

**Updated SSIS Version 24.1 Statewide - Software Defect Report for February 2024**  
**Prepared by the SSIS Quality Assurance Team**

Module	Problem Description	Workaround	Found In
Adult Protection	Adult Protection Intake   Staff Activity: An error message displays when creating a Contact/Activity record in an Adult Protection Intake that is not assigned to any Staff.	Assign at least one Staff person to the Adult Protection Intake.	SSIS 22.1
Adult Protection	Interventions: Interventions selected prior to the screen changes where "Provided?" = "No" will show a blank "Responses" field on the screen and "Not Provided" in the "Description" field. The database field corresponding to the "Responses" field will have the value "05" (Not Provided). Workaround: Edit any Interventions with these selections as needed.	Edit any Interventions with these selections as needed. Please note for all currently open APS workgroups review interventions tab prior to case closure.	SSIS 23.3
Chronology	Documentation: The "Originator" field on an "Outgoing" Documentation record incorrectly displays workgroup participants instead of staff assigned to the workgroup.	Type in the correct "Originator".	SSIS 23.4
Clearing	Client Clearing Log: If the "PMI #" column (optional column) is added in the grid, after a client is Cleared:  - To the County and if the Auto Clear process matches the record with an existing SWNDX record and "PMI #" exists, and the column is blank when the grid automatically refreshes.  - If the client is already Cleared to the State (SWNDX) and not the County, and a "PMI #" displays in the "PMI #" column, when the client is cleared to the county, the column is blank when the grid automatically refreshes.	Use "View State Detail" menu to verify that a "PMI #" exists after the clearing process completes.	SSIS 22.1
Clearing	Client Clearing Log screen: The "Clear" button is not disabled after the "Refresh Log" button is clicked and no records display in the grid. If the "Clear" button is accidentally clicked, the clearing process attempts to clear the previous person selected in the grid.	If "Clear" button is accidentally clicked and no records display in the grid. Click the "No" button on the County and State clearing dialog boxes.	SSIS 22.4
Document Template Editor	Document Template Editor: Selecting "Close" on a new document template when the "State Language Block" element has been added results in an extra save prompt. Selecting "Yes" on the prompt closes the message but does not close the document template. The system may become locked and require a manual shutdown.	Do not add the "State Language Block" element to a new document template.	SSIS 22.4
Document Template Editor	RTF Document Template Headers: An error message displays when deleting a newly created header attached than detached from a state document that was already generated with the header.	None - headers attached to a document that has already been generated in a workgroup cannot be deleted.	SSIS 23.4
Documents	RTF Documents: After using "Reset to Template" or "Re-merge Document" on an updated RTF document, a yellow marker continues to display below the blue E.	Click the refresh icon or Action menu item.	SSIS 22.1
Documents	RTF Documents: When using "Reset to Template" or "Re-merge Document", the accompanying warning prompt on the Document tab does not always display.	If changes are made to the Setup tab, use "Reset to Template" or "Re-merge Document".	SSIS 22.1

