Known Issue: KI9.2-108_GL – nVision Drilldowns Running to Error

POSTED: January 29, 2019

STATUS: Active

Following Release 5.40 applied December 1, 2018, users working with nVision reports are receiving an error when attempting to run Drilldowns. The error is preventing the use of the drill down feature within nVision reports.

Navigation: Reporting Tools > PS/nVision > Define Report Request

Functional Workaround:

There is no Functional Workaround at this time.

Estimated Resolution:

ITS is currently researching a fix for this issue. We will update this Known Issue when new information is available.

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.