

# Intelsoft LMS - Issues Report

## Testing Environment

- **Instance:** New AWS LMS Instance
- **URL:** <https://lms-demo.intelsoft.sg/login/index.php>

## Issue #1: Empty Course Category Listings

Field	Details
<b>Severity</b>	High
<b>Location</b>	Courses → Category View (e.g. Pulmonology)
<b>Status</b>	Open

## Description

When navigating to a specific course category (e.g., "Pulmonology") or searching for courses, the content area displays as completely empty. The category title is visible, but no courses are listed, even though the side menu structure suggests categories exist.

## Actual Result

- **Content Area:** Completely blank white space under the category dropdown.
- **Sidebar:** Categories are listed, but selecting one shows no content.

## Expected Result

- The page should display a grid or list of courses available within the selected category.
- If no courses exist, a clear "No courses available in this category" message should be displayed.

## Screenshot

### Empty Category View:

The screenshot shows a web-based learning management system interface. At the top left is the Intelsoft logo. To its right are navigation links for 'All courses' and 'Courses / Pulmonology'. The main title 'Pulmonology' is centered above a search bar containing the text 'Pulmonology'. To the right of the search bar is a sidebar titled 'Course categories' which lists various categories with their respective counts in parentheses: Pulmonology (1), Cardiology (1), Ministry of Education (4), Intelsoft (3), Sandbox (1), Digital & Technology Fundamentals (18), Business & Professional Skills (19), Compliance & Governance Fundamentals (9), Future Skills & Lifelong Learning Fundamentals (16), Sector Specific Popular Tracks Healthcare (9), Cybersecurity & GRC (1), Critical & Adaptive Skills (1), DevOps & SRE (1), and Human Resource Management (1). At the bottom right of the sidebar is a 'Search courses' input field with a magnifying glass icon.

## Issue #2: Certificate Text Errors (Typos & Grammar)

Field	Details
<b>Severity</b>	High (Reputation Risk)
<b>Location</b>	Certificate of Completion (Ophthalmology)
<b>Status</b>	Open

## Description

The generated Certificate of Completion contains significant spelling and grammatical errors that impact professional credibility.

## Identified Errors

- Grammar:** "This certificate is **certify** that" (Incorrect). Should be "This certificate **certifies** that" or "This is to certify that".
- Spelling:** Course name "Ophthalmology" is misspelled as "**Ophthalmology**" (Missing 'h').
- Layout:** The User Name ("Ophthalmology User") overlaps with the introductory text line.

## Expected Result

- Text should read: "This is to certify that" OR "This certificate certifies that".
- Course name should be spelled correctly: "**Ophthalmology**".
- Layout should explicitly separate the prompt text from the user's name.

## Evidence



## Issue #3: Course Search System Exception Error

Field	Details
<b>Severity</b>	Critical
<b>Location</b>	Homepage → Course Search (Search icon)
<b>Status</b>	Open (Verified on AWS Instance)

### Description

When clicking the **Search icon** in the course search area at the bottom of the homepage, the system throws a critical exception error instead of displaying search results or a search interface.

### Error Message

Exception - Call to a member function get\_formatted\_name() on null

### Actual Result

- Clicking the search icon triggers a fatal PHP exception.
- The system displays a red error banner with the exception message.
- The error suggests a null reference issue in the backend code.
- Users cannot access the course search functionality.

### Expected Result

- Clicking the search icon should open a search interface or display course search results.
- No system exceptions should be visible to end users.

### Evidence

**Search Interface (Before Click):**

The screenshot shows the Intelsoft LMS homepage. At the top, there's a search bar and a 'Log in' button. Below the header, a section titled 'Intelsoft Info' displays three course cards:

- LMS Features Demo**: A green card with icons for Requirements, Audience, Features, Vendors, and Free Trial. It includes a brief description for Educators, Trainers, Administrators, & EdTech Enthusiasts.
- Generative AI for Everyone**: A blue card featuring a person interacting with a large 3D cube. It's described as a 'sandbox course'.
- LMS training Sandbox Course 2**: A purple card showing a person at a computer screen. It's described as part of a Teacher training program.

To the right, a sidebar lists 'Course categories' such as Ministry of Education (4), Intelsoft (3), Sandbox, Digital & Technology Fundamentals (16), Business & Professional Skills (11), Compliance & Governance Fundamentals (9), Future Skills & Lifelong Learning Fundamentals (19), Sector-Specific Popular Tracks Healthcare (8), Cybersecurity & GRC, Critical & Adaptive Skills, DevOps & SRE, and Human Resource Management. A search bar is also present.

