



# COLLIN COUNTY

Information Technology  
 2300 Bloomdale Road  
 Suite 3198  
 McKinney, Texas 75071  
[www.collincountytx.gov](http://www.collincountytx.gov)

## Collin County Information Technology – Munis Change Control Board

### Meeting Agenda and Minutes

<b>Date/Time:</b>	Wednesday, 6/19/2024 - 9:00-10:00 am
<b>Facilitator/Recorder:</b>	Estella Almendarez
<b>Location:</b>	Remote Meeting via Webex

### Distribution and Attendee List (X=Present; P=Phone)

	MCCB Core Team	Representing	Email Address / Link	Phone Number
X	Almendarez, Estella	IT	<a href="mailto:ealmendarez@co.collin.tx.us">ealmendarez@co.collin.tx.us</a>	X4553
X	Obrien, Aaron	IT	<a href="mailto:aobrien@co.collin.tx.us">aobrien@co.collin.tx.us</a>	X4765
X	Winans, Robyn	IT	<a href="mailto:rwinans@co.collin.tx.us">rwinans@co.collin.tx.us</a>	X4582
X	Yates, Bryan	IT	<a href="mailto:byates@co.collin.tx.us">byates@co.collin.tx.us</a>	X4584
X	Kan, Julia	IT	<a href="mailto:jkan@co.collin.tx.us">jkan@co.collin.tx.us</a>	X4783
	White, Ben	IT	<a href="mailto:bwhite@co.collin.tx.us">bwhite@co.collin.tx.us</a>	X4527
X	Riggs, Linda	Auditor's Office	<a href="mailto:lriggs@co.collin.tx.us">lriggs@co.collin.tx.us</a>	X4643
X	Malone, Kristine	Auditor's Office	<a href="mailto:kmalone@co.collin.tx.us">kmalone@co.collin.tx.us</a>	X4657
X	Connelly, Tyler	Auditor's Office	<a href="mailto:tconnelly@co.collin.tx.us">tconnelly@co.collin.tx.us</a>	X4637
X	Arris, Monika	Budget	<a href="mailto:marris@co.collin.tx.us">marris@co.collin.tx.us</a>	X4603
	Moore, Teresa	Budget	<a href="mailto:tmoore@co.collin.tx.us">tmoore@co.collin.tx.us</a>	X4650
X	Charnoski, Michelle	Purchasing	<a href="mailto:mcharnoski@co.collin.tx.us">mcharnoski@co.collin.tx.us</a>	X4142
X	Dobecka, Matt	Purchasing	<a href="mailto:mdobecka@co.collin.tx.us">mdobecka@co.collin.tx.us</a>	X4103
	Alley, Hunter	Purchasing	<a href="mailto:halley@co.collin.tx.us">halley@co.collin.tx.us</a>	X4117
	Kemp, Stacey	County Clerk	<a href="mailto:skemp@co.collin.tx.us">skemp@co.collin.tx.us</a>	X4185
X	Cantwell, William	County Clerk Treasury	<a href="mailto:wcantwell@co.collin.tx.us">wcantwell@co.collin.tx.us</a>	X4187
	McMahon, Diana	County Clerk Treasury	<a href="mailto:dcmahon@co.collin.tx.us">dcmahon@co.collin.tx.us</a>	X4109
X	Gray, Liz	Equipment Services	<a href="mailto:lgray@co.collin.tx.us">lgray@co.collin.tx.us</a>	X3734
X	Marzett, Darron	Equipment Services	<a href="mailto:dmarzett@co.collin.tx.us">dmarzett@co.collin.tx.us</a>	X3712
	Monk, Rick	Facilities	<a href="mailto:rmonk@co.collin.tx.us">rmonk@co.collin.tx.us</a>	X5331
	Vadasz, Las	Facilities	<a href="mailto:lvadasz@co.collin.tx.us">lvadasz@co.collin.tx.us</a>	X5332
X	Capps, Ian	Facilities	<a href="mailto:icapps@co.collin.tx.us">icapps@co.collin.tx.us</a>	X5345
	Brown, Misty	Animal Services/Dev Services	<a href="mailto:mbrown@co.collin.tx.us">mbrown@co.collin.tx.us</a>	X5593
	<b>MCCB Extended Team</b>	<b>Representing</b>		
	Caren Skipworth	IT	<a href="mailto:cskipworth@co.collin.tx.us">cskipworth@co.collin.tx.us</a>	X4501
	Steve Ganey	IT	<a href="mailto:sganey@co.collin.tx.us">sganey@co.collin.tx.us</a>	X4555

