

Known Issue: KI9.2-76_Other – PeopleSoft Financials Release 5.30 Go-live Issues

POSTED: December 4, 2017

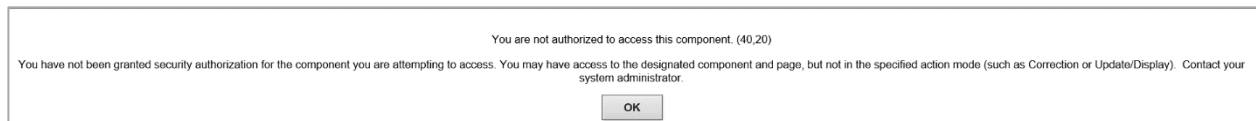
STATUS: Active

The following Known Issues have occurred as a result of Release 5.30. Several of these issues have to do with the tiles displayed on the Self Service and Manager Homepages. Users may wish to use the NavBar to navigate until these issues have been resolved. For more information on using the NavBar, watch the following video:
<https://www.youtube.com/watch?v=2xlxX1p3NAA&feature=youtu.be>

GeorgiaFIRST Financials is currently working to resolve these issues.

1. Home Icon Producing Error Message

When users click on a tile on the Employee Self Service Homepage, the requested page displays. Then when the user clicks the Home icon to return to the Homepage, the following message displays, “You are not authorized to access this component.”



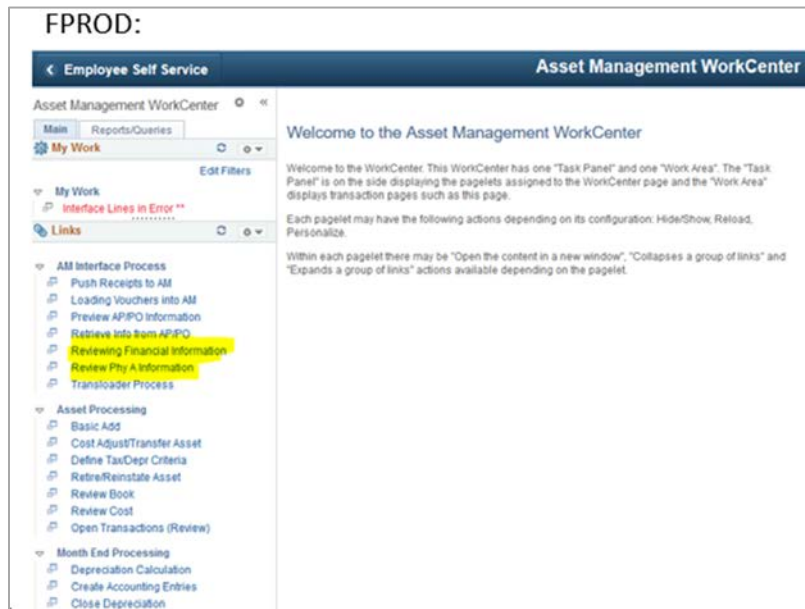
Functional Workaround:

You may try one of the following workarounds:

- 1) Click OK to remove the error. If that does not work, then click the BACK button on the browser menu and use the NavBar.
- 2) Users may wish to use the NavBar to navigate until this issue has been resolved. For more information on using the NavBar, watch the following video:
<https://www.youtube.com/watch?v=2xlxX1p3NAA&feature=youtu.be>

2. Asset Management WorkCenter Financial and Physical Links Still Separate

Documentation sent to prepare users for Release 5.30 changes indicated that the Asset Management WorkCenter would have only one link to review both Financial and Physical information. Currently, the single link is not available.



Functional Workaround

Users will continue to use separate links until this issue has been resolved.

3. GeorgiaFIRST Marketplace Tile Showing Error Message in Self Service

When users enter the Self Service Homepage, the GeorgiaFIRST Marketplace tile shows an error message:



Despite the message, the tile does work. Shoppers may click on it to enter the GeorgiaFIRST Marketplace.

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>.