



..CONNECTIONS NEWS..

for the week of December 11 - 18, 2009

Developing a more caseworker centric system

CONNECTIONS Intranet site: <http://ocfs.state.nyenet/connect/>

FEATURED IN THIS EDITION

CONNECTIONS APPLICATION ALERT--Client Side Security Errors

"Info to Know" for Caseworkers

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*****CONNECTIONS APPLICATION ALERT**--Client Side Security Errors***

Recently, users reported periodically receiving a Client Side Security Error when accessing information in CONNECTIONS. Early analysis revealed that this error is produced when a transaction times out. Users may also receive a message that a pending event has expired. As an interim step, the time out maximum was increased to enable users to access the cases that originally produced the error. Technical staff are continuing to work to determine the root cause of the time outs.

We thank you for your patience while we work toward a resolution and ask that you call the Help Desk (1.800.697.1323) if you experience any issues while working within the application.

"Info to Know" for Caseworkers



A Note About the Training Database

In order to perform updates to the CONNECTIONS training database it will not be available for use on [Thursday, December 17th](#) and [Friday, December 18th](#). It will again be available for use on Monday, December 21st.



WMS Discrepancy Report

The WMS Discrepancy Report

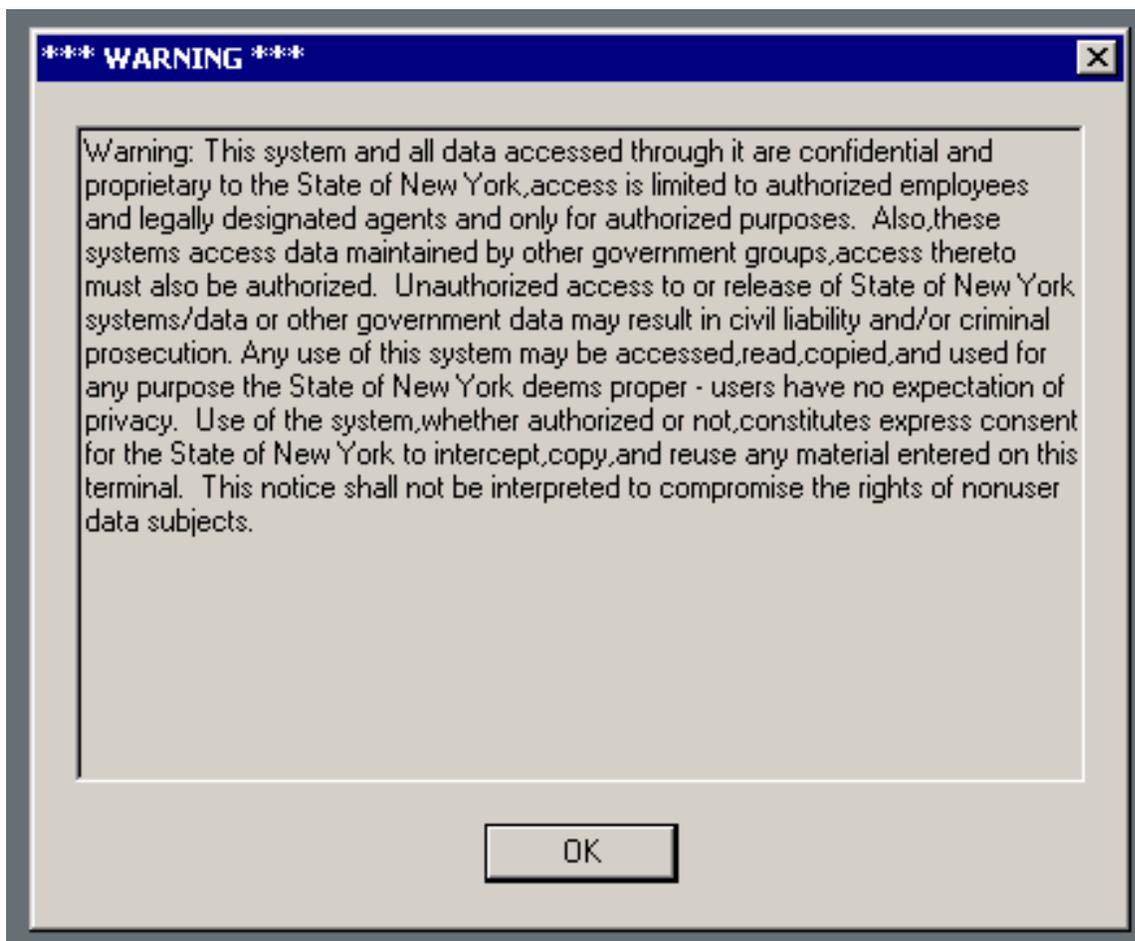
Just a note, the December WMS Discrepancy Report was re-run this past weekend and is currently available to local district designated report recipients.



CONNECTIONS Security Awareness

Each time a user signs on to Citrix, and before they are logged into CONNECTIONS, they are presented with a warning that describes the conditions under which they agree to access the application. The user has to say "OK" to that message via the push button before that application opens and allows them use.

Please take the time to review the information contained in the warning (as posted below) so that you understand what you are agreeing to each time you use CONNECTIONS. The integrity of the CONNECTIONS application and the information contained in it is every user's responsibility.



General "Info to Know"



Some Questions and Answers

The following Q and A's were asked at the last COFCCA meeting and we thought that we would share them with you....we hope that you find them helpful!

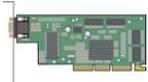
- **Is it true that you can access CONNECTIONS without installing a Citrix Client?**
 - No. In order to access CONNECTIONS, you need to have the Citrix Online Plug-in installed.

- **Is Windows 7 or Vista supported with these instructions?**
 - No. New York State does not support Windows 7 or Windows Vista.
- **Can users change their password on the new Web Page when it expires?**
 - As of right now, no, but we are in the process of making sure that functionality is enabled on the new Web Page.
- **How do users access other internal sites that they used to connect on the Juniper SSL VNP Site (I.E. OCFS Intranet, Webstar)**
 - Users will still access these applications through the Juniper SSL VNP page (<https://rc1.oft.state.ny.us/ad>).



NEW Postings to the CONNECTIONS Intranet

- ...CONNECTIONS NEWS... <http://ocfs.state.nyenet/connect/>



Weekly System Maintenance

Due to regularly scheduled system maintenance, the CONNECTIONS application will not be available on...

- [Wednesday, 12/16/09](#) from 5:00 AM - 7:00 AM
- [Friday, 12/18/09](#) from 5:00 AM - 7:00 AM



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