

SSIS Version 25.4 Pilot 2 - Software Defect Report for November 2025
Prepared by the SSIS Quality Assurance Team

Module	Problem Description	Workaround	Found In
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
Bus Org-Provider	Business Organization: Attempting to print multiple individual Vouchers from the same or different Bus Org in the same set of search results may result in Invalid Pointer Operation or Catastrophic related errors displaying or SSIS locks up.	1. To avoid the error messages or SSIS locking up, print only a single Voucher. Then close Bus Org and re-open to print more. 2. An alternate to printing individual Vouchers is to use Service Arrangements.	SSIS 24.4
Bus Org-Provider	Periodically an access violation error displays when user attempts to view the 'General Report, Bus .Org./Provider/Licensing – Services Offered by Service' report for some Services Offered.	None.	SSIS 25.1
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 Appeals: When the Appeals "Group By" box is removed from the Appeals tab and there is one allegation record, the screen is not able to be engaged. Adding a New Appeals record results in the error "docCPAppeals: Cannot perform this operation on a closed dataset" displaying.	Add the "Group By" box back to the screen and click on the allegation record. This will allow you to add an appeal record.	SSIS 25.1
Child Maltreatment	Backdating a screened-out CMR in certain situations can cause an erroneous error to come up. This error will state that the "Report end date must be on or after the current Track effective date" when the Report end date is.	Set the CMR close date / time after the CMR create date / time.	SSIS 25.3
Chronology	Adding a "New Attached File" on an Intake in Chronology results in error "SHGetSpecialFolderLocation failed: csid\FolderType=5, HRESULT=-2147023570."	Often when this happens, the document is attached despite the error. Exit the application, relaunch and verify that the document is attached.	SSIS 22.4
Chronology	Chronology: Contact/Activity records sometimes appear gone on save. The record is not lost - the associated Chronology filter is defaulting unchecked.	Add a checkmark to the "Contact" or "Activity" filter box above the "Chronology" grid.	SSIS 24.4
Chronology	Chronology Case Notes/Time Notes: On active (not finalized) Case Notes and Time Notes, opening and closing the editor (blue "E") while making no changes resets the "Last Edit Date" to the current date/time. The "Finalize Date" is reset for 30 days after the "Last Edit Date".	Review the contents of the Case Note or Time Note without opening the editor unless actually modifying the record.	SSIS 25.1
Chronology	Chronology: The "Print Summary" (Chronology Summary Report) sometimes displays the previous workgroup's Chronology in the following situation: -Search for Person 1 in workgroup 1 via Person Search View County Detail Workgroups and Intakes folder Chronology. -Right-click on Chronology in the treeview to print the Chronology Summary Report. -Close the report preview. -Search for Person 2 in workgroup 2 via Person Search View County Detail Workgroups and Intakes folder Chronology. -Right-click on Chronology in the treeview to print the Chronology Summary Report.	Close the incorrect print preview and redo the "Print Summary" action.	SSIS 25.1
Chronology	Chronology: The record type label (i.e. "Contact") is sometimes not displaying in the treeview for one or more of the available records.	Refresh the treeview. Labels are still showing for the group folder and in the applicable grid column.	SSIS 25.4

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Clearing	<p>Client Clearing Log: If the "PMI #" column (optional column) is added in the grid, after a client is Cleared:</p> <ul style="list-style-type: none"> - 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	<p>Client Clearing Log screen: The "Clear" button is not disabled after the "Refresh Log" button is clicked and no records display in the grid.</p> <p>If the "Clear" button is accidentally clicked, the clearing process attempts to clear the previous person selected in the grid.</p>	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	Client clearing - Error occurs when editing certain person-related information for clients cleared to SWNDX who do not have a COUNTY_PID record in SWNDX. The error message usually includes multiple lines such as "ORA-01403: no data found" and "SSIS.PKG_COUNTY_PID", along with various line numbers, and "error during execution of trigger 'SSIS'."	The current work around is to unclear and re-clear the client.	SSIS 25.3
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
Document Template Editor	Document Template Editor: The "Import Template" and "Export Template" may cause an error to display.	Do not use the "Import Template" nor "Export Template" menu options. These features will be removed in a future release due to depreciated code.	SSIS 25.1
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: Clicking [Ctrl] + [S] on the keyboard incorrectly closes the blue "E" document editor view. Changes made in the document editor view are not saved.	Close a document editor view by clicking the red "X" in the top right corner. Use "Save" from the SSIS main screen to save changes.	SSIS 24.3
Expanded Statewide Search	<p>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.</p> <p>The CP Reports tab will be redesigned in a future release to include all Screened Out Intakes.</p>	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	Issue occurring in CFR proofing when agencies use the menu option "Change bus org / location description" to record a change to a Business Organization during a Group Provider Placement, which usually represents the child moving from one unit or cottage to a different one in the same facility that may charge a different rate. The CFR is currently only proofing correctly for the most recent bus org on the placement (the one with the most recent effective date).	Agencies may be notified by state staff to indicate specific payments as IV-E Reimbursable = "No" when they have claimed on the Child Foster Care report in error, until this issue is resolved.	SSIS 25.3
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	"Send for Approval" action removed the batch completely from the screen when multiselect more than one payment from a newly created Payment Batch. This issue only occurs only at the first-time payments are send for approval.	Search for the Batch (note: this will bring back the batch and the payments with "Pending Approval" status)	SSIS 24.4
Fiscal - Payments	Payments: F2 stops working because it loses focus If the last field of a Payment is "Copy from service" or the "Calc" button, the fields look as if they are in focus when actually they are not. As a result, the F2 keyboard option does not save the payment and bring up a new entry screen.	Click in the grey space of the Payment or save and then the F2 keyboard option works again.	SSIS Pre-22.1
Fiscal - Prevention Services State Report	Payment Proofing and Time Proofing Help Text hyperlinks are not automatically redirecting to the SSIS screen to the location the user can fix the issue causing the proofing error.	None	SSIS 25.2
Fiscal - Prevention Services State Report	Occasionally the title in the tree of the Prevention Services Report changes to "frmDoVmContainer".	Click on the title which will rename it correctly.	SSIS 25.2
Fiscal - Prevention Services State Report	The Claimed Time Proofing tab is missing data in the following columns/fields: -County of Service -County Person # -Employee Type	None	SSIS 25.3

