

Upcoming CONNECTIONS Project Initiatives

Introduction

Over the next few months several new CONNECTIONS Project initiatives will be implemented that will enhance the current CONNECTIONS Citrix ICA client. These enhancements are scheduled to begin in early November in conjunction with the CONNECTIONS 25% Desktop PC Replacement Project. These enhancements and dates of release (or implementation dates) are as follows:

- Screen Resolution Change in Citrix from 100% (full screen) to 95% - Friday, November 1, 2002.
- Citrix Session "15 Minute Disconnected State" - Friday, November 15, 2002.
- CONNECTIONS Windows 2000 Workstations will receive an upgrade to the current ICA Citrix Client to ICA Citrix Client version 6.30.1050 (Auto Client Reconnect). This distribution to all CONNECTIONS Windows 2000 workstations will be completed via a WinInstall package distribution. The actual schedule for the distribution is yet to be determined, however, we anticipate this activity to be completed prior to December 31, 2002. Additional information regarding the final schedule, as well as any instructional materials will be provided at a later date.

Please Note: The *state image* for the new CONNECTIONS Windows 2000 25% replacement computers will include the upgraded ICA Citrix Client version 6.30.1050. Rollout of the CONNECTIONS 25% Desktop PCs is expected to begin in the Albany Region, Friday, November 15, 2002.

New Initiatives

I. **New 95% Screen Resolution in Citrix**

Beginning Friday, November 1, 2002 the CONNECTIONS Project will be implementing a screen resolution change to 95% on workstations when users are in a Citrix Session. One prime benefit of this feature is that users will be able to access other desktop programs, i.e. Exchange/Outlook Email, or copy and paste information from a document stored on their C: drive. Currently, when users move between CONNECTIONS and programs on their local computer, they use the **Alt +Tab** hot key combination which results in a box opening that lists the programs you have open on your computer, or they may use **Ctrl + Esc** which results in the Windows Task List box opening where a list of all programs open on the desktop are found. This ease of use improvement replaces the need for users to navigate between the Citrix session and other desktop functions using the above-mentioned methods.

- **95% Resolution for Windows 2000 and NT 4.0 PCs**

With the new 95% Citrix screen resolution, when users are in a CONNECTIONS Citrix session, they will see two START buttons; one will be the within the Citrix session, and below that will be the user's PC toolbar, which contains the second start button. If you wish to view a graphic of the 95% resolution, please visit the CONNECTIONS Intranet Website Home page.
- **95% Resolution for NT 3.51 PCs**

With the new 95% Citrix screen resolution, when NT 3.51 users are in a CONNECTIONS Citrix session, and they need to move between CONNECTIONS and their local desktop to access email or to retrieve a document stored on the C: drive, they will be able to minimize the Citrix window and open other Programs or move the screens to the forefront. You can minimize the Citrix CONNECTIONS window in one of two ways:

 - Click **File** on the menu bar of the CONNECTIONS toolbar to open the **File** menu and click **Minimize** in the drop down menu or,
 - Click the **Minimize** button in the upper right-hand corner of the CONNECTIONS toolbar.

II. Citrix Session “15 Minute Disconnected State”

- **15 Minute Disconnect State/Stay Alive Feature**

As a result of the upcoming Citrix client upgrade for the CONNECTIONS Windows 2000 workstations an additional feature will be available on all CONNECTIONS workstations (NT 3.51, NT 4.0 and Windows 2000). This enhancement is called the “**15 Minute Disconnect**” interval. As referenced above, this feature will be implemented in mid-November 2002.

The major benefit of the “15 Minute Disconnect” is when the Citrix client detects that its connection to a server is broken, the Citrix session will transition into what is called a “disconnected” state. This means that a Citrix session will “**stay alive**” on the Citrix server for 15 minutes. If the connection to a Citrix server becomes available within 15 minutes, when the user logs back in to Citrix, they will be reconnected to the session in the exact place they left prior to the disconnect or network interruption. For example, if the user was typing information into the Notes tab of the CPRS prior to the disconnect, after they log back into Citrix, they will return to the exact place they were entering information in the Notes tab prior to the disconnect.

