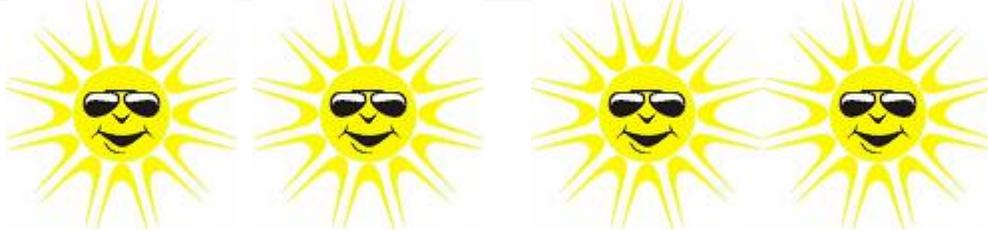


~ *The CONNECTIONS WEEKLY* ~
July 13 - 20, 2007



An Update on the Citrix Presentation Server 4.0 Upgrade ...

We are pleased to report that the statewide roll-out of the upgrade from Citrix MetaFrame XP to Citrix Presentation Server 4.0, that began on Monday, June 25th and concluded on July 12th, has been successful! Users in all regions across the state have been migrated to the new platform. If you have any questions related to the upgrade we ask that you contact the NYS OFT Enterprise Helpdesk at 1.800.697.1323.

The following information is specific to LAN Administrators

Please note:

During the recent Citrix Production deployment (the Citrix PN Agent Client Upgrade and the Citrix Presentation Server 4.0 Upgrade) it was discovered that specific versions of McAfee Antivirus (McAfee Antivirus 8.0i without patch 11 or, McAfee Antivirus 8.5i with no patches) and the Citrix Presentation Server Client 9.237 or later, in combination, may cause users to experience a loss of printing functionality.

The Technical Issue

The following table indicates the expected printing behavior, based on the version of Citrix Presentation Server Client in combination with the version of McAfee Antivirus, that has been installed on the users computer, when accessing the new Citrix Presentation Server 4.0 environment.

Citrix Client Version	McAfee Antivirus Ver.	Printing Behavior
Version 9.237 or greater	Antivirus 8.0i without patch 11	Printing fails
Version 9.237 or greater	Antivirus 8.5i without patch 1	Printing fails
Version 9.237 or greater	Antivirus 8.0i with patch 11	Printing successful
Version 9.237 or greater	Antivirus 8.5i with patch 1	Printing successful

The Resolution

To resolve the issue and restore printing functionality, it is recommended that patch 11 for McAfee Antivirus 8.0i, or patch 1 for McAfee Antivirus 8.5i be installed.

Alternatively, McAfee Antivirus 8.0i users may upgrade to McAfee Antivirus 8.5i with patch 1 installed.

Visit Us at the New York Public Welfare Association Conference...

“Refocusing the Lens on Social Services Policies”

The Division of Information Technology is once again partnering with OCFS at the conference and we will have a booth that will be featuring information on the content of Build 18.9.1, the new reports from Data Warehouse, portable technology, voluntary agency access to CPS information, reimbursement, CCRS, SSOP and more! The conference will be held at The Saratoga Hotel in Saratoga Springs beginning on Sunday, July 15th through Wednesday, July 18th. We hope to see you there!

A Few New Reports from the OCFS Data Warehouse...

The Biological Parent Contacts Reports...

The OCFS Data Warehouse Team is pleased to announce new reports in the Cognos ReportNet environment. The **Biological Parent Contacts** reports are located in the "OCFS DW – Casework Contact Reports" folder. The reports can help supervisors and managers identify biological parents of tracked children with and without staff contacts. There are three reports. Each contains the same data, but is sorted differently:

- ***Biological Parent Contacts by Worker*** is organized by worker name and answers the question “What contacts have been made by my staff?”
- ***Biological Parent Contacts by Parent Name*** is organized by the parent’s last name and answers the question “Which parents have/haven’t been contacted?”
- ***Biological Parent Contacts by Case*** is organized by Case ID and answers the question “What do the contacts look like for my cases?”

Please be patient as these reports may take several minutes to run.

Data Warehouse users can access the Biological Parent Contacts reports by following these steps:

1. Go to the Cognos ReportNet environment: <http://htptda0a1aspcog/crn/> (NIS agencies should use <http://cognos.otda.state.nyenet/crn/>, and SSL VPN agencies should use the Cognos ReportNet link on their portal page.)
2. If the confidentiality agreement appears, read it and click “I Accept”
3. Click on the link for “Public Folders”
4. Click on the link for “OCFS DW – Casework Contact Reports”
5. Click on the link for the folder that displays. (Contract agency staff will see a “Voluntary Agencies” folder, LDSS staff will see a “Local Districts and Regional Offices” folder, and State staff will see both folders.)
6. Click on the link for the Biological Parent Contacts report of your choice, and complete the report prompts to run it.

Please contact the Data Warehouse Team at: data.warehouse@ocfs.state.ny.us with any questions you may have regarding these, or any other reports.

New Postings to the CONNECTIONS Intranet...

The following document(s) were recently posted to the CONNECTIONS intranet website:

- The CONNECTIONS Weekly

Weekly System Maintenance...

CONNECTIONS Application Downtime...

**** Please Note the one hour extended downtime for Wednesday, August 1st***

- ***Wednesday, 7/18/07*** from 5:00 AM – 7:00 AM
- ***Friday, 7/20/07*** from 5:00 AM – 7:00 AM
- ***Wednesday, 7/25/07*** from 5:00 AM – 7:00 AM
- ***Friday, 7/27/07*** from 5:00 AM – 7:00 AM
- ***Wednesday, 8/1/07*** from 4:00 AM – 7:00 AM*