SUBJECT: Issue with Changes to BOR Reporting Instance (F89RPT) Queries Between November 14th and December 9th

POSTED: December 11, 2013

ANNOUNCEMENT

The GeorgiaFIRST Financials Reporting Database (F89RPT) experienced an issue that reset end-user queries to the versions that were in existence as of November 14, 2013.

The impact of this issue is that all changes made to BOR Reporting Instance queries between November 14th and December 9th were not retained. Any modifications, additions, or deletions of queries during this time were lost. This includes:

- For queries existing prior to November 14th and modified between November 14th and December 9th, the modifications made during this time period were not retained and are not reflected in F89RPT.
- For new queries (or renamed queries) created between November 14th and December 9th, these queries were not saved and no longer exist in F89RPT.
- For queries deleted between November 14th and December 9th, these queries were mistakenly reinstated in F89RPT.

The issue did not impact any transactional data.

As part of the Foundations Upgrade this weekend, we will be moving forward with the same criteria as previously communicated for selecting and migrating the queries from F89RPT to the new FPROD production database. After the upgrade, please review your queries to confirm that all your expected queries exist in FPROD. Please keep in mind that any query cleanup you completed between November 14th and December 9th may have impacted queries that you were expecting to be migrated.

In order to assist institutions that had either renamed or ran a query as part of query cleanup in F89RPT between November 14th and December 9th, ITS will retain access to F89RPT through January 15th. If you discover a query that did not get migrated, please submit a Helpdesk ticket and provide us the query name. ITS will access the F89RPT database and will migrate the query to FPROD.

We sincerely apologize for the inconvenience.

MORE INFORMATION AND SUPPORT

For business impact emergency issues, contact the ITS Helpdesk immediately at 706-583-2001 or 1-888-875-3697 (toll free within Georgia). For non-urgent issues, contact the ITS Helpdesk via the self-service support website at http://www.usg.edu/customer_services. (This service requires a user ID and password. E-mail helpdesk@usg.edu to obtain self-service login credentials.)

ADDITIONAL RESOURCES

For information about ITS maintenance schedules or Service Level Guidelines, please visit http://www.usg.edu/customer_services/service_level_guidelines. For USG services status, please visit http://status.usg.edu.