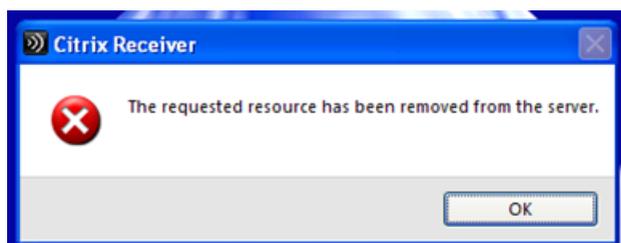




## CONNECTIONS Weekly Technical Bulletin

### PN Agent Users Experiencing Issues Logging Into CONNECTIONS

Wednesday morning, 10/30, in the routine 5 AM to 7 AM maintenance window, the Citrix Web Interface was updated to the latest version. If staff using the PN Agent to access Citrix applications did not log off of their PC before logging on after this update, they may see the following error when launching CONNECTIONS:



If you see this error, you will need to perform a Citrix Application Refresh. Step-by-step instructions for completing an application refresh are available at the links below. With the upgraded Citrix Web Interface, the application refresh process has also changed—please refer to the linked document, which illustrates the modifications from the former method of application refresh compared to the new method.

**Refreshing Citrix Application ([Intranet](#) / [Internet](#))**

**If you continue to experience errors, please contact: the Customer Care Center at 1-800-697-1323.**

### Citrix Server Upgrade Coming Soon

Beginning in November, the statewide Citrix Server will be upgraded. Although changes for users will not be major, there will be some alterations to the Citrix Window that will impact users in minor ways. A brief guide outlining these changes is available at the following links:

Citrix Server Upgrade Guide: ([Intranet](#) / [Internet](#) )

A phased implementation will begin on November 11, 2013 and continue through the end of the year. Each implementation will take place early Monday morning, excluding the November 12th implementation, due to a Monday holiday. Additional detail regarding the way Region 6 will be divided will be provided at a later date.

The implementation schedule is as follows:

Citrix Phased Implementation	Date
Pilot - Albany, Rensselaer, Saratoga, ACS	Mon 11/4/13
Implementation - Regions 1& 2	Tues 11/12/13
Implementation - Regions 3 & 4	Mon 11/18/13
Implementation - Region 5	Mon 12/2/13
Implementation - Region 6 (half of region)	Mon 12/9/13
Implementation - Region 6 (half of region)	Mon 12/16/13
Implementation - SCR	Mon 1/6/14

November 1-7, 2013

#### Weekly System Maintenance

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

- **Friday, 11/01**  
from  
**4 AM to 7 AM**
- **Wednesday, 11/06**  
from  
**4 AM to 7 AM**
- **Friday, 11/08**  
from  
**4 AM to 7 AM**