

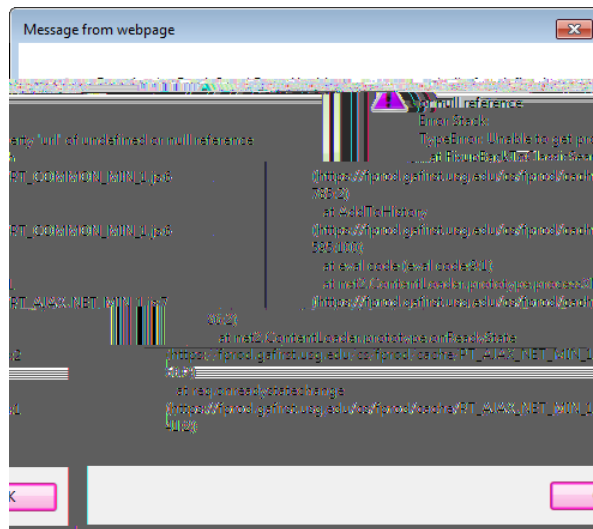
Known Issue: KI9.2-64_Other - Use of Return to Search Button Error

UPDATED u1_

ALLY
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Users may receive the message shown below after selecting the Return to Search button on a Voucher, Purchase Order or the Journal Add/Edit page.

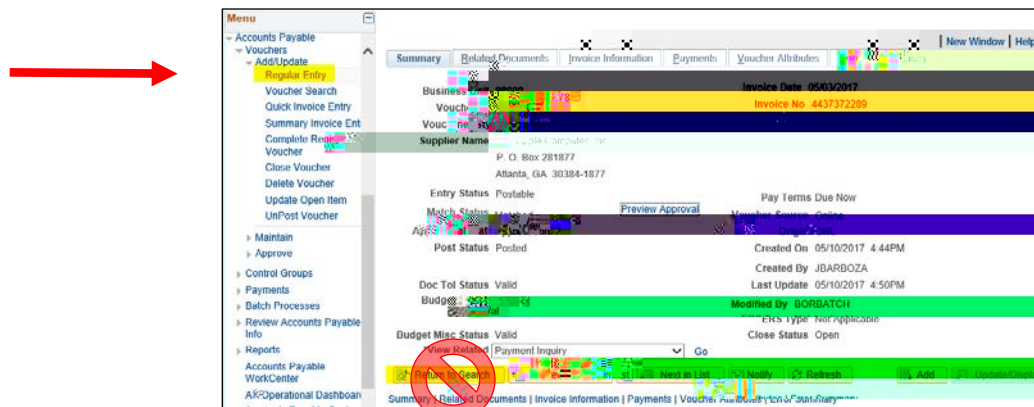
*Function OnReadyState Error: Unable to Get Property url of undefined Or Null Reference
Error Stack:
TypeError: Unable To Get Property url of undefined Or Null Reference at FixupBackToClassicSearch*



Functional Workaround:

To work around this issue:

1. Try clearing browser history/cache or try another browser (see Troubleshooting Browser Issues: http://www.usg.edu/gafirst-fin/documentation/category/general_job_aids_and_reference_documents).
2. Another option is to use the Menu Navigation links to return to the search page instead of using the Return to Search button.



Estimated Resolution:

Oracle has documented this issue and has provided a fix that is included in PeopleTools patch 8.55.11. This patch will be included in the GeorgiaFIRST Financials Annual Oracle Maintenance Release that is tentatively scheduled for November 2017.

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. For USG services status, please visit <http://status.usg.edu>.