



Learning Management System Bulk Import Utility Administrator User Guide

Copyright © 2026 Infor

Important Notices

The material contained in this publication (including any supplementary information) constitutes and contains confidential and proprietary information of Infor.

By gaining access to the attached, you acknowledge and agree that the material (including any modification, translation or adaptation of the material) and all copyright, trade secrets and all other right, title and interest therein, are the sole property of Infor and that you shall not gain right, title or interest in the material (including any modification, translation or adaptation of the material) by virtue of your review thereof other than the non-exclusive right to use the material solely in connection with and the furtherance of your license and use of software made available to your company from Infor pursuant to a separate agreement, the terms of which separate agreement shall govern your use of this material and all supplemental related materials ("Purpose").

In addition, by accessing the enclosed material, you acknowledge and agree that you are required to maintain such material in strict confidence and that your use of such material is limited to the Purpose described above. Although Infor has taken due care to ensure that the material included in this publication is accurate and complete, Infor cannot warrant that the information contained in this publication is complete, does not contain typographical or other errors, or will meet your specific requirements. As such, Infor does not assume and hereby disclaims all liability, consequential or otherwise, for any loss or damage to any person or entity which is caused by or relates to errors or omissions in this publication (including any supplementary information), whether such errors or omissions result from negligence, accident or any other cause.

Without limitation, U.S. export control laws and other applicable export and import laws govern your use of this material and you will neither export or re-export, directly or indirectly, this material nor any related materials or supplemental information in violation of such laws, or use such materials for any purpose prohibited by such laws.

Trademark Acknowledgements

The word and design marks set forth herein are trademarks and/or registered trademarks of Infor and/or related affiliates and subsidiaries. All rights reserved. All other company, product, trade or service names referenced may be registered trademarks or trademarks of their respective owners.

Publication Information

Release: Learning Management System Bulk Import Utility

Publication date: March 25, 2026

Contents

About this guide	5
How to Use:	5
Intended audience	6
Related documents.....	6
Contacting Infor.....	6
Chapter 1 Overview of Bulk Import Viewing data	7
Scope Modules.....	7
Limitations.....	7
Chapter 2 Navigating the Bulk Import Utility	8
Step-by-Step Navigation	8
General Process to Enroll Users (Same for All Modules)	9
General Process to View Bulk Import Logs (Same for All Modules).....	11
Select the Module from the Dropdown	12
Download the Template.....	13
Upload the File.....	13
Map the Fields	13
Validate the Data	13
Module-Specific Mapping Examples	14
Module Mapping – Courses.....	14
Module Mapping – Course Events	14
Module Mapping – Curriculum.....	15
Module Mapping – Catalog.....	16
Module Mapping – Certification Program	16
Module Mapping – Distribution Group.....	17
Module Mapping – Permission Group	17

Module Mapping – Collaboration	18
Chapter 3 Troubleshooting, FAQ and Common Scenarios	19
Enrollment Scenarios.....	19
Template Download.....	19
Mapping and Validation of Entries.....	19
Logs and Error Handling.....	21
Expected Notification Messages for Field Mapping by Module	21
Expected Error Messages in Log File by Module.....	24
Concurrent Imports	28
Other Considerations.....	28

About this guide

The Infor Learning Management Portal is used to access the personalized learning program that your company has structured for you in Infor Learning Management. These are examples of tasks you may perform within your personalized portal:

- Register and launch e-learning courses
- Register and track instructor-led training sessions
- Complete curricula and certification programs
- Take online evaluations and surveys
- View your instructor-led training calendar, training history, and achieved certifications
- Run, print, and export reports
- View and track e-Meetings

Depending upon your company's configuration of Infor Learning Management Portal, the fields and screens that are described in this guide may differ from your portal.

The purpose of this guide is to:

- Provide clear, step-by-step instructions for uploading, validating, mapping, and processing bulk data across supported modules.
- Ensure data integrity and minimize errors during uploads.
- Serve as a reference for troubleshooting.

How to Use:

- Start with *Introduction* for context.
- Use *Step-by-Step Instructions* for walkthroughs.
- Refer to *Troubleshooting, FAQ and Common Scenarios* for problem resolution.

