

SSIS Version 13.4 Software Defect Report for December 2013 - Prepared by the SSIS Quality Assurance Team

<u>Module</u>	<u>Date Reported</u>	<u>SSIS Version When Reported</u>	<u>Problem Description</u>	<u>User Impact</u>	<u>Workaround</u>
Architecture - SSIS	09/20/2013	13.1	Most grids no longer open with the defaulted Best Fit (all columns).		If columns are defaulting unreadable, right click on the column labels to bring up the grid menu and select Best Fit (all columns).
Architecture - SSIS	10/16/2013	13.4	Fiscal Details - Service Arrangements folder: The Group by box with Service Year column occasionally disappears when the Create Duplicate menu option is used on the Service Arrangements folder.		Use the Restore Grid Defaults submenu option under the Grid Settings menu to restore the Group by box with the Service Year column.
Child Maltreatment	11/07/2013	13.4	Child Maltreatment Report: Time portion of the maltreatment report "End date" finalizes when date entered is more than 30 days in the past.		Press the space bar in the "End date" field to autofill today's date, then tab to time portion of the field and enter the desired time ... then go back to the date portion of the field to change it to the desired date (the time entered will remain).
Docs Case Notes & Chronology	08/08/2012	12.3	Documents and HTML Service Plans: The "Current Page" option prints all pages of the document or service plan. This occurs when using "Print Document".	Documents and service plans do not print "Current Page".	None
Docs Case Notes & Chronology	09/25/2012	12.3	Documents: Selecting the 'Cancel' button on the spellchecker stops the spell check function, and brings up a prompt indicating the check is complete. This occurs on some of the documents that use the textboxes (paper and pencil icon). The issue appears if the other fields on the document are blank.	The spellchecker stops working if the 'Cancel' button is selected.	Add misspelled text to an input box (short answer field) before re-selecting the spellchecker. When the spellchecker is complete, remove the unwanted text.
Docs Case Notes & Chronology	09/26/2012	12.3	The Action menu available throughout the application has a hotkey for keyboard access to the menu. The hotkey, Alt + A, has been de-activated.	The hotkey, Alt + A, does not bring up the Action menu.	Use one of the other options for selecting the Action menu.

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Docs Case Notes & Chronology	11/06/2012	12.3	Documents and Service Plans (HTML): On the Setup tab, the line "No required fields needed to complete" displays after an incomplete Setup tab has been saved and refreshed (the "Display Setup" button is visible).	The required fields message does not correctly display for an incomplete Setup tab.	Click on the "Display Setup" button to verify required fields are complete.
Docs Case Notes & Chronology	01/09/2013	13.1	Chronology: The Managed Grid Settings (available from the grid menu) are cleared when clicking on a sub-node, returning to Chronology, and refreshing the screen. The sub-nodes refer to Case Notes, Documentation, Reports, Contacts, Activities, Documents, and Legacy Documents.	Refreshing the screen clears Managed Grid Settings on the Chronology node.	Use the "Send Grid Settings To > File" option to save to a user or shared file. Select 'Open Grid Settings File' to access the setup grid style.
Docs Case Notes & Chronology	01/15/2013	12.4	Email Report functionality: If text in an Editor is fully justified (both right and left margins), emailed versions of a report containing this text has large gaps in spacing.	Justified alignment of text displays with spacing gaps when emailed.	This problem does not occur if the Editor text is aligned in a way other than fully justified (e.g., can be aligned left, aligned right, or aligned center to avoid the problem). To change the alignment/justification: 1. Highlight all text in the Editor 2. Click on the "Home" tab 3. Select "Align Text Left" button (or "Center" button, or "Align Text Right" button) 4. Text alignment/justification will change 5. Exit the Editor, save the record, then print and email the report Spacing gaps will not occur.
Docs Case Notes & Chronology	01/16/2013	13.1	Documents and HTML Service Plans: The Document tab view is not editable when closing the print preview. The fields used for completing the document or service plan (e.g. text boxes, checkboxes, etc.) do not display.	The document or service plan is uneditable.	Refresh the screen.

