

Known Issue: KI9.2-47_AP - Submit Approval Button Remains Active After Selecting for Voucher Approval

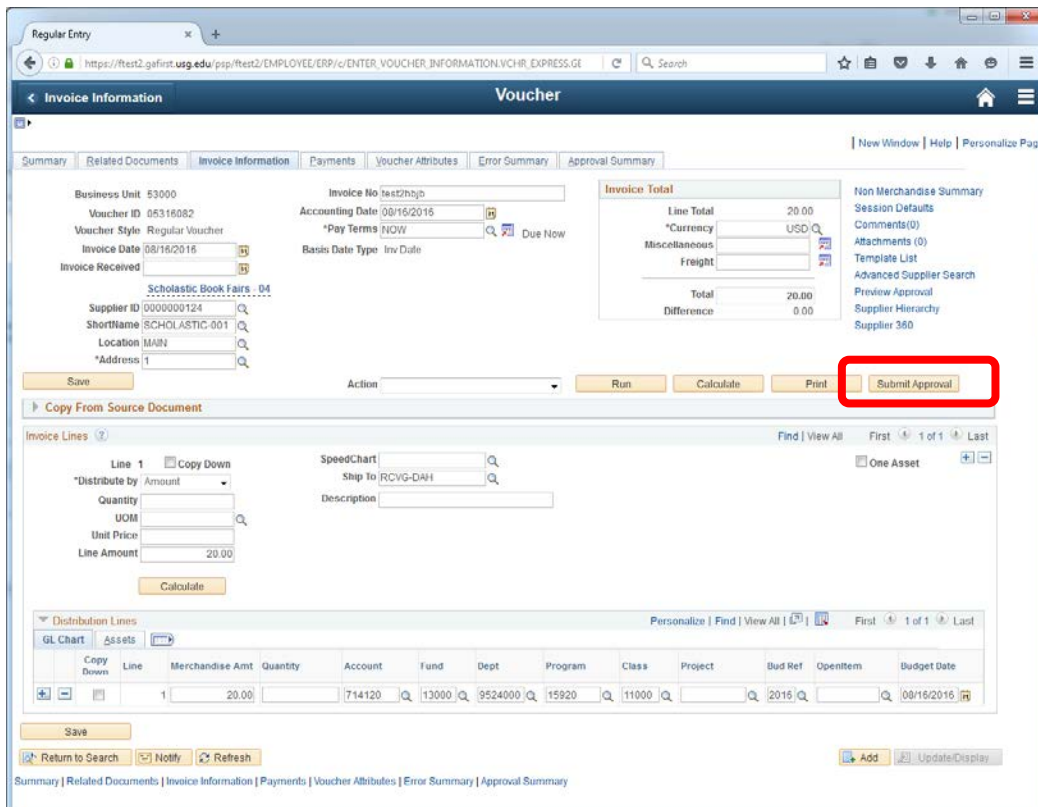
UPDATED: December 1, 2017

STATUS: RESOLVED

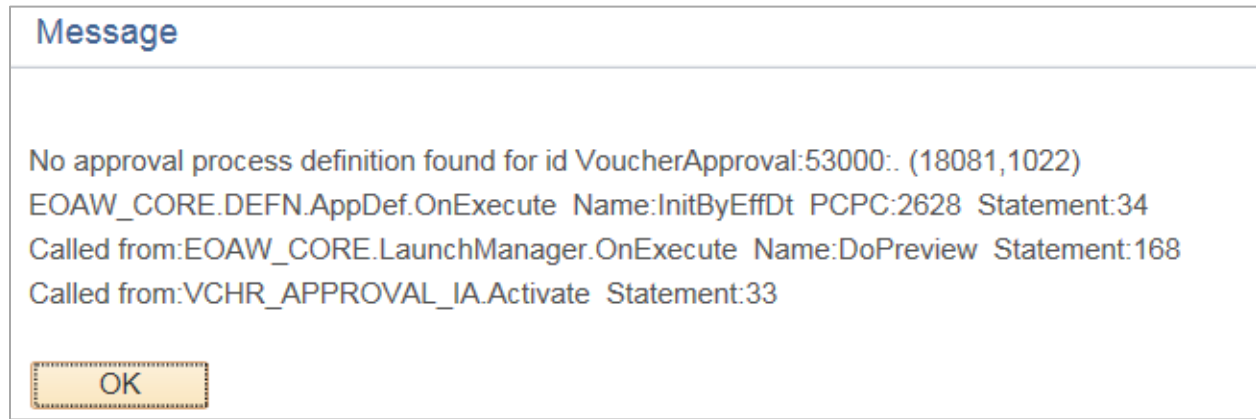
IMPACT: As of Release 5.30, dated December 1, 2017, an Oracle fix has been applied. The Submit Approval button will no longer remain active after a voucher has been submitted for approval.

ORIGINALLY POSTED: November 19, 2016

A new Oracle bug was introduced following application of Release 5.20 (11/19/2016). After the voucher has been entered and the Submit Approval button selected, the voucher will route for approval and can be successfully approved. However, the Submit Approval button will remain active.



When this issue occurs, if users attempt to click on the Preview Approval button from the Voucher Summary tab, they will receive the below error message:



Functional Workaround:

Upon exiting and returning to the voucher, the Submit Approval button will no longer be available and the Preview Approval button will no longer produce the error message shown above.

Estimated Resolution:

This is a known Oracle bug and will be resolved in a future release.

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>.