

MAY
2025



EAGLE POINT
SOFTWARE

Monthly Release Notes

Your Monthly Guide to
What's New and
Improved!

Prepared By:

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Support Team**

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ENHANCEMENTS – PEAK ADMIN PORTAL

User Provisioning

Microsoft Entra ID Synchronization - Improved Log Precision and File Handling

| Issue | Fix |
|--|--|
| Multiple AD syncs on the same day overwrite each other in blob storage due to the log_date field storing only a date (not a timestamp), resulting in loss of previous logs. | A new log_datetime field has been added to the sy_cloud_sync_log table to capture the full date and time of each sync event. Log files stored in blob storage now include a timestamp in the filename using the format: LogType_YYYYMMDD_HHMMSS.txt. This prevents overwriting and allows support teams to accurately trace and retrieve individual sync logs. |

Why this matters: This enhancement improves traceability and troubleshooting for clients running multiple manual or full syncs on the same day. Each sync log is now saved with a unique timestamp and accurately represented in the Admin Portal logs page.

Important Note:

As a built-in safety mechanism, the **Full Sync process will not delete more than 10% of the user base** in a single run. This is to prevent unintended mass deletions due to configuration errors.

If you need to remove more than 10% of users, please run the **Manual Sync** instead. In such cases, the Full Sync log will include a message like:

Deleted : Invalid. Data set was too large.

This information is captured in this document - [Understanding the 10% Deletion Limit in AD Full Sync](#)

Duplicate User Record Cleanup and Merge Logic

A new enhancement has been implemented to address data integrity issues caused by duplicate user records across tenants and internal tables. Inconsistent user records were preventing proper import of external learning and interfering with login behavior.

What's Improved:

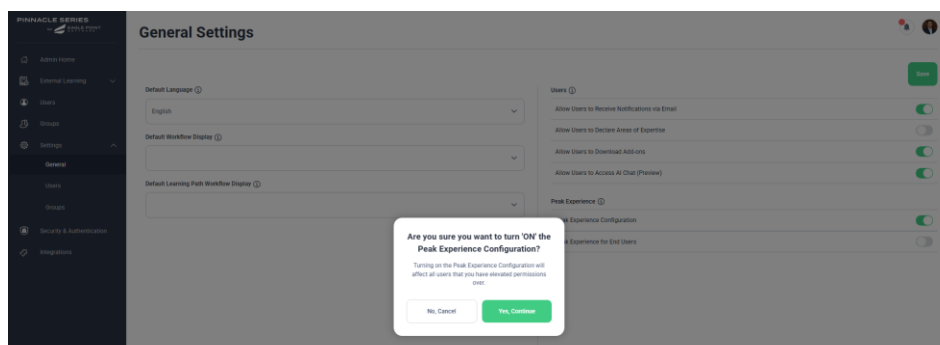
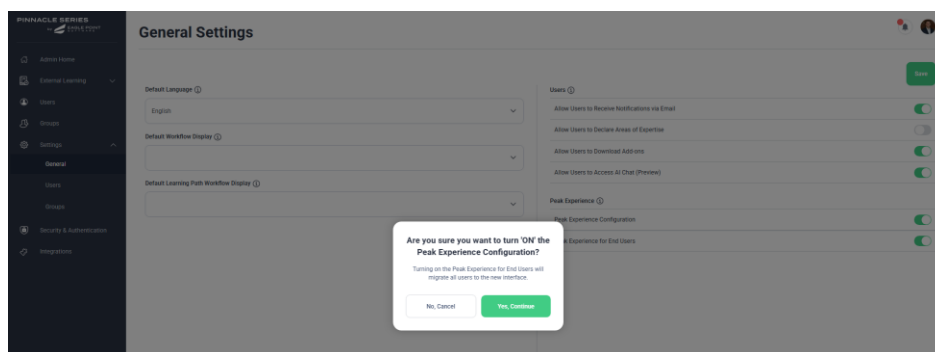
- Introduced logic to detect and consolidate duplicate user records across the pinnacle_users and system-level user tables.
- Merges learning history and login activity into a single, active user profile.
- Retains the most recent login credentials based on the user_log table.
- Prevents future conflicts when importing learning records or managing enrollments.
- Especially helpful for clients who underwent tenant migrations or bulk user creation.

