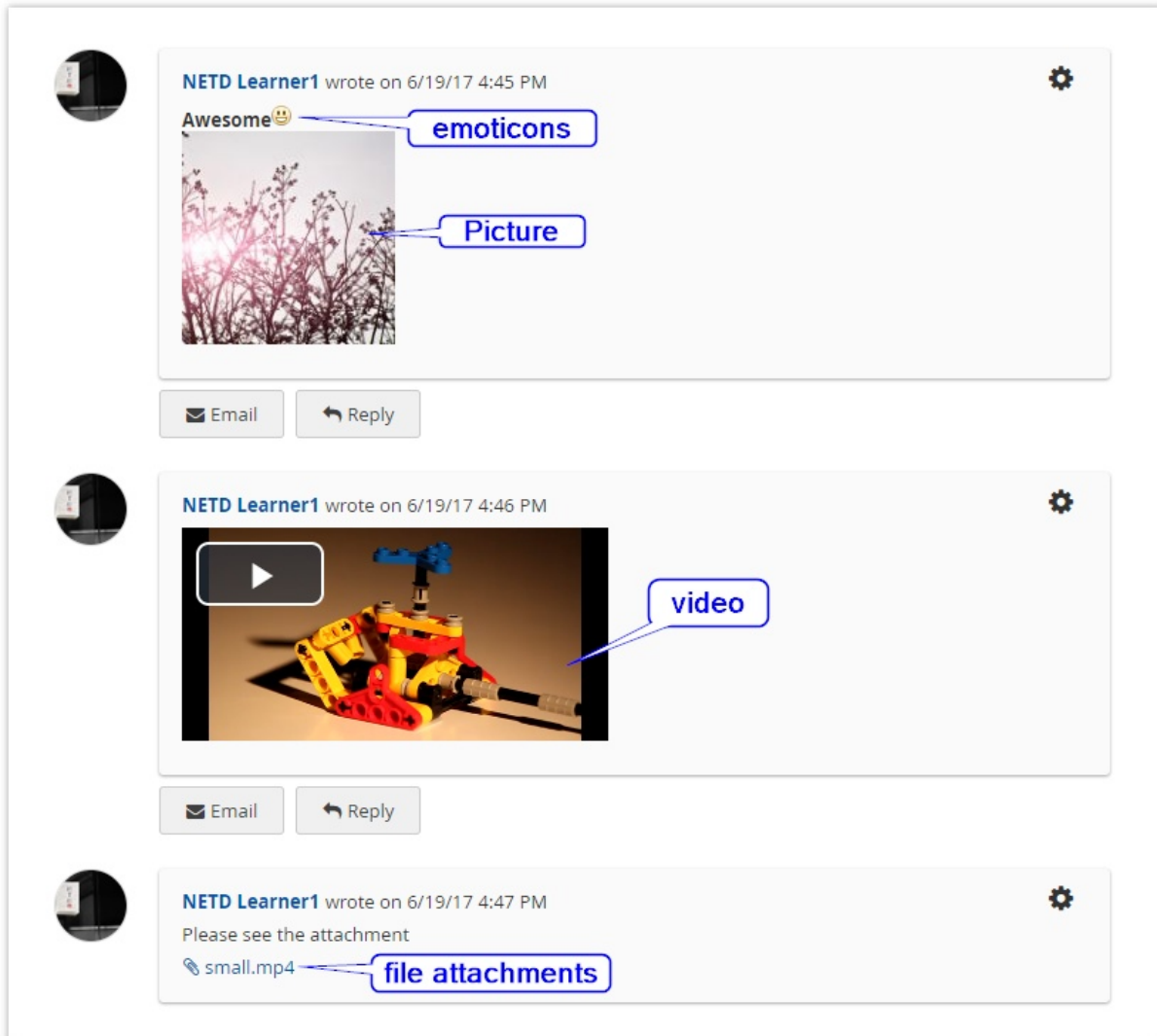
#### Recent Activity

- K CP replied to the forum topic .  
21 Hours Ago
- K CP enrolled in [Acting Decisively \(\\_pc\\_ch\\_lach034\)](#).  
A Week Ago
- K CP started [An Introduction to Project Management \(PROJ0511\)](#).  
4 Weeks Ago
- K CP completed [Feedback Behaviors \(\\_pc\\_ls\\_paqs0601\)](#).  
4 Weeks Ago
- K CP enrolled in [An Introduction to Project Management \(PROJ0511\)](#).  
4 Weeks Ago
- K CP enrolled in [Anticipating and Solving Problems as a Project Champion \(\\_pc\\_bi\\_pmbi007\)](#).  
4 Weeks Ago

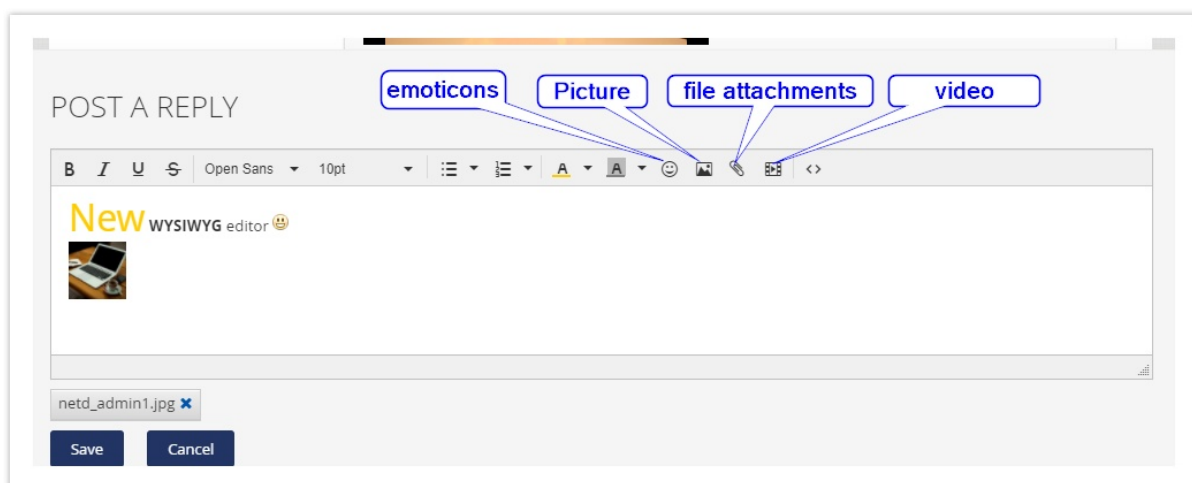
### Supporting Additional Features

The following new features can be added to the posts in the forum area using the WYSIWYG editor:

- Emoticons
- Images
- File attachments
- Videos / YouTube links



Click **+ New Topic** in the overview page, or **Reply** below individual post to open the WYSIWYG editor.



**Info**  
 The topic titles and forum description have a maximum field lengths of 255 and 1000 characters respectively.

### Managing Forums from the Admin Side

An Admin Side page is added for the Administrator to manage Discussions Forums.

- Location: **Manage Center > COMMUNICATE > COMMUNITY MANAGER > Discussion Forums**
- The filter section provides the following criteria:
  - **Forum Name** (Text field)
  - **Forum Category** (Drop-down list showing the categories that the Users have the permissions to access)
- This page lists the forums which the Users have Read or Write Permissions to. There are four information columns:
  - **Forum Name**
  - **Forum Category** (Empty if not assigned)
  - **Created On** (Creation time)
  - **Created By**

#### Discussion Forums

HIDE FILTERS

Filter
Reset

Results per Page: 10

Showing: 1 - 3 of 3

Bulk Action	Forum Name	Forum Category	Created On	Created By
<input type="checkbox"/>	Classroom Equipments	Course Comments	Jun 19, 2017 3:02 PM CST	NETD Admin1
<input type="checkbox"/>	Course Arrangement	Course Comments	Jun 19, 2017 3:01 PM CST	NETD Admin1
<input type="checkbox"/>	System Setup	System Related	Jun 19, 2017 11:50 AM CST	NETD Admin1

Showing: 1 - 3 of 3

- There are a **Bulk Action / Delete** drop-down list and a **+ New Forum** button.

Showing: 1 - 3 of 3

Bulk Action

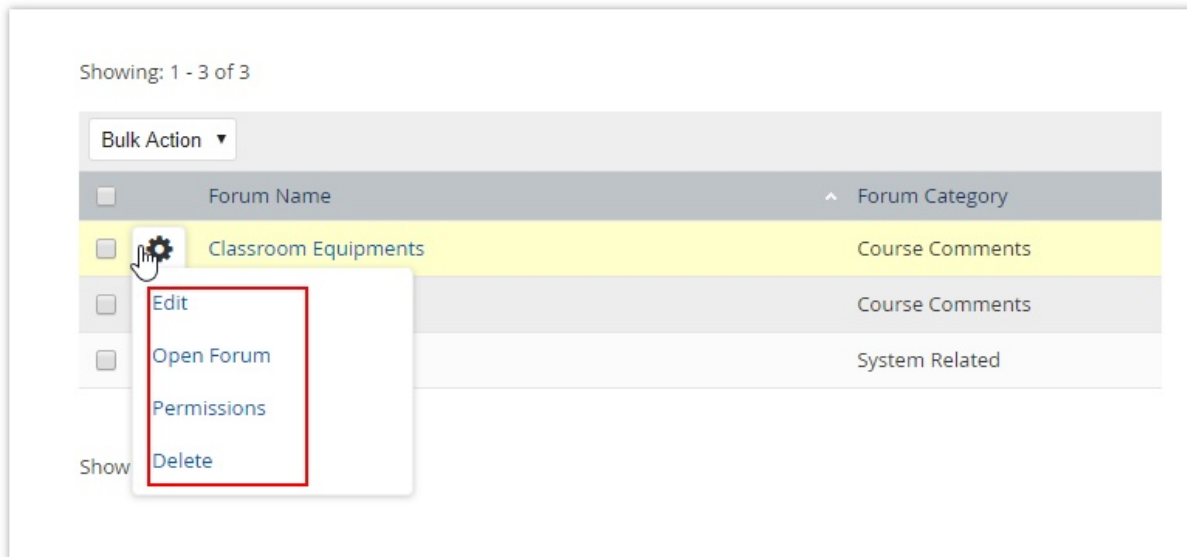
Bulk Action

Delete

Forum Name	Forum Category	Created On	Created By
Classroom Equipments	Course Comments	Jun 19, 2017 3:02 PM CST	NETD Admin1

+ New Forum

- The Gear icon for each individual forum provides the following functions:
  - **Edit** - View or Edit the selected forum
  - **Open Forum** - Open the forum in a new window
  - **Permissions** - Edit the permissions of the forum
  - **Delete** - Delete the forum



## Permission

Standard permissions are available with Forums.

- Read Access Permission
- Unrestricted Access Permission
- No Access Permission

### Read Access Permission

- There is an **Edit Forum** button, but the Users cannot change or delete.
- The Users cannot delete the topics inside a forum.
- The Users cannot delete any posts by other users inside the forum. (The Users can still delete their own posts inside the forum.)
- The Users can assign / use forums in courses.

### Unrestricted Access Permission

- There is an **Edit Forum** button, and the Users can change or delete.
- The Users can delete the topics inside a forum.
- The Users can delete any posts inside the forum.
- The Users can assign / use forums in courses.

### No Access Permission

- The Users might view the forum, but the **Edit Forum** button will not be displayed.
- The **Delete entire forum** or **Delete entire topic** buttons will not be displayed for the Users. The "Delete" link for the posts of other users will not be displayed, either.

## Configuration Settings concerning the Post Authors in Forums

There are two settings in the **Manage Center > SYSTEM > GENERAL SETTINGS > System Configuration > Forum** section concerning the Authors of Posts in Forums:

- **Enable option to write an e-mail to the author of a post**
- **Enable option to view the Profile Summary of the author of a post**

OVERVIEW   LEARNING   TALENT   COMMUNICATE   USERS   REPORTS   SYSTEM

### System Configuration

Select a specific configuration category from the drop-down menu below. Subsequent screens allow you to edit the properties associated with the selected category. When you click Save, the current customization.properties file is updated.

Select a category

You must save all changes **before** selecting another category.

#### Forum


Allow all users to create forums	<input checked="" type="checkbox"/>	4.6	?
Forum Update Notification E-mail:	<input type="text" value="Forum update"/>	4.7	?
Forum Update Summary Notification E-mail:	<input type="text"/>	13.1	?
Enable option to write an e-mail to the author of a post	<input checked="" type="checkbox"/>	13.1	?
Enable option to view the Profile Summary of the author of a post	<input checked="" type="checkbox"/>	13.1	?

[Save](#)

#### Enable option to write an e-mail to the author of a post


This feature (enabled by default) displays an **Email** button below the forum posts. Clicking this button will open a form for the Users to email the author of the post.

5 Posts



**NETD Learner1** wrote on 6/19/17 3:04 PM  
How long is a normal classroom session?

**Email**    Reply

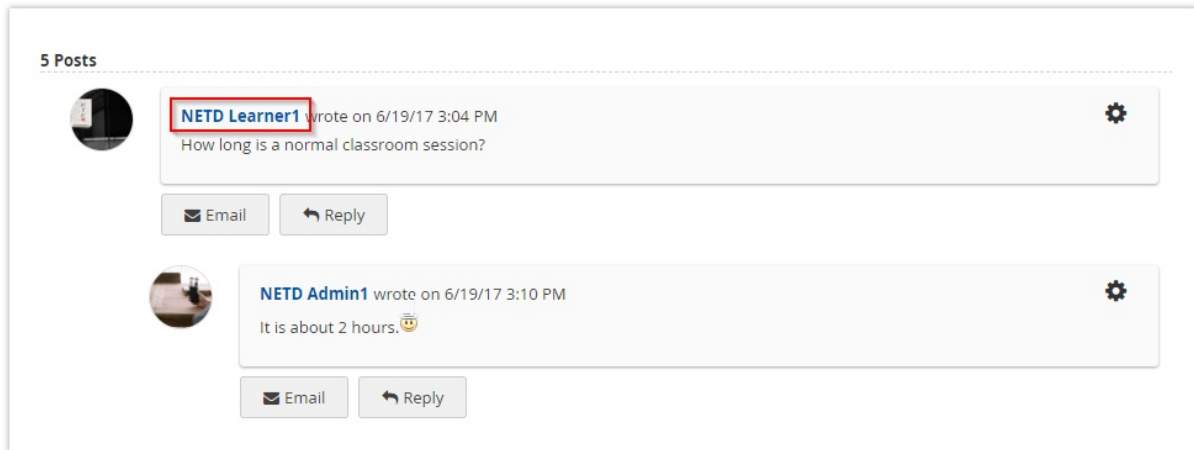


**NETD Admin1** wrote on 6/19/17 3:10 PM  
It is about 2 hours. 😊

**Email**    Reply

#### Enable option to view the Profile Summary of the author of a post

This feature (enabled by default) displays users' names in the forum as links. Clicking the links will open their profile summaries.



**Note:** Whether users can see others' profile summaries depends on their standard user access permissions, and the "Viewing Constraints" in the profiles.

### Forum Notification E-mail

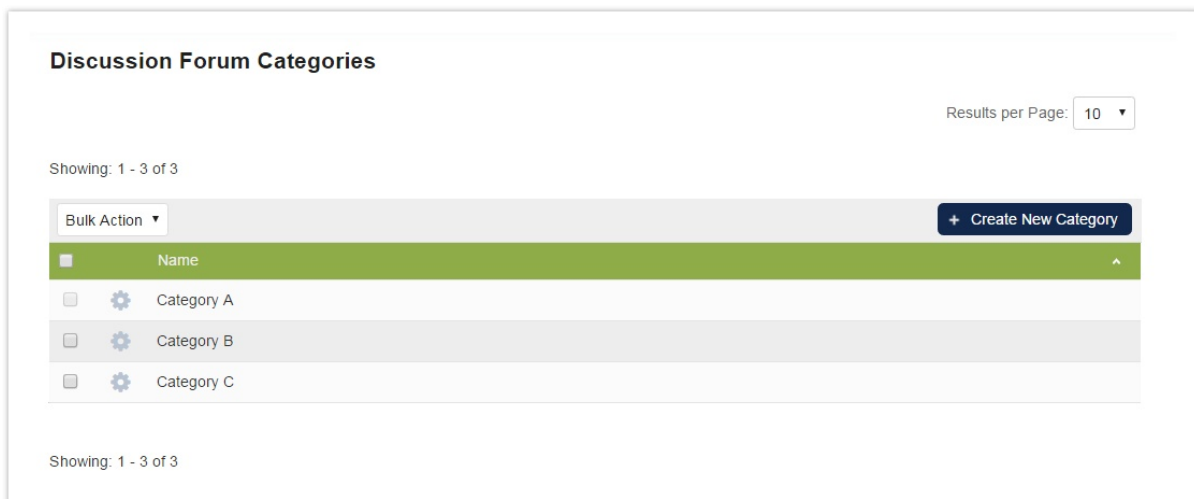
The system provides two types of Forum Notification E-mails:

- **Forum Update Notification E-mail**
  - Every night, the Notification E-mail will automatically be sent to the "Default System User" of the logical domain if the discussion forum has been updated in the past 24 hours.
  - All updates since the sending of the last notification are picked up.
- **Forum Update Summary Notification E-mail**
  - This Notification E-mail is sent per discussion forum if there had been any new posts (new/updated topics or replies) within the last 24 hours.
  - It is sent as part of the daily task to all users who have subscribed to that forum.

In both E-mails, the links to the forum(s) (**Open forum**) and to unsubscribe from the forum(s) (**Unsubscribe forum**) are included.

### Managing Discussion Forum Categories

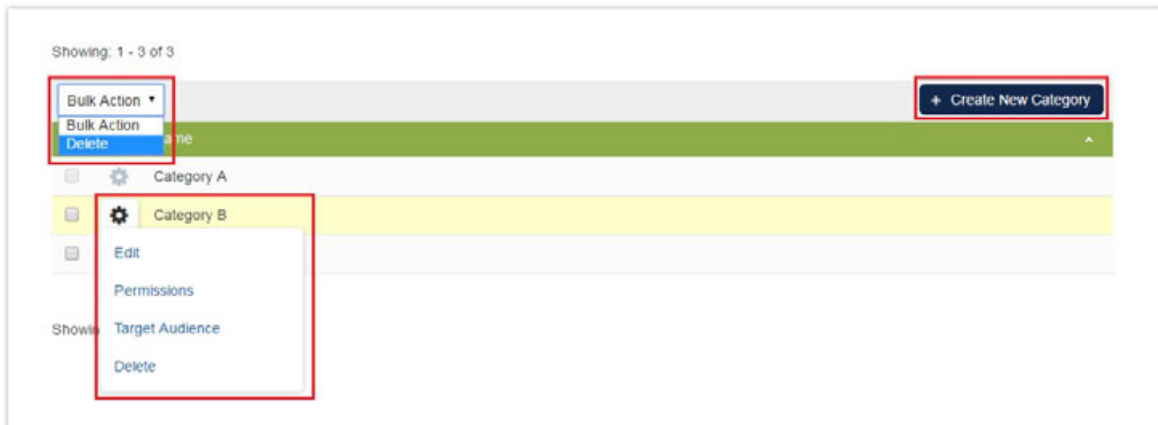
"**Discussion Forum Categories**" is under the Manage Center where the Administrators can control the features and permissions of a forum category.



### Configuring Discussion Forum Categories

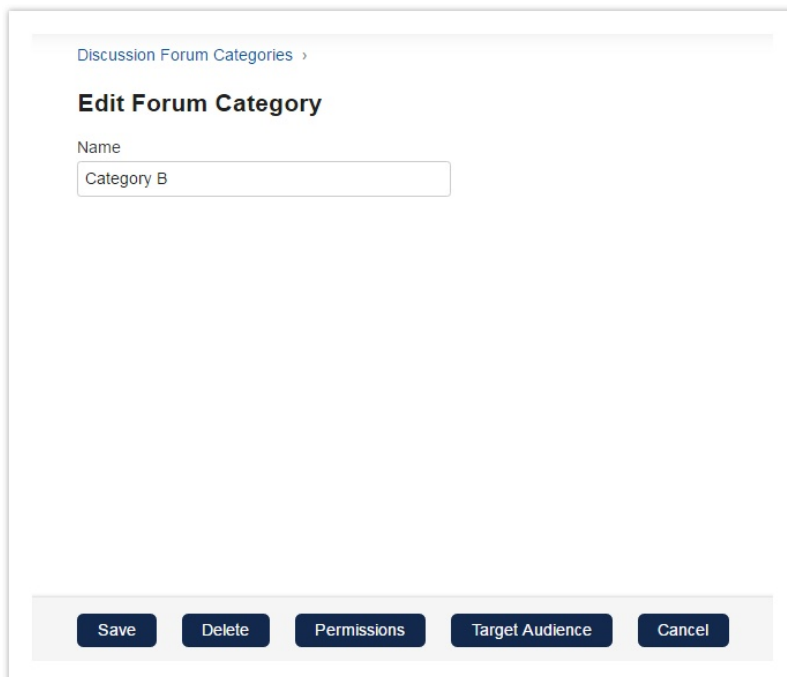
The following functions are available in the **Discussion Forum Categories** page.

- **+ Create New Category** (Button)
- **Bulk Action** (Under the pull-down menu "**Bulk Action / Delete**")
- **Delete** (Under the pull-down menu "**Bulk Action / Delete**")
- Under the "Gear" icon, the Users with Unrestricted Role Access can perform the following:
  - **Edit** - Edit the Category Name;
  - **Permissions** - Grant permissions;
  - **Target Audience** - Set the Audience for the Category;
  - **Delete** - Delete the Category.



### Actions under the "Gear" Icon

- **Edit** - Edit the Category Name



- **Permissions** - Grant permissions for the Category in the **Permission Selector** window.
- **Target Audience** - Configure who can see the Forum Category in the Learners' front-end (i.e. **Connects > Forums**).



- **Delete** - Delete the Category.

### Forum Categories on the Learners' Side

- The Forum Category - **Target Audience** feature decides if a forum category is visible in the Learners' front-end (i.e. **Connects > Forums**).
- A Forum Category is also displayed if a user is enrolled to or assigned as an instructor to a course having the category linked.
- Permissions controls the visible categories of new forums a user can create at the front-end.
- In the following cases, the Users needs to be added to the **Target Audience** to see the Category at the forum front-end:
  - The Users have Read/Write permission on the Category.
  - The Users are not part of the **Target Audience**, or assigned as Instructors via a course using the Category.
  - The Users should be able to create / manage, and moderate forums inside the Category.

### Permission in Discussion Forum Categories

#### 1. No Access

- The Users cannot see the Category in the "**Discussion Forum Categories**" managing page.
- The Users cannot create new forums in this category even if it is visible to him in the forum front-end.
- The Users cannot assign the category to a module in the Catalog Editor.

#### 2. Read Only Access

- The Users can see the Category listed in the "**Discussion Forum Categories**" managing page. They can only view but not edit it.
- The Users can create new forums in this category.
- The Users can assign the Category to a module in the Catalog Editor.

#### 3. Unrestricted Access

- The Users can see the category listed in the "**Discussion Forum Categories**" managing page. They can edit / delete and change permissions and the Target Audience.
- The Users can create new forums in this category.
- The Users can assign the Category to a module in the Catalog Editor.

## E-mail

### Configure E-mail

To configure global e-mail settings, first, specify the desired options in the Systems Configuration area. To do so:

1. Access **Manage Center > System > General Settings > System Configuration**. The System Configuration page appears. Select **Mail** from the drop down list.
2. The Mail section of the System Configuration screen appears.

**System Configuration**

Select a specific configuration category from the drop-down menu below. Subsequent screens allow you to edit the properties associated with the selected category. When you click Save, the current customization.properties file is updated.

Select A Category  
 ▼  
 You must save all changes **before** selecting another category.

General			
Sort users by Last Name?	<input checked="" type="checkbox"/>		4.6
Show Last Name first?	<input checked="" type="checkbox"/>		4.6
Enable UserID in search	<input checked="" type="checkbox"/>		9.0
Default Pop-up Window Size	<input type="text" value="width=800,height=700"/>		4.6
Enforce Partitioning by Level 1 Organizations	<input type="checkbox"/>		4.6
Allow completed courses to be reopened	<input checked="" type="checkbox"/>		4.6
Status change to COMPLETED removes module from active list	<input checked="" type="checkbox"/>		4.6

3. Specify the desired configuration options.
4. Click Save at the bottom of the page.
5. Proceed to specify language options.

**E-mail Configuration Options**

Option	Description/Comments
Include iCalendar attachments in enrollment and approval confirmation messages	iCalendar attachments can be used to import scheduled course sessions into an external calendar application. The start date, the end date, or both must be specified before attachments are included.
New User Welcome E-mail:	The selected e-mail will automatically be sent to users added to the system within the last 24 hours each night. If this option is not configured, no welcome e-mail will be sent
Forum Update Notification Email:	The selected e-mail will automatically be sent to users in the discussion forum if the discussion forum has been updated within the past 24 hours. No specific types of updates are checked, therefore the recipient should be a general moderator for the forum.
The system default classroom session start reminder template:	The course start reminder message will be based upon this template selected from the E-mail Template Editor.
Send Gentle Reminder to Approver:	The system automatically sends a reminder e-mail to approvers who have not yet acted upon a pending approval request. The specified e-mail template will be used for the reminder.
# Days before course starts to send system reminder e-mail	If this option is configured, the system will automatically send an e-mail reminder, using the selected template, 'n' days before a course starts.

### Configure E-mail Template Language

To configure the default language for e-mail templates:

1. Access **Manage Center > Communicate > Email Manager > Reset system default e-mail template language**. Choose the desired language from the drop-down list.



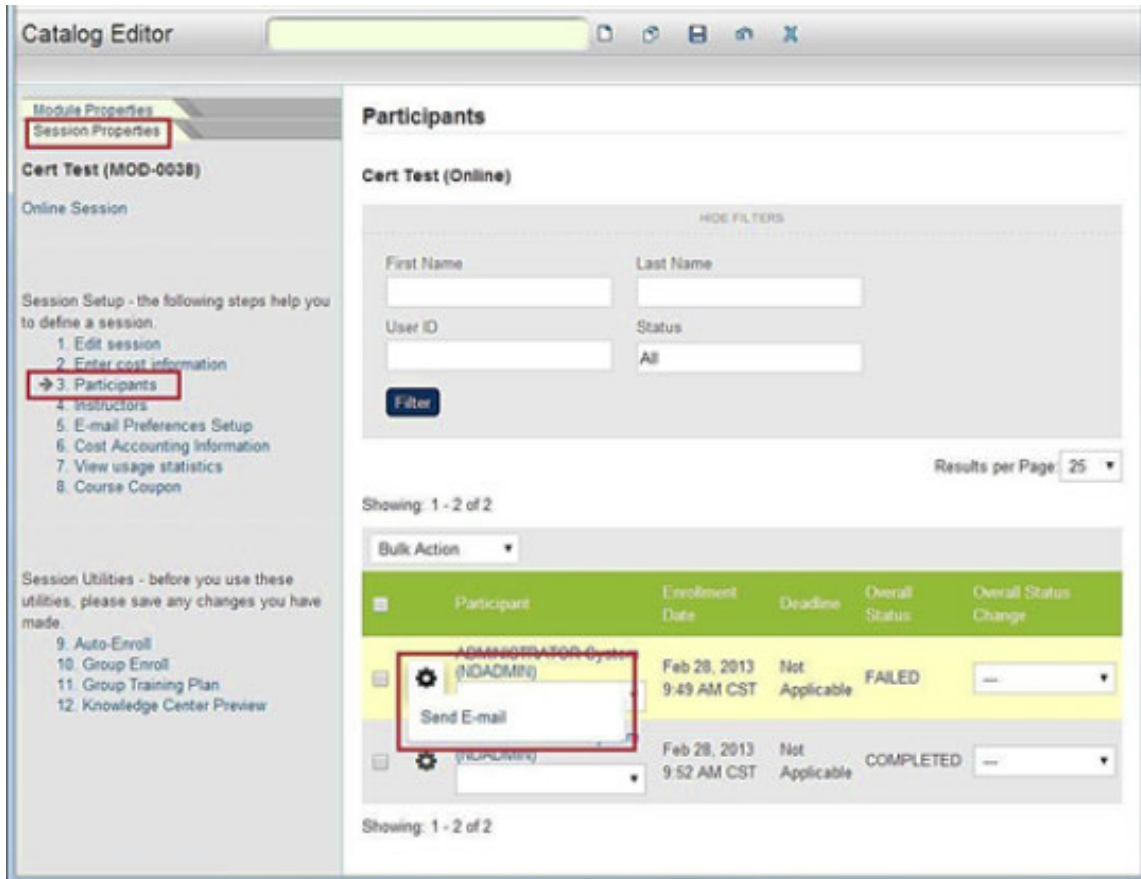
2. Click Submit and the system will return an acknowledgement.

### Sending E-mails from Catalog Editor

To send an email to all participants enrolled in a particular learning object:

1. Go to **Manage Center > Learning > Catalog General Settings > Learning Module** and launch the learning object in the catalog editor

- Go to Session Properties and click on Participants in the menu



- Click the gear button and the Send E-mail hyperlink appears. Clicking on that will prompt the email screen to appear.



- Enter your subject and message. If you need to attach a file to your email, click the File Attachment hyperlink and select the desired file from the Repository Manager. After which click Send.

## Event-triggered Notifications

To configure the LMS to automatically send a welcome message to a new user:

1. Go to **Manage Center > Systems > General Settings > System Configuration**.
2. Click the drop-down menu in Select a category and choose Mail. The Mail category appears.

### System Configuration

Select a specific configuration category from the drop-down menu below. Subsequent screens allow you to edit the properties associated with the selected category. When you click Save, the current customization properties file is updated.