Intended audience

This guide is designed for:

Administrators who are responsible for managing existing users in the system and enrolling them into the following modules:

- Courses
- Course Events
- Curricula
- Catalog
- Certifications
- Distribution Groups
- Permission Groups
- Collaboration

Related documents

You can find the documents in the product documentation section of the Infor Support portal, as described in "Contacting Infor".

Contacting Infor

If you have questions about Infor products, go to the Infor Support portal.

If we update this document after the product release, we will post the new version on this website. We recommend that you check this website periodically for updated documentation.

If you have comments about Infor documentation, contact documentation@infor.com.

Chapter 1 Overview of Bulk Import Viewing data

The Bulk Import Utility allows administrators to import large volumes of data into the LMS across multiple modules. The Bulk Import Utility also allows administrators to:

- **View Bulk Import Logs** – Admin users can view logs of bulk uploads for specific module.
- **Mapping Validation for Enrollments** – Ensures empty/blank field values in specific module enrollment files are correctly handled.

Scope Modules

- Courses
- Course Events
- Curriculum
- Certification Programs
- Distribution Groups
- Permissions Groups
- Collaboration

Limitations

- Basic bulk import enrollment to specific module.
- Only **.xlsx** format is supported at launch.
- **.xls** backward compatibility is not included in this release but may be added later.

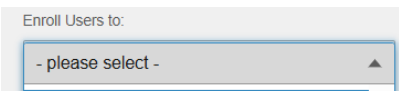
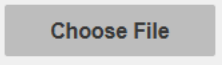
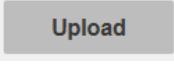
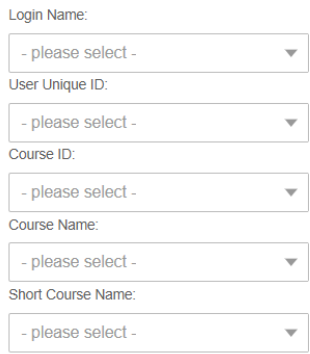
Chapter 2 Navigating the Bulk Import Utility

Step-by-Step Navigation

Navigate and click on the following path to access the Bulk Import Utility:

Admin → System → Import/Export → Bulk Import Utility

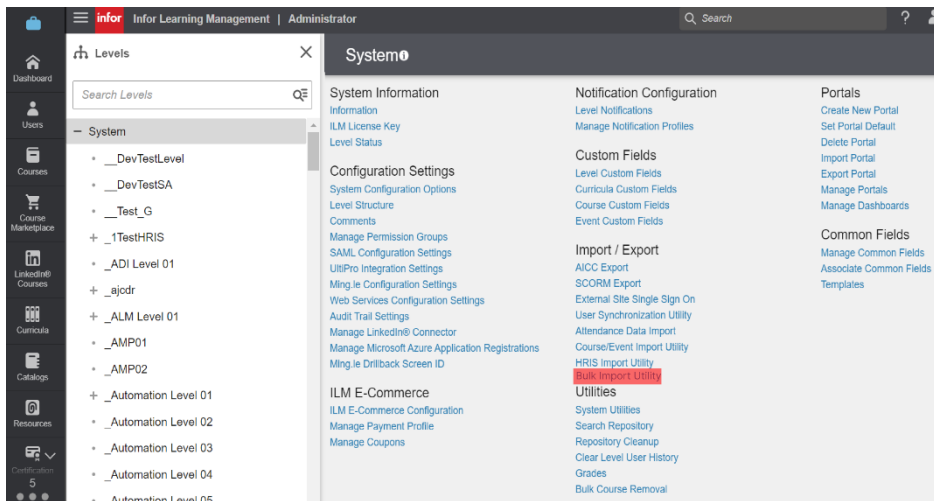
Once inside the Bulk Import Utility, you will see several options and buttons that allow you to manage uploads, map data, and view logs. The table below provides a quick reference to each control.

Button	Name	Description
	Enroll Users To	Allows you to select the target module (e.g., Course, Curriculum, Certification Program, Distribution Group, etc.).
	Choose File	Opens a file browser window for selecting the .xlsx file to upload.
	Upload	Uploads the selected file to the system for processing.
	Fields Mappings	Displays mapping options depending on module selected (e.g., Login Name, User ID, Course ID, Catalog ID).