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	The issue is occurring when there are two consecutive placements with the same Bus Org/Providers, and only affects payments for one day (where the payment service start date = the payment service end date) and where that payment service start/end date falls within the date range of both placements. The system is not matching the payment with the correct placement, and so is not presenting the correct proofing messages or calculating the correct "15th day of placement" to display in the short message text. It is displaying multiple proofing messages.		
Fiscal - Child Foster Care Report	This issue can affect 1288, 1289, 1290, 1291, and 1297, so a fix is needed for all.	The work-around is to shorten the earlier placement end date by one day, so that it is not the same as the payment date, until we can implement a fix.	SSIS 23.1
Fiscal - Child Foster Care Report	Child Foster Care report Payment Proofing WARNING #1294: Provider not certified - First 14 Days. Verify the correct license # and/or IV-E sub code is selected on the payment.  Warning message does not display when payment is for less than the entire first 14 days. Payment claims as expected.		SSIS 24.1
Fiscal - Payments	On the Advanced Payment Search - Additional filters group box, when filtering by some Owners and checking or unchecking the 'Active workers only' check box an error may display, "1234567890' is not a valid integer value".	Avoid clicking the 'Active workers only' check box when searching for a specific Owner. If error message does appear, click OK and error will clear.	SSIS 24.1
Fiscal - Payments	Advanced Payment Search screen - On the County Sub-Service filter modal, number is missing in the selected /Added County Sub-Services in the "Filters to be applied" field section. The description of the County Sub-Service is displayed.	N/A	SSIS 24.1
Fiscal - Service Arrangements	From General Reports, there are remaining error messages, "Error Activating TdoClient do...", when printing Vouchers ["Voucher by Client" and "Voucher by Vendor"]. These will not be resolved until a future release.	Please use the following work arounds: § Once the Voucher report has generated, select the Clear button, before making any changes in the parameters on the Setup tab to re-generate a Voucher. § If SSIS has gone "idle", select the Clear button on the Setup tab before making any changes in the parameters are viewing/printing the Voucher. Generate the Voucher again to prevent errors.	SSIS 22.1
Permanency	The gridline below the header in Add Relatives from Relative Search in QRTP Family and Permanency is not displaying. The grid is working, but missing the line below the header.	N/A	SSIS 22.1
Permanency	Adding a "New QRTP Family and Permanency Team" without saving, then using the Action Menu to add a "New Team Member" results in an "Access violation" error. The issue does not occur if "Save" is performed after the add of the QRTP Family and Permanency Team and before adding the New Team Member.	Click the "Save" button after adding the New QRTP Family and Permanency Team prior to adding the New Team Member.	SSIS 23.1
Permanency	Placement/Locations/Absences on a data clean-up for this page; another valid data clean-up is being presented and not the new one. => "The foster parents listed on the foster parent tab of the placement must match the individual providers listed within the Bus Org/provider." The other one is correct just a different message	Work the issue from the data clean-up that is being presented. It is not required to close the work group.	SSIS 22.4

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Permanency	Applies to: group facilities with either a LNDX license, or a manually entered license that has the IV-E Facility Type of "Out-of-state child residential facility" (OSF) or "Tribally licensed/approved child residential facility" (TR). Incorrect QRTP Extend Placement Review (EPR) results are received when the only payments for the placement/Bus Org have a Title IV-E sub code that does not have a Service Provided of QRTP (is not certified for QRTP). The function that calculates the EPR timelines for the EPR button and for claiming is incorrectly including those placement days in the EPR timeline. This could cause EPR due dates to be calculated sooner than expected. (It will not cause EPR due dates to be late or missed.)	Manually check EPR dates when it is known that a Bus Org/Provider is not certified for QRTP and you believe the EPR due date was calculated too soon.	SSIS 23.4
Permanency	Error when purging a phone number associated with a QRTP Family & Permanency Team record. Purge errors will be resolved in a future release.	If you see the error message, "Integrity constraint (SSIS.FK_QRTP_FP_TEAM_MEMB_PHONE)" during purge, please contact the SSIS Help desk for assistance in identifying the record causing the issue. The workaround is to then delete the phone, address, or email causing the purge error from the associated QRTP Family and Permanency Team screen(s) for that team member. Purge can be run successfully after the phone number is deleted from the QRTP Family and Permanency Team screen(s) for that team member.	SSIS 24.1
Permanency	Workers are unable to close workgroups with a Juvenile Treatment Screen Team screen when the request accepted indicator is "Yes", the child is not ICWA/MIFPA eligible and the "Rigorous and concerted efforts made to include a designated representative of the Indian child's tribe on the juvenile treatment screening team:" text box is null.	The workaround is to populate the text box with either a space or N/A.	SSIS 24.1
Person and Related	Relationship: The "Person 2" red field requirement markers stop displaying when an option is selected in the "Relationship" field.	None - the "Person 2" field is still required on save.	SSIS 22.1
Person and Related	Person   Phone and Email Entry: Saving a new record with missing required fields (then clicking "OK" on the required field error message) is setting the record to read only mode. Clicking "Cancel" causes an error to display.	Refresh the screen after clicking "Cancel".	SSIS 24.1
SDM	Adult Protection Final Safety Assessment: The printed report is missing "Override" label in the header section.	None	SSIS 22.2