Select A Category			
All			
All			
General			
Home Page			
Catalog			
User			
Knowledge Center	<input checked="" type="checkbox"/>		4.6 ?
Exams	<input checked="" type="checkbox"/>		4.6 ?
Enrolled Learning Modules	<input checked="" type="checkbox"/>		4.6 ?
Records/Transcript			
Forum	<input checked="" type="checkbox"/>		9.0 ?
Chat			
Mail		width=800,height=650	4.6 ?
Self Registration			
Online payment			
Performance Review			
Goals			4.6 ?
Wiki			4.6 ?
E-Signature			
Security Management	<input checked="" type="checkbox"/>		4.6 ?
Competency Manager			
Allow User to set Overall Status to Completed (instead of Finished Usin)	<input type="checkbox"/>		4.6 ?

### System Configuration

Select a specific configuration category from the drop-down menu below. Subsequent screens allow you to edit the properties associated with the selected category. When you click Save, the current customization properties file is updated.

Select A Category  
Mail

You must save all changes **before** selecting another category.

Mail			
Include iCalendar attachments in enrollment and approval confirmation messages	<input type="checkbox"/>		4.6 ?
Deliver iCalendar Notifications as Email Attachment(s)	<input type="checkbox"/>		5.6 ?
Add Course Description To iCalendar Attachment	<input type="checkbox"/>		5.6 ?
The GMT offset in iCalendar reflects daylight saving time adjustments	<input type="checkbox"/>		7.0 ?
Request responses in iCalendar	<input type="checkbox"/>		7.1 ?
New User Welcome E-mail:	<input type="text"/>	Select	4.6 ?
Forum Update Notification Email:	<input type="text"/>	Select	4.7 ?
The system default classroom session start reminder template:	<input type="text"/>	Select	4.6 ?
Send Gentle Reminder to Approver:	<input type="text"/>	Select	4.6 ?
# Days before course starts to send system reminder e-mail	<input type="text" value="10"/>	(min=1, max=9999)	4.6 ?
Combine E-mail for To and CC Recipients	<input type="checkbox"/>		5.6 ?

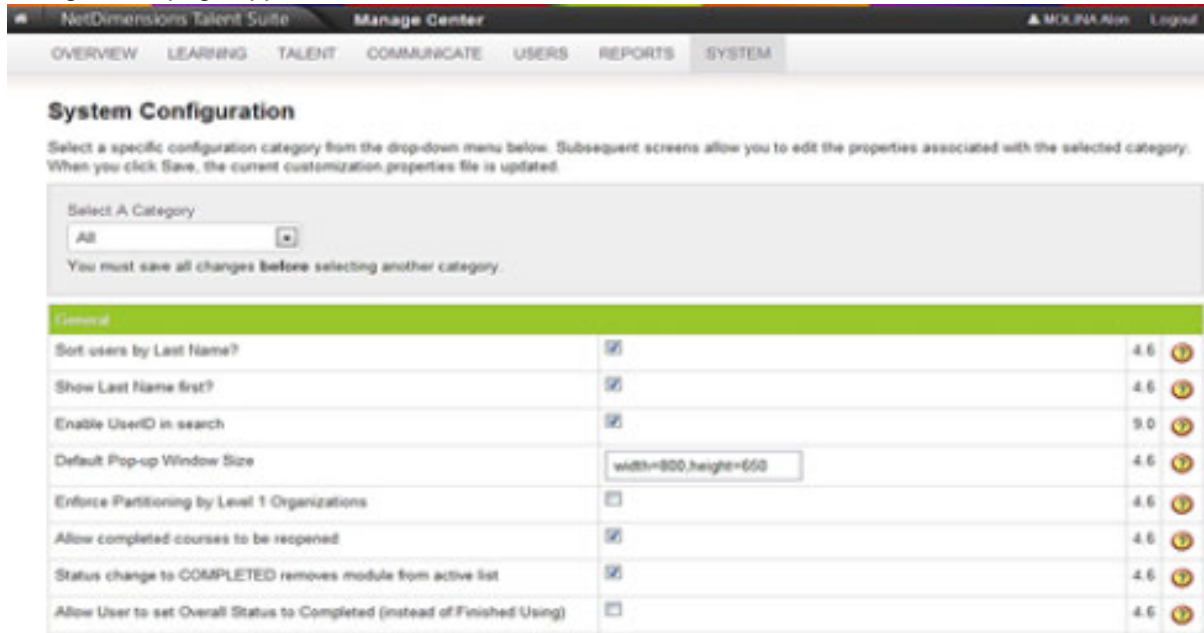
Save

3. Click on the Select button by the "New User Welcome E-mail". Select the desired E-mail Template from the E-mail Template Editor screen that opens in a new window.

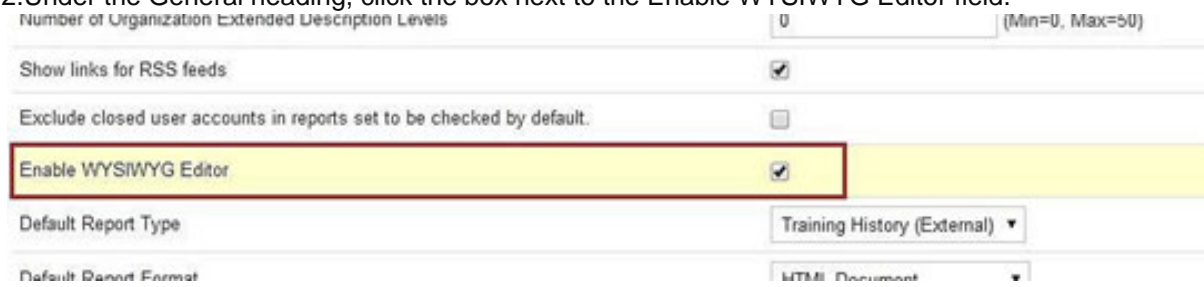
## WYSIWYG Editor for E-mails

The WYSIWYG editor for e-mails allows formatting in the email template editor without the user having to write HTML. To enable the WYSIWYG editor:

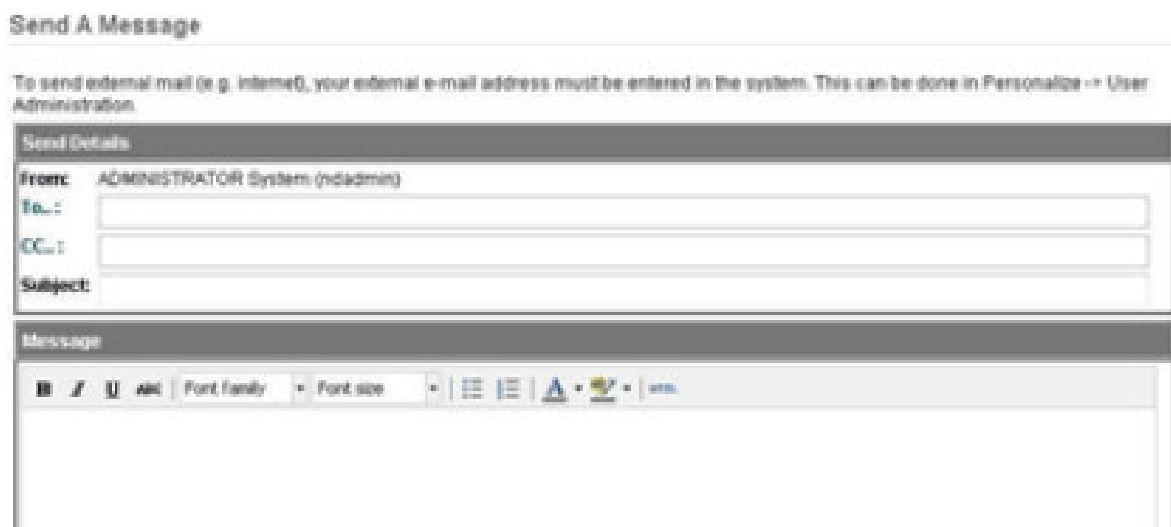
1. Click **Manage Center > System > General Settings > System Configuration**. The System Configuration page appears.



2. Under the General heading, click the box next to the Enable WYSIWYG Editor field.

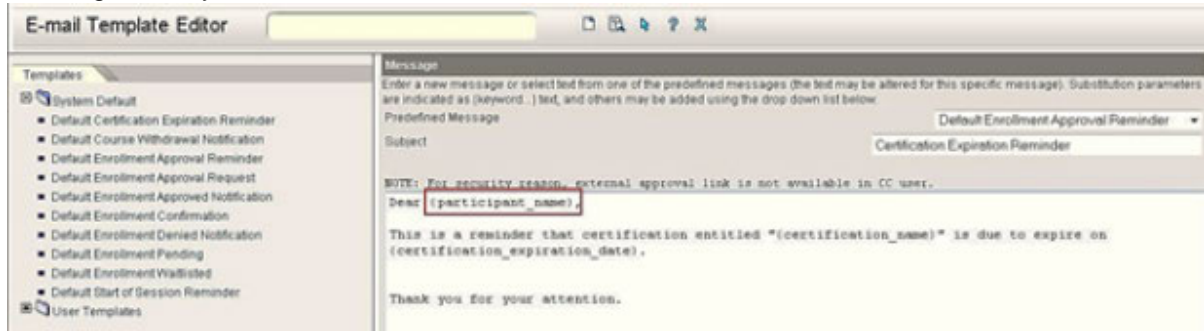


3. Click **Save** at the bottom of the screen. The WYSIWYG editor will be available to all users using the e-mail composer.

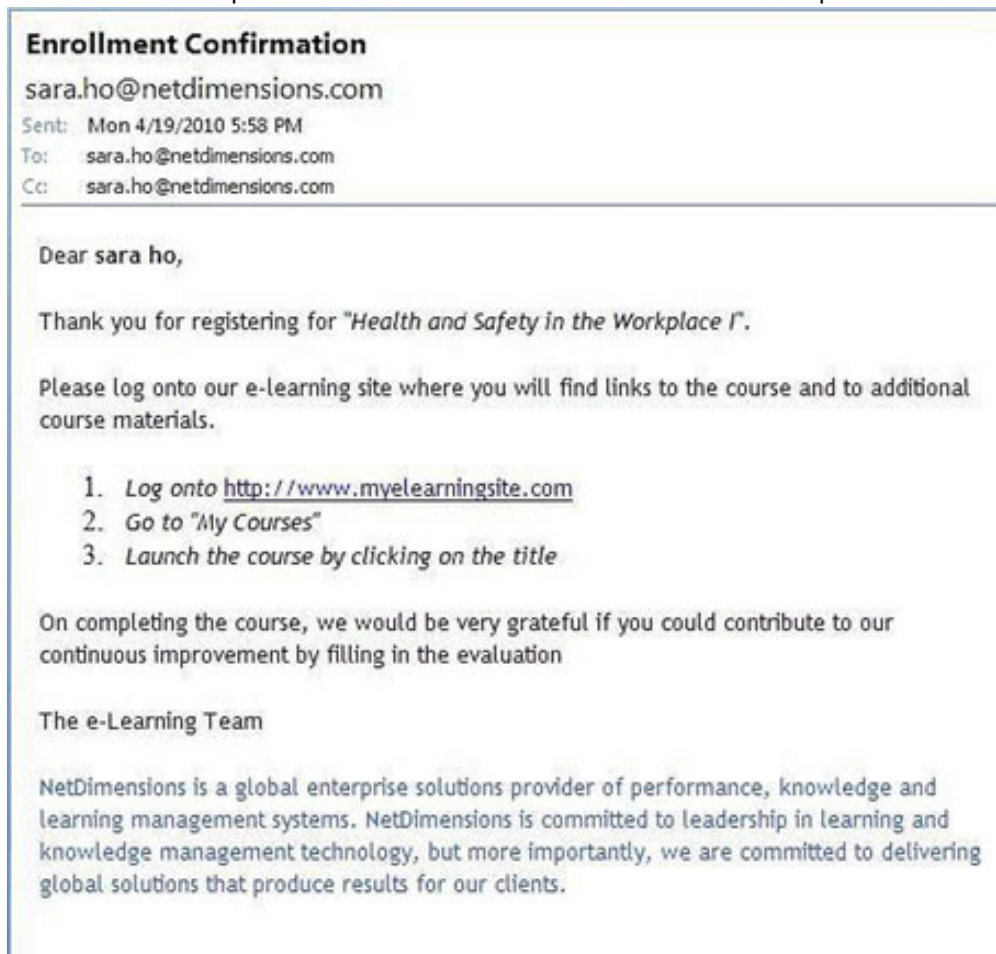


The WYSIWYG editor will also be available when editing e-mail templates. When using the editor with e-mail templates, care must be taken to ensure e-mail template parameters and their enclosing curly

brackets are kept as one unit. For example, to italicize the "participant name", participant\_name including the curly brackets - must be selected and italicized.



The below is a sample e-mail that resulted from the above e-mail template:



Sample e-mail

### Selecting BCC recipients in E-mail

The BCC field has been added to select recipients as BCC in the various email composers including the internal Mailbox send mail view and the Appraisal Group Email view. The recipient sees that the email was sent as a BCC and mail forwarding works with the BCC as well.

## Send Message

To send external mail (e.g., Internet), your external e-mail address must be entered in the system. This can be done in Personalize -> User Administration.

**Send Details**

*Note: This mail will be sent to the user's external e-mail address.*

From  
ADMINISTRATOR System (ndadmin)

To 0 selected  
 ...

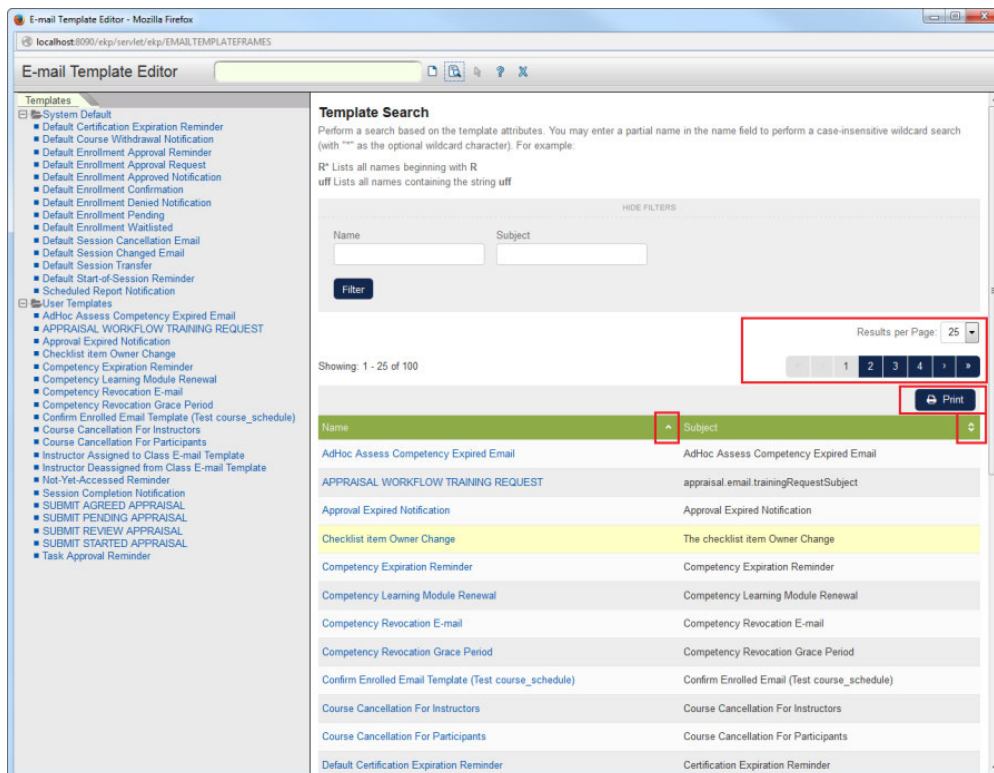
CC 0 selected  
 ...

**BCC** 0 selected  
 ...

Subject

## Email Template Search

The Email Template Editor search screen makes it easier for Administrators to find relevant templates, sorting search results via sortable columns, pagination and a print option if users want to print out the search results.



### Email Template Editor Search Revamp

## News Functions

The news function not only allows you to distribute news but also send notices, publicize the availability of new courses, distribute surveys, send reminders or make announcements, for example, regarding new login procedures.

News announcements may:

- Be targeted at specific groups of people including people in specific organizations, who joined the organization during a specific period of time
- Appear in the Knowledge Centers of specific learning modules
- Appear in the login page



- Appear in the News panel on the Home page (when the user's *Enable new UI* setting is set to *Yes*).
- Appear in the News widget on the Widget page (The Widget page is the default home page when the user's *Enable new UI* setting is set to *No*).
- Be hidden from view

You may also specify whether to keep or automatically delete a news item at a specific date, the date at which a news item should no longer appear (which may be different from an automatic deletion date), or who has permission to read or edit the news item.

## Targeting News Recipients

The News function allows you to broadcast messages targeted to specific audiences so that you can, for example:

- Easily circulate:
  - Assignments
  - Files
  - Newsletters
  - Course materials
  - Forms and/or Surveys or evaluations to students enrolled in a particular class
- Distribute information to new employees or employees who joined the organization during specific dates in time.
- Circulate drafts of files to entire groups of people at once (for their review, comment and amendment).

The LMS allows you to provide read or write access to news announcements so that predetermined individuals or groups of individuals (defined by role, organization, or other criteria) may review and/or edit information contained in these announcements. You can choose where to display news announcements - in the Competency Center, Knowledge Center, Home or Widget page - and you can even make announcements available to persons before they log on to the LMS by displaying the announcements in the login page.

## News Articles in the User's Preferred Language

News articles can be presented to users in multiple languages according to the language bundles added for them. The article's title, teaser and main text can be translated. When a user with a preferred language opens the News panel on the home page, any articles that have a language bundle matching their preferred language are shown in that language.

If a news article doesn't have a language bundle matching the user's preferred language, a more generic version of the language can be used; for example, pt (Portuguese) instead of pt-BR (Brazilian Portuguese). If a more generic version of a language variant is also not available, the news article is shown in the primary language defined for the user's Logical Domain.

## Display and Preview Related Questions

*How do I hide a News article from displaying to users until it is ready?*

When creating a new News article, set Display Status to *Do Not Automatically Show*. When you are ready to show the article set Display Status to *Automatically Show Until Expiration*.

*How do I preview a News article?*

To preview news articles, click the **Preview** button at the bottom of the Edit tab. Note that you must save articles first before you can preview them.

## Set up, Maintain and Update News Function

To set up, maintain, or update news functions:

1. Access the News Manager.
2. Create News Categories.

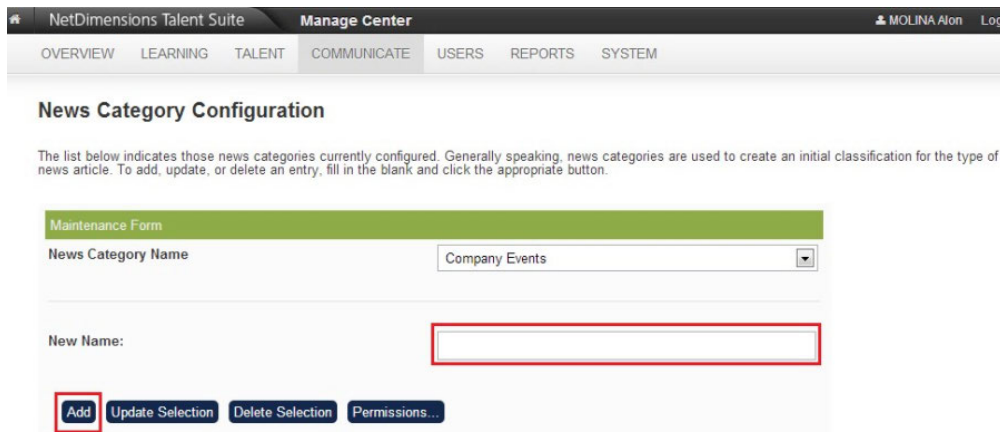
You should first consider the purposes for which you want information to be sent and create categories accordingly. For instance, if you want to use the LMS's News functions to distribute announcements to students enrolled in class, you may want to create a 'Class Announcements' category. Similarly, if you want to use the News function to distribute information to new employees or send out company news, you may want to create 'New Employee Announcement' and 'Company News' categories.

3. Create a news article (announcements, etc.) **Note:** that you can attach files (e.g. surveys, documents, graphs, etc.) to this article.
4. Choose who should receive this article and where the article is to be displayed in the Edit Article Targeted Audience page.
5. Specify who has read and/or write access to the news item then edit and update the news item as required.

### Creating a News Category

To create a news category:

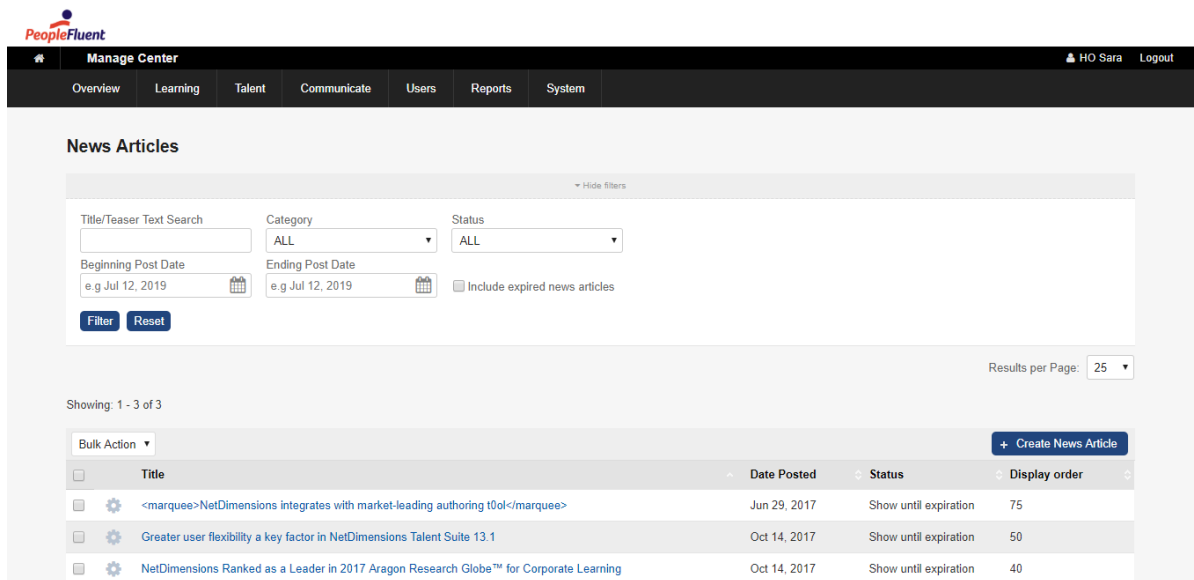
1. Go to **Manage Center > Communicate > News Manager > News Category Configuration**. The News Category Configuration page appears.



2. Enter the new category name in the New Name field.
3. Click **Add**. An acknowledgement screen appears.

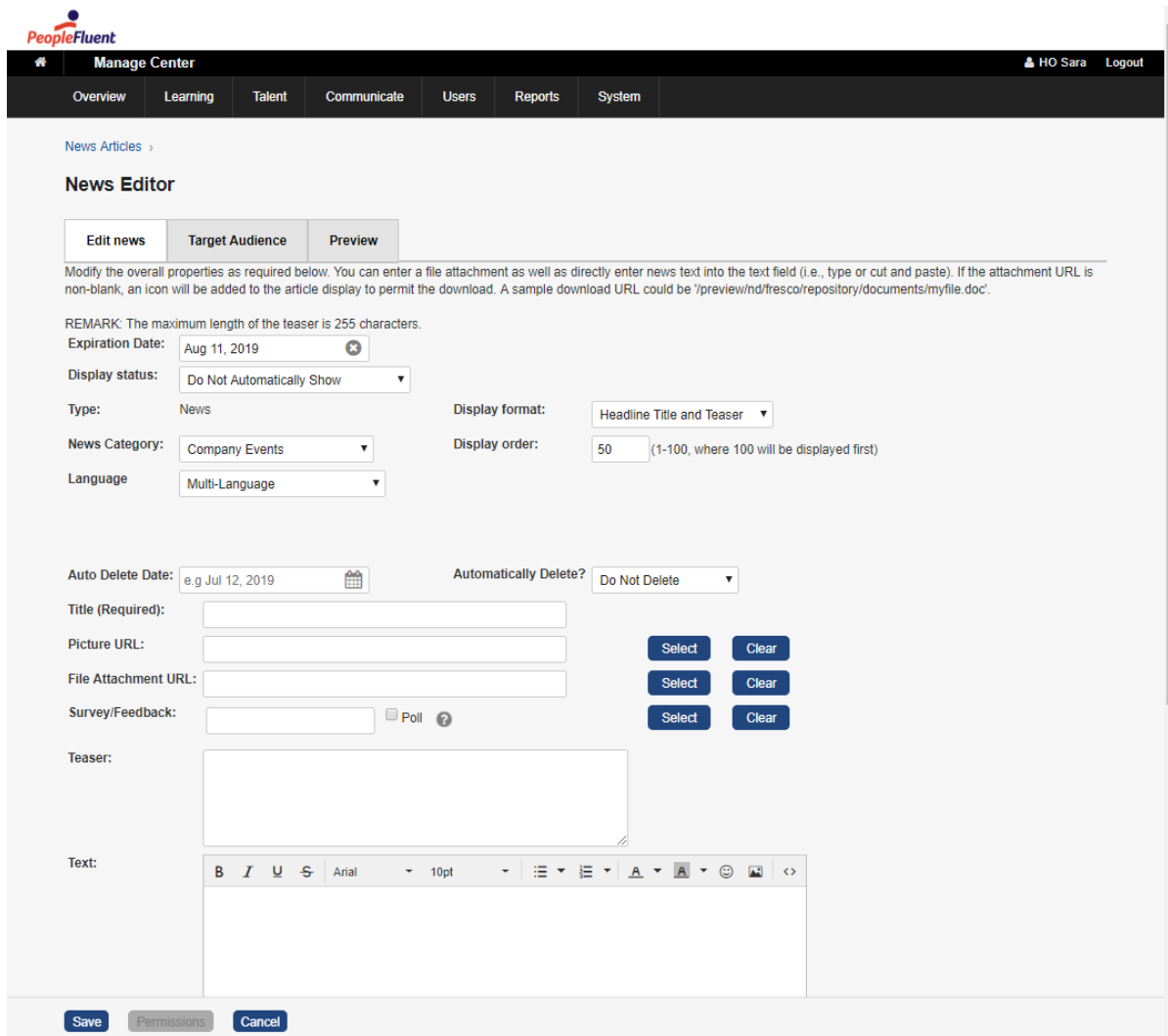
### News Articles

News Articles are managed at **Manage Center > Communicate > News Manager > News Articles**:



## Creating a News Article

Click **Create News Article**.



Configure the news article properties:

1. Enter an Expiration Date if applicable.
2. Select the News Category.
3. Indicate whether you want the article not to display after the expiration date (that is, Display Status).
4. Choose the display format.
5. Choose a display priority (that is, Display Order). To display this article ahead of other articles enter a relative display order from 1 to 100 whereby the larger the number, the greater its display prominence (that is, An article with a display order of 100 is displayed first).
6. If you want to automatically delete the article on a specific date (which is different from setting an Expiration Date), enter a delete date in the *Auto Delete Date* field and indicate that you want the article deleted in the *Automatically Delete?* field.
7. Enter the title, teaser and text contents in the *Title*, *Teaser* and *Text* fields respectively.
8. Attach any desired files, surveys or pictures.
9. Click **Save**.

Click Preview to ensure the news item displays the way you want.

### Associate a Survey with a News Article

To associate a survey with a new article:

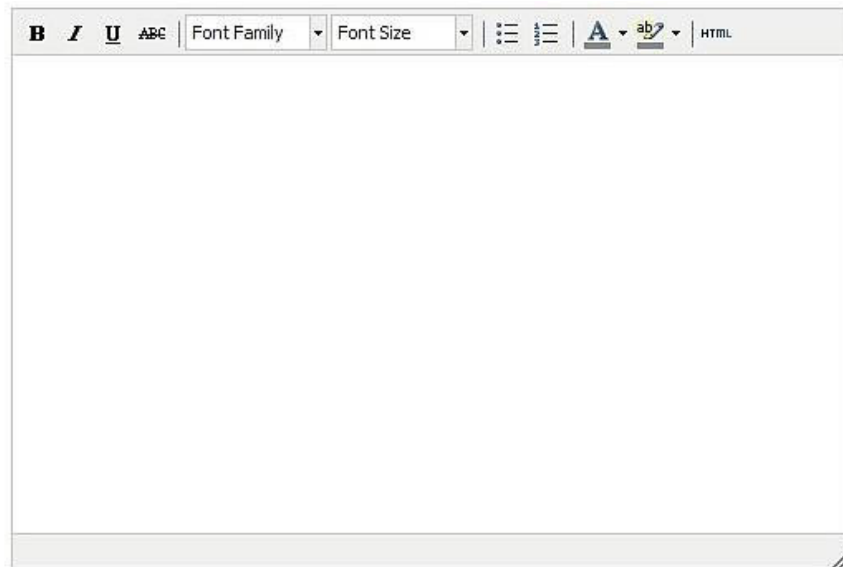
1. Select a Survey/Feedback.

Auto Delete Date:	(not specified)  	Automatically Delete?	Do Not Delete 
Title (Required):	Holiday on Feb 10, 2013		
Picture URL:	/currentpreview/nd/fresco/repository/EKP000001601.pdf	<input type="button" value="Select"/>	<input type="button" value="Reset"/>
File Attachment URL:		<input type="button" value="Select"/>	<input type="button" value="Reset"/>
Survey/Feedback:		<input type="checkbox"/> Poll 	<input type="button" value="Select"/> <input type="button" value="Reset"/>

2. Enter a short summary or abstract in the *Teaser* box. The teaser will appear, for example, on the Widget page. Note that this display will be dependent on the display format chosen.