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Docs Case Notes & Chronology	01/30/2013	12.4	Architecture: Tables pasted into a RTF Editor box print with inconsistent formatting. Borders do not display for some of the table cells, and text runs outside of the table borders. The RTF Editor (blue E) is located in Intake, Adult Maltreatment Report, Contact/Activity, Case Note, and State Service Plans (non-HTML).	The printed table does not match the RTF Editor box display.	Create tables within the expanded editor.
Docs Case Notes & Chronology	04/25/2013	13.1	Chronology: The grid column labels for "Time Record #" and "Last Edit Date" sometimes display the database field names in workgroups created prior to 2004.	The grid column labels display incorrectly.	None
Docs Case Notes & Chronology	08/02/2013	13.3	Case Notes (including Time Notes): Some Case Notes display coding in the editor instead of text. This occurs on older records that contained copied and pasted tables from the SSIS editor in version 5.4 or earlier.	The text displays within several lines of coding.	Print the Case Note to view the record as originally entered.
Docs Case Notes & Chronology	08/22/2013	13.3	Chronology Summary Report: When a Workgroup Chronology Summary Report exceeds 100 pages, attempting to view pages past number 99 causes error message "List index out of bounds (0)." to display.	Users are unable to view the entire contents of the Chronology Summary Report from the preview screen.	Physically print the report, email the report and view it in a PDF format, or limit the Date Range parameters to reduce the number of records listed in the report.
Document Templates	01/25/2012	11.4	Documents Template Editor: Data tables in documents and HTML service plans sometimes display the table borders, when used in the Chronology or Service Plans folders, despite not displaying in the Document Template Editor.	Data tables display borders inconsistently in documents and service plans.	None

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Document Templates	03/01/2013	13.2	Documents>The Background Health and History: On the Setup tab, the Sibling merge fields pull information from the "Relationships" folder under a Participant. All of the Sibling fields auto-fill with the same information when the Client has only one "Relationship" entered. All relationships are included regardless of type.	The Sibling merge fields will all display the same name when only one "Relationship" exists. The displayed Participant may not be a sibling.	Enter siblings in the Client "Relationships" node. Manually delete duplicated names from fields on the Setup tab.
Editor	08/03/2012	12.3	RTF Editor (Case Notes, Contacts/Activities, Intake Description of Need, Adult Maltreatment Report Description of Incident, and revised Service Plans): AutoCorrect Options, created in the SSIS File menu, are not functioning within the RTF Editor fields. This includes changes to these settings: Capitalize/Exceptions and Replace text as you type	Text added to a RTF Editor field will not automatically correct based on selections created in the File menu>AutoCorrect Options.	Expand the RTF Editor to full screen (click on the blue E) to use options available on any of the displayed tabs. For example, the "Find/Replace" function can be used to replace words or phrases typed in shorthand with the longhand version.
Editor	08/30/2012	12.3	Tables pasted into the editor box print off of the page. This is visible when clicking on the blue E to expand an editor window, then selecting the "View" tab to change the view layout to "Print Layout."	Tables pasted into editor fields appear to be running off the page on the printed document.	Use editor tools to adjust the size of the table to fit within the page.
Editor	08/30/2012	12.3	Images added to an editor field do not display on the printed document. This applies to editor fields available in the following areas: *Intake Description of need *Adult Maltreatment Report Description of Incident *Chronology Case Notes *Contacts/Activities *New State Service Plans (OHPP, Child Protection Services Plan, Family Assessment Service Plan	Image files cannot be printed from SSIS editor fields.	Print needed image files using an external application.

