

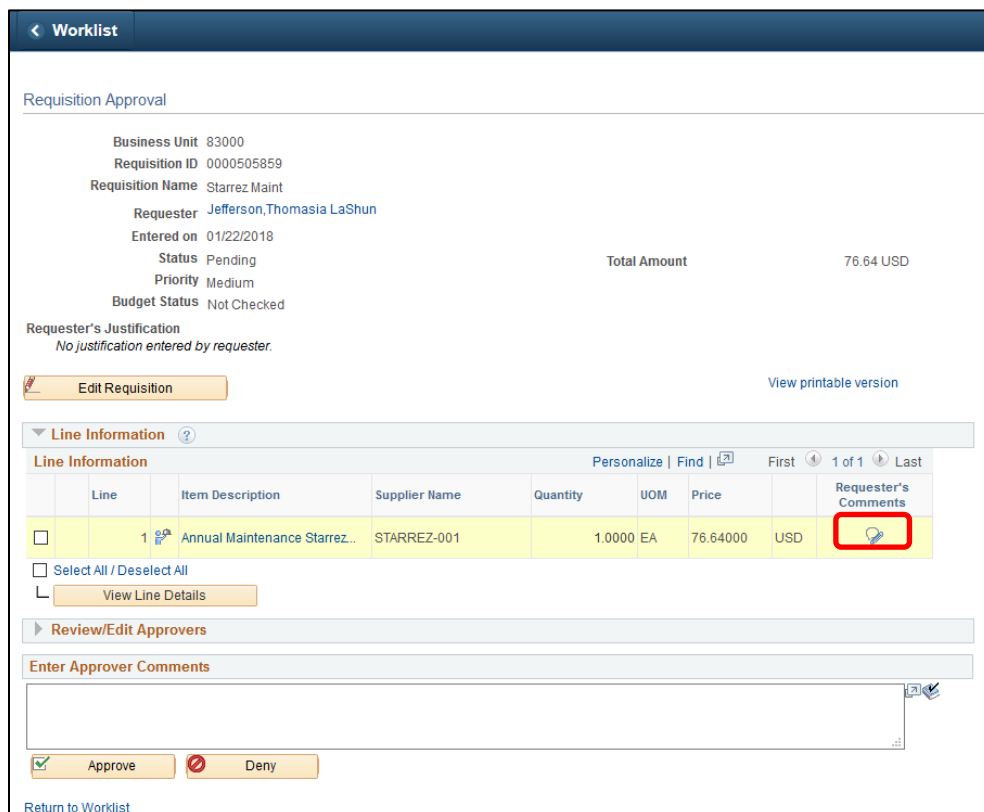
Known Issue: KI9.2-82_ePro – Requisition Attachments Unable to be Viewed from Requisition Approval Page


POSTED: 02/5/2018

STATUS: Active

Following Release 5.30, some institutions have reported that they are unable to access eProcurement attachments from the Requisition Approval page.

Once an approver is on the Requisition Approval page and clicks on the Requester's Comments icon, a window opens which shows the file attached to the requisition; however, the file will not open when the user clicks on the link.

