



Memo

To: Implementation Coordinators
From: CONNECTIONS Communications
CC: LAN Administrators, Keyusers, OCFS -Directors of Services,
CONNECTIONS Project Team
Date: December 27, 2001
Re: Weekly System Update--12/28/2001 Week's Activities

HAVE A HAPPY NEW YEAR

1. CONNECTIONS System Down Time:

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

Friday, 12/28/2001 from 6:00 am - 7:00 am
Friday, 01/04/2002 from 5:00 am - 7:00 am
Friday, 01/11/2002 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, 12/30/2001 from 1:00 am - 6:00 am
Sunday, 01/06/2002 from 1:00 am - 6:00 am
Sunday, 01/13/2002 from 1:00 am - 6:00 am

3. CONNECTIONS Build 14 (Update):

CONNECTIONS Build 14 was successfully rolled out and implemented over the weekend of December 15-16.

For any staff who wish to access our Build 14 Training Resource Materials (Job Aides, Release Notes) they are available for all CONNECTIONS users by going to the CONNECTIONS Intranet Website <http://sdssnet5/ocfs/connect/> or accessing the CONNECTIONS Public Folders.

The path to the Public Folders is as follows: Public Folders > All Public Folders > Statewide > CONNECTIONS > Build 14.

If you need additional assistance or have any questions regarding CONNECTIONS Build 14, please contact your Regional Office Implementation Representative.

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.

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:

- Syracuse Region (Region III) January 7 - 21, 2002
- Rochester Region (Region II) January 24, 2002.
- Buffalo Region (Region I) February 4, 2002
- 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.

- 5. Adobe Acrobat Reader for NT 4.0 Laptops & NT 3.51 Dial-In Devices:**
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). Please follow the instructions listed below:

LAPTOPS (Dial –In 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

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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.

6 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.