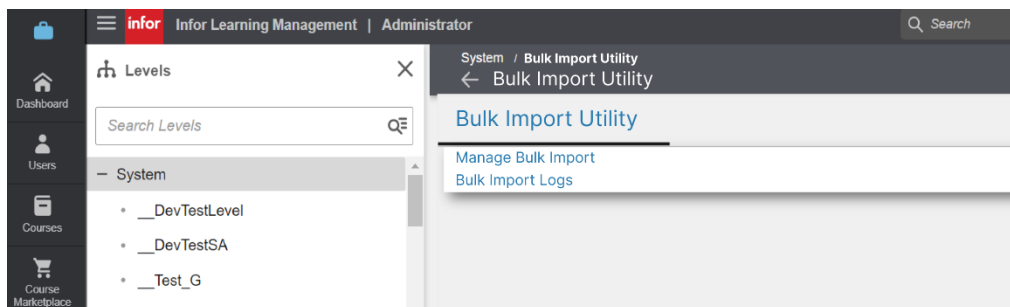
Button	Name	Description
Enroll Users	Enroll Users	Executes the enrollment process after mapping is complete.
Download Template	Download Template	Downloads the standard template for the selected module to ensure valid formatting.

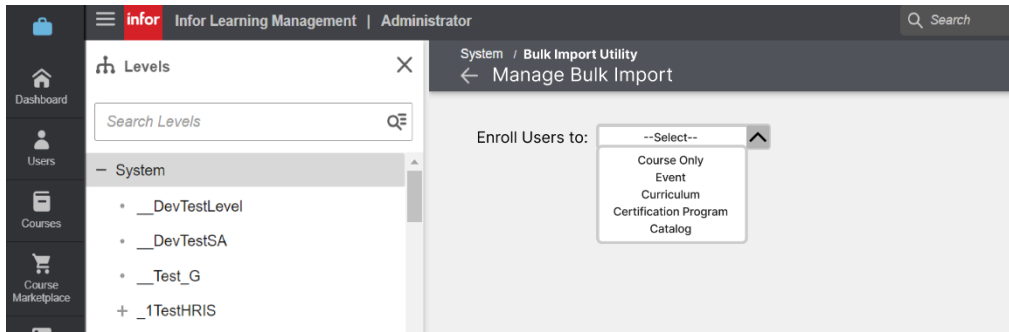
General Process to Enroll Users (Same for All Modules)