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Fiscal - Service Arrangements	<p>From General Reports: "Voucher by Client" report</p> <p>Once the report has been run once, if the worker selects the "Setup" tab without using "Clear" button and makes a change on the tab. Occasionally, when the "Search" button is selected an Error message, "Error Activating TdoClient ..." displays. The "Setup" tab information displays on the "Preview" tab. These will not be resolved until a future release.</p>	<p>If the "Voucher by Client" report has been generated at least once, use the "Clear" button before making any changes in the parameters and doing another search:</p> <ul style="list-style-type: none"> - If the "Setup" tab needs any changes, select the Clear button, before making the changes to generate another Voucher. - If SSIS has gone "idle", select the Clear button on the "Setup" tab before making any changes in the parameters or viewing/printing the Voucher. <p>Generate the Voucher again to prevent errors.</p> <p>The error message has been resolved on the "Voucher by Vendor" General Report.</p>	SSIS 22.1
Fiscal - Service Arrangements	<p>Fiscal Details: When Service Arrangement changes are saved, occasionally multiple rows are automatically selected in the grid. The additional arrangements selected may not be immediately visible because they are in a collapsed Service Year group.</p> <p>As a result:</p> <ol style="list-style-type: none"> a. Multi-select Warning messages may display, such as the Approve action is not enabled for an arrangement with Active/Payments Status. b. Multiple arrangements could be approved when only a single one should have been approved or sent for approval. 	<p>To avoid multiple arrangements being selected:</p> <ol style="list-style-type: none"> a. Work with the arrangements full screen instead of under the grid in Fiscal Details. Then use the back arrow on the tool bar to return to the grid. b. Click on the arrangement in the grid before selecting an Action menu option such as Send for Approval or Approve. c. If a multi-select Warning message displays that the action is not enabled, click the "Ignore" button to continue. 	SSIS Pre-22.1
Permanency	<p>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.</p>	<p>Click the "Save" button after adding the New QRTP Family and Permanency Team prior to adding the New Team Member.</p>	SSIS 23.1
Permanency	<p>A data cleanup error "Placement with a Potential Specialized certification has supporting documentation that no longer meets criteria" incorrectly displays for a placement that has valid supporting documentation linked.</p>		SSIS 25.3
Person and Related	<p>Education: The "Highest Education Level Completed" field is not required when changes are made to the "Grade" field. This allows the screen to be saved without a value.</p>	<p>Enter a value in "Highest Education Level Completed" when "Grade" is also valued.</p>	SSIS 25.1
Programs and Services	<p>"Send for Approval" action removed the batch completely from the screen when multiselect more than one payment from a newly created Payment Batch.</p> <p>This issue only occurs only at the first-time payments are send for approval.</p>	<p>Search for the Batch (note: this will bring back the batch and the payments with "Pending Approval" status)</p>	SSIS 25.1
Purge	<p>In a previous release, we had Purge code updated to prevent purging a Person record when the Person had a Relationship record that was tied to an ICWA Parent Notification record. (This was done in 2020) However, we found that the code that purges Workgroups also attempts to purge associated Person records that are not tied to other data. Due to this, it could cause some records to purge that should not.</p>	None	SSIS 24.4
SDM	<p>Adult Protection Final Safety Assessment: The printed report is missing "Override" label in the header section.</p>	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"> - 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	<p>Adult Protection Intake Assessment: The "Action" menu options "Print Blank Tools" and "Print Definitions" bring up a dialogue that does not include any Adult Protection SDM tools (only the child tools display). Also, the "Adult Protection Intake Assessment Tool/Definition" dialogue opens with no tools listed.</p>	Access the blank tool and definitions in "External Documents".	SSIS 24.3
Security	<p>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.</p>	<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: #, +, =, &, \$, %, ' _ , ' , ' @ , ' ! , ? .</p>	SSIS 22.3
Security	<p>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.</p>	Workaround: Contact the System Administrator to use Reset Password in SSIS Administration.	SSIS 23.2

