KI8139:	ACH/EFT AP Payment Advices Running to Error
UPDATED:	November 21, 2011
STATUS:	Resolved by a Crystal Reports Maintenance Pack 7 applied to the NT server.
IMPACT:	Users can now create ACH/EFT payment advices from the PSNT server without error.
ORIGINALLY POSTED:	October 27, 2011

ORIGINAL KI8139: ACH/EFT AP PAYMENT ADVICES RUNNING TO ERROR

Sometimes when running an AP ACH or EFT pay cycle, the APY2027 process that prints the ACH or EFT Advices is running to error.   ITS is working to resolve the issue as quickly as possible, and we will publish an update as soon as a resolution has been determined.

FUNCTIONAL IMPACT

You may be unable to create your ACH/EFT payment advices from the default PSNT server until this problem has been resolved.

FUNCTIONAL WORKAROUND

As a temporary solution, from the Pay Cycle Manager, change the **Server Name** for the **Print Advices** process from the default setting of **PSNT** to **PSNTB.** Then click the **Process** button, and it will run on the backup server.   You can go to the Process Monitor and access the report when it completes.

SUPPORTING DOCUMENTATION

N/A

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 **R**ESOURCES

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.