Why It Matters:

This update resolves critical issues with enrollment, login, and external learning imports caused by duplicated user data. It also supports long-term data hygiene across multi-tenant environments.

Add friction message when toggling the on or off the Peak settings

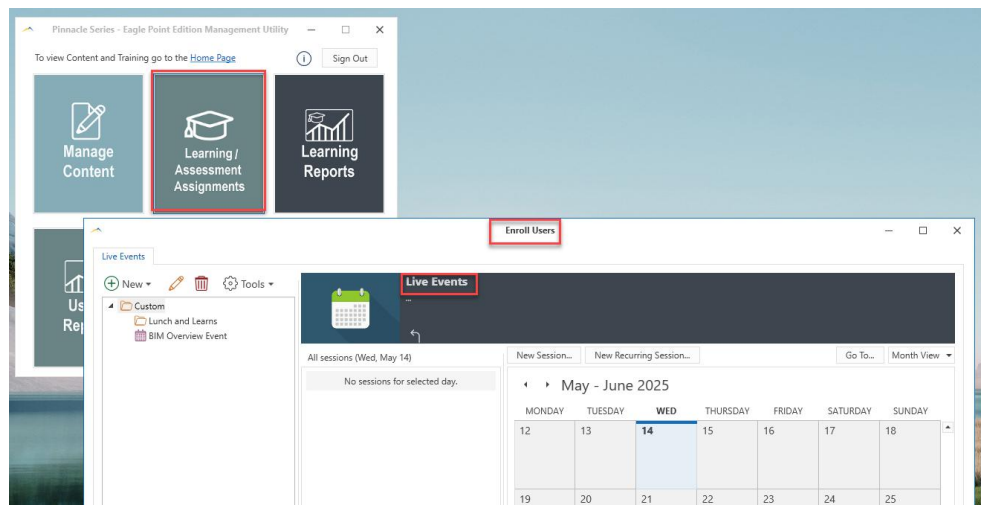
| Issue | Fix |
|--|--|
| Lack of confirmation when enabling/disabling Peak features | Users will now see a confirmation (friction) message when toggling the Peak for Configuration or Peak for End Users settings. This prevents accidental activation or deactivation and ensures administrators are making intentional changes. |



Management Utility

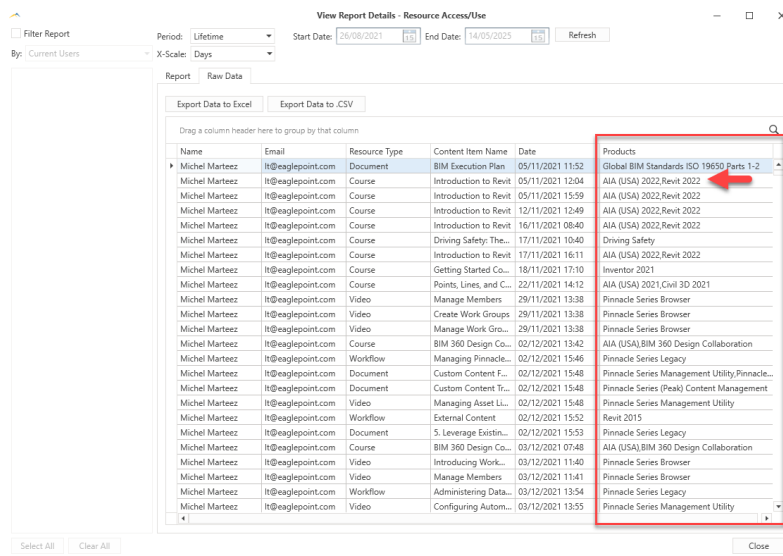
Learning/Assessment Assignments

| Issue | Fix |
|--|--|
| Assignment tabs visible in MU when Peak is enabled | When End User Peak is turned on, the Learning Paths and KS Assessments tabs are now hidden from the Management Utility. This ensures a cleaner experience aligned with Peak's assignment workflows. |



Reports

| Issue | Fix |
|--|---|
| Product version missing from usage reports | Usage reports now display the correct product and version (e.g., 2024, 2025) for each content item, improving accuracy in content performance tracking. |



