

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

POSTED: Friday, June 5, 2015

STATUS: Active

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 scheduled for July 25, 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>.