Known Issue: KI9.2-80_ePro – Selecting Line Description Produces Error Message for GeorgiaFIRST Marketplace Requisitions

UPDATED: March 8, 2018

STATUS: RESOLVED

IMPACT: As of Release 5.32, dated March 10, 2018, a fix has been applied. Users will no longer receive an error message when attempting to access any line description for a GeorgiaFIRST Marketplace requisition.

ORIGINALLY POSTED: January 29, 2018

Following Release 5.30, an error message may appear when users attempt to view requisition line details for a requisition originating from the GeorgiaFIRST Marketplace (GFM). This issue is occurring intermittently; not all GFM requisitions are affected.

Although requisition line details can be viewed via multiple navigations, the error message received is the same.

The error has been observed from the following navigations:

1. Manage Requisitions page
2. Approver’s worklist
3. Requisition Cycle page via Manage Requisitions > drop-down box > View Cycle > Go

**Functional Workaround:**

You must have the BOR_EP_INQUIRY role in order to perform the following steps. If you do not have the BOR_EP_INQUIRY role, please contact your local security administrator.

- Enter the Requisition ID.
- Click the Req ID link.

- Click on the Requisition number link.

- Click the More tab to view the requisition line details.
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.