

# BPS Troubleshooting

**Process:** Use this quick reference guide when you run into issues while entering the budget items for the new year. This guide provides prevention information as well as solutions for the issue.

**Note:** For details in using various layouts, see the **BPS** Quick Reference Cards available on **myHelp** at <http://myhelp.uky.edu/rwd/HTML/BPS.html>.

**Role:** Authorized Users

**Frequency:** When needed

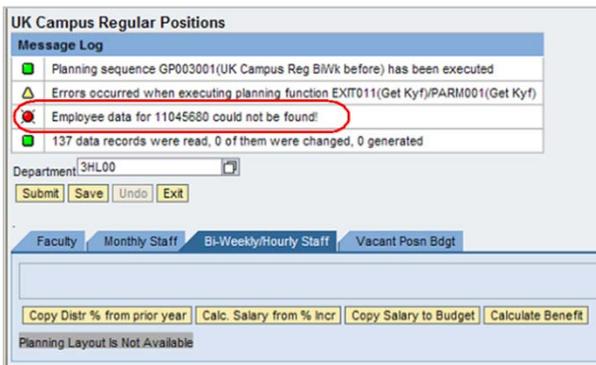
## BPS Keys

### Keys to Minimize Budget/BPS Issues

- Prepare budget data for entry first before accessing the BPS system
- Keep aware of BPS schedule!
  - During each layout availability period, the system is available daily, 7 am through 10pm
  - 10pm to 7am, the system is being updated
- Double-check your data entry
  - Check before exiting the layout
  - Run BPS reports to check the data
- **DO NOT** enter employees into BPS
  - The employee master data must exist in IRIS/SAP **first**, before budget data can be entered into BPS

## BPS Issue

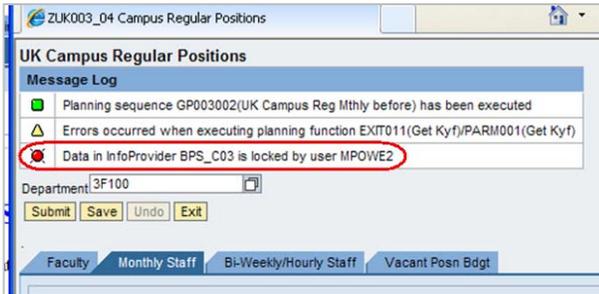
### Employee could not be found



## Information

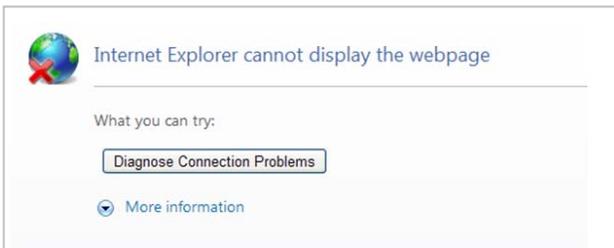
- **Prevention**
  - Communication between the departmental HR personnel administration staff person and the budget officer
- **Solution**
  - Contact BPS list serve at [BPS-ISSUES@lsv.uky.edu](mailto:BPS-ISSUES@lsv.uky.edu)

**Locked out of layout**



- **Prevention**
  - Use the **Exit** button
- **Solution**
  - Contact BPS list serve at [BPS-ISSUES@lsv.uky.edu](mailto:BPS-ISSUES@lsv.uky.edu)

**Expired web page**

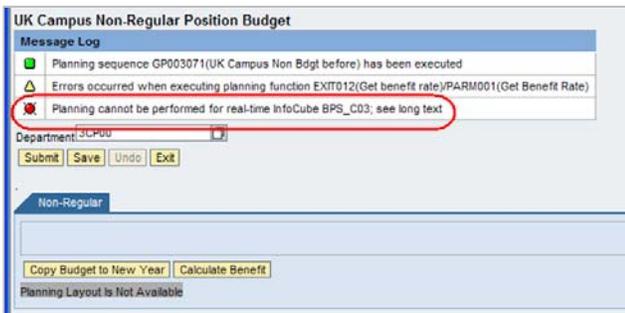


- **Prevention**
  - Proper planning
- **Solution**
  - Log out of both systems, close the browser, and then log back into the system

**Timed out due to inactivity**

- **Prevention**
  - Proper planning
- **Solution**
  - Log out of the system, and log back into the system
  - If you are locked out, contact BPS list serve [BPS-ISSUES@lsv.uky.edu](mailto:BPS-ISSUES@lsv.uky.edu)

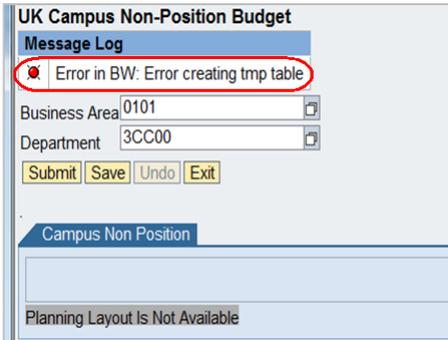
**Planning could not be performed**



- **Prevention**
  - BW is fixing an issue and has locked out users momentarily
- **Solution**
  - Log out of the system, and log back into the system

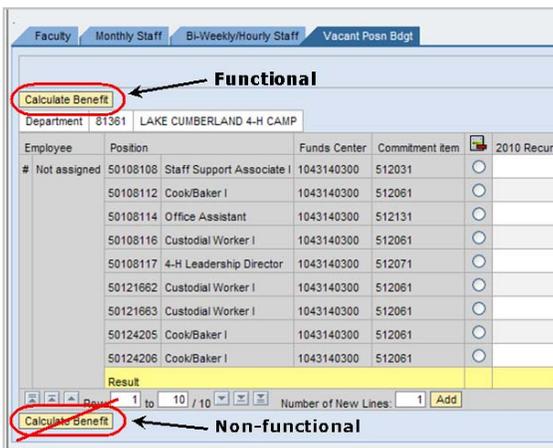
# BPS Troubleshooting

## Error creating tmp table



- **Prevention**
  - Has to do with a table space issue and is a **very rare** issue
- **Solution**
  - Log out of system and log back into the system

## Multiple Calculate Benefit buttons



- If two **Calculate Benefit** buttons exist on a layout, use the button located at the top of the layout **NOT** the one located under the employee list