

# CONNECTIONS WEEKLY SYSTEM UPDATE



## Memo

To: Implementation Coordinators  
From: CONNECTIONS Communications  
CC: LAN Administrators, Keyusers, OCFS -Directors of Services,  
CONNECTIONS Project Team  
Date: November 7, 2002  
Re: Activities for the week of 11/8/02 – 11/15/02

---

### 1. CONNECTIONS/Citrix Screen Resolution

As reported last Friday, November 1st, the Citrix screen resolution to 95% was temporarily delayed. After the new Citrix screen resolution was implemented early Friday morning some users reported problems being able to view other toolbars within the CONNECTIONS Application. To remedy that problem the screen resolution was changed back to 100%.

After further examination, our technical team has identified that the problem resulted from screen resolution pixel settings that were *not* set to 1024 x 768; which is the standard State Image pixel settings for the CONNECTIONS Windows 2000 replacement computers. In order for the 95% Citrix screen resolution to be beneficial, pixel settings must be at 1024 x 768.

The Project's technical team is currently examining a resolution to this problem and expects to have the situation remedied shortly.

### 2. Public Folders

We would like to take this opportunity to remind users that the Exchange Public Folders are to be used to share information among a group of common users. Please remember that these folders are visible to a number of people, including state staff outside your agency. Never put anything confidential in a Public Folder. Public Folders are NOT to be

used for posting:

Case Specific information of any kind including notes or UCR's  
Jokes  
Personal correspondence  
Any inappropriate document or graphic  
Outdated information

If you have ever put anything in any public folder, please review all information you have posted, and immediately remove anything that meets any of the criteria above. In addition, every district and agency should also assign someone to review all information contained in their Public Folder to ensure that there are no documents in it that meet the criteria above (in case it was posted by someone who is no longer with the agency). The path to the Public Folders is: Public Folders>All Public Folders>Select your named agency or local district Public Folder

Additional information regarding Public Folders and instructions for managing Public Folders will be forthcoming.

**3. CONNECTIONS Patch, Build 15.1.02**

CONNECTIONS Patch, Build 15.1.02 is scheduled for implementation Friday morning, November 8, 2002, during the regularly scheduled CONNECTIONS system downtime (5-7am). Release notes were sent on Tuesday morning, November 5, 2002.

**4. Desktop PC Replacement Project (the remaining 25%)**

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

**\*\*Important Note\*\***: For any districts or voluntary agencies in the **Albany and Syracuse regions** 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](mailto: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 and 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 PC replacement December 2002 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) - November 15, 2002
- ❑ Region 3 (Syracuse) - November 15, 2002
- ❑ Region 2 (Rochester) -rollout schedule to be determined
- ❑ Region 1 (Buffalo) - reconciliation spreadsheet must be returned by mid- November 2002

- 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.**

## **5. CONNECTIONS System Down Time**

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

Friday, 11/8/2002 from 5:00 am - 7:00 am  
Friday, 11/15/2002 from 5:00 am - 7:00 am

## **6. 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, 11/10/2002 from 1:00 am - 6:00 am  
Sunday, 11/17/2002 from 1:00 am - 6:00 am