

Update: Pending transactions issue no longer affecting most users ^[1]

May 17, 2017 by [Employee and Information Services](#) ^[2]

Yesterday, some HCM users reported that certain SmartERP transactions were showing “system update pending” status rather than “system update completed” status upon saving. While the technical team continues to work on the issue, we have implemented an short-term fix that should alleviate the issue for users.

The HCM Community service center is monitoring transactions in this status and reaching out to users to continue pushing them through. If you have an urgent transaction, please contact HCM Community service center (hcm_community@cu.edu ^[3] or 303-860-4200, option 2). We thank you for your patience.

If we see an increase in volume related to this issue or an additional systematic change is required, we will update you at that time. Otherwise, please continue using the system as you normally would.

[smart transaction pages](#) ^[4]

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[3] mailto:hcm_community@cu.edu

[4] <https://www.cu.edu/blog/hcm-community/tag/smart-transaction-pages>