

GeorgiaFIRST Financials V8 Known Issue

KI8065: AP Banner to AP Voucher Processing

UPDATE: August 17, 2009

STATUS: As communicated during the Web Conference on Thursday, August 13th, OIIT has developed an automated process to backup data in the staging tables. The **Voucher Build** process has been modified to copy the data in the staging tables to a new set of temp tables, which will allow OIIT to recover the data in the event there are any further occurrences of data loss. This modified **Voucher Build** process is now available in the consolidated production database.

Effective immediately, institutions are no longer required to contact OIIT prior to initiating their Banner to AP Interface processing. You can resume your normal Banner processing.

Even though there have been no further occurrences of data loss in production, OIIT is not marking this issue resolved and will continue to monitor it. In the event you encounter this issue in the future, please submit an Urgent or High priority ticket to the **OIIT HELPDESK** and we will work with you to restore the data.

POSTED: July 15, 2009

SUBJECT: Known Issue KI8065 – AP Banner to AP Voucher Processing

PURPOSE: To notify users at all institutions using GeorgiaFIRST PeopleSoft Financials Version 8.9 of a Known Issue regarding Banner to AP Voucher processing.

FUNCTIONAL IMPACT: Two institutions have reported running the Banner to AP Interface to success, but were unable to produce the vouchers when running the Voucher Build Process. It appears that the Banner Voucher data is being inappropriately deleted from the staging tables populated by the Banner to AP Interface.

OIIT is currently tracing the **Banner to AP** and **Voucher Build** processes to determine the cause of this issue. Additional information will be provided once the cause and necessary resolution has been identified.

FUNCTIONAL WORKAROUND: In order to provide the ability to recover your Banner data in the event this occurs again before OIIT has a permanent solution, we are implementing the following process:

1. Each institution should submit a **high priority** ticket to the **OIIT HELPDESK** prior to

- running your Banner to AP interface.
2. OIIT will confirm receipt of the ticket and instruct you to run the interface at that time.
 3. OIIT will confirm that the data has successfully populated into the staging tables and will then backup the staging tables.
 4. Once the staging tables are backed up, you will be notified to proceed with running the **Voucher Build** process.

This process will provide us the ability to repopulate the staging tables so that your student checks can still be issued in a timely manner.

SUPPORTING DOCUMENTATION: N/A

ADDITIONAL OIIT RESOURCES and SUPPORT: Contact the **OIIT HELPDESK** at http://www.usg.edu/customer_services (support request self-service) or e-mail helpdesk@usg.edu. For emergency, business interruptions, or production down situations, call the **OIIT HELPDESK** immediately (706-583-2001; or toll free within Georgia 1-888-875-3697).