

eMARS NEWSLETTER

SEPTEMBER 26, 2020



Issue 7

eMARS UPGRADE:

eMARS and eMARS Reporting were upgraded to version 3.11.1D on 9/20/2020

Anyone can run away, it's super easy. Facing problems and working through them, that's what makes you strong-

EMARS UPGRADE FOLLOW-UPS

TIME TO UPGRADE

eMARS and eMARS reporting has been upgraded to version 3.11.1D and Version 4.2 respectively. As with any upgrade, there are going to be issues that arise that either change existing functionality of the application or give us new functionality. The upgrade to eMARS Version 3.11.1D has had challenges, and this newsletter is our way to communicate those challenges with you. Our team understands change is not easy, and we are grateful for a user

community that accommodates that change.

We will cover the various changes and issues that have been brought to our attention since going live on 9/21. Please understand that during the upgrade process, the eMARS team attempted to test all various scenarios, but understand that our team is limited, and not able to uniquely test each business process that may exist in your agency.

This is our way to communicate with you, the issues/defects that have been brought to our attention, and our efforts to remedy them as quickly as possible.

If you have any questions or concerns, please reach out to Finance.CRCGroup@ky.gov

EMARS LOG IN

The biggest issue we faced day on Monday was the inability to log-I to the eMARS application. There were some underlying settings that needed to be modified to increase the number of subsequent log-in sessions. With all our users trying to log in Monday morning, we exceeded the limits of allowable log-ins. The setting was increased, and this issues has not reoccurred.

With each upgrade, the URL's (links for the applications) have been updated. An email was sent on Sunday containing the new links for the application. This email stressed the importance

of updating any web bookmarks, shortcuts, or favorites you may have used in the past. We also encourage users to clear their internet history to make sure they are not redirected to the wrong (old) eMARS site.

EMARS APPLICATION LINKS

All the links, all in one place.

Here are all the links that you will need to access eMARS and eMARS Reporting:

3.11.1D

[eMARS 3.11.1D Financial](#)

[eMARS 3.11.1D Admin](#) (for security officer use only)

[eMARS 3.11.1D VSS](#)- Vendor Site/Bid Postings

[eMARS 3.11.1D Reporting/FAS](#)

3.10

[Historical eMARS 3.10](#)

[Historical eMARS 3.10 Admin](#) (for security officer use only)

[Historical eMARS Reporting/FAS](#)

KNOWN ISSUES AND RESOLUTIONS:

This section is dedicated to detailing the known issues that have been reported to the eMARS upgrade team, and either a resolution, a workaround, or an estimated timeline to correct the issue.

We understand that some of the issues listed below could be critical to your business process, please know that we are working to resolve them as soon as possible. If you have noticed an issue that does not appear on the list below please report it to Finance.CRCGroup@ky.gov

FAS3 Not allowing selections of Departments or Funds/Functions- RESOLVED

The auto fill default of the Fiscal Year (FY) is not allowing subsequent Cabinets/Departments to auto populate. Users will need to manually select a FY from the drop down list to allow the system to populate the Department fields. We are actively working to correct this auto fill issue

Rejected documents are not showing up in submitter's worklists.- RESOLVED

When documents are rejected during the approval process, previously the documents would re-appear in the submitter's worklists for correction. Currently, these documents are not showing up in the worklists, which could cause delay in document processing if the submitter is unaware. The system is set up to send an email to the submitter when a document is rejected. Please use this system-generated email to track your rejected documents for the time being. To locate your rejected document you will want to use the Document Catalog to search for your document. We currently have received a fix for this issue and hope to get it applied within a week.

Manual Disbursements (MD) are duplicating amounts when referencing PRC's- RESOLVED

MD documents created via the copy forward feature from a PRC document are multiplying the amounts when there are more than one Commodity/Accounting lines. To remedy this issue, users are asked to change the amounts on the MD document to accurately reflect the payment document. There are safeguards in the approval process that will keep a document from being approved if the amounts do not match. We currently have received a fix for this issue and hope to get it applied within a week.

Error "Specified document is not available" when trying to view documents on Cash Balance tables

Documents that were pending during the cutover (9/19-9/20) cannot be opened via detailed Transaction Listing from the Budget Drill Downs. Documents will need to be opened from the document catalog.

Not able to print documents using the View PDF

Users are reporting the inability to print documents. They state that once they select they View PDF button nothing happens. This issue is related to your pop-up blocker settings. Please make sure that you allow pop-up's for eMARS. You can search on Google/IE for instructions on how to update your browser settings. If you have updated your settings but are still having issues, please contact [CRC](#)

Not able to discard a draft PON2 document

Users are receiving the following error when trying to discard a draft PON2 document "Delete Rejected because there are PO_DOC_PON found for PO_DOC_HDR". We do not have a resolution for this error at this time, The document will need to remain on the document catalog until the error is resolved. We are working with CGI to find a remedy.

UPDOCS template upload sitting "In Progress" during upload

Documents containing more than one vendor line in the same document are failing to load during the UPDOCS process. The temporary workaround for this issue is to create multiple documents with a single vendor line through the UPDOCS template upload. We are actively working with CGI resources to correct this issue.

