KI8138: Crystal Reports May Take Longer to Complete and Could Timeout

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STATUS: Active

KI8138: CRYSTAL REPORTS MAY TAKE A LONG TIME TO COMPLETE AND COULD TIMEOUT

FUNCTIONAL IMPACT

An issue has been identified in both the Employee and Expenses Self-Service portals with Crystal Reports sometimes taking a long time to complete, remaining in a Queued or Processing state longer than usual. This issue can occasionally cause other instances of Crystal Reports to timeout and run to an Error status. This could occur with any Crystal Report, such as Expense reports, Travel authorizations, Trial register report, Receipt delivery report, etc.

If you have ran a Crystal Report and it is in a **Queued** or **Processing** status, please to not attempt to re-run the report. Please wait for the report to complete. If it runs to an **Error** status, you may try to re-run the report.

Please notify your Self-Service users of this issue and the importance of not re-running a report if it is **Queued** or **Processing**.

This is an intermittent issue, and we are working to resolve the issue as quickly as possible.

FUNCTIONAL WORKAROUND

None

SUPPORTING DOCUMENTATION

None

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/oiit/policies. For USG services status, please visit http://status.usg.edu.