

Known Issue: KI9.2-106_Other – File Attachment Issues

UPDATED: January 24, 2019

STATUS: RESOLVED

IMPACT: All attachments are now available to open and/or download.

ORIGINALLY POSTED: January 24, 2019

Issues have been reported when attempting to open or download attachments in GeorgiaFIRST across multiple modules. Users may receive an error message “Attachment Failed to Download” or “File Not Found”. Attachments that were added *after* Dec. 24, 2018 have *not* been impacted.

Functional Workaround:

There is no Functional Workaround at this time.

Estimated Resolution: The GeorgiaFIRST support team is currently investigating the cause of this issue and will provide an update as soon as possible.

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>.