Known Issue: KI9.2-48_AP - Voucher Inquiry Error Message Value Too Long

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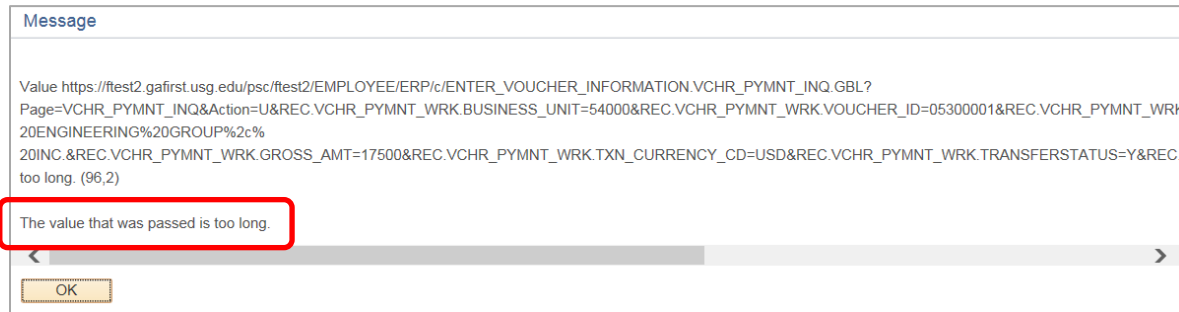
STATUS: Active

Following Release 5.20, when users attempt to view voucher payment information from the Voucher Inquiry Results page, an error message will be produced if the search criteria do not include the Supplier SetID. This message will not prevent the payment results from correctly displaying, so the message should be ignored.

Navigation: **Accounts Payable > Review Accounts Payable Info > Vouchers > Voucher**

The below message will be displayed when users click on the Payment Information link:

Users may also receive the same error message when performing other searches.

Functional Workaround:

If this message is received, click OK to continue. The search results will still be correctly displayed.

Estimated Resolution:

This is a known Oracle bug that will be corrected in a future release.

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.