### Agenda

Number	Topic	Responsible
001	<p>Updates on High Priority Issues</p> <ul style="list-style-type: none"> <li>8596693 - Opened 5/07/21 - Purchasing Vendor Address showing when entering REQUEST FOR CHECKS. Still waiting on fix for MUN-317504. Aaron escalated. Still shows to be in development. Aaron asked for another update. On 7/15/22, I escalated to CJ McCarron, Tyler VP, and she has had Support add this MUN to a sprint. 12/06/22 - Still shows it will be available 9/16/22, but still isn't available. Aaron asked for another update. 1/10/23 - I asked CJ McCarron for another update and Aaron asked for another update on the Tyler Ticket. 1/27/23 – Per CJ, Tyler is planning to have fix in version 2021 on 3/31/23. 5/23/23 – Fix is in 2019.1.22.2869 – MUN-317504, has not been applied on Collin's side yet. 6/20/23 – Team can test now that IT refreshed and updated TRAIN with the latest SP. 8/14/23 - Was this fix acceptable? Tyler Support has closed the ticket on 7/18/23. 9/27/2023 – Linda was going to check</li> </ul>	All

with Aimee. 10/25/2023 – Per Tyler C, the fix partially fixed the issue, so he opened a new ticket, #10492014, to better document the remaining issues. He asked to keep this ticket open so we can link it to this one. Tyler Support ticket #10492014 was closed on 10/27. Can we remove from the list? Linda asked to keep on the list for now. 1/17/24 – I spoke with Tyler and he agrees to keep this one open. 3/12/24 – Both Tyler tickets are closed. 3/13/24 – This is still an issue for Collin, but doesn't seem to be an issue with Tyler. Tyler's update says this is an enhancement, but David Robertson said he would look into it because he didn't think it should be an enhancement. 6/17/24 - [David Robinson is out for 2 weeks, but Nathan Armentrout and Jamie Gillespie have it on their list to follow up.](#)

