

KI8137: Reopen POs Process & Reopen Requisitions Process Security

UPDATED: December 14, 2011

STATUS: Resolved. A fix was applied to production, via Release 2.20, on Saturday, December 10, 2011.

IMPACT: Access to the Reopen PO and Reopen Requisition processes has been restored. Business Unit criteria was added to the PO_POREOPEN and PO_REQREOPN app engines, ensuring that only Purchase Order and Requisition data specific to the institution running the process will be impacted.

ORIGINALLY POSTED: September 28, 2011

ORIGINAL KI8137: REOPEN POS & REOPEN REQUISITIONS SECURITY

An issue has been identified with the Reopen POs process and, potentially, the Reopen Requisitions process. These processes are failing to recognize Business Unit-specific transactions, thus allowing POs and Reqs to be re-opened across business units. In response to this, ITS has removed access to both pages.

FUNCTIONAL IMPACT

Security access to the Reopen POs & Reopen Requisitions pages has been temporarily removed.

FUNCTIONAL WORKAROUND

The cause of this issue requires a modification to the PO_POREOPEN and PO_REQREOPN app engines. ITS will provide an update as soon as this modification is tested and scheduled to be applied to production.

In the interim, it will be necessary to create replacement POs/Reqs for any deemed to have been closed inadvertently. If a large number of transactions were closed inadvertently and all require reopening, users will need to open a ticket with ITS immediately after the PO Close process is run.

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/oit/policies>. For USG services status, please visit <http://status.usg.edu>.