

Known Issue: KI9.2-104_AP – AP Checks are Printing without Signatures

UPDATED January 24, 2019

STATUS: RESOLVED

IMPACT: AP Check Signature files have been restored and users may now run check pay cycles and create check files without issue.

ORIGINALLY POSTED: January 23, 2019

It has been brought to our attention that AP checks are currently printing without signatures. This is a system-wide issue and is under investigation at this time.

****Please refrain from check printing until updated again on this issue.****

Functional Workaround:

There is no Functional Workaround at this time.

Estimated Resolution:

We are working very quickly to restore the missing signature files and will notify you when the issue has been resolved.

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>.