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SDM	<p>Adult Strengths and Needs Assessment: The printed report displays the following formatting issues:</p> <ul style="list-style-type: none"> <li>- The "Assessment Information" paragraph has an extra space at the beginning of the text, and line splits the word "and/or" between the 'n' and 'd'.</li> <li>- The "Scoring" section displays the numbers not aligned with one another.</li> <li>- The Vulnerable Adult "Priority Needs" / "Priority Strengths" table option "VA3. Cognitive Functioning/Orientation" has an extra space before the word "Cognitive".</li> <li>- The sort order for both the vulnerable adult and primary support person "Priority Needs" table does not match the screen sort order. The screen shows the options sorted numerically (i.e. VA1, VA2, VA3...), but there is no sorting on the printed report.</li> <li>- The Primary Support Person "Priority Needs" / "Priority Strengths" table option "PSP5 Other Identified PSP Strength or Need" is missing a period after the "PSP5".</li> </ul>	None	SSIS 22.2
SDM	Reunification Assessment: The "Visitation Plan Engagement" section of the printed report is displaying overlapping text.	None	SSIS 22.2
SDM	SDM Tools: Required field error message displays when completing the "Assessment Date" and "Primary Caregiver" fields after all of the other tool fields are filled out.	Complete the "Assessment Date" and "Primary Caregiver" fields first when entering SDM tools.	SSIS 23.4
Security	Password Changes that are weak for various reasons such as "Passw0rd!", "Spring2022!", etc. are rejected. These rejected passwords do not display the appropriate message "Password change rejected by Active Directory, try using a better password.", instead "DatabaseManager (doCM) is not active for AcquireConnection   ApplyUpdates Error, ProviderName = "dosSystemActProfile", MaxErrors = "0" error displays.	<p>Workaround: Do not enter "Passw0rd!", or "Spring2022!" when changing a Password.</p> <p>Users should follow the SSIS Password Rules and enter a stronger Password.</p> <p>Password Rules: A "New Password" must have at least 8 characters, one lower case, one upper case, one digit, and one of the following: #, +, =, &amp;, \$, %, ' , ' , ' , @, !, ?.</p>	SSIS 22.3
Security	If a User changes their password and then selects SSIS Worker, SSIS Administration or SSIS Repository from the Tools main menu, an "Invalid user ID or Password" warning message may display when the application opens.	Workaround: Select the OK button on the warning message. An SSIS Log On dialog box will then display. Enter the new password in the Password field and select the OK button. The application will finish the log on process. The next time the application is selected the warning message will not display.	SSIS 23.2
Security	When a User logs into SSIS and the "Your password will expire in (number 1-7) days. Do you want to change it now?". Selecting the OK button, the Change Password dialog box opens. Occasionally, an "Unable to confirm old password" error message may display. Each time the Old Password, New Password and Confirm Password fields are entered and the OK button is selected the message displays. The User is unable to change their password.	Workaround: Contact the System Administrator to use Reset Password in SSIS Administration.	SSIS 23.2
SSIS Architecture	Service Arrangement Amendments: When a New Amendment is created, the splitter often remains at the top of the screen, over the grid, instead of above the detail view. When the detail view is moved below the grid, the splitter sometimes remains above the grid.	Double click on the splitter to get it back into the normal position between the grid and the detail view. Once the splitter is back in place, it remains in the normal position in that session. However, if the Service Arrangement Search screen is closed, the splitter reverts to the position above the grid.	SSIS 22.1

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SSIS Architecture	Adult Maltreatment Report   Description of Incident: Some of the ribbon options in the expanded editor appear enabled.	None - this is a display issue only. The "Description of Incident" is a read only field for adult maltreatment reports.	SSIS 22.2
SSIS Architecture	Editor: Images can be pasted in the unexpanded editor field, but are not retained in the expanded editor field. This applies to the editor locations with the new editor: <ul style="list-style-type: none"> <li>-Intake Description of Need</li> <li>-Child Maltreatment Report Description of Incident</li> <li>-Case Notes</li> <li>-Contact/Activity records</li> <li>-MAARC Call Center Description of Incident</li> </ul>	None - SSIS does not support pasting images in the editor field.	SSIS 22.2
SSIS Architecture	User Grid Settings: Settings on a specific grid are not backed up if the grid is still open while selecting "File   Utilities   Backup User Grid Settings".	Close all windows before backing up user grid settings.	SSIS 22.4
SSIS Architecture	User Spelling Options: Restoring user spelling options does not restore the checkbox selections nor the custom dictionary.	None - manually reset spelling and autocorrect options as needed.	SSIS 23.4
SSIS Architecture	Intake grids: Record highlighted in grid is not the record in the preview.	Before taking an action from a grid verify the same record is displaying in the preview.	SSIS 22.1
SSIS Architecture	User screen: Toolbar buttons flicker/flash/cycle through all of the buttons when navigating from tab to tab on. (SSIS Administration)	Enter data and navigate through the tabs on the screen with the screen in full-screen mode instead of using the screens/tabs under the grid. Either double click on the row in the grid or expand the tree to the individual User.	SSIS 22.1