

# CONNECTIONS WEEKLY SYSTEM UPDATE



To: Implementation Coordinators  
From: CONNECTIONS Communications  
CC: LAN Administrators, Keyusers, OCFS -Directors of Services,  
CONNECTIONS Project Team  
Date: February 7, 2002  
Re: Weekly System Update--02/08/2002 Week's Activities

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**1. CONNECTIONS System Down Time:**

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

Friday, 02/08/2002 from 5:00 am - 7:00 am

Friday, 02/15/2002 from 6:00 am - 7:00 am

Friday, 02/22/2002 from 5:00 am - 7:00 am

**Please Note:** Additional CONNECTIONS Down Time, Saturday, 02/09/02 between 6:00 am – 7:30 am. (Refer to Item 3, Build 14.2 Below)

**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, 02/10/2002 from 1:00 am - 6:00 am

Sunday, 02/17/2002 from 1:00 am - 6:00 am

Sunday, 02/24/2002 from 1:00 am - 6:00 am

**3. Upcoming CONNECTIONS Patch, Build 14.2:**

CONNECTIONS Patch, Build 14.2 is scheduled for Saturday morning, 02/09/02. For details regarding CONNECTIONS Build 14.2, please refer to the Build 14.2 Release Notes Overview Document that was sent to Implementation Coordinators, Directors of Services, LAN Admins and Staff Development Coordinators on 2/6/02.

This patch will be distributed between the hours of 6:00 am – 7:30 am on Saturday, 02/09/02. The CONNECTIONS application will not be available during these hours. Network Email will not be affected.

There are no special instructions for users to follow when CONNECTIONS Patch, Build 14.2 becomes “live” on 2/9/02. 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):**

The schedule for installation of the new PCs in the remaining regions is as follows:

- Albany Region (Region IV) **COMPLETED**
- Syracuse Region (Region III) **Completed**
- Rochester Region (Region II) January 24, 2002 **(Underway)**
- Buffalo Region (Region I) February 11, 2002
- Yonkers (Region V) and NYC (Region VI) **(Scheduled for March 2002)**

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.

**Voluntary Agency Bailment Agreements**

The following information is for remaining Voluntary Agencies who have not yet returned their Bailment Agreement:

In mid-December, 2001 we sent communication to Voluntary Agency Implementation Coordinators regarding an agreement form (Bailment Agreement) and an appendix that is required in order for CONNECTIONS replacement computer equipment to be installed in, and retained by, your agency. In that correspondence, we asked that this form be signed, notarized and returned by December 21, 2001. In order that installation can proceed on schedule for your agency we ask that you send your Bailment Agreement Form ASAP. The signed, notarized form should be sent to the following address:

New York State  
Office of Children and Family Services  
CONNECTIONS Project - 15th Floor  
Attn: Cindy Wheeler  
52 Washington St.  
Rensselaer, NY 12144-2796

If you have questions about the Bailment Agreement/Appendix or you need to make arrangement to have the addendum mailed or faxed to you, please feel free to contact **Nancy O'Hara 518-486-5894** at the CONNECTIONS Project.

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**.

**5. Access to Information in the Public Folders:**

The Exchange Public Folders are used to share information among a group of users. Each District and Voluntary Agency has its own Public Folder that is governed by a local Public Folder Administrator. These local Public Folder Administrators can create sub-folders and control permissions (access) to the folder or sub folder. Information can be posted to allow for statewide access, allowing all CONNECTIONS users to view it, or limited access for a specific group of users.

When establishing permissions and posting information in the Public Folders, we recommend the following:

- Each district and agency Public Folder Administrator establish permissions to restrict access to their folders to their own district or agency
- Do not post any confidential case or client specific information in the Public Folders
- Public Folder Administrators should routinely review the contents of the district/agency Public Folder and purge any information that they deem to be outdated or inappropriate as postings within the folder.

To determine your District or Agency Public Folder Administrator, follow the instructions below.

- Click on **Global Address Book**, the **Address Book Window** will display. In the "**Show Names from** " area, make sure the **Global Address List** is selected.
- Enter **PFADM**. An alphabetical District/Voluntary Agency list will display. Scroll through list to find your District or Agency.
- Double Click on you District/Agency. The PFADM District/Agency Properties Window will display. Under the "Members" area you will see the name of the person(s) who is/are currently designated as your District/Agency Public Folders Administrator.

#### **6. Mail Exchange Server, EXCHSEN0A1MC:**

We have been notified by Network that beginning Monday 2/11/02, OFT and OCFS Staff who have their exchange mailboxes on Exchange Mail Server EXCHSEN0A1MC, will be moved to a temporary server, EXCHSEN0AMZ. It is anticipated that this activity will occur for the next two weeks. After the mailboxes are moved to the temporary server, the OCFS mailboxes will then be moved to a new OCFS server and the OFT people will stay on the server until their mailbox accounts go to OFT's Exchange organization.

This activity should be transparent to the user, however, if a user tries to access their mailbox while it is being moved, they will receive a server unavailable message. In addition, if trying to send mail to a mailbox that is being moved, they may receive a message that the message sent was undeliverable. Users should be encouraged to try and send the mail again, as the problem stops once the mailbox is moved.