3. Enter descriptive details in the *Text* box. The text appears when a user wants to retrieve details on the article.

Text:

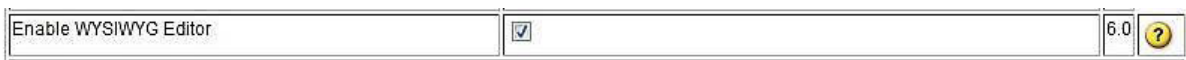


4. Click **Save** to keep the changes.

### WYSIWYG Editor for News Article

The WYSIWYG Editor for News Article allows formatting in the news editor without the user having to write HTML. To enable the rich text editor:

1. Go to **Manage Center > System > General Settings > System Configuration**. The System Configuration page appears.
2. Scroll down to the Enable WYSIWYG Editor field and click the checkbox.



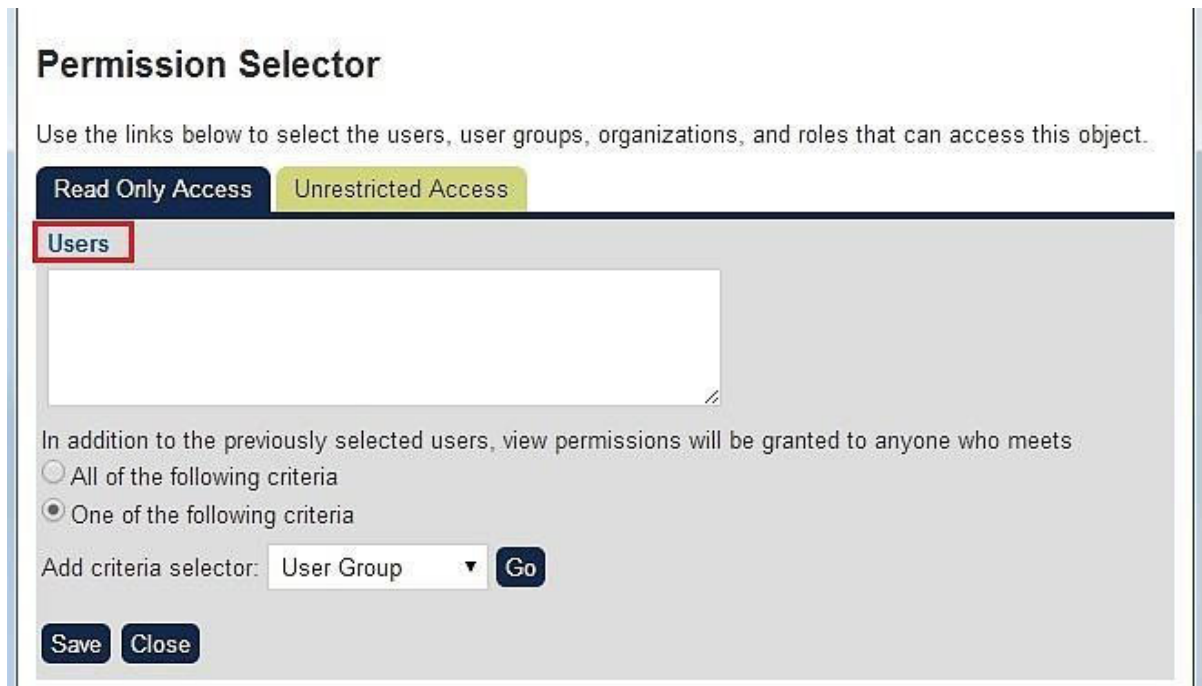
### Access Permissions

This section teaches you to specify the person who can access and edit the news item to allow.

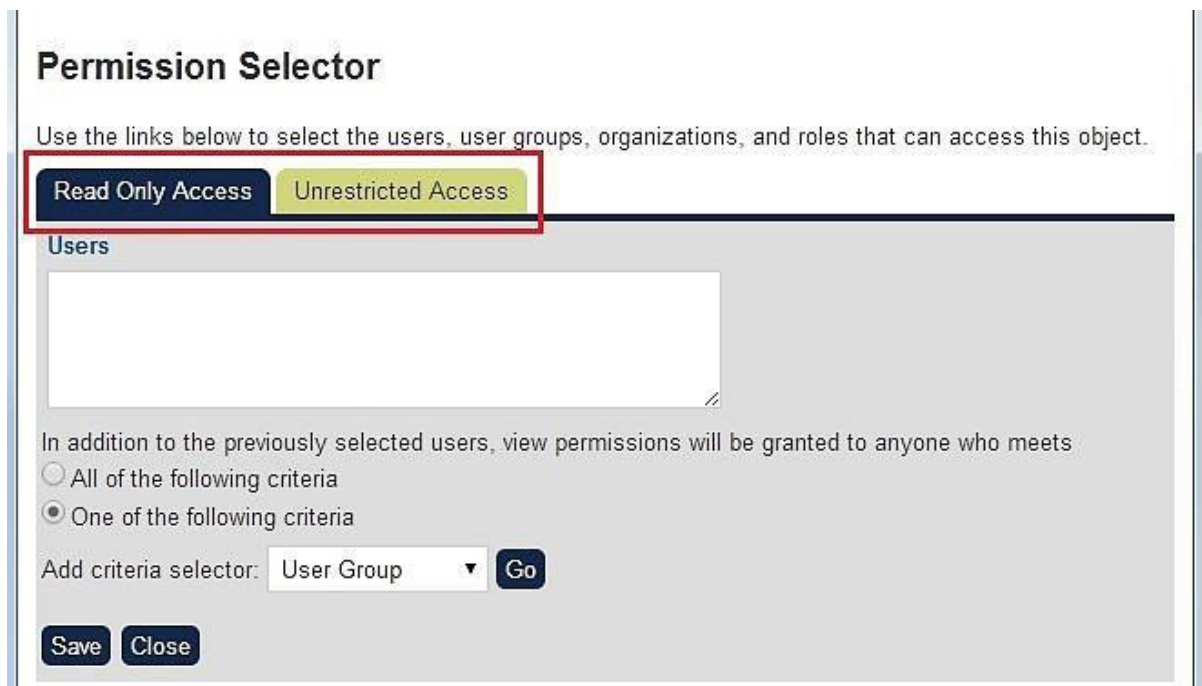
#### Procedures

To define or modify read or write access rights to a news article:

1. After you have created the news article and specified the target audience, click the **Permissions** button at the top of either the Edit Article Targeted Audience or the Create/Edit News Article pages.
2. The Permission Selector screen appears.
3. Before giving permission to a user or group of users, you need to select first the type of access you want to give to the user. There two types of access you can give to a user, namely;
  - Read Access
  - Write Access



4. After selecting the access type, you can now select the user(s) to whom the access permission will be granted. Click the **Users** link.



5. This opens the menu for selecting user.

### Selector

<input type="text" value="User ID"/>	<input type="text" value="First Name"/>	<input type="text" value="Last Name"/>
<input type="text" value="Role"/>	<input type="text" value="Organization"/>	<input type="text" value="User Group"/>

Specify Additional Attributes   
  UserID Direct Entry Form

Results: 0

Horizontal View

Selected: 0

In addition to the selected users, view permission can also be granted to anyone who meets the following criteria:

- *All of the following criteria*
  - This means that viewing permission can be granted to all users belongs to the criteria defined in the Add criteria selector. For instance that user added the criteria Role and Organization as shown in the image below.
  - This means that the user must belong to the roles AND organization in order for the user to access the permission to view the report.

### Permission Selector

Use the links below to select the users, user groups, organizations, and roles that can access this object.

**Read Only Access**   **Unrestricted Access**

**Users**

In addition to the previously selected users, view permissions will be granted to anyone who meets

All of the following criteria

One of the following criteria

Add criteria selector: User Group Go

**User Groups** ✕

**Role** ✕

**Organization** ✕

Include Organizations

Exclude Organizations

Save Close

- One of the following criteria
  - This means that viewing permission can be granted to all users belongs to any of the criteria defined in the Add criteria selector.
  - This means that the user must belong to the roles OR organization in order for the user to access the permission to view the report.
- Add criteria selector
  - This allows you to add criteria. To add the criteria, click the selector dropdown button and then select the preferred criteria.

**Note:** For every selected criterion, a criterion box will be displayed. To select a specific user, group or organization that belongs to the criteria, click the link positioned at the right top of each box. See the procedure in the Appendix section on how to select a user, group or an organization.

### Target Audience for News

A news article can be distributed either to all users or to a very specific set (or subset) of recipients.

For instance, you can:

- Show the article to all users
- Display news articles on the login page (if the login page has been appropriately configured)



- Display the news article on the users' Home or Widget page, or Career Center

You may target news items to:

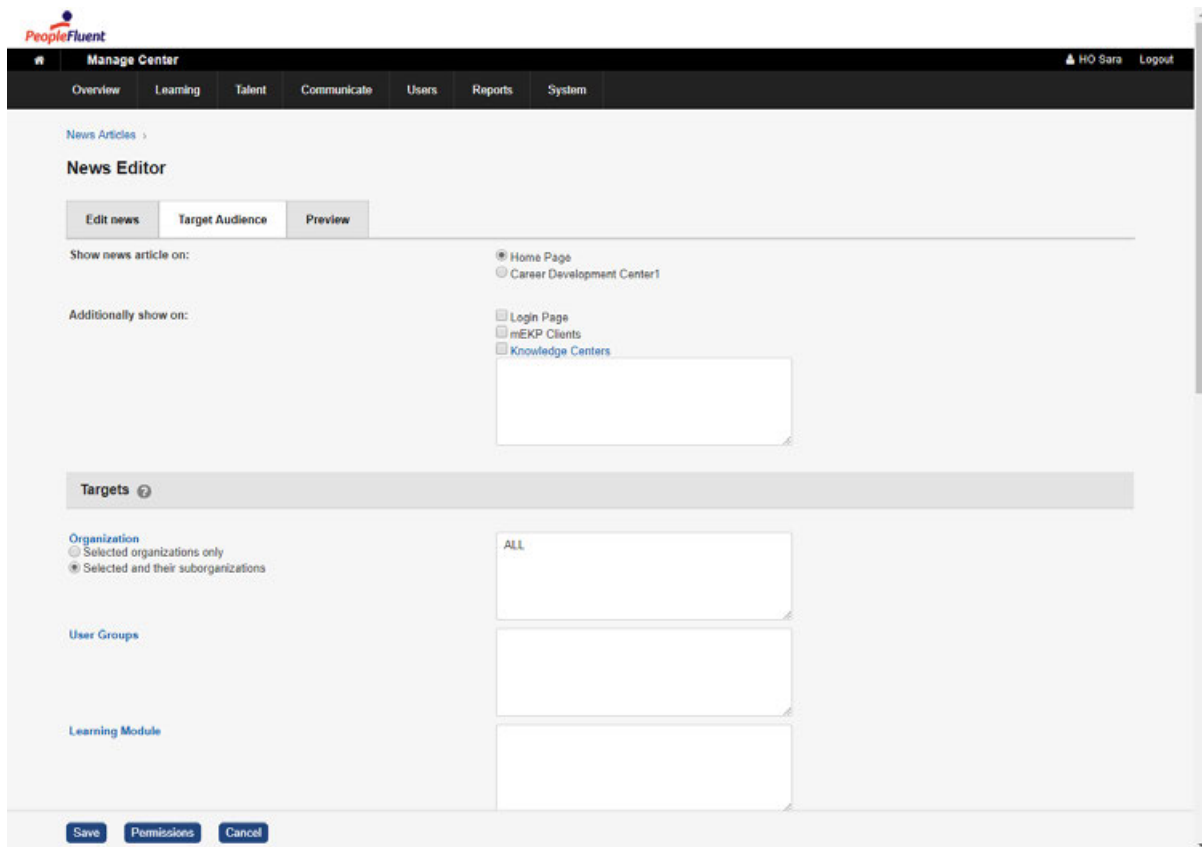
- Organization Units
- Learning Modules (that is, only users that are using the selected module will get the news)
- Catalogs, so that users with access to the selected catalogs will get the news (for example, new courses available)
- Specific user attributes
- Knowledge Centers. You can select courses or learning programs so that the news article will show in their respective Knowledge Center's news area.

After creating the news article you can define a target group by specifying a target set, then narrowing this distribution list by specifying additional recipient subsets. For example, if an article is to be targeted to users in Department 1 and Department 2 taking Learning Program Z who are classified under Attribute X, you would specify:

1. Department 1 and Department 2 in the Organization field
2. Z in the Learning Module field
3. X in the User Attribute field

The LMS also allows you to specify multiple options within each field or leave fields blank.

To define a target audience go to the Target Audience tab of the news article:



- You may specify public access (that is, click the **Show this news to all users?** box). However, note that if an article is marked as public, it will be sent to ALL users no matter which groups are selected.
- You also may indicate whether to display this news item in the login page (though the login page must first be configured to support news display).
- From here you may choose which organizations as well as which students (of specified courses) should receive this message. If an organization is specified, Administrators can specify whether to display the news article to the users of that specific organization or its child organization. The option is selected by default. If it is unchecked, the news article will be displayed only to the specific organizations, which excludes child organizations.

- You may also specify subset recipients and target Knowledge Centers (that is, the Knowledge Centers and even employees who joined during a specific set of dates). Note: With regards to Knowledge Centers, if you do not choose any learning module, the article will not be shown in any Knowledge Center.
- You can select User Groups.

## Quick Poll

The LMS provides the ability to attach a poll to a news article. A poll is simply a survey-type exam containing one multiple choice question useful for gauging informal opinions from users. The poll will be presented in the Quick Poll widget and once responded to, the current poll results are displayed immediately in the form of a bar chart.

News articles with a poll attached do not appear in the News panel on the home page when the user has the Enable New UI set to Yes in their profile.

To create a Quick Poll:

1. Go to Manage Center > Learning > Exam and Question Manager > Questions
2. Create Question
  - a. It must be of type "Multiple Choice"
  - b. "Allow only one answer?" should be set to "Yes"
3. Go to Manage Center > Learning > Exam and Question Manager > Exams
4. Create Exam
  - a. It must be of type "Survey"
  - b. It must have a single fixed section containing your poll question
5. Go to Manage Center > Communicate > News Manager > News Articles
6. Create News Article

### News Editor

Permissions Save

Edit News Target Audience Preview

Modify the overall properties as required below. You can enter a file attachment as well as directly enter news text into the text field (i.e. type or cut and paste). If the attachment URL is non-blank, an icon will be added to the article display to permit the download. A sample download URL could be '/currentpreview/nd/fresco/repository/documents/myfile.doc'.

REMARK: The maximum length of the teaser is 255 characters.

Entered By:	MOLINA Alon (NETDALON)	Date Entered:	Feb 8, 2013
Last Updated By:	MOLINA Alon (NETDALON)	Last Updated:	Feb 8, 2013
Expiration Date:	Mar 10, 2013		
Display Status:	Do Not Automatically Show	Display Format:	Headline Title and Teaser
News Category:	Holiday Events	Display Order:	50 (1-100 where 100 will be displayed first)

---

Auto Delete Date: (not specified) Automatically Delete? Do Not Delete

Title (Required): Holiday on Feb 10, 2013

Picture URL: /currentpreview/nd/fresco/repository/EKP000001601.pdf Select Reset

File Attachment URL: Select Reset

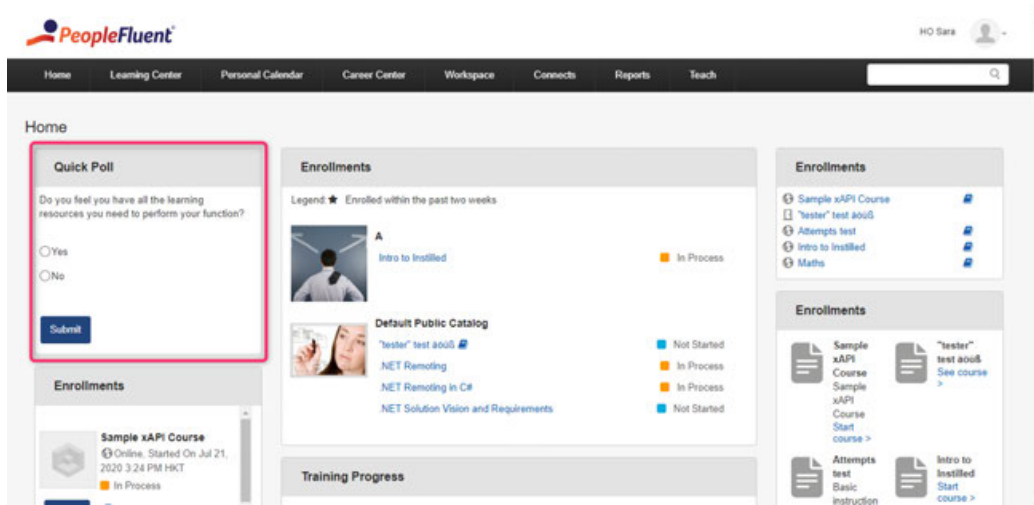
Survey/Feedback:  Poll Select Reset

Teaser: Chinese New Year

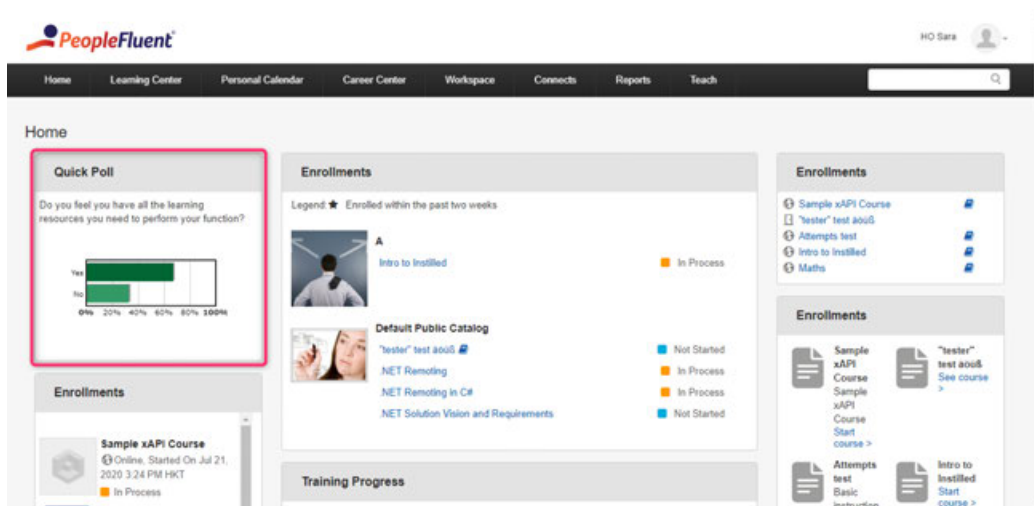
- a. Configure the display settings
- b. Enter a Title
- c. Enable "Poll" checkbox
- d. Select the survey
- e. Configure the Target Audience

7. If not done already, add the Quick Poll widget to the active Home or Widget page:
  - a. Go to Manage Center > System > General Settings > Home Page Manager
  - b. Edit the Home or Widget page the quick poll widget should appear on
  - c. Drag the Quick Poll widget from the library to an appropriate position on the template

Once setup correctly, the Quick Poll widget will present the poll to targeted users:



Each user can respond to the poll once only and on responding, the current poll result will be displayed as percentages:



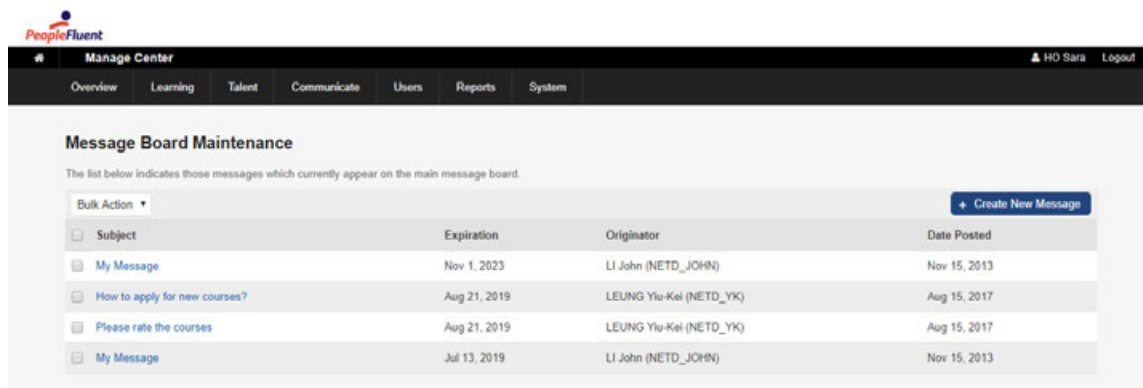
- The number of responses per question choice can be viewed via the R304 report.
- The news article which is associated with the poll will not appear on the login page or in other places where news articles are expected to appear.

## The Message Board

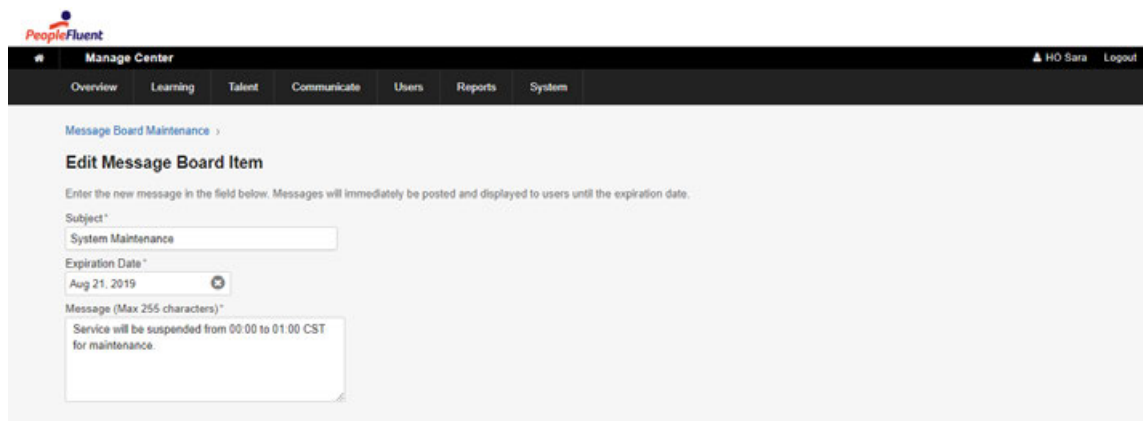
(Available for Performance and Learning only)

To post or edit messages on the Message board, go to Manage Center > COMMUNICATE > COMMUNITY MANAGER > Message Board Maintenance.

1. To edit a message, click on the desired message board item; or click **+ Create New Message** to write a new one:



2. In the Edit Message Board Item and Save:



**Note**

There is no access to the message board from the Connect menu. Users can only access the message board to see messages by going directly to the URL ending ?TX=LISTBLTNS.

## Login and Password Configuration

Login and password configuration involves, among other things, specifying:

- Limits to the number of login attempts
- Password standards

### Configure Login and Password Options

To configure login and password options:

1. Access **Manage Center > System > General Settings > System Configuration**. The System Configuration page appears.
2. Select Security Management from the drop-down list. The Security Management section of the System Configuration screen appears.
3. Specify the desired configuration options.
4. Click Save at the bottom of the page.
5. Proceed to specify login reminders.

## Login Notifications Configuration

**System Configuration > General > Enable Login Notifications** allows Administrators to enable/disable the login popup. The Login Notifications page will be displayed after authentication if any of the following apply:

1. Blocker Deadline Alert
2. Behind Progress Alert
3. Session Selection Needed

## Concurrent Login

**System Configuration > Security Management > Advanced: Allow Concurrent Logins** controls whether multiple concurrent logins with the same user ID are allowed.

Once concurrent logins are disabled, any users having active session must choose to terminate their present one before they can be able to log in again.

### Message

Unable to log in because the same user ID has already logged in.

[Terminate Sessions](#) [Back](#)

- Sometimes Users are not aware that they still have an active session because they may have closed the browser without logging out properly.
- This "**Terminate Sessions**" feature will be valid for only 20 seconds after the attempted login for security reasons. If the login exceeds this time limit, an error message: "Token timeout. Please go back and try to login again" will be shown.

## Persistent Login for 30 Days

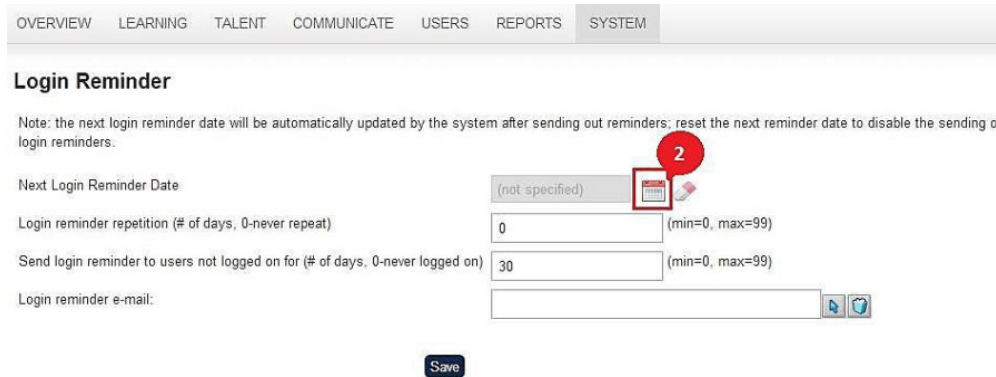
Users can be kept log-in in a session for 30 days by checking **System Configuration > General > Keep users logged in for 30 days**. Once enabled, a persistent HTTP cookie will be set up when the Users log in. It is set to expire after 30 days, and will be cleared if the Users explicitly log out. This cookie is secure only if the login takes place over a secure connection.

This feature works for primary login mechanism from both local login or SSO. It is disabled by default.

## Configure a Login Reminder

You may configure the LMS to send a login reminder to users who have not logged in for a number of days, or send this reminder on a specific date. To configure a login reminder:

1. Access **Manage Center > System > System Support Functions > Login Reminder**. The Login Reminder page appears.



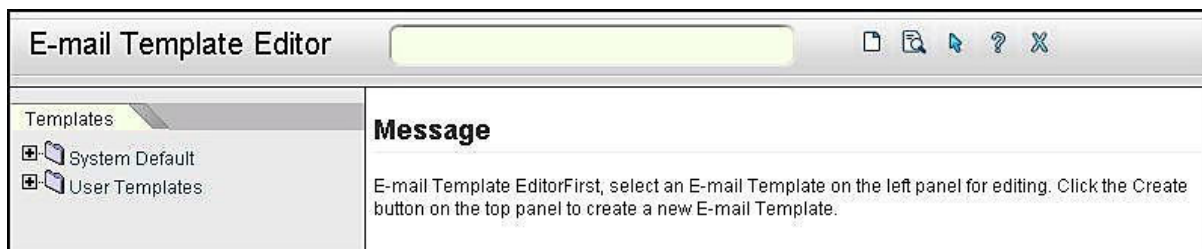
2. To configure a reminder for a specific date, click the Calendar icon.

3. Select the desired date using the date picker

4. Specify the number of login reminders (if desired) in the Login reminder repetition field.

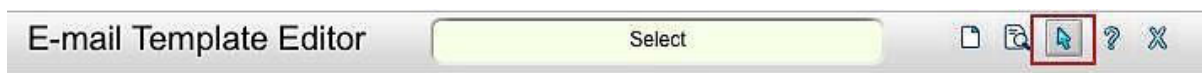
5. You may also configure the LMS to send a reminder e-mail for users who have not logged on for a certain number of days by entering the appropriate figure in the Send login reminder to users not logged on for field.

6. Select the login message by clicking the Select icon. The E-mail Template Editor appears in a new window.



7. Choose the desired template from the list on the left.

8. Click the Select icon at the top of the E-mail Template Properties window.





The desired E-mail message appears in the Login Reminder page.

OVERVIEW LEARNING TALENT COMMUNICATE USERS REPORTS **SYSTEM**



### Login Reminder

Note: the next login reminder date will be automatically updated by the system after sending out reminders; reset the next reminder date to disable the sending of login reminders.

Next Login Reminder Date: (not specified)  

Login reminder repetition (# of days, 0-never repeat):  (min=0, max=99)

Send login reminder to users not logged on for (# of days, 0-never logged on):  (min=0, max=99)

Login reminder e-mail:   

**Save**

9. Click Save.

10. Click Back to return to the System Administration Manager screen.

### Allow e-mail-based user log-in

If unchecked, the "Allow e-mail-based user log-in" settings can force people to have to use their user ID. This is useful if the LMS system administrator is not enforcing unique email addresses for users. (e.g. multiple users may share a group email address)

**Note:** By default, this option is checked.

### Using a field other than user ID as login identifier

It is now possible to use a field other than user ID as the identifier used at login, both for local login and SAML single sign-on. To do this, configure the `authentication.keyField` property in the `/WEB-INF/conf/ekp.properties` file. Allowed values are as follows.

Field	<code>authentication.keyField</code>
User ID (default)	UserID
Email address	Email
User attribute 1	UserAttr1
User attribute 2	UserAttr2
User attribute 3	UserAttr3
User attribute 4	UserAttr4
User attribute 5	UserAttr5
User attribute 6	UserAttr6
User attribute 7	UserAttr7
User attribute 8	UserAttr8
User attribute extension	UA- <b>{label1}</b> (for example if the attribute extension label is <b>MyAttributeExtension</b> on then use UA-MyAttributeExtension)

Note that with the exception of user ID, it is not guaranteed that these fields will have unique values.

Login using any of these fields will fail unless there is **exactly one** user account with the appropriate field value.