1. Log in as **Administrator**
2. Navigate to *System > Import/Export > Bulk Import Utility.*

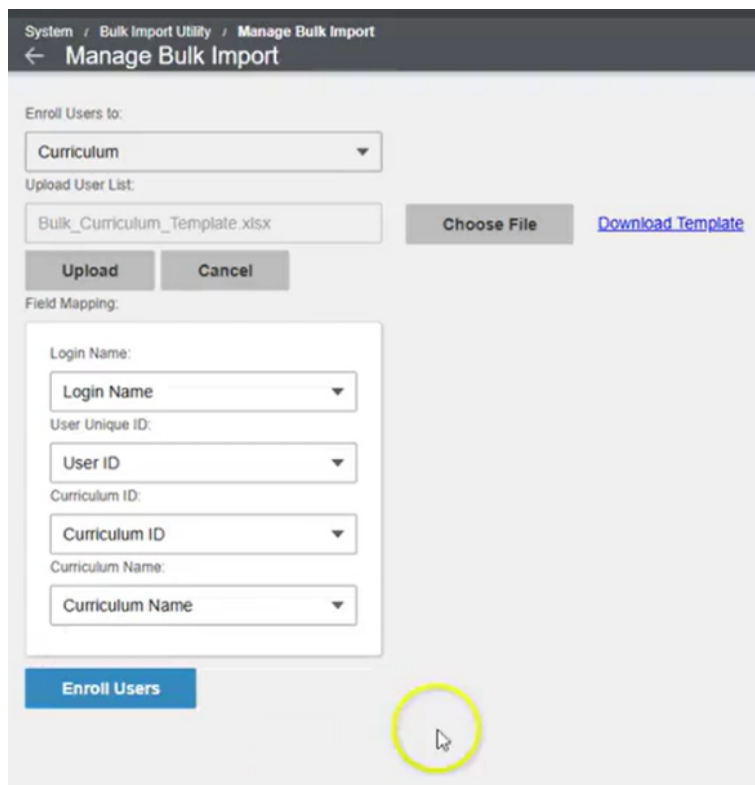


3. Select module from the **Manager Bulk Import** dropdown.

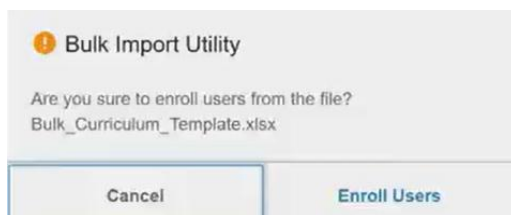




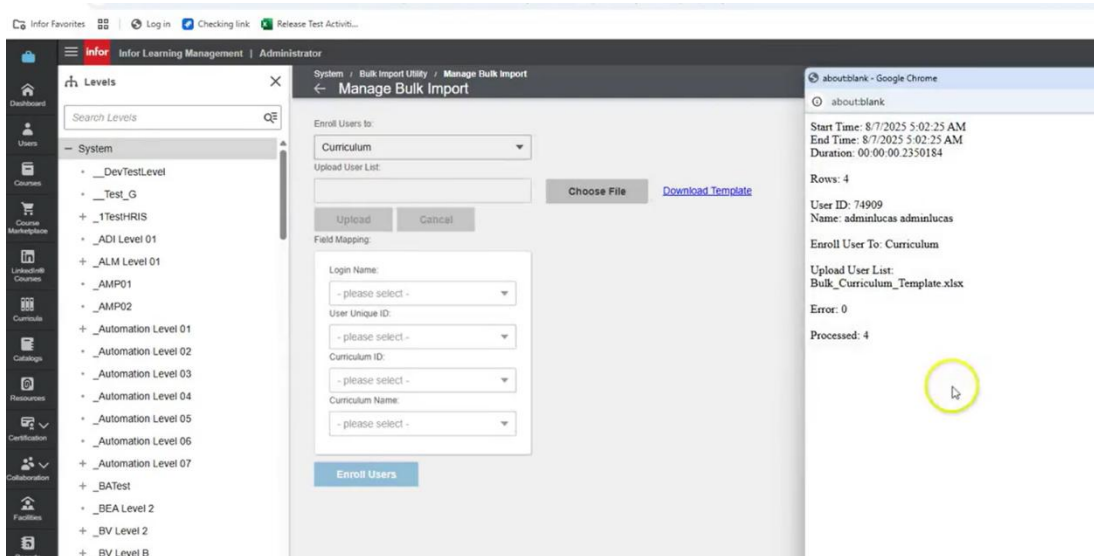
4. Choose a file and click **Upload**.
5. Map required fields (differs by module).