Check Writer Files fail to Pre-Edit successfully- RESOLVED

On day one there were multiple issues that affected the Check Writer process. These issues were deemed mission critical and were addressed and corrected Monday evening. There are no active issues with the Check Writer process at this time.

Accounting elements are being inferred from other Commodity Lines, and can't be changed.- RESOLVED

Fund and Detail accounting elements are being inferred from the information entered on Commodity Line 1/Accounting Line 1 and can't be updated. When there are multiple Commodity Lines on a PRC document that is created via a Copy Forward Function from an award, the accounting elements are inferring elements from Commodity line 1. This issue is a known defect and we are working to resolve this ASAP.

EMARS REPORTING ISSUES AND RESOLUTIONS

eMARS Reporting was upgraded to version 4.2. Here are some issues and updates concerning eMARS Reporting:

Report folder and Permissions have been changed

Some users are not able to view Statewide/Agency folders, or create reports in this new version. We have identified some issues in how users were imported to version 4.2, and are actively working with the EBI team to correct this. In some cases folder permissions were either dropped or missing. If you have been affected, please notify CRC.

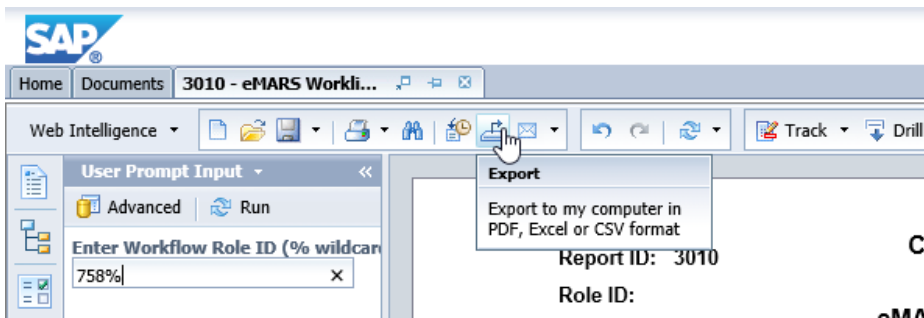
My Report is missing!- **RESOLVED**

During this migration, *reports that resided in either a users Inbox, or in your personal folders were not migrated.* In most cases these reports can be located in either an Agency or Statewide report folder. Users can use the search feature, to properly locate by name the desired report.

Revised Export process:

Now, with 4.2 SP8, the Export function, instead of a dropdown box:

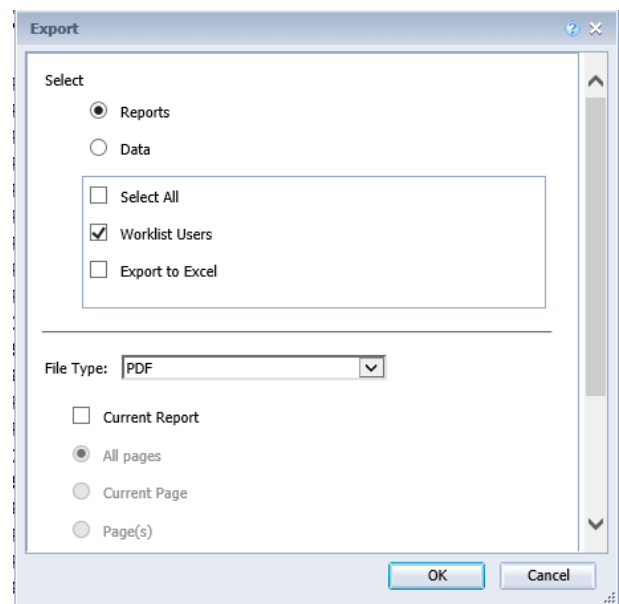
The features and options of the export window will change depending on the user's selections.



The very first option is the choice between **Reports** and **Data**.

Reports -This is the typical choice. It will allow the user to export in Excel or PDF. *Best choice*

Data -This option is selected when the user wants to export the file in CSV format.



Export to PDF

Reports/Data

As explained above, Reports is the default selection, and since it is the option for PDF (and Excel) exporting, it is left as is.

All/Some

The next option is to select all or only certain reports for export. For many reports, there is only a single report in the query, but many Statewide queries, contain multiple report tabs. If you only want one query to print, it must be selected in the on this pop-up. In most cases you can accept the system default, but you can customize your export.

Export to Excel

The export to Excel decision presents fewer options than those for PDF.

CSV exports and other non-traditional export formats

If a user has identified a need to export report results in a format other than PDF or Excel, and is unfamiliar how to carry this out, please contact the *Finance CRC Help Desk*.

THANK YOU FOR YOUR ONGOING PATIENCE!

We understand that upgrade are challenging, and we rely on you to notify us of issues and defects or behavior that is odd or different. Please continue to email us with any issue you uncover.

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<https://finance.ky.gov/services/statewideacct/Pages/default.aspx>

