

Memo

To: Implementation Coordinators



From: CONNECTIONS Communications
CC: LAN Administrators, Keyusers, OCFS -Directors of Services,
CONNECTIONS Project Team
Date: January 10, 2002
Re: Weekly System Update--01/11/2002 Week's Activities

1. CONNECTIONS System Down Time:

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

Friday, 01/11/2002 from 5:00 am - 7:00 am
Friday, 01/18/2002 from 6:00 am - 7:00 am
Friday, 01/25/2002 from 6:00 am - 7:00 am

2. 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, 01/13/2002 from 1:00 am - 6:00 am
Sunday, 01/20/2002 from 1:00 am - 6:00 am
Sunday, 01/27/2002 from 1:00 am - 6:00 am

3. Upcoming patch on CONNECTIONS Build 14:

Beginning 1/11/02, CONNECTIONS Patch, Build 14.1 will be distributed to Citrix Servers to correct recently identified problems affecting the CPS Intake and Investigation areas. This patch will be distributed during the regularly scheduled CONNECTIONS downtime on Friday 1/11/02 between the hours of 5:00 am – 7:00 am.

There are no special instructions for users to follow when CONNECTIONS Patch, Build 14.1 becomes “live” on Friday morning, January 11, 2002. 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 CONNECTIONS Help Desk immediately (1-800-759-3832).

4. CONNECTIONS Desktop PC Project (Update):

CONNECTIONS Desktop PC replacement has been completed in the Albany Region (Region IV). The remaining schedule for installation of the new PC's in the remaining regions is as follows:

- o Syracuse Region (Region III) January 7 - 21, 2002
- o Rochester Region (Region II) January 24, 2002.
- o Buffalo Region (Region I) February 4, 2002
- o Yonkers (Region V) and NYC (Region VI) (**Schedule to be Determined**)

The Office for Technology 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 OFT 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.

Note: the computers that are being replaced should match up with the information contained on your district/agency Desktop PC completed spreadsheets that you sent to David Kislowski. **Additionally, if there have been changes to your site contact persons since you submitted your site spreadsheets, it is important that you call the OFT Command Center (1-800-603-0877) to provide them with the new names and telephone numbers.**

From the pilot experience, we recommend that staff review the PC Quick Start Guide prior to installation of the new PC's, in order to insure a smooth installation and transition. The Quick Start Guide and several other preparatory reference materials are available both on the CONNECTIONS Intranet site (on the Desk/Job Aid Page) (<<http://sdssnet5/ocfs/connect>>) and within the Public Folders (Public Folders>All Public Folders>Statewide>CONNECTIONS>Desktop PC Replacement). Note: Due to the size of the Quick Start Guide, you may have difficulty opening the file. We recommend saving the file to a local drive or C:drive and then opening it from there or open it from the Intranet Site.

If you have any questions related to the schedule of the rollout you may contact the Office for Technology Command Center at 1-800-603-0877.