### Exception Error (After Click):

The screenshot shows an exception error message on the Intelsoft LMS. The error text is: "Exception: Call to a member function get\_formatted\_name() on null". There is a link "More information about this error" and a "Continue" button.

## Issue #4: About Us Page Placeholder Content

Field	Details
<b>Severity</b>	High (Public Facing)
<b>Location</b>	About Us Page
<b>Account</b>	Admin (Verified)
<b>Status</b>	Open

### Description

The "About Us" page displays generic placeholder text ("Lorem ipsum dolor sit amet...") and stock imagery instead of actual company information. This page is publicly accessible and impacts the professional credibility of the platform.

## Actual Result

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- **Text:** Displays Latin placeholder text in multiple sections ("What We Do", "We take learning to new heights").
- **Content:** Generic stock photos and "Moodle page resource" descriptions are visible.

## Expected Result

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- The page should contain valid, finalized content describing Intelsoft's mission, team, and services.
- Placeholder text and stock descriptions should be removed.

## Evidence

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### About Us Page (Lorem Ipsum):

**About Us**

Page Settings More ▾

**About Us**

**What We Do**

This is an example of a Moodle page resource. It can be used for static content pages. The Text editor allows the page to display many different kinds of content such as plain text, Images, audio, video, embedded code or a combination of all these.

**We take learning to new heights**

You can introduce your site and your teachers here. Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut labore et dolore magna aliquyam erat, sed diam voluptua.

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**ABOUT US**

**Who We Are**

## Issue #5: Admin Block Layout Misalignment

Field	Details
<b>Severity</b>	Low (UI Fix)
<b>Location</b>	Global Layout / Admin Block Position
<b>Account</b>	Admin
<b>Status</b>	Open

### Description

The "Admin Block Position" container is visibly misaligned. The "Main Menu > About Us" block is floating in a large empty graphical container that does not span the full width correctly or center its content, leaving significant whitespace on the right side.

### Actual Result

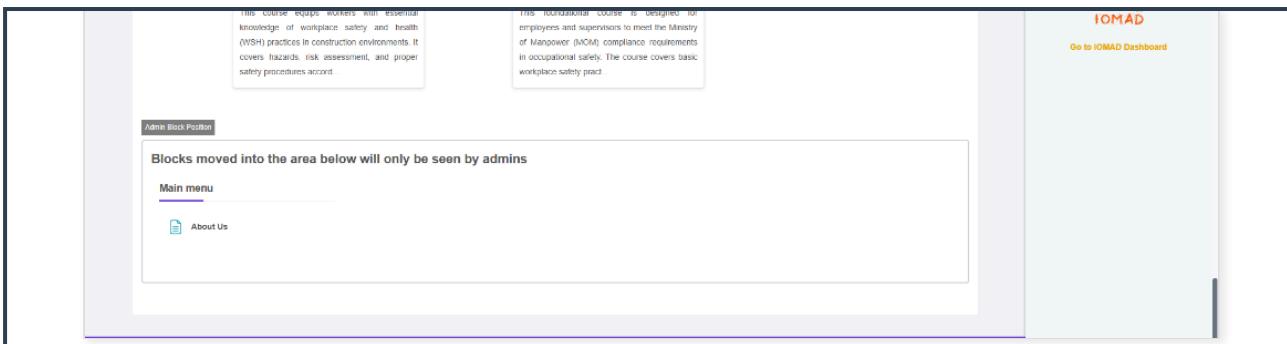
- The Admin Block container appears disjointed from the main content layout.
- Excessive whitespace on the right side of the block.
- Visual inconsistency with the rest of the Moodle/IOMAD theme.

### Expected Result

- The Admin Block should be properly aligned (either full-width or sidebar) and integrated with the theme's grid system.

### Evidence

#### Layout Misalignment:



## Issue #6: Team Section Placeholders & Broken Social Links

Field	Details
<b>Severity</b>	High (Public Reliability)
<b>Location</b>	About Us / Who We Are (Team Section)
<b>Account</b>	Admin (Verified)
<b>Status</b>	Open

### Description

The "Who We Are" team section contains placeholder profiles with stock photos and dummy names ("David Olsson", "Sara Lisbon"). Additionally, the social media icons on these profiles are functional but redirect to incorrect generic platforms (Pinterest/Facebook) where Intelsoft does not have an active presence.

### Actual Result

- **Content:** Dummy "Lorem ipsum" descriptions for team members.
- **Profiles:** Fake/Stock profiles ("David Olsson", "Sara Lisbon") are visible.
- **Links:** Social icons redirect to external sites (Pinterest/Facebook) unconnected to Intelsoft.

