KI8130: Security Issue With Copy User Profile Functionality

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STATUS: Open

KI8130: SECURITY ISSUE WITH COPY USER PROFILE FUNCTIONALITY

ITS has identified an issue with the **Copy User Profile** feature in Security. Until the issue is resolved, **this functionality has been disabled in Production**.

FUNCTIONAL IMPACT

When using the copy User Profile feature to create a new User ID, if the User ID already existed for another user, a warning message was received indicating this User ID is in use by another user. Once the message was received and the Security Admin continued to create the User ID, the existing User ID was overwritten, therefore causing duplicate user ID's.

New code will be delivered in a future release to prevent any further occurrences of this issue. ITS is evaluating where these duplicate User ID's currently exist and if your campus is impacted, ITS will be in contact with you to assist in resolving this issue.

FUNCTIONAL WORKAROUND

Instead of copying an existing user profile, go directly to the Distributed user Profile feature and create a new User ID manually.

SUPPORTING DOCUMENTATION

N/A

MORE INFORMATION AND SUPPORT

For business impact emergency issues, contact the ITS Helpdesk immediately at 706-583-2001 or 1-888-875-3697 (toll free within Georgia). For non-urgent issues, contact the ITS Helpdesk via the self-service support website at http://www.usg.edu/customer_services. (This service requires a user ID and password. E-mail helpdesk@usg.edu to obtain self-service login credentials.)

ADDITIONAL RESOURCES

For information about ITS maintenance schedules or Service Level Guidelines, please visit http://www.usg.edu/oiit/policies. For USG services status, please visit http://status.usg.edu.