



# ..CONNECTIONS NEWS..

*for the week of March 19 - 26, 2010*

**CONNECTIONS Intranet site:** <http://ocfs.state.nyenet/connect/>

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## ***"Info to Know" for Caseworkers***



### ***"Technical" or Logistical Issues With LDAP Accounts Got You Down - HELP!!!! Is On The Way...***

***This piece was in the last edition - in case you missed it.***

We have partnered with the OCFS/ IT LAN Management team and they have set up a mailbox for you to use for any and all "technical" issues related to LDAP accounts. Send any "technical" issues (e.g., account lock outs, password resets, etc.) to the [ocfs.dl.ldap.it](mailto:ocfs.dl.ldap.it) mailbox and the folks that monitor this mailbox will readily provide any assistance that you may need related to "technical" issues. *And*, for training content or logistical questions we refer you to the following mailbox: [ocfs.dl.ldap.training](mailto:ocfs.dl.ldap.training). So there you have it - anything that you need to ask about LDAP accounts can be answered by sending your questions to either one of these two mailboxes!! Please pass this info

along in your agency!!! And “thank you” to our LAN Management Team for their assistance with this venture!!!!



### *AFCARS Update...*

*This piece was in the last edition - in case you missed it.*

Timeframes for reporting AFCARS data to the federal government are coming due! It is important that local district and voluntary agency staff make timely updates to the AFCARS information in order for accurate Federal reporting.

AFCARS information includes the following:

AFCARS information from the Placement Information Tab, the Removal Information Tab and the Diagnosis on the Clinical Appointment window.

For CCR cases -

The AFCARS Adoption Information window accessed from the Adoption Finalization window.

The CONNECTIONS Tip Sheet for Recording AFCARS Data can be found on the CONNECTIONS intranet on the Step-by-Step/Job Aids/Tip Sheets page, or via the following link:

<http://ocfs.state.nyenet/connect/jobaides/Tip%20sheets/Recording%20AFCARS%20Data%20v4.pdf>

## *General “Info to Know”*



### *REMOTE ACCESS EQUIPMENT UPGRADE*

A software code upgrade has been scheduled for the remote access equipment that delivers Network Connect and SSLVPN services to the Customer Network. The upgrade will occur on **March 25, 2010 at 5:00 am**. After that time, signing in to VPN will initiate an automatic update of client components for both SSLVPN and Network Connect services. The updates to the remote access components are automatic, but do require some minor user interactions. Please refer to the instructions in the notification below for the required actions.

The notification from the Office for Technology (OFT) is posted below. It describes the upgrade, as well as the actions that need to be taken. We ask that you pass this information along to the folks in your agency who connect remotely through Network Connect and SSLVPN.

TEXT OF THE OFT BULLETIN IS BELOW:

**CUSTOMER NOTIFICATION—(CUSTOMER NETWORKING SOLUTIONS)**

**NUMBER:** 10-CNS-01  
**TITLE:** REMOTE ACCESS EQUIPMENT UPGRADE  
**DATE ISSUED:** March 17, 2010

**Overview**

A software code upgrade has been scheduled for the remote access equipment that delivers Network Connect and SSLVPN services to the Customer Network. The upgrade will restore the feature of clustering for the core VPN appliances (that provides for high-availability) and address other known “software bugs” in the current version of code. In addition, the upgrade will expand the support for new OS (Operating System) platforms, such as Windows 7.

The upgrade will occur on **March 25, 2010 at 5:00 am**. After that time, signing in to VPN will initiate an automatic update of client components for both SSLVPN and Network Connect services.

**Services Impacted**

All SSLVPN and Network Connect access to the Customer Network will be impacted by this upgrade.

**Audience**

Users of Customer Network Solution’s (CNS’s) SSLVPN and Network Connect services who access the Customer Network from workstations/laptops that are not directly connected to the Customer Network.

**Assistance**

Please read the attachments in their entirety for assistance with upgrading SSLVPN components and Network Connect.

**Customer Action Required: Yes**

The updates to the remote access components are automatic, but do require some minor user interactions. Please refer to the attached instructions for the required actions.

## Details

The code upgrade will update the following components from version 6.4.0 to 6.5.0:

- **For SSLVPN:** Cache Cleaner, Terminal Services, JSAM, Telnet/SSH client
- **For Network Connect:** Host Checker, Network Connect VPN client

Bugs fixed in this code release:

- Fixed an issue where cache cleaner could not launch after upgrade
- Logging in through GINA during upgrade no longer results in an Active X error
- Fixed an issue that resulted in disabling the cluster mode (high availability) to maintain stability
- There is no longer a lockout when a mistyped password is entered into the GINA prompt

New platforms supported:

- *Windows 7*
- *Snow Leopard 10.6*

## Attachments

### *Upgrading SSLVPN Components*



Upgrading SSLVPN  
components.doc

### *Upgrading Network Connect*



Upgrading Network  
Connect.doc

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**\*\*Please note: the following information pertains to voluntary agencies...**



***Info for Voluntary Agencies...***

***This piece was in the last edition - in case you missed it but please note:***

The date has been revised. The **revised date is March 31<sup>st</sup>.**

**The following information was sent last week, in a communication to voluntary agency LAN Administrators by the Office for Technology Customer Care Center.**

The Office for Technology (OFT) has issued a bulletin explaining CIO/OFTs Energy Star Conservation Policy for **Green IT**-HSEN Domain. The **revised date** of implementation of this policy is slated for **March 31<sup>st</sup>**. Prior to your agency being implemented, notification will be sent to agency LAN Administrators at least 1 week ahead of time to ensure proper notification of staff regarding what to expect when their PCs are in hibernation mode when they come into work in the morning. The information below details the text of the OFT bulletin that was sent highlighting an overview of this important initiative.