6. Click **Enroll Users**.

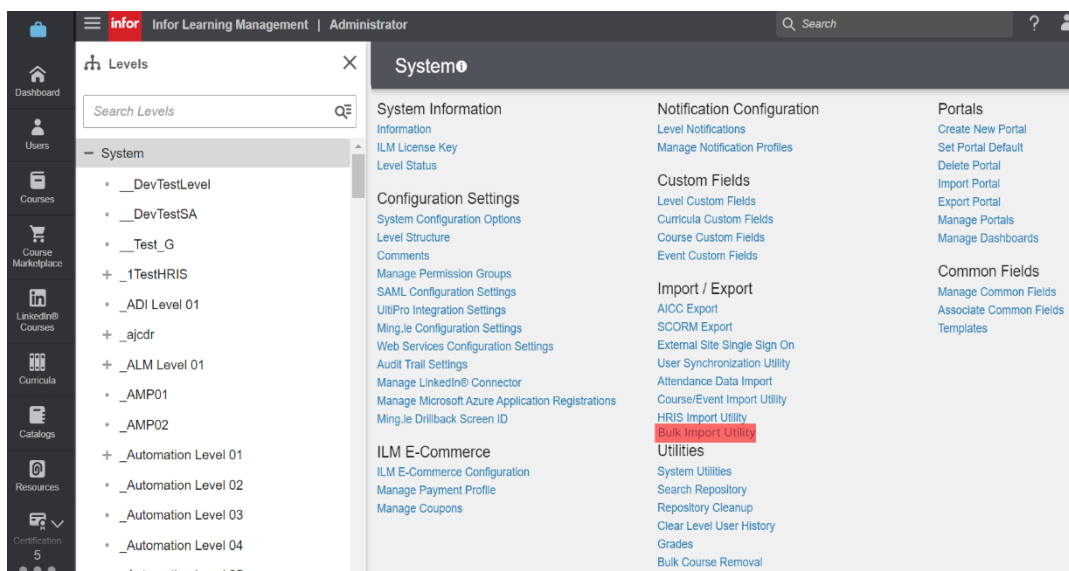


7. Review logs for success or errors.

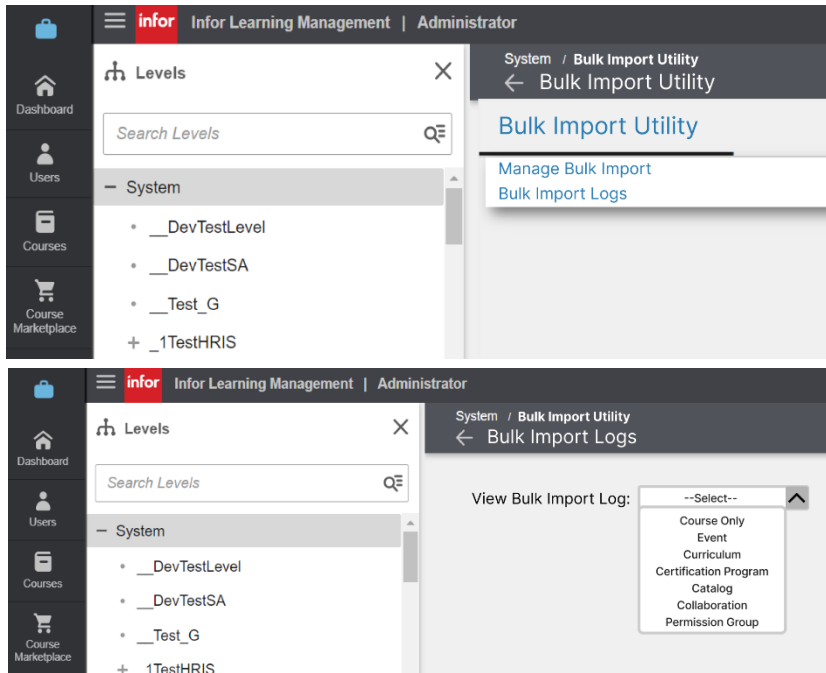


General Process to View Bulk Import Logs (Same for All Modules)

1. Log in as **Administrator**
2. Navigate to *System > Import/Export > Bulk Import Utility*.



3. Select Bulk Import Logs then a module from the **View Bulk Import Logs** dropdown.



4. Click **HTML** or **HMTL Error** to review logs for success or errors.

The screenshot shows the 'Bulk Import Logs' page. At the top, there is a breadcrumb trail 'System / Bulk Import Utility / Bulk Import Logs' and a back arrow. Below that is a 'View Bulk Import Log:' dropdown menu set to 'Curriculum'. The main content is a table with the following data:

File Name	Date Created	Log
Bulk_Curriculum_Template.xlsx	07/31/2025 10:48:54 AM UTC	HTML_Error
Bulk_Curriculum_Template.xlsx	07/31/2025 09:34:17 AM UTC	HTML
Bulk_Curriculum_Template.xlsx	07/30/2025 04:57:03 AM UTC	HTML

At the bottom of the page, there is a pagination control showing 'Page 1 of 1' and a dropdown menu set to '25'.

Select the Module from the Dropdown

- From the Bulk Import Utility page, click on the **Module Dropdown**.
- Choose the relevant module (Course, Course Events, Curriculum, Certification Program, Distribution Group, Permissions Group, Social Collaboration).

Download the Template

- Click on **Download Template** to obtain the correct file structure for the selected module.
- This ensures proper formatting of import data.

Upload the File

- Click on **Upload File**.
- Select your prepared Excel or CSV file.

Map the Fields

- The **Field Mapping** screen will display.
- Map the columns from your uploaded file to the LMS system fields.
- Example: *Column A* → *Course Name*, *Column B* → *Course Code*.

Validate the Data

- Click on **Enroll User**.
- Review the log file as it is the validation summary for errors.
- If errors exist, correct them in the source file and re-upload.

