

SSIS Version 24.3 Pilot 1 - Software Defect Report for July 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).	Edit any Interventions with these selections as needed.	SSIS 23.3
Adult Protection	Adult Maltreatment Report Shared Comments: An error message displays indicating text is over the character limit (4000) when the count of alphanumeric text is actually 4000 characters. This occurs when there are carriage returns added in the text.	Write text in a single line (without carriage returns).	SSIS 24.2
Adult Protection	Adult Maltreatment Report Interventions: "Delete" is incorrectly enabled on the tab.	Do not select "Delete" on the "Interventions" screen.	SSIS 24.2
Child Maltreatment	Child Maltreatment Report: The "Transfer CMR" dialogue field "Receiving County" displays "VA/CEP Call Center" and "MDH" in the list.	Do not select "VA/CEP Call Center" or "MDH" when transferring a child maltreatment report.	SSIS Pre-22.1
Child Maltreatment	Child Maltreatment Report Allegations tab: The "Quick Add Allegations" menu option displays disabled in the right-click treeview menu but enabled in the "Action" menu (including lightning bolt menu). This occurs when selecting the indicated menu options prior to saving a modified allegation record.	An error prompt displays if selecting the enabled option that prevents opening the "Quick Add Allegations".	SSIS 24.3
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
Clearing	State Clearing processing message is not the correct message. The message that displays is Attempting to clear client to state but should be Opening Person for State Clearing.	The State Clearing processing continues as expected even though the message is incorrect.	SSIS 24.3
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	Document Template Editor: Printing in a new template does not print and locks up the application.	Do not print in the Document Template Editor. Activate the template and print the template via a workgroup to get an accurate view of the document. Refer to training materials as needed.	SSIS 24.2

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Document Template Editor	Document Template Editor: On the "Template Properties" screen, pressing the [Spacebar] key does not add a space and moves the focus of typing back to the beginning of the line.	Add the required fields on the "Template Properties" screen leaving out spaces and save. Open the template to the "Editor" tab. Type the text with spaces in the "Editor" box. Copy the text and return to the "Template Properties" screen. Right-click to paste the text with spaces in the correct field.	SSIS 24.2
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
Documents	Documents: The "Delete" option is enabled in the "Action" menu on the "Redaction" tab. Selecting "Delete" removes the "Redaction" tab and all of the information, and the originating document is deleted.	Do not click "Delete" while working in the "Redaction" screens.	SSIS Pre-22.1
Documents	RTF Documents: The spellchecker in the expanded editor view is not finding misspelled words on some of the RTF Documents. Known documents affected by this issue include: <ul style="list-style-type: none"> -Report to Court- Child in Out of Home Placement -Open Letter -CPS - Notice of Determination -Home Study Assessment 	Manually check spelling in the listed documents.	SSIS Pre-22.1
Documents	Documents: Some merge fields on the Setup tab, ones that allow them to be edited when in the document editor, will not load into the document. This affects a number of documents.	Carefully review the document in the RTF editor, check to make sure data from the set up tab is present, if not open the editor, blue [E], and add the data manually.	SSIS 24.3
Expanded Statewide Search	State Detail: On the CP Reports tab, Appeal information now displays on the Allegations row in the grid. However, the Appeal information still does not display on the workgroup row in the grid.	View the Appeal information on the Allegations row in the grid and Review the Appeal information on the Offender tab.	SSIS 23.4
Expanded Statewide Search	Expanded Statewide Search - Relationship/TPR tab - Tab on the State Detail screen <ul style="list-style-type: none"> -grid is not 'read-only' but should be. -Individual cells in the rows can be selected instead of a row being completely highlighted. -Data in a cell can be deleted or text typed into a cell. 	Close the State Detail screen. No changes are saved to the Relationship/TPR tab.	SSIS Pre-22.1
Expanded Statewide Search	State Detail: The CP Reports tab is not displaying any Screened Out Intakes, after 09/2018, including when the Child Maltreatment Report is transferred to another agency. This was a result of the redesign of Child Maltreatment Intakes. The CP Reports tab will be redesigned in a future release to include all Screened Out Intakes.	No known workaround.	SSIS Pre-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.	N/A	SSIS 24.1
Fiscal - Healthcare Claiming	Claim Audit Report - When selecting Additional filters or Amount filters on the report Setup tab, the report results include all claims within the selected Change date range instead of a subset of those results.	None	SSIS Pre-22.1
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 - 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
Fiscal - Service Arrangements	Creating New Service Arrangements from the Service Arrangements folder in Fiscal Details under a Person: The expected menus are not available from the Action menus, the Save option is not available. The focus in the Service Year grid is not on the row for the arrangement being created, instead it is on the Service Year header in the grid.	Instead of using the Action menus to Save, use the "Save" toolbar button. Then to continue processing the arrangement, select the row in the grid for the arrangement that was just saved. The menus are then available as expected. This could happen in other grids in SSIS when the "Group By" grid option is selected, and the focus is not on the correct grid row when creating a new record. The Workaround in those scenarios is the same.	SSIS 24.3
Fiscal - Service Arrangements	When creating a new Service Arrangement record from the Fiscal Details tree within a Person record, focus is incorrectly placed causing the SAVE button to be disabled from within the Action menu.	Use the SAVE option from the Toolbar, rather than the Action menu.	SSIS 24.3
Permanency	The gridline below the header in Add Relatives from Relative Search in Q RTP Family and Permanency is not displaying. The grid is working, but missing the line below the header.	N/A	SSIS 22.1

