

	B	C	D
1	e-ISuite Known Issues Updated March 2026		
2	Known Issue	Solution or Work Around	Status
3	General		
4	User will not be notified of unsaved data when navigating to another area of the application	Save Frequently - especially when leaving your machine idle, as changes will not be saved if the application times out.	This functionality will be phased-in in future releases.
5	General reports cannot be exported to Word or Excel.	There is no current solution or work around for this issue.	This will be addressed in a future release.
6	The timestamp on reports shows Central Time Zone regardless of the time zone the user is in.	There is no current solution or work around for this defect.	This will be addressed in a future release.
7	You must clear your browser cache and reboot after installing a new version or a patch.	There is no current solution or work around for this defect.	This will be addressed in a future release.
8	When a date is entered but no time, the time field displays 0000 after saving rather than displaying blank.	There is no current solution or work around for this defect.	This will be addressed in a future release.
9	An error appears when launching e-ISuite Site and the application will not load.	This can happen if the Apache Tomcat service stops running. Go to Services App, and check the status next to Apache Tomcat 9.0. If the status is not "running", right-click to start this service. This may require admin privileges. Work with your agency IT if you are unable to start this service. Rebooting your machine should also restart this service.	For additional support, contact the IIA Helpdesk at 866-224-7677.
10	Check-In		
11	The ability to rename the Other Fields in Check-in is not functioning.	There is no current solution or work around for this defect.	This will be addressed in a future release.
12	Default Check-In Date/Time not working on all resources.	This function is only working on manually added resources. It is not working properly for resources that came in through the IROC import process.	This will be addressed in a future release.
13	Cost Daily		
14	The Daily Cost Grid requires the user to move multiple scroll bars to display data.	There is currently no solution or work around for this defect.	This will be addressed in a future release.
15	The Run Cost process does not completes and instead results in a blank error message.	Please contact the IIA Helpdesk at 866-224-7677 and ask them to escalate the ticket to the on-call SME.	This will be addressed in a future release.
16	Cost Groups		
17	Cost Groups only display for the incident to which the resource is assigned, even when a group is selected.	There is currently no solution or work around for this defect.	This will be addressed in a future release.
18	Cost Reports		
19	Cost Report Graphs are not fully implemented.	Only the Total Cost Pie graph is available at this time.	The other Graph options will be evaluated and implemented in a future release.
20	The analysis reports Resource Item Code by Cost for both Overhead and Non-Overhead are displaying the highest unit cost that exists for the resource instead of the unit cost for the current day.	There is no current solution or work around for this defect.	This will be addressed in a future release.
21	Custom Reports		

