

Known Issue: KI9.2-48_AP - Voucher Inquiry Error Message Value Too Long

UPDATED December 1, 2017

STATUS: RESOLVED

IMPACT: As of Release 5.30, dated December 1, 2017, an Oracle fix has been applied. When users attempt to view voucher payment information from the Voucher Inquiry Results page, an error message will no longer be produced.

ORIGINALLY POSTED: November 19, 2016

Following Release 5.20, when users attempt to view voucher payment information from the Voucher Inquiry Results page, an error message will be produced if the search criteria do not include the Supplier SetID. This message will not prevent the payment results from correctly displaying, so the message should be ignored.

Navigation: **Accounts Payable > Review Accounts Payable Info > Vouchers > Voucher**

Voucher Inquiry Results								Personalize Find View All
Voucher Details		Amounts	More Details	Supplier Details				
Actions	Business Unit	Voucher ID	Invoice Number	Invoice Date	Supplier ID	Entry Status	Incomplete	Match Status
▼ Actions	54000	05300001	7452	03/17/2015	0000401569	Postable	<input type="checkbox"/>	Matched
▼ Actions	54000	05300002	2502,2598	03/16/2015	0000301045	Postable	<input type="checkbox"/>	Matched
▼ Actions	54000	05300003	14729047	03/13/2015	0000000431	Postable	<input type="checkbox"/>	Matched

Voucher Inquiry Results		
Voucher Details	Amounts	More
Actions	Business Unit	Voucher ID
▼ Actions	54000	05300001
<div style="border: 1px solid black; padding: 5px;"> Review Accounting Entries 02 Match Workbench 03 Payment Information 04 Voucher Details 05 Review Document Status 06 </div>		

The below message will be displayed when users click on the Payment Information link:

Message

Value https://f1est2.gafirst.usg.edu/psc/f1est2/EMPLOYEE/ERP/c/ENTER_VOUCHER_INFORMATION.VCHR_PYMNT_INQ.GBL?Page=VCHR_PYMNT_INQ&Action=U&REC.VCHR_PYMNT_WRK.BUSINESS_UNIT=54000&REC.VCHR_PYMNT_WRK.VOUCHER_ID=05300001&REC.VCHR_PYMNT_WRK.20ENGINEERING%20GROUP%2c%20INC.&REC.VCHR_PYMNT_WRK.GROSS_AMT=17500&REC.VCHR_PYMNT_WRK.TXN_CURRENCY_CD=USD&REC.VCHR_PYMNT_WRK.TRANSFERSTATUS=Y&REC.VCHR_PYMNT_WRK.VOUCHER_ID=05300001 too long. (96,2)

The value that was passed is too long.

OK

Users may also receive the same error message when performing other searches.

Functional Workaround:

If this message is received, click OK to continue. The search results will still be correctly displayed.

Estimated Resolution:

This is a known Oracle bug that will be corrected 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>.