Known Issue: KI9.2-2_Other Pagelets Disappearing from Home Page

UPDATED	March 3, 2016
STATUS:	RESOLVED
IMPACT:	This issue was resolved by a Configuration Change made in production on March 1, 2016. Users should now be able to add the missing pagelets back to their homepage.
ORIGINALLY POSTED:	April 23, 2015

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. (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.