

KI0007: iStrategy License Notification Warning

UPDATED: March 30, 2012

STATUS: **Resolved. The issue that was causing the warning has been corrected.**

IMPACT: Administrators will no longer see the Warning message after logging into the iStrategy Administration application.

ORIGINALLY POSTED: March 28, 2012

KI0007: ISTRATEGY LICENSE NOTIFICATION

iStrategy Administrators will see a warning after logging into the iStrategy Administration application.

FUNCTIONAL IMPACT

After logging in to the iStrategy Administration application, <https://frweb-directory.usg.edu/>, iStrategy Administrators will see the following warning:

“The number of users in your directory significantly exceeds the number of users licensed”

Please note that this is just a warning for the iStrategy Administration application only – there are no warning messages for the MyPassword and iStrategy applications. All iStrategy Administrators still have the ability to create new users as needed as well as update security for existing users. To continue with user setup, select the (x) on the warning message to close the message and then continue the user setup.

ITS is actively working to resolve this issue and will send a follow up announcement when this is resolved.

FUNCTIONAL WORKAROUND

None

SUPPORTING DOCUMENTATION

None

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/oit/policies>. For USG services status, please visit <http://status.usg.edu>.