

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

UPDATED May 9, 2018

STATUS: RESOLVED

IMPACT: A fix has been applied to correct this issue. Most scheduled queries and reports should now run as expected. However, GeorgiaFIRST was unable to recover some scheduled jobs and reports and will contact the impacted users individually.

ORIGINALLY POSTED: April 26, 2018

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-t (This service reqscn 08M5 (T)-10vuJ6rer ID and pa-10vuJ6rf