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Issues with FIN Attachments and Worklists [1]

December 13, 2016 by normandy.roden [2]

On Monday, December 12, we posted a message that FIN users might have to clear cache to address unusual errors occurring that day. These errors were the result of a PeopleTools upgrade for FIN and HCM that occurred over the previous weekend. (PeopleTools is the application software that PeopleSoft is built with.)

What we've seen (thanks to your input):

There are some issues – accessing journals from worklists, and uploading attachments to journals – that are **not** resolved by clearing cache.

The UIS team is working on these issues and we will update you as soon as we have more information.

In the meantime:

- Do not attempt to access journals directly from the worklist. It's OK to use your worklist to identify journals requiring your review, but then you should navigate directly to those journals instead of using the links provided in the worklist.
- Do not attach documentation to journals. Since all supporting documentation should be stored online, we recommend that you wait to submit your journals until attachment upload capability is restored.

We will let you know as soon as these issues are resolved. We appreciate your patience!

Other questions? Other issues? Contact your campus finance office or FinProHelp@cu.edu [3].

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