



# CONNECTIONS Weekly Technical Bulletin

March 29-April 04, 2013

## Weekly System Maintenance

### Extended Outage Postponed

The extended outage window, scheduled for Friday, March 29 from 10 PM to 2 AM, has been postponed. A rescheduled date will be provided when available.

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

- **Friday, 3/29**  
from  
**4 AM to 7 AM**
- **Wednesday, 4/03**  
from  
**4 AM to 7 AM**
- **Friday, 4/05**  
from  
**4 AM to 7 AM**

### CONNECTIONS Training Database Unavailable 4/04 and 4/05

The CONNECTIONS Training Database will be unavailable next Thursday and Friday, April 4th and 5th, due to routine maintenance and updates.

We apologize for any inconvenience.

### Citrix Client Upgrade: Mailbox to be Deactivated

The mailbox established to field issues related to upgrading the Citrix Client (PN Agent) was deactivated on Friday, 3/22. Any further questions that cannot be resolved by the various troubleshooting guides relating to this upgrade should be directed to the **Customer Care Center (Enterprise Help Desk)** at:

**800-697-1323**

For sites directly connect to the HSEN network, the PN Agent upgrading software continues to seek PC's that have not yet received the upgrade on a nightly basis.

The various guides that have been issued to assist LAN administrators and users are located under the heading 'Citrix Information 2013' at the following links:

Intranet: <http://ocfs.state.nyenet/connect/projupdt/sys.asp>

Internet: <http://ocfs.ny.gov/connect/projupdt/sys.asp>