Known Issues for Degree Works 5.x

Information Technology Services

MAY 2017
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Known Issues in Degree Works 5.0.0 as of May 10, 2017

Known issues reported to Ellucian are summarized in tables for ease of reference.

The table of known issues includes the following information:
- known issue/defect number
- severity
- defect title and workaround, if available
- version in which defect was first noted
- status at Ellucian

Items are grouped by version and placed in order by severity.

This list may not be a comprehensive analysis of known issues reported to Ellucian. For additional information, please check the Customer Support Center at: https://ellucian.okta.com/.

Any non-critical known issues reported after May 10, 2017 will be included in the next released Degree Works known issues document. Critical issues will be reported immediately through regular communication channels.
Known Issues as of May 10, 2017
Any non-critical known issues reported after May 10, 2017, will be included in the next Degree Works major upgrade known issues document. Critical issues will be reported immediately through regular communication channels.

**Known Issues in Degree Works 5.X (as of May 10, 2017)**

<table>
<thead>
<tr>
<th>Object or Process</th>
<th>Current Defect or Contact Number</th>
<th>Severity</th>
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</table>
| Shepentry         | 1-18VZ18C                        | 3 - Moderate | `dwShell displaying program-variable column headers`  
Instead of normal column headers like "Time Stamp" in the SHPEntry Groups screen, a value like "_dTimestamp" is being displayed.  
This pattern of underscore ("_")), type ("d" for date, "i" for integer, etc") indicates that a program-variable is being displayed instead of the user-friendly variable.  
This behavior is sporadic. It sometimes fixes itself with no clear trigger for the solution. This defect is to investigate the root cause.  
This has also been reported in TreQadmin. | 4.1.0 | Complete – delivered in 5.0.0 |
| Web               | CR-000107541                      | 3 – Moderate | `Double quotes in the approval comments of a Petition results in a blank page. `  
When any of the approval comments for existing/new approvals of a Petition contain a double-quote the result is just a blank page when a student tries to view or add - none of the current petitions display.  
Process: Add comments with double quotes as an approver and then approve the petition. | 4.1.1 | Archived |
| Audit             | CR-000130038                      | 2 - Serious | `Classes are being reused on group options within a group rule`  
There is a situation in which, within a group rule, classes are being reused to apply to different group options, even though | 4.1.3 | Reviewed |
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<td>Web</td>
<td>CR-000113895</td>
<td>3 - Moderate</td>
<td>Help page for GPA calculator is called “SD_HelpGPACalculator.html” and the word “Calculator” is misspelled in that URL. When you are in the GPA Calc tab and you click on the &quot;Help&quot; button in the topmost frame, it opens a GPA Calculator help page (note that clients are expected to add content here as needed). This works just fine. However, the page itself misspells the word &quot;Calculator&quot; as &quot;Calulator&quot; and this typo needs to be fixed. To fix this, it is a modification to the shpscript &quot;SD2GENTAB&quot;. In that file you'll find this line: sHelpPage='SD_HelpGPACalculator.html'; You can change that to the proper spelling..then of course take &quot;SD_HelpGPACalculator.html&quot; and copy it to the properly spelled &quot;SD_HelpGPACalculator.html&quot;.</td>
<td>4.1.3</td>
<td>Archived</td>
</tr>
<tr>
<td>Transit</td>
<td>CR-000122285</td>
<td>3 – Moderate</td>
<td>Jobs not displaying from Transit because of files in cron/atjobs - only reported on Solaris. None of the jobs run from Transit are displaying from the Jobs function in transit. problem is in the dapindex script that gets the listings to display in the Transit jobs function.</td>
<td>4.1.3</td>
<td>Reviewed</td>
</tr>
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| Audit            | CR-000122770                    | 2 – Serious | MaxPerDisc NN Credits, when used on a subset, is removing courses inappropriately  
When MaxPerDisc is used in conjunction with Credits, to qualify a subset, courses are being removed inappropriately (i.e., when they haven't violated the max.)  
For instance MaxPerDisc 6 Credits in (AANT) will prevent a 3-credit AANT class from applying to rules within the subset, even when there are no other AANT classes present.  
Using Classes instead of Credits works correctly (i.e., MaxPerDisc 2 Classes in (AANT) does not remove courses inappropriately.)  
It doesn't seem to matter whether there are multiple MaxPerDisc rules or not. | 4.1.4                | Reviewed                                             |
| Planner          | CR-000136600                    | 2 – Serious | After upgrading to 4.1.4, clients are finding that when curriculum rules are in use for the SEP what-if (core.whatIf.enableCurriculumRules = true) and college and/or campus are configured to display (core.whatIf.show*), the College and Campus drop-downs in the What-If criteria are greyed out and values can't be selected. If one tries to submit the what-if, an error will be returned like "Missing Criteria for College."  
In these cases it has been confirmed that:  
- there are curriculum rules with college and campus values  
- these values exist in the appropriate UCX tables (STU560 and STU576)  
It does not seem to matter what other fields are configured to display, or what (if any) values are chosen for the other fields.  
This may be related to CR-000133241. | 4.1.4                | Complete – available in future release               |
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| Planner           | CR-000133241                    | 2 – Serious | Picklists in the 4.1.4 SEP What-If screen are not being auto-populated based on student data and their corresponding Curriculum Rules  
With the 4.1.4 release, picklists in the SEP What-If screen are not being auto-populated based on student data and corresponding Curriculum Rules. This did work in the 4.1.1 SEP What-If screen and continues to work in the 4.1.4 Classic What-if screen. | 4.1.4                | Complete – delivered in 5.0.0                          |
| Audit             | CR-000124567                    | 3 - Moderate | Adding Low-Priority to a requirement may improve its fit-rank for a particular class.  
Adding low-priority to a requirement may improve its fit-rank for a particular class. This causes the course in question to apply to the low-priority rule, leaving it with more courses than it has when the audit is run without priority qualifiers. From a high level, this makes it appear that adding low-priority actually increases the priority of the rule.  
This was reported in a situation where there are two very open rules with a lot of overlap. Adding low-priority to the rule in question caused the fit-rank of a particular class to flip from 2 to 1. When comparing two test audits, low-priority causes this course to move from the first rule to the 2nd, low-priority rule.  
Alternative scribings (no priority qualifiers, or lowest-priority qualifier) is a workaround. | 4.1.4                | Reviewed                                               |
| Planner           | CR-000128612                    | 3 – Moderate | Saving a choice pointer in Template Management does not work.  
If you go into Template Management, add a choice pointer from the drop down and save, when you go back into the template, the screen shows None | 4.14                 | Complete (Note: Resolved in Degree Works 4.1.6)         |
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<td>Audit</td>
<td>CR-000136227</td>
<td>3 - Moderate</td>
<td>Fallback Redemption not applying class to rule with the best fit. Class that ends up in Fallback is being reapplied by Fallback Redemption to a rule that has Lowest Priority when other rules with better fits are available. This may be because these rules are all Group Rules.</td>
<td>4.1.4</td>
<td>Reviewed</td>
</tr>
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| Banner            | CR-000137952                     | 3 – Moderate | “GPA Report” items (GPATR, GPAOV, GPAIN) don’t follow DAP14 rounding/length flags  
When CFG020 BANNER “GPA Report” = Y, several items are automatically extracted into rad_report_dtl from SHRLGPA, including the GPA items GPAIN, GPAOV, and GPATR. When extracted, these flags currently do not obey these CFG020 DAP14 flags:  
GPA Round  
GPA Length  
Currently they will always truncate to 3 decimals.  
If you are displaying one or more of these GPAs, and if you only need to display 2 decimals, you can use the stylesheet in question to round or truncate. If you need to display 3 decimals, you don't have control over whether it rounds or truncates.  
Additional workaround is to create BAN080 entries to extract these GPAs from SHRLGPA independent of the CFG020 BANNER flag. The logic for how they are pulled from SHRLGPA is described in the Surecode UCX Tables Technical Guide for the “GPA Report” flag. | 4.1.4                | Reviewed                                               |
Additional Resources

**GeorgiaBEST User Community**

To discuss issues about Degree Works with other users, join the GeorgiaBEST User Community. ITS posts release notices, upgrade announcements, information about training opportunities, occasional surveys, and other information related to Degree Works to the community.

You can access the community at [http://www.edu1world.org/USG](http://www.edu1world.org/USG). You must be a member to access the community. To request an invitation go to [http://www.edu1world.org/USG/pages/invite/request/](http://www.edu1world.org/USG/pages/invite/request/).

**GeorgiaBEST Web Site**

The GeorgiaBEST Team disseminates and archives critical information and documentation about Degree Works via its web site at the following URL:

[http://www.usg.edu/georgia_best/](http://www.usg.edu/georgia_best/)

**Support**

For emergency, business interruption, or other production down situations, immediately call the ITS Helpdesk (706-583-2001 or 888-875-3697 toll-free within Georgia). For non-urgent issues, submit a service request at [https://usg.service-now.com/usgsp](https://usg.service-now.com/usgsp). (Self-service support or service requests require a user ID and password; email helpdesk@usg.edu for assistance.)

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](http://status.usg.edu).