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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	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		User has to do an additional step: "Sorted" box has to be checked in for the results to be filtered in the alphabetical order	SSIS 24.3
Person and Related	Relationship: The "Person 2" red field requirement markers stops 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
Person and Related	General Reports: Under the Client data folder, the "Clients with Missing SSN by Primary Worker" report does not display results on the Preview tab.	Under the Client data folder, instead use the "Clients with Missing SSN" report. On the Setup tab, in the Sort Order group box, check the "Primary Worker" checkbox.	SSIS Pre-22.1
Person and Related	Person: The "Print ICWA Active Efforts" report is displaying an error message. The printed report does not display.	None - report does not display.	SSIS 24.2
Person and Related	Expectant or Parenting Youth: The "Create Date" field is incorrectly using the 24 hour clock. The standard is the 12 hour clock.	None - display issue only.	SSIS Pre-22.1
Person and Related	Employment Outcomes: An error message displays when trying to delete an "Employment Outcomes" record that has selections in the "Barriers to Employment" section. The record cannot be deleted.	If an "Employment Outcomes" record has not been saved yet, click "Cancel" to remove the record. If an "Employment Outcomes" record has been saved, change the value in "Employment Status" to a different option and click "Save"; then delete the record.	SSIS 24.3
Purge	Person Records Available for Purge report will not complete if Sort Order includes County Person #.	Do not include County Person # in Sort Order selection.	SSIS Pre-22.1

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Module	Problem Description	Workaround	Found In
SDM	Adult Protection Final Safety Assessment: The printed report is missing "Override" label in the header section.	None	SSIS 22.2
SDM	Adult Strengths and Needs Assessment: The printed report displays the following formatting issues: - 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'. - The "Scoring" section displays the numbers not aligned with one another. - The Vulnerable Adult "Priority Needs" / "Priority Strengths" table option "VA3. Cognitive Functioning/Orientation" has an extra space before the word "Cognitive". - 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. - The Primary Support Person "Priority Needs" / "Priority Strengths" table option "PSP5 Other Identified PSP Strength or Need" is missing a period after the "PSP5".	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
SDM	Adult Protection Intake Assessment: The header fields "Tool Response Priority" and "Agency Response Priority" incorrectly display below "Tool Screening Decision" and "Agency Screening Decision" fields.	None - display issue only.	SSIS 24.3
SDM	Adult Protection Intake Assessment: "Agency prioritization comments" text field allows entering over 35 characters.	Do not enter more than 35 characters (including spaces and symbols).	SSIS 24.3
SDM	Adult Protection Intake Assessment: "Evident Change" trademark label does not display when the tool is generated.	Save the tool after entering required fields; the label will display after the initial save.	SSIS 24.3
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 AquireConnection ApplyUpdates Error, ProviderName = "dosSystemActProfile", MaxErrors = "0" error displays.	Workaround: Do not enter "Passw0rd!", or "Spring2022!" when changing a Password. Users should follow the SSIS Password Rules and enter a stronger Password. Password Rules: A "New Password" must have at least 8 characters, one lower case, one upper case, one digit, and one of the following: #, +, =, !, &, \$, %, ' , _ , ' , ' , @ , ! , ? .	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

