



**Janison  
Insights.**

Release Notes

**Insights Release 2026.10.01**

Build: 0.2026.9.6595

# Release Notes

The Janison Insights Release **2026.10.01** includes bug fixes and improvements.

## Bug fixes

### Delivery

- We fixed an issue where attempting to delete an Assessment Event that used Quick Marking with Group Type Filtering would fail. Admin deletion of these events now completes successfully. (JIRA: INS-11377)
- We fixed an issue where an attempt completed through device reconciliation could show a completion date earlier than its start date when the test device's clock was set incorrectly. The test player now sends its current clock reading with each reconcile request, and the server shifts the timestamps in the request by the difference when it is more than a minute. A reconciled completion date can no longer fall before the attempt's start date. (JIRA: INS-11712)
- We fixed an issue where some candidates saw a "get failed" error when the test player tried to retrieve a saved answer for a question that had not yet been attempted. Answer retrieval now handles questions without a recorded answer gracefully, so the test continues uninterrupted. The error was most likely to appear when an attempt was being replayed in the test player. (JIRA: INS-11720)
- We fixed an issue where candidates occasionally saw an "unexpected error" message while an answer was being saved. In these cases the answer had been saved successfully, but the message could cause concern mid-test. Answer saving now completes without showing the error. (JIRA: INS-11755)



- We fixed issues affecting tests that combine reliable delivery with branching. Ad-hoc preparation of these tests could fail when a PIN code was applied. Preparation now completes successfully so these tests can be launched as expected. (JIRA: INS-12310)
- We fixed an issue where candidates in sessionless delivery on some tenants could be left on a loading screen after entering their one-time code and confirming their name. The test now loads and the first question is displayed as expected. Sessionless events on these tenants now behave in line with events that were created manually. (JIRA: INS-12313)
- We fixed an issue where an example test with Require access token enabled could still be opened using its link without a token. The link now requires a valid token before the test can be accessed. The requirement is enforced for the link shown on the test details page. (JIRA: INS-12319)
- We fixed an issue where an error was recorded after a candidate completed an exit survey if their device went offline. The exit section now completes cleanly when connectivity is lost. The issue affected tests delivered using NoSQL delivery. (JIRA: INS-12377)
- We fixed an issue where sorting the PNP grid by column header did not work. Column sorting now reorders the records on the PNP detail page. Sorting works in both ascending and descending order. (JIRA: INS-12387)
- We fixed an issue where candidates using reliable delivery with branching were returned to their last completed question when moving to the next section. Moving between sections now works as it does in the standard player. Tests that combine the two features can be completed normally. (JIRA: INS-12424)

- We fixed an issue where a candidate could attempt to submit a test while offline even though Enable Offline Submit was turned off. Submission now follows that setting. The attempt status shown on the test session after the device reconnects is also corrected. (JIRA: INS-12439)

## People

- We fixed an issue where importing a user spreadsheet containing two or more rows with the same username would display a “Microsoft Graph API” error in the Import Log. The import process now correctly handles duplicate usernames within a single file: the username is saved exactly as it appears in the first row, while all other details (first name, surname, email address, organisation unit, etc.) are updated from the last row. The import completes without error. (JIRA: INS-7031)

## Marking

- We fixed an issue in Quick Marking where markers were unable to bulk select responses with a score of 0 on the Reviewed tab. Checkboxes for 0-score responses are now active and selectable for bulk submission. Responses with a score of 0 on the Pending Review tab is out of scope for this work. (JIRA: INS-12362)
- Fixed the messages shown when two markers work on the same response at the same time in the Pending Review and Reviewed queues. The second marker saw an unclear error that could not be dismissed by accepting it, and the queue still showed the response as selected, so the same error returned on the next attempt. Submitting responses, one at a time or in bulk, now opens a clear confirmation first, and afterwards shows a summary of which responses went through and which did not. The queue refreshes once the action finishes so marking can continue. (JIRA: INS-12396)

- We resolved an issue in Quick Marking where marking responses as Reviewed (using “Mark as Reviewed & Next” or “Mark as Reviewed & Exit”), Saved, or Submitted would trigger an error modal if the feedback text contained angle brackets received from the AI marker (< >). The system now accepts legitimate formatting and special characters in marker feedback without throwing validation errors, allowing markers to review, save, and submit student responses uninterrupted. (JIRA: INS-12403)
- We fixed an issue where scanned (OCR) multiple choice and keyword answers could be marked incorrectly. OCR processing was not recording the order in which answer options were displayed, so auto-marking compared responses against the authoring order. OCR processing now records the display order, allowing these answers to be auto-marked accurately. (JIRA: INS-12406)
- Fixed an issue where composite items could be marked incorrectly when test attempts were closed using the Bulk Complete Attempts action. Where a candidate had answered a composite item but their attempt was completed in bulk rather than submitted directly, the marking process did not always read the stored response data, and correct answers could be recorded as incorrect. Bulk completion now checks the full stored response for each composite item before marking, so these attempts are scored consistently with attempts submitted by the candidate. Attempts marked before this release can be corrected by running Re-mark attempt. (JIRA: INS-12408)
- We fixed an issue where questions using the QTI evaluator, such as Match, Hotspot and Gap Match items, could be scored as incorrect with no score recorded. The evaluator no longer retrieves the question definition from the database each time it is created, which removes

the risk of mismatched scoring data. Scoring for these question types is now more reliable.

