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Michele Dorigatti - 2024-04-17 - Trouble shooting

This indicator shows the amount of participants can don't have access to the course because of an error.

These kind of errors are rare.

If the counter is higher than zero, you will see a number of participants marked in red and with a warning icon. Clicking on the icon will give you a technical explanation of the issue.

One common scenario happens when reactivating "Removed Users". A removed user will still show as a participant in the list but cannot be activated, hence the error. This error should be just ignored, as removed users cannot possibly access the course but often should be kept in the list as useful data points.

If the error happens on a real user, write to support@learnifier.com and we will happily help you.