



## Memo

To: Implementation Coordinators  
From: CONNECTIONS Communications  
CC: LAN Administrators, Keyusers, OCFS -Directors of Services,  
CONNECTIONS Project Team  
Date: November 8, 2001  
Re: Weekly System Update--11/09/2001 Week's Activities

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### 1. **CONNECTIONS System Down Time:**

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

Friday, 11/09/2001 from 6:00 am - 7:00 am  
Friday, 11/16/2001 from 6:00 am - 7:00 am  
Friday, 11/23/2001 from 6:00 am - 7:00 am  
Friday, 11/30/2001 from 6:00 am - 7:00 am

### 2. **CONNECTIONS CIAB's System Down Time:**

Due to regularly scheduled maintenance CONNECTIONS CIABS will be unavailable on:

Monday, 11/12/2001 from 7:00 am - 7:30 am  
Monday, 11/19/2001 from 7:00 am - 7:30 am  
Monday, 11/26/2001 from 7:00 am - 7:30 am

A server will not be rebooted if it is currently being used by a CONNECTIONS user; therefore dial in users that are connected to the Citrix server during this time frame, will NOT receive any pop up message. The only thing the user would notice is a five-minute window within the 30 scheduled minutes where they would receive the following message when they try to establish a Citrix session:

**Cannot connect to the Citrix server:**

**The Citrix Server you have selected is not accepting CONNECTIONS.**

### 3. **Microsoft Exchange Servers:**

Due to regularly scheduled maintenance on Exchange email, all Exchange email servers (except for SSCRX1, SDFY2, EXCHSEN0A1MA, EXCHSEN0A1MB and SACS9X1) will be unavailable on:

Sunday, 11/04/2001 from 1:00 am - 6:00 am

Sunday, 11/11/2001 from 1:00 am - 6:00 am

Sunday, 11/18/2001 from 1:00 am - 6:00 am

**4. Verizon Phone Circuit Upgrade:**

Network has informed us that Verizon continues conducting maintenance on telephone lines. This activity involves upgrading of all T1 lines statewide. The schedule for this activity is as follows:

Friday, 11/09/2001 from 5:00 am - 7:00 am

This activity should be transparent to users since the activity is being scheduled during the regular CONNECTIONS System down time, however Network may go down during this scheduled maintenance.

**5. SMTP Address Extension:**

Network began implementing user-friendly Internet addresses for the entire Exchange population. The only remaining sites are in NYC. This affects all internal email addresses except Department of Labor. For NYC/ACS addresses the user friendly Internet address will eliminate the ACS convention from the address.

**6. Adobe Acrobat Reader version 3.0:**

As previously mentioned over the last few weeks, an Adobe package was distributed to all LAN-Connected desktop workstations on 10/19/01, however LAN-Connected Laptops, Dial-In Laptops and CIAB's were not addressed in the distribution. A new package has been developed to distribute the Adobe Acrobat Reader package to **NT 3.51 LAN-Connected Laptops**. Plans are being made to distribute this package over the weekend of **November 16**. We will provide distribution procedures in next week's update. For all remaining **Laptops** and **CIAB's**, technical considerations prevent us from distributing the Adobe Acrobat Reader, however, our Application Development staff continue examining options to address the remaining devices. We will update you accordingly.

To verify that LAN-Connected Desktop PC's at your sites received the Adobe Package, please follow these steps:

- Log-On to your workstation;
- Go to Program Manager;
- If your workstation received the Adobe Acrobat package, you will see an Adobe Acrobat Program Group with the Adobe Icons to open Adobe on the Program Manager Window.

Please contact the CONNECTIONS Help Desk 1-800-759-3832 if it is determined that your LAN-Connected Desktop PC did not receive this package.

The addition of Adobe Acrobat Reader to your CONNECTIONS workstations provides a useful tool in our ability to distribute communication materials, job aids, UCR's and other files using PDF file extensions. With Adobe Acrobat Reader, users will be able open PDF files to read them and if necessary, print them.