

## Known Issue: KI9.2-80\_ePro – Selecting Line Description Produces Error Message for GeorgiaFIRST Marketplace Requisitions

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**UPDATED** March 8, 2018

**STATUS:** RESOLVED

**IMPACT:** As of Release 5.32, dated March 10, 2018, a fix has been applied. Users will no longer receive an error message when attempting to access any line description for a GeorgiaFIRST Marketplace requisition.

3. Requisition Cycle page via Manage Requisitions > drop-down box > View Cycle > Go

**Functional Workaround:**

You must have the BOR\_EP\_INQUIRY role in order to perform the following steps. If you do not have the BOR\_EP\_INQUIRY role, please contact your local security administrator.

Navigate to Purchasing > Requisitions > Review Requisition Information > Document Status.

Enter the Requisition ID.

Click the Req ID link.

Click on the Requisition number link.

Click the **More**

**Estimated Resolution:**

This is a known Oracle bug and will be resolved 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](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>.