Memo

To: CONNECTIONS Implementation Coordinators

CONNECTIONS LAN Administrators

From: CONNECTIONS Communications Team

Date: 5/26/2004

Re: CONNECTIONS Build 17.2 Distribution

Build 17.2 of CONNECTIONS is scheduled for release beginning Tuesday, June 1st through Tuesday, June 8th, 2004. There will be a rolling implementation of Build 17.2. There will be no scheduled downtime for this Build.

Please review the sections below regarding steps to take should you experience difficulty accessing the CONNECTIONS Application after Build 17.2 becomes "live".

<u>**Accessing CONNECTIONS Build 17.2**</u>
The following information applies to all CONNECTIONS computers (Desktop PCs, Laptops, and CIABs).
CONNECTIONS users should follow regular log-on procedures. If 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 (1-800-697-1323).

<u>**Verification of Distribution**</u>
For all CONNECTIONS devices (Desktop PCs, CIABs, and Laptops), to verify that you are working with the Build 17.2 version of CONNECTIONS Software, you can determine the version number by performing the following steps:

- From the **Toolbar**, select the **Help Menu**
- Select the **"About CONNECTIONS"** option. A window will be displayed which contains the following information: **CONNECTIONS Ver 3.0, Build 17.2.** This indicates that you have the proper version.