

KI8128: Expenses Error Message (Message Not Found)

UPDATED: March 21, 2011

STATUS: A fix from PeopleSoft was applied to Production on March 19, 2011

IMPACT: This error should no longer be encountered

**ORIGINALLY
POSTED:** March 17, 2011

ORIGINAL KI8128:

EXPENSES ERROR MESSAGE (MESSAGE NOT FOUND)

FUNCTIONAL IMPACT

An issue has been identified in Expenses that is causing a “Message not Found” error message when performing certain actions on an expense report. It has been reported that it is received upon submitting an expense report, approving an expense report and sending an expense report back. This issue does seem to be sporadic.

ITS has downloaded a fix from PeopleSoft and will be testing it as quickly as possible for application to production. Notification for resolution of this Known Issue will be provided as soon as the fix is available in production.

FUNCTIONAL WORKAROUND

N/A

SUPPORTING DOCUMENTATION

N/A

MORE INFORMATION AND SUPPORT

For a production down, business interrupting (emergency) situation, call the ITS Helpdesk immediately at 706-582-2001 or 1-888-875-3697 (toll-free within Georgia). For anything else, contact the ITS Helpdesk at http://www.usg.edu/customer_services (self-service support requests requires a User ID and Password; contact the ITS Helpdesk to obtain self-service login credentials), or email helpdesk@usg.edu.

ADDITIONAL RESOURCES

For information about ITS maintenance schedules or Service Level Guidelines, please visit

<http://www.usg.edu/oit/policies>.