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, Georgia*FIRST* was unable to recover some scheduled jobs and reports and will contact the impacted users individually.
ORIGINALLY POSTED:	April 26, 2018

The Georgia*FIRST* 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.