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Security	<p>Security: Function "Edit Closed Workgroups"</p> <ul style="list-style-type: none"> -When the Cancel button or menu option is used when the Workgroup screen has been opened in edit mode, both "Save" and "Cancel" buttons are automatically disabled. -However, the Workgroup screen or tab cannot be edited immediately unless a 'refresh' is done using the refresh toolbar button or pressing F5 keyboard key. -Workaround is to use the "Refresh" toolbar button or press the F5 keyboard key to refresh the screen. This allows the screen to be edited. -The cursor cannot be placed in either the "Unit" nor the "Access Restriction" fields. The fields look gray instead of white -Workaround is to use the dropdown arrow on the fields to view and select the options to be saved. -When a Closed Intake workgroup - Workgroup tab is edited, on Save the screen automatically refreshes to the Intake tab. -However, the focus is put immediately into the Time part of the Date / Time field group. The "Save" and "Cancel" buttons are automatically enabled. -The Time part of the "Date / Time" field group is disabled, and no changes can be made to the Time. -Workaround is to close the screen or click the "Cancel" button. 	N/A	SSIS 24.3
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
Service Plans	Service Plans Minor Parent Assessment and Service Plan: The "Paternity" screen hyperlink to the Minnesota Judicial Branch self-help section "Paternity" is not navigating all the way to the "Paternity" screen. Instead, the hyperlink is navigating the general self-help topic selection screen.	Use the self-help topic search to navigate to the "Paternity" section.	SSIS 25.3
Service Plans	Service Plans Independent Living Plan: On the screen "Youth's Rights: Parenting Youth", the hyperlink for "Information Access and Privacy Notice" is opening a login screen.	None - the applicable url is not available.	SSIS 25.4
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	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: 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

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SSIS Architecture	General Reports - Grid reports: When "Export Raw Grid" is selected from a right click in the grid header, after the file is exported it cannot be opened in Excel. An error message displays.	-Open the Raw Grid exported file using Notepad. -Then "Save As" a Text file (.txt). Open the .txt file using Excel -When the Text Import Wizard displays, select "Delimited", click "Next" and then choose "Tab" and click "Finish". -The document then opens in Excel.	SSIS 25.1
SSIS Architecture	Email Select Email Addresses List: Clearing user settings leaves the "Select Email Addresses" list with blank records in the grid. The example email record does not display.	Use "Action Delete email addresses" to remove any blank rows.	SSIS 25.1
SSIS Architecture	Person: A "Record not found or updated by another user." error message sometimes displays after clearing a client while the same Person's record is open in another window. The error displays when returning to the Person record and trying to edit the screen. The error may be followed by an "Empty Error Message..."	Close the Person record before clearing the client. Refresh the Person screen before trying to edit it again.	SSIS Pre-22.1
Staff Activity	Time Summary - by Service Activity Report: Time is not accurately displayed for Worker Detail in the Program, Service, County Sub-Service, and Activity lines for a staff person assigned to multiple Units when they have workgroups that are assigned to different Units within the department and both workgroups have time reported within them for the same Program/Service/Activity. The worker's totals for Program Related Time and Total Time are accurate.	Use a different Time report.	SSIS 25.4
Statewide Case Access	SW Case Access - When access has been granted, when using the Reminder on the Alerts/Reminders Log, the SSIS Log On screen displays but is sometimes missing the last character in the User ID. This results in an "Invalid User ID or Password" Warning message displaying.	The Reminder displays the correct User ID at the end of the granted message for the workgroup and/or Intake. Enter the last character of the User ID on the SSIS Log On screen as it displays in the request. OR Use "View workgroup" for the requested case/workgroup from State Detail screen - Workgroups tab. If these workarounds do not resolve the problem, please contact the SSIS Help Desk for assistance.	SSIS 25.2
Workgroup and Related	Workgroup: The "Choose members to add to the workgroup" box on a second workgroup from a Case is not displaying participants that are used in the first workgroup's "Family and Permanency Team" screen.	-If there is at least one Participant in the choose members box, create the workgroup and add missing Participants from the new workgroup's "Participants" folder (i.e. "Add Existing Client/Collateral"). -If there are no Participants in the choose members box, create the second workgroup from Intake adding the Participants and opening for Case Management.	SSIS 25.1