CU-Data 11.1 Upgrade Follow-up [1]

January 10, 2020 by Aron Sage [2]

Hello CU-Data Users!

We are four weeks out from our CU-Data Upgrade! We have hosted one open session for migrating content post-upgrade along with answering any questions and we have another one planned for Thursday, January 23rd (more details to follow). This open session on January 23rd will be the last opportunity for users to move content from the old environment, so please follow up with your teams to make sure everyone has the content they need.

From a support perspective, we have received tickets requesting late migration of their content, security changes to folders so users can run reports, questions on accessing Query Studio (remember to use IE or Firefox), and occasional tickets for unexpected errors or report results. We currently have a ticket open with Oracle to address one error (ORA-00600: internal error code) found in an eRA report, and a different ticket open with IBM to address an outer join issue (unexpected values returned IBM Ticket TS003216599) found in a Boulder Records and Registration report.

Please reach out to us at irmhelp@cu.edu [3] if you are experiencing any errors or missing any content.

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