

# CONNECTIONS WEEKLY SYSTEM UPDATE



## Memo

To: Implementation Coordinators  
From: CONNECTIONS Communications  
CC: LAN Administrators, Keyusers, OCFS -Directors of Services,  
CONNECTIONS Project Team  
Date: May 30, 2002  
Re: Weekly System Update--05/31/2002 Week's Activities

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## 1. CONNECTIONS Build 15

**A). Build 15.01 Patch Schedule (tentative)** - Beginning 06/02/02, CONNECTIONS Patch, Build 15.01 will be distributed to Citrix Servers to correct recently identified problems with Build 15. CONNECTIONS Build 15.01 is scheduled for Sunday evening between the hours of 3:00 PM and 5:00 PM. Staff will not be able to access the CONNECTIONS Application during this time. CONNECTIONS Downtime Procedures will be implemented for the transmission of CPS Reports between the SCR, Local Districts and ECS during this timeframe. Network Exchange Email will be available during this time period.

There are no special instructions for users to follow when CONNECTIONS Patch, Build 15.01 becomes "live" on Sunday night, June 2. CONNECTIONS users should follow regular log-on procedures. If however, you try to access the CONNECTIONS Application and you receive a "**version mismatch**" error, or "**no server found to match request**" error, you will need to contact the NYS OFT Enterprise Help Desk immediately (1-800-697-1323).

**B). Build 15.01 Patch Release Notes** – Build 15.01 Release Notes were sent to CONNECTIONS Implementation Coordinators, Lan Administrators and Directors of Services on Wednesday, May 28th, 2002. The Release Notes have also been posted on the CONNECTIONS Intranet Website as well in the Public Folders > Statewide > CONNECTIONS > Build 15 Implementation > Patch 15.01 Release Notes.

**C). Identified FAD Issue** – A problem has been identified related to the FAD reauthorization approval process. If the worker submits Home License Window for approval in advance of the related FRS Reauthorization Document, and the Home License Event is approved, the FAD Record Summary (FRS) will become inaccessible. To restore the FRS, a data fix will be required. Local users should be cautioned against submitting the Home License window prior to the related FRS Reauthorization Document. Please refer to the Annual Reauthorization Section of the “System Build 15 Foster and Adoptive Home Record Summary Job Aid” for the correct navigation path. The Job Aid is posted on the CONNECTIONS Intranet Website and in the Build 15 Implementation Public Folder. A modification to the CONNECTIONS Application Code is being scheduled to prevent this situation in the future. We will notify you further when this code fix has been completed.

\*\*\*Due to technical difficulties, running of the System FAD Closure Batch has been temporarily suspended. Users will not receive system generated FAD Reauthorization Alerts (To-Do's) until the Batch is restored. We will notify you when the batch is resumed.\*\*\*

- 2. Attachmate e-Vantage Project (For Districts and ACS Only)**  
OCFS-IT Customer Support staff, with the assistance and support from the Office for Technology, is planning to implement Attachmate e-Vantage which is a web based terminal emulation product for local district CONNECTIONS users. This product will allow CONNECTIONS users that currently access the Legacy systems (Ex: WMS) the ability to do so from their PC's via Microsoft Internet Explorer instead of having to go to a mainframe terminal. **Due to specific software requirements for the Attachmate product access will only be granted for users that utilize the recently installed Windows 2000 CONNECTIONS Replacement PCs or Windows 2000 Data Warehouse PCs .** CONNECTIONS NT 3.51 PCs cannot be used for this project.

Implementation will occur by region similar to the CONNECTIONS 75% PC replacement schedule, starting in Region 4 in the summer of 2002 and working across the state to Region 1, then reaching downstate (Regions 5 & 6) in late 2002/early 2003. Regional meetings will be held with local district LAN Administrators to inform them of the project and provide a demo of Attachmate.

**Note:** Customer Support Services (CSS) sent a notice regarding the above referenced information to local district LAN Administrators in the Albany Region (Region 4) on May 20, 2002.

If you have any questions about this project please feel free to contact Bambi Murphy at 1-877-229-CSCC or 518-473-0961.

If you would like additional information on this project, documents can be found at the CSS Website <http://sdssnet5/hsasc> on the Customer Support Command Center/LDSS IT Projects Page.

### **3. Ten Eyck Building 40 North Pearl Street Power Shutdown**

OGS Building Maintenance has scheduled a power shutdown of the Ten Eyck building at 40 N. Pearl Street (which includes the Pearl Data Center) in order to perform required maintenance on the electrical system and perform needed upgrades to the air conditioning systems. They will require 12 or more hours to complete this work on all systems.

Staff will not be able to access the CONNECTIONS Application during this time. CONNECTIONS Downtime Procedures will be implemented for the transmission of CPS Reports between the SCR, Local Districts and ECS during this timeframe.

The Data Center and OGS engineers have set a date of June 8, 9 between 6:00 pm Saturday night and 6:00 am Sunday morning. There will be some system take down time prior to and system start up time after the proposed shut down. We will provide final details early next week.

The use of PC's for Exchange Mail will be become limited after 4:00 pm on Friday, June 7th as the Exchange and other Servers are powered down. The Network will be down until Monday morning, June 10<sup>th</sup>.

### **4. CONNECTIONS System Down Time**

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

Friday, 05/31/2002 from 6:00 am - 7:00 am

**Please Note** the additional downtime (referenced above in Item 1A) scheduled for Sunday, 06/02/02 for CONNECTIONS Patch, Build 15.01 Implementation.

Friday, 06/07/2002 from 5:00 am - 7:00 am

**Please Note** the additional downtime (referenced above in Item 3 scheduled for Saturday, 06/08 and Sunday 06/09/02 for Ten Eyck Building Power Shutdown)

### **5. 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, 06/09/2002 from 1:00 am - 6:00 am

