



## CONNECTIONS Weekly Technical Bulletin

March 08-14, 2013

### Weekly System Maintenance

## Citrix Client Upgrade (PN Agent) Implemented **March 6th**

Over the past several weeks, upgrades to the Citrix Client (PN Agent) have been successfully piloted and were deployed to **state-owned PC's at sites directly connected to the HSEN network on Wednesday, March 6th between 10 and 10:30 PM.** The upgrade has significantly altered user-interface in accessing the CONNECTIONS application and other applications accessed via Citrix.

If your device meets the criteria noted above but did not receive the update during Wednesday evening's window, the software will continue to seek PC's that have not received it on subsequent evenings within the **10 to 10:30 PM** period until it has been installed. In the meantime, users will be able to continue to access Citrix applications from their current PN Agent. Please remind staff to leave their computers powered on at the end of the business day, only logging off of their profiles, thereby allowing the software to automatically install.

In sites that are not directly connected to the HSEN network, LAN Administrators will be provided with a website address in the near future from which they will be able to manually download and install the upgraded PN Agent on each PC requiring it.

A **guide** outlining the changes that users experience with the upgraded PN Agent is available at the *links listed below*. Users face significant changes, including alternate icons, varying steps to access CONNECTIONS, a new way to refresh the application, and other functionality differences. Additionally, the user guide covers the following two scenarios:

- **Black** Citrix icon in system tray but **blue** Citrix icon on desktop
- **Black** Citrix icon in system tray but **no** Citrix icon on desktop

It is **strongly urged** that users take the time to read and understand these changes. The user guide can be found at the following links:

[Citrix Client Upgrade: New Using Instructions \(Intranet\)](#)

[Citrix Client Upgrade: New Using Instructions \(Internet\)](#)

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 Published Application"
- Client does not exist
- Applications Fail to Launch
- No Value Found for Allow Hotkey
- Citrix HDX Engine

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

[Citrix Troubleshooting Guide \(Intranet\)](#)

[Citrix Troubleshooting Guide \(Internet\)](#)

**Post-implementation**, if you are experiencing issues that cannot be resolved by referring to the above instructions, please contact your LAN Administrator or send an email to:

[ocfs.sm.it.pnaupgrade@nysemail.nyenet](mailto:ocfs.sm.it.pnaupgrade@nysemail.nyenet)

## National Youth in Transition Database Requirements to Modify CONNECTIONS: Training Coming Soon!

Deputy Commissioner of Child Welfare and Community Service Laura Velez and Nancy Martinez, Director of Strategic Planning and Policy Analysis, issued a letter on February 27th, 2013 announcing the federal initiative, **National Youth in Transition Database (NYTD)**, which requires states to collect and report data to the federal government on youth receiving independent living services, surveying youth who are or were in foster care, and documenting tribal membership status of all youth in foster care.

A copy of the letter can be accessed at the following links:

[Letter to the Commissioner \(Intranet\)](#)

[Letter to the Commissioner \(Internet\)](#)

As of **March 1st**, functionality within CONNECTIONS will change to enable caseworkers to report the provision of independent living services to foster youth as well as to report tribal membership for all foster children.

State and voluntary agency staff are urged to attend training that addresses modifications to CONNECTIONS as well as a survey of youth currently in or discharged from foster care. Training will be offered **between March 13th and 20th** and provided via **iLinc**. The complete schedule and registration procedures for the upcoming sessions are available at the following links:

[NYTD Training Information \(Intranet\)](#)

[NYTD Training Information \(Internet\)](#)

Because registration is slightly different than the usual processes for iLinc classes, training coordinators should pay particular attention to the linked document.

Additionally, a Tip Sheet has been developed with a step-by-step overview of new functionality within CONNECTIONS and is available at the following links:

[NYTD Reporting Requirements \(Intranet\)](#)

[NYTD Reporting Requirements \(Internet\)](#)

## Windows XP Reimaging Troubleshooting

The following document was created to assist in addressing recent issues with tickets on certain PC's that have either the 2008 or 2009 Windows XP operating system. The problem manifests when a user clicks on the CONNECTIONS "C" published application icon through the Citrix Online Plugin and nothing happens (CONNECTIONS does not start). To fix these issues, the machine must be completely reimaged.

The linked document presents a step-by-step guide of how to identify and fix this issue:

[Windows XP Troubleshooting \(Intranet\)](#)

[Windows XP Troubleshooting \(internet\)](#)

## March Computer Training Courses

New computer courses are available throughout the month of March, both in instructor led computer labs and via distance learning options (i.e. LearnLinc, Training Space).

Classes include Excel 2010, Word 2010, Access 2010, Outlook 2010, and other courses to assist staff in transitioning to Microsoft Office 2010 and Windows 7.

Listings of the classroom and distance learning courses are available on the CONNECTIONS website at the following links:

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

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

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

- **Friday, 3/08 from 4 AM to 7 AM**
- **Wednesday, 3/13 from 5 AM to 7 AM**
- **Friday, 3/15 from 5 AM to 7 AM**