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22	Using the Count aggregate function with a date field will result in a Server Exception error.	There is currently no solution or work around for this defect.	This will be addressed in a future release.
23	The Resources Cost View returns only one record if multiple duplicate cost records occur on the same day.	There is currently no solution or work around for this defect.	This will be addressed in a future release.
24	Email field is not available to select in any of the custom report views	There is currently no solution or work around for this defect.	This will be addressed in a future release.
25	When you add formatting to a boolean field and save it to the report, the system will not generate a report and displays an error that it cannot execute the query.	There is currently no solution or work around for this defect.	This will be addressed in a future release.
26	Data Transfer		
27	Data Transfer file passwords cannot contain the following characters: "&" and "<". Using either of these characters will result in a Server Exception Error.	Avoid using either of those characters when assigning a password to a data transfer file.	This will be addressed in a future release.
28	The Priority Program is not displaying for resources after a data transfer has been completed.	The Priority Program will need to be reselected after the data transfer process.	This will be addressed in a future release.
29	Financial Exports do not display in the list after the data transfer process.	There is currently no solution or work around for this defect.	This will be addressed in a future release.
30	If an incident name contains forward slashes, the data transfer process will not work.	Do not use forward slashes in the incident name field.	This will be addressed in a future release.
31	Demob		
32	Tentative Release Date cannot be updated without going to the Check-In Data tab and updating the First Work Day or Length of Assignment. This is impacting the Days Left field on the Available for Release Report.	Updating the First Work Day or LOA on the Check-In Data tab will populate the release date but this can also affect the Days Left field on the Available for Release Report. There is no work around for the report issue.	This will be addressed in a future release.
33	Glidepath		
34	Non-Standard Item Codes do not appear on the Glidepath report when an incident group is selected.	Select the single incident and the Non-Standard Code will display on the report.	This will be addressed in a future release.
35	IAP		
36	No notification message is displayed when more than one user has the same form open.	Communication. The form will contain the updates from the last user who saves the form.	This will be addressed in a future release.
37	Complex IMT Position Item Codes are not in the IAP Templates.	These codes can be added to the IAP Settings Templates manually.	This will be addressed in a future release.
38	ICS-203 Form is slow or will not load.	This happens often on satellite based internet service providers. Try rebooting the network or try another network, if available.	This will be addressed in a future release.
39	Plans created in single incident mode will not display in Group mode.	The plan will display in the Incident or the Group that was selected at the time the Plan was created. Check each incident in the Group, or the Group itself, to determine where the Plan is located.	This will be addressed in a future release.
40	ICS 206 Block 5 VHF font size is too small.	There is no current solution or work around for this issue.	This will be addressed in a future release.
41	Multiple copies of the same external attachment can be attached to a plan.	There is currently no solution or work around for this defect.	This will be addressed in a future release.
42	Creating a Plan with the same Date/Time is overwriting the one that's already there.	There is currently no solution or work around for this defect.	This will be addressed in a future release.
43	When multiple forms of the same type are entered, the system adds a (1) next to the form name. As you enter additional forms, it adds a different number, i.e. (2), (3), etc.	There is currently no solution or work around for this defect.	This will be addressed in a future release.

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44	Incidents/Incident Groups		
45	Incidents cannot be removed from an Incident Group.	There is currently no solution or work around for this defect.	This will be addressed in a future release.
46	User cannot see the Incident/Incident Group on the Incidents screen.	If the incident is part of an incident group, users must be added at the group level in order to see it. Select the Incident Group name, and add users to the group.	This will be addressed in a future release.
47	After selecting an Incident Group, modules are very slow to load.	There is currently no solution or work around for this issue.	The developers are researching this issue.
48	IROC Import		
49	The import excluded resources area is not working.	If you inadvertently exclude resources from the import, they will need to be manually added.	This will be addressed in a future release.
50	IRWIN		
51	IRWIN functionality has been temporary disabled and will be re-enabled at a later date. This applies to Enterprise only.	There is currently no work solution or work around for this issue.	This will be addressed in a future release.
52	Manage Site Database		
53	When using the Create New Database function to create another database, a Hibernate error appears.	There is a solution for this - please contact the IIA Helpdesk for assistance: 866-224-7677	This will be addressed in a future release.
54	Plans Reports		
55	When generating the Strike Team/Task Force Report, the system does not include a new section and a new page for each incident in an Incident Group	Generate the report by selecting each incident and running the report.	This will be addressed in a future release.
56	The All Resources Reports are not grouping correctly.	The All Resource Reports are always grouped by Resource Categories regardless of user selection.	This will be addressed in a future release.
57	Reference Data		
58	After adding a Non-Standard Agency to the Reference Data for an incident, the non-standard agency does not display in the Agency dropdown list when adding an Accounting Code.	There is currently no solution or workaround for this defect. Select an Agency that most accurately reflects the non-standard agency's organization.	This will be addressed in a future release.
59	Non-Standard Unit ID's do not display in the Unit ID field on the Incidents screen until you move to a module and back to the Incidents screen.	Move to a module and then back to the Incidents screen and the new Unit ID will display.	This will be addressed in a future release.
60	Site Installation		
61	Uninstalling Site sometimes results in a Error 1720 - Problem with Windows Installer Package	Reboot your computer and try the uninstall process again. If you continue to get the error, please contact the IIA Helpdesk for assistance: 866-224-7677	This will be addressed in a future release.
62	Time		
63	Time postings do not reflect the Trainee status even though the checkbox is checked.	There is currently no solution or work around for this defect.	This will be addressed in a future release.
64	A validation error occurs when posting time with the Both function on contracted resources if the Primary rate type is not Daily.	There is currently no solution or work around for this defect.	This will be addressed in a future release.
65	Enterprise currently displays multiple instances of the same Admin Office for Payment.	There is currently no solution or work around for this defect.	This will be addressed in a future release.
66	Time Reports		
67	The Work/Rest Ratio Report is not grouping correctly by section.	There is currently no solution or work around for this defect.	This will be addressed in a future release.

