

SUBJECT: GeorgiaFirst Application Performance Peak Period Reminder

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**GeorgiaFirst Application Performance
Peak Period Reminder**

It's that time of year again. The temperature and pollen counts are up and so is the activity in GeorgiaFIRST PeopleSoft Financials as we all prepare our budgets and begin to wrap up this fiscal year.

This past December, GeorgiaFIRST completed an infrastructure upgrade that included newer, more powerful hardware. While we are actively monitoring to ensure that the application is as available and responsive as possible, we would like to remind all users of some best practices that will help during times of peak activity:

1. When possible, we recommend that customers use batch processing for requisitions, purchase orders, vouchers and journals rather than On Demand Processing (processing from the page). Transaction processing may include Edit, Budget Check, Matching, Doc Tolerance, or Post depending on the type of transaction. Batch Processing will capture multiple transactions in one processing batch versus On Demand Processing which only processes the one transaction. With batch processing, your processes will line up in the processing queue, they will run in the background when resources are available, and you can monitor the status in the Process Monitor. Also, the common batch processes are scheduled to run every weekday around 6:00 p.m. This will automatically pick up any transactions that are ready to be processed.
2. Do NOT cancel any process in the process monitor unless instructed to do so by ITS. Cancelling a process that is running may cause transactions to lock or may cause data to become corrupted.
3. Processes that are in a status of 'Queued' will begin processing as soon as resources are available. Please do not re-run the same process unless it is listed in the Process Monitor as having a status of Error or No Success.
4. When running queries, use the HTML or Excel link on the Query Manger search page instead of the Edit link. This will allow a larger number of rows to be returned and a possibly avoid the "Query Result Set Too Large" error message. If you still receive this message, then run the query using the Schedule link. Then select the option to send the output to a text file (CSV) instead of to an Excel file. (Running to an Excel file will limit the results to around 65,000 rows of data.) Some queries may take a long time to process and will not return results before the session times out. In this case it is preferable to use the Schedule link so that the query will run in the process monitor.

If you experience any processing issues, such as processes stuck in a 'Queued' status, please contact the ITS HelpDesk for assistance.

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>.