

## Known Issue: KI9.2-4 Report Manager Displaying PO Dispatch .pdf Files for All Institutions

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**KI9.2-4: Report Manager Displaying PO Dispatch .pdf files for all institutions instead of just the file for the individual user who ran the PO Dispatch process.**

**UPDATED** May 19, 2015

**STATUS:** RESOLVED

**IMPACT:** A configuration change for the PO Dispatch process was applied to production 05/18/15. This issue is now resolved. Institutions should only see their PO Dispatch .pdf files. The provided functional workaround is no longer required.

**ORIGIANLLY POSTED:** May 18, 2015

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Report Manager is displaying PO Dispatch .pdf files for all institutions instead of just the file for the individual user who ran the PO Dispatch process.

**Functional Workaround:** Users should navigate to the Process Monitor to record the Process Instance number for the PO Dispatch (POXMLP) process they initiated. To find the associated PO Dispatch .pdf file, the user should then navigate to the Report Manager and increment the process instant number by 1.

**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](http://www.usg.edu/customer_services). (This service requires a user ID and password. E-mail [helpdesk@usg.edu](mailto: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](http://www.usg.edu/customer_services/service_level_guidelines). For USG services status, please visit <http://status.usg.edu>.