

Memo



To: Implementation Coordinators
From: CONNECTIONS Communications
CC: LAN Administrators, Keyusers, OCFS -Directors of Services,
CONNECTIONS Project Team
Date: December 6, 2001
Re: Weekly System Update--12/07/2001 Week's Activities

1. CONNECTIONS System Down Time:

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

Friday, 12/07/2001 from 5:00 am - 7:00 am

Friday, 12/14/2001 from 8:00 pm - 9:00 am (Tentative for Build 14)

Friday, 12/21/2001 from 6:00 am - 7:00 am

Please Note: On Friday December 7, between the hours of 3am–5am there will be maintenance on MCitrixALB1 Server. This may result in some users in the NYSDSSALB domain experiencing slowness when if they try to log-in to the Network..

2. CONNECTIONS CIAB's System Down Time:

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

Monday, 12/10/2001 from 7:00 am - 7:30 am

Monday, 12/17/2001 from 7:00 am - 7:30 am

Monday, 12/24/2001 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, 12/09/2001 from 1:00 am - 6:00 am
Sunday, 12/16/2001 from 1:00 am - 6:00 am
Sunday, 12/23/2001 from 1:00 am - 6:00 am

4. CONNECTIONS Build 14 (Update):

Schedule

Build 14 of CONNECTIONS is scheduled for release over the weekend of December 14 and will be “live” on Monday, December 17, 2001. Unlike previous distributions, Build 14 will be downloaded to Citrix Servers residing in Albany and not to individual workstations. We will follow with a final schedule early next week. At the present time the **tentative** schedule for Build 14 is as follows:

- CONNECTIONS will be brought down for several hours beginning on Friday evening December 14, 2001 at approximately 8PM. It is expected that the CONNECTIONS Application will be available for the SCR and all other 24 by 7 sites at approximately 9AM on Saturday, December 15th. **Please Note:** In order for a PC to access Build 14, it must have received Build 13.2 of CONNECTIONS (Citrix). If for some reason there are PC’s at your site(s) that did not receive Build 13.2, users will experience a “version mismatch” when they try to access the CONNECTIONS Application. If anyone receives a “version mismatch” error, they will need to contact the CONNECTIONS Help Desk immediately.

5. Adobe Acrobat Reader (version 3.0) New Download Instructions:

Over the last month we have addressed the fact that our Application Development staff had been working on a method for distribution of the Adobe Acrobat Reader to NT 4.0 Laptops and NT 3.51 Dial-In CIABs and Laptops. The method for distribution will be through a “download” of Adobe Reader from the New York State Human Services Intranet Site/Web Procedures and Downloads. Please follow the instructions listed below for NT 4.0 Laptops and NT 3.51 Dial-In CIABs and Laptops:

LAPTOPS (3.51 and NT 4.0)

Please note: The only difference between the NT 4.0 and NT 3.51 Dial-In Laptops is that NT 4.0 must be performed by an “administrator” and the laptop must be logged on using an “administrator” log-in.

1. Connect by RAS
2. Open Internet Explorer (the Default Address is sdssnet5)
3. Enter web page address <http://sdssnet5>
4. Select Web Procedures and Downloads
5. Select Download Web Clients and Tools
6. Go to bottom of page and select Adobe Acrobat Reader 3.0
7. Check the button for Run this program from it's current location
8. Click on OK (this will start a download which will take 30 to 45 minutes)
9. When the Security Warning screen is displayed, click on Yes
10. When the InstallShield Self-extracting EXE screen is displayed, click on Yes
11. The Adobe Acrobat 3.01 Setup program will start
12. When the Welcome screen is displayed, click on Next
13. When the Software License screen is displayed, click on Yes
14. When the Choose Destination Location screen is displayed, click on Next
15. When the "Setup Complete" screen is displayed, click on Finish
16. The Readme.wri file is opened in Wordpad.
17. When you are done examining the file, close it by clicking on File and Exit
18. When the "Setup is Complete" screen is displayed, click on OK

CIABs

1. Connect by RAS
2. Open Internet Explorer
3. Enter web page address <http://sdssnet5>
4. Select Web Procedures and Downloads
5. Select Download Web Clients and Tools
6. Go to bottom of page and select Adobe Acrobat Reader 3.0
7. The File download will start. You will see the following:
Estimated time left; Download to; Transfer rate; (**please note:** these are not updated during the download, they all remain blank). You can monitor the progress of the download by going to the RAS program group, opening the Connections Phone Number Change, and clicking on the Status button. The Incoming Bytes will continue to increase during the download and will be over 5,000,000 bytes when the download is completed (this will start a download which will take 30 to 45 minutes).
8. Check the button for Run this program from it's current location.

9. Click on OK .
10. When the InstallShield Self-extracting EXE screen is displayed, click on Yes
11. The Adobe Acrobat 3.01 Setup program will start
12. When the Welcome screen is displayed, click on Next
13. When the Software License screen is displayed, click on Yes
14. When the Choose Destination Location screen is displayed, click on Next
15. When the "Setup Complete" screen is displayed, click on Finish
16. The Readme.wri file is opened in Windows Write
17. When you are done examining this file, close it by clicking on File and Exit
18. When the "Setup is Complete" screen is displayed, click on OK.

If you have any difficulties with the above procedures, please contact the CONNECTIONS Help Desk 1-800-759-3832.

The addition of Adobe Acrobat Reader to your CONNECTIONS workstations provides the CONNECTIONS Project an extremely useful tool that improves our ability to communicate with a wider range of CONNECTIONS users. Large files and documents, such as job aides and UCR's, can be more easily distributed to Public Folders or the CONNECTIONS Intranet Website for users to view and print.

6. Firewall Maintenance at 40 North Pearl Street, Albany:

Maintenance on Firewalls will be performed on Saturday 12/8/01 between the hours of 7am – 12 noon. During this time frame the following will be down:

- Exchange Internet Mail
- Access to the Internet from HSEN-Proxy users
- Access from the Internet to all Public HSEN Web Servers
- Access to all HSEN Public Web Servers from HSEN
- Access from the HSEN Network to other State Agencies on the MAN

The following will be available during this period:

- Access to the OGS Centerview phone system by OCFS SCR and DOL TCC
- Access to CONNECTIONS via Citrix
- Access to the IBM Mainframe at Build 8 by DOL

7. CONNECTIONS Intranet Website:

On November 20th, the CONNECTIONS Communications Team announced the new CONNECTIONS Intranet Home Page. The CONNECTIONS Home Page is part of the OCFS Intranet site on the larger New York State Human Services Intranet site. It can be accessed from CONNECTIONS computers statewide through the MS Internet Explorer browser <http://sdssnet5/ocfs/connect> or from the OCFS Home Page on the NYS Human Services Site by clicking on CONNECTIONS. You do not need to have access to the Internet to gain access to the Intranet.

Some of the information on the Intranet site is in the form of PDF files. In order to open these files, the Adobe Acrobat Reader must be installed on the PC. At this time, the Adobe Acrobat Reader has been distributed to all 3.51 LAN-Connected desktop workstations and laptops. If any of the NT 3.51 LAN-Connected desktop workstations/laptops have not received this distribution, or have any other problems accessing or using the Intranet site, please call the CONNECTIONS Helpdesk at 1-800-759-3832.