### **Questions???**

If you have any questions related to the hibernation initiative you may send them to the following mailbox: ocfs.dl.it.lm.

### **TEXT OF THE OFT BULLETIN IS BELOW:**

**NUMBER: 10-CNS-01**  
**ISSUED BY: DEPUTY CIO OF CUSTOMER RELATIONSHIP MANAGEMENT SERVICES**

### **CUSTOMER BULLETIN-(CUSTOMER NETWORKING SOLUTIONS)**

**TITLE: ENERGY STAR POWER CONSERVATION POLICY FOR GREEN IT**  
**DATE ISSUED: March 10, 2010**

### **Overview**

As CIO/OFT continues its efforts to implement sustainable, green IT practices, CIO/OFT is implementing an Energy Star Power Conservation Policy to all **State-owned** desktop computers. The Energy Star Policy is designed to save electricity by Hibernating\* the desktop when not in use. The policy will power down the monitor after 15 minutes of inactivity and will hibernate the desktop after 30 minutes of inactivity. While the desktop is in hibernation mode a feature known as Wake on LAN will be used to provide off hour software patching and updates.

**This policy will become effective ~~March 16, 2010~~ Revised date: ~~March 23, 2010~~**  
**Please note that the revised date is March 31st**

*\*Hibernation is a feature of many computer operating systems, where the contents of memory are written to non-volatile storage such as a hard disk, a file or on a separate partition, before powering off the computer. When the computer is restarted, it reloads the content of memory and is restored to the state it was in when hibernation was invoked.*

### **Services Impacted**

Users will notice their desktops have been powered off in the morning and after 30 minutes of inactivity during the day (lunch, meetings, training, etc.). Users will be

required to press the power button to wake the computer. Instructions are included below in the Details portion of this Bulletin.

## Audience

The audience for this communication includes all LAN Administrators (voluntaries) on the HSEN Domain.

## Customer Action Required: Yes

End users will be required to wake the desktop after hibernation has occurred. Please refer to the instructions below in the Details portion of this Bulletin. If you have workstations that are serving in a nontraditional desktop function (e.g. desktop server,) this computer needs to be identified through the CNS Outcome Management Group for evaluation and possible exceptions to the energy star policy.

## Assistance

During the initial 4 week implementation period, please email any concerns or issues to the CNS Outcome Management mailbox ([oft.sm.cns.outcome.management@cio.ny.gov](mailto:oft.sm.cns.outcome.management@cio.ny.gov)) or call 1-800-603-0877.

## Details

### Wake Instructions

#### **Screen Saver on after 10 minutes of inactivity**

Moving the mouse or pressing a key on the keyboard will wake up the Monitor; a password is required to resume access to the computer.

*A screensaver is a type of computer program initially designed to prevent phosphor burn-in on CRT and plasma computer monitors by blanking the screen or filling it with moving images or patterns when the computer is not in use. Contemporary screensavers are used primarily for entertainment or security.*

#### **Monitor off after 15 minutes of inactivity**

Power button on the monitor will be amber; computer will remain on for 10 minutes (green indicator light on the computer will be on steady). Moving the mouse or pressing a key on the keyboard will wake up the monitor; your password is required to resume access to the computer.

#### **Hard Drive off after 20 minutes of inactivity**

The head on the hard drive is retracted and the drive is powered off. Moving the mouse or pressing a key on the keyboard will wake up the monitor and the hard drive, your password is required to resume access to the computer.

#### **Standby after 25 minutes of inactivity**

Computer will store any open documents in memory, at this point the machine will go into a reduced power state (green light by the machine power button will be flashing for

5 minutes), small amount of power is required to power the memory. Press the power button (once) to resume, your password is required to resume access to the computer.

#### **Hibernate after 30 minutes of inactivity**

Computer will store any open documents on the hard drive and power down (green light by machine power button will be off). The end user must press the power button (once) to resume, your password is required to resume access to the computer.



### ***NEW Postings to the CONNECTIONS Intranet***

- ...CONNECTIONS NEWS... <http://ocfs.state.nyenet/connect/>



### ***Weekly System Maintenance***

Due to regularly scheduled system maintenance, the CONNECTIONS application will not be available on...

- [Wednesday, 3/24/10](#) from 5:00 AM - 7:00 AM
- [Friday, 3/26/10](#) from 5:00 AM - 7:00 AM



<http://2010.census.gov/2010census/>



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Children & Family  
Services  
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