### Impact on SAML single sign-on

The specified field is used in place of `UserID` to match the LMS account. The identity provider will need to provide a value for the corresponding field; it need **not** provide a value for `UserID` if this is not being used as the identifier.

You should not enable updates for a field that is being used as the identifier. For example the following configuration would be invalid.

```
# Invalid configuration
authentication.keyField=Email
authentication.attribute.Email.allowUpdate=true
```

### Impact on local login

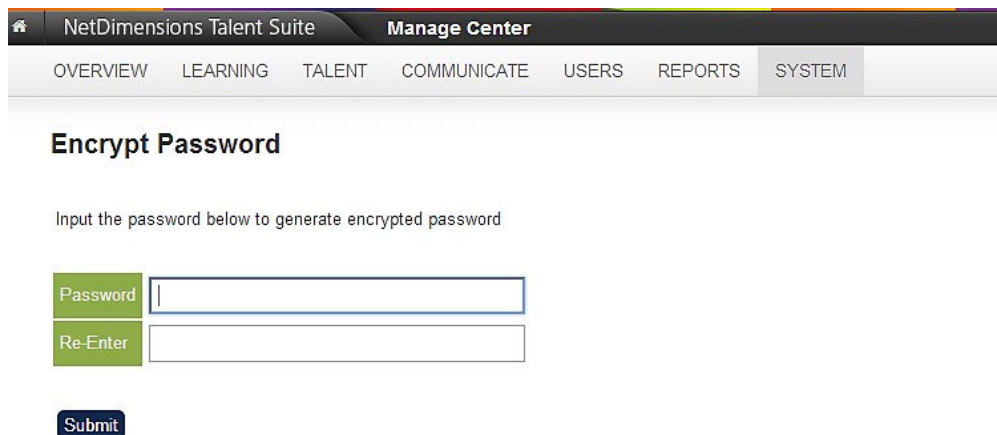
The supplied login name is first checked against the user ID as normal. If there's no active account with the appropriate user ID, and a different field is specified for `authentication.keyField`, then the LMS will look for a user account with the appropriate value for the specified field, and will use it **only if there is exactly one account with the appropriate value**.

## Password Encryption

The LMS password encryption function generates an encrypted password to replace clear text password in the `ekp.properties` file.

To generate an encrypted password:

1. Access **Manage Center > System > System Utilities > Encrypt Password**. The Encrypt Password page appears.



2. Enter the password in both the **Password** and **Re-enter** fields. Click Submit. The application returns a message.



## Encrypt Password

---

Set the encrypted database password in the `ekp.properties` as follows:

```
default.encryptedPassword=25E15C1E3FBE5FB4334DA103A739F6EE
```

Then remove the `default.password` entry that contains the clear text password

[Back to System Utilities](#)

**Note** the password generated in the `default.encryptedPassword` field.

From here you will need to set the `ekp.properties` file with the new default password and remove the `default.password` entry containing the clear text password.

## Support Passwords Defined in `ekp.properties` in Encrypted Form

The following password fields that can be defined in `ekp.properties` now support an encrypted form:

- `ldap.activeDirectoryPassword`
- `archive.password`

An encrypted password can be generated by the Encrypt Password Function that binds to the license. As usual, if the license needs to be replaced whether because of an upgrade or a license extension, the defined encrypted password will need to be commented out before replacing the license then use the Encrypt Password function to generate the encrypted password with the new license deployed and update it to the `ekp.properties`.

## JNDI-based LDAP password authentication

### JNDI environment properties

Administrators can configure arbitrary environment properties in `/WEB-INF/conf/ekp.properties` when using JNDI-based LDAP password authentication. Simply prefix the property name with `ldap.jndi.` (to configure a default for all directory services), or with `ldap.jndi{index}.` (to configure for a specific directory service, for example `ldap.jndi1.` to configure for directory service 1).

Most significantly, this makes it possible to secure the LDAP connections using SSL (sometimes referred to as "LDAPS"). This can be configured in either of the following ways:

- **Specifying a security protocol**

Administrators can explicitly specify that SSL be used as the security protocol. The relevant JNDI property name is `java.naming.security.protocol`. Therefore, to specify this as the default for all directory services they would use the following.

```
ldap.jndi.java.naming.security.protocol=ssl
```

To specify that SSL be used for directory service 1 you would use the following.

```
ldap.jndi1.java.naming.security.protocol=ssl
```

- **Specifying an LDAPS provider URL**

Alternatively, you can specify a provider URL using the LDAPS scheme. The relevant JNDI property name for the provider URL is `java.naming.provider.url`. Therefore, to configure an LDAPS URL for directory service 1 you would use something like the following (for `localhost` on port 636). (The raw value is `ldaps://localhost:636`; note the use of the backslash to escape the colon characters as per the conventions for `.properties` files.)

```
ldap.jndi1.java.naming.provider.url=ldaps\://localhost\:636
```

If you explicitly specify the provider URL there's no need to separately specify the host and port for the directory service.

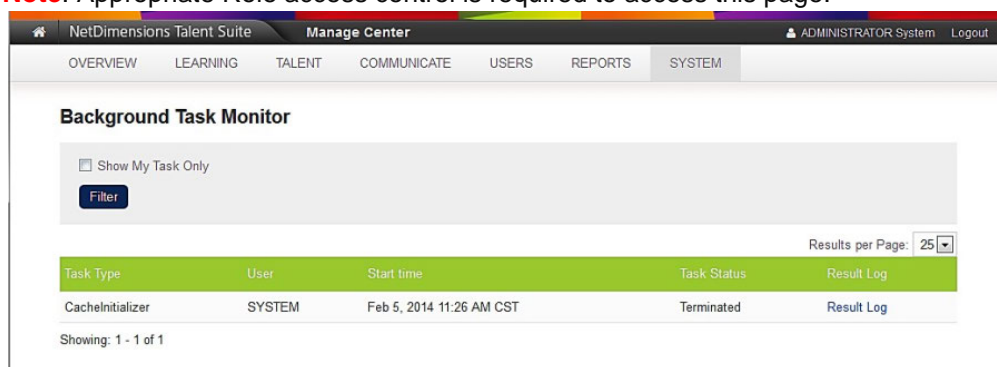
### Requiring JNDI for LDAP password authentication

The `ldap.useJndi` property is an alias for the `ldap.useActiveDirectory` property. It is recommend to enable this regardless of whether the directory service uses Active Directory.

### Background Task Monitor

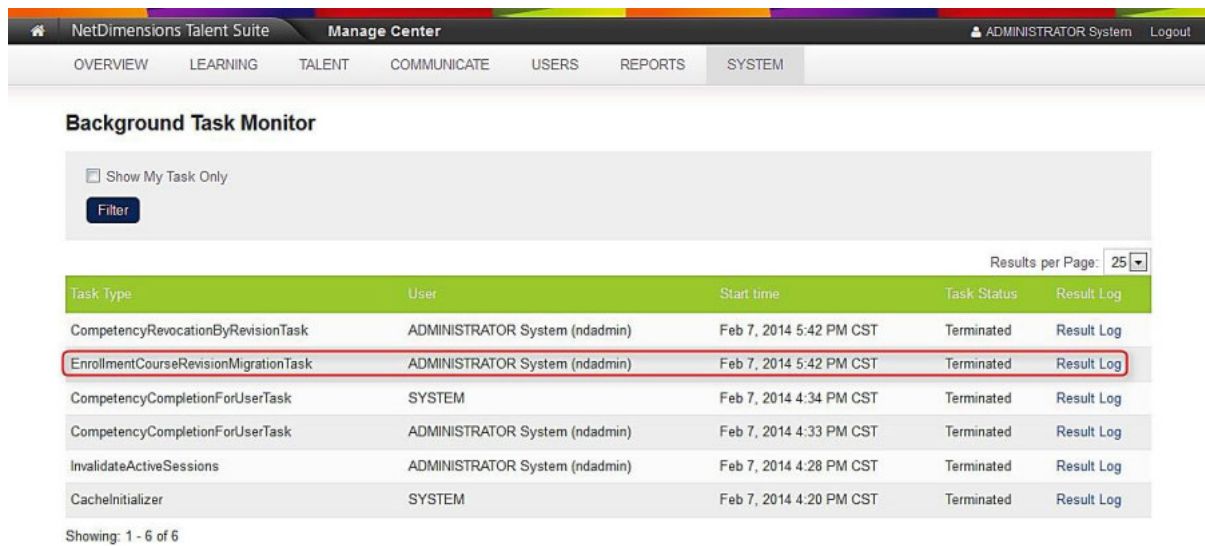
The Background Task Monitor lists background tasks that have executed, are executing, and are pending for execution since the last system startup. It is located under **Manage Center > System > Status and Logs > Background Task Monitor**.

**Note:** Appropriate Role access control is required to access this page.



### Background Processing of Enrollment Migration

When an Administrator publishes a new revision for a course, it involves many back-end transactions including the migration of existing enrollment records. These are performed in the background and the result can be seen in the Background Task Monitor:



Administrators can view the result of enrollments migration using the Background Task Monitor

## Status and Logs

### Users and Security

Systems Administrators can query the system to retrieve user-related information including:

- User logins
- Violations
- Audit settings

### View User-related Information

To access user-related information such as a list of users currently logged into the system or violations: (i.e. unauthorized log in attempts) **Access Manage Center > System > Status and Logs > User Sessions**. The User Sessions screen appears.

## View Violations

To access violation statistics to view a list of failed log in attempts or other violations access **Manage > System > Status and Logs > Access Violation Reports**. The Access Violation Reports screen appears.

**Access Violation Report**

Note that those valid user accounts in which the maximum number of failed logon attempts are exceeded are automatically suspended. These suspended accounts must be re-activated in the User Editor before they can be used again.

Start Date: (not specified) | End Date: (not specified) | Filter

Results per page: 10

Date	User ID	First Name	Last Name	Problem	Source Host	Source Address	Comments
Feb 12, 2013 2:54 PM CST	ndadmin	System	Administrator	Invalid Login Attempt	0:0:0:0:0:0:1	0:0:0:0:0:0:1	
Feb 12, 2013 2:51 PM CST	ndadmin	System	Administrator	Invalid Login Attempt	0:0:0:0:0:0:1	0:0:0:0:0:0:1	
Feb 12, 2013 2:23 PM CST	ndadmin	System	Administrator	Invalid Login Attempt	0:0:0:0:0:0:1	0:0:0:0:0:0:1	
Feb 12, 2013 12:02 PM CST	empno002	gm2	sample2	Invalid Login Attempt	0:0:0:0:0:0:1	0:0:0:0:0:0:1	
Feb 12, 2013 11:33 AM CST	ndadmin	System	Administrator	Invalid Login Attempt	0:0:0:0:0:0:1	0:0:0:0:0:0:1	
Feb 11, 2013 2:03 PM CST	empno001	gm1	sample1	Invalid Login Attempt	0:0:0:0:0:0:1	0:0:0:0:0:0:1	
Feb 11, 2013 10:28 AM CST	ndadmin	System	Administrator	Invalid Login Attempt	0:0:0:0:0:0:1	0:0:0:0:0:0:1	
Feb 8, 2013 5:54 PM CST	ndadmin	System	Administrator	Invalid Login Attempt	0:0:0:0:0:0:1	0:0:0:0:0:0:1	
Feb 8, 2013 5:19 PM CST	empno010	gm10	sample10	Invalid Login Attempt	0:0:0:0:0:0:1	0:0:0:0:0:0:1	
Feb 8, 2013 4:51 PM CST	ndadmin	System	Administrator	Invalid Login Attempt	0:0:0:0:0:0:1	0:0:0:0:0:0:1	

Showing: 1 - 10 of 11

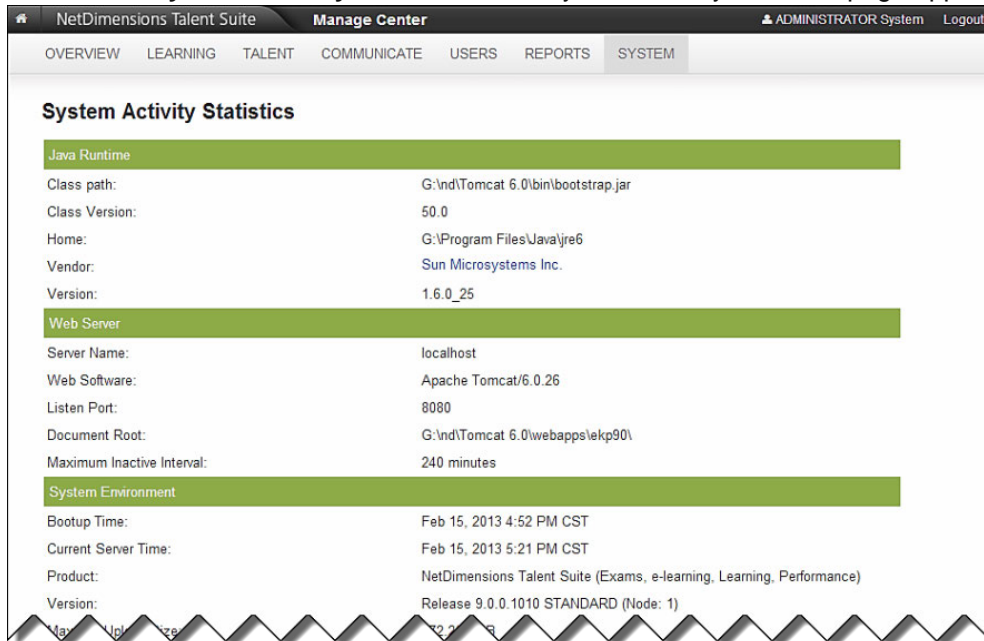
## Performance-related Information

Systems Administrators can retrieve data for performance analysis purposes including:

- Usage statistics
- Response times

### View Systems Statistics

To view performance related systems statistics, access **Manage Center > System > System Statistics > System Activity Statistics**. The System Activity Statistics page appears.



Scroll down to view relevant Operation Statistics.

Operational Statistics		
	Activity Since Bootup	Activity Since Reset Feb 15, 2013 4:52 PM CST
# of Page Hits:	46	46
Max # Concurrent Sessions:	1	1
# of Security Violations:	0	0
# of System Errors:	0	0
# of Duplicate TXs:	0	0
# of Indexing Operations:	2/0	2/0
# of mEKP Requests Received:	0	0
# of mEKP Requests Sent:	0	0

From this page you may view the LMS build information, License- related details as well as:

Java Runtime	Login Stats	Security Servlet	Manage Stats
Classpath:	Current # Active Users:	# of Requests:	Catalog Editor Startups:
Class Version:	# of Logins:	Total Size of Data Returned:	Exam Editor Startups:
Home:	# of Login Failures:	Cached URL Map Size:	User Editor Startups:
Vendor:	# of Password Changes:	Operational Statistics	# of File Uploads:

Version:	# of New Accounts Created:	# of Page Hits:	#of Report Startups:
System Environment	Enrolment Stats	Max # Concurrent Sessions:	# of Report Wizard Startups:
Bootup Time:	Total Module Enrolments:	# of Security Violations:	# of Real-Time Report Startups:
Current Server Time:	Total Learning Program Enrolments:	# of System Errors:	# of Scheduled Report Startups:
LMS Version:	Total LP Module Enrolments:	# of Indexing Operations:	# of Reports Denied:
Mode:	Enrolments Needing An Approval:	Knowledge Center Stats	Mail Activity Stats
Max File Upload Size:	Enrolments Waitlisted:	Knowledge Center Hits:	# of External Mail Msgs Sent:
Global Auto-Enrol Activation Timestamp:	# of Enrolment Failures:	Cached Knowledge Center Hits:	# of Internal Mail Msgs Sent:
Max Page Size (Bytes):	Withdrawals:	# of Module Startups:	Mail Queue Depth:
Daily Event Handler Start Time:	Removals:	# of Program Evaluations:	Failed Requests:
License Information	Auto Assign Module Enrolments:	Contact the Instructor Hits:	Use External Mail:
Serial Number:	Auto Assign LP Enrolments:	Contact My Learning Group Hits:	Misc. Activity Stats
Customer Name:	Auto-Enrol Queue # of Users/Criteria Scanned:	# of Tests Taken:	# Home Page Hits:
Concurrent Users:	Auto-Enrol Queue Size - Online: Max/ Offline: Max :	# of Notebook Page Hits:	# of Transcript Page Hits:
Network Users:	Web Server	Catalog Stats	# of Learning Plan Page Hits:
LMS Feature Level:	Server Name:	Catalog Module Description Hits:	# of News Page Hits:
Languages Allowed:	Web Software:	Catalog Searches:	Forum.Chat Stats
Expiry Date:	Listen Port:	Peer Comment Hits:	# of Forum Invocations:
IP Address:	Document Root:	New Peer Comment Postings:	# of Forum Page Hits:
Allow to change browser title:	Maximum Inactive Interval:	Catalog Stats	New Forum Postings:

## LMS related Information and Updates

Systems Administrators can query the system to retrieve information including:

- Build numbers
- License-related information
- System Logs
- Release Notes and
- System enhancements

### Determine LMS Build Number

When reporting a bug, it is of critical importance that you provide the support team with the exact build number for the version of the LMS that you are running. This is not simply the major version number (e.g. 6.0), but rather the longer number that includes four numbers separated by dots (for example 5.7.0.198.) With this information, along with relevant messages from the log file, we will be able to investigate and hopefully resolve your problem much more quickly.

To find out what build you are using:

- Access Manage Center > System > System Statistics > System Activity Statistics.
- Scroll down the System Activity Statistics page and look for 'Version' in the System Environment section.

The Version number will be stated as 'Release x.x.x.xx STANDARD (for example 'Release 8.2.0.1149 STANDARD'). The four numbers in the middle -

i.e. 'x.x.x.xx (or in the above example, 8.2.0.1149) collectively form the build number.

System Environment	
Bootup Time:	Jul 23, 2012 7:09 PM GMT+08:00
Current Server Time:	Aug 2, 2012 6:01 PM GMT+08:00
Product:	NetDimensions Talent Suite (Exams, e-learning, Learning, Performance)
Version:	Release 8.2.0.1149 STANDARD (Node: 1)
Max File Upload Size:	572.205 MB
Global Auto-Enroll Activation Timestamp:	Aug 1, 2012 2:46 PM GMT+08:00
Max Page Size (Bytes):	syscust/212023
Daily Event Handler Start Time:	3:00 (Aug 2, 2012 3:00 AM GMT+08:00)

### View LMS License Details

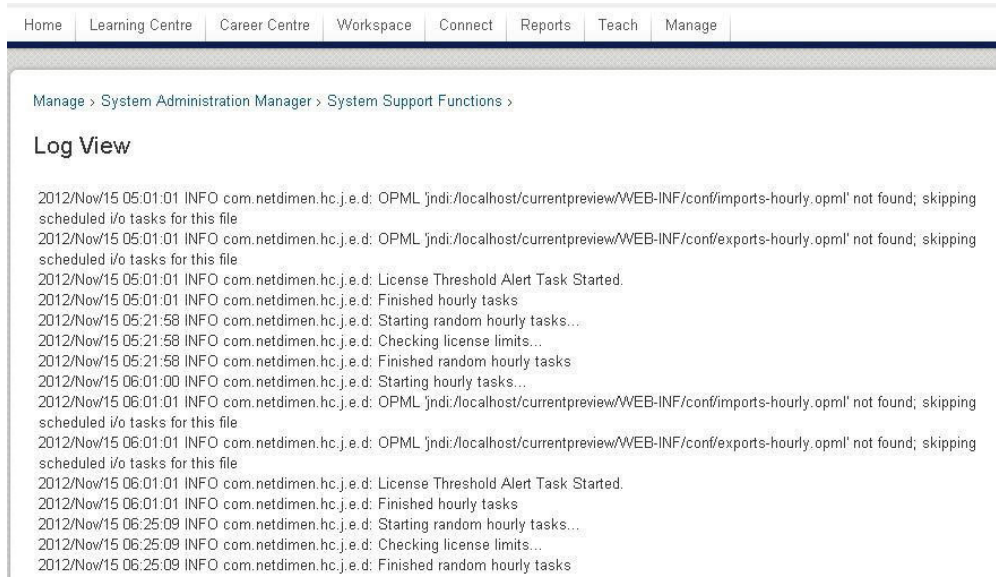
To view license details:

- Access Manage Center > System > System Statistics > System Activity Statistics.
- Scroll down to view the license information.

License Information	
Serial Number:	0-0-133062b-50-0-0-0-0-64-28-389
Customer Name:	NetDimensions QA 2012 - EKPv8
Concurrent Users:	Unlimited
Network Users:	Unlimited
Languages Allowed:	30
Expiry Date:	Jan 1, 2013
IP Address:	Unrestricted
Allow to change browser title:	False

## Review LMS Logs

To view the log entries, click on System Log. The Log View screen appears.



To view additional (or fewer) entries, enter the number of entries in the Lines field at the bottom of the page, then click Update. The screen refreshes.

## Download System Log

To download the log:

1. Click Download Zipped Log at the bottom of the page. A file download confirmation box appears.
2. Click Save and specify the location where the log file will be saved.



### Enable or View Auditing, Debug, Tracing Options

To view the status of or enable auditing, debug and tracing options, access **Manage Center > System > System Support Functions > Debug/Tracing Options**. The Debug and Tracing Options page appears.

Option	Current Setting
Debugging:	OFF
HACP Tracing:	OFF
AutoEnroll Tracing:	OFF
Auditing:	OFF

Save

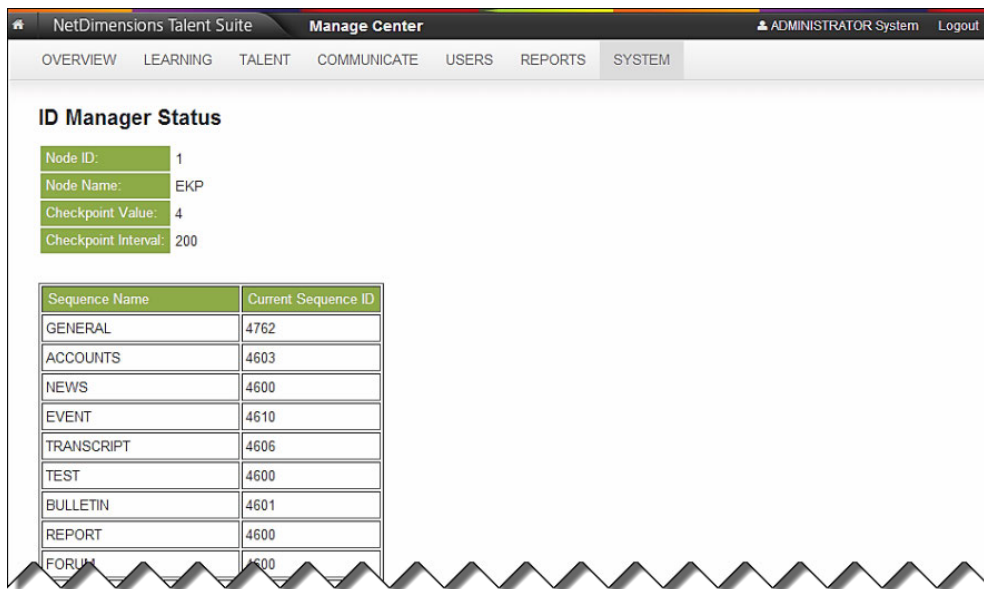
From here you can change (i.e. activate or deactivate) debug, tracing and auditing options from the respective drop down menu. Click Save to activate changes.

**Note** : Be aware that there may be performance implications depending on which options are set.

### View Identification Numbers of Current Tasks (ID Manager Status)

The ID Manager Status function allows you to view the sequence numbers (i.e. the ID Manager key values) of the individual tasks. This means, if the current sequence ID for news items is 17000, the next news task sequence number assignment is 17001.

To retrieve these values access **Manage Center > System > Status and Logs > ID Manager Status**. The ID Manager Status page appears.



## Running Scheduled Tasks on Demand

To run a regularly scheduled task on demand, go to **Manage Center > System > System Utilities > Scheduled Tasks**.

On the Scheduled Tasks screen, tasks can be further filtered by **Frequency** and **Task Type**. The **Task Name, Frequency, Type, Last Start Time, Last Status, Next Run Time** and **Task Status** are listed on the table. Users can select one or more tasks and then run the tasks on demand.

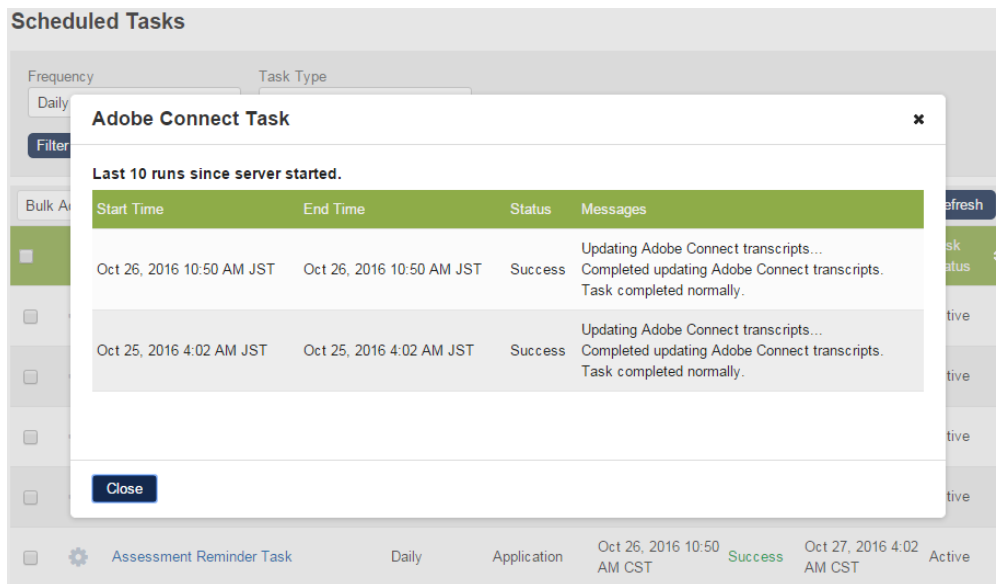
### Scheduled Tasks

Frequency:  Task Type:

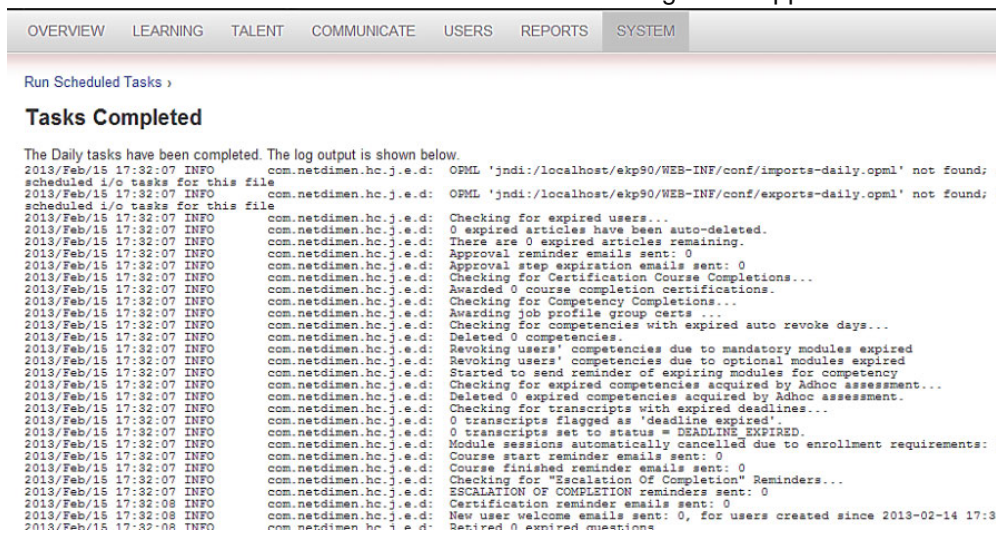
Bulk Action:

<input type="checkbox"/>	Task	Frequency	Type	Last Start Time	Last Status	Next Run Time	Task Status
<input type="checkbox"/>	Adobe Connect Task	Daily	Application	Oct 26, 2016 10:50 AM CST	Success	Oct 27, 2016 4:02 AM CST	Active
<input type="checkbox"/>	Appraisal Completion Reminder	Daily	Application	Oct 26, 2016 10:50 AM CST	Success	Oct 27, 2016 4:02 AM CST	Active
<input type="checkbox"/>	Appraisal Start Reminder	Daily	Application	Oct 26, 2016 10:50 AM CST	Success	Oct 27, 2016 4:02 AM CST	Active
<input type="checkbox"/>	Approval Queue Maintenance Task	Daily	Application	Oct 26, 2016 10:50 AM CST	Success	Oct 27, 2016 4:02 AM CST	Active
<input type="checkbox"/>	Assessment Reminder Task	Daily	Application	Oct 26, 2016 10:50 AM CST	Success	Oct 27, 2016 4:02 AM CST	Active
<input type="checkbox"/>	Auto Archive Task	Daily	Application	Oct 26, 2016 10:50 AM CST	Success	Oct 27, 2016 4:02 AM CST	Active
<input type="checkbox"/>	Auto Competency Revocation Task	Daily	Application	Oct 26, 2016 10:50 AM CST	Success	Oct 27, 2016 4:02 AM CST	Active

Click on the task name and it will show the history of the task.



Click on the group of tasks your wish to run. (hourly, daily, weekly, monthly). Then select what type of tasks to run. Click Run Scheduled Tasks. An acknowledgement appears.



Use the breadcrumb to go back from previous menu.

