



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:

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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. (This service requires a user ID and password. E-mail http://www.usg.edu/customer_services. (This service requires a user ID and password. E-mail helpdesk@usg.edu/customer_services. (This service requires a user ID and password. E-mail helpdesk@usg.edu/customer_services.

ADDITIONAL RESOURCES: For information about ITS maintenance schedules or Service Level Guidelines, please visit <u>http://www.usg.edu/customer_services/service_level_guidelines</u>. For USG services status, please visit <u>http://status.usg.edu</u>.