



GreenLight
Release Notes
2014.3
August 2014

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Overview

The SilkRoad team is excited to announce the release of a new version of GreenLight. This release provides new features, enhancements to existing functionality as well as resolutions to known issues intended to improve the scalability, usability, and performance of the application. This document is designed to familiarize you with the latest release and provide details about various changes you can expect to see.

Early adopters and upgrade process

A release is made available to customers approximately one month prior to the start of the quarter (for example, December 1st, March 1st, June 1st, and September 1st). Customers are automatically upgraded to this release the middle of the first month of the quarter (approximately 45 days later). The period between the release availability and the automatic upgrade is considered the early adopter stage. Customers interested in being an early adopter can contact SilkRoad Support to be upgraded.

What it means to be an early adopter:

- You will receive the release without having to wait the approximately 45 days until all customers are upgraded.
- You should report any issues (bugs) to the support team (please be patient though; they are learning how to support the new version).
- You should understand this is not the same as beta testing where we can change new features based on your feedback.
- We may call on you to learn how you are using the new version and why you wanted to take advantage of it.
- Note: You are signing up to be an early adopter for this version only. You will need to request to be an early adopter for each version at the time of each release.

What happens if you choose not to be an early adopter?

- All SilkRoad customers will be automatically upgraded following the early adopter period. No action is required from you to initiate this process. A follow-up email will be sent to you one week before your site is scheduled to be updated.
- For those customers with dedicated staging sites, SilkRoad will begin to update your staging sites with the new release right away, though it may take several days to complete all sites.

New features

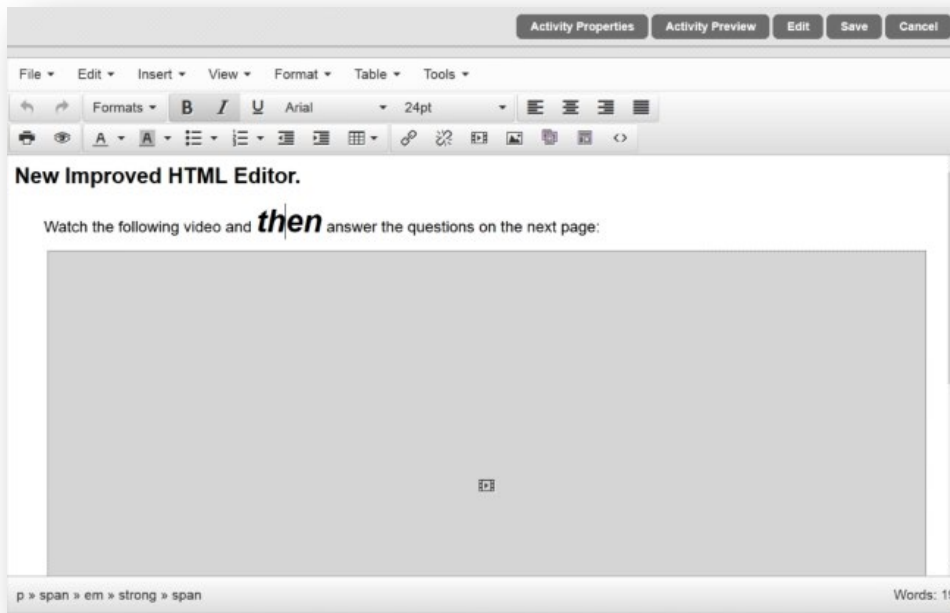
The GreenLight 2014.3 provides a number of new features as listed below.

Name	Tracking ID	Support Case	Description
HTML Editor	GL-4406		The HTML editor has been updated. This update provides better support for modern browsers and includes the ability to easily embed web hosted video (e.g. video from YouTube or other video websites) into HTML content pages.
Course Catalog Date Filter	GL-4377		The ability to filter a Course Catalog using a date range filter so users can find scheduled classes within a specific date range as potential classes for enrollment.
Required Training Available Notification	GL-4378		A notification that is triggered when a qualification certification is activated or reactivated for a student is now supported. This notification can be used to notify users or their supervisor that they have mandatory training to complete either because of a first-time certification or reactivation based on a recertification rule.
SCORM Interactions Report Query	GL-4419		The SCORM Interactions Report query now includes the following additional fields: UserLogin UserStatus UserStatusComment EmpID (UserReference) UserStartDate UserEndDate (Termination Date)

Updated HTML Editor

The HTML Content Editor has been updated. You will find this new editor in the following locations:

- Content Authoring: HTML
- Content Templates: HTML
- Assignments
- Supervisor Registrations for Ad Hoc Assignments (only in Internet Explorer 9+ in Student portal. Previous editor remains for older versions of Internet Explorer)

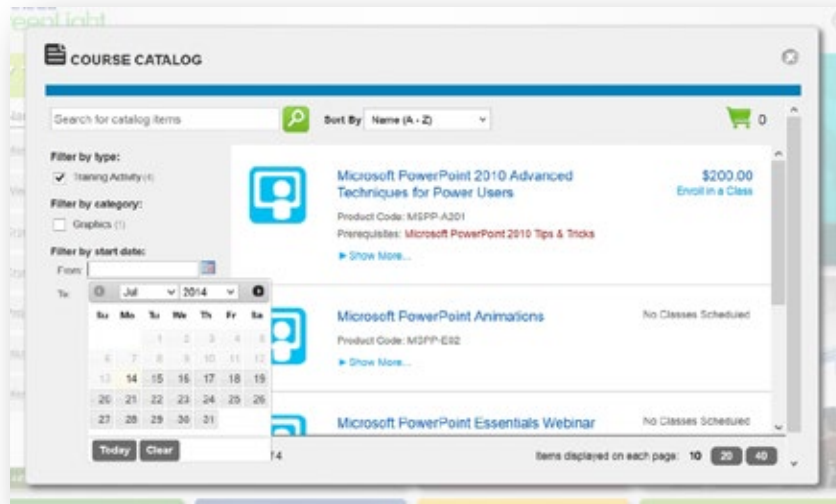


Some of the features of the updated HTML Editor include:

- Improved support for HTML5 video playback from the Media bank (MP4 recommended) and external sources (e.g. YouTube) with iframe embeds
- New menu bar for all operations
- Undo/Redo
- Access to Media bank from context menu and insert drop down
- Inline Preview button
- Path/status bar in the footer
- Insert date/time (current date/time in one of several formats)
- Ability to create a new document (clears current document)
- Dependencies moved into tools drop down menu
- Paste from Microsoft Word now part of regular paste
- Select all
- Print
- Insert page break function (for printing)
- New view options (e.g. show blocks)
- Reconfiguration of formatting options
- Improved table insert functionality

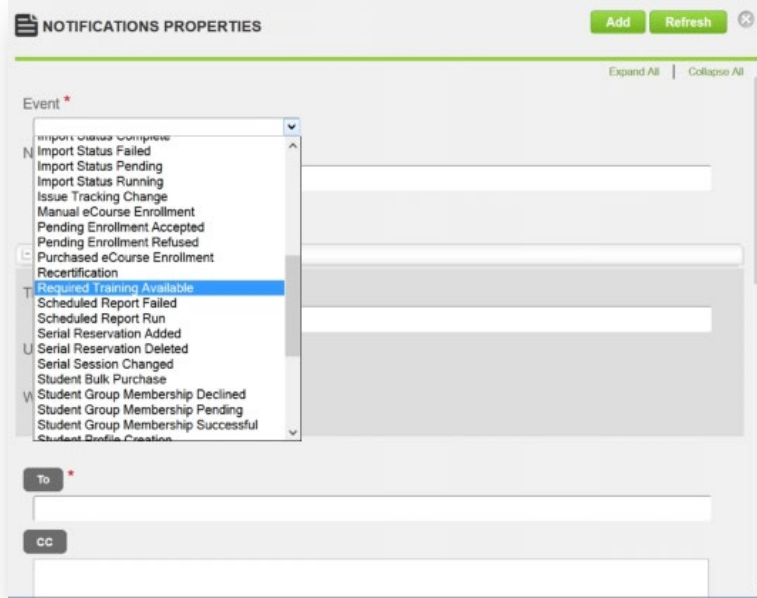
Course Catalog Date Filter

The Course Catalog now provides the ability to search for scheduled classroom events within a date range. Users can enter a Start Date and/or an End Date and any classroom events that fall within that range is displayed. Entering ONLY a Start Date returns all classroom events with a Start Date on or after the date entered. Entering ONLY an End Date returns all classroom events from the current date up to and including the entered End Date.



Required Training Available Notification

A new Required Training Available notification can now be defined as a notification event within Notification Properties. It is triggered when a Qualification certification is activated or reactivated. Use this notification to send a message either to a student or to the student’s supervisor to notify them that training must be completed.



Resolved issues

The following issues have been resolved in this release. These issues may not affect all customers. Issues are sorted in numerical order by Support case tracking ID.

If additional information is required, please contact Support and reference the ID #'s displayed.

