

Known Issue: KI9.2-90_Other – GeorgiaFIRST Process Scheduler Issue

POSTED: April 26, 2018

STATUS: Active

The GeorgiaFIRST Financials production environment is experiencing process scheduler issues that may impact some scheduled jobs and reports.

If your institution utilizes the process monitor to schedule reports and queries, those reports may not be generated as normally scheduled.

Functional Workaround:

There is no recommended functional workaround at this time.

Estimated Resolution:

ITS is currently researching the cause of this issue and is estimating a resolution by the end of this week.

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/customer_services/service_level_guidelines. For USG services status, please visit <http://status.usg.edu>.