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68	Sort by Shift Start Date is not working correctly on the Work/Rest Ratio report. It's sorting by Request Number rather than Shift Start Date.	There is currently no solution or work around for this defect.	This will be addressed in a future release.
69	Group By Date not grouping correctly on the Work/Rest Ratio Report.	There is currently no solution or work around for this defect.	This will be addressed in a future release.
70	Sort order no correct when printing for a specific resource on the Work/Rest Ratio Report.	There is currently no solution or work around for this defect.	This will be addressed in a future release.
71	All Resources option not always working on the Work/Rest Ratio Report.	There is currently no solution or work around for this defect.	This will be addressed in a future release.
72	When an incident group is selected, the Work/Rest Ratio report is printing blank pages.	There is currently no solution or work around for this defect.	This will be addressed in a future release.
73	Training Specialist (TNSP)		
74	Resources Grid Columns cannot be customized for TNSP.	Go to Check-in and select the Customize Grid icon, select the columns desired. Log out of e-ISuite. When logged back in, the columns selected in Check-in will display in the TNSP grid. This requires the Check-in/Demob role be added to the user account.	This will be addressed in a future release.
75	Home Unit labels do not display data elements separately	Manipulate the data in the Excel spreadsheet manually, then print labels or utilize the TNSP Custom Report located in the Helpful Resources section of the e-ISuite website: https://www.wildfire.gov/page/eisuite-helpful-resources	This will be addressed in a future release.
76	Aircraft Personnel filter is missing	Filter by Item Code	This will be addressed in a future release.
77	Cannot type in remarks in the Incident Training Summary screen	Print the report and hand write remarks.	This will be addressed in a future release.
78	The phone number for a TNSP or Incident Evaluator entered during check-in does not flow to TNSP module	Enter the phone numbers for the TNSP(s) and Incident Evaluator in the TNSP module.	This will be addressed in a future release.
79	The focus does not remain on a selected resource when navigating from another module to the TNSP module.	Select the desired resource again in the new module.	This will be addressed in a future release.
80	User Accounts		
81	Disabling/Re-enabling a user account in Enterprise will cause the user to lose access to all incidents.	There is no current solution or work around. Make sure it is absolutely necessary to disable/re-enable a user account in Enterprise. Advise the user that this will cause them to lose access to all incidents.	No future plans to update this process as the system is functioning as designed.
82	Helpful Tips and Training Issues		
83	Issue	Recommended Actions	Comments
84	Mob Travel Method and Demob Travel Method are separate fields and must be entered/corrected separately. Changing one will not update the other.	There is no recommended solution or work around.	This should be included in Training sessions.

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85	USE ACTUALS ONLY - There has been confusion on the purpose of this function in Cost. If the Use Actuals Only button is checked, costs will only display on days with actual time postings. All other days will show a zero cost.	Check the Use Actuals Only box to display costs from an actual time posting. It is a good tool to use when there are contract resources that have Daily, Weekly, Monthly rates. It can also be helpful if you have resources that do not work on an incident every day, and the time and costs need to be <u>captured only for the days worked</u>	This should be included in Training sessions.
86	OF-288 time postings using special of COP/Guarantee/Day Off may not calculate correctly on the Work/Rest Ratio Report	Resources with time postings to these Special codes should be manually calculated to validate Work/Rest Ratio.	This should be included in Training sessions