Content

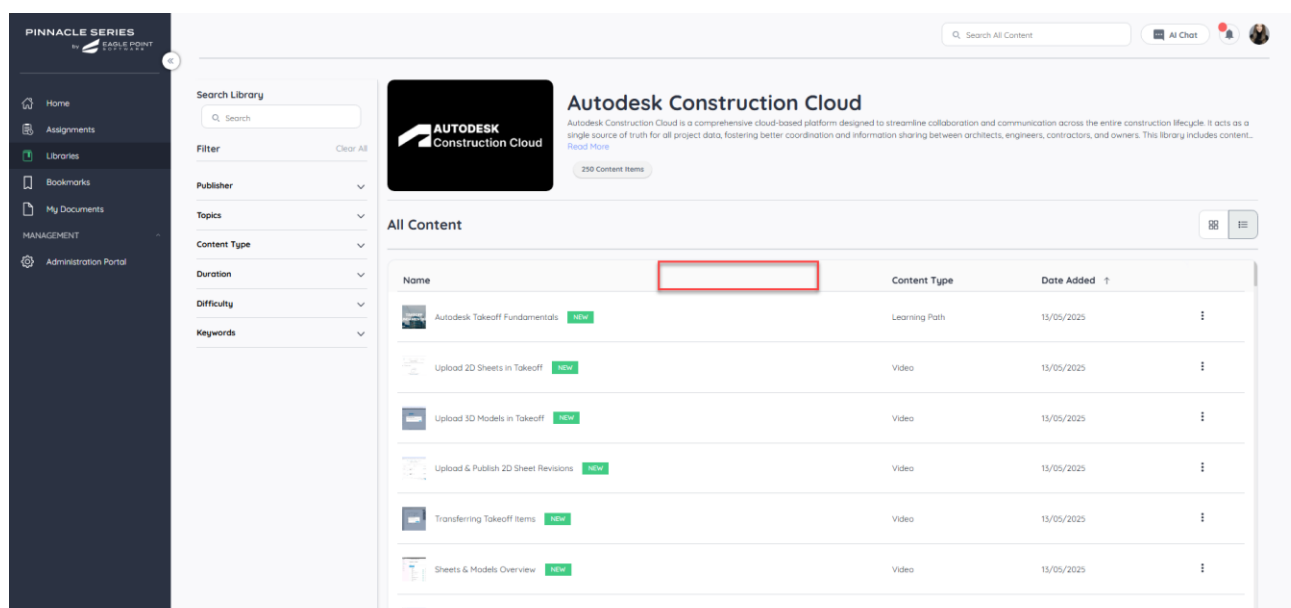
SCORM File Size Now Unrestricted

- ✓ The SCORM file upload process has been enhanced to support larger package sizes. Users will no longer encounter previous file size restrictions when uploading SCORM content in the Manage Content area.
 - **Why this matters:** This improvement supports richer, more complex SCORM learning materials, removing a technical barrier for content authors and instructional designers.