- 10290924 – Opened 7/24/23 - Munis Requisitions and Purchase Orders - An unexpected error has occurred. This has gradually gotten worse in Munis PROD. Matt asked to follow-up. I added a note to the support ticket and asked Purchasing team to log time/date of error and a brief note of what they were in when the error appeared. Aaron and I updated the ticket with the users' notes. After 2 days, Ben approved for me to escalate to CJ McCarron. She replied and said Matthew Drake would get with Aaron. Support notes from Matthew 9/18/23: I connected with one of the impacted users to review some of the unexpected error messages. While we were unable to replicate some of the Unexpected Errors, I did see the "Error initializing" message when entering into PO receiving. I believe this is due to a defect within Munis that will be reviewed and corrected in work ticket MUN-386095. I will go ahead and link this work ticket to the case for tracking purposes. We also got on another connection and I was able to recover some of the recent System Logs from an impacted user, which I will relay over to my seniors. Let me know tomorrow if Matt has any PO inspections he needs to do and if they are able to receive the Unexpected Error again. I will in the meantime review these system logs and give you an update as soon as I can." Purchasing team continues to send IT the dates/times of the errors. Aaron updated the ticket on 9/19 and again on 9/25. Waiting to hear back from Tyler Support. 9/27/2023 – requested update again per Matt's request. Purchasing has continued to see the issues. 10/23/23 – Ben asked CJ McCarron for another update. Support worked with Aaron at 1 pm on 10/24/23. The Support team captured logs again, but still no response so I asked for another update on 10/27/23. 1/05/24 – I escalated this issue again. The support team captured logs again and suggested we have users log out properly. We have updated the ticket with continued errors and even told them that there's a w3wp.exe process that sometimes causes slowness and server CPU spikes. No new updates. 2/13/24 – Aaron continues to update the Tyler Ticket with the errors and logs as these issues occur. No new updates from Tyler Support. 3/12/24 – Aaron asked for another update. 4/09/24 – Made changes to the shared Server that houses SQL and Munis application per Tyler Supports recommendation. Hope to see improvement that might fix this issue. 4/23/24 – No new reports of this issue from Purchasing or Audit teams but Michelle asked to keep this ticket open a little longer so they can be sure this is no longer an issue. 6/4/24 – Aaron has found that the job that was built to restart gas services automatically stopped working a couple of weeks ago and the Purchasing team started having issues again. Tyler Support had Aaron restart gas services every morning for about 2 weeks. Aaron then found that the job that ran automatically will only run if Aaron is logged in to the server. We have notified Tyler. Aaron continues to stay logged into the server and we have had no reports of these issues since then. The MUN-386095 has also been linked to a similar issue and this fix was supposed to be finished by Developer last Friday, but now we're being told it would be fixed this week. The fix will then have to go through QA and other channels before it becomes available. The fix is showing to be done for Munis V2021.12, but we have escalated this and expressed that we need it to be available in V2021.10. Asked Team to continue to send us the errors if they occur again. 6/17/24 – [Peter and Chandra from Tyler are following this case. The developer thought he had it fixed last week for the 2<sup>nd</sup> time and when QA tested, they still get the error as well. It is back in the Developer's workload. If he can't fix it on the 3<sup>rd</sup> try, they will find another developer to help. In the meantime, we might need to restart gas services mid-day to keep this from impacting Purchasing and Audit so much.](#)
- 10815966 – Opened 4/3/24 - Loading TCM through Accounting Entries for large journal

	<p>– 4/29/24 - Per Tyler C, we are working with support to review the journal entry in the Test environment. There was a specific error that Gina received when the initial Journal entry was created that they want to replicate. We are attempting to connect this morning. David indicated that the TCM would not load until the journal entry completed its loading process, and since the journal entry is over 400 lines, accounting entries has a hard time loading. David told us to use General Journal Entry/Proof for quicker loading times for both the journal entry and TCM. We were able to confirm this is a valid workaround, however, the approval tile is linked to Accounting Entries for Journal approvals. <b>Audit still has unanswered questions re: this issue. No new updates since David is out for 2 weeks. Per Tyler C, this might be a different David, but it is a massive inconvenience to do the work around Support suggested. I will escalate in my Monday call with Jamie and Nathan.</b></p> <ul style="list-style-type: none"> <li>• 10815998 – Opened 4/3/24 - OKTA issue - Menu showing multiple Environments – IT Security Team has worked with Tyler and OKTA to use Collin’s Single Sign-on Solution. Aaron, Ben and I have been testing and now the FA’s have been setup to test. This should bypass the current OKTA issue. Liz has a different userid than her E#, so we’re waiting for her to be setup. If any other MCCB FAs have issues, let me know. Tyler has already closed this ticket. <b>Ok to remove from our high priority list? Per Matt, OKTA still isn’t working correctly with Munis when using Chrome. It works fine when using Edge. He forwarded some additional info to Heather. I will ask her for an update. We will keep this issue on the list until Collin’s OKTA will work with Munis.</b></li> <li>• 10929055 – Opened 5/30/24 - Munis fuel usage import error. <b>6/19/24 – Robyn has a meeting to work with Liz to review Tyler’s suggested process to correct mixed up fuel. Robyn refreshed TRAIN from PROD. After the MCCB meeting, Robyn worked with Liz and Matt. They found that no inventory transition records were created. So Liz and Robyn will remove the Fuel inventory detail records form the WOs and remove the fuel records from the fuel/Meter Screen. Once that is done Liz can import the data again.</b></li> </ul>	
002	<p>Munis 2019 Environments</p> <ul style="list-style-type: none"> <li>• PROD - Currently on SP2019.1.22.3032 – Updated 10/17/2023</li> <li>• TRAIN – Currently on SP2019.1.22.3032 – Updated on 5/06/24- <b>Robyn refreshed TRAIN from PROD 6/19/24.</b></li> <li>• IMPL – Currently on SP2019.1.22.3032 – Updated on 5/03/24</li> <li>• TEST - Currently on SP2019.1.22.3032 – Updated on 3/07/24</li> </ul>	All
003	<p>Munis Upgrades</p> <ul style="list-style-type: none"> <li>• Schedule Go Live July 12-13th for both Munis and EG on the new servers. During go-live, both applications will be down internally and EG will be down externally to our CSS customers.</li> <li>• Munis 2021.10 was opened up for testing on 5/27/24. Testing needs to be completed as soon as possible.</li> <li>• Issues from Munis testing can be sent to IT. Be very detailed in your description of the issue and include error messages, if any.</li> <li>• The Cashiering Receipt is coming over to Munis now and Brandi is now able to push the batch thru to step 20. Batch report and settlement report are all working properly now. William confirmed that he could see the batch in Munis as well.</li> <li>• Preliminary vote due 7/2/24 or during our MCCB meeting on 7/3/24. Final vote should be received by 7/9/24.</li> <li>• <b>Only 2 issues reported during or after group testing:</b> <ul style="list-style-type: none"> <li>○ <b>A custom report that Janna uses in Audit is not working properly. She confirmed that it is also an issue in current PROD. Robyn is working with Janna and Tyler C. Robyn said she debugged it and it looks like a colon is the</b></li> </ul> </li> </ul>	All