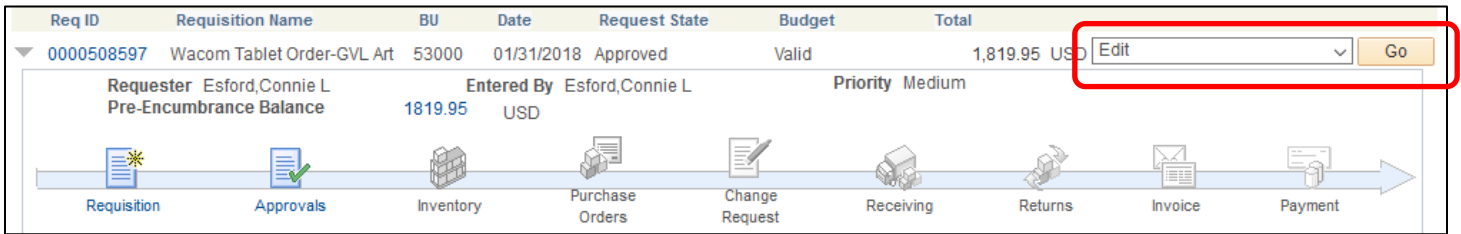


Worklist
 Requisition Approval
 Business Unit 83000
 Requisition ID 0000505859
 Requisition Name Starrez Maint
 Requester Jefferson, Thomasia LaShun
 Entered on 01/22/2018
 Status Pending
 Priority Medium
 Budget Status Not Checked
 Total Amount 76.64 USD
 Requester's Justification
 No justification entered by requester.
 Edit Requisition View printable version
Line Information
 Line Item Description Supplier Name Quantity UOM Price Requester's Comments
 1 Annual Maintenance Starrez... STARREZ-001 1.0000 EA 76.64000 USD 
 Select All / Deselect All
 View Line Details
 Review/Edit Approvers
 Enter Approver Comments
 Approve Deny
 Return to Worklist

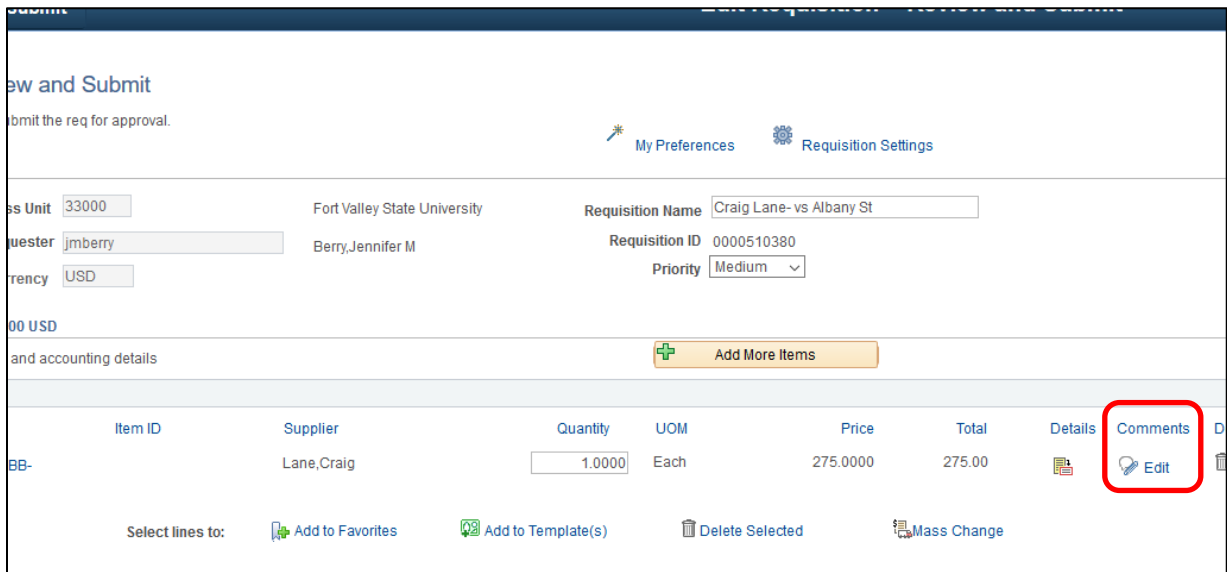
Functional Workaround:

The functional workaround for this issue is dependent on user roles and preferences.

- Users with permission to access Manage Requisitions:
 1. Select **Edit** from the drop-down box and click **Go**, which will open the Review and Submit page.



2. Click on the **Edit** link in the Comments column to view the attachment.



- Users who have permission only to approve requisitions and cannot access the Manage Requisitions page should contact their institution’s eProcurement Administrator or the Requester on the requisition to request a copy of the attachment.

Estimated Resolution:

ITS is currently researching the cause of this issue and is working to determine an appropriate resolution.

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>.