Libraries

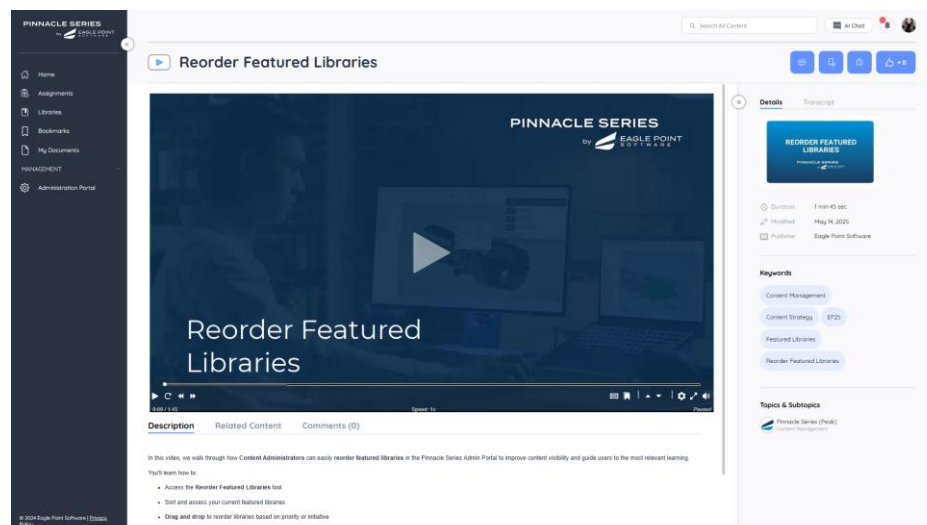
Removed “Publisher” Column

- ✓ We removed the "Publisher" column from Library tabs in (List & Tile View) for both end users and management teams to reduce visual clutter by removing a column that's not typically used by end users or admins when browsing libraries.
- ✓ Affected areas include
 - **End User Interface**
 - Featured Libraries
 - All Libraries
 - **Admin Portal**
 - Featured Libraries
 - Tenant/Custom Libraries
 - Subscription Libraries



Featured Libraries - Reorder Featured Libraries

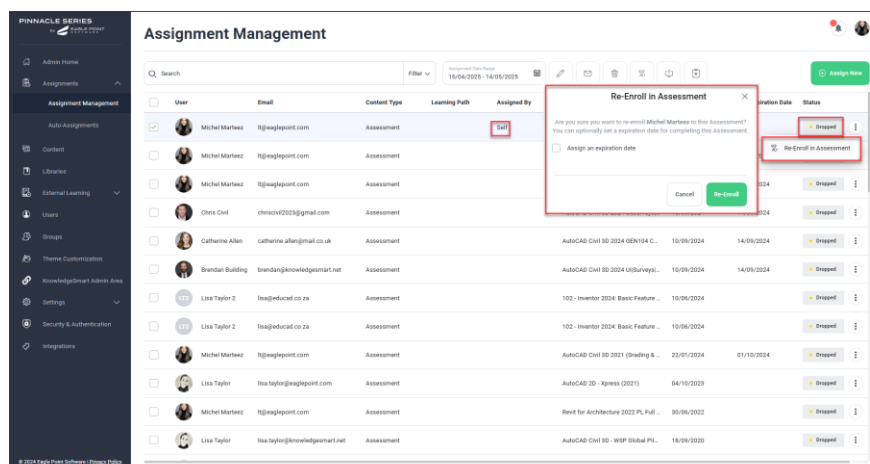
- ✓ New Tools menu option added to the Featured Libraries tab, allowing Content Administrators to control the order of the Featured Libraries in both list or tile view for users. Content Administrators may order by column header or by dragging and dropping Featured Libraries.
- ✓ Watch this video to learn more - [Reorder Featured Libraries](#)



Assignments

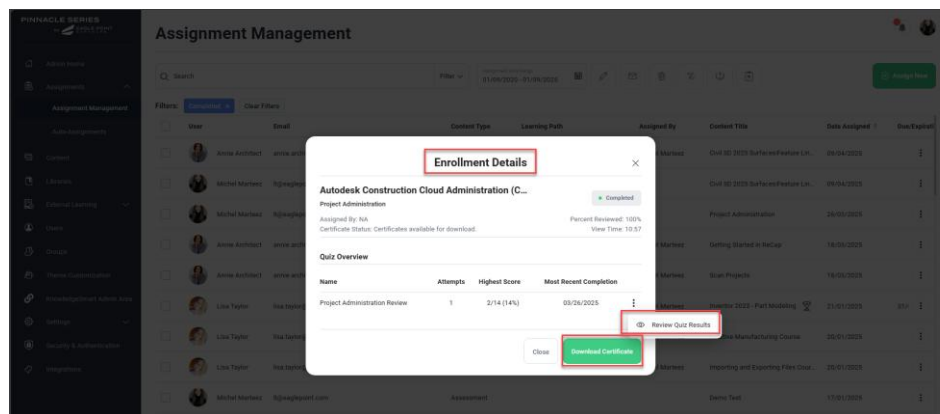
Re-Enroll Option for Dropped Assessments

- Managers may now re-enroll users in dropped or completed self-assigned assessments.