## System Configuration

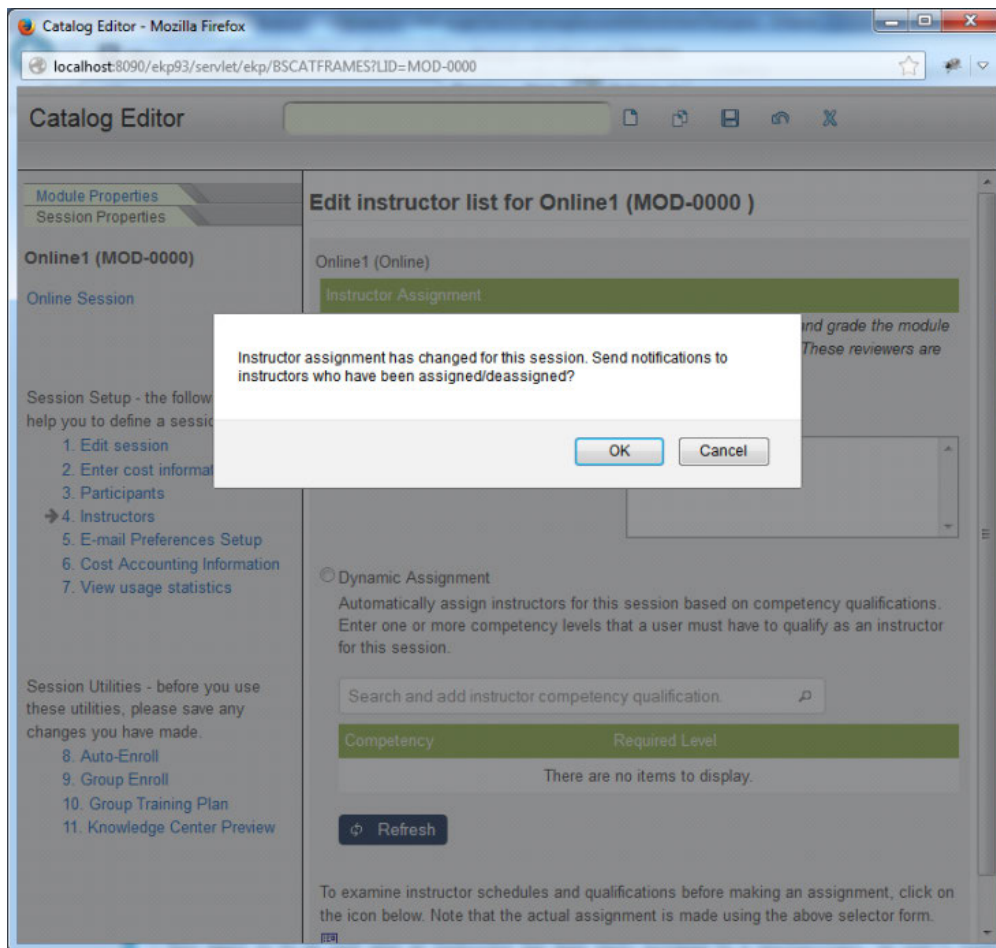
### Catalog

#### Instructor Assigned to/Deassigned from Class E-mail Template

An instructor can be informed by email when being assigned to / deassigned as the teacher of a class. This can be done via the two System Configuration settings:

1. Instructor Assigned to Class E-mail Template
2. Instructor Deassigned from Class Email Template

A prompt will appear for the users to confirm that an email will be sent when an instructor has been newly assigned to a session/class.



The function applies only to Instructors who have been assigned manually (excludes dynamically assigned instructors). The email will include iCal invitations, if configured. Users can choose to append Instructor information to the "Course Schedule" email template parameter.

## General

### Enforce Token-Processing Business Logic

Tokens can be used to charge courses in the LMS. When courses have a "token" cost, certain business rules may be applied as parts of the enrollment processing (for example, user credit balance must be higher than the course cost). This option enforces such rules; however, it is off by default as most environments do not use token payments.

- **Do not enforce**
- **Enforce for self-enrolments**
- **Enforce for self-enrolments and enrolment wizard** - when a logged-in user performs enrollment through the **Enrollment Wizard**, tokens will be deducted from his / her organization's token account.

### Initial Display View of Learning Path

There are two initial display options under System Configuration: "Expanded" and "Collapsed". When "Collapsed" is selected, the Learning Path will show only first level items on initial display. However if "Expanded" is selected, then the Learning Path will show all lower level items.

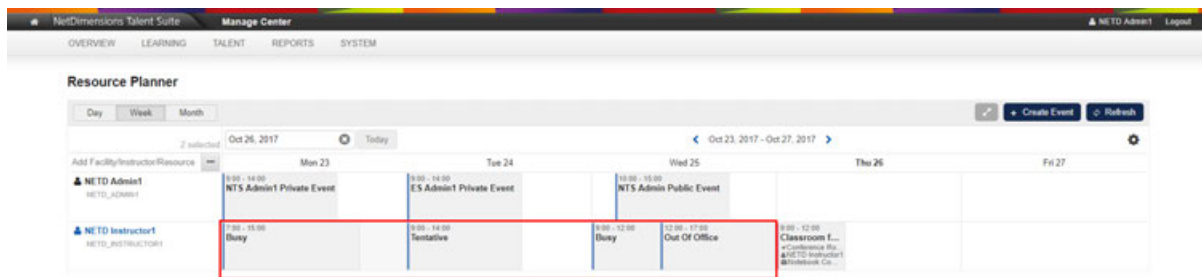
## Initial Display Layout of Learning Path

The *Initial Display Layout of Learning Path* shows the two options: Horizontal and Vertical

## Instructors' Personal Events at Resource Planner

The Administrators can configure whether to show the personal events of Instructors in **Resource Manager** by the settings below under the **General** category:

- **Include private events when viewing instructors' calendar information**
- **When viewing Personal Events for other instructors in Class Resource Manager calendars**, with the following options under it:
  - **Allow create/edit and display Event Information**
  - **Do not allow create/edit and display as "Busy" only"**
- In the illustration below, both **Include private events when viewing instructors' calendar information** and **Allow create/edit and display Event Information** have been checked. The personal events of instructors marked as "Private" are visible in the Calendars of **Class Resource Manager**:



- **"Busy"** will be displayed only in **Resources Planner**, **Instructor Schedule** and **Catalog Editor**.
- The events will not be editable in **Resources Planner** and **Instructor Schedule**.

## Enrolled Learning Modules

### Initial Display of Programs in Current Learning Modules

For clients who usually deal with simple programs or for less sophisticated users, it is preferable to display all lower-level items within the program on the current learning modules page by default so that users can get an overall view at a glance.

The **"Initial display of Top-Level Programs"** setting under the category **"Enrolled Learning Modules"** can specify whether the sub-modules under the program are displayed **Expanded** or **Collapsed** as the default state when the Learners open Current Learning Modules, or when the Enrollment Widget is loaded. On the displayed page, the Learners can choose to show / hide the sub-modules.

## Records/Transcripts

### Level of Visible Transcript Detail for learners

Three options are available for this feature:

- Details and Overall Progress
- Details, Overall Progress, and individual SCO Progress
- Details, Overall Progress, individual SCO Progress, and Course Interactions

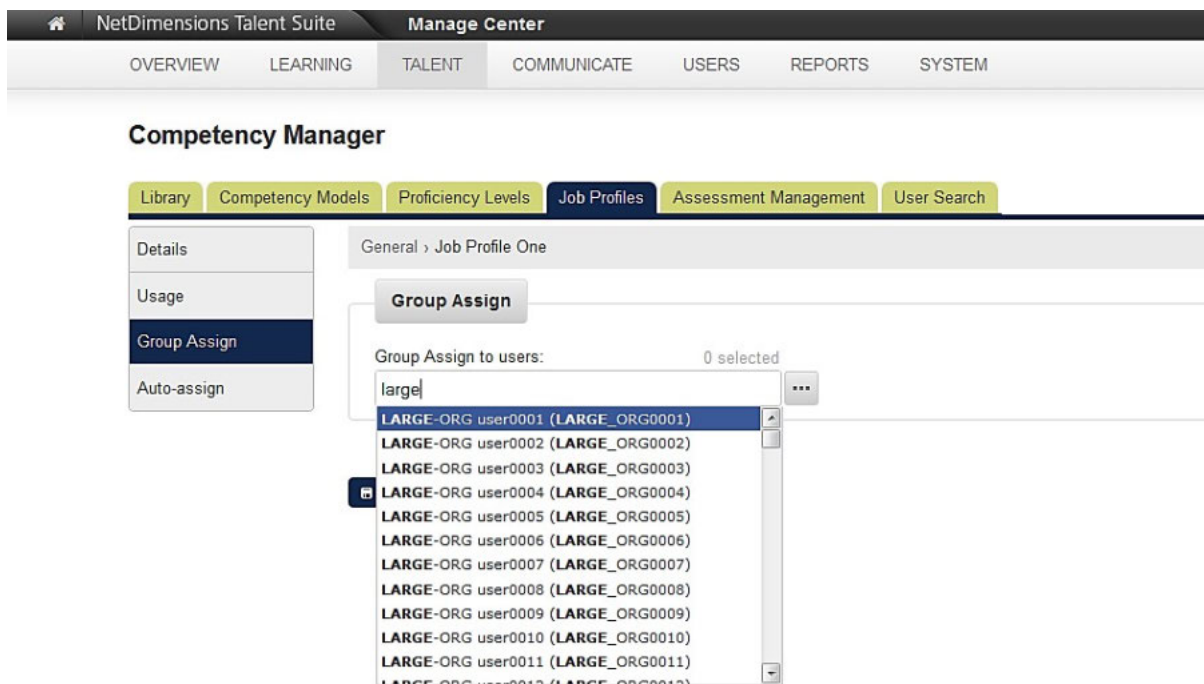
Note that the last 2 options will only affect the transcript view of a SCORM course  
 This feature applies only to the learners view of transcripts. The reviewers view is configured in the Org Maintenance page in User Editor.

## Search

### Limiting Number of Search Results

The number of search results to be displayed per object type before displaying a "More Results" link can be customized using the "Search results per category" System configuration

### Setting the Number of Search Results in User Selector



Setting the maximum number of entries displayed under the selector search result can be configured through **Manage Center > System > General Settings > System Configuration**. By default the value is set to 1000 for a fresh LMS installation.

Default Currency	United States of America, Dollars	8.3
Number of Years Access Violation Reports are retained	2 (Min=0, Max=10)	9.0
Automatically hide the instruct menu if the current user is not an instructor.	<input type="checkbox"/>	8.3
Maximum number of rows displayed under selector search results	1000 (Min=0, Max=10000000)	9.1
Default Organization Selector Format	Tree Format (Default)	8.2
Home Page		
Number of Enrolled Courses to Display	5 (Min=0, Max=99)	4.6

### Search Auto Suggestion Configuration

The LMS has an auto-suggestion search feature as seen in the *Catalog Search Widget, Learning Module Search, People Search* and the *Universal Search* from the navigation bar. This feature allows Administrators to enable/disable inline auto-suggestions via the "Enable inline result in Universal Search, Learning Module Search and People Search" option under the "Search" section of System Configuration. Note that the default value is set as *enabled*.

## System Configuration

Select a specific configuration category from the drop-down menu below. Subsequent screens allow you to edit the properties associated with the selected category. When you click Save, the current customization.properties file is updated.

Select a category

Search ▼

You must save all changes **before** selecting another category.

---

**Search**

Search results per category.	<input type="text" value="3"/> (Min=1, Max=100)	8.3 ?
Custom search URL template (e.g. http://example.com/search?q={searchTerms})	<input type="text"/>	10.0 ?
Enable inline result in Universal Search, Learning Module Search and People Search	<input checked="" type="checkbox"/>	12.1 ?

### When it is enabled

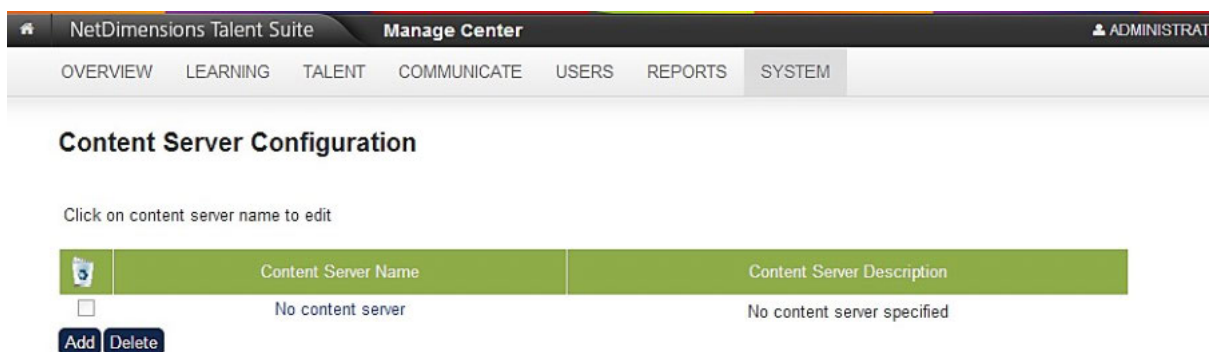
Users will have the results of the auto suggestion before pressing the search button in Catalog Search Widget, Learning Module Search, People Search and Universal Search. Users can also type to highlight a catalog from the catalog tree as a filter in Learning Module Search as well as the organization tree in People Search.

### When it is disabled

Users can still search by pressing 'Search' button. Users can select to filter from catalog tree / organization tree.

## Configure/Maintain Content Servers

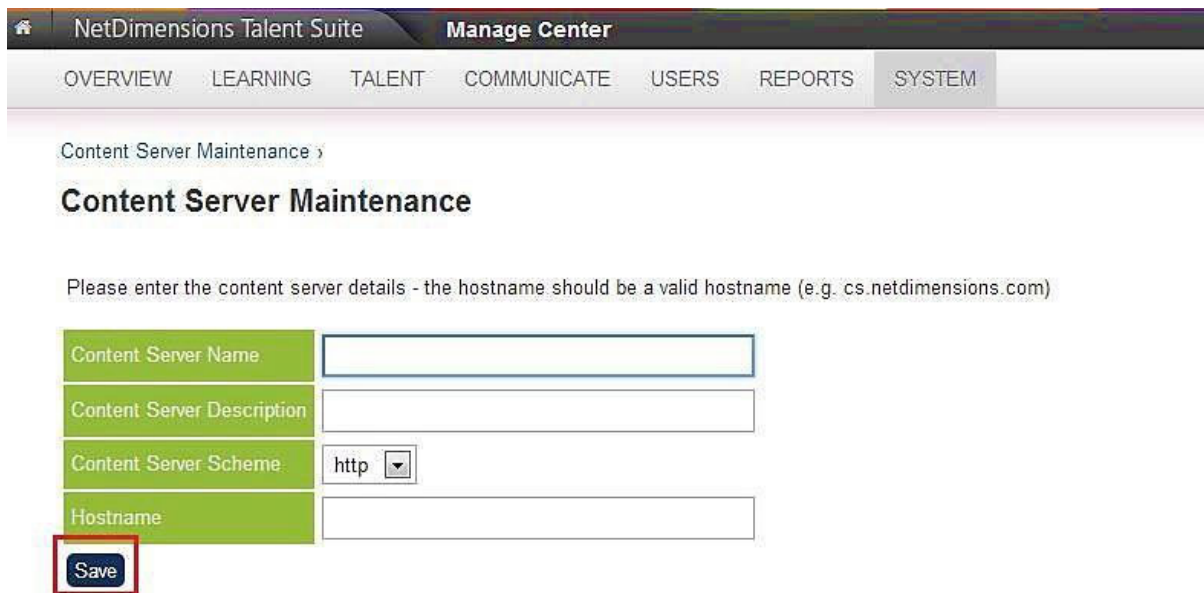
To edit or configure new content servers access **Manage Center > System > General Settings > Content Server Configuration**. The Content Server Maintenance list screen appears.



### Add a New Content Server Entry

To configure new content servers:

1. Access the Content Server Maintenance page.
2. Click Add. The screen refreshes.



3. Enter the:

- Name in the Content Server Name field
- Description in the Content Server Description field

4. Select whether the connection is secure (i.e. https) or not (i.e. http) in the Content Server Scheme field.

5. Enter the host's IP address in the Host Name field.

6. Click Save. The first Content Server Maintenance screen appears along with the new server in the list.

### Update a Content Server Entry

To update a content server entry:

1. Access the Content Server Maintenance page.

2. Click Add. The Content Server Maintenance details page appears.

3. Update the:

- Name in the Content Server Name field.
- Description in the Content Server Description field.

4. Select whether the connection is secure (i.e. https) or not (i.e. http) in the Content Server Scheme field.

5. Update the host's IP address in the Host Name field.

6. Click Save. The first Content Server Maintenance screen appears along with the new server in the list.

### Delete a Content Server Entry

To delete a content server entry:

1. Access the Content Server Maintenance page.

2. Choose the desired server entry.

3. Click Delete.



4. Click OK in the confirmation prompt to delete the content server entry.

## Configure/Maintain IP Addresses for Assessments

You can configure the list of IP addresses (i.e. devices) from which users can take exams. (i.e. System Default IP filters). To do so:

1. Access **Manage Center > Systems > General Settings > Default IP Filter for Exams**. The Default IP Filter for Exam screen appears.

### Default IP Filter for Exams

The default Starting Range Allowed IP Address for exams. Only users who are within the starting and ending IP Range as specified will be able to take the exam. The character \* found in the IP means any number in that range will be accepted. For example, 192.\*.\* means any IP which starts with 192 would be considered as a valid user to take the exam.

Allowed IP Address Range:

<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

If you require more items than the number of boxes above, first fill in all the available boxes and then click Save. You will then be presented with additional boxes so that you can add more items.

Save

2. Enter the list of (allowed) IP addresses.

If you wish to enter more than ten IP addresses, first enter IP addresses in all the available fields on the page.

The Starting IP Range must be smaller than Ending IP Range. (See below for more details.)

3. Click Save. The LMS will return an acknowledgement.

4. Click Continue. The original list of IP addresses appears along with additional empty fields.

5. If you wish to enter more addresses, repeat the steps. Otherwise click Back button.

## IP Filters

Only users who are within the starting and ending IP Range as specified will be able to take the exam. There are two different types of IP Filters:

- **system default IP Filter**
- **exam IP Filter**

The *System default filter* is described above but the *exam IP Filter* is used specifically for a single exam. The filter is found in the securities tab in the exam template editor.

If both the system default and exam IP filters are enabled, then the exam IP Filter will override the system default filter for that specific exam. The IP range is determined using a part by part comparison in the IP address. For example, the IP range is from 1.1.1.1 to 5.6.7.8. If your IP address is 2.3.4.5, then it would be allowed because:

- 2 is between 1 and 5
- -3 is between 1 and 6
- -4 is between 1 and 7
- -5 is between 1 and 8

However, if your IP address is 2.255.4.5, then it would not be allowed because:

- 255 is not between 1 and 6

The character \* found in the IP means any number in that range will be accepted. For example, 192.\*. \* means any IP which starts with 192 would be considered as a valid user to take the exam.

## Configure Knowledge Centers

### Knowledge Center System Configurations

To configure knowledge center related system configurations, go to **Manage Center > SYSTEM > GENERAL SETTINGS > System Configuration** and select the Knowledge Center category.

Specify the desired configuration settings:

Option	Description
<b>Knowledge Center Enabled</b>	Enable / Disable the Knowledge Center for all modules.
<b>Module always launches via Knowledge Center.</b>	<p>If checked: When the Learners click a module link, the Knowledge Center will be launched (instead of the Course); the module can only be launched from within the Knowledge Center.</p> <p>This option lets that the Learners view the information associated with a module since they must go to the KC to launch the course. It can be set on a module-by-module basis in the Catalog Editor.</p>
<b>Module Launches (Radio Buttons)</b>	<p>Determine how the module is launched:</p> <ul style="list-style-type: none"> <li>• <b>Allow module launches from program and module Knowledge Centers</b></li> <li>• <b>Allow module launches from module Knowledge Centers only</b></li> <li>• <b>Do not allow module launches from Knowledge Centers.</b></li> </ul>
<b>Change Classroom Status on First KC Entry</b>	<p>Whether to change the overall status for classroom sessions from ENROLLED to INCOMPLETE upon entering the Knowledge Center for the first time.</p> <p>This is always suitable for online modules, but may not be desirable for classroom sessions.</p> <p>The benefit of this option is that changing the status of classroom sessions allows the system to track the Learners' online activity associated with the classroom.</p>
<b>AREA: Show certification area</b>	Whether to enable the Certification Area.*
<b>AREA: Show contact list area</b>	Whether to enable the Contact List Area.*
<b>AREA: Show course summary area</b>	Whether to enable the Course Summary Area.*
<b>AREA: Show evaluation area</b>	Whether to enable the Evaluation Area.*
<b>AREA: Show forum area</b>	Whether to enable the Forum Area.*

<b>AREA: Show instructor list area</b>	Whether to enable the Instructor List Area.*
<b>AREA: Show news area</b>	Whether to enable the News Area.*
<b>AREA: Show notepad area</b>	Whether to enable the Notepad Area.*
<b>AREA: Show peer comments area</b>	Whether to enable the Peer Comments Area.*
<b>AREA: Show references area</b>	Whether to enable the References Area.*
<b>AREA: Show status change area</b>	Whether to enable the Status Change Area.*
<b>AREA: Show exam area</b>	Whether to enable the Exam Area.*
<b>AREA: Show picture area</b>	Whether to enable the Picture Area.*
<b>AREA: Show About Me for the instructor</b>	Whether to show the the link to the 'About Me' information for each instructor in the Instructor Area.*
<b>AREA: Show reference share area for instructors</b>	Whether to enable the File Share Area for Instructors.*
<b>AREA: Show file share area</b>	Whether to enable the File Share Area.*
<b>AREA: Show homework drop box</b>	Wheter to enable the Homework Drop Box.*
<b>AREA: Show marked/reviewed homework</b>	Whether to enable the the Homework Retrieval Area.*
<b>AREA: Show transcript area</b>	Whether to enable the Transcript Area.*
<b>AREA: Show assessment workflow area</b>	Whether to enable the Assessment Workflow Area.*
<b>AREA: Show quick evaluation area</b>	Whether to enable the Quick Evaluation Area.*
<b>AREA: Show Module Attributes</b>	Whether to enable the Module Attributes.*
<b>For Program Module, sort sub-modules by</b>	<p><b>Required/Elective:</b> the sub-modules will be displayed in 2 separate sections (Required Modules and Elective Modules)</p> <p><b>Defined Order:</b> the sub-modules will be displayed in one section. The order is the one which has been defined in the session properties.</p> <p>This is the default setting to define how the sub-modules of a Program displays in the KC.</p> <p>It can be changed later on a module-by-module basis in the catalog editor.</p>

Click **Save** at the bottom to confirm the settings.

**Note**  
\* Set these options in the **Knowledge Center**, or on a module-by-module basis in the **Catalog Editor**. If not set, they are disabled for **all** modules.

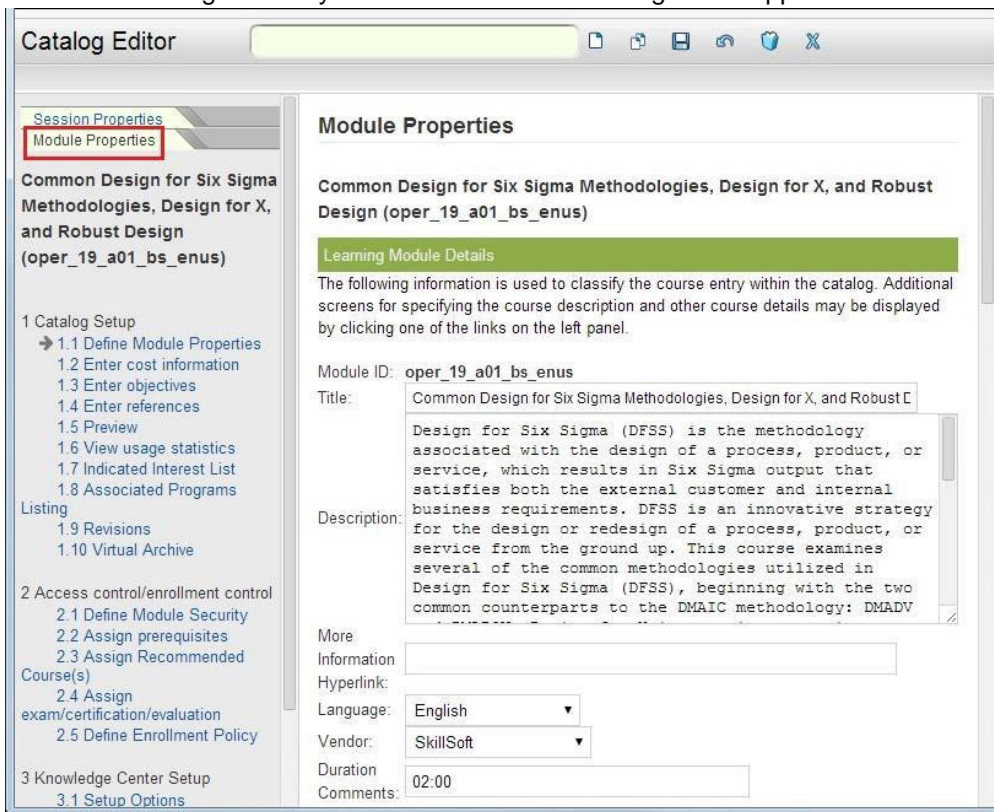
### Configure Knowledge Center Quick Starts

As noted earlier, a module's Knowledge Center can incorporate Quick Start button(s) that are used to launch any associated course.

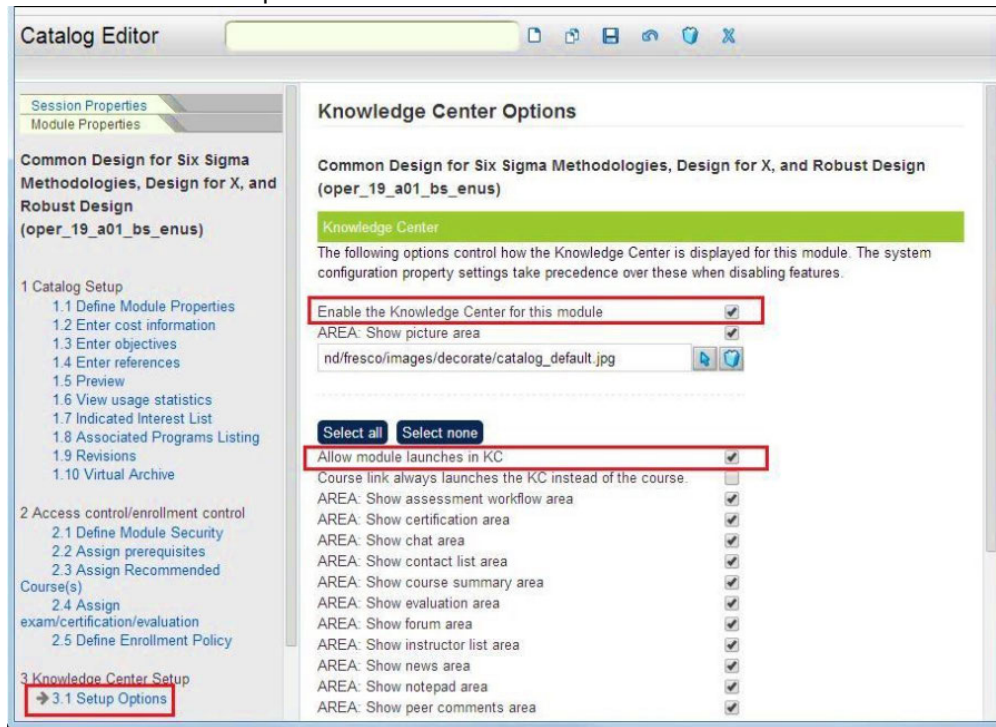
### Configure Quick Start Buttons for Individual Learning Modules

To configure Quick Start buttons for individual modules:

1. Access **Manage Center > Learning > Catalog General Settings > Learning Modules**. Search/select the learning module you want to edit. The Catalog Editor appears in a new window.

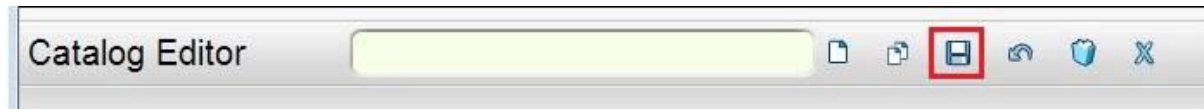


2. Click on Module Properties



3. Click on Setup Options. The Knowledge Center Options screen appears. You may either enable or disable Quick Start buttons by clicking the box by the **"Allow module launches in KC"** option. The Knowledge Center may be switched off on an individual course basis by clicking the **"Enable the Knowledge Center for this module"** option. This is useful for courses for which the Knowledge Center is not relevant.

4. Click the Save icon.



## Offline Player

The LMS has an Offline Player that enables content administrators to make selected courses available for learners to download. Learners may then take the courses at a convenient time even if they are not connected to the Internet, and their progress information will be sent to the LMS at a later time when an Internet connection becomes available.

### Current Learning Modules

- Training Program 1**  
 Nov 12, 2012 7:00 AM - Nov 13, 2012 4:00 AM GMT+08:00
- Maritime Navigation  
 Not yet started
- Human Computer Interface Guidelines  
 Not yet started

Refresh your current course list showing on this page.

[Back](#)

When a learner is enrolled in a course that is available for download, a "Download" hyperlink will appear both in the Enrolled Learning Modules tab and in the Knowledge Center (if available). Clicking

on the link will launch the Offline Player, which will download the course for offline use.

## Certification

### Enable "View Details" for certifications

Certifications are automatically awarded on completing exams or modules in the system. The full details of the desired certification can be viewed by either clicking **View Details** under its cog or on the Certificate title directly.

