

CONNECTIONS WEEKLY SYSTEM UPDATE



Memo

To: Implementation Coordinators
From: CONNECTIONS Communications
CC: LAN Administrators, Keyusers, OCFS -Directors of Services,
CONNECTIONS Project Team
Date: November 14, 2002
Re: Activities for the week of 11/15/02 – 11/22/02

1. CONNECTIONS – Update on Citrix Initiatives

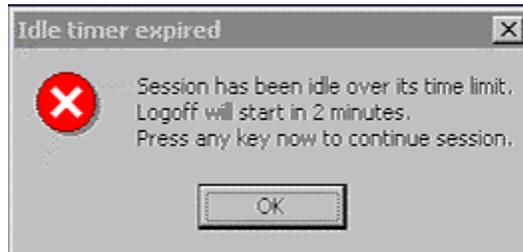
A). 15 Minute Disconnect/Stay Alive Feature

****Reminder**** As reported over the last few weeks, the new “15 minute disconnect/stay alive” feature in Citrix will become operational beginning Friday morning, November 15th. With this new feature, Network outages or Citrix Server disconnects will be minimized. The prime benefit of this new feature is when the Citrix client detects that its connection to a server is broken, the Citrix session will “stay alive” on the Citrix server for 15 minutes. If the connection to the Citrix server becomes available within 15 minutes, when the user logs back in to Citrix, they will be re-connected to the session in the exact place they left prior to the server disconnect or network interruption.

Important Note: 15 Minute Disconnect/Stay Alive Feature and Citrix Time Outs

As you know, in addition to managing information, the Citrix servers optimize network performance by limiting the amount of network resources that can be taken up by people who are logged onto CONNECTIONS but not actually using the Application. If users are logged onto a Citrix session and their machine is idle for 28

minutes, users receive the following warning from the server that their session will “time out” in 2 minutes.



With the “15 minute disconnect/stay alive” feature, time outs are also minimized. If a user’s session is timed out and the user logs back into Citrix within 15 minutes, they will be re-connected to the session in the exact place they left prior to the server disconnect or network interruption. That being said, when users are re-connected to their session, they will see the two-minute warning message box referenced above. Users should click OK and the message box will disappear. **Note:** This does **not** mean that the session is being timed out again.

For additional information regarding the “15 minute disconnect/stay alive” feature, please visit the CONNECTIONS Intranet Website Home Page (What’s New – October 22nd Postings).
<http://sdssnet5/ocfs/connect/default.htm>

B). 95% Citrix Screen Resolution

As we reported over the last two weeks, due to some technical problems, the Citrix Screen resolution to 95% has been temporarily delayed.

The CONNECTIONS Project is examining options and expects to make a decision shortly. We will keep you updated on this initiative.

2. Desktop PC Replacement Project (the remaining 25%)

At the present time, our primary focus for the CONNECTIONS 25% PC replacement is on the **Albany Region (Region 4) and the Syracuse Region (Region 3)**. Rollout of the new personal computers is expected to begin in the Albany & Syracuse Region on **November 15, 2002**. The final dates for the remaining regions will be determined and published shortly.

****Important Note**:** Completed Spreadsheets for the **Buffalo Region** are now due. Any districts or voluntary agencies in the **Rochester and Buffalo Region** that have not yet submitted their Site Desktop PC

Replacement Spreadsheets, they must submit them electronically to David Kislowski at David.Kislowski@dfa.state.ny.us immediately. If Site PC Replacement Spreadsheets are not received, districts or voluntary agencies will not be scheduled for the CONNECTIONS 25% Desktop PC Replacement and Installation.

All completed reconciliation spreadsheets must be in Excel format. When completing district/agency spreadsheets, please **do not** send the entire regional spreadsheet. Please copy and paste your district/agency information into a new Excel spreadsheet. **Reconciliation spreadsheets in any other format will not be accepted.**

****Reminder to Albany & Syracuse Region LAN Admins**** To prepare for the delivery of the new PC's, we would like to remind LAN Administrators that there are several tasks and best practice guidelines that local district and voluntary agency LAN Administrators and Information Technology Staff should follow to facilitate the desktop PC replacement process. These tasks and best practices are outlined in Desktop PC Replacement Preparation Materials located on the CONNECTIONS Intranet Website on the Implementation Page and in the Public Folders: All Public Folders>Statewide>CONNECTIONS>Desktop PC Replacement Project.

In addition to the "Best Practices" and "Desktop PC Replacement" materials located in the Public Folders, there are several companion reference documents, which provide either, helpful information and recommended time frames for preparing to migrate to your new CONNECTIONS workstation, or specific procedures for copying data from your current CONNECTIONS workstations to your new CONNECTIONS workstations. These procedures have been developed to assist a variety of staff with different skill sets, however, depending on local practice, they may be used primarily by LAN Administrators or IT Staff.

If you need to take action on any of these preparatory activities, we urge you to do so as soon as possible. Old computers will be removed and the files purged on the day of installation.

The Command Center will contact Districts/Agencies involved in the desktop PC rollout approximately two weeks prior to your scheduled implementation date. At that time, the Command Center will send a follow-up letter to site contacts. This letter will contain instructions and stickers that will need to be placed on the computers that have been targeted for replacement. The stickers should be placed on the upper left hand corner of the monitor connected to the device being replaced.

Please keep in mind that districts/agencies that are scheduled for December through January 2003 do not need to submit reconciliation spreadsheets at the present time. For reconciliation spreadsheet due dates for the rest of the state please refer to the implementation schedule below:

Revised Implementation Schedule

- ❑ Region 4 (Albany) - Region 4 November 15, 2002.
- ❑ Region 3 (Syracuse) - Region 3 November 15, 2002.
- ❑ Region 2 (Rochester) -Rollout Schedule To Be Determined
- ❑ Region 1 (Buffalo) - Reconciliation spreadsheet are due **11/15/02**
- ❑ Region 5 (Yonkers) - Reconciliation spreadsheet must be returned by early December 2002.
- ❑ Region 6 (NYC) - Reconciliation spreadsheet must be returned by late December 2002.

Please Note: The above referenced desktop pc replacement project does not include supplemental equipment, CIABs, laptops, printers or servers.

3. CONNECTIONS System Down Time

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

Friday, 11/15/2002 from 5:00 am - 7:00 am

Friday, 11/22/2002 from 5:00 am - 7:00 am

4. Microsoft Exchange Servers

Due to regularly scheduled maintenance on MS Exchange E-mail 5.0 servers, all Exchange E-mail 5.0 servers will be unavailable on:

Sunday, 11/17/2002 from 1:00 am - 6:00 am

Sunday, 11/24/2002 from 1:00 am - 6:00 am