	<p>issue on how the report is trying to pull the data. She will work with Brandon to see about changing the algorithm.</p> <ul style="list-style-type: none"> <li>○ William needed access to view attachments in TCM. Aaron has done that.</li> <li>● SaaS Upgrade – Tentatively scheduled for November 2024 (pending on-prem upgrade to Munis 2021.10 in July) <ul style="list-style-type: none"> <li>○ Plan is to have the SaaS deployment team setup a SaaS test environment within a week or two after our on-prem upgrade to 2021.10.</li> <li>○ After the meeting and per Chandra at Tyler: It will 'not' matter come November 2024 if you have 2 fiscal years open in Munis. The database will remain the exact same 'at snapshot' that SaaS deploys your SaaS Links. We have several sites that have 2 FY's open when we Deploy SaaS, at all different times. It makes perfect sense that your 'FY2024 ends Sept 30, 2024, but you won't actually close the year in Munis until spring of 2025. But that you open FY2025 on October 1, 2024!' The database should be copied over to SaaS in the exact same state as it is, at SaaS Deployment time.</li> </ul> </li> </ul>	
004	<p>Next Steps for Transparency Solution</p> <ul style="list-style-type: none"> <li>● Linda prefers to move forward with OpenGov, but we will hold off until she has time to check with McKinney on redaction. Continue to hold off.</li> <li>● Matt updated us that Purchasing just awarded w/OpenGov so he will get those folks in touch with Linda and Kristine for the Transparency solution.</li> <li>● Linda asked Matt to hold off for now. She will advise him once she's ready.</li> </ul>	All
005	<p>Questions/Comments –</p> <ul style="list-style-type: none"> <li>● Briefly discussed the iPads for Facilities again and reviewed latest pricing. 10.2 inch iPad w/WI-FI and cellular - the 256GB for \$529.00 and a rugged case for \$69.95. It's been determined that no full EA licenses are needed.</li> <li>● No objections from MCCB to use 03FIN funds for Hardware purchase.</li> </ul>	All

**Future Meeting Schedule**

Date	Time	Location	Facilitator	Recorder
7/03/2024	9:00 am	Webex Meeting	Estella Almendarez	