- Sample Log file

Start Time: <Start Time of Processing>

End Time: <End Time of Processing>

Duration: <Duration of Processing>

Rows: <Total Number of Rows to Process>

Unique ID: <IMS Unique ID>

Name: <First Name and Last Name>

Enroll User To : <Module>

Upload User List:

- **File Name:** <Upload File Name>

Error: <Number of Rows Failed to Process>

- **Invalid Row:** <List of invalid, or skipped rows>

Processed: <Number of Rows Successfully Processed>

- **Users added to curriculum:** <Number of Rows Successfully Processed>

Module-Specific Mapping Examples

Each module uses the same navigation process but differs in the fields to be mapped.

Module Mapping – Courses

Source Column	Field	Description
Login Name	Login Name	System login identifier used by the user to access the platform.
User ID	User Unique ID	This is the IMS Unique ID — the user reference number that uniquely distinguishes each user in the system.
Course ID	Course ID	Unique identifier assigned to a course within the system.
Course Name	Course Name	Full descriptive name of the course as displayed in the system.
Short Course Name	Short Course Name	Abbreviated version of the course name, often used for quick reference.

Module Mapping – Course Events

Source Column	Field	Description
Login Name	Login Name	System login identifier used by the user to access the platform.
User ID	User Unique ID	This is the IMS Unique ID — the user reference number that uniquely distinguishes each user in the system.

Source Column	Field	Description
Event ID	Event ID	Unique identifier assigned to a specific event within a course.
Event Name	Event Name	Full descriptive name of the event as displayed in the system.
Course ID	Course ID	Unique identifier assigned to a course within the system.
Course Name	Course Name	Full descriptive name of the course as displayed in the system.

Module Mapping – Curriculum

Source Column	Field	Description
Login Name	Login Name	System login identifier used by the user to access the platform.
User ID	User Unique ID	This is the IMS Unique ID — the user reference number that uniquely distinguishes each user in the system.
Curriculum ID	Curriculum ID	Unique identifier assigned to a curriculum within the system.
Curriculum Name	Curriculum Name	Full descriptive name of the curriculum as displayed in the system.

Module Mapping – Catalog

Source Column	Field	Description
Login Name	Login Name	System login identifier used by the user to access the platform.
User ID	User Unique ID	This is the IMS Unique ID — the user reference number that uniquely distinguishes each user in the system.
Catalog ID	Catalog ID	Unique identifier assigned to a catalog within the system.
Catalog Name	Catalog Name	Full descriptive name of the catalog as displayed in the system.

Module Mapping – Certification Program

Source Column	Field	Description
Login Name	Login Name	System login identifier used by the user to access the platform.
User ID	User Unique ID	This is the IMS Unique ID — the user reference number that uniquely distinguishes each user in the system.
Certification Program ID	Certification Program ID	Unique identifier assigned to a certification program within the system.
Certification Program Name	Certification Program Name	Full descriptive name of the certification program as displayed in the system.

Module Mapping – Distribution Group

Source Column	Field	Description
Login Name	Login Name	System login identifier used by the user to access the platform.
User ID	User Unique ID	This is the IMS Unique ID — the user reference number that uniquely distinguishes each user in the system.
Distribution Group ID	Distribution Group ID	Unique identifier assigned to a distribution group within the system.
Distribution Group Name	Distribution Group Name	Full descriptive name of the distribution group as displayed in the system.

Module Mapping – Permission Group

Source Column	Field	Description
Login Name	Login Name	System login identifier used by the user to access the platform.
User ID	User Unique ID	This is the IMS Unique ID — the user reference number that uniquely distinguishes each user in the system.
Catalog ID	Catalog ID	Unique identifier assigned to a catalog within the system.
Catalog Name	Catalog Name	Full descriptive name of the catalog as displayed in the system.

Module Mapping – Collaboration

Source Column	Field	Description
Login Name	Login Name	System login identifier used by the user to access the platform.
User ID	User Unique ID	This is the IMS Unique ID — the user reference number that uniquely distinguishes each user in the system.
Space ID	Space ID	Unique identifier assigned to a space within the system.
Space Name	Space Name	Full descriptive name of the space as displayed in the system.