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Editor	09/05/2013	13.3	Editor: Expanding editor windows 49 times or more causes an error message to display. A blank modal window will display.	Edits made will be cleared, and the error will continue to display each time the blue E is selected.	Close all SSIS windows, and Empty Data Cache. Log off and close the SSIS application.
Editor	11/04/2013	13.3	Editor: Images deleted in the unexpanded editor field continue to display when the editor is expanded.		Delete the image in the expanded editor window.
Exp. Statewide Search	10/18/2013	13.3	Copy Clients: The Phone extentsion is being excluded when the client data is copied.		Enter the Phone extentsion on the appropriate client phone record once the copy has completed.
Fiscal -- Claiming	07/31/2013	13.3	Claim Audit Report - Report results when selecting Additional filters or Amount filters on the report Setup tab include all claims within the selected Change date range.	Report results include all claims within the selected Change date range instead of a subset of those results.	In the report results use the Group By Box option to sort the report results by the field desired.
Fiscal -- Claiming	08/09/2013	13.3	Proofing grids for Healthcare Claiming, CMHRS, Title IV-E Abstract Report and TCM CSR: With the View>Preview turned on, clicking on a data row in the grid with more than one proofing message decreases the font size and cuts off the last message associated to the record . The Data Clean-up tab and Print Preview are accurate.	To see all of the messages for the selected item, users must view the messages on the Data Clean-up tab or from the Print Preview screen.	Turn on the View>Row Auto Height separately for each line that has multiple proofing messages. If a new search is completed this process must be repeated.
Fiscal -- Claiming	08/15/2013	13.3	Claim Detail Report - when the Export Raw Grid option is selected for the report result the error message "List index out of bounds (17)" displays.	Users are unable to export the raw data of this report.	Export Grid functionality works without error. Add the desired columns to this report and export the data to the desired format.
Fiscal -- Payments	05/07/2013	13.1	Payment by Service Vendor report was not listing subtotals next to vendor ID#.	Subtotals are now listed on the report, but are not always formatted correctly.	User can now right click on the vendor and get the format to display correctly in 14.1

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Fiscal – Payments	09/19/2013	13.3	Service Arrangement does not have a License # but there is License information.	User cannot select a License.	Save the payment with the License information, then put the payment back in edit mode and the License information should be in the dropdown. Another option is to go back to the Service Arrangement and add the License information.
Fiscal – Payments	11/13/2013	13.4	Payment Exclusion tab: The exclusion tab can at times display with no grid or detail when an exclusion exists. This is a display issue and the exclusion still exists.		If an Exclusion tab on a payment does not display the grid and exclusion detail, refresh the screen. If that still doesn't display the information use the Exclusion search to view the exclusion.
Fiscal – SEAGR	10/08/2013	13.3	SEAGR Report>Revenues tab: The Right Click>Print Grid option does not display anything in the print preview.	Users are unable to print a blank Revenues grid and can no longer utilize the paper copy to calculate and write down their computations prior to entering. The Print Grid option also does not work even when data is already entered.	Export Grid in HTML format or Export Raw Grid, then print.
Fiscal – SEAGR	10/08/2013	13.3	SEAGR Report>Revenues tabs and SEAGR Report tab: The Export Grid option does not properly export an expanded grid into an Excel Format. Only the main rows of the grid are displayed in the saved document.	Users are unable to see the expanded sub-rows as they are shown in the grid prior to exporting.	Export the grid into an HTML format or use the Export Raw Grid option to save in an Excel Format.

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Fiscal – Service Arrangements	11/08/2010	11.3	Approval/Create Duplicate/Cancel Approval/Send for Approval: Occasionally, error messages such as "Number out of range", "Access violation ..." or "Error retrieving amendment values" display when using these menu options from Service Arrangement Search, Fiscal Details or the Approval Log.	See workaround.	<p>1. To prevent errors when using Create Duplicate, when the duplicate is created first save the arrangement before using the "Send for Approval", or any other menu option.</p> <p>2. Should any of the errors display, click Cancel and close the screen. Re-open the Service Arrangement Search or the Approval Log and continue working. Canceling the arrangement being worked on prevents having the messages display in an endless loop and having to use CTRL+ALT+DELETE to exit SSIS.</p> <p>3. If an "Access violation ..." error message displays, click OK on the message. Then click Cancel on the arrangement and close the screen. Then close all of the open screens, exit SSIS, and log on again.</p> <p>These errors only sporadically display in SSIS. No repeatable sequence has been found to resolve the problems. Should these errors display, please notify the SSIS Help Desk with the arrangement #, client or provider name, and the steps that had been taken before the message displayed.</p>
Fiscal – Service Arrangements	09/20/2013	13.3	Placements Without Service Arrangements: The results sometimes include placements that have active Service Arrangements.		No known workaround at this time.
Licensing	03/08/2012	12.1	Associate / Setup Case Provider: After the Business Organization has been selected, a "Save changes to the workgroup" message displays. When Yes is clicked, a "'License County" is required." error message displays. Cannot save or navigate elsewhere in the workgroup. Must click No to cancel the association.		Before associating the Business Organization, enter the County Name on the License screen.

