Known Issue: KI9.2-2 Processes Staying Queued in Process Monitor for Extended Amounts of Time

UPDATED	November , 2015
STATUS:	RESOLVED
IMPACT:	This issue has been resolved. Jobs are processing as expected.
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Certain processes are staying queued in the Process Monitor for an extended amount of time. Pay cycles and budget checking are some of the application engine jobs affected by this issue.

Functional Workaround: There is not a functional workaround available at this time

Estimated Resolution: ITS is currently investigating this issue. An update will be provided as soon as possible.

Important: Users are asked not to stop and restart a process that seems to be running a long time. Also, users should not run the same process multiple times.

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/customer_services/service_level_guidelines. For USG services status, please visit http://status.usg.edu.