Chapter 3 Troubleshooting, FAQ and Common Scenarios

Enrollment Scenarios

- **Existing Users Not Yet Assigned** → File processes normally, learners are enrolled, logs show success.
- **Already Assigned Users** → System skips duplicates, no reassignment.
- **Duplicate Users in File** → System imports only once, logs duplicates as skipped.

Template Download

- **How to Download** → Click “Download Template” to retrieve the correct Excel format.

Mapping and Validation of Entries

When an **Admin uploads the file for bulk enrollment**, the system validates the following:

1. File Format

- The uploaded file must be in **.xlsx** format.
- Other file types (e.g., .xls, .csv) are not supported.

2. Valid User Information Combinations

Each row must contain one of the following valid combination user identifiers:

- Login ID only
- IMS Unique ID only
- Login ID + IMS Unique ID

3. Valid Course Information Combinations

Each row must contain one of the following valid combination identifiers:

- a. Course Module
 - Course ID + Course Name only
 - Course ID + Course Short Name only
 - Course ID + Course Name + Course Short Name
 - Course Name + Course Short Name
 - If **Course Name + Course Short Name** have **no duplicates**, users will be assigned.
 - If **duplicates exist**, users will **not be assigned**.
- b. Course Events
 - Event ID + Event Name only
 - Event ID only
 - Course ID + Course Name + Event ID + Event Name
 - Course ID + Event ID + Event Name
 - Course ID + Event Name
 - Course ID + Event ID
 - Course Name + Event ID + Event Name
 - Course Name + Event Name
 - Course Name + Event ID
- c. Curriculum
 - Curriculum ID only
 - Curriculum ID + Curriculum Name
- d. Catalog
 - Catalog ID only
 - Catalog ID + Catalog Name
- e. Certification Program
 - Certification ID only
 - Certification ID + Certification Name
- f. Distribution Group
 - Distribution Group ID only
 - Distribution Group ID + Distribution Group Name
- g. Collaboration
 - Space ID only

- Space ID + Space Name
- h. Permission Group
 - Permission Group ID only; or
 - Permission Group ID and Permission Group Name

Note: The validation behavior applies consistently across all supported modules (Courses, Events, Curricula, Certification Programs, Distribution Groups, Permission Groups, and Social Collaboration).

Logs and Error Handling

- Any invalid or missing data will be recorded in the **Bulk Import Log**.
 - Use **View Bulk Import Log** to access details of processed files.
 - Select **View Bulk Import Log** dropdown → Table with file name, date, and log link.
 - Log link opens:
 1. **HTML Log** → Valid rows only.
 2. **HTML Error Log** → Rows with issues.
- Logs show both successful and failed rows with reasons.
 - Errors include invalid file type, missing identifiers, or duplicate course entries.
 - The log clearly distinguishes between valid processed rows and invalid rows.

Expected Notification Messages for Field Mapping by Module

This section outlines the possible notification messages that may appear during the bulk import process when required fields are not correctly mapped.

1. Course

Notification Message	Trigger Condition
"Login Name field or User Unique ID field should be mapped"	When neither Login Name nor User Unique ID has been mapped.

Notification Message	Trigger Condition
"Course ID field or Course Name field should be mapped"	When neither Course ID nor Course Name has been mapped.

2. Course Events

Notification Message	Trigger Condition
"Login Name field or User Unique ID field should be mapped"	When neither Login Name nor User Unique ID has been mapped.
"Event ID field or Event Name field should be mapped"	When neither Event ID nor Event Name has been mapped.

3. Curriculum

Notification Message	Trigger Condition
"Login Name field or User Unique ID field should be mapped"	When neither Login Name nor User Unique ID has been mapped.
"Curriculum ID field or Curriculum Name field should be mapped"	When neither Curriculum ID nor Curriculum Name has been mapped.

4. Catalog

Notification Message	Trigger Condition
"Login Name field or User Unique ID field should be mapped"	When neither Login Name nor User Unique ID has been mapped.

Notification Message	Trigger Condition
"Catalog ID field or Catalog Name field should be mapped"	When neither Catalog ID nor Catalog Name has been mapped.

5. Certification Program

Notification Message	Trigger Condition
"Login Name field or User Unique ID field should be mapped"	When neither Login Name nor User Unique ID has been mapped.
"Certification ID field or Certification Name field should be mapped"	When neither Certification ID nor Certification Name has been mapped.

