



Resolved Issue: KI9.2-001-HRS: Elastic Search Not Functioning in OneUSG

POSTED: October 2, 2018

STATUS: Resolved

IMPACT: The elastic search processes have been resumed in production. Access has been restored to the company directory and Careers portal.

Resolution Information: The elastic search issue was resolved by functional analysts.

Audience: Employees, Managers, Practitioners, Applicants

Known Issue:

Due to search issues in production, employees and practitioners may encounter errors when access the company directory and careers module. Also, applicants may not be able to see job openings.

We are working with the database administrators to rectify this issue and plan to update institutions shortly.

Functional Workaround: There is no workaround, at this time.

Tentative Resolution Information: N/A

More Information and Support: Contact OneUSG Connect Support at oneusgsupport@usg.edu or 877-251-2644 (toll free).

Information on all active and resolved known issues is available at www.usg.edu/oneusg_connect under Practitioner Services.