Known Issue: KI9.2-107_ePRO – Users Being Timed Out During GFM Shopping Session

POSTED: January 29, 2019

STATUS: Active

Some users are being timed out early and receiving errors when attempting to issue a requisition in GeorgiaFIRST Marketplace. The requisition does not transfer back into PeopleSoft due to timing out and the cart must be re-created.

If you encounter this issue, please contact the ITS Helpdesk to open a ticket and provide full details including the user name, time logged in and time logged out. Also, include the URL that you were using at the time of receiving the error message, a screen shot of the error message and the browser you were using. Refer to Known Issue KI9.2-103_Other-Users Receive Connection Expiration Message.

Functional Workaround: If the user will need to shop around and/or have a large order that will take a while to assemble, the PeopleSoft session will need to be refreshed to avoid timing out. To refresh the PeopleSoft session:

- Click on the notification flag at the top of the page, in the blue header area of PeopleSoft while still in the GeorgiaFIRST Marketplace. We suggest refreshing the page every 10 minutes.

- If a list of notifications drops down when clicking the flag, just click it again and the list will disappear.
- Some of the punchout suppliers will open in a new window, such as Amazon. You will need to minimize or drag the new window down to return to the PeopleSoft page to click the notification flag and refresh your session.

- Notice in the screenshot below that the PeopleSoft header is hidden by the Amazon window when it opens.

- To move the window to a location where the PeopleSoft header is visible, click and hold the left mouse button on the title bar of the window. Then, drag it to a location of your choice.

This functional workaround for resetting the PeopleSoft session can also be used in other modules if the timing out issue is being encountered.

**Estimated Resolution:** This issue is actively being investigated. When a resolution is identified, we will update this known issue.

**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](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/customer_services/service_level_guidelines](http://www.usg.edu/customer_services/service_level_guidelines).
For USG services status, please visit http://status.usg.edu.

KI9.2-107_ePRO: Users Being Timed Out During GFM Shopping Session January 24, 2019