As you know, with our current Citrix client, when a connection to a server is broken, users receive a message that informs them that a “Citrix Server is Unavailable” and requires the user to log-on to a new Citrix session. When this happens, work in progress is temporarily lost and often requires a call to the Help Desk for retrieval. **Please note:** If the connection to a Citrix server is broken for longer than 15 minutes, when users log back into Citrix, they will **not** be reconnected to the session in the exact place where they left prior to the disconnect or interruption. CONNECTIONS user will have to follow current procedures for retrieving data from the T:drive via the NYS OFT Enterprise Help Desk.

III. Citrix Upgrade ~ Auto Client Reconnect

➤ **CONNECTIONS Windows 2000 Workstations**

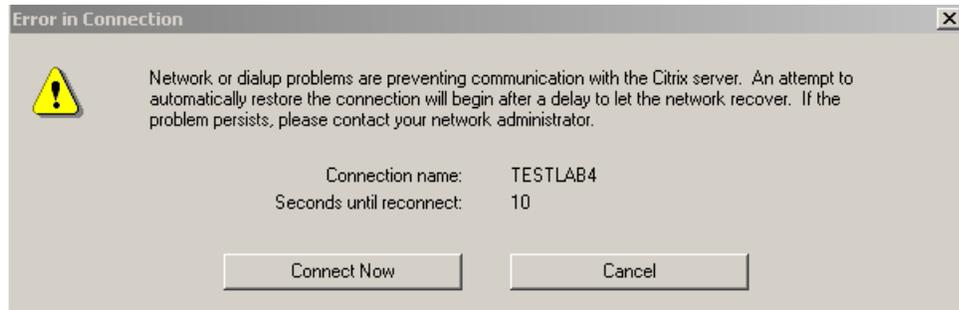
CONNECTIONS Windows 2000 users can expect to see major enhancements to the current CONNECTIONS ICA Citrix client. As referenced above, the current version of Citrix will be upgraded to ICA Citrix Client version 6.30.1050. The major benefit of this upgrade will be for the CONNECTIONS Windows 2000 replacement PCs. With the upgraded Citrix client, users will see a new feature called “Auto Client Reconnect”. “Auto Client Reconnect” means that when the Citrix client detects that its connection to a server is broken, it will begin a “re-connect” sequence. The Citrix client will attempt to reconnect three times and stop if re-connection fails. As referenced above, when the user logs back into Citrix, they will be reconnected to their session in the exact place they left prior to the timeout or network interruption. **Note:** for any Citrix server disconnects or outages lasting 15 minutes or longer, the “Auto Client Reconnect” feature does not apply. Users will be required to re-enter their credentials and log back in to Citrix. In those instances (over 15 minutes), users will need to follow regular procedures for retrieving data from the T:drive via the NYS OFT Enterprise Help Desk.

Auto Client Reconnect

- Once the Citrix client detects that its connection to the server is broken, the message box, **Error in Connection**, will appear. As a general rule, it usually takes about 50 seconds for the Citrix client to detect that the connection to a server is broken. The window the user is on will appear to be “frozen” or “stuck”. After the **Error in Connection** message box appears, the Auto Reconnect waits 30 seconds before beginning the reconnect sequence. Please Note: The following graphic that appears below is not an exact graphic of the

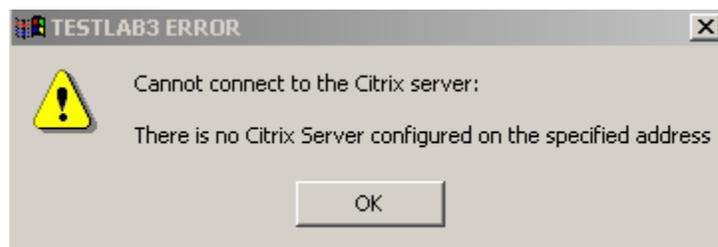
error message that will appear in the Citrix/CONNECTIONS Production Data Base.

****Auto Reconnect will only occur if there is a Network Interruption, NOT if you've been "Timed-Out" of your session.**



****This message box, Error in Connection, will replace the "Citrix Server Unavailable" message box.**

- If the user does not want to wait the 30 seconds, they can click the **Connect Now** button. Note: If there is a Network interruption, it usually takes about 20 seconds to settle out. Users should keep this in mind when