

## Known Issue: KI9.2-99\_GL – Journal Spreadsheet Upload Error

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**POSTED:** December 5, 2018

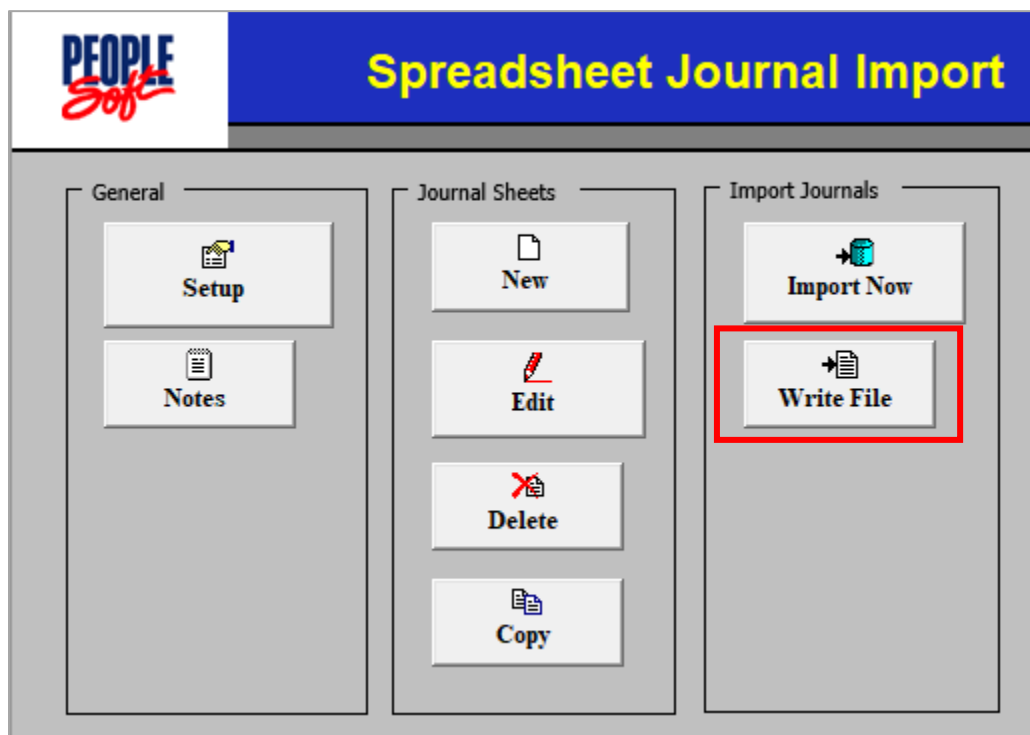
**STATUS:** Active

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Following Release 5.40 applied December 1, 2018, users working with the BOR Journal Upload spreadsheet are receiving a “User Password Failed” error message when selecting the Import Now button to 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:**

Instead of selecting the Import Now button, select Write File.



For details on importing journals using the Write File option, please see Business Process **GL\_020\_033 - Batch Spreadsheet Journal Import** located on the GeorgiaFIRST Financials Website. <https://www.usg.edu/gafirst-fin/>

**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](http://www.usg.edu/customer_services). (This service requires a user ID and password. E-mail [helpdesk@usg.edu](mailto: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](http://www.usg.edu/customer_services/service_level_guidelines). For USG services status, please visit <http://status.usg.edu>.