

~ The CONNECTIONS WEEKLY ~
July 27th – August 3, 2007



CONNECTIONS Build 18.9.1...

The implementation date for the Build is early evening on Friday, August 24th. The content of this Build is primarily comprised of fixes identified by system users, as well as those system enhancements that were identified by the members of the CONNECTIONS Functional Improvement Team. Many of the modifications in the Build are concentrated in the following areas: FASP windows and outputs, Progress Notes, the Permanency Hearing Report, Health, Approvals and Security enhancements. CONNECTIONS Regional Office Implementation Field staff have been reviewing the enhancements of this Build during the regional RIST meetings. The Build Highlights, a document that describes the enhancements in more detail, will be communicated on Monday, July 30th. If you would like more information about the Build please contact the CONNECTIONS Regional Office Field staff in your region.

Info About Logging Off of the CONNECTIONS Application, Or, How the Disconnect Timeout Works...

We would like to remind users of the importance of logging out of all of the CONNECTIONS environments; Production (CONNECTIONS Desktop), Preview (CONNECTIONS Preview), and Training (CONNECTIONS Training), “gracefully”. Logging out “gracefully” means that a user should click on the *Start* button on the bottom left-hand corner of the screen and choose ‘Log Off’, the following pop-up text will then appear: “Are sure that you want to log off?”, the user should then click the “Log off” option. It should be noted that if a user exits any of the CONNECTIONS environments; Production, Training, or Preview *without* logging out gracefully (that is to say that if users disconnect from their session by clicking the “X” button in the upper right hand corner of the CONNECTIONS Desktop window instead of clicking on the *Start* button to log out) the user’s session is moved into a disconnected state and will remain so for 15 minutes; or, if the users session is disrupted due to a network connectivity issue, the session is also moved into a disconnected state, and will remain as such for 15 minutes.

As you may also know, the CONNECTIONS Production, Training, and Preview applications/environments are also configured with a 15-minute disconnect timeout when there has been no activity in the application/environment for a total of 15 minutes. It should be noted that this 15 minute timeout was designed to be a beneficial system tool for the user, as they can then reconnect to their disconnected session for up to 15 minutes to resume working. However, should a user disconnect from one application, such as CONNECTIONS Training, and within the 15 minute disconnect timeout attempt to connect to a *different* application, such as CONNECTIONS Desktop - with the same credentials, they will be prevented from launching the second application because the 'login logic' of the environment prevents users from having multiple sessions open in the CONNECTIONS environment.

An illustration of the above:

'User A' logs into CONNECTIONS Training and uses their HSEN domain credentials. 'User A' disconnects from CONNECTIONS Training by clicking on the "X" button in the upper right hand corner of the CONNECTIONS Training application. 'User A' then attempts to log into the CONNECTIONS Desktop application – the user will then receive an error stating they are not allowed to log into CONNECTIONS multiple times. To avoid this error, and any other errors associated with disconnected sessions, users should always exit the application that they are in "gracefully".

Please note:

If a user does not exit out of the application gracefully, resulting in a disconnected session, and then receives an error regarding multiple sessions to the CONNECTIONS Desktop, they can re-launch the first application that they opened, to gain access to their disconnected session, and then gracefully exit the first application. Alternatively, a user may call the NYS OFT Enterprise Help Desk and ask them to clear their session for them. Another suggestion in this instance would be to have the user wait 15 minutes for the session to timeout, thus allowing a new connection to the environment.

A point of note when accessing CONNECTIONS Training; users should always use a Training ID, when prompted for their username and password, to connect them to the Training application.

New OCFS Data Warehouse Training...

The Data Warehouse Team is pleased to announce a new training called "OCFS Data Warehouse Report Studio Training," This one-day classroom training is targeted for staff with Data Warehouse experience who are interested in creating their own reports in the soon-to-be-unveiled Cognos 8 environment. The Cognos 8 environment combines reports and data from Cognos PowerPlay/Impromptu and Cognos ReportNet in one location and will open to users in the third quarter of 2007. For more information on the move to Cognos 8, see the "Cognos 8 Migration Frequently Asked Questions" document that is posted to the

CONNECTIONS intranet. The path to the FAQ document is: <http://ocfs.state.nyenet/connect/datawarehouse>.

Those interested in attending one of the classes listed below must register in advance via your STARS contact person. Once registered, contact the Data Warehouse Team at data.warehouse@ocfs.state.ny.us for a Report Studio license.

***IMPORTANT:** Please note that this is not a basic training and does not focus on predefined reports. The following are the scheduled training dates:*

<i>County</i>	<i>Training Date</i>
Genesee	8/9/07
Onondaga	8/10/07
NYC (80 Maiden Lane)	8/29/07
NYC (80 Maiden Lane)	9/6/07
Erie	9/7/07
Albany	9/7/07
Westchester	9/12/07
Suffolk	9/19/07
NYC (80 Maiden Lane)	9/27/07

Look on the CONNECTIONS Intranet For...

all of the handouts that were distributed at the New York Public Welfare conference! The handouts included the following topics:

- ~ Build 18.9.1 Improvements to CONNECTIONS Functionality
- ~ A Caseworker's Guide to Creating a Reimbursable Foster Care Payment
- ~ Comparison of the OCFS Data Warehouse Environments
- ~ Cognos 8 Migration FAQ's
- ~ The Role of the CONNECTIONS Security Coordinator
- ~ Information about the Regional Forums, teleconference (September 12th)
on *Voluntary Agency Access to CPS Information in CONNECTIONS*

and more!

A New "Look" for the Training Icon...

On Friday, July 13th a communication was sent to local district and voluntary agency CONNECTIONS Implementation, Security and Back-up Security Coordinators, Staff-Development Coordinators and Resource Users notifying them that the "look" of the icon that users click on to access the training database has changed. The "new look" of the training icon pictured below. Clicking on the icon will give users access to the log-on screen of the training database.



Updated Info About the Citrix Presentation Server Upgrade and Compatibility with McAfee Antivirus Versions...

The following information is specific to LAN Administrators at SSL VPN or VPN Sites

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 user's 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.

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, 8/1/07*** from 4:00 AM – 7:00 AM*
- ***Friday, 8/3/07*** from 5:00 AM – 7:00 AM