Support Case	Tracking ID	Location	Description
430341 535098	GL-3016 PE-19869 PE-28024	Reports	Generating a large XML report would timeout before complete.
486786	GL-4395 GL-4402 PE-24195	Admin properties pages	Improved managed list support when using an iPad
495502	GL-4132 PE-24988	Notifications	Some notifications were generated with no text after user imports because "emailformat" was not being correctly set on import.
500017	GL-2365 GL-2338 PE-25318	Invoices	Improved date format display in Invoices and Invoice Reports
510462	GL-4124 GL-4029 GL-4133 PE-26016	Date Format	When attempting to create an Ad Hoc Record the date format for the company was not being used.
513079	GL-4118 PE-26327	GL-Student History- All Exams Report	The Total Attempt values were not displayed correctly.
513783	GL-4354 PE-26262	Surveys	Survey submissions would prompt for missing required field data if a survey included a required date field even though all required fields were populated.
517139	GL-4353 PE-26447	Monitor/Training	"time in course" was not correctly displayed in Monitor/Training eCourse Summary
552178	GL-4526 PE-29303 PE-29279	Content / Media / Materials	PDF files when associated to content objects as Media and viewed in materials were showing mid page and off center

Support Case	Tracking ID	Location	Description
N/A	GL-2639	Assess eCourses	Creating a new unmastered eCourse record did not correctly associate the user eCourse ID to the record
N/A	GL-4155	AICC courses	Some AICC imported courses incorrectly displayed "Unknown" status in activity tree.
N/A	GL-4348 PE-22137	Reports	Downloading a report containing field names with spaces caused report errors when uploaded.
N/A	GL-4230	Course Catalog	Prerequisite label was not displaying correctly in some languages
N/A	GL-4420 PE-28233	Course Catalog	Instructional Time was not displaying correct duration
N/A	GL-4495	Expert Assess Checklist	Assessing a Checklist in the Student Portal created a History record but did not correctly update the user's development plan with a MET status.

Known issues

The following issues remain unresolved in this release. Until they are resolved, use the suggested workaround or avoid them as noted.

General known issues

The following issues remain unresolved in this release. Until they are resolved, use the suggested workaround or avoid them as noted.

Issue	ID	Workaround
When enabling or changing user session expiry settings, the browser must be closed and re-opened for changes to take effect.	10850	Close and re-launch browser to affect the session expiry settings.
Attempting to launch the HR Import Utility will prompt user with an error if using Apple Mac OSX or iOS.	GL-181	Use Internet Explorer with Microsoft .NET Framework 3.5.0+. If using either Chrome or Firefox browsers, ClickOnce addon is also required. See below for further information.
Exported content does not work on Apache web servers when case sensitivity is set to ON.		Set case sensitivity to OFF
Access to pricing matrix and CEU Matrix grant user's unrestricted Access to other objects (eCourses, Training Catalog Items, etc.)	GL-1753	Only allocate privilege to these functions for unrestricted users.
Self-marked assignments do not rollup when previewed in the Admin Portal	GL-2108	Create an eCourse with the content object containing the self-marked assignment and push to a test student to preview and troubleshoot.
Self-launching Assignments do not appear in My Training when part of an Equivalency.	GL-2956	Self-launching Assignments can only be launched and completed from the Competency Learning Options list and do not appear in the My Training page when status is "In Progress".
Billing Group fields appear briefly when refreshing the Invoice properties page	GL-3911	Support for Billing Group invoicing will be added in a future release.

Issue	ID	Workaround
Flash-based functions, including Matching questions, Fill-in-the-Blank questions and imagen authoring are not supported in Internet Explorer 11	GL-3762 GL-4502 PE-26656	Firefox, Chrome, and Internet Explorer 10 browsers continue to support Flash content.
Printing multi-page Checklists using Chrome inserts page breaks inappropriately	GL-4232	Firefox and IE10 browsers correctly print multi-page checklists
Course Catalog does not support token sales/purchase, taxes, or third-party billing		Existing eCom Catalog continues to support these features
Maximum Year in certification Calendar picker is 2015	GL-4222	Use Calendar controls to advance forward from Dec 2015. The Year displays as 2006, but selecting a date will set the year to 2016.
Course Catalog and Checklists do not display correctly when using Internet Explorer 7		Use any modern browser for best results
When exporting content as SCORM 2004, content activities with "Satisfied by Measure" settings ON (i.e. Required and Scored) do not "Flag failed content as incomplete" when this export setting is ON	GL-4045 PE-24429	Recommend using "SCORM Default" setting instead of "Required and Scored" for activities that need to show incomplete when failed.
Enrolled/Waitlisted status does not display on the Checkout Summary Page when purchasing a Class from the Course Catalog	GL-4205	Users will receive any active notifications that include status. This issue will be fixed in a future release.
New HTML Editor when used for Register Training Ad-hoc Assignments will not load in Internet Explorer 7 or Internet Explorer 8	GL-4406	Old Version of HTML Editor will show instead. Users should use browser that support modern standards.

