



# CONNECTIONS Weekly Technical Bulletin

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## Citrix Client Upgrade: Mailbox to be Deactivated

This Friday, March 22nd, the mailbox established to field issues related to upgrading the Citrix Client (PN Agent) will be deactivated. 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**

With the second application push this past Sunday evening, a substantial remaining portion of voluntary agencies have received the PN Agent upgrade.

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## FAD Upgrade to Cause Extended Outage Friday, 3/29

Scheduled updates to the FAD platform will cause an extended outage period in the CONNECTIONS application between **10 PM and 2 AM on Friday evening, March 29th**. Resulting changes will be transparent to users, with no functionality modifications.

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## April Computer Training Opportunities

New instructor-led and online computer training courses are available throughout the month of April. Classes include Word 2010, Excel 2010, Power Point 2010, Access 2010, and many more courses targeting the transition to Windows 7 and Microsoft Office 2010.

A complete list of classroom courses is available on the CONNECTIONS website at the following links:

[April Classroom Training \(Intranet\)](#)  
[April Classroom Training \(Internet\)](#)

[April Online Training \(Intranet\)](#)  
[April Online Training \(Internet\)](#)

March 22-28, 2013

### Weekly System Maintenance

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

- **Friday, 3/22**  
from  
**4 AM to 7 AM**
- **Wednesday, 3/27**  
from  
**4 AM to 7 AM**
- **Friday, 3/29**  
from  
**4 AM to 7 AM**
- **Friday, 3/29**  
from  
**10 PM to 2 AM**