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Licensing	12/05/2012	12.3	Licensing: The Workgroup Detail printed report does not include several pieces of the License information entered in the workgroup. The Setup tab and print preview are missing the following options: Site/Facility Information, Bus, Org./Provider Information, License, License Actions, Provider Placement Log, License Tracking Log, and Licensee Training.	Printing a Workgroup Detail report from a Licensing workgroup does not display License information.	None
Licensing	07/17/2013	13.2	License Tracking Lists: An error message displays on some existing License Tracking lists when attempting to select the treeview node.	Some existing License Tracking lists cannot be edited and saved.	Click "OK" on the error message to view the list. Complete edits in a new list.
MAPCY	06/15/2012	13.4	MAPCY Setup tab: Typing directly in the "MAPCY" field to select an assessment, and pressing the Tab or Enter key, does not cause the rest of the Setup tab fields to display. Saving the Setup tab in this situation causes an error message to display.	The Setup tab fields do not display.	Use the mouse to select a MAPCY assessment in the dropdown menu.
Person & Related (incl. Participant & Client Entry)	09/16/2013	13.1	Participant > Collateral: The "New Employment" quick add button does not open the "Education/Employment" node. A new employment record is created, but the screen does not display this new record. This occurs when the Participants folder is expanded, and a Collateral is selected in the grid.	Prompt displays, and an unfinished employment record is created in the Collateral folder.	Expand the Collateral folder, and select the "Education/Employment" node to view the new record.
Person Search	09/11/2013	13.3	Select Person for [Intake, Assessment or Case Management]: When using an Address search an error displays when multi-selecting clients to add to the workgroup.		To avoid the error, select one client at a time to add to the workgroup.

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Placement	01/30/2013	12.4	The Placements with Overlapping Dates Report is incorrectly including some placements that have the same start date and end date as the continuous placement.		
Programs and Services	07/11/2013	13.3	HCPCS/Modifiers: Staff-Provided rate - the Rate field is not in edit mode when the screen first opens even though the cursor blinks in the field. If numbers are entered in the field, tabbing out of the field is disabled.		<p>1. Previously, more than four digits could be entered to the right of the decimal point. Now if more than four digits are entered after the decimal point an error message displays ""Rate" (\$xx.xxxxx) exceeds the maximum of four digits to the right of the decimal point." so that the digits can be reduced to four.</p> <p>2. a. When the screen opens the cursor blinks in the Rate field but the screen is not in edit mode. b. If numbers are present, clicking away and back to the field makes the numbers disappear. b. Before entering any numbers, click into another field and back to the Rate field to put the screen into edit mode.</p>
Reminders/Alerts	06/25/2013	13.2	Reminders and Alerts: Two issues exist: 1) The pop-up message notifying users of new alerts/reminders is not displaying. 2) The green checks that indicate new alerts/reminders are not displaying consistently.		Until the bug is resolved, do not rely on the pop-up message for notification of new alerts/reminders. Manually check the Reminders and Alerts log, sort by Date if necessary.
Security	08/27/2013	13.1	Qualification: On the User screen in SSIS Administration, when a Qualification is entered and no Start Date has been entered an odd error message displays instead of the standard error message that the Start Date is required. The error references "... EndDateExistsInRange ..." and "... Could not parse SQL TimeStamp string".		The error does not prevent the screen from being saved once OK is clicked on the message and the Start Date has been entered.

