

Known Issue: KI9.2-97_AP – Voucher Spreadsheet Upload Error

POSTED: December 5, 2018

STATUS: Active

Following Release 5.40 applied December 1, 2018, users working with the BOR Voucher Upload spreadsheet are receiving a “User Password Failed” error message when attempting the upload. This issue is related to the new Single Sign-On functionality that was implemented with the release, which required that previous user login credentials for PeopleSoft Financials be removed. This resulted in a password failure message for spreadsheet uploads.

Functional Workaround:

Please contact ITS to request assistance with using the BOR Voucher Upload spreadsheet (helpdesk@usg.edu). Please provide the User ID for each individual that will be utilizing the spreadsheet and ITS will provide instructions for working around the issue.

Estimated Resolution:

A resolution for this issue is currently in development. 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>.