Unity Status Not Found Queue

Steps to Move and Process Batch

**Issue** Unity batch fails during the scan or index process.

**Cause** Likely due to a computer’s network connection being briefly dropped.

**Important Note** Please document the batch # in case additional steps are necessary with ITS Support.

1. Sign into the Unity Client with a user role with Scan/Index permissions.
2. Select **Batch Indexing**.

3. Select **Status Not Found** queue. Queue has a red question mark icon.

4. Document the batch # for your reference, in this example #13386

5. Right click on the batch you want to move. Select **Refresh Batch Status**.

6. The batch will move to the next appropriate queue for processing.

7. If you are unable to index or commit the batch please call for support and reference the batch # written down in step 4.