Known Issue: KI9.2-98_ePro – Issues Returning GFM carts to PeopleSoft

UPDATED	December 11, 2018
STATUS:	RESOLVED
IMPACT:	A fix was applied to production on December 9, 2018 to resolve the issues with returning GFM carts to PeopleSoft. Requisitions originating from the Georgia*FIRST* Marketplace are now able to be successfully saved.
ORIGINALLY POSTED:	December 5, 2018

After Release 5.40, some users are experiencing the following when attempting to return a cart from the Georgia*FIRST* Marketplace:

1. Returning to a blank page. Users then have to close the window and the requisition is not created.

2. Receiving message, "Highlighted fields are required" and are unable to save the requisition.

3. Receiving message, "The application was unable to route the session back to the login page." Users then have to close the window and the requisition is not created.

Functional Workaround:

There are no known functional workarounds at this time. Until a resolution is identified, the following is suggested:

Clear Browser Cache

ITS recommends that all users clear their Temporary Internet Files (browser cache) before logging back into the system. Go to the Georgia*FIRST* website for instructions on how to clear your cache: https://www.usg.edu/gafirst-fin/documentation/category/general_job_aids_and_reference_documents

Ensure you are accessing Georgia*FIRST* using Single Sign-on

University System of Georgia (USG) institutions currently using Georgia*FIRST* Financials will be required to use Single Sign-on (SSO) Authentication to access all PeopleSoft Financials services. Prior to logging into Financials for the first time following release 5.40, all active Georgia*FIRST* users should complete the following steps:

1. Delete all existing Georgia*FIRST* Financials browser bookmarks/favorites.
2. Create a new browser bookmark/favorite to the Georgia*FIRST* Financials website: www.usg.edu/gafirst-fin/.
3. Use the **"Core Users"** sign in option on the right side of the home page to access Georgia*FIRST* Financials.

    Please refer to this job aid for more information: https://www.usg.edu/gafirst-fin/documents/Accessing_GeorgiaFIRST_Financials_SSO_Job_Aid.pdf

Estimated Resolution:

ITS is currently researching the cause of these issues and is working to determine an appropriate resolution.

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.