

GeorgiaFIRST Financials V8 Known Issue

KI8096: GL New Phone Group Descriptions in GTA/IBM Invoice File

UPDATE: February 6, 2010

RESOLVED: This issue was resolved as part of Release 2.08, which was applied on February 6, 2010.

POSTED: December 18, 2009

SUBJECT: Known Issue KI8096 – GL New Phone Group Descriptions in GTA/IBM Invoice File

PURPOSE: To notify users at institutions using GeorgiaFIRST PeopleSoft Financials Version 8.9 of a Known Issue regarding new phone group descriptions that may exist in the GTA/IBM invoice file but are not in the current Phone Bill table.

FUNCTIONAL IMPACT: New phone group descriptions have been reported in the GTA/IBM invoice file. As an example, the new **Remote VPN Subscriber - SSL Only Single Factor Authentication** value was reported to exist in the November phone invoice files. However, the current Phone Bill table does not include these new values.

Due to the fact that the phone group descriptions continue to be dynamic, OIIT has determined that a new utility will have to be developed to populate new phone group descriptions deployed by GTA/IBM. This utility will be included in a future release. OIIT will issue an update when the release date has been determined.

FUNCTIONAL WORKAROUND: As a functional workaround, you may select to substitute another value in your phone bill invoice file that will allow the file to interface successfully. The key factor is to ensure your substitute phone group description equates to the correct chartstring for which the amount should be charged. If you have any issues with this workaround, please open a case with the **OIIT HELPDESK**.

SUPPORTING DOCUMENTATION: N/A

ADDITIONAL OIIT RESOURCES and SUPPORT: To create a new or update an existing production down, business interrupting (emergency) support request, call the **OIIT HELPDESK** immediately (706-583-2001; or toll free within Georgia 1-888-875-3697). For anything else, contact the **OIIT HELPDESK** at http://www.usg.edu/customer_services (support request self-service) or e-mail

helpdesk@usg.edu. (Note: Self-service requires login using a user ID and password. Contact the **OIIT HELPDESK** at helpdesk@usg.edu to obtain self-service login credentials.