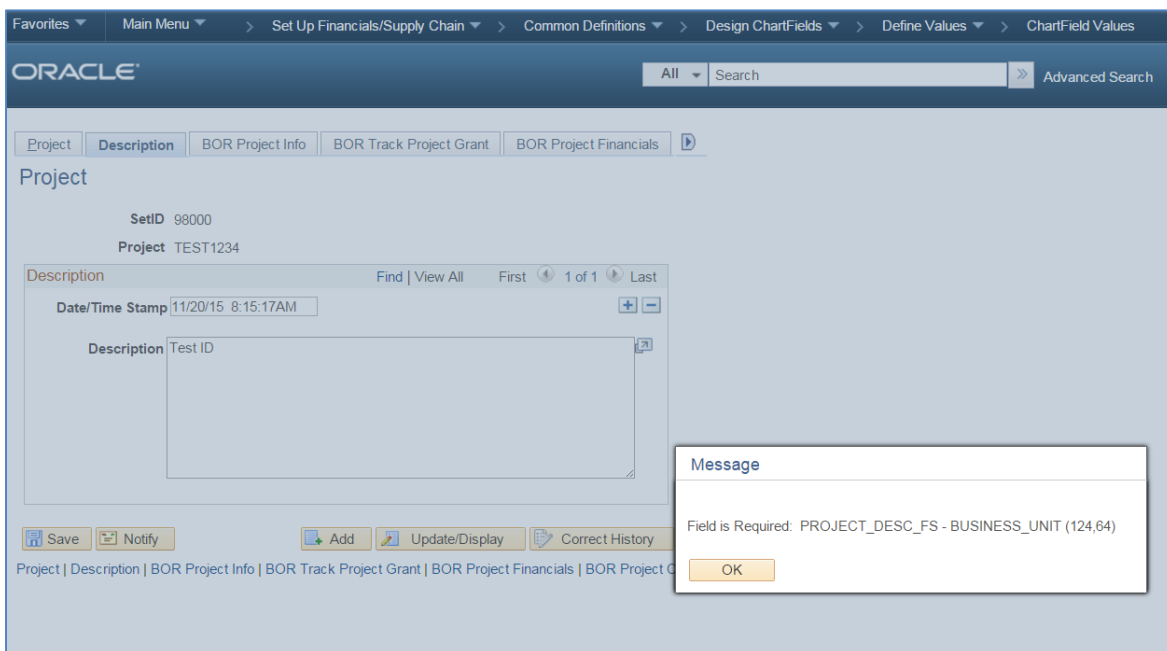


Known Issue: KI9.2-20_GL Error Received When Updating Grant or Project Descriptions

POSTED: November 23, 2015

STATUS: Active

An issue has been reported with adding or updating the Description under the Project Chartfield Value Description tab in PeopleSoft Financials. This issue occurs for both new and existing Grants/Projects, but is not occurring on all IDs. When trying to save the Project ID, the following error message may be received:



Functional Workaround:

There is currently no functional workaround available. If you receive this error message, you will need to track which Grant/Project ID it was received on outside of PeopleSoft. You will use this list to complete the description changes once this issue has been resolved.

Estimated Resolution:

A fix for this issue will be included in Release 5.10 (tentatively planned for 12/19/2015).

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/customer_services/service_level_guidelines. For USG services status, please visit <http://status.usg.edu>.