

## 9.2 Go-Live Known Issue: KI9.2-2\_Other - Pagelets Disappearing from Home Page

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**POSTED:** April 23, 2015

**STATUS:** Active

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Following the upgrade to 9.2, Pagelets are disappearing from the Home page if a user makes a change to the pagelet.

**Functional Workaround:** Until this issue is resolved, the related queries will need to be run from Query Manager.

**Estimated Resolution:** ITS is researching to see if this is a known Oracle bug and to determine an appropriate resolution.

**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>.