

Known Issue: KI9.2-76_Other – PeopleSoft Financials Release 5.30 Go-live Issues

UPDATED January 3, 2018

STATUS: RESOLVED

IMPACT: The following Known Issues, which occurred following Release 5.30, have been resolved.

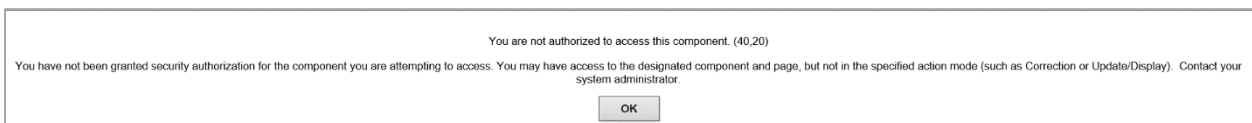
ORIGINALLY POSTED: December 4, 2017

The following Known Issues, documented in KI9.2-76_Other – PeopleSoft Financials Release 5.30 Go-live Issues, have now been resolved.

1. Home Icon Producing Error Message

After Release 5.30, when users clicked on a tile on the Employee Self Service Homepage, the requested page displayed. Then when users clicked the Home icon to return to the Homepage, they received a message saying, “You are not authorized to access this component.”

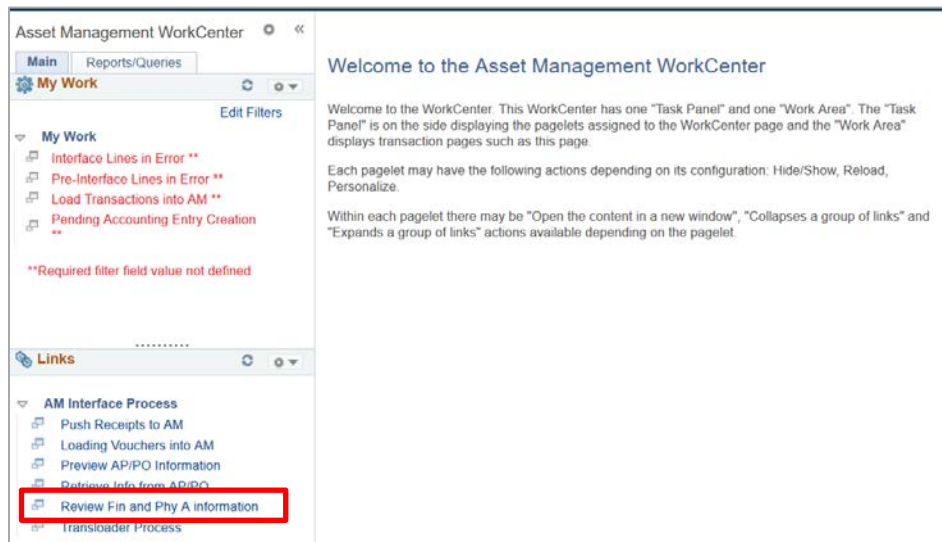
RESOLUTION: A fix was applied to production 01/02/2018 to correct this issue. This message no longer displays when users click the Home icon to return to the Homepage.



2. Asset Management WorkCenter - Review Financial and Physical Links Still Separate.

Documentation sent to prepare users for Release 5.30 changes indicated that the Asset Management WorkCenter would have only one link to review both Financial and Physical information. After the release, the combined link was not available and users continued to see separate links.

RESOLUTION: The combined “Review Fin and Phy A Information” link was fixed in production 12/21/2017. A single link is available in the Links section in the left-hand bar of the Asset Management WorkCenter.



3. GeorgiaFIRST Marketplace Tile Showing Error Message in Self Service

When users entered the Self Service Homepage after Release 5.30, the GeorgiaFIRST Marketplace tile showed an Error executing pagelet message.

RESOLUTION: A fix for this issue was applied to production 12/04/2017 and the tile description was updated to GFM Shopper Access. The GFM Shopper Access tile now displays correctly. Shoppers may click on it to enter the GeorgiaFIRST Marketplace.



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>.