For clients who do not wish to show detailed information to end users, this can be turned off by unchecking the "**Enable "View Details" for certifications**" checkbox under **GENERAL SETTINGS > System Configuration > Certification**. It is enabled by default.

## User

### Automatically close user accounts without valid assignments

The option determine whether user accounts will be automatically closed if all associated assignments have expired. It is enabled by default.

**Note** : Even if this option is disabled, the LMS still allows manual reopening of accounts without any valid assignments.

## Self-registration

### Configure Self-registration

You can set up the LMS to allow learners to register themselves through a self-registration page. To set up self-registration:

- 1.Set up a sample user profile. (Refer to the document: version 6.1 Administrator's Guide: User Administration.)
- 2.Access **Manage Center > System > General Settings > System Configuration**. The System Configuration screen appears.
- 3.Select Self Registration from the drop-down list. The relevant section appears.
- 4.You must check the box by the Enable Self-Registration field to enable self registration.
- 5.If you click the box by Enable User Agreement, the system will display a user agreement form at the end of the self-registration process, which the user can accept, upon which the user's account will be created when the user accepts, or decline (upon which the user will be returned to the Self Registration page).
- 6.Select the fields that will display in the Self Registration page.

You may wish to impose a requirement for unique e-mail addresses by clicking on the box by the User E-mail must be unique field. This option mandates a system check of entered e- mail addresses and can mitigate or reduce the problems caused when users accidentally self-register themselves multiple times.

- 7.Specify whether you want to allow the user to enter a new business unit by checking the box by the Enable User edit organization.

Self Registered users need authorization before access	<input checked="" type="checkbox"/>	4.6	
The highest organization level that can be changed by a self-registration user	Level 1	4.6	
The profile user ID	netd-sa-profile	4.6	
The admin user ID:	<input type="text"/>	4.6	

If you wish to add an approval level i.e. require that any self-registration application first be reviewed and approved, click the box by the Self Registered users need authorization before access field. When a user self registers his/her registration application will be classified as 'suspended' pending approval from the appropriate individual. Only when the registration application has been approved will the registration be finalized.

8.You may also want to specify that an e-mail be sent to an administrator by specifying an e-mail address in the admin user ID field.

Choose the user profile from the drop-down list by The profile user ID field. A user can specify the branch of the organization where he/she works. The specificity of this can be limited in the highest organization level that can be changed by a self-registration user field.

The highest organization level that can be changed by a self-registration user	Level 1	4.6	
--	---------	-----	--

When the user enters the initial set of his/her data, the system will ask him/her for additional organizational details. The details the user enters will depend on the number of levels set in the The highest organization level that can be changed by a self-registration user field.

You you can also specify:

- Whether the registration date is to be used as the date the user joined the organization (i.e. the user's join date)
- Expiration dates
- Emails messages automatically sent upon successful or unsuccessful registrations

9.Click Save at the bottom of the page.

### Configure the Language of the Self-registration Page

The LMS allows for the specification of the language of the self registration page thereby enabling the administrator or user to select the language of his/her choice. This is done by adding the LANG parameter to the URL. For example: 'http://www.yourekpsite.com/nts/servlet/nts/selfregistration?LANG=1'

The available LANG options are:

- (1, "ENGLISH")
- (2, "SIMPLIFIED\_CHINESE")
- (3, "TRADITIONAL\_CHINESE")
- (4, "JAPANESE")
- (5, "KOREAN")
- (6, "GERMAN")
- (7, "SPANISH")
- (8, "DUTCH")
- (9, "FRENCH")
- (10, "TRADITIONAL\_CHINESE\_HK")
- (11, "ITALIAN")
- (12, "POLISH")
- (13, "GREEK")
- (14, "PORTUGUESE")
- (15, "PORTUGUESE\_BR")

- (16, "SPANISH\_MX")
- (17, "FRENCH\_CA")
- (18, "ARABIC")
- (19, "HINDI")
- (20, "MALAY")
- (21, "THAI")
- (22, "TURKISH")
- (23, "ENGLISH\_UK")
- (24, "ENGLISH\_CA")
- (25, "UKRANIAN")
- (26, "CZECH")
- (27, "DANISH")
- (28, "FINNISH")
- (29, "NORWEGIAN")
- (30, "SWEDISH")
- (31, "RUSSIAN")
- (32, "ROMANIAN")
- (33, "VIETNAMESE")
- (34, "AFRIKAANS")
- (35, "HUNGARIAN")
- (36, "SLOVAK")
- (37, "HEBREW")
- (38, "SOMALI")

### Key Self-registration Configuration Options

Options	Comments
Enable self-registration	Enabling system registration allows the system to accept self-registration forms, thus enabling users to dynamically add themselves to the system. This option may be disabled for security reasons. In order to use the self-registration feature, some other HTML page should link to " <a href="http://mysite/nts/servlet/nts?TX=SELFREGISTRATION">http://mysite/nts/servlet/nts? TX=SELFREGISTRATION</a> ", which will present the learner with the built-in forms needed to complete the registration process.
Enable User Agreement	When enabled, the system will show a user agreement form at the end of the self- registration process, which the user can accept upon which the new user account will be created, or decline. You may change the default user agreement text edit text.user_agreement in the custom language file custom.properties. (refer above)
User E-mail must be unique.	If this option is set, self-registered learners must provide a unique e-mail address. This forces the system to check the entered e-mail address thereby reducing potential problems caused by multiple (unintentional) self registrations.
Enable User edit organization	If this option is set, users may enter new business unit information on the self- registration form. (refer above)
Self Registered users need authorization before access	If you wish to add an approval level, i.e. require that any self-registration application first be reviewed and approved, click the box by the Self Registered users need authorization before access field . When a user self registers his/ her registration application will be classified as 'suspended' pending approval from the appropriate individual. Only when the registration application has been approved will the registration be finalized.

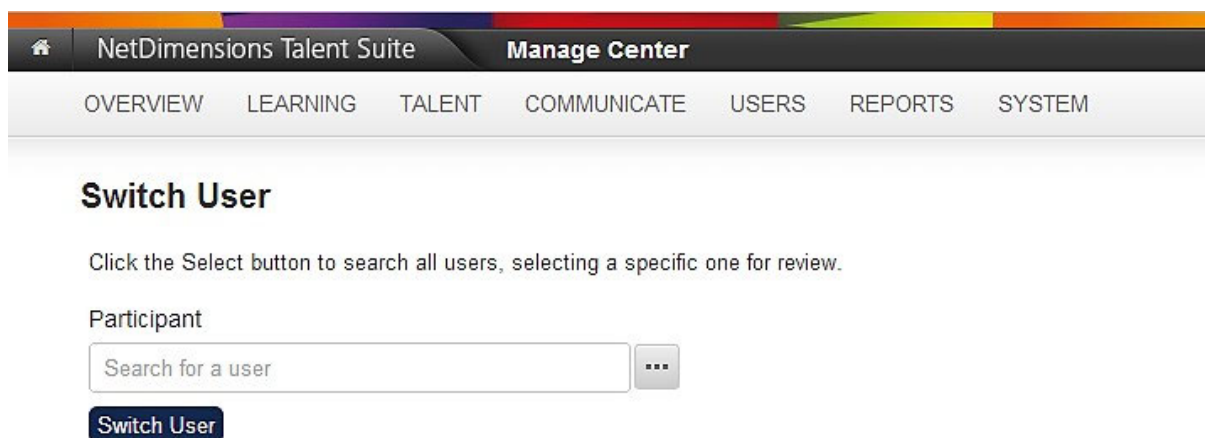


The max organization level that can be selected by a self-registration user	The admin user ID: A user can specify the branch of the organization where he/she works. The specificity of this can be limited in The max organization level that can be selected by a self-registration user field. When the user enters the initial set of his/her data,the system will ask him/ her for additional organizational details. The details the user enters will depend on the number of levels set in the The max organization level that can be selected by a self-registration user field.
The profile user ID	The system uses "profiles", created in the User Editor, to define a set of default properties that are associated with a new user when the new record is created. Thus, you can control how learners are added to the system by selecting a specific profile to be used as a part of the self- registration process.
The admin user ID:	When a new user self-registers, an e-mail is sent to this administrator to inform him of actions required (e.g. approve the request, mark active). This setting is only meaningful if the option indicating that approvals are required (Self-Registration Requires Approval) is set. Otherwise, no e-mails are sent to this administrator.
Set expiration date as N months after join date Generate	expiration date (join date + N months) when creating user through self registration - For self registration only
Email template for self registration failure:	System sends email to the administrator instantly upon failure in any self registration step. For self registration only
Email template for successful self registration:	System sends email to the administrator instantly upon successful self registration. For self registration only

## Switch User

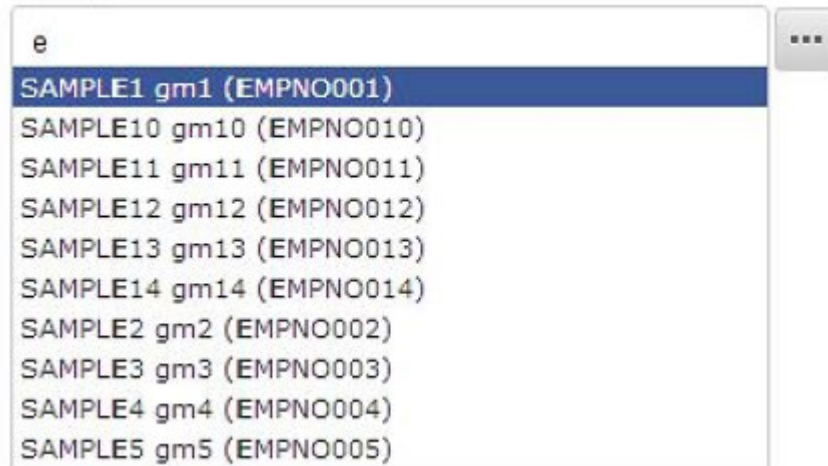
The LMS allows Systems Administrators to log in as another user to aid in debugging and other analysis functions. To log in as another user:

1.Access **Manage Center > Users > User Manager > Switch User**. The **Switch User** page appears.



**Note** : A user can enter a search keyword into the quick search box and the system will return matching results as the user types.

Participant



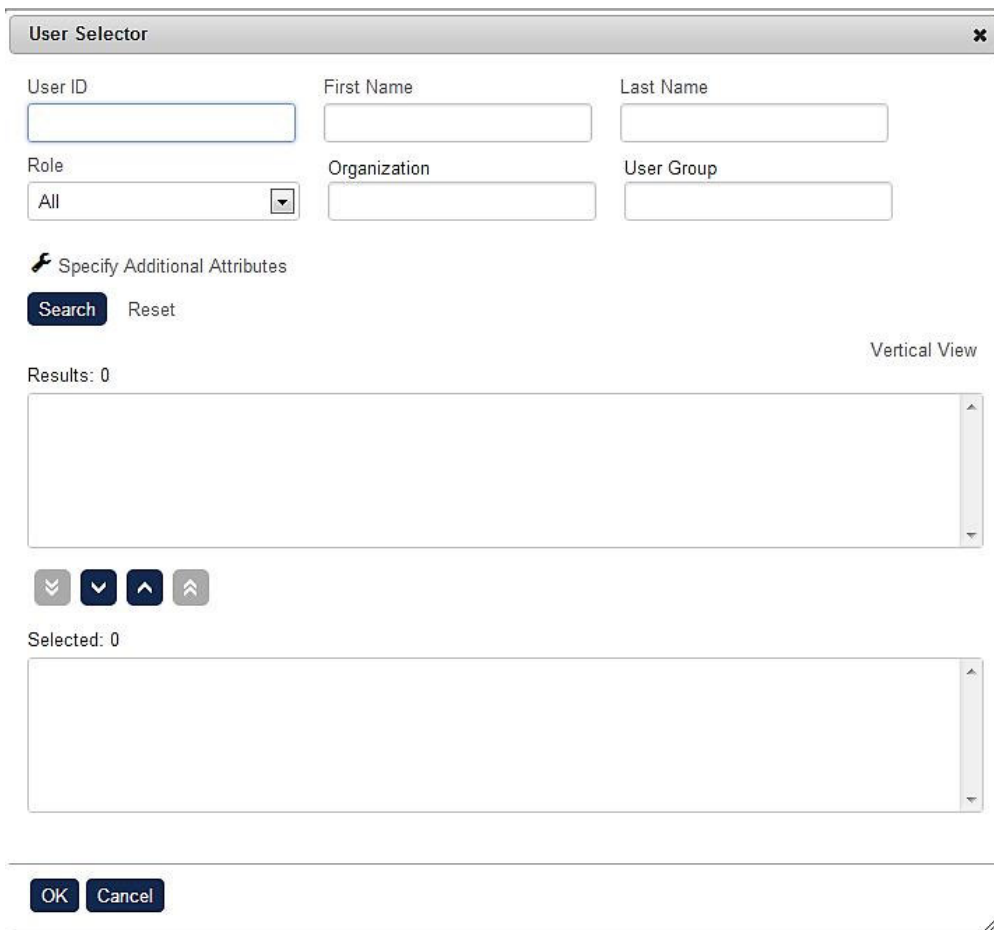
The user can remove any user selection with the cross on the right-hand side.

Participant



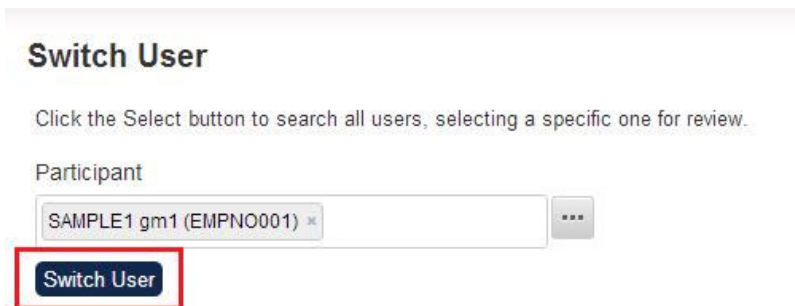
When there are more than 10 users selected in the quick search box, only 10 user tokens will be shown within the user selector box, but there will also be a "show all" button. Note that the number of selected users above the right-hand side of the quick search box always shows the total number of selected users, no matter how many user tokens are being shown within the user selector box. Clicking the "show all" button will display all the user selections within the user selector box. If there are 50 or more selected users, clicking the "show all" button will just show the advanced search pop-up instead of showing all the user tokens within the user selector box.

2. Click Select (...) button and choose the user from the Selector screen that appears.



The 'User Selector' dialog box contains several input fields: 'User ID', 'First Name', 'Last Name', 'Role' (a dropdown menu currently set to 'All'), 'Organization', and 'User Group'. Below these fields is a section for 'Specify Additional Attributes' with 'Search' and 'Reset' buttons. A 'Results: 0' label is positioned above a large empty list box. To the right of the list box is a 'Vertical View' label. Below the list box are four navigation buttons: a dropdown arrow, a downward arrow, an upward arrow, and an upward arrow. Below these is a 'Selected: 0' label and another empty list box. At the bottom of the dialog are 'OK' and 'Cancel' buttons.

3. The chosen user's name appears in the Participant field.



The 'Switch User' dialog box has a title bar and a subtitle 'Switch User'. Below the subtitle is a text instruction: 'Click the Select button to search all users, selecting a specific one for review.' Underneath is a 'Participant' label and a text input field containing 'SAMPLE1 gm1 (EMPNO001)'. To the right of the input field is a three-dot menu icon. Below the input field is a 'Switch User' button, which is highlighted with a red rectangular box.

4. Click Switch User. A confirmation query appears.



The confirmation dialog box contains the text 'Proceed to log in as another user...' at the top. Below this text is a 'Switch User' button, which is highlighted with a red rectangular box.

5. Click Switch User. You will now be logged on as the selected user.

## Hide Switch User Role Feature

For some jurisdictions, having the ability to switch to another user account is deemed to be a data security breach on a system thus this feature should be able to be optionally hidden on the system. A new option setting has been added to be defined in `ekp.properties` that can completely hide and deactivate the **Switch User** role feature, and also the **Unrestricted Delegation** feature.

- **Activate/Deactivate Switch User**

(There is a helper comment in the `ekp.properties` file that also documents this configuration property key/value pair.)

1.To **deactivate** the Switch User role feature, **add** the below configuration property key and value in the `ekp.properties` file to set **`system.switchuserenabled`** to **`false`** :

```
system.switchuserenabled=false
```

2.To activate the Switch User role feature, simply remove the property key/value pair of `system.switchuserenabled`, or set it to true by using the below property key/value pair:

```
system.switchuserenabled=true
```

- **Visible Changes of a Deactivated Switch User**

The **Switch User** item will be **hidden** in the menu of Mange Center.

The settings **Switch User** (under System Administration) and **Allow Unrestricted Delegation** (under Role General Permissions) will be **hidden** in the "Role Access Control" page and will no longer be allowed to change. (However, the existing setting values will be preserved and will not be altered if ever the Switch User feature is to be activated again.)

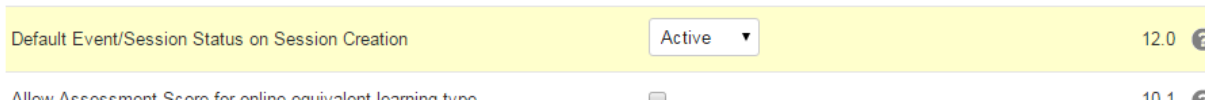
Database Object Statistics	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Switch User	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Home Page Manager	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Allow Assessment Deployment	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Allow Unrestricted Delegation	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Allow & Report Deployment	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

**Note:** These two settings will also not be allowed to change by the "Role Access Data Loader". Their corresponding control codes and descriptions will also be hidden in the "CSV Formatting help" on the "Role Access Data Loader" page. **Switch User** and **Unrestricted Delegation** can no longer be performed by any user (as if the user has No Access on the permission value of these two features).

## Default Session/Event Status Option

Most often course administrators have their preference on what status to set on creating a session, some who are more cautious would prefer to default the status to "Pending" as most of the time, material is not ready to be pushed out yet. A new configuration option has been introduced for setting the default session/event status of enrollable learning objects.

The setting can be found on the "System Configuration" page, under the category "Catalog".



The default value is "Active".

This configuration value will affect the default Event/Session Status for session of learning types including Classroom, Coaching, Exam, Internship, Online, On-the-Job- Training, Program, Self-Training (Paper), Self-Training (Video), Special Interest Group, Task, Virtual Classroom, Virtual Classroom,(Archived), Workshop/Seminar.

For learning object types that can be configured with multiple sessions, such as Classroom, a new session created on the UI will have its default Event/Session status observing the configuration value. New session created on the UI will have its default Event/Session status observing the configuration value.

When cloning a session, on the Clone Session page, the default chosen Event/Session status in the drop-down menu will also observe the configuration value.

For Programs, a new session created on the UI will have its default Event/Session status observing the configuration value. For Programs session cloned on the UI will have its default Event/Session status observing the configuration value. (regardless of the Event/Session status of the session being cloned)

For Learning Object created through the CSV Loader/ XML file uploaded via API

- For enrollable learning object types that do not support multiple sessions, such as Online, Exam, etc, if the Session Status is not defined in the import file, and the session created along with the Learning Object will have the default Event/Session Status observing the configuration value.
- For Learning Objects that allow multiple sessions, such as Classroom, if the import file specifies a session to be created but the Session Status is not defined, the session created will have the default Event/Session Status observing the configuration value.
- For Programs, if the import file specifies a session to be created but the Session Status is not defined, the session created will have the default Event/Session Status observing the configuration value.

## Show Progress Status Information Configuration

For those who are not setting deadline on their training, showing the Progress Status is a bit of an overkill. Thus a System Configuration setting has been introduced to hide this extra information in the status. This setting is to toggle the display of Progress Status information on the Current Learning Modules page and the Knowledge Center page.

Manage Center -> System Configuration -> Enrolled Learning Modules

Enrolled Learning Modules		
Show deadline information	<input type="checkbox"/>	5.5
Show progress status information	<input checked="" type="checkbox"/>	12.0 ?
Show revision information	<input type="checkbox"/>	5.5

When it is enabled, Progress Status such as "Completed", "On Target", or "Behind" will be calculated based on course deadlines and displayed next to the Overall Status. For example, the status is displayed as such on the Current Learning Modules page:



P4

Program, English - ( en )

Knowledge Center

Not Started On Target

#### Special Notes:

- A transcript will be given a "Completed" progress status if it has been completed. In the context of a program, completing equivalent learning will also qualify for a "Completed" progress status for the respective course.
- A transcript will be given an "On Target" progress status if it has been enrolled and the deadline for completion, if any, has yet been passed. In the context of a program, the deadline for completion may be derived from ancestor programs.
- A transcript will be given a "Behind" progress status if the deadline for completion has already been passed. In the context of a program, the deadline for completion may be derived from ancestor programs. If the course itself is a program, any mandatory sub-module that is "Behind" will cause the program to be "Behind" also.

## Default Sender Email

Emails sent from the LMS can be sent from a single default email address. This setting, located within the "System Configuration > Use Trusted Email as Sender Defined" allows for all external emails to see the sender as the system defined email instead of the specified sender.

## Webhooks

### Enrollment Webhook

The Enrollment Webhook is a mechanism to notify an external system of enrollment events via an asynchronous HTTP POST request. The URL for enrollment notifications is configured under **SYSTEM > GENERAL SETTINGS > System Configuration > Webhooks** (category).

Enrollment notifications include the following parameters:

- **learnerPermanentId**: the permanent (synthetic) ID of the learner who is being enrolled.
- **learnerId**: the screen name of the learner who is being enrolled.
- **moduleId**: the permanent ID of the module in which the learner is being enrolled.
- **moduleDisplayId**: the display ID of the module in which the learner is being enrolled.
- **sessionId**: the ID of the module session in which the learner is being enrolled.

The notification is delivered asynchronously. Any delivery failure does not affect the enrollment.

## Logical Domain

---

Logical Domains provide separation of user records and (some) content for distinct communities of users. In effect, domains provide a type of partitioning of data within the LMS, thus allowing organizations who wish to compartmentalize activity for communities that may represent other distinct groups (perhaps clients or distributors or partners) within a single LMS instance.

Initially, all users are assumed to be members of a single "Global Default" domain, and other "client specific domains" may be created by selecting a section of the organization tree not yet assigned to some other domain. With the Global Default domain, data is managed purely by permissions control.

The intent of the Global Domain is compatibility with previous modes of operation as well as to provide a space for global, shared content.

At this time a client domain consists of a complete, single org branch that does not overlap with any other domain.

Users who are members of a particular domain take their basic properties from the domain parameters (system approver, feedback email, log-off page, etc.), thus enabling customized behavior for the individual domains.

**Important**

Users in the Global Default domain may "see" all other orgs and users in the system, constrained only by permissions settings. Client Domains, however, are automatically restricted to user management within that domain only, and cannot see or be seen by users in other Client Domains.

One of the primary objectives of domains is to ensure that users in one domain do not see users in a different domain. In most screens where users are displayed or selected, the participant list is restricted to same domain membership. This behavior is automatically managed by the system and does not require any permissions to be explicitly set.

Only a user who is in the Global Default domain or who has a Cross Domain Administrator role (for example, System Administrator) may see records from other domains or set specific domain properties. Permissions control is still in effect throughout the system, and is applied in addition to domain filtering. For example, within a domain you can still use permissions to limit which items and departments are accessible to other users within the domain.

A Cross Domain Administrator may move users between domains, or move org branches from one domain to another.

For user data loaders the initiator of the load can only create or update users within their Client Domain. Incorrect org assignments will result in the update request being rejected. As mentioned earlier, Global Default users are not restricted by domain regarding loaders and reports.

All standard reports, searching, selectors, and standard user listing screens currently obey domain user listing restrictions.

## Creating New / Modifying Existing Domain

1. From the Logical Domain menu, click the Create New Domain.



2. The Logical Domain entry screen appears. Enter the Required parameters.

## Logical Domain

The following default settings are used to create and manage users whenever explicit parameters are not provided.

Logical Domain ?

Organization

Comments

Default System User:

Default System Approver:

Default New User Profile:

---

Feedback Address (E-mail or URL):

---

Language:

Interface Look and Feel:

Workflow Template:

---

Allow users in this domain to see users from other domains

Allow users in this domain to see e-mail templates from other domains

There are two checkboxes to let you selectively control whether a domain has access to either user records or content items. This will enable domains to be setup where the configuration details are in effect, but not the record restrictions. Both User records and content are restricted by default. Note that these options are not available for "Global Domain". Content and user records are restricted to users in "Global Domain" based on permissions only. This is equivalent to not being in any domain.

3.To keep the records entered, click the Save button.

## Removing Logical Domain

1.From the Logical Domain menu, select the domain you want to remove.

The screenshot shows the 'Logical Domain Listing' page in the NetDimensions Talent Suite. It includes a search bar, a 'Filter' button, and a '+ Create New Domain' button. Below is a table listing the logical domains in the system.

Logical Domain	Created by	Creation Date	Last Updated By	Last Updated
Flybe	RUFF Ray (ray)	May 1, 2013 4:23 AM EDT	RUFF Ray (ray)	May 28, 2013 9:54 AM EDT
Global Default	ADMIN System (ndadmin)	Mar 13, 2013 12:17 AM EDT	RUFF Ray (ray)	Jun 4, 2013 8:37 AM EDT
Instructor	RUFF Ray (ray)	May 22, 2013 7:36 AM EDT	RUFF Ray (ray)	May 28, 2013 3:25 AM EDT
NetDimensions	RUFF Ray (ray)	Mar 13, 2013 4:08 AM EDT	RUFF Ray (ray)	May 24, 2013 8:45 AM EDT
New Users	RUFF Ray (ray)	Jun 3, 2013 1:48 AM EDT		
XCEL	RUFF Ray (ray)	May 3, 2013 2:47 AM EDT	RUFF Ray (ray)	May 28, 2013 11:50 PM EDT



2. The Logical Domain entry screen appears. Click Delete at the bottom of the screen.

NetDimensions Talent Suite Manage Center

OVERVIEW LEARNING TALENT COMMUNICATE USERS REPORTS SYSTEM

Logical Domains >

### Logical Domain

The following default settings are used to create and manage users whenever explicit parameters are not provided.

Logical Domain ? Flight Ops

Organization ALL/Pseudo Corp

Comments

Default System User: RUFF Ray (NETD\_RAY) ×

Default System Approver: RUFF Ray (NETD\_RAY) ×

Default New User Profile: Search for a user

Feedback Address (E-mail or URL):

Language: English

Interface Look and Feel: NetD Top Menu

Workflow Template: Please select.

Allow users in this domain to see users from other domains

Allow users in this domain to see e-mail templates from other domains

Save Delete Re-Apply Tagging

## Domain Filtering for User Groups

In the LMS, each user group belongs to a logical domain. By default (and also on upgrade), the domain associated with a user group will be the domain of its creator user. The domain can be changed manually on "Edit User Group" Page, but only by a cross-domain administrator.

NetDimensions Talent Suite Manage Center ADMINISTRATOR System Logout

OVERVIEW LEARNING TALENT COMMUNICATE USERS REPORTS SYSTEM

User Groups >

### New User Group

User Group Name

Logical Domain Global Default

Users/Organization/Role

User 0 selected

Search for a user

Similar to user and organization, here is the domain filtering logic in use:

- Object X can "see" Object Y if any of the following conditions is/are true:
  1. X is a cross-domain administrator.
  2. X is in the Global Default domain.
  3. X is in a domain with the "Remove access restriction on other client domain user records" option checked.
  4. X and Y are in the same domain.

This domain filtering logic has now been applied to:

1. Whether the login user can see another user (X: login user; Y: another user)
2. Whether the login user can see an organization (X: login user; Y: organization)
3. Whether the login user can use a user group (X: login user; Y: user group)
4. Whether a user group can have a candidate user as a member (X: user group; Y: candidate user)

Whether a login user can assign a candidate user to a user group depends on the following five factors:

1. The domain of the login user
2. The domain of the user group
3. The domain of the candidate user
4. Whether the login user has write permission to the user group
5. Whether the login user is a cross-domain administrator

For example, suppose the login user wishes to assign a candidate user to a user group. The following figure shows all the possibilities and outcomes when the above five factors are taken into consideration.