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SELF/NYTD	05/23/2013	13.1	Tools - General Reports - MNYTD. Doing a search without a report selected returns a blank set up screen	Setup screen was blank	Do a refresh to get the set up screen to display.
Service Plan & Review	06/15/2012	12.2	Service Plans (revised versions): Using type-ahead to fill in the "Document Template" field with the name of the State Service Plan does not bring up the corresponding Setup tab. An error message displays when clicking on the "Document" tab.	The type-ahead feature does not open the State Service Plans.	Select the State Service Plans using the drop down menu on the "Document Template" field.
Service Plan & Review	01/18/2013	12.4	Service Plans>Child Protective Services Plan and Family Assessment Service Plan: The Strengths and Needs Assessment tool fields do not refresh information when adding a Client, and entering them as a Secondary Caregiver on the Decision Tool node. This occurs when the Strengths and Needs Assessment tool and Child Protective Services Plan are created first, and the Secondary Caregiver is added to the workgroup afterwards. The new Decision Tool information does not display on the Service Plan Setup tab if no changes are made to the 'Caregiver Priorities' tab of the Decision Tool.	Participant information added, after the Decision Tool and Service Plan are already created, does not display on the Setup tab.	Remove selections on the "Caregiver Priorities" tab of the Strengths and Needs Assessment tool. Save the tool and re-select priority strengths and needs. Return to the Service Plan, and refresh the Strengths and Needs Assessment tool field.
Staff Activity	08/21/2012	12.3	Time Summary by Program and Time Summary by Service Activity reports are returning Worker Detail even when "Include Worker Detail" is not checked.		

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Staff Activity	06/17/2013	13.2	Print Preview of the Activity Log grid does not entirely display Hr:Min data. Clicking on Refresh Log button performs a "Best Fit All Columns" action.	To see all of the data users must manually adjust the column widths in the grid prior to printing. During the same session, if at any time the Refresh Log button is clicked, the application automatically moves the column widths forcing the user to manually re-adjust them or go back to Manage Grid Settings and make their selection again.	n/a
Staff Activity	10/29/2013	13.4	Activity Log>Contact/Activity entry screen: The screen label is incorrect when entering a new time record or editing an existing one. On initial entry the screen label displays as "New". When editing an existing record the screen label displays only the date that was entered in the "Date" field.	It is not immediately known which new screen the focus is on or whether the existing record is a Contact or an Activity.	
Workgroup & Related/Caseload List	02/09/2012	12.1	The Case List with Clients Report is not accurately totaling the number of workgroups or the number of clients at the end of the report.	Users must sort the report by Workgroup ID or Person ID and manually count to get a correct total.	Run the Case List grid or Case list banded reports to get a correct total of workgroups. No workaround to get an accurate total of clients.
Workgroup & Related/Caseload List	12/19/2012	12.4	For Assessment and Case Management workgroups the Close reason selections are not always filtering properly.	Users might select an incorrect Close reason because the close reasons for Intake type workgroups and Inactive close reasons are not consistently filtered out.	Carefully read and search for the correct Close reason before selecting.

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Workgroup & Related/Caseload List	08/07/2013	13.2	Case/Workgroup Setup screen accessed from a "Refer to current Workgroup" intake: The "Program" field does not update when clicking on workgroups with different programs in the "Initiating Workgroup" field. If OK is clicked on the Case/WG Setup screen when the selected "Initiating Workgroup" and "Program" field do not match, the program for the existing workgroup is inadvertently changed (even though the workgroup label still displays correctly). This could cause a CP Assessment workgroup to change to a CMH or CW program, creating problems with concluding the maltreatment report.		When referring an intake to an existing workgroup: 1. Click only on the workgroup you want to select in the "Initiating Workgroup" field dropdown list (the list can be scrolled to view all workgroups without clicking/selecting each one). 2. Before clicking OK on the Case/Workgroup Setup screen, make sure that the "Program" field matches the selected "Initiating Workgroup". If they do not match, click "Cancel" on the Case/Workgroup Setup screen, then re-select "Open Case/WG Setup" again from the Action menu. 3. If this bug occurs, contact SSIS to have a datafix correct the problem.
Workgroup & Related/Caseload List	11/19/2013	13.4	Case/Workgroup>Error message of "Notice given is required" displays when creating new workgroups or closing workgroups.	Users are unable to create new workgroups or close existing workgroups when there are Privacy practice notice given records that are blank in other workgroups under the same case.	Expand the other workgroups and go to the Participants' Workgroup Information tabs to find those records where neither the "Yes" or "No" radio buttons are selected. Click on the "No" button and save. If the workgroup where these records are found is currently closed it will have to be reopened before the change can be made and closed again.