

KI8119: GL ADP Account Code Maintenance in PeopleSoft

UPDATED: November 18, 2010

STATUS: Resolved by Urgent Unscheduled Maintenance applied 11/17/2010

IMPACT: Access to the ADP Account Code Maintenance Page should be restored

**ORIGINALLY
POSTED:** November 17, 2010

KI8119: GL – ADP ACCOUNT CODE MAINTENANCE IN PEOPLESOFT - RESOLVED

We are experiencing a technical issue with the ADP Account Code Maintenance page in PeopleSoft Financials at this time.

FUNCTIONAL IMPACT

Institutions have reported that they are receiving the following error message when attempting to access the ADP Account Code Maintenance Page in PeopleSoft Financials:

“You are not authorized for this page. You have not been granted security authorization for the component you are attempting to access.”

ITS has identified the cause of the issue and has tested the necessary resolution. We will perform an urgent unscheduled maintenance to Production tonight to resolve this issue.

FUNCTIONAL WORKAROUND

There is currently no functional workaround.

SUPPORTING DOCUMENTATION

N/A

MORE INFORMATION AND SUPPORT

For a production down, business interrupting (emergency) situation, call the ITS Helpdesk immediately at 706-582-2001 or 1-888-875-3697 (toll-free within Georgia). For anything else, contact the ITS Helpdesk at http://www.usg.edu/customer_services (self-service support requests requires a User ID and Password; contact the ITS Helpdesk to obtain self-service login credentials), or email helpdesk@usg.edu.

ADDITIONAL RESOURCES

For information about ITS maintenance schedules or Service Level Guidelines, please visit
<http://www.usg.edu/oit/policies>.