

## Known Issue: KI9.2-64\_Other - Use of Return to Search Button Error

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**UPDATED** February 13, 2018

**STATUS:** RESOLVED

**IMPACT:** As of Release 5.30, dated December 1, 2017, an Oracle fix has been applied. Users will no longer receive an error message when they select the Return to Search button on a Voucher, Purchase Order or the Journal Add/Edit page.

**ORIGINALLY POSTED:** May 12, 2017

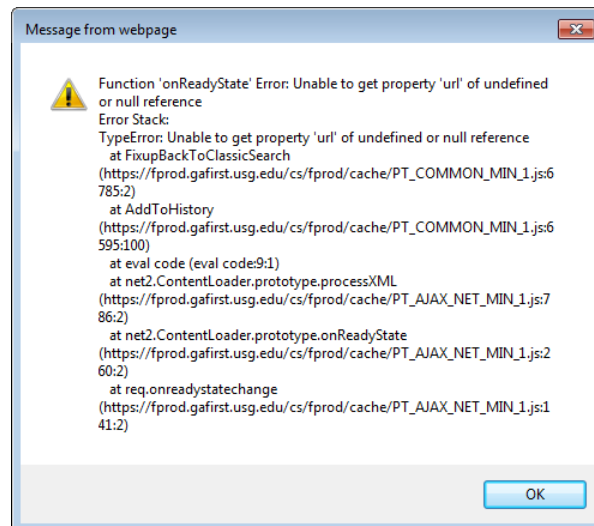
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Users may receive the message shown below after selecting the **Return to Search** button on a Voucher, Purchase Order or the Journal Add/Edit page.

*Function OnReadyState Error: Unable to Get Property url of undefined Or Null Reference*

*Error Stack:*

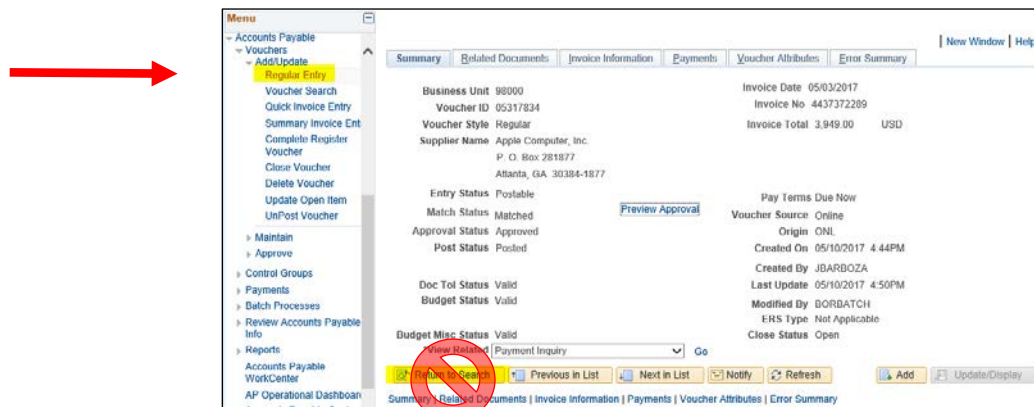
*TypeError: Unable To Get Property url of undefined Or Null Reference at FixupBackToClassicSearch*



## Functional Workaround:

To work around this issue:

1. Try clearing browser history/cache or try another browser (see Troubleshooting Browser Issues: [http://www.usg.edu/gafirst-fin/documentation/category/general\\_job\\_aids\\_and\\_reference\\_documents](http://www.usg.edu/gafirst-fin/documentation/category/general_job_aids_and_reference_documents)).
2. Another option is to use the Menu Navigation links to return to the search page instead of using the Return to Search button.



## Estimated Resolution:

Oracle has documented this issue and has provided a fix that is included in PeopleTools patch 8.55.11. This patch will be included in the GeorgiaFIRST Financials Annual Oracle Maintenance Release that is tentatively scheduled for November 2017.

**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](http://www.usg.edu/customer_services). (This service requires a user ID and password. E-mail [helpdesk@usg.edu](mailto: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](http://www.usg.edu/customer_services/service_level_guidelines). For USG services status, please visit <http://status.usg.edu>.