

CONNECTIONS WEEKLY SYSTEM UPDATE

Memo

To: CONNECTIONS Implementation Coordinators
From: CONNECTIONS Communications
CC: LAN Administrators/Security Coordinators, Keyusers, OCFS -Directors of Services, CONNECTIONS Project Team
Date: August 21, 2003
Re: Activities for the week of August 22, 2003 – August 29, 2003

1. Blaster and Welchia Worm Impacts CONNECTIONS Activity

As you may be aware, the recent Blaster and Welchia worm attacks have severely impacted the statewide Human Services Network, thus affecting both e-mail and the CONNECTIONS Application functionality. In many counties, performance for all network supported Applications is extremely slow, or intermittent at best. We are working to remotely identify all infected PCs and servers on our network, and clean and apply service pack updates and patches, to remedy the problem. Additionally, filters will be applied to specific network traffic, which may also adversely impact performance. This is a dynamic situation, and technical staff are currently working on resolutions to this issue, however, we cannot provide an estimated resolution time at this time.

OFT is remedying the PC and server environment as follows:

For Windows 2000 state workstations and servers, remote intervention to apply upgrades and patches is already underway. If you have turned a state Windows 2000 pc off (shutdown), because you know or suspect it is infected, leave it turned off, and disconnect the patch cable from the data drop. Otherwise leave the device on, and logged off if not in use.

For all state Windows NT PCs and servers, a CD with instructions will be placed in overnight mail for all LDSS LAN Administrators. Since these workstations cannot be 'fixed' through remote network access, the instructions will require that the CD be loaded on the local domain controller, or "M" server, and NT workstation logins by each user will automatically execute a script to effect service pack upgrade and patch downloads, and to clean the worm. By using this CD remedy locally, the LAN Administrator will not have to visit each NT workstation to apply the fixes; users log in scripts have been updated to do that automatically.

Finally, OFT is also creating a CD targeted for overnight mail tomorrow, also to all LAN Administrators that will remedy all operating system state

devices (W2K, NT,XP) that the above CD or remote solution could not successfully fix. We expect the CD and instructions to require very minimal user intervention to execute, and should be able to identify the operating system and remedy sequence needed for the device.

Calls to the Enterprise Help Desk (1-800-NYS-1323) are **not** necessary or recommended at this time, since the remedial activity is already underway

Should any of this change, we will follow up with appropriate communications.

If you have local Windows NT 4, Windows 2000, or XP PCs and servers, we recommend you follow the remedial upgrade and patch actions recommended on the state intranet (e.g. sdssnet5/crcc) or various internet sites such as microsoft.com.

If you should have any questions regarding the aforementioned information you may contact your CONNECTIONS Regional Office Representative.

2. NIS Sharepoint (Update)

****Please Note Date Change****

Over the last several months, several Network WinInstall Packages were distributed to CONNECTIONS workstations that contained new client software. An example of this would be LearnLinc. Because NIS Agencies are not part of the Network WinInstall Environment, they are unable to receive software updates through these packages. OCFS IT/CONNECTIONS and OFT are pleased to announce that an NIS sharepoint has been identified that all NIS agencies may start using beginning **Friday, September 5th, 2003**. IT staff at NIS agencies or sites that have a need to update software (CONNECTIONS or Network related) are instructed to contact OCFS IT Operations for instructions on how to access the NIS sharepoint. Cathy Vallee, who works for the OCFS IT Operations Unit has been designated as the contact person for this initiative. Please feel free to contact Cathy via email, Cathy.Vallee@dfa.state.ny.us on or shortly before September 5th.

For those who are not familiar with Network Integration Services (NIS), NIS is an ongoing project coordinated with the NYS Office for Technology's Network Architecture Bureau intended to assist local districts, voluntary agencies and state agencies with the integration of state and local networks. The main objective of the Voluntary Agency NIS initiative is to allow voluntary agency staff access to the CONNECTIONS Application from voluntary agency PCs. Questions related to NIS should be forwarded to OFT Customer Relations. For information regarding NIS,

please visit the OFT Customer Relations Command Center at <http://sdssnet5/crcc/>. To view NIS procedures and Online NIS Form and Survey, click on the NIS Form and Information Box. All completed NIS requests/surveys must be submitted electronically to COMCTRUP.

3. CONNECTIONS-In-A-Box (CIAB) Replacement Project (CIAB Sites Only)

The plans for the CONNECTIONS-In-A-Box (CIAB) Replacement Project will become finalized within the next few weeks. An announcement and materials will be forthcoming.

4. CONNECTIONS System Down Time

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

Friday, 8/22/2003 from 5:00 am - 7:00 am

Tuesday, 8/26/2003 from 5:45 am - 6:30 am

Friday, 8/29/2003 from 5:00 am - 7:00 am

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, 8/24/03 from 1:00 am - 6:00 am

Sunday, 8/31/03 from 1:00 am - 6:00 am