KI8140:   Issue with Minority Vendor Report BORRP008

UPDATED: March 21, 2012

STATUS: Resolved. A fix was applied to production, via Release 2.30, on Saturday, March 17, 2012.

IMPACT: The Business Unit and Fiscal Year variables have been restructured within the query so that data passes from the associated query to the Minority Vendor Report BORRP008 correctly. Now, when this report is run, the fields are formatted correctly and data populates as expected.

ORIGINALLY POSTED: November 30, 2011

ORIGINAL KI8140: ISSUE WITH MINORITY VENDOR REPORT BORRP008

An issue has been identified with the Minority Vendor Report, BORRP008. This report is a custom Crystal report that provides spend data for certain vendor classes.
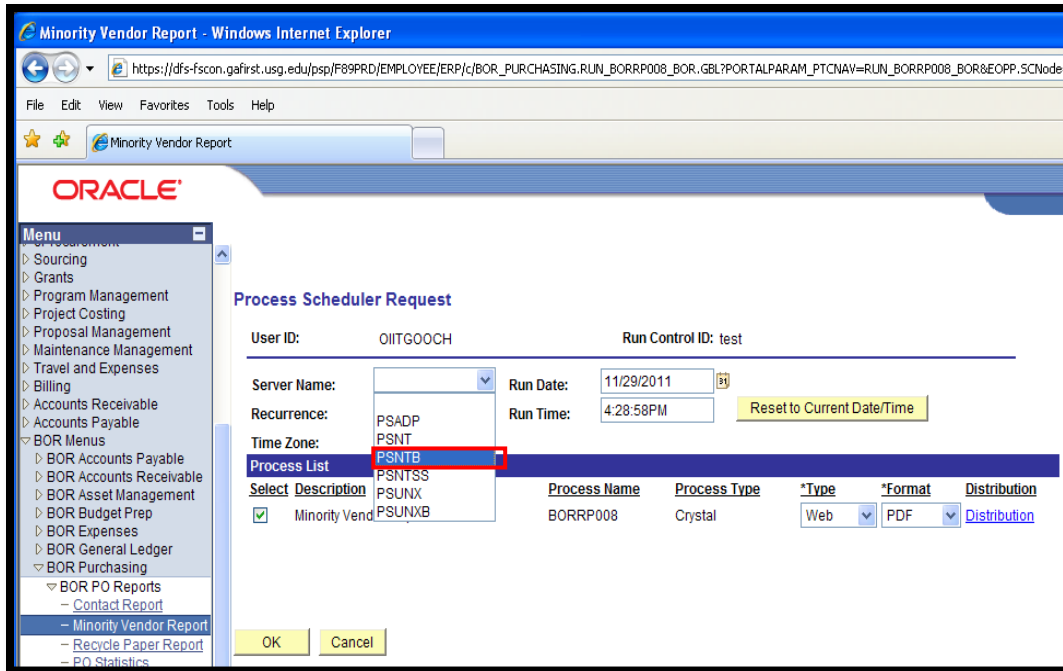
FUNCTIONAL IMPACT

When the report is run, it currently produces a blank pdf file.

FUNCTIONAL WORKAROUND

ITS is currently determining the cause of this issue and our development team is working with us closely to resolve this in a timely manner.

In the interim, when running this report, it will be necessary to specify a Server Name of 'PSNTB'. (After clicking on the "Run" action, select the drop down menu under the Server Name field- see screen shot below). Specifying the PSNTB server name will allow the report to be populated as expected.

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 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.