

## 9.2 Go-Live Known Issue: KI9.2-5\_PO Unable to Obtain File in Report Manager (BI Publisher)

**POSTED:** April 3, 2015

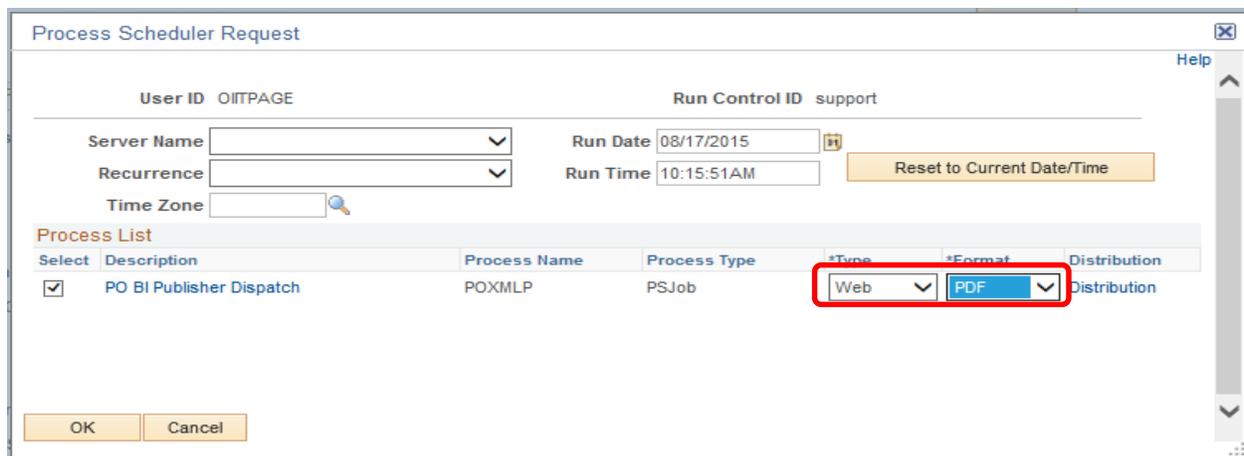
**STATUS:** Active

There have been inconsistent results in obtaining files in Report Manager when running the PO BI Publisher Dispatch process. The process is producing a file for some process instances but no file is found for others.

**Navigation:** Purchasing > Purchase Orders > Dispatch POs

**Functional Workaround:** When running the PO Dispatch job, select the following:

- Server Name = PSUNX
- Server Type = Web
- Format = PDF



Select	Description	Process Name	Process Type	*Type	*Format	Distribution
<input checked="" type="checkbox"/>	PO BI Publisher Dispatch	POXMLP	PSJob	Web	PDF	Distribution

**Estimated Resolution:** This is a potential server issue that is currently being researched. An update will be provided as soon as this issue is resolved.

**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>.

