Known Issue: KI9.2-138_Other – Browsers Causing Look Up Windows to Render as a Blank Page

POSTED: November 11, 2020

STATUS: Active

ISSUE: Following Release 5.60 applied October 16, 2020 users encounter an issue when using the latest versions of Google Chrome and Microsoft Edge (86.x) which causes certain GeorgiaFIRST Financials look up windows to render as a blank page. Oracle determined this is a bug within the browsers listed above and is working with the appropriate vendors to resolve.

FUNCTIONAL WORKAROUND: Oracle recommends using the Apple Safari browser and/or the Mozilla Firefox browser until this issue is resolved. Additionally, the look up information may render in Google Chrome and/or Microsoft Edge if a user moves the dialog window around the page or hovers over the X icon to close the page as shown below.

ESTIMATED RESOLUTION: The appropriate vendors are currently working on a fix for this issue to roll out in a future browser update.

MORE INFORMATION AND SUPPORT: For business impact issues, contact the ITS Helpdesk at helpdesk@usg.edu or via the ITS Customer Services website.