Resolved: Known Issue - KI9.2-176_OTHER: Processes Queueing and Processing Longer Than Normal

UPDATED: May 11, 2026

STATUS: Resolved

RESOLUTION: The process scheduler backlog has been resolved. Users can expect normal queue times and consistent process execution without delays or extended periods.

Original Known Issue
Posted: February 28, 2025

STATUS: Active

ISSUE: Over the past few weeks, we have had multiple occurrences of the process scheduler backing up and causing excessively long queue times. This is due, in part, to some of our scheduled processes running longer than usual. ITS is actively working on this issue and over the next few days you may see some of the times for the scheduled BORBATCH processes change as well as some user processes put on hold temporarily. If you initiate a process and then see it placed on hold, please be patient and know that it will be restarted once it's feasible to do so. Note that when (if) deciding what processes to put on hold, we will normally give precedence to time-sensitive processes such as pay cycles over processes such as reports.

FUNCTIONAL WORKAROUND: There is no functional workaround at this time, however there a few things that all users can do to help reduce the load on the process scheduler:

1. Budget check Requisitions, Purchase Orders, and Vouchers in batch rather than individually.
2. Schedule non-time-sensitive reports and queries for early morning hours.
3. Reduce processing times for queries, especially large ones, by using narrower parameters, e.g. running for specific departments or funds.

If you are unfamiliar with how to Budget Check transactions in batch, please see the related business processes below.

<u>EP.020.570 - Budget Checking Requisitions</u>

<u>PO.030.030 - Budget Checking Purchase Orders</u>

AP.030.020 - Budget Checking Payables

ESTIMATED RESOLUTION: ITS is currently researching the issue and will provide updates as they are available.

MORE INFORMATION AND SUPPORT: For business impact issues, contact the Georgia*FIRST* Financials Support Team at support@usg.edu.