



CONNECTIONS Weekly Technical Bulletin

March 15-21, 2013

Weekly System Maintenance

Update: PN Agent (Citrix Client) Upgrade

Voluntary Agency Information--In our bulletin on the PN Agent updates sent out yesterday afternoon (3/13), it was indicated that a download and installation process would be ready shortly for a number of **voluntary agencies with state owned PC's that are directly connected to the HSEN network**, but which were not reached by the initial software distribution that began last week. The Citrix Client (PN Agent) software update, which we expect to cover most voluntary agency sites, will be distributed over the weekend. It will complete the automated installation process on state owned PC's at these voluntary agency sites on Sunday night, March 17 between 10 PM and 11 PM. Following Sunday night, the installation software will continue to install the update between 10 PM and 11 PM each night as it identifies PC's still requiring the updated Citrix Client. The Guides referred to below provide users with an explanation of the changes resulting from the update and LAN Administrators with a Troubleshooting Guide to resolve the most common issues that we are experiencing during the installation process. Some of the changes that users will see are significant, so please urge users to review the Guide that explains the changes.

SSLVPN and OneNet User Information--The distribution of Citrix Client (PN Agent) upgrade software, initiated last week, has focused on state owned PC's at sites directly connected to the HSEN network as well as state owned PC's at OneNet and SSLVPN sites. We are now expanding our focus to non-state owned PC's at SSLVPN and OneNet connected sites. A guide is now available at the links below which covers the upgrade procedures to be followed by sites using SSLVPN and OneNet to connect to CONNECTIONS and other OCFS applications.

[Citrix Client \(PN Agent\) Upgrade: For SSLVPN Users](#) Intranet

[Citrix Client \(PN Agent\) Upgrade: for SSLVPN Users-](#) Internet

[Citrix Client \(PN Agent\) Upgrade: For OneNet Users-](#) Intranet

[Citrix Client \(PN Agent\) Upgrade: for OneNet Users-](#) Internet

The guides should be used only with non-state owned PC's running the PN Agent at these sites. Be aware that the installation will require a manual process, and the person performing the installation will need to have **administrative rights** to each PC requiring the upgrade.

Troubleshooting Information--Additional documentation has been created that addresses various troubleshooting areas users are experiencing. Although not widespread, we have identified some issues experienced by users during the pilot. These include the following problem areas:

- "Citrix Receiver Could not Launch Requested Publication"
- Client does not Exist
- Applications Fail to Launch
- Citrix HDX Engine

A troubleshooting guide that addresses these issues is available at the following links:

[Citrix Troubleshooting Guide](#) (Intranet)

[Citrix Troubleshooting Guide](#) (Internet)

User Guide for New PN Agent--The initial, new using guideline remains a valuable tool for users to acquaint themselves with significant modifications to Citrix functionality. It is available at the following links:

[Citrix Client New Using Guideline](#) (Intranet)

[Citrix Client New Using Guideline](#) (Internet)

If you have questions, or are experiencing any difficulties with the download and installation to date, please contact the special group mailbox that has been set up for PN Agent issues at:

ocfs.sm.it.pnaupgrade@nysemail.nyenet

Change to logic for the CCRS Legal JD/PINS indicator Impacts Data Warehouse Report

A minor change in the logic for the CCRS Legal JD/PINS indicator has been implemented.

Previously, only those children whose record explicitly showed an active JD or PINS adjudication were included. The Data Warehouse predefined report "CCRS Legal JD PINS Indicator Report" (located in the Child Welfare Services Folder) will now also include children whose record shows placement with a local district during a JD or PINS hearing, even if there is no explicit entry of an adjudication.

This change could significantly increase the number of children identified as JD or PINS in the above mentioned report in some local districts.

If you have any questions on this change, please write the Data Warehouse mailbox at data.warehouse@OCFS.NY.gov.

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

- **Friday, 3/15 from 5AM to 7 AM**
- **Wednesday, 3/20 from 5 AM to 7 AM**
- **Friday, 3/22 from 5 AM to 7 AM**