6. Distribution Group

Notification Message	Trigger Condition
"Login Name field or User Unique ID field should be mapped"	When neither Login Name nor User Unique ID has been mapped.
"Distribution Group ID field or Distribution Group Name field should be mapped"	When neither Distribution Group ID nor Distribution Group Name has been mapped.

7. Permission Group

Notification Message	Trigger Condition
"Login Name field or User Unique ID field should be mapped"	When neither Login Name nor User Unique ID has been mapped.

Notification Message	Trigger Condition
"Permission Group ID field or Permission Group Name field should be mapped"	When neither Permission Group ID nor Permission Group Name has been mapped.

8. Collaboration

Notification Message	Trigger Condition
"Login Name field or User Unique ID field should be mapped"	When neither Login Name nor User Unique ID has been mapped.
"Space ID field or Space Name field should be mapped"	When neither Space ID nor Space Name has been mapped.

Expected Error Messages in Log File by Module

This section outlines the possible error messages in the log file that may appear during the bulk import process. These errors help administrators identify and resolve issues quickly.

1. Course

Error Message	Description
Cannot find course	The system cannot locate the specified course.
Cannot find user	The user referenced in the file does not exist in the system.
Cannot find course (wrong GUID)	The course GUID provided does not match any existing record.

Error Message	Description
Course ID is incorrect (not GUID)	The Course ID field contains an invalid value (not formatted as a valid GUID).

2. Course Events

Error Message	Description
Cannot find event	The system cannot locate the specified course event.
Cannot find user	The user referenced in the file does not exist in the system.
Cannot find event (wrong GUID)	The event GUID provided does not match any existing record.
Event ID is incorrect (not GUID)	The event ID field contains an invalid value (not formatted as a valid GUID).

3. Curriculum

Error Message	Description
Cannot find curriculum	The system cannot locate the specified curriculum.
Cannot find user	The user referenced in the file does not exist in the system.
Cannot find curriculum (wrong GUID)	The curriculum GUID provided does not match any existing record.

Error Message	Description
Curriculum ID is incorrect (not GUID)	The curriculum ID field contains an invalid value (not formatted as a valid GUID).

4. Catalog

Error Message	Description
Cannot find catalog	The system cannot locate the specified catalog.
Cannot find user	The user referenced in the file does not exist in the system.
Cannot find catalog (wrong GUID)	The catalog GUID provided does not match any existing record.
Catalog ID is incorrect (not GUID)	The catalog ID field contains an invalid value (not formatted as a valid GUID).

5. Certification Program

Error Message	Description
Cannot find certification	The system cannot locate the specified certification .
Cannot find user	The user referenced in the file does not exist in the system.
Cannot find certification (wrong GUID)	The certification GUID provided does not match any existing record.

Error Message	Description
Certification ID is incorrect (not GUID)	The certification ID field contains an invalid value (not formatted as a valid GUID).

6. Distribution Group

Error Message	Description
Cannot find distribution group	The system cannot locate the specified distribution group.
Cannot find user	The user referenced in the file does not exist in the system.
Cannot find distribution group (wrong GUID)	The distribution group GUID provided does not match any existing record.
Distribution group ID is incorrect (not GUID)	The distribution group ID field contains an invalid value (not formatted as a valid GUID).

7. Permission Group

Error Message	Description
Cannot find course	The system cannot locate the specified course in the catalog.
Cannot find user	The user referenced in the file does not exist in the system.
Cannot find course (wrong GUID)	The course GUID provided does not match any existing record.

Error Message	Description
Course ID is incorrect (not GUID)	The Course ID field contains an invalid value (not formatted as a valid GUID).

8. Collaboration

Error Message	Description
Cannot find space	The system cannot locate the specified space.
Cannot find user	The user referenced in the file does not exist in the system.
Cannot find space (wrong GUID)	The space GUID provided does not match any existing record.
Space ID is incorrect (not GUID)	The space ID field contains an invalid value (not formatted as a valid GUID).

Concurrent Imports

- Multiple admins can import simultaneously without conflict.

Other Considerations

Issue	Possible Cause	Resolution
File rejected	Wrong file type (.xls, .csv)	Use .xlsx template.

Issue	Possible Cause	Resolution
Users not assigned	Duplicate course entries	Correct duplicates and re-upload.
Validation errors	Missing required fields	Update source file with complete values.