UNIVERSITY SYSTEM OF GEORGIA
OneUSG Connect

Resolved Known Issue: KI9.2-006-HR: HR Page Not Loading When Attempting to Update Position on Job Data
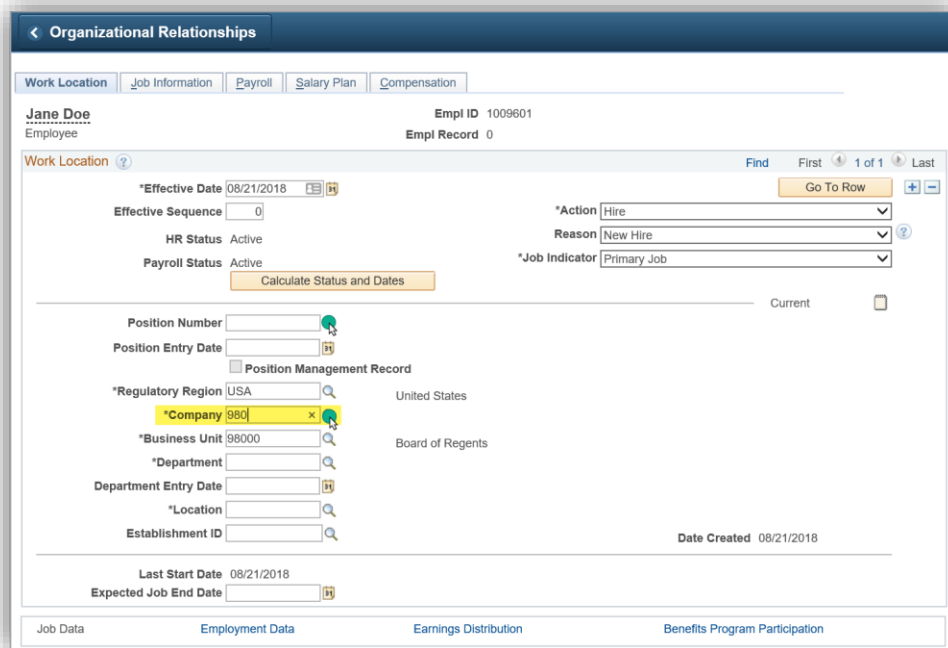
POSTED: August 21, 2018

STATUS: Resolved

IMPACT: OneUSG Connect Support received intermittent reports of users at different institutions who are experiencing a system delay and time out when attempting to update positions. This is now resolved.

Resolution Information: The root cause was a search index issue. This was corrected by limiting the position lookup by company.

There is no change to the process for updating position on existing job data, however when hiring a new employee or adding a new employment instance, practitioners will now need to populate the Company field prior to entering or searching for position information.

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Original Known Issue Details

Audience: Human Resources Practitioners

Known Issue: OneUSG Connect Support received intermittent reports of users at different institutions who are experiencing a system delay and time out when attempting to update positions. This occurs when users select the search icon for position in Job Data when updating an existing employee or hire a new employee.

Functional Workaround:
1. Logout of OneUSG Connect using the logout navigation

2. Clear cache/cookies and close out of all browser windows

3. Re-open a single tab of a single browser

4. Log into the Core URL for OneUSG Connect: https://core.hprod.onehcm.usg.edu

5. Attempt to update position again

6. If the issue persists, have a different HR practitioner at your institution complete the necessary updates, submit a ticket to oneusgsupport@usg.edu and include the information below.

Tentative Resolution Information: ITS is working directly with Oracle on to determine root cause and resolution information. To report additional instances of this issue, please submit a ticket to oneusgsupport@usg.edu and include the following:

1. Confirm you are using the https://core.hprod.onehcm.usg.edu URL
2. Web browser information
3. Approximate date/time the issue occurred
4. Fiddler .SAZ file (see instructions below)

Oracle has asked users who report this issue to install Fiddler to assist in resolution:

== FIDDLER INSTRUCTIONS ==
1. Install Fiddler using the following url:
   http://www.fiddlercap.com/dl/FiddlerCapSetup.exe
2. Delete cache and cookies in Internet Explorer browser
3. Shutdown Internet Explorer Browser

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4. Install FiddlerCap by running the FiddlerCapSetup.exe file (extracted in step a above)
5. FiddlerCap will start automatically when the installer completes.
6. Inside FiddlerCap, click the Clear Cookies button and then the Clear Cache button.
7. Also click the 'Decrypt HTTPS Traffic' option. Then click 'OK' to the popup message about description
8. Inside FiddlerCap, click the 1. Start Capture button.
9. A new Internet Explorer window will appear. Use Internet Explorer's address bar to log into the PeopleSoft application
10. Run the PeopleSoft application with Fiddler constantly enabled. (note that Fiddler is configured by default, to discard traffic after 10 minutes. So you don't have to worry about too much logging information accumulating). If the issue occurs, then proceed on to next step
11. Inside FiddlerCap, click the "2. Stop Capture button"
12. Inside FiddlerCap, click the "3. Save Capture button".
13. Save the .SAZ file to your desktop.
14. Attach the .SAZ file from your desktop to the Service Request

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.

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