



## Resolved Issue: KI9.2-009-CA: Duplicate Combo Codes Cause Failed Processes

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**POSTED:** September 25, 2018

**STATUS:** Resolved

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**Resolution Information:** A database intervention (dbi) was performed to delete the duplicate combo codes which were causing the unique constraint.

**Impact:** The Load Combo Data (BORBUD003) process is now running daily in a scheduled batch job. Encumbrance to GL is running successfully.

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**Audience:** Commitment Accounting Practitioners

**Known Issue:** Several processes, including the Combo Build and Encumbrance to GL, are running to no success and producing a unique constraint error. The system believes there is a duplicate combo code, which is causing the error.

**Functional Workaround:** Upon request OneUSG Connect Support can run the Combo Build and the Encumbrance to GL by business unit. Please submit a ticket for this request.

**Tentative Resolution Information:** We are continuing to investigate the issue to determine the cause and appropriate resolution. We will provide additional information when it becomes available.

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

Information on all active and resolved known issues are available at [www.usg.edu/oneusg\\_connect](http://www.usg.edu/oneusg_connect) under Practitioner Services.