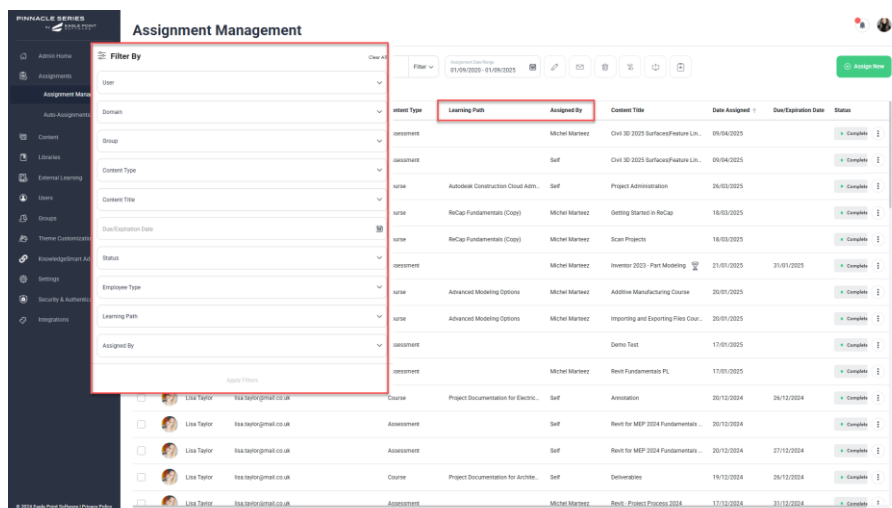


View Enrollment Details in Kebab Menu

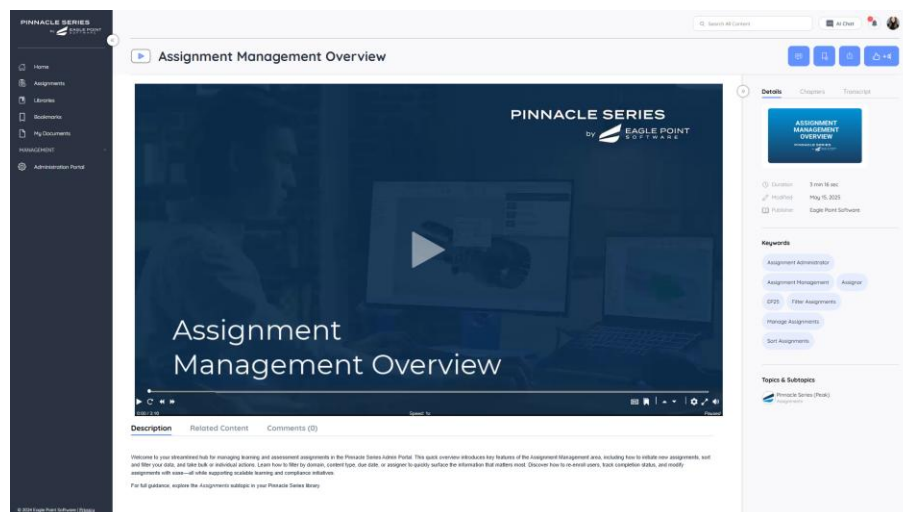
- The “View Enrollments” option for completed content assignments now shows quiz scores and certificate access



- ✓ Optimized Assignment Management Filter Options
 - Filter by Learning Path and Column
 - Filter by Group
 - Filter by Assignor and Column



- ✓ See the below video for more information



User Journey

Search

| Issue | Fix |
|---|---|
| Learning Path Search Results Lacked Clarity When No Courses Matched | When a user searches a term that matches only a Learning Path (LP) but none of its courses, the system will now display the 'View More' option with informative context. Upon clicking, users will see the message: <i>"No courses within the selected learning path match your search criteria."</i> This improves clarity and helps users understand the scope of their search results. Existing behavior for LPs with matching courses remains unchanged. |

Translate Universal Documents

You can now view universal documents—such as PDFs, Word Documents, and PowerPoint files—in your preferred language as selected within your user profile settings.

Pinnacle Series has made several behind-the-scenes improvements to enhance your experience when viewing content in your preferred language.

Better Formatting in Translated Documents

- Translations now better preserve bullet points, layout structure, font styles, and spacing.
- Faster Access & File Stability
- Translation times are faster.
- Translated content is stored within your organization's tenant, so future access is quicker.

