

SSIS Version 26.1 Statewide - Software Defect Report for February 2026
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
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
Chronology	Adding a "New Attached File" on an Intake in Chronology results in error "SHGetSpecialFolderLocation failed: csidlFolderType=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: A "Record not found or changed by another user" error message sometimes displays when creating a "Contact/Activity" record when the select "Contact With" person's record is open in another window. This may be followed by an "Empty Error Message..."	Close the Person record before creating a new Contact/Activity record associated with that person. Refresh the Person record when returning to the screen.	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

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Chronology	Chronology: The record type label (i.e. "Contact") sometimes does not display in the treeview for one of the records.	Refresh the treeview. Labels are still showing for the group folder and in the applicable grid column.	SSIS 25.4
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
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: 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: The print menu option in the template editor 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: 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.	After the cursor goes back to the beginning of the field, retype the complete text (i.e. template name) and delete the text with no spaces. Edit the field as necessary.	SSIS 24.2
Document Template Editor	Document Template Editor: Menu options are disabled when copying a template and selecting "Save and Open Editor" in the copy dialogue.	Click [OK] in the copy dialogue. Open the editor via the toolbar icons.	SSIS 24.3
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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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: -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: 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
Documents	Documents: The "Action" menu incorrectly displays "Refresh Headers/Footers" on state documents (i.e. documents using the RTF editor).	Use "Re-merge Document" to update headers on a state document.	SSIS Pre-22.1
Documents	Documents: Typing a previous year in the datepicker and clicking the checkmark is resetting the year to the current year.	Use the calendar in the datepicker to select a date in a previous year.	SSIS 26.1
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
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	None	SSIS 25.3

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Fiscal - Service Arrangements	From General Reports: "Voucher by Client" report 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.	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: - 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. Generate the Voucher again to prevent errors. The error message has been resolved on the "Voucher by Vendor" General Report.	SSIS 22.1
Fiscal - Service Arrangements	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. As a result: 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.	To avoid multiple arrangements being selected: 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
Fiscal - Service Arrangements	Voucher by Client or Voucher by Vendor: When the user selects the "Clear button" on the Setup tab of Voucher report, the following fields are not cleared to default values: - "Additional instructions" field still have inserted text (default value is "blank") - "Show county contact" field is highlighted as "Yes" (default value is "No") - "Duplex Printing" radio button is highlighted as "Yes" (default value is "No")	Change the following fields to the necessary parameters: Additional instructions, Show County contact, and Duplex Printing radio button	SSIS 25.4
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	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.		SSIS 25.3
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	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
Person and Related	Person: Repeatedly clicking the quick add buttons in the taskbar creates multiple blank records. Multiple save error messages will also display.	When using the buttons, click it once and complete all required fields on the screen before clicking it a second time.	SSIS 24.1

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Programs and Services	"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 25.1
Purge	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.	None	SSIS 24.4
QI Documentation	The MN Brief CANS Report section of "CAREGIVER NEEDS DOMAIN", has "environment" spelled incorrectly, and is missing a space after the semi-colon "...provision of care;requires...."		SSIS 26.1
Reminders-Alerts	Reminders/Alerts Log: The "Undo Last Change" option in the Action menu of the Reminders and Alerts Log will not remove the last change made to the screen.	Do not select "Undo Last Change" in the Action menu.	SSIS 24.3
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: <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	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. If the error message displays, click through it and the follow up message to save the record.	SSIS 23.4
SDM	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.	Access the blank tool and definitions in "External Documents".	SSIS 24.3

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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	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	SSIS Repository: When the user selects "Tools"/SSIS Repository in SSIS Worker: Another SSIS Log On dialog displays for the SSIS Repository, instead of automatically displaying the Repository screen.	When the SSIS Log On dialog displays, complete the data to open the County Repository screen.	SSIS 24.2
Security	Security: Function "Edit Closed Workgroups" -When the Cancel button or menu option is used when the Workgroups screen has been opened in edit mode, both "Save" and "Cancel" buttons are automatically disabled. -However, the Workgroups 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 (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

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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
Service Plans	Service Plans: Sometimes an error message (Document updated by another user.) displays on a copied service plan when removing the checkmark next to a deleted "Relationship" and saving changes.	Close the Service Plan "Setup" tab prior to making Person data changes. Refresh the Person record after making changes. Return to the Service Plan and refresh the screen. If error still displays, click "OK" and refresh the screen.	SSIS 25.3
SSIS Architecture	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
SSIS Architecture	Horizontal splitter bars do not retain the user settings when a new search is completed.	Slide the splitter bar as needed.	SSIS Pre-22.1
SSIS Architecture	Adult Maltreatment Report Roles: The splitter bar defaults pulled all the way to the top when selecting the tab.	Move the splitter bar as needed.	SSIS Pre-22.1
SSIS Architecture	Searches: For those opened from menu options that start with "Add existing", the search screen opens with the splitter flush with the left hand side of the screen instead of the tree displaying. Some examples of the menu options include: <ul style="list-style-type: none"> -Add existing LNDX Link (in Bus Org under Licenses folder) -Add existing Address (Person & Bus Org) -Add existing Phone (Person & Bus Org) (Person & Bus Org) -Add existing Email (Person & Bus Org) 	Move the splitter bar as needed.	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 Pre-22.1
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	Shared Comments: Apostrophes and quotation marks copied from outside sources and pasted into the text box are changing to an upside down question mark after saving the record.	None - copying and pasting is not recommended.	SSIS 24.2

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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	User Activity Log / Chronology: After opening the blue "E" editor, making changes, saving, and closing the editor, the SSIS main screen "Save/OK" and "Cancel" toolbar buttons appear enabled in the following three locations. Clicking either the "Save/OK" or "Cancel" buttons in the SSIS toolbar does not perform an action. - User Activity Log Contact/Activity Note - Chronology Contact/Activity Note - Chronology Case Notes Notes	Do not click the "Save/OK" or "Cancel" buttons after saving within the blue "E" editor.	SSIS 24.3
SSIS Architecture	Chronology/Service Plans: Local Agency Documents using the HTML editor do not autocorrect text (i.e. does not use settings from "AutoCorrect Options" nor "Spelling Options" checkboxes).	Manually correct text.	SSIS 25.1
SSIS Architecture	Child Foster Care Report: The "Child Foster Care Claims" grid does not retain custom user grid settings when logging out and logging back in.	Use "File Utilities Backup User Grid Settings" to save custom settings. Use the "Restore User Grid Settings" after logging back in to show custom settings.	SSIS 25.1
SSIS Architecture	General Reports Grid reports: Editing the border and header/footer spacing via "Print Grid" options does not show a confirmation message that changes were saved.	None - changes are saved.	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
SSIS Architecture	General Reports - Grid reports: Microsoft has made some changes to Excel files that currently makes the "Export Raw Grid" unusable for some grid reports.	Use the "Export Grid" option. Save the grid reports to Microsoft Excel or .txt (Note: Microsoft Excel format will export much faster than .txt): - You can use "Save As" using Excel to convert to .txt, .csv, .pdf or whatever file type is needed.	SSIS 26.1

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Staff Activity	Contact/Activity: The "Regarding" field displays the associated Business Organization name when a Licensing-related workgroup is associated to the Business Organization via the workgroup action "Associate / Setup Case Provider". This may look like a duplicate person if the Participants of the workgroup have similar names.	Do not select the Business Organization name in the "Regarding" field.	SSIS 24.4
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
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.	<p align="center">-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").</p> <p align="center">-If there are no Participants in the choose members box, create the second work group from Intake adding the Participants and opening for Case Management.</p>	SSIS 25.1