The Known Issues log communicates to the global NYU user community any known issues in UDW+. These include issues that are currently being worked on for resolution ("In Progress") or will not be fixed ("Workaround"). Contact the Decision Support Group with any questions.

Table of Contents - List of dashboards and reports

UDW+
- UDW+ Financial Dashboards and Reports
  - D01. Financial Operations Dashboard
  - D02. Comparative Analysis Dashboard
  - D03. Grants Management Dashboard
  - D04. Financial Indicators Dashboard
  - D05. Position Management Dashboard
  - D06. Invalid Costing Allocations and Payroll Suspense Dashboard
  - S01. Budget and Balance Summary and Detail
  - S02. Budget Control Reports
  - S03. Fund Balance and Change in Funds Reports
  - S05. Accounts Payable and Purchase Order Reports
  - S06. Budget Exception Report
  - S07. AP Open Advance Payment
  - S11. Salary Expense Report
  - Finance Ad Hoc Reporting

UDW+ Departmental Metrics Dashboard

UDW+ Student Dashboards and Reports

UDW+ Registration Pipeline Dashboard

UDW+ HR Dashboard and Reports

UDW+ Executive Dashboard

UDW+ Retention Dashboard

UDW+ Administrative Metrics Dashboards and Reports

UDW+ Advance to FAME Reconciliation Dashboard

UDW+ Registration Pipeline with International Trend Dashboard

Other Known Issues

### Known Issues

<table>
<thead>
<tr>
<th>Dashboard</th>
<th>Issue</th>
<th>Status</th>
<th>Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td>UDW+</td>
<td>iPad Functionality</td>
<td>Workaround</td>
<td>Oracle OBIEE app does not work on the iPad with the current version of the iOS (9.3.3 or 9.3.4). It still works on the iPhone. Use the non-HD version for best results.</td>
</tr>
<tr>
<td>UDW+</td>
<td>&quot;An error occurred during authentication&quot; error message</td>
<td>Workaround</td>
<td>Reset your password in NYU Home, and wait 30 minutes. Reboot computer and log back in.</td>
</tr>
<tr>
<td>UDW+</td>
<td>Drill down doesn't work.</td>
<td>Workaround</td>
<td>Pop-up blocker needs to be disabled. See instructions.</td>
</tr>
<tr>
<td>UDW+</td>
<td>Export BI Publisher report with Chrome</td>
<td>Workaround</td>
<td>Using the down arrow in BI Publisher reports (such as Budget Control Summary Report PDF) does not work. Use the export to PDF option on the top right of the template using the gear icon. It will open up another blank page and download the PDF to the local machine with a message 'Report Completed'.</td>
</tr>
</tbody>
</table>
## Dashboard | Issue | Status | Detail | QB#
---|---|---|---|---
Ad Hoc | Unable to move columns in Results view | Workaround | Right-click at the top of the column you want to move and choose 'Move Column' and then 'Left' or 'Right' as needed. |  

<table>
<thead>
<tr>
<th>Dashboard</th>
<th>Issue</th>
<th>Status</th>
<th>Detail</th>
<th>QB#</th>
</tr>
</thead>
<tbody>
<tr>
<td>D01. Financial Operations</td>
<td>Personnel encumbrances are incorrect</td>
<td>In Progress</td>
<td>Financial operations does not take into account the Personnel encumbrances.</td>
<td>1262</td>
</tr>
</tbody>
</table>
| D01. Financial Operations | Balance Overview & Balance Detail: Export to Data has blank columns (no data) for Org, Org Code and Account Code | In Progress | When using the Export to Data (either Tab Delimited or CSV) functionality in the reports listed below, the columns Org.Org, Org.Org Code and Account.Account code return no data.  
Balance Overview Tab  
1.1.3.1 Undesignated  
1.1.3.2 Management Designated  
1.1.3.3 Expendable Endowment Income  
1.1.3.4 Donor Designated  
1.1.3.5 Sponsored Funds  
1.1.3.6 Endowment Funds  
1.1.3.7 Capital Funds  
The following reports have same the issue with Account.Account code only:  
Balance Overview Tab  
1.1.3.8 Other YTD Funds  
1.1.3.9 Other ITD Funds  
Balance Detail Tab  
1.2.3.3 Budget Balance | 1498 |