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Module	Problem Description	Workaround	Found In
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
Security	When in SSIS Worker and the user selects "Tools"/SSIS Repository, it is opening a second log-in for the SSIS Repository, when it should just pass the user thru to the Repository.	When the second log-in appears for the County Repository complete the 2nd log in and the system works as expected.	SSIS 24.2
Security	Security: A New Role/Function "Edit Closed Workgroups" is now available in combination with the existing "Assign Workgroup" Role/Function. On the Workgroup face sheet -When changes are saved to either the "Unit" or the "Access Restriction" or both fields, the "Save" and "Cancel" buttons and the menu options do not automatically disable. The fields remain white and aren't disabled. -However, the changes are saved to the database. -This is a 'refresh' problem since the changes are saved. -The cursor cannot be placed in either the "Unit" nor the "Access Restriction" fields.	1. Workaround is to use the "Refresh" toolbar button or press the F5 keyboard key to refresh the Workgroup face sheet screen. This will disable the "Save" and "Cancel" buttons, the menu options and the fields that do not automatically disable. 2. Workaround is to use the dropdown arrow on the fields to view and select the options to be saved for the "Unit" and "Access Restriction" fields.	SSIS 24.3
Service Plans	Service Plans (including MAPCY and Eligibility Determinations): The "Save" button in the toolbar sometimes does not enable after editing the "Document" tab and returning to the "Setup" tab.	Use "Save" in the "Action" menu.	SSIS 23.1
Service Plans	Service Plans: Editable grids on the "Document" tab display rows on print in a different order than they were entered on the screen.	None	SSIS Pre-22.1
Service Plans	Service Plans: Changing the completion status of the "Setup" tab (completing required fields) changes the "Created Date" of the "Service Plan".	None	SSIS Pre-22.1
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
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: -Intake Description of Need -Child Maltreatment Report Description of Incident -Case Notes -Contact/Activity records -MAARC Call Center Description of Incident	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

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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
SSIS Architecture	Architecture: Pasting text that contains smart quotes or apostrophes replaces the character with an upside down question mark in some single-line text entry fields. Examples: - "Chronology" "Documentation" fields - "External Documents" "Description" field - "Person" "Race" "Tribe Search" "Tribe Name" field - (MAARC Call Center) "Maltreatment Report" "Alleged Perpetrator (AP)/Allegations" "Licensed Service Provider" field	Manually type values in the fields.	SSIS 24.2
SSIS Architecture	Architecture: Pasting text that contains smart quotes or apostrophes replaces the character with an upside-down question mark in some multi-line text entry fields. Example: - "License Tracking" "Comments" fields	Manually type values in the fields.	SSIS 24.2
SSIS Architecture	Architecture: Moving an error message prompt causes the treeview to appear blank.	Complete the error message to close it. The treeview will reappear.	SSIS 24.3
SSIS Architecture	Architecture: The border on windows is now white instead of blue.	None - display issue only.	SSIS 24.3
Staff Activity	Activity: If the user expands the editor, blue [E], for the 'Note' field and then Saves the editor changes, it also saves the Activity and incorrectly closes it.	If the user needs to do more work on the Activity they must reopen it.	SSIS 24.3