## Expected Result

- Team section should display real Intelsoft team members or be hidden until ready.
- Social media links should either point to official Intelsoft pages or be removed if unavailable.

## Evidence

### Team Placeholders & Social Icons:

The screenshot shows a website's 'ABOUT US' section titled 'Who We Are'. It includes a placeholder for introducing the site and teachers. Two placeholder team members are listed: David Olsson (Co-Founder, Creative Director) and Sara Lisbon (Adobe Certified Expert). Each placeholder includes a small placeholder image, a name, a title, a brief description, and a small icon.

## Issue #7: Admin Footer Verification Failure

Field	Details
<b>Severity</b>	Low
<b>Location</b>	Admin Dashboard Footer
<b>Status</b>	Open

## Description

The verification of the footer content failed. The expected text "Powered by Moodle" is missing from the footer, which relates to branding or white-labeling compliance.

## Expected Result

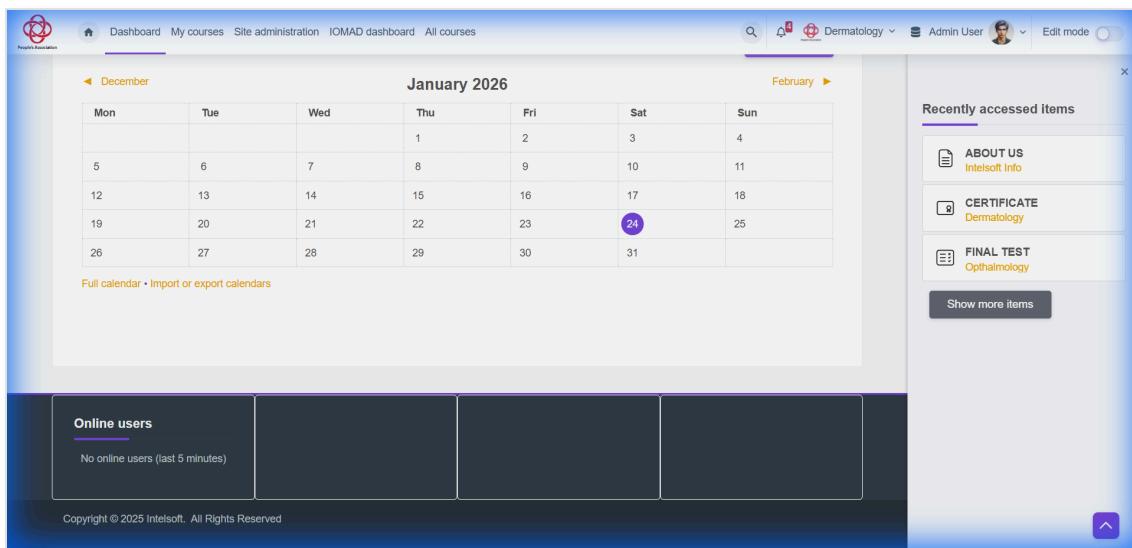
Footer should likely contain "Powered by Moodle" (unless white-labeled) and valid copyright info.

## Actual Result

"Powered by Moodle" string is missing from the footer.

## Evidence

### Footer (Missing Branding):



## Issue #8: Admin Course Search Failure

Field	Details
<b>Severity</b>	Medium
<b>Location</b>	Global Search / Course Search
<b>Status</b>	Open

### Description

Searching for the known course term "Ophthalmology" returned no results in the Admin view, creating a significant usability issue for course management.

### Expected Result

The search should return the relevant "Ophthalmology" courses if they exist in the system (previously verified in User tests).

### Actual Result

No courses found for "Ophthalmology".

### Root Cause Discovery

The course exists in the system but is misspelled as "**Ophthalmology**" (missing the first 'h'). Searching for this incorrect spelling returns the course.

### Recommended Fix

Rename the course to "Ophthalmology" so users can find it with the correct spelling.

### Evidence

#### Course Search Failure:

This screenshot shows a web interface for managing courses. At the top, there is a navigation bar with links for Dashboard, My courses, Site administration, IOMAD dashboard, and All courses. On the right side of the top bar, there are icons for a magnifying glass, a user profile, and a dropdown menu labeled "Dermatology". Next to the dropdown is another user profile labeled "Admin User". To the right of the user profiles are buttons for "Edit mode" and "Manage courses". Below the top bar, the URL "Courses / Search / Ophthalmology" is visible. The main content area has a header "Intelsoft Info" and a search bar with the term "Ophthalmology". A message "No courses were found with the words 'Ophthalmology'" is displayed. At the bottom of the page, a dark blue footer bar contains the copyright notice "Copyright © 2025 Intelsoft. All Rights Reserved".