

Grants Online Release 4.15 Known Issues and Workarounds

The issues below were identified after deployment of Grants Online Release 4.15 on February 17, 2015 and will be fixed in Grants Online Release 4.16 scheduled for deployment on May 15, 2015. The workarounds should be used in the interim.

Final Financial and Progress Reports

ISSUE: Final reports are locked to recipients on the Final Reports Due Date.

WORKAROUNDS:

A. On the Final Reports Due Date - the Help Desk can temporarily advance the report due date by one day to allow recipient access to complete and forward the report.

B. After the Final Reports Due Date -

If the recipient never initiated the Final report it will be locked to them. This is the correct system behavior according to current requirements and no updates are scheduled. If the recipient submitted their final report in time but it was returned for corrections the report will become locked to the recipient after the Final Reports Due Date. After the next system release, returned reports will remain unlocked for the recipients.

Option 1 - The Grants Specialist can request that the recipient send them the data for the Final Financial Report via email and they can complete the Final Financial Report on behalf of the recipient even after the Final Report Due Date. The Federal Program Officer can do the same for the Final Progress Report. (Recipients can add attachments via the PPR launch page but not on the details page.)

Option 2 – The Grants Specialist can initiate and process an Extension to Closeout to extend the time for the recipient to complete their Final reports. Please note that this action will also extend the ASAP date for ASAP recipients which may enable recipients to draw down remaining funds if there are any unless the ASAP Authorizer can take preventative measures. (The date must be extended in ASAP to keep it synchronized with CBS and Grants Online.)

Review Module – Redacting Comments

ISSUE: When redacting comments the SAVE button causes a technical string of characters to appear in the comments box in place of the new redacted comment.

WORKAROUND: After pressing the SAVE button, use the CANCEL button to leave the page; then return to the page and the saved comments should appear.

Special Award Conditions

ISSUE 1: User cannot select a specific SAC on the Satisfied Special Award Conditions Award Action Request.

WORKAROUND FOR ISSUE 1: Recipient can contact the Grants Online Help Desk for assistance.

ISSUE 2: Federal users processing an award package cannot remove a pending Special Award Condition that is a duplicate or was otherwise added by mistake.

WORKAROUND FOR ISSUE 2: Federal user can contact the Grants Online Help Desk for assistance.

ISSUE 3: Under the Pending Special Award Conditions the Amendment number is incorrectly displaying as “CD-450” instead of “Current” for SACs being processed on the particular award file being viewed or “Other” for SACs on other award files in progress for the same Grant.

WORKAROUND FOR ISSUE 3: Federal user can contact the Grants Online Help Desk for assistance in identifying which SACs are on the award file in question. (This request will have to be escalated to Tier3.)

ISSUE 4: Some Special Award Conditions already associated with signed amendments are still showing up under the “Pending” section.

WORKAROUND FOR ISSUE 4: Federal user can contact the Grants Online Help Desk for assistance in moving the SAC on the completed amendment to the “Associated” section.

Task Reassignments using the Task Management Feature

ISSUE: The Task Management feature does not return search results when Grants Officers try to search for tasks.

WORKAROUND: Grants Officers can search for tasks using a full award number – upper case only.