

# Unity Status Not Found Queue

## Steps to Move and Process Batch

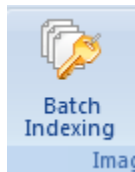
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**Issue** Unity batch fails during the scan or index process.

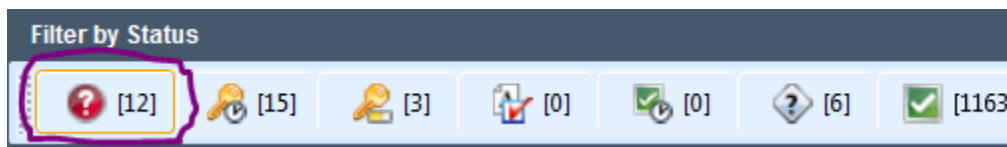
**Cause** Likely due to a computers network connection being briefly dropped.

**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**.

Scan Queue	Batch #	Batch Name	Scan
HRS All	13386	5/3/2013 - HRS All - 133386	0
HRS All	13387	5/3/2013 - HRS All - 133387	0
REG Course Data	13388	5/6/2013 - REG Course Data - 133388	0
REG All	13389	5/6/2013 - REG All - 133389	0
REG All	13391	5/6/2013 - REG All - 133391	0
REG All	13392	5/6/2013 - REG All - 133392	0
REG All	13393	5/6/2013 - REG All - 133393	0
REG All	13394	5/7/2013 - REG All - 133394	0
REG All	13395	5/7/2013 - REG All - 133395	0
REG All	13396	5/7/2013 - REG All - 133396	0

A context menu is open over the row for batch #13386. The menu items are: Index Documents, Re-Index, Perform Document Separation, Skip Document Separation, Purge Selected, Rename Batch, Redate Batch, and Refresh Batch Status. The "Refresh Batch Status" option is circled in purple.

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.