

6. Troubleshooting



Part of the **talent** manual — see also [1. Introduction](#), [2. What's New](#), [3. Scope](#), [4. Setup](#), [5.1 Training Courses](#), [5.2 Training Certifications](#), [5.3 Skills](#).

The Talent menu doesn't appear

Talent's menu entry only shows once a profile has been granted at least Read on one of its itemtypes. Go to **Setup > Profiles**, open the profile, and check the **Talent** tab: grant Read on Courses, Editions, Enrollments, Certifications or User Certifications as appropriate, then have the user log out and back in.

"You do not have access to this course/edition"

This is entity isolation working as intended: an edition can only be created under a course in the same entity as the user's active entity, and an enrollment can only be created into an edition in that same entity. Switch to the correct active entity (top right of the page) before creating the record, or ask an administrator to grant the right in the target entity.

A course doesn't appear when scheduling an edition

Only **active** courses appear in the edition-creation dropdown. Open the course and set **Active** to **Yes**.

The "Not delivered reason" dropdown won't let me save

Setting an edition's status to **Not Delivered** requires selecting a reason — it's a required field for that status only. Pick a reason from the dropdown, or ask an administrator to add one under the relevant dropdown management screen if none fits.

expiration_date stays empty on a User Certification

This is expected when the underlying certification's **validity (months)** is set to 0 — a validity of 0 means the certification never expires, so no expiration date is calculated.

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