

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

UPDATED: April 27, 2016

STATUS: RESOLVED

IMPACT: When running the PO BI Publisher Dispatch process, the Report Manager is now producing files consistently.

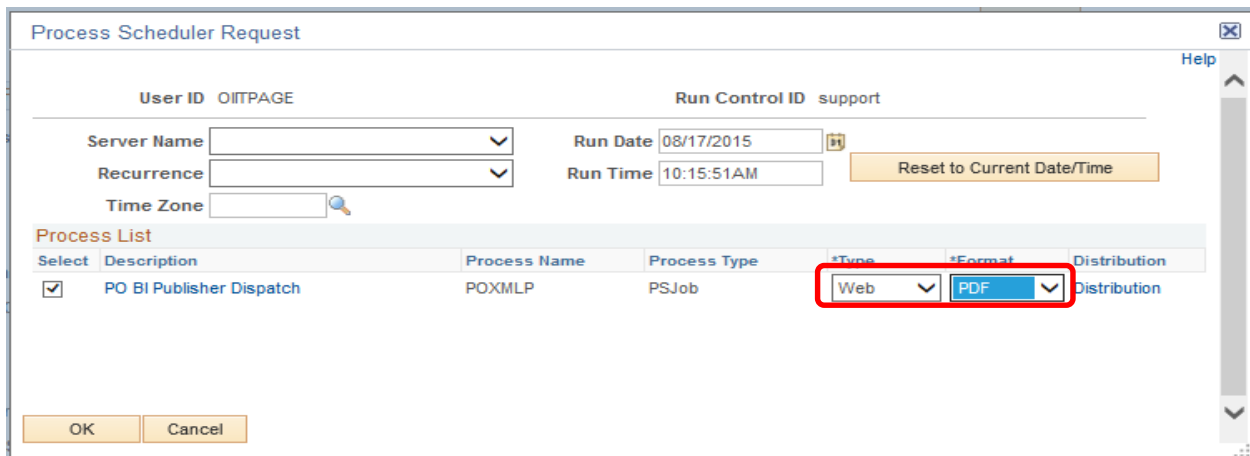
ORIGINALLY POSTED: April 3, 2015

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



The screenshot shows the 'Process Scheduler Request' dialog box. At the top, it displays 'User ID: OITPAGE' and 'Run Control ID: support'. Below this are fields for 'Server Name', 'Run Date' (08/17/2015), 'Recurrence', 'Run Time' (10:15:51AM), and 'Time Zone'. A 'Reset to Current Date/Time' button is present. The 'Process List' table contains the following data:

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

The 'Web' dropdown under '*Type' and the 'PDF' dropdown under '*Format' are highlighted with a red box. At the bottom of the dialog are 'OK' and 'Cancel' buttons.

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. (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>.