

Known Issue: KI9.2-9 Issue with Ledger Close Process

KI9.2-9: Issue with Ledger Close Process (GLPCLOSE)

UPDATED July 10, 2015

STATUS: RESOLVED

IMPACT: A production configuration issue with this process was identified. ITS has resolved this issue. Users should now be able to run the Close Process to success. Please refer to page 136 of the FY2015 Year-End Manual for information on this process.

ITS was notified by users that the Close Process (GLPCLOSE) was running to error.

Navigation: General Ledger > Close Ledgers > Request Ledger Close

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>.