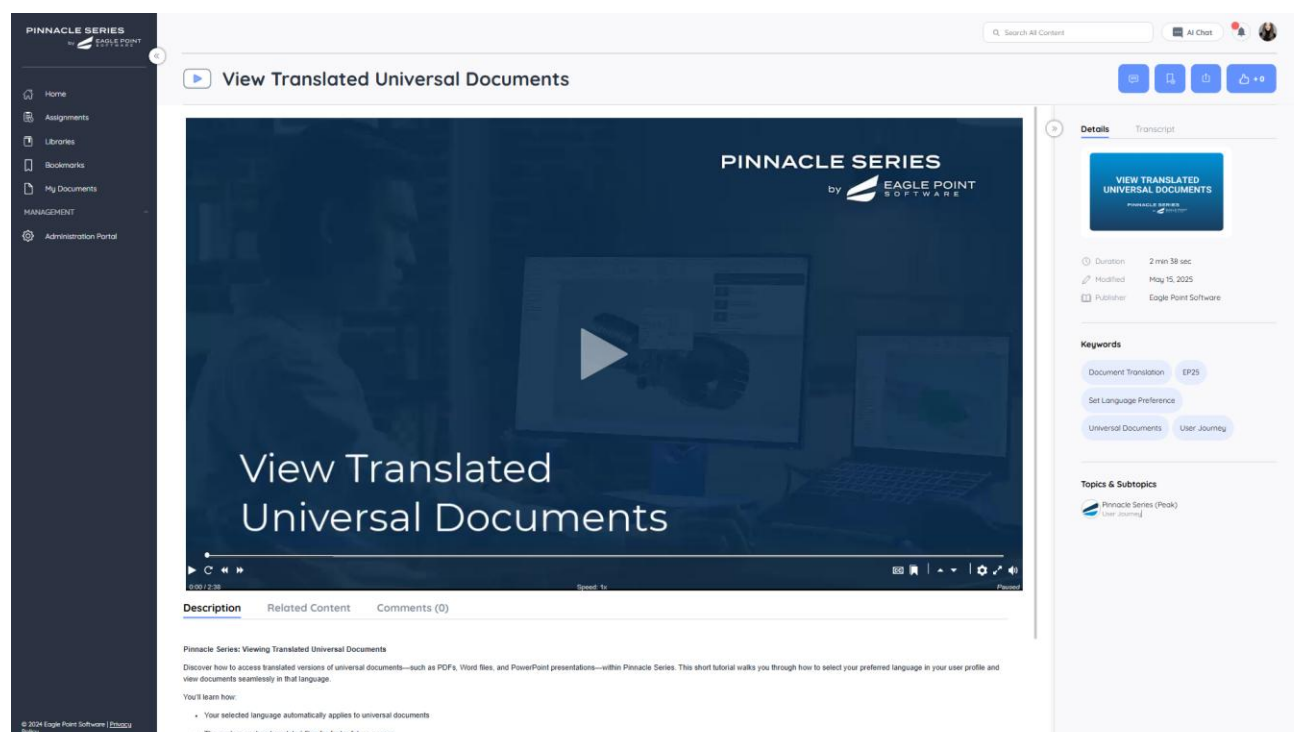
What to Expect

- Microsoft Azure AI Translation Services power the translations.
- While highly accurate, automated translations may occasionally contain small formatting issues or language quirks.
- You may see a notification in the translated document reminding you it's auto-translated and suggesting review for critical use.

Pro Tip for You

If something doesn't look right—such as missing text, odd formatting, or incorrect terminology—please let your team lead or Customer Success Manager know. Your feedback helps us continuously improve translation quality.

For a quick overview access the video below.



Pro Tip for Content Managers

- Access our **Content Translation Guide** to learn how to optimize your content for better translation outcomes.
- If you receive feedback from native speakers or spot an issue yourself, use our **Translation Feedback Template** to report it to our team.

