

Memo



To: Implementation Coordinators
From: CONNECTIONS Communications
CC: LAN Administrators, Keyusers, OCFS -Directors of Services,
CONNECTIONS Project Team
Date: December 13, 2001
Re: Weekly System Update--12/14/2001 Week's Activities

1. CONNECTIONS System Down Time/ Build 14:

Build 14 of CONNECTIONS is scheduled for release over the weekend of December 14 and will be "live" on Saturday, December 15, 2001. CONNECTIONS will be brought down for several hours beginning on Friday evening December 14, 2001 at 8PM. Staff will not be able to access the CONNECTIONS Application during this time. CONNECTIONS Downtime Procedures will be implemented for the transmission of CPS Reports between the SCR, Local Districts and ECS during this timeframe. Network Exchange/Outlook Email will be available during this time period.

It is anticipated that the CONNECTIONS Application will be available on Saturday, December 15, 2001 beginning at 9AM.

For details regarding CONNECTIONS Build 14, please refer to CONNECTIONS Build 14 Update section 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, 12/16/2001 from 1:00 am - 6:00 am

Sunday, 12/23/2001 from 1:00 am - 6:00 am

Sunday, 12/30/2001 from 1:00 am - 6:00 am

3. CONNECTIONS Build 14 (Update):

Schedule

In preparation for distribution of CONNECTIONS Build 14, effective **Wednesday, December 12, 2001**, steps were taken to disable previous CONNECTIONS network access (the fat-client). The CONNECTIONS Application is now supported, statewide, in the CITRIX environment. Access to CONNECTIONS must be made through CITRIX.

As noted above, Build 14 of CONNECTIONS is scheduled for release over the weekend of December 14 and will be “live” on Saturday, December 15, 2001.

Unlike previous distributions, the distribution of Build 14 will rely on the Citrix technology that was recently implemented in CONNECTIONS Build 13.2. This distribution method is a significant change from previous distributions in which a CONNECTIONS Build was downloaded through Workstation Distribution Servers at local sites and then to individual workstations. In this environment, changes in the Build 14 CONNECTIONS Application are stored centrally on Citrix servers in Albany. Local PCs, statewide, will have access to Build 14 of CONNECTIONS when the local user accesses the CONNECTIONS Application. **Please Note:** To be able to access Build 14 of CONNECTIONS all local workstations must have received CONNECTIONS Build 13.2 (Citrix). This is a **minimum requirement** that applies to all CONNECTIONS devices (Desktop Personal Computers, Laptops and CIABs).

There are no special instructions for users to follow when Build 14 becomes “live” on Saturday morning, December 15, 2001. 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). If a local PC has not received Build 13.2 (Citrix), the user of that workstation will not be able to access Build 14 of CONNECTIONS.

As you know, to support the new Citrix environment, modifications to the NT Logon ID are required for the CONNECTIONS Log-in. If there are any users that try to access the CONNECTIONS Application and receive the message, “**You are not configured for access to CONNECTIONS, Please contact an administrator**”, users should be instructed to call the CONNECTIONS Help Desk immediately at 1-800-759-3832.

Build 14 Distribution Memo, Release Notes, and other Build 14 materials were sent to CONNECTIONS Implementation Coordinators, LAN Administrators, and other CONNECTIONS users on Tuesday, December 11, 2001. For details regarding these documents/materials, please refer to the Public Folders where they are located. The path to these materials is as follows:

Public Folders > All Public Folders > Statewide > CONNECTIONS > Alerts and Notices > Build 14 Schedule, Release Notes and Other Materials.

Impact on Batch Programs

Because the CONNECTIONS Application will be unavailable as of 8:00 PM on Friday night, 12/14/01, all the regularly scheduled Batch jobs will be

canceled on Friday night. Most of the jobs will be run on Saturday evening (12/15) and Sunday evening (12/16) with the exception of the BICS Interface. The first run of the BICS interface run will be on Monday, December 17, and users can expect to see results on Tuesday morning, December 18. Any resource data added/changed from Friday till Monday will not be sent to BICS/CCRS until Monday evening.

4. Adobe Acrobat Reader (version 3.0) Download Instructions:

Reminder: If you have not already done so, NT 4.0 Laptop users and NT 3.51 Dial-In CIAB/Laptop users should make arrangements to “download” Adobe Reader from the New York State Human Services Intranet Site (Web Procedures and Downloads). These instructions were included in last week’s update. Please follow the instructions listed below:

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 its 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 its 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.

5. 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. The CONNECTIONS Intranet Site is updated on a regular basis and contains the latest CONNECTIONS Communications materials.

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. NT 4.0 Laptops users and NT 3.51 Dial-In users must follow the above referenced procedures for downloading Adobe Reader Version 3.0 if they wish to view some of the materials on the Website. If there are any users who are having problems accessing or using the Intranet site, please call the CONNECTIONS Helpdesk at 1-800-759-3832.

6. Exchange Server EXCHSEN0A1MC Move to New Subnet:

Beginning 12/21/2001 during scheduled Network downtime 6-7am, Exchange Server EXCHSEN0A1MC is being moved to new subnet. Email will be down during this time frame. This is transparent to users and should have no effect on users. This is being done to enhance performance.