(JIRA: INS-12409)

- We fixed an issue where attempts remained in a marking state after auto-marked responses had been submitted. The date marked stamp was not being updated when an auto-marked response was amended, which left the attempt showing as in progress. Attempts now move to a marked state once both marked and auto-marked responses are submitted. (JIRA: INS-12418)

## Platform

- We fixed an issue where running a user import would incorrectly trigger proctoring synchronisation tasks on tenants that do not have the Proctoring Integration enabled. This caused errors to appear in the Import Log, even when proctoring was not configured or active. The platform now validates proctoring configuration before any synchronisation work, ensuring user imports complete cleanly on non-proctored tenants. Legitimate proctoring synchronisation for tenants with an active proctoring configuration is unaffected. (JIRA: INS-12244)
- We fixed an issue where administrators switching role or impersonating another user would intermittently stay logged in under their original role. A single brief cache fault could block cache operations for every user on the application instance for up to a minute. Only genuine connection failures now trigger that block, the recovery delay has been reduced from 60 seconds to 5 seconds, and requests now wait briefly for a reconnect in progress instead of failing immediately. (JIRA: INS-12375)

# Improvements

## Delivery

- We improved visibility of attempts delivered through Cosmos so support teams can follow high-stakes events as they happen. Invigilation commands such as pausing or resuming a student, awarding or removing extra time, and postponing, abandoning or submitting an attempt now appear in near real time under Recent Activities on the test attempt modal. Session-level commands such as pausing or resuming a session also appear in the session's Recent Activities. Previously these entries only appeared once the session was finalised. (JIRA: INS-11756)
- We improved search on Incident Reports. The search box now finds incidents by Incident ID and Application Number (username) as well as text in the Details column. A multi-select Test Centre filter lets users narrow the list to the centres they are monitoring, and it can be combined with a search term. (JIRA: INS-12265)
- We improved the Incident Reports table by removing columns that are not needed day to day. Severity Rating, Outcome, Outcome rationale and Outcome category are no longer shown in the table view, which makes it easier to read and navigate. These columns are still included in the Excel export, and no incident data has been changed. (JIRA: INS-12269)
- We improved the lock behaviour applied when candidates sign in a second time before a session has started. Assessment event settings that allow re-entry without an unlock are now respected, so a candidate switching browser, using a private window or opening a second tab is no longer locked out. The padlock on the session dashboard now clears once the candidate's sign-in has taken over the session. (JIRA: INS-12274)

- We enhanced the percentage operator in the Insights calculator so it calculates proportionally against the preceding value. Previously the percentage was treated as a decimal, so entering  $100 + 10\%$  returned 100.1. The same entry now returns 110, and  $100 - 10\%$  returns 90. Standalone percentage conversion, such as 50 % becoming 0.5, continues to work as before. (JIRA: INS-12333)
- We improved the test player to reduce cases where candidates were automatically submitted shortly after launching a test. When the server reports no time remaining within the first minute of an attempt, the player now works out the remaining time from the test duration and the time already elapsed, so the test continues as normal. Extra diagnostic logging has also been added to help investigate any remaining cases. (JIRA: INS-12382)
- We improved how enrolments are created when an assessment event is enrolled via Group Type. Previously a student with memberships in more than one group under the same group type received a separate enrolment for each membership. Enrolling by Group Type now creates exactly one enrolment per student, regardless of how many groups under that type they belong to. (JIRA: INS-12437)

## Authoring

- We enhanced the Assessment Versions editor on Test Components so each test version can be paired with a corresponding paper test. A new Paper Test column sits alongside the existing Test column, showing the paired paper test and its section count where one is set, and a paper test can be selected where the parent assessment uses a mixed delivery mode. An Allowed Conditions summary now appears above the grid so authors can see the conditions the component's versions must satisfy, such as year and language. (JIRA: INS-12438)

- We enhanced Test Components to support conditions, so each test version can be scoped to a specific set of conditions such as year level and language. A Test Component now declares a pool of allowed conditions, drawn from the matching user attributes configured in Assessment Event Settings, and each version row in the Assessment Versions grid selects its condition set from that pool. A new Conditions column summarises how many condition combinations each row satisfies, and components created before this change continue to load and save without conditions set. (JIRA: INS-12441)

## People

- Improved user deletion so that deleting a user in Insights also removes the sign-in account held for them in the connected directory. Previously the user was removed from Insights but their sign-in account stayed behind. Users who sign in through your own identity provider are not affected and their accounts are not removed. (JIRA: INS-12306)

## Reporting

- We enhanced Reporting Dimensions on Assessment Programs so scaled score, standardisation and performance band calculations can be produced for specific candidate or user properties, such as year level, cohort or region. Previously these calculations ran across the whole candidate population for a dimension, with no way to produce separate data cuts. A dimension's conditions are limited to those allowed by the test components of the assessment events linked to the program. The scaling table, standardisation and performance band templates can also be downloaded and validated for a given set of conditions. (JIRA: INS-12442)

## Platform

- We improved database performance by fully parameterising several queries that run frequently during large events. These queries previously embedded literal values, so each run was treated as a new query and caused short spikes in database CPU. The queries can now be reused and optimised by the database. (JIRA: INS-12381)