Issue	ID	Workaround
New HTML Editor when used for Register Training Ad-hoc Assignments has issues when viewing properties in Chrome and Firefox	GL-4406	No workaround at this time. Will be addressed in a future release.
Using Internet Explorer 9: Self Marked Assignment does not display "Accept" button in GL Sequencing Skin.	GL-4315	Set company default skin to be GreenLight skin NOT LifeSuite Skin.

Localization known issues

The following issues remain unresolved in this release. Until they are resolved, use the suggested workaround or avoid them as noted.

Issue	ID	Workaround
Time zone support		Time zone is not localized based on a user profile. Time zone can be defined and displayed for scheduled Training Events by setting the company default time zone.
Importer Utility displays in English only		Importer Utility used to import legacy records and users is currently in English only.
Notification merge fields		The fields used to display data in notifications currently exist in English only
Documentation		Documentation currently exists in English only
eBusiness currency		The eBusiness function supports one and only one currency. Currency is not localized and displays as \$ (dollars) in the interface.
Imagen author		The imagen authoring tool is currently not localized and is available in English only.
eBusiness subscriptions	GL-4126	Subscription time units always display in English regardless of login language set.
HTML Editor	GL-4429	Some text in the HTML Editor appears in English only.

Supported browsers

GreenLight is designed to provide browser-neutral service delivery. It is recommended that you use modern browsers, as we make every attempt to support the latest versions of the following browsers.

Student Portal supported browsers

Browser	Version
Internet Explorer <i>(not compatibility mode)</i>	IE 7, 8, 9,10 and 11*
Mozilla FireFox	latest
Google Chrome	Latest**
Apple Safari	Latest**

Our overall strategy is to maintain active browser support based on client and new hire demand. Regardless of formal browser support, we will always troubleshoot and work to correct issues impacting users.

** Content dependent. SilkRoad has not tested all content types with Safari and Chrome on the Mac; however, many of our customers report using these browsers in the Mac environment with no problem.

Admin Portal supported browsers***

Browser	Version
Internet Explorer <i>(not compatibility mode)</i>	IE 7, 8, 9,10 and 11*
Mozilla FireFox	Latest***
Google Chrome	Latest***
Apple Safari	Latest***

*** The Admin Portal has been tested for the three most used browsers on the Windows platform (IE, Chrome, and FireFox).

* **NOTE:** *The current Life Suite Skin is optimized for use in modern web browsers. At this time, Internet Explorer 9 or higher and the current versions of Chrome, FireFox, and Safari are preferred. All major functions have been confirmed operational in these preferred browsers, but situations may arise where a feature may not be fully supported.*

Although the Admin Portal can be viewed using an Internet Explorer 7 browser, some admin functions that access Student portal functions, the Course Catalog and the Checklist require a more modern browser to function correctly.

Mobile device support

SilkRoad views mobile device support as an important capability to all our applications and especially for our customers' ability to deliver training and information. As we design new functions, we continue to assess the needs for training and information delivery using mobile devices.

With the GreenLight default Skin in the Student Portal, the iPad and similar tablet devices can be supported. Although the interface can be rendered on the iPad, some content delivered may not be compatible with the iOS or other mobile operating systems (e.g. authoring Checklist forms)

Supported languages

Student Portal

With this build, any GreenLight Student Portal can be configured to support one or more of the following languages:

- English
- Flemish
- French Canadian
- French
- German
- Japanese
- Simplified Chinese
- Spanish
- Italian
- Portuguese (Brazilian)
- Portuguese
- Russian

Admin Portal

With this build, any GreenLight Admin Portal can be configured to support one or more of the following languages:

- English
- Flemish
- French Canadian
- French
- German
- Japanese
- Simplified Chinese
- Spanish
- Italian
- Portuguese (Brazilian)
- Portuguese

Technical support

For technical assistance for any of our solutions, contact our support staff at:

- **Phone:** US Toll Free: 1-866-803-9663
- **International Toll Free:** Access numbers via support.silkroad.com
- **Web:** support.silkroad.com
- **Email:** support@silkroad.com