<table>
<thead>
<tr>
<th>Dashboard</th>
<th>Issue</th>
<th>Status</th>
<th>Detail</th>
<th>QB#</th>
</tr>
</thead>
<tbody>
<tr>
<td>D01. Financial Operations</td>
<td>Personnel encumbrances are incorrect</td>
<td>In Progress</td>
<td>Financial operations does not take into account the Personnel encumbrances.</td>
<td>1262</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Dashboard</th>
<th>Issue</th>
<th>Status</th>
<th>Detail</th>
<th>QB#</th>
</tr>
</thead>
</table>
| D01. Financial Operations | Balance Overview & Balance Detail: Export to Data has blank columns (no data) for Org, Org Code and Account Code | In Progress | When using the Export to Data (either Tab Delimited or CSV) functionality in the reports listed below, the columns Org.Org, Org.Org Code and Account.Account code return no data.  
Balance Overview Tab  
1.1.3.1 Undesignated  
1.1.3.2 Management Designated  
1.1.3.3 Expendable Endowment Income  
1.1.3.4 Donor Designated  
1.1.3.5 Sponsored Funds  
1.1.3.6 Endowment Funds  
1.1.3.7 Capital Funds  
The following reports have same the issue with Account.Account code only:  
Balance Overview Tab  
1.1.3.8 Other YTD Funds  
1.1.3.9 Other ITD Funds  
Balance Detail Tab  
1.2.3.3 Budget Balance | 1498 |

<table>
<thead>
<tr>
<th>Dashboard</th>
<th>Issue</th>
<th>Status</th>
<th>Detail</th>
<th>QB#</th>
</tr>
</thead>
<tbody>
<tr>
<td>D05. Position Management</td>
<td>Encumbrances showing as negative when there is sufficient budget.</td>
<td>In Progress</td>
<td>Original budget was loaded onto row without a person attached. Situation occurs when searching by person.</td>
<td>1715</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Dashboard</th>
<th>Issue</th>
<th>Status</th>
<th>Detail</th>
<th>QB#</th>
</tr>
</thead>
<tbody>
<tr>
<td>S01. Budget and Balance Summary and Detail</td>
<td>For funds 20, 21, 22- IT D drill does not match summary amount.</td>
<td>In Progress</td>
<td>Drill down shows only the amount for the accounting period you have selected, while summary shows ITD amount. Summary takes into account the amount at the fiscal year opening period and then adds the accounting period you are selecting in the report. When you select 'All Other Funds', it only takes the value for the accounting period you have selected, so the drill down and summary match.</td>
<td>1475</td>
</tr>
<tr>
<td>S01. Budget and Balance Summary and Detail</td>
<td>Some PS encumbrances show as incorrect.</td>
<td>In Progress</td>
<td>PeopleLink issue. Contact DSG for more info.</td>
<td>1567; 1566</td>
</tr>
<tr>
<td>S01. Budget and Balance Summary and Detail</td>
<td>Fringe calculations are wrong for the following accounts, 51302, 58170, 58212, 58218, 58219.</td>
<td>In Progress</td>
<td>HR Apps is looking into this issue. Contact DSG for more info.</td>
<td>1627</td>
</tr>
<tr>
<td>Dashboard</td>
<td>Issue</td>
<td>Status</td>
<td>Detail</td>
<td>QB#</td>
</tr>
<tr>
<td>-----------</td>
<td>-----------------------------------------------------------------------</td>
<td>---------</td>
<td>-------------------------------------------------------------------------------------------------</td>
<td>-----</td>
</tr>
<tr>
<td>Finance Ad Hoc</td>
<td>“YTD Encumbrance” only brings back encumbrance for OTPS, therefore “YTD Balance” field is not taking into account “YTD Encumbrance WD”.</td>
<td>In Progress</td>
<td>Workaround: Create a column as a calculated field that adds both encumbrance fields, and then create a column for the balance by manually subtracting all of the fields.</td>
<td>1442</td>
</tr>
<tr>
<td>S11. Salary Expense Report Daily</td>
<td>Annual Projected Amount is overstated by approximately one extra payment for some 51104 employees.</td>
<td>In Progress</td>
<td></td>
<td>1416</td>
</tr>
<tr>
<td>S11. Salary Expense Report Daily</td>
<td>Personnel encumbrances are missing or understated</td>
<td>In Progress</td>
<td>Encumbrances are missing or understated for some chartfields or positions</td>
<td>1715</td>
</tr>
<tr>
<td>S11. Salary Expense Report Daily</td>
<td>Additional Salary Reporting: Pay Period Amount displays $0.00 when actual is a negative</td>
<td>In Progress</td>
<td>Filter on report restricts output to amounts &gt; $0.00, which doesn't allow for negative values</td>
<td>1530</td>
</tr>
<tr>
<td>Student Dashboards</td>
<td>“Fall 2017” is unavailable as an option for Term.</td>
<td>In Progress</td>
<td>Workaround: Type in Fall 2017 in the Term prompt or type if 1178 in the Term Code prompt. Alternatively, if you have ad hoc access, run the report and choose &quot;Analyze&quot; at the bottom of the report. In the Criteria tab, change the filter for Term to equal Fall 2017. See Fall 2017 for instructions.</td>
<td>N/A</td>
</tr>
<tr>
<td>Student Ad Hoc</td>
<td>My ad hoc reports don't work and they worked before the upgrade.</td>
<td>Workaround</td>
<td>When developing ad hoc reports, it is important to keep in mind that descriptions of schools and departments may change over time, but codes rarely do. Therefore we recommend filtering on &quot;codes&quot;, rather than &quot;descriptions&quot;. In an effort to more accurately describe NYU's academic structure, changes were made to the Academic Group descriptions in Albert SIS. Ad hoc reports that are built with filters on an Academic Group description, instead of on an Academic Group code, may now result in no data being returned.. This affects any field that references Academic Group (e.g. &quot;Course Academic Group&quot;, &quot;Student Academic Group&quot;, etc.). Example: Filter on &quot;UA&quot; instead of &quot;Coll of Arts and Science UG&quot;. The New Academic Group Descriptions provides a list of the newly created descriptions.</td>
<td>N/A</td>
</tr>
<tr>
<td>Student Dashboard and Ad Hoc</td>
<td>UDW+ retrieves Student Data from Winter 2010 onwards.</td>
<td>In Progress</td>
<td>The UDW+ team is looking into retrieving more data.</td>
<td>993</td>
</tr>
</tbody>
</table>
### NYU Financials

