



## Known Issue: KI9.2-007-ABS: Periodic Error Message When Editing, Forecasting, and/or Approving Existing Absence Requests

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**POSTED:** September 6, 2018

**STATUS:** Active

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**Audience:** Employees, Managers and Practitioners

**Known Issue:** Employees and Managers periodically are receiving the error message shown below when attempting to edit, forecast and/ or approve an existing absence request. Error occurs more frequently when absences are edited or approved. This issue occurs when requests are made on the "Request Absence" page as well as the "Time-sheet" page.

Error Code (17005, 000485) occurred. Please take note of this error code and notify your system administrator.  
Date Time: August 20, 2018 at 10:13

**Work Around:** Practitioners will need to delete the Absence request via Global Payroll & Absence Management> Payee Data> Maintain Absences> Absence Event. The Employee will then need to create the request again.

**Tentative Resolution Information:** OneUSG Connect Support is investigating the issue and will provide additional information when it is available.

**More Information and Support:** Contact OneUSG Connect Support at [oneusgsupport@usg.edu](mailto:oneusgsupport@usg.edu) or 877-251-2644 (toll free). Information on all active and resolved known issues is available at [www.usg.edu/oneusg\\_connect](http://www.usg.edu/oneusg_connect) under Practitioner Services.