Known Issue: KI9.2-56_EX Unable to Reassign Travel Authorizations

UPDATED   December 9, 2016

STATUS: RESOLVED

IMPACT: An interim Release (5.21) was applied to production Thursday, December 8, 2016. A BOR fix was applied and this issue is now resolved. Users should be able to Reassign Travel Authorizations.

ORIGINALLY POSTED: December 2, 2016

After the application of Release 5.20, expense administrators are no longer able to reassign Travel Authorizations and receive the below error:

Class Record: assumed property TRAVEL_AUTH_STATUS is not a valid field name. (2,274) EX_APPR_WF.TxnProcessing.Messaging.ApprovalPublisher.OnExecute
Name:ProcessMultipleTransactions PCPC:6022 Statement:76
Called from:EX_HDR_WRK.PB_REASSIGN.FieldChange Statement:6

The specified object property is assumed to be a field name, but the field is not found in the current object.

Use the PeopleCode Debugger or a PeopleCode trace to determine the point of the error, and correct the program.

[OK]

Navigation: **Travel and Expenses > Manage Expenses Security > Reassign Approval Work**

Functional Workaround:

There is no known functional workaround at this time.

Estimated Resolution:

This is an Oracle Known Issue and ITS is currently in the process of determining whether a temporary BOR fix can be applied to resolve this issue until the permanent Oracle fix can be applied.

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.