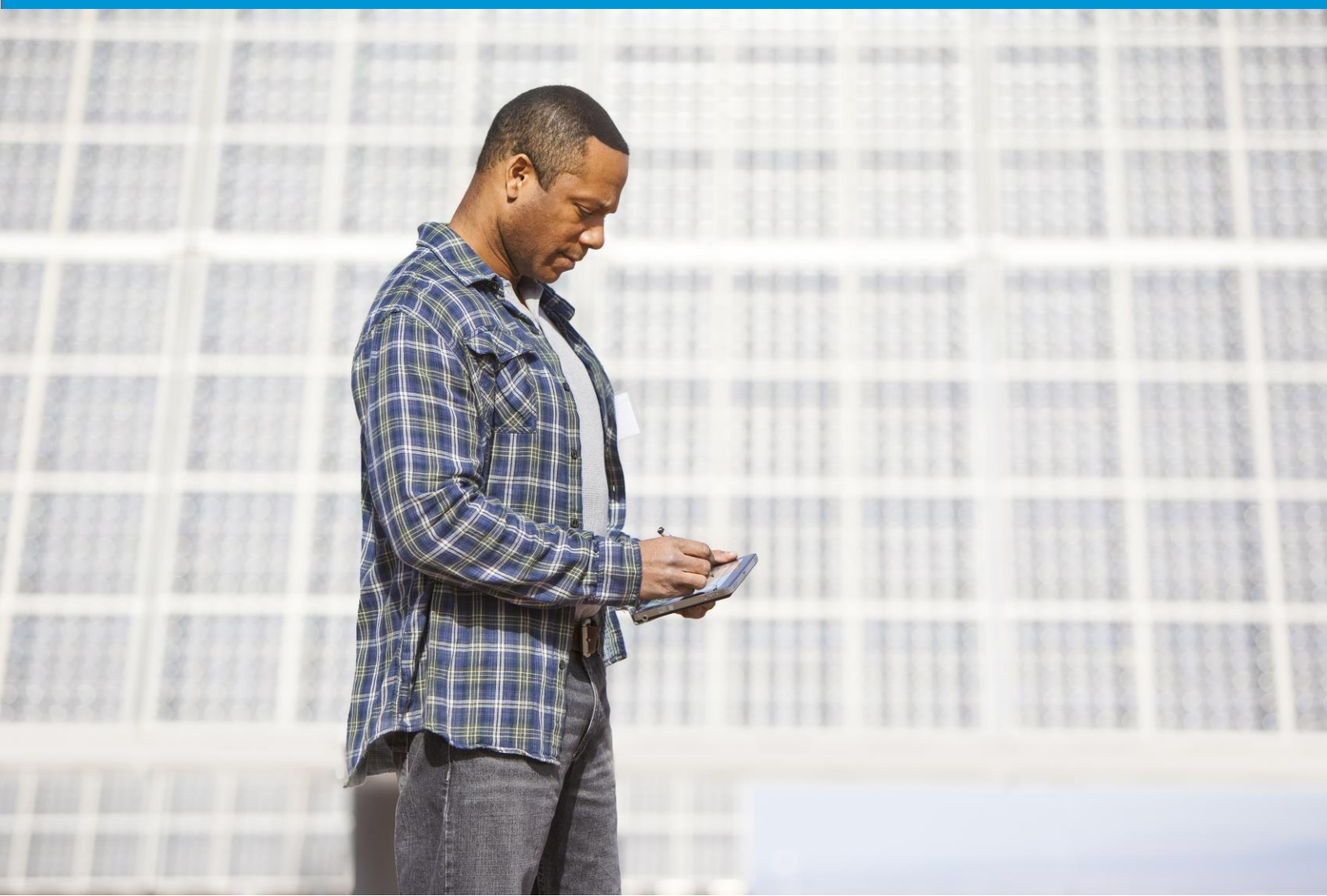




Job in Exception or Recovery Stage

September 2018



Job in Exception or Recovery Stage

A job or task may go into Exception or Recovery stage at any stage in the workflow if an issue is experienced either on the ETMA system or on a specific task:

- Exception = a specific and known error which can be identified and trapped.
- Recovery = an unknown error happening on the system

The Exception and Recovery stages are by default assign to ETMA user “HP TMS support” (ETMA Service Desk), who will be automatically notified by the system if a task is submitted to Exception or Recovery and will handle the issue.

As soon as the task is taken out of Exception or Recovery by the ETMA Service Desk, the PM for this job will be notified as to what next steps should be followed for this task.

Note: If you need assistance with a job in recovery or exception, contact ETMA Service Desk, by open a ticket at <http://hpetma.freshdesk.com/support/home>.