**Situation: login user wishes to assign a candidate user to a user group**

Notes:  
 1. yes means checked; no means not-checked for "Remove access restriction on other client domain user records" option (e.g. HR: yes; Sales: yes means the option checked for both HR domain and Sales domain)  
 2. Y means can be assigned; N means cannot be assigned; INVISIBLE means cannot even see the user group; in bracket means the case when login user is a cross-domain admin  
 3. Assume the login user has write permission to the user group. In case of no write permission, all Y/N cases would become UNCHANGEABLE (INVISIBLE if even no read permission)

login user	user group	candidate user	HR: yes; Sales: yes	HR: yes; Sales: no	HR: no; Sales: yes	HR: no; Sales: no
Global Default Domain	Global Default Domain	Global Default Domain	Y	Y	Y	Y
Global Default Domain	Global Default Domain	HR Domain	Y	Y	Y	Y
Global Default Domain	Global Default Domain	Sales Domain	Y	Y	Y	Y
Global Default Domain	HR Domain	Global Default Domain	Y	Y	N	N
Global Default Domain	HR Domain	HR Domain	Y	Y	Y	Y
Global Default Domain	HR Domain	Sales Domain	Y	Y	N	N
Global Default Domain	Sales Domain	Global Default Domain	Y	N	Y	N
Global Default Domain	Sales Domain	HR Domain	Y	N	Y	N
Global Default Domain	Sales Domain	Sales Domain	Y	Y	Y	Y
HR Domain	Global Default Domain	Global Default Domain	Y	Y	INVISIBLE (Y)	INVISIBLE (Y)
HR Domain	Global Default Domain	HR Domain	Y	Y	INVISIBLE (Y)	INVISIBLE (Y)
HR Domain	Global Default Domain	Sales Domain	Y	Y	INVISIBLE (Y)	INVISIBLE (Y)
HR Domain	HR Domain	Global Default Domain	Y	Y	N	N
HR Domain	HR Domain	HR Domain	Y	Y	Y	Y
HR Domain	HR Domain	Sales Domain	Y	Y	N	N
HR Domain	Sales Domain	Global Default Domain	Y	N	INVISIBLE (Y)	INVISIBLE (N)
HR Domain	Sales Domain	HR Domain	Y	N	INVISIBLE (Y)	INVISIBLE (N)
HR Domain	Sales Domain	Sales Domain	Y	Y	INVISIBLE (Y)	INVISIBLE (N)
Sales Domain	Global Default Domain	Global Default Domain	Y	INVISIBLE (Y)	Y	INVISIBLE (Y)
Sales Domain	Global Default Domain	HR Domain	Y	INVISIBLE (Y)	Y	INVISIBLE (Y)
Sales Domain	Global Default Domain	Sales Domain	Y	INVISIBLE (Y)	Y	INVISIBLE (Y)
Sales Domain	HR Domain	Global Default Domain	Y	INVISIBLE (Y)	N	INVISIBLE (N)
Sales Domain	HR Domain	HR Domain	Y	INVISIBLE (Y)	Y	INVISIBLE (N)
Sales Domain	HR Domain	Sales Domain	Y	INVISIBLE (Y)	N	INVISIBLE (N)
Sales Domain	Sales Domain	Global Default Domain	Y	N	Y	N
Sales Domain	Sales Domain	HR Domain	Y	N	Y	N
Sales Domain	Sales Domain	Sales Domain	Y	Y	Y	Y

## Developer Tools (Gadgets)

The LMS gadgets are fragments of content that can be embedded in other web pages simply by copying a snippet of HTML code. They require neither programming nor any special server software. The following gadgets are available.

- Latest Courses
- Enrollments
- News
- Latest Forum Posts

- Personal Calendar
- Assigned Job Profiles
- Competency Completion Status
- Certifications Awarded
- Training Plan

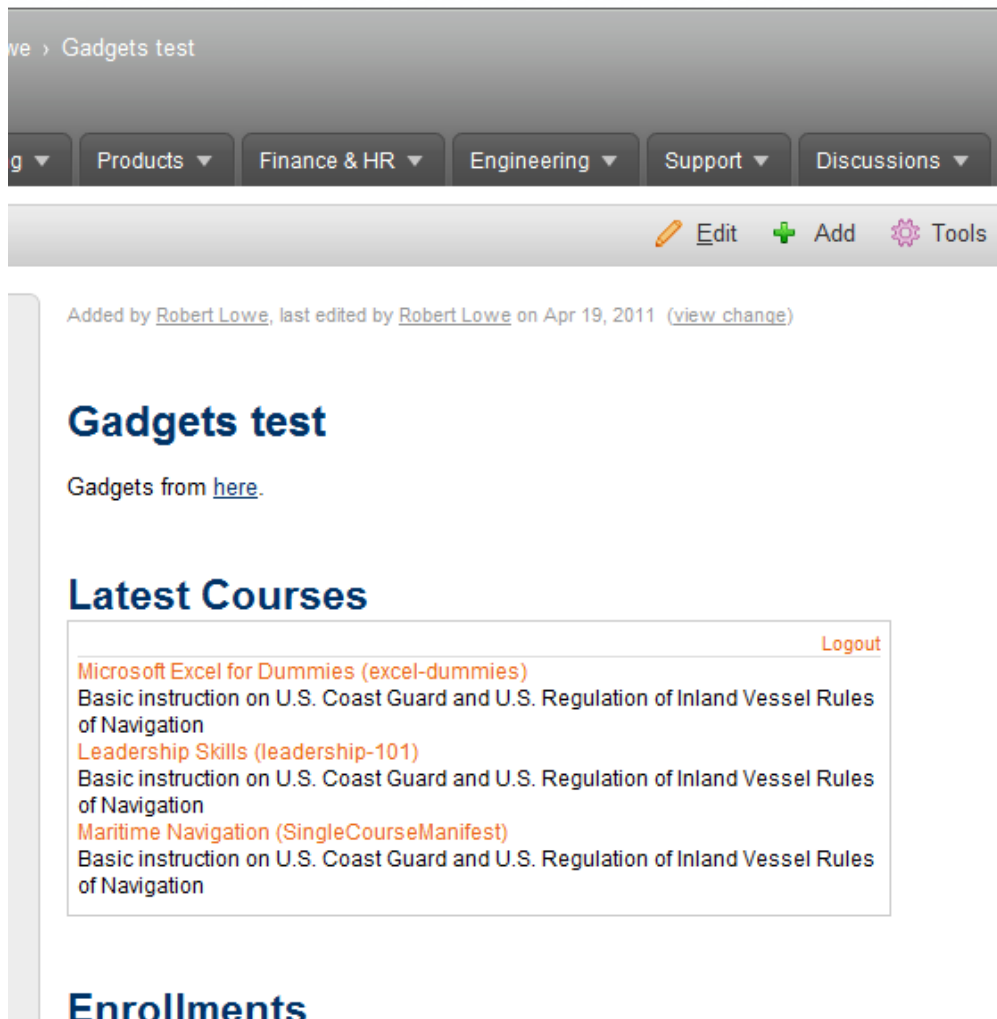
If your site has the API (Portal Toolkit) enabled, then you can find the Gadgets page under **Manage > System > Developer Tools > Gadgets**. This page lists the available gadgets. Displayed beside each gadget is a snippet of HTML code that you can copy-and-paste into your own web page.

Additionally, the gadgets support Google's Gadgets API. You can embed an LMS gadget into another application that supports the Gadgets API by copying and pasting the gadget URL from the LMS into the appropriate configuration area of the other application.

Below is a selection of sites and platforms that support the Gadgets API:

- Classic Google Sites (<https://sites.google.com/classic>)
- Atlassian products such as Confluence and JIRA
- Enterprise and web portals such as myAOL, IBM websphere portal, RedHat JBoss portal, SUN portal and BEA weblogic portal

LMS gadget in Confluence:



## Set-up LMS Gadget in Google Site

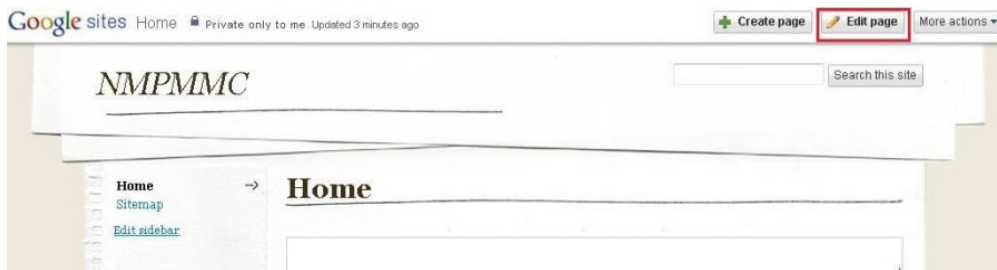
1. In the LMS platform, from the Manage > Developer Tools > Gadgets copy the HTML code or the URL of the gadget that you want to add.



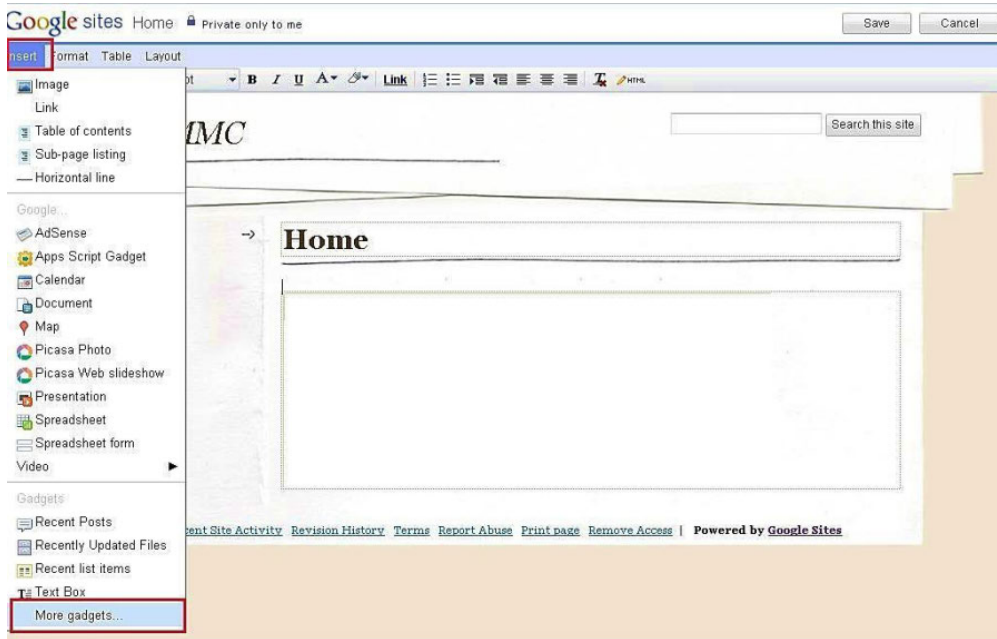
```
Copy and paste the HTML below to include this gadget on your web page.
<table style='border: 1px solid #999999; border-collapse: collapse; font-
family: Arial, sans-serif; font-size: 12px; -moz-box-shadow: 3px 5px 5px 1px
rgba(0, 0, 0, 0.3); -webkit-box-shadow: 3px 5px 5px 1px rgba(0, 0, 0,
0.3);'><tr><th style='border: 1px solid #999999; padding:
6px;'>Enrollments</th><tr><td style='border: 1px solid #999999; padding:
6px;'><iframe frameborder='0' width='320' height='200' scrolling='AUTO'
src='http://preview.netdimensions.com/preview/ser/vlet/ekp/enrollments-
gadget'></iframe></td></tr></table>

Or, copy and paste the URL below to include this gadget on a web page that supports Google's Gadgets API.
http://preview.netdimensions.com/preview/ser/vlet/ekp/gadgets/enrollments.xml
```

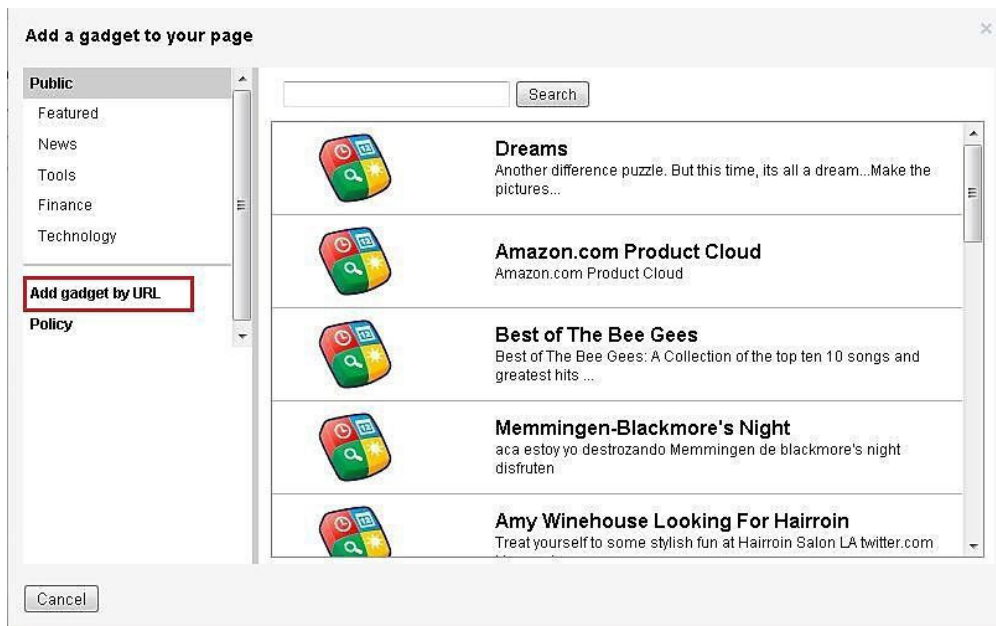
2. Open and log in to your Google Site account. Click Edit Page



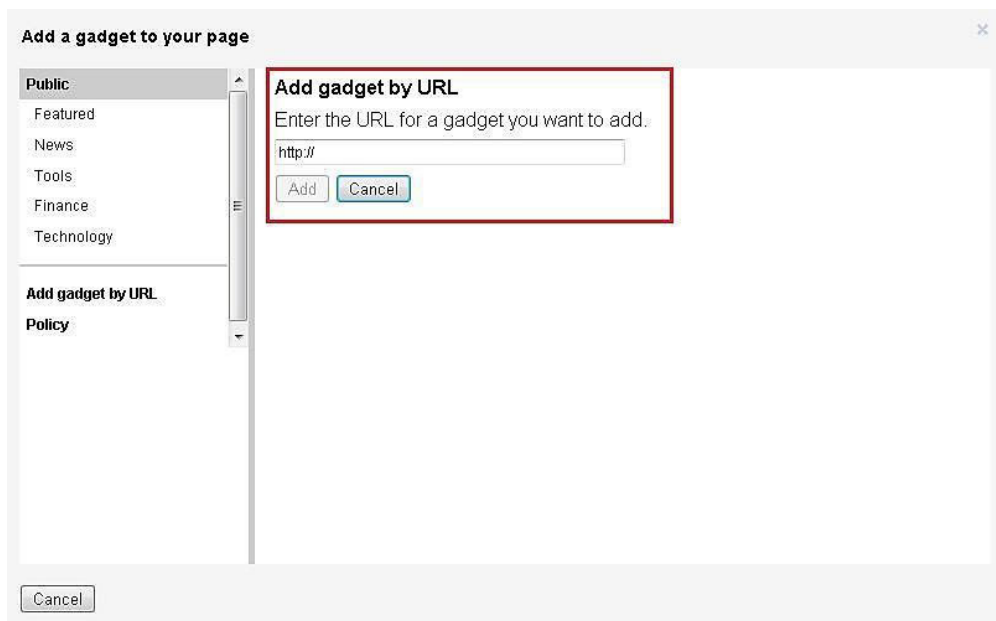
3. The page editor will open. Click Insert option, then select More gadgets...



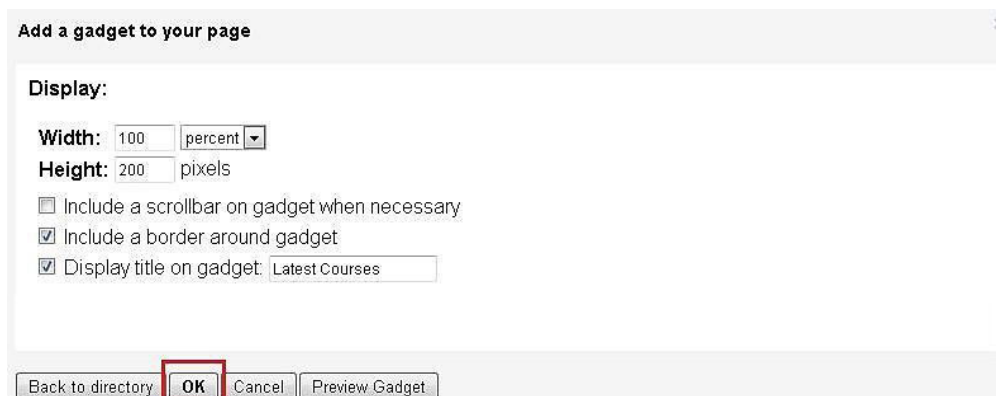
4. This takes you to the "Add a gadget to your page" page and click the "Add gadget by URL"



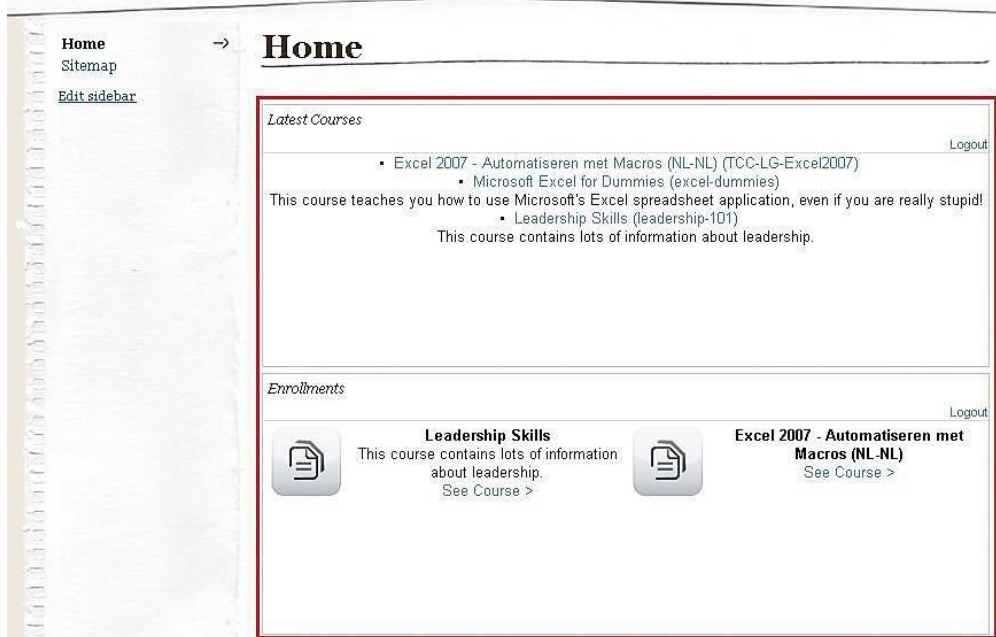
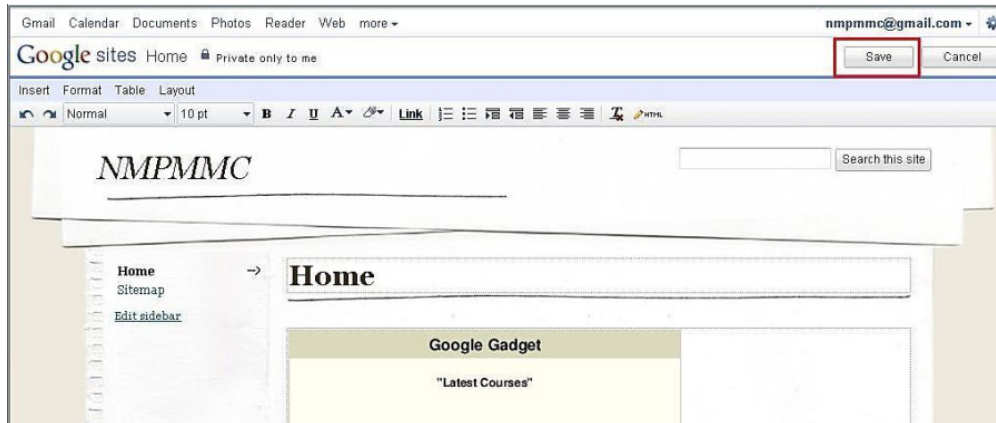
5. Enter or paste the URL gadget's and then press Add button



6. You can use these options to set the properties of your gadget. Click OK to proceed



7. Click the Save button to save the changes



**Set-up LMS Gadget in myAOL**

1. In the LMS platform, from the Manage > Developer Tools > Gadgets copy the HTML code or the URL of the gadget that you want to add.



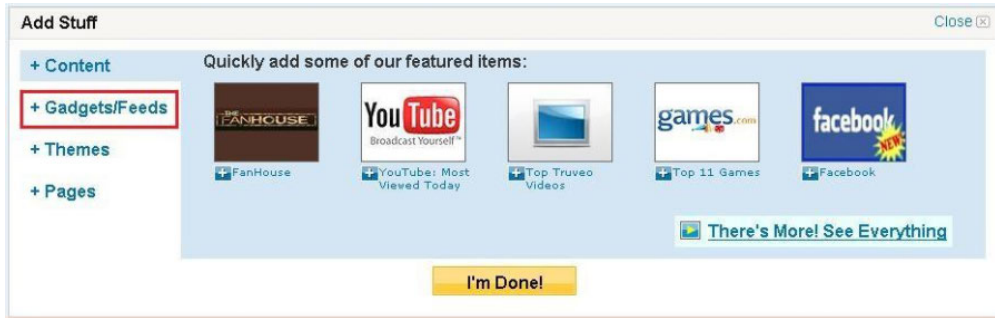
```
Copy and paste the HTML below to include this gadget on your web page.
<table style="border: 1px solid #999999; border-collapse: collapse; font-family: Arial, sans-serif; font-size: 12px; -moz-box-shadow: 3px 5px 5px 1px rgba(0, 0, 0, 0.3); -webkit-box-shadow: 3px 5px 5px 1px rgba(0, 0, 0, 0.3);"><tr><th style="border: 1px solid #999999; padding: 6px;">Enrollments</th></tr><tr><td style="border: 1px solid #999999; padding: 6px;"><iframe frameborder="0" width="320" height="200" scrolling="AUTO" src="http://preview.netdimensions.com/preview/servelet/ekp/enrollments-gadget"></iframe></td></tr></table>

Or, copy and paste the URL below to include this gadget on a web page that supports Google's Gadgets API.
http://preview.netdimensions.com/preview/servelet/ekp/gadgets/enrollments.xml
```

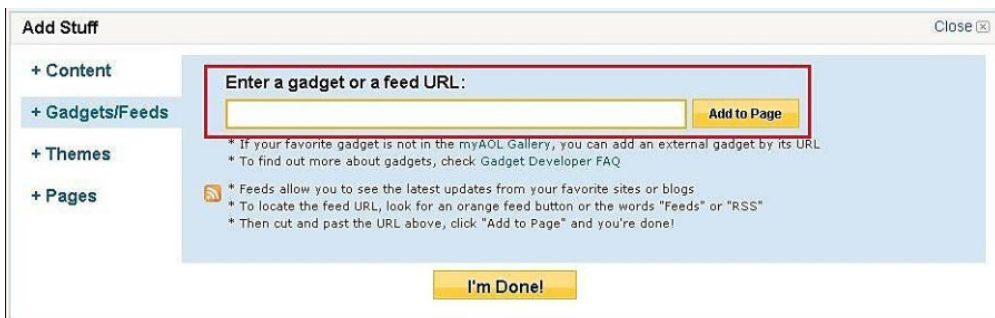
2. Open and log in to your myAOL account. Click Add Stuff



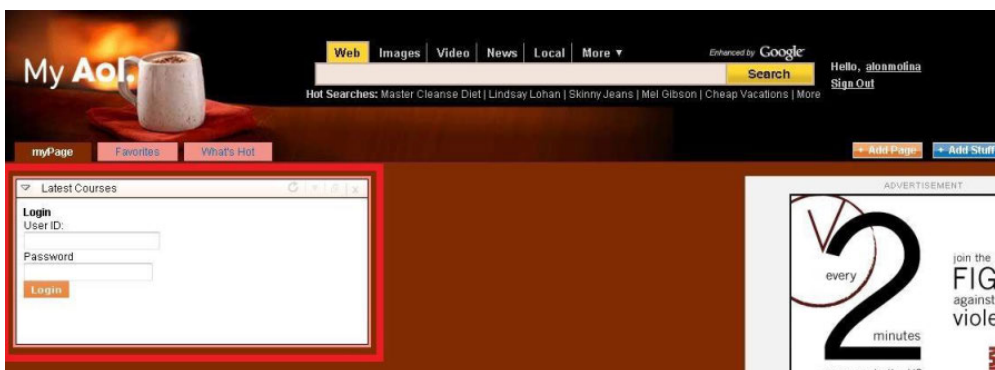
1. The Add Stuff menu will be open. Click Gadgets/Feeds



3. Enter or paste the URL in this text box. Then click the Add to Page button



4. The LMS Gadget will be added to your AOL account.

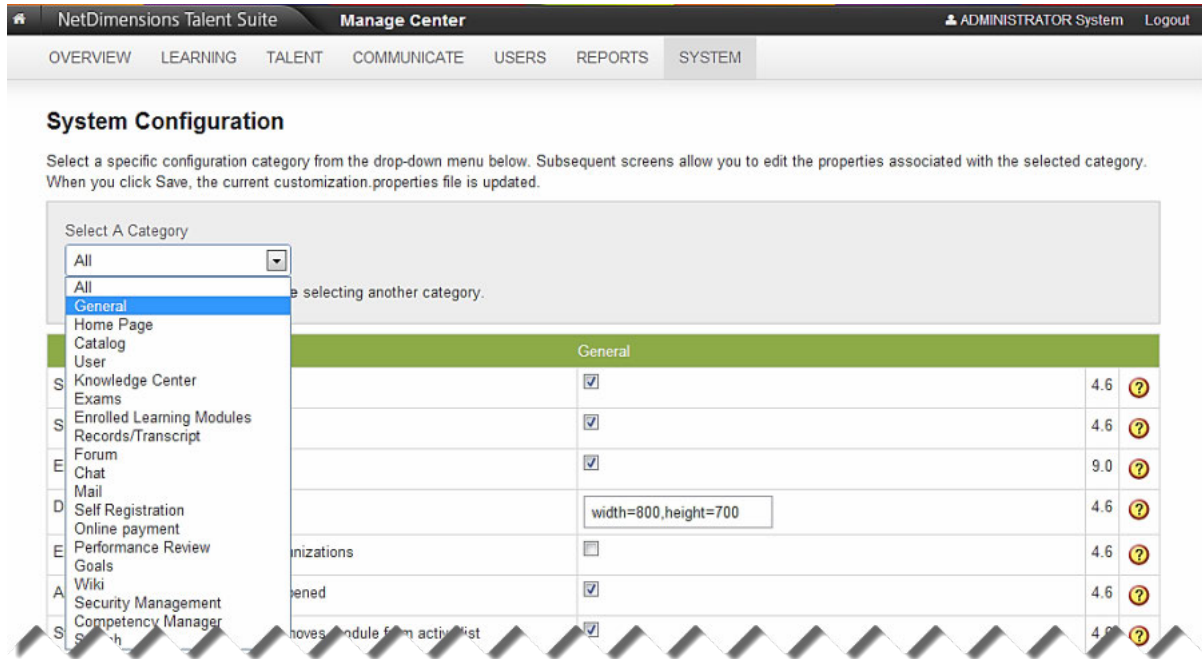


## Proxied Launch

Proxied launch enables other AICC-conformant learning management systems to launch courses that reside in the LMS and receive tracking information related to those courses. To configure the sites that are permitted to initiate proxied launch requests:

1. On the **Manage Center > System > General Settings > System Configuration**. Using the Select a

Category drop down button, select General.



2. Under the General category, look on the **Trusted sites for proxied course launches**.

Trusted sites for proxied course launches (one per line)	4.7	
<div style="border: 1px solid black; height: 40px;"></div>		

3. Enter the trusted sites for proxied course launches in the box.

4. Click on the Save button to keep the changes.

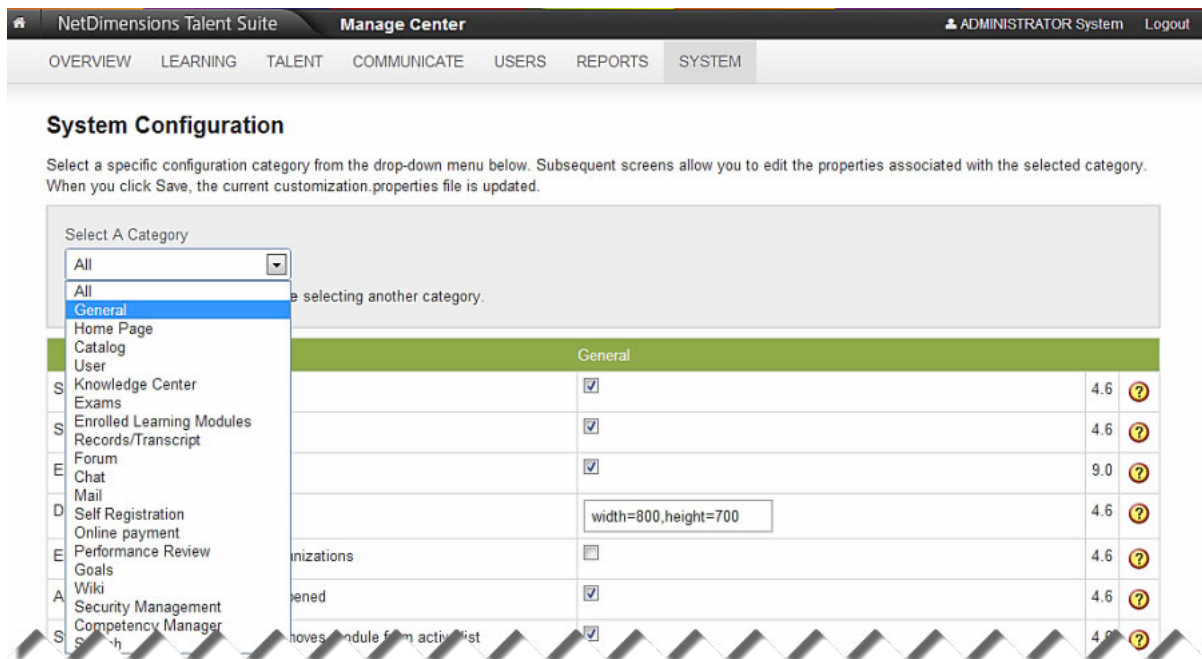
### Associating user profiles with trusted sites

User profiles specify default properties—such as organizations, skins and attributes—for newly-created user accounts. You can associate a specific user profile with each trusted site, such that user accounts created based on proxied launch requests from that site are created based on the specified profile.

**Note:** Associating a profile has no effect if the Automatically create user accounts and enrollments for proxied course launches System Configuration property are disabled.  
To associate user profiles with the trusted site:

1. On the Manage Center > System > General Settings > System Configuration. Using the Select a Category drop down button, select General.





