SAP SuccessFactors Learning Impact Bulletin
Q3 2016, Patch 5

Update Sept 16: We make clear that this issue does not impact vSaaS or on-prem customers.

ISSUE

If your assignment profiles ran between September 10th and September 14th, and if the assignment profiles used *Matches* or *Not Matches* in their rules, those assignment profiles might have made incorrect assignments on those days. They both incorrectly *added* and also incorrectly *removed* assignments. Importantly, Learning History was *not* affected.

This issue does *not* impact vSaaS or on-prem customers.

COMPLETED RESOLUTION

If your Assignment Profile Synchronization process runs successfully, your assignments are restored: users are again assigned to the correct things. We deployed the fix to all data centers as of September 14th at Midnight, Eastern US Time.

PENDING RESOLUTION

Some assignment dates and required/expiration dates might be incorrect. Some users might notice a completed assignment re-appearing on their learning assignments. We will soon release a fix to correct these issues. We will communicate clearly when the fix is delivered.

FREQUENTLY ASKED QUESTIONS

Should I turn off my Assignment Profile Synchronization automatic process until this issue is resolved?
No. In fact, you should run Assignment Profile synchronization until it completes successfully because it needs to make assignments with the completed resolution (deployed September 14th or earlier).

How to Check for Successful Completion of the Assignment Profile Synchronization Process

1. Open SAP SuccessFactors Learning administration and then go to **System Admin > Automatic Processes > Assignment Profile Synchronization**.
2. In *Status* check **Last Execution Result** and **Last Execution**.

If the last execution is September 14th or later and if the last execution result is "Succeeded" then the APM succeeded and your users should be assigned the correct entities.

NOTE: Even if the APM succeeded, your users can see residual effects. There is a fix pending for those effects. Please see *What should I tell my users?* for information about communicating about the residual effects.

How to Rerun an Synchronize Assignment Profile Automatic Process if it did NOT Succeed
Many customers are running their Synchronize Assignment Profile processes at the same time, so your process might not succeed the first time you run it or it might not have succeeded at its scheduled time.

If the last execution date is earlier than September 14th or if the execution result is *not* "Succeeded," then please rerun the process until it succeeds.

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1. Open SAP SuccessFactors Learning administration and then go to **System Admin > Automatic Processes > Assignment Profile Synchronization**.
2. Make note of your current schedule because you will reset it to normal after it successfully completes the first time.
3. Select **Schedule This Process**.
4. Select **Daily** and then in the **Time of Day** box, set a time three minutes into the future.
5. Make sure that your time zone is set correctly in **Time Zone**.
6. Click **Apply Changes**.
7. Wait for the process to run and then check Last Execution Result.
   o If it succeeds, then Last Execution Result is "Succeeded." Please reset your assignment profile to its regular schedule.
   o If it did *not* succeed, follow the steps to run it again.

IMPORTANT: Even if the assignment profile does *not* succeed, it is making progress. Each time it runs, it starts from the last successfully processed assignment, so the number of incorrect assignments goes down even if it doesn't fully succeed.

What should I tell my users?
Before you send a message to your users, make sure that the Assignment Profile Synchronization automatic process runs successfully. After you successfully run your Assignment Profile Synchronization process, we recommend that you send a message to your users to alleviate confusion. An example message follows:

SAP SuccessFactors Learning made a change over the weekend of September 10th and 11th. It resulted in a number of incorrect learning assignments and email notifications early this week.

Please sign in to SAP SuccessFactors Learning. Look at the My Assignments tile to see your correct assignments. When you look at your assignments, you might see the following issues. They are pending resolution:

- *Incorrect assignment date and requirement date*
- *Completed assignments incorrectly reassigned*

SAP SuccessFactors will restore your original assignment and requirement date and restore your completions from your learning history, which is preserved.

Will users see duplicates in My Assignments?
No. Users might see an assignment from their Learning History (a completed assignment) "duplicated" on their My Assignments tile, but they won't see the same assignment appearing multiple times. If your Assignment Profile Synchronization process runs successfully after September 14th, incorrect assignments are removed and correct assignments are restored.

Should I manually remove incorrect assignments?
This is not required. If your Assignment Profile Synchronization process runs successfully after September 14th, incorrect assignments are removed and correct assignments are restored.

If I delete an incorrect assignment is it restored when the Synchronize Assignment Profile process runs?
No. The process resets assignments according to your assignment profile rules.

What are the specifics on the issues that are pending resolution?
Some residual issues remaining for the following assignments:

- Learning Items
- Learning Curricula
- Learning Programs

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Notifications
Users received notifications about the *incorrect* assignment change for learning items, learning curricula, and learning programs.

Assignment Date and Required Date
Assignment dates and required dates can be incorrect. Their restoration is pending resolution.

Completion Data on Learning Plan
The Learning History tile and its data was *not* affected, so users' learning history remained accurate throughout this time. The Learning Assignment tile, however, might *not* accurately reflect the completion of the assignments. Users might see an assignment that they completed (and that they can see in Learning History) reappear on their Learning Assignments. This issue is pending resolution.

How will SAP SuccessFactors Learning address the issues pending resolution?
We are now working to restore assignment dates, required dates, and completion status. Fixes will be deployed to the data centers soon.