**Purchase Orders with Multiple future fiscal years, are being encumbered in the current fiscal year only.** For example:

- A Purchase can be set up for $1000 dollars with 10 lines on the PO
  - Line 1 specifies $100.00 to be processed in FY17 current fiscal year.
  - Line 2 specifies $500.00 to be processed in FY18 future fiscal year.
  - A voucher is created for line 1 which is then processed in FY17
    - This is correct.
  - A voucher is created for line 2 which is then processed in FY17.
    - This is incorrect and should have been processed in FY18 which creates an encumbrance in UDW+ because it should have populated budget FY18 and not FY17 in Fame.

**Workaround**

A fix by the FSM team was put in place to correct vouchers that are created in i-buy to populate the correct budget years related to the PO lines in Fame. This issue is in Fame contact Finance Link to correct this issue.

### NYU Financials

**Purchase Orders that include the shipping and handling charge, but when a voucher is created the shipping or handling charge is direct charged, which then keeps the Purchase Order Open in i-Buy and shows an encumbrance balance in UDW+**

**Workaround**

The Client needs to submit a change order to close out the PO in i-Buy which will release the encumbrance shown in UDW+. This a business process issue by A/P.

---

<table>
<thead>
<tr>
<th>D02. Comparative Analysis Dashboard</th>
</tr>
</thead>
<tbody>
<tr>
<td>D03. Grants Management Dashboard</td>
</tr>
<tr>
<td>D04. Financial Indicators Dashboard</td>
</tr>
<tr>
<td>D05. Position Management Dashboard</td>
</tr>
<tr>
<td>D06. Invalid Costing Allocations and Payroll Suspense Dashboard</td>
</tr>
<tr>
<td>S01. Budget and Balance Summary and Detail</td>
</tr>
<tr>
<td>S02. Budget Control Reports</td>
</tr>
<tr>
<td>S03. Fund Balance and Change in Funds Reports</td>
</tr>
<tr>
<td>S05. Accounts Payable and Purchase Order Reports</td>
</tr>
<tr>
<td>S06. Budget Exception Report</td>
</tr>
<tr>
<td>S07. AP Open Advance Payment</td>
</tr>
<tr>
<td>S11. Salary Expense Report</td>
</tr>
<tr>
<td>Finance Ad Hoc Reporting</td>
</tr>
</tbody>
</table>