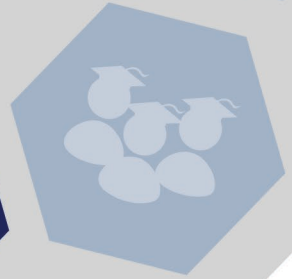




Jenzabar[®]
one



J1 2022.2

Known Issues

January 20, 2023



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KNOWN ISSUES

This document describes issues in the Jenzabar One 2022.2 release that users may encounter. These issues will be resolved in the patch 2022.2.0.1, expected release date January 27, 2023.

If you have an urgent need to apply a fix to an end of year issue immediately, please submit a request using the [Customer Support Portal](#), or call 1-800-OK4HELP to request a file that can be manually applied.

J1 DESKTOP END OF YEAR ISSUES

Issue #	Area	Summary
RN49022	Accounts Receivable	Customers not licensed for Campus Portal (JICS) Student Finances received an error when extracting 1098-T data.

Jenzabar Recommendation:

This will only affect customers who do not have the Campus Portal Student Finances license applied. If you do not have this license, please contact Support for the license, or for a patch file that can be applied manually.

Issue #	Area	Summary
RN49049	Human Resources	Iowa State Tax: A change in the state tax code for year 2023 calculation requires the federal income tax to no longer be subtracted from gross wages.

Jenzabar Recommendation:

This issue only affects schools that withhold Iowa state income tax for some employees. If you need this fix immediately, please contact Support for a patch file that can be applied manually.

Issue #	Area	Summary
RN49461	Human Resources	When generating W-2 PDFs, Copy A is generated instead of Copy C.

Jenzabar Recommendation:

If you need this fix immediately for generating W-2 pdf files, please contact Support for a patch file that can be applied manually. If you are using one-wide format for W-2s, you will need to generate the W-2s again in this format to the Copy C version.

Issue #	Area	Summary
RN49462	Human Resources	The W-2 PDF preview does not appear for employees with electronic consent.

Jenzabar Recommendation:

Note that this patch changes how W-2 pdf files were generated in previous years, and employees who have consented to electronic W-2 forms will be included in the pdf file for printing. If you need this fix immediately, please contact Support for a patch file that can be applied manually.

J1 DESKTOP ISSUES

Issue #	Area	Summary
RN49059	Accounts Receivable	Online Payments - Paying against Must Pay courses generates an error when there are more than 32,767 rows in the ONLINE_PAYMENTS table
RN49140	Accounts Receivable	Receipt Entry - Unable to delete a receipt; This payment has fees attached and cannot be deleted.
RN48921	Common	Biograph tab - Ethnicity/Race subtab Add Row, Copy Row and Delete Row buttons are missing.
RN49176	Common	TX State Reporting: Review Internet Submissions: Apply Texas import Alternate Contact Type - *EML code being replace with '0' and no longer able to store two email entries from one source.
RN47954	Financial Aid	FAM-JFA - Disbursements & Adjustments - Processing Multiple Batches only lists one Transaction Group in the Report.
RN48667	Financial Aid	FAM-JFA - Disb & Adj is not inserting error record data into FADisbursementErrors.
RN49321	Financial Aid	Oklahoma State Reporting: OK FAID PUB report is not pulling financial aid detail data.
RN48652	Purchasing	Edits to the Create Requisitions window locked the TRANS_BATCH_LOCK table.
RN48720	Purchasing	Create/Edit Purchase Orders slow to open and show details.
RN49332	Registration	IPEDS Reporting: GR200 report does not populate any of the lines except for the total line.

J1 WEB ISSUES

ID	Product	Description
RN45054	Human Resources	Employees were not allowed to request available leave because processed leave was subtracted.
RN47984	Human Resources	Employees working overnight shifts are missing time from their timecard.
RN48534	Human Resources	Employee is unable to clock out between midnight and 1AM on the first day of a new pay period.

RN48610	Human Resources	Request Leave: Salary employees cannot request leave prior to today.
RN47828	Comm Mgt	Shared Inbox tab generating errors.
RN48571	Comm Mgt	Previewing a data set in an interaction resulted in a loading error.
RN48689	Comm Mgt	Unknown Email shows as an option in the Communication Drawer and Interactions page.
RN49119	Comm Mgt	Loading Error in Interaction Inbox due to data type conversion.
RN49145	Comm Mgt	Unknown Email caused a process failure on the Interactions page.
RN49362	Comm Mgt	Communications Management experienced issues working with dataset queries.
RN49054	Advising	Incorrect permissions prevented authorized user from viewing advisee roster.
RN48476	Registration	User could not save edited fields on General Information tab of Student Information Details page.
RN48583	Registration	Error appeared on Manage Program History page after editing the Program tab.
RN49300	Registration	J1 Web Faculty Hub : My Course Center block did not populate for members of the 'Faculty – Access to Courses and Students by Course' default role
RN48932	Common	In some instances, the Edit Address button on the Person Information Details page returned an error message.
RN49291	System Admin	When assigning employees to a position, non-J1 Web users appeared in results.

CAMPUS PORTAL ISSUES

Issue #	Area	Summary
RN49091	Accounts Receivable	My Student Information feature - "Your Total Payment Amount" value is not correct when \$1,000 or more is entered.
RN49167	Accounts Receivable	Online Payments - Must Pay payments are failing in the Payments feature.
RN48513	Events Management	Events feature allows a person to register for an event even though the max registration has been reached.
RN48908	Registration	Students unable to add any sections with a 'Course' Registration Limit and multiple Tel/Web Group Codes selected for that limit.
RN49148	Registration	Student Registration returned errors for course search when user is not logged in to JICS.
RN49075	FormFlow	FormFlow login page showed error after form updates.
RN49400	FormFlow	Some mapped statements that use the PDF option are getting errors.