REPAIRS

Pinnacle Series - Peak Experience - Admin Portal Repairs

☒ Admin Portal

Focuses on issues within the Admin UI, user management, and portal-level configuration tools.

| Issue | Fix |
|---|--|
| Email Sign-In Credentials Formatting Not Retained | Formatting was not retained when emailing users from the "Users" area in the Admin Portal. This has been repaired. |
| Custom Theme Deletion Not Saving Selected Theme | Deleting a theme after selecting a new one caused the selection to revert. This has been repaired. |
| Converting Interviewees to Employees Failed | Converting interviewees and assigning training now works correctly. |

☒ Assignments

Covers issues in course assignment workflows, modal behavior, reassignment logic, and user-based load/performance issues.

| Issue | Fix |
|---|---|
| Assignment Screen Showing Intermittent Errors | Assignment Management screen no longer throws intermittent errors when filtering or applying date ranges. |
| Long Delay After Clicking "Done" in Training Assignment | Delay after clicking "Done" in the Assign Training modal has been resolved. |
| Incorrect Email Option Displayed for Assessments | The assessments menu now properly displays "Resend Invitation" instead of email in applicable contexts. |
| Assignment Table Missing Scrollbar | Horizontal scroll bar now appears in the Assignment Management table where required. |
| Classic Enrollment Links Routing Incorrectly in Peak | Classic enrollment links now redirect correctly after migration to Peak. |
| Personalized Learning Not Reassigning Due to History | Users with dropped or completed enrollments are now eligible for reassignment. |
| Assessment Reassignment Error with Previous Attempt | Users can now be reassigned assessments previously incomplete without errors. |
| Assign Training Modal Closed Without Saving | Selecting content using "Add Training" no longer closes the modal prematurely. |
| Delays in Loading User Modal for Assignments | Modal for selecting users during assignments now loads significantly faster. |
| Learning Path Courses Missing in Training Template | Courses now appear as expected when assigning training templates with learning paths. |

| | |
|--|---|
| Assign Users Modal Failing with Large User Sets | Large user lists now populate without delays or failures. |
| Add Assignors Modal Not Showing All Eligible Users | Assignors modal now displays users with both Assignor and Assignment Admin roles. |
| Dropped Assessments Reappearing After Refresh | Removed assessments no longer reappear as dropped after refreshing the page. |

☒ Content Management

Includes all issues related to managing, editing, or displaying content, libraries, video playback, SCORM, and metadata.

Content Visibility and Content Authoring

| Issue | Fix |
|--|---|
| Published Content Incorrectly Displayed as Draft | Published items no longer appear as draft when assigning training. |
| Subscription Content Not Addable to Custom Library | Subscription content can now be added to custom libraries even if not shared to users. |
| Edit Mode Displayed Incorrect Language for Titles | Titles in Edit Mode now display in the authored language regardless of user's default language. |
| Library Content Titles Not Translating | Content titles in libraries now translate based on the user's selected language. |
| Custom Course Durations Not Saving | Manually added course durations now save correctly. |
| KS Mapping Restore Defaults Not Working | Users can now successfully restore the default mapped KnowledgeSmart assessments. |
| Subscription Quizzes Missing in Copy Modal | Subscription quizzes now correctly populate in "Copy From Quiz" modal. |
| SCORM Description View Loading Indefinitely | "View Description" in SCORM courses now loads properly. |
| SCORM Courses Showing Empty Description Tabs | Tabs no longer appear when a SCORM course has no description. |
| Metadata Cleared on Document Replace | Replacing a universal document in the Admin Portal no longer clears metadata. |
| Videos from Management Utility Missing Duration | Videos added from the MU now display their duration and video icon correctly. |
| Workflow Copy Not Including Topics and Subtopics | When copying a workflow, topics and subtopics now copy as expected. |

Peak Experience - End User Portal Changes and Refinements

☒ User Journey - Search

| Issue | Fix |
|--|--|
| Search Results Not Returning Matches with Colons | Searches including ":" were returning no results. This has been fixed. |
| "Search All Content" Filters Not Returning Known Matches | Applying filters was excluding valid content; the filter logic has now been corrected. |
| Pinnacle Lite Users Missing User Tools Option | Pinnacle Lite users can now access and download Pinnacle User Tools. |
| Slow Load Times in End User Libraries | Library performance has been optimized for faster loading. |
| Video Progress Bar Not Responding in Full Screen | Video progress bar now responds correctly in full screen mode. |

Why this matters: These fixes improve accuracy when running keyword-based searches and filtered reports across tenant content.