2. Under the General category, look on the Trusted sites for proxied course launches.

Trusted sites for proxied course launches (one per line)	4.7	
<div style="border: 1px solid black; height: 40px;"></div>		

3. To associate a user profile with a trusted site, append the literal string **|profile=** followed by the profile ID. For example, to associate the profile with ID **my-profile** with the site **www.example.com** you would specify the site as **www.example.com|profile=my-profile**.

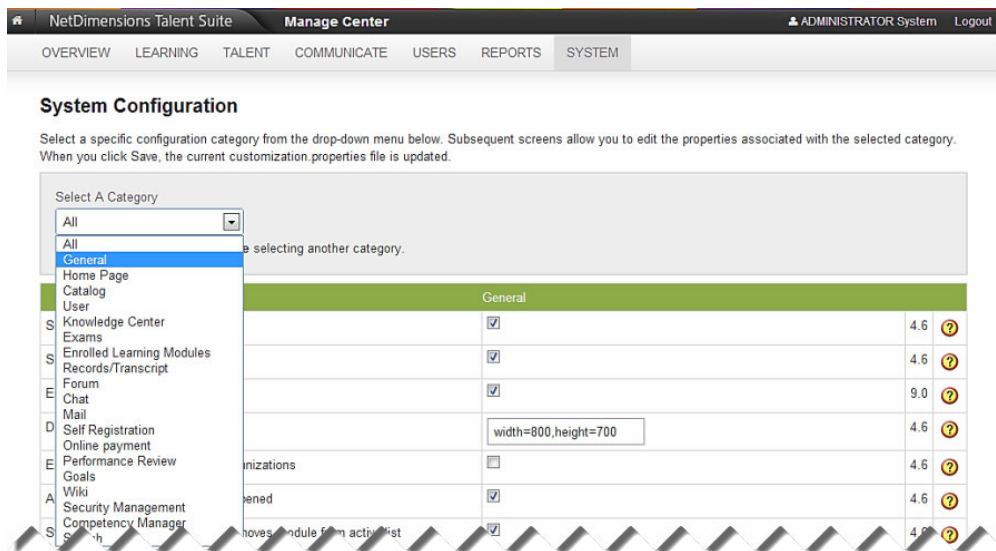
### Associating user ID templates with trusted sites

You can map the **Student\_ID** value passed by the site that initiated the proxied launch request directly to an LMS user ID. This is typically not a problem if all proxied launch requests originate from the same site. However if there are multiple sites that are permitted to initiate proxied launch requests then this can lead to conflicts. For example, if **www.example.com** initiates a proxied launch request with a **Student\_ID** of **bob**, this should not necessarily map to the same LMS user account as a proxied launch request initiated by **www.example.org** with the same **Student\_ID**.

To address this issue, the administrator is allowed to associate a user ID template with each trusted site. A user ID template is simply a sequence of characters that includes the placeholder **{Student\_ID}**. This placeholder will be dynamically substituted by the **Student\_ID** value provided by the site that initiated the proxied launch request.

A recommended practice is to use templates that follow the syntax of email addresses. For example, if the template **{Student\_ID}@example.com** is associated with the site **www.example.com**, and that site initiates a proxied launch request with a **Student\_ID** of **bob**, then that request will be associated with an LMS user account with ID **bob@example.com**. To associate a user ID template with a trusted site:

1. On the Manage Center > System > General Settings > System Configuration. Using the Select a Category. Using the Select a Category dropdown button, select General.



2. Under the General category, look on the Trusted sites for proxied course launches.

Trusted sites for proxied course launches (one per line)	4.7	
<input type="text"/>		

3. To associate a user ID template with a trusted site, append the literal string |template= followed by the template. For example, to associate the template {Student\_ID}@example.com with the site www.example.com you would specify the site as:

www.example.com|template={Student\_ID}@example.com.

### Site Verification

The LMS uses **HTTPS** to communicate with sites that initiate proxied launch requests. This greatly increases the security of the proxied launch mechanism and is strongly recommended. To require site verification:

1. On the **Manage Center > System > General Settings > System Configuration**. Using the Select a Category drop down button, select General.

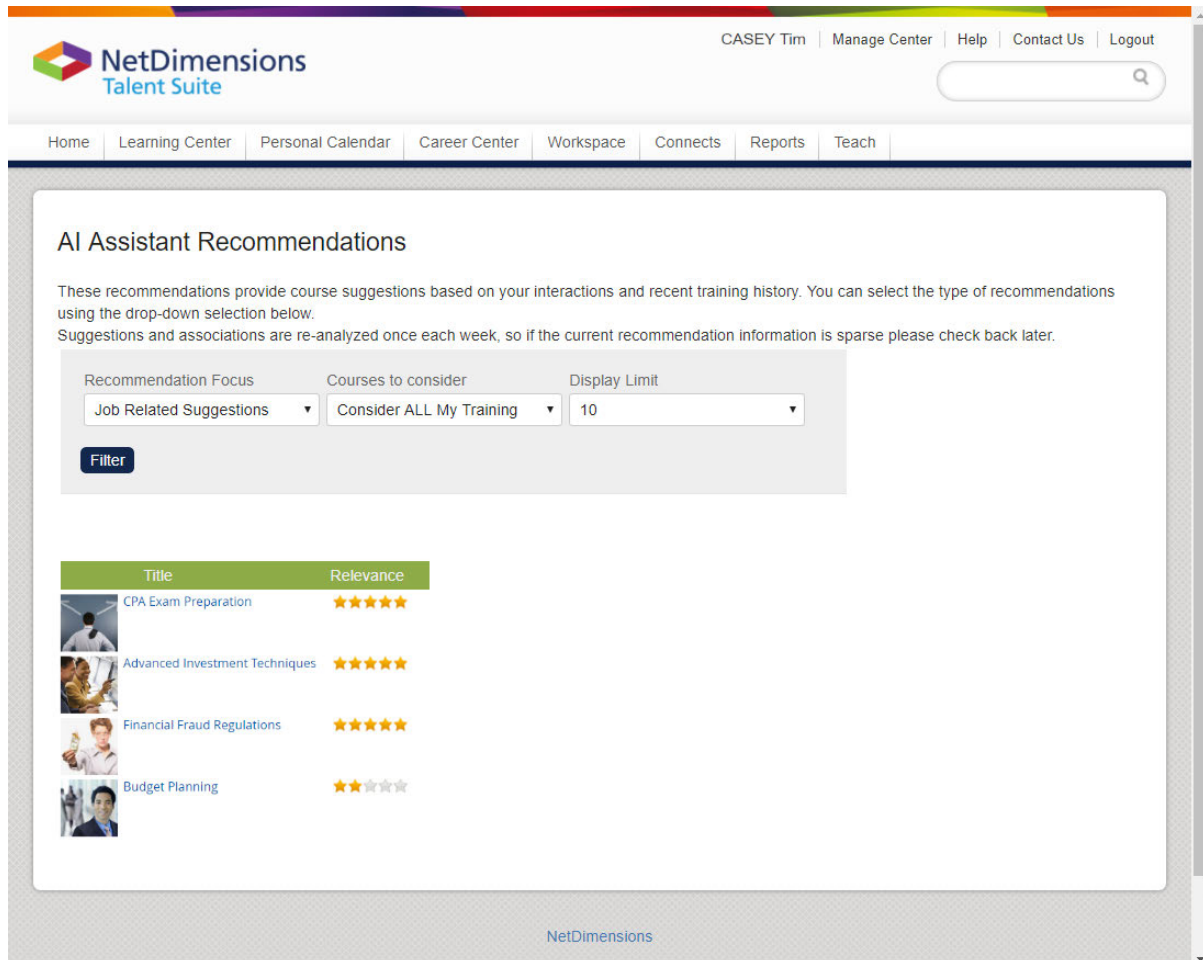
2. Under the General category, look on the Trusted sites for proxied course launches.

Trusted sites for proxied course launches (one per line)	4.7	
<input type="text"/>		

3. Specify the **https: URL** for the site, e.g. https://www.example.com/. You can alternatively specify just a **hostname** (e.g. www.example.com), in which case the LMS will allow proxied launches using either HTTP or HTTPS.

# AI Assistant Recommendations

The **AI Assistant Recommendations** function suggests courses that may interest users by analyzing their training history. It is located under Home Page > **Learning Center** > **AI Assistant Recommendations**. The recommendations are listed in a "star" rating based on the level of relevance to the Users:



Each candidate course from the Users' training history causes a retrieval of the associated courses from two areas:

- Courses explicitly configured by a Training Administrator using the Catalog Editor. There may be zero or more courses when assembling the recommendation list, but all those present are assumed to be of high quality and thus receive a rating of 1.0.
- Courses ranked and associated with the candidate course by the background AI task running once per week. Each course may have an association rating between 0.0 and 1.0.

It is possible that the Users' training history or selected course does not have sufficient information to warrant a recommendation. In this case, the user is presented with the "Sorry, but there is not yet enough interaction and training analysis to provide you with meaningful course recommendations." message.

## Setting Up the Site

The **AI Assistant Recommendations** menu item needs to be added to a navigations.xml for displaying on the site. For example:

```

1 <?xml version="1.0" encoding="UTF-8"?>
2 <navigations xmlns="http://www.netdimensions.com/2010/05/navigations">
3   <menu cssClassName="main-menu-container">
4     <item labelKey="Label.Home" txCode="WIDGETCONTAINERPAGE" />
5     <item labelKey="Label.LearningCentre" txCode="TABLISTSESSIONS">
6       <menu cssClassName="submenu">
7         <item labelKey="menu.my.Learning_tab" txCode="TABLISTSESSIONS">
8           <tabset heading="menu.my.Learning_tab">
9             <tabitem labelKey="desc.my.Learning_profile" txCode="TABLISTSESSIONS" />
10            <tabitem labelKey="heading.Tabs_Transcript" txCode="TABLISTTRAN" />
11            <tabitem labelKey="Label.externalTraining" txCode="TABLISTTEXTTRAININGRECORDBROWSER" />
12            <tabitem labelKey="heading.statement_activity_Log" txCode="STATEMENTLOGBROWSER" />
13          </tabset>
14        </item>
15        <item labelKey="Label.Enrollment_Requests" txCode="TABPENDINGENROLLMENTS" />
16        <item labelKey="Label.Certificate" txCode="LISTUSERCERT" >
17          <tabset heading="Label.Certificate">
18            <tabitem labelKey="Label.Certificate" txCode="LISTUSERCERT" />
19            <tabitem labelKey="Label.self_award.tab.certification" txCode="SELFANWARDCERTIFICATIONS" />
20          </tabset>
21        </item>
22        <item labelKey="heading.TrainingPlan" txCode="GETPLAN" />
23        <item labelKey="Label.LearningPath" txCode="LEARNINGPATH"></item>
24        <item labelKey="menu.ai.recommendations" txCode="RECOMMENDEDCOURSES"></item>
25        <item labelKey="Label.Find_a_Learning_Item" txCode="FRAMELESSCATALOGSEARCH" />
26        <item labelKey="heading.Catalog_Search" txCode="STRUCTUREDCATALOG"></item>
27        <item labelKey="Label.Course_Calendar" txCode="SESSIONCAL" />
28        <item labelKey="catalog.Label.tokenPackages" txCode="BUYTOKENPACKAGES" />
29        <item labelKey="Label.CourseCouponEnrollment" txCode="COUPONENROLLMENT" />
30        <item labelKey="Label.Check_Out" txCode="CONFIRM" />
31      </menu>
32    </item>

```

## The Background "Course Association Relevance Rating Task"

The background task provides the "magic" of the recommendation function runs once per week. This implements a "Collaborative Filter" algorithm similar to that used by Amazon and NetFlix, but it has been tweaked for training relationships.

There are a few details worth noting:

- Since this task runs once per week, the ratings will not change in between the runs.
- When a site is upgraded with the appropriate build the first time, it may be desirable to manually run this task using the "Scheduled Tasks" menu function (so that there is no need to wait for one week to use the recommendations).
- The algorithm must do a massive analysis of the existing training history (e.g. the transcript table).
  - To do this efficiently, it reads the relevant details into memory, and does the calculations there.
  - This greatly improves the speed - a typical analysis of a large database containing 5 million rows can be done in 5 minutes, comparing to 10 hours by iterative SQL operations.
  - Such an analysis can temporarily use 500 MB - 1 GB of RAM; however, once the analysis is finished and the results are written to the database, this RAM is released.
- There are several parameters currently limiting the analysis of the training records:
  - Only the past 18 months of training data are analyzed (Default Setting). It is because old record associations and recommendations seem to be of little values, and constraining the analysis scope shortens the time required considerably.
  - Each course must have at least 10 enrollments to be considered meaningful inclusion in the recommendations. Because of this approach, demo sites may not have enough information for useful recommendations to be made. So it may be necessary to do some bulk enrollments to provide the amount of data worth showing in a demo.

## Daily Task - Person Information Processor

Person Information Processor, a daily task, visits all the transcripts in the System to perform the following against them in the background:

1. Program Completion - Completing those programs that meet all the completing requirements. A program transcript can be eligible for completion under circumstances such as:
  - Program sub-module definition changes
  - Equivalency rule changes
2. Competency-related Tasks Processing - Responsible for all the existing competency-related tasks including:
  - Auto Competency Revocation Task
  - Competency Completion Task
  - Expired AdHoc Assessment Competency Revocation Task
  - Expired Modules Competency Revocation Task
  - Expiring Modules Competency Reminder Task

## Skin Customization

For detailed information, please refer to EN013 Skin Customization Guide.

### Note

Newer LMS pages built with the responsive design system introduced in PeopleFluent LMS 15.3 cannot be skinned. Where a new version of an existing page is available, users with the *Enable new UI* setting in their profile set to **Yes** will be redirected to the new version when navigating using the menu system. When enabling new UI, you are recommended to switch to the default PeopleFluent skin, which provides a more consistent user experience between new and legacy UI pages.

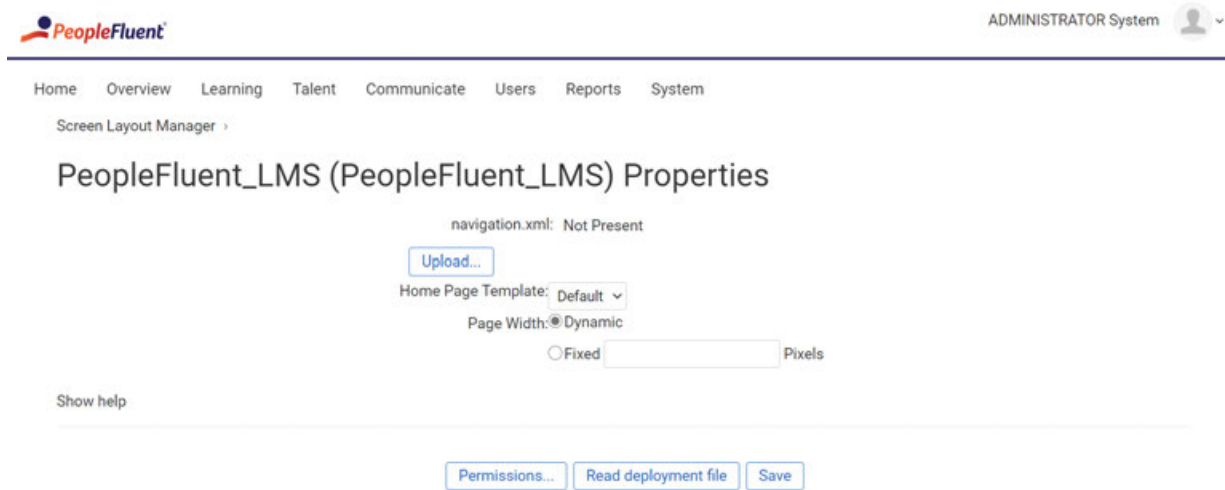
## Screen Layout Manager

The screenshot displays the 'Screen Layout Manager' interface. At the top left is the PeopleFluent logo. At the top right, it shows 'ADMINISTRATOR System' with a user icon. Below the header is a navigation bar with links: Home, Overview, Learning, Talent, Communicate, Users, Reports, System. The main heading is 'Screen Layout Manager'. Underneath, there are two sections: 'Installed layouts:' which includes a dropdown menu currently set to 'PeopleFluent\_LMS' and three buttons: 'Edit', 'Export...', and 'Delete'; and 'New Layout:' which includes an 'Upload' button.

To manage skins, go to **Manage Center > System > Screen Layout Manager** where you can:

1. Upload new skins
2. Delete skins
3. Export skins
4. Edit skin configurations

## Editing Skin Configuration



When you edit a skin, you can configure:

Properties	Description	Remarks
Page Width	<ul style="list-style-type: none"> <li><b>Dynamic:</b> The window contents scale with the window width.</li> </ul>	
	<ul style="list-style-type: none"> <li><b>Fixed:</b> The content will be shown on a page of fixed width with the number of pixels specified here.</li> </ul>	Scrollbar padding will be added to the browser window as needed.
navigations.xml	To apply a new navigations.xml file, click <b>R eplace</b> .	A default file will be applied if deleting / no file is provided.
Home Page Template	Select one of the Templates that have been defined using <b>Home Page Manager</b> .	

## Screen Export

"Print" and "Export to CSV" functions are available on various screens (collected under a "Tools" menu where necessary):

**Users**

The screenshot shows the 'Users' management page with various search filters. The filters include: First Name, Last Name, User ID, Assignment ID, Logical Domain (set to 'All'), Organization (with a 'Click to select' button), Job Title, Employee Number, E-mail, Role (set to 'All'), Status (set to 'All'), User Group (set to 'All'), Market (set to 'Select'), Country (set to 'Select'), Training-Relevant Job Role (set to 'Select'), and Partner Number. There are also checkboxes for 'Exact Match Name', 'Exact Match User ID', and 'Exact Match Reference Code'. Below the filters are 'Filter' and 'Reset' buttons. On the right, there is a 'Results per Page' dropdown set to 25.

Showing: 1 - 9 of 9

The screenshot shows a table of users with columns: Name, User ID, Assignment ID, Job Title, Employee Number, and Current Status. The first row is '1 User' with User ID 'user1' and Assignment ID 'user1-1 DA: NG Ronald'. The other rows are 'ADMINISTRATOR System', 'ASSIGNMENTS Multi', and another 'ASSIGNMENTS Multi' entry. A 'Print' button is highlighted in a red box above the table. A dropdown menu is open, showing 'Export to CSV' and 'noemail'.

Name	User ID	Assignment ID	Job Title	Employee Number	Current Status
1 User	user1	user1-1 DA: NG Ronald			Active
ADMINISTRATOR System	ndadmin	ndadmin-1		ndadmin@netdimensions.com	Active
ASSIGNMENTS Multi	assignment	assignment-1			Active
ASSIGNMENTS Multi	assignment	assignment-2			Active

When the Print action is clicked, it invokes a Print Preview on a separate tab. It also launches the browser print dialog for more Print options. Depending on the browser, there could be a separate browser Print Preview function within the print dialog itself like in Chrome. If the dialog itself is closed, it could be relaunched by clicking the Print button at the top of the Print Preview screen.

The screenshot shows a browser print dialog box overlaid on the Users management interface. The dialog has 'General' and 'Options' tabs. Under 'General', it shows 'Select Printer' with 'Microsoft XPS Document Writer' selected. It also shows 'Status: Ready', 'Print to file' checkbox, 'Page Range' (set to 'All'), and 'Number of copies' (set to 1). Under 'Options', there is a 'Collate' checkbox. The background shows the 'Print' button highlighted in a red box on the browser tab, and the 'Users' table from the previous screenshot.

When Export to CSV is invoked, the browser prompts you to open or download the CSV file. The file will contain the exported list filtered by the search criteria employed. The default encoding for the export is UTF-8.

Print is available at:

- Enrollment Approval
- User Groups
- Edit User Group
- Job Profiles
- Job Profile User Review
- Organization Maintenance

- Edit Organization
- System Roles
- Edit Role
- Class Resources Manager

Export to CSV is available at:

- Exam Manager

Print and Export to CSV is available at

- Manage Users
- Teach

## Managing Indexes

Search capabilities are provided through the use of indexes. Index statistics can be found at **Manage Center > System > System Support Functions > Rebuild Index**. To rebuild the indexes, click **Rebuild**.

**Rebuild Index**

Please note that the time required for rebuilding the index is very much dependent upon the data volume in the database.

Last Rebuild Date: Jan 28, 2013 10:03 AM GMT+08:00  
 # of Rebuild Requests: 2

	Competencies	Job Profiles	Reference Resources	Learning Modules	Users	News
# of records in database	5	2	0	11	25	0
# of documents in index	5	2	0	11	25	0
# of Index Add Requests	0	0	0	0	0	0
# of Index Delete Requests	0	0	0	0	0	0
# of Index Update Requests	0	0	0	1	1	0
# of Index Errors	0	0	0	0	0	0

[Rebuild](#)

## FAQs

### Does PeopleFluent LMS support SSL?

Yes, PeopleFluent LMS supports SSL - and you can put the entire LMS data stream into SSL. We have successfully tested a selection of vendors' courseware in "full SSL" mode.

### How are passwords protected?

The LMS does not store user passwords in the database. Instead it stores a hash value produced using a cryptographic hash function, which is performed in the LMS application code, not by the database server. By design, it would be extremely difficult to recover the original password from the stored hash value.



When a user logs in, the LMS generates a hash value corresponding to the password provided, and compares this with the stored hash value. If the values are identical, the login succeeds.

Unlike ciphers (algorithms such as DES and AES, which encrypt and decrypt strings), cryptographic hash functions do not use keys. Thus, the concept of key size does not apply; there are no 56-bit keys or 128-bit keys involved.

### Database connection password

In the standard configuration, the LMS stores the password that's used to connect to the database in `ekp.properties` in clear text. If your organization's security policy disallows storing clear text passwords in configuration files, you encrypt this password with the Encrypt Password function provided by the LMS.

To encrypt the database connection password:

1. Go to **Manage Center > System Configuration > System Utilities > Encrypt Password**.
2. On the Encrypt Password page, enter and then re-enter your database connection password and click Submit. An encrypted version of the password is shown.
3. Copy the encrypted password and paste it into your `ekp.properties` file, replacing the clear text database connection password.
  - For all databases except MySQL, the database connection password setting is `default.password=<your password>`.
  - For MySQL databases, the database connection password setting is `default.dba.password=<your password>`.

### How can I implement security on my SMTP server?

You can implement security by: - Restricting which IPs can connect to the SMTP port by restricting IPs at the firewall level or the SMTP server level

- Forcing authentication on using the smtp server options
- Disable (or at least restrict the IPs that can connect) the Telnet port at the firewall level

### What is the significance of the number in the Messages Pending field in the Status screen for a user in the User Editor?

This value records how many unread messages are in the LMS internal mailbox for the user. A value of 0 means there are no unread messages. Note that some users may receive their emails to an external mailbox in which case, the LMS will be unable to ascertain whether or not the messages were read.

### Can I configure an email to remind users to log into the LMS?

You can configure an email to be sent to users that haven't logged into the system in X number of days, where you define X. The reminder email is selected from the Email Template Editor and can be set to only send once or repeat after a defined number of days. The emails are generated and sent when the daily event handler for your LMS instance is run. By default, this is set to 3am but can be edited in the `ekp.properties` setting.

To setup a login reminder email to be automatically sent to users go to **Manage > System Administration Manager > Login Reminder** and follow the on-screen instructions.

## Can you configure emails to be automatically sent when new users are created in the LMS?

Yes, you can configure the LMS to automatically send new users an email by setting the New User Welcome Email. This is set under **Manage > System Administration Manager > System Settings > System Configuration** and choose **Mail** from the drop down. Use the Select icon to the right to choose an email template from the Email Template Editor. Click Save.

Each night when the daily event handler is run (by default, it is set to 3AM but you can change this setting in the `ekp.properties` file, if needed), the selected e-mail will automatically be sent to users that were added to the system within the last 24 hours. These could be users that were bulk loaded, manually created through the User Editor or self registered. If no email is set here, nothing will be sent.

## Does the LMS keep a log of all email messages sent?

The `ekp.log` file will log all generated emails sent in the LMS. The `mail.log` file keeps a record of the mail message, subject, recipient and sender of all mail generated by the LMS. Both log files are found in the following directory where the LMS is installed.

```
<tomcat_home>\webapps\lms\WEB-INF\logs
```

If the `mail.log` file does not exist in the folder above or the emails are not being logged to this file, ensure that it is configured properly. To do this, ensure that the following parameter is set to 'true' in the `ekp.properties` file and that it is not commented out (remove any '#' symbols at the beginning of the line). After making the change, restart the LMS. If the `mail.log` file did not exist before, it should now be created.

```
system.logmail=true
```

Note that neither the `ekp.log` nor the `mail.log` files record the status sent email. The LMS passes the email to the SMTP server as specified in the `ekp.properties` file but there could be delivery problems that will go unrecorded.

If you have access to your SMTP server you should be able to view the SMTP log to confirm the status of sending the emails. Most SMTP servers should log when the mail server received the email request from the LMS, the Sender, the Recipient, the email Subject, the date/time the email was sent and the status of the send. The SMTP log should record if the email was sent successfully and if not, the reason for the failure should be stated and any resend options. With many SMTP servers, you can even configure resend and bounceback options.

No SMTP server is supplied with the LMS but there are many available for free or to purchase on the Internet. In general, the only requirement is that the smtp server should allow relays from the LMS server IP address so that it will accept emails generated by the LMS.

## How can users change their own e-mail addresses?

Users can change the email address via User Settings/Preferences > User Administration. You will need to make sure the following options are enabled (Unrestricted) through the Role Access Control screens (Manage > User Manager) for the appropriate user roles.

- Preferences Menu
- Address Change

## How can I quickly email participants in a course to notify them of something to do with the course?

The easiest way to email all the participants in such a situation is through the Catalog Editor.

1. Open the Catalog Editor by going to Manage Center > Learning > Catalog General Settings > Catalog Editor.
2. Find the course using the Search functionality. Click the Search icon in the top frame and enter the course ID or title. Then click on the course title in the left frame.
3. Go to the Session Properties for the course by clicking the Session Properties tab in the left frame. For a classroom, workshop or Learning Program, you will need to choose the session for the users you want to email.
4. Click 3. Participants link in the left frame. Here you can use the Send E-mail to All link near the top of the main screen to email ALL users with the following status for the course, or you can choose to only email specific groups of users by choosing the Status Selection drop down to change the group or users who you can email.

For example, if you only wanted to email users that were on the waiting list for the course, you could choose Waitlist from the Status Selection drop down and then click to Send E- mail to Waitlist.

- Enrolled
- Completed
- Pending Approval
- Withdrawn
- Cancelled
- Failed
- Finished Using
- Incomplete
- No Show
- Passed
- Waitlisted

## How do I setup the LMS to send emails to external email addresses?

To setup the LMS so as to allow the sending of email messages to external email accounts, you must first specify an SMTP server to deliver the mail. An SMTP server does not come prepackaged with the LMS. The SMTP server can either be installed on the local LMS server or on a remote server and the location of the SMTP server must be specified in the `ekp.properties` file that is found under the following folder, where the LMS is installed:

```
WEB-INF/conf
```

Set the following parameters in the `ekp.properties` and restart the LMS for the changes to take effect.

```
system.externalmail=Y
```

You also have to specify the smtp server (for example your company mail server) and configure it to handle mail sent from the LMS.

You can either install an smtp server on local LMS server or on separate server or set the smtp to be on a different remote server by editing the `ekp.properties`

```
system.smtpHost=smtp.mydomain.com
system.externalmail=Y
system.logmail=true
```

If you already have an existing smtp server configured eg. exchange server you can use this as well, as

long as you've configured your smtp server to accept smtp traffic from the LMS server via the IP address and port in your firewall. In this case your pop server would then pass the mail to the users mail client eg. outlook.

**Note:** If no smtp is specified in `ekp.properties` then the LMS will use its internal smtp to send mail internally. This means a user has to login and view their mailbox in the LMS's Communicate => Mail Box option.

### **The NDADMIN account is getting emails about Invalid Email Addresses in the system. Is it possible to have these emails delivered to another email address?**

The Invalid email will be sent to the user that was configured as the Default System User for the LMS. By default, this user is the ndadmin user account. Should you would wish to direct the invalid emails to another email address, you could either change the ndadmin email address or change the user who is specified as the Default System User.

To change the Default System User, go to Manage Center > System > General Settings > Logical Domains. Edit the user listed at the Default System User field by clicking the button on the right, then search and select your new user.

### **Will the offline player work with multiple e-learning content types Lectora, SkillSoft, articulate, element K, Atlantic Link, Coral etc?**

The offline player will work with any course that can be imported from a self-contained SCORM or AICC content package.

The offline player will **not** work with content hosted on a remote content server-- the LMS cannot provide the courses for download if the course content is not present on the LMS server. In particular, this means that the offline player cannot be used with SkillSoft courses made available using OLSA.

### **Will the offline player sync results back into the LMS when the user is back online again?**

Yes, the player checks for an Internet connection at startup and exit and sends progress information back to the server if it finds one. It can also be configured to check for a connection periodically when it is not in use.

### **What level of reporting will be possible?**

Essentially any reports that can currently be generated for SCORM 1.2 or AICC courses could also be generated for courses run using the offline player.

### **What file extensions does the LMS support?**

Currently, the following file extensions are supported:

`.doc,.docx,.pdf,.txt,.ppt,.zip,.csv,.xls,.xlsx,.jpg,.png,.gif,.bmp,.mov,.avi,.mpg,.mp3,.wav,.pptx,.xml,.xlf,.arf`

The Users with the proper access control rights can view the supported file extensions in **Manage Center > SYSTEM > GENERAL SETTINGS > System Configuration > Security Management > Allowed General User File Extensions**.