

## Known Issue: KI9.2- 57\_GL - Unable to Save ChartField Inquiry Criteria on the Budget Overview Page

---

UPDATED February 27, 2017

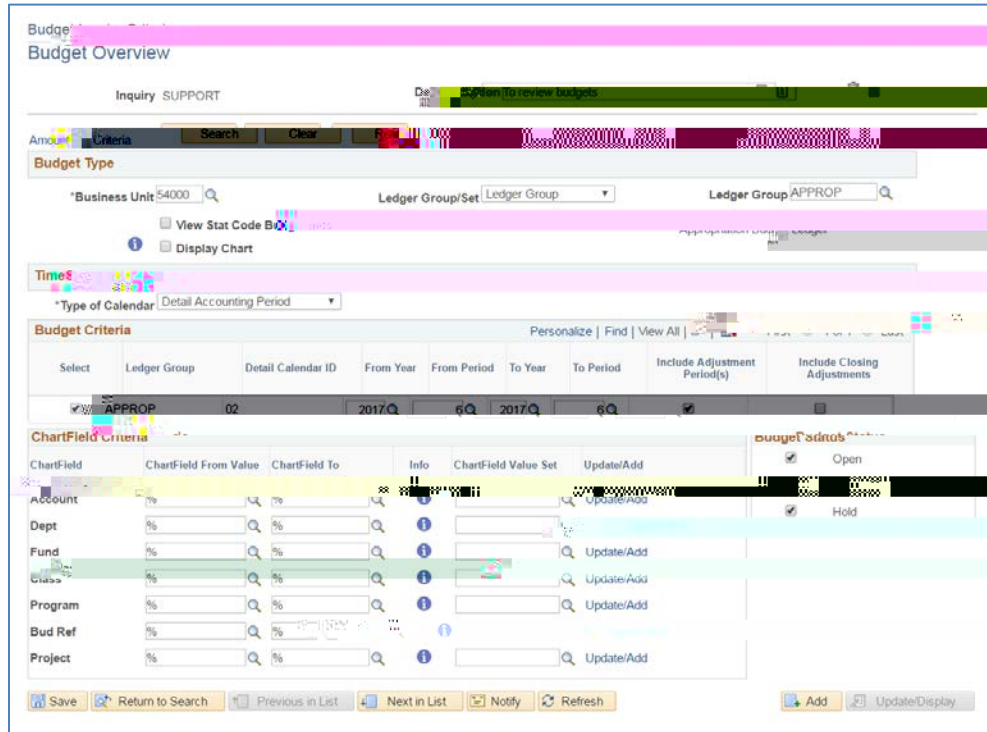
STATUS: RESOLVED

IMPACT: As of Release 5.22, dated February 27, 2017, an Oracle fix has been applied. Users should now be able to save ChartField criteria.

---

After the application of Release 5.20, users are no longer able to save ChartField criteria when

After the release, users' ChartField criteria are no longer populated when selecting a saved inquiry name. The criteria values are all populated with a wildcard and the page looks like the screenshot below:



#### A Functional Workaround:

There is no known functional workaround at this time and users will need to manually enter the ChartField criteria each time.

#### Estimated Resolution:

This is an Oracle Known Issue and ITS is currently in the process of determining whether a temporary BOR fix can be applied to resolve this issue until the permanent Oracle fix is available.

**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>.