Known Issue: KI9.2-011-HR: Manage Transactions (Smart HR) Error Message When Adding Additional Job

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STATUS: Active

Audience: Human Resources Practitioners for institutions utilizing Manage Transactions (Smart HR)

Known Issue: Periodically institutions are experiencing an error message when adding an additional job through Manage Transactions. The error message is:

Class Rowset method InsertRow changes current program context (scroll ). (2,264)
HCR_FUNCLIB.Utilities.OnExecute Name:MergeRowsetsWrk PCPC:9931 Statement:213
Called from:HCR_FUNCLIB.Utilities.OnExecute Name:MergeRowsetsTBH Statement:65
Called from:HR_HIRE.UI.ComponentController.OnExecute Name:fillData Statement:86
Called from:HR_HIRE.UI.PersonalComponentController.OnExecute Name:fillDataFromTBH Statement:475
Called from:HR_HIRE.UI.PersonalComponentController.OnExecute Name:fillData Statement:21
Called from:PERSONAL_DATA.GBL.PostBuild Statement:8

A PeopleCode program has called an object method which attempts to make an invalid change to the current execution context of the program. Examples are deleting or hiding the row containing the current program, or any parent row of the current row.

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

Functional Workaround: Manually add the employment instance.
Navigator > Workforce Administration > Job Information > Add Employment Instance
- Search for EmplID
- Review Empl Rcd to ensure it is updated to the next effective record
- Click 'Add'

Revised: 6/14/2019
• Review Action / Reason: It should be Action of ‘Hire’ and Reason of ‘New Employment Instance’
• Job Indicator: ‘Secondary Job’
• Enter position number from the Manage Transactions action
• Complete remaining panels in Job Data and Save

Tentative Resolution Information: This is a known Oracle bug and we will continue to monitor for an Oracle fix and an update will be provided as soon as possible.

More Information and Support: Contact OneUSG Connect Support at oneusgsupport@usg.edu.

Information on all active and resolved known issues is available at www.usg.edu/oneusg_connect under Practitioner Services.