

Resolved - Known Issue: KI9.2-5 Trial Balance Report Returning Inaccurate Results for the ENCUMB Ledger

UPDATED: August 17, 2015

STATUS: RESOLVED

IMPACT: The Build Encumb Ledger Process (ENC_REPT_BOR) was updated in Release 4.40 so that the DATE_CODE field in the Ledger table is updated. The absence of this field update was causing the Trial Balance Report to not populate correctly when being run against the ENCUMB ledger.

ORIGIANLLY POSTED: June 5, 2015

The data returned when running the Trial Balance report (GLS7012) against the ENCUMB ledger is not accurate.

Navigation: General Ledger > General Reports > Trial Balance

Functional Workaround: The ENCUMB ledger itself is correct. Users can run the BOR_TRIAL_BALANCE_AUD or BOR_KK_ENCUMB_AS_OF_PD queries to obtain the ENCUMB ledger balances. Also, users can run the Budget Status Report to obtain encumbrance balances.

Estimated Resolution: ITS has identified the cause of this issue. This known issue will be corrected with Release 4.40.

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>.