

Known Issue: KI9.2-177_Other–JavaScript Error Pop-Up Message

Posted: June 11, 2025

STATUS: Active

NAVIGATION: Any navigation

ISSUE: Following GeorgiaFIRST Release 6.06 and Augusta Financials release 2.04, some users are receiving "custom javascript error prependAttrValue is not defined" in production. The error can be dismissed by clicking OK, then the user can continue working. In some cases, the message may continue to display again after clicking OK. If this occurs, ITS recommends clearing cache.



FUNCTIONAL WORKAROUND: ITS has submitted a ticket to Oracle for more information on this issue. Until a fix is found please follow these tips:

1. For most users clearing cache and cookies for all time resolves the issue.
2. For other users, clearing cache and cookies for all time does not. The users we've seen have this issue so far were using Chrome and Firefox. For those users ITS recommends switching to Edge.

Please note that it is very important that all steps are followed when clearing cache, including closing all browser windows after clearing cache, to ensure the best result is achieved.

For more information on how to clear browser cache, click [here](#)

MORE INFORMATION AND SUPPORT: For business impact issues, contact GeorgiaFIRST Financials Support team at support@usg.edu.