

, 2016

STATUS: RESOLVED

IMPACT: As of Release 5.20, the Expense Report Accounting Details will no longer be covered by the scroll bar.

ORIGINALLY
POSTED: November 14, 2015

Following the 5.00 release November 14, 2015, the Expense Report Accounting Details will be covered by the scroll bar and difficult to read. This will occur when Creating, Modifying, or Viewing an Expense Report.

Functional Workaround:

The following functional workaround is available to resolve this issue:

- Click the Expand All button to view the entire ChartField.

- The full ChartField should then be displayed.

Estimated Resolution:

This is a known Oracle bug and an Oracle fix is available in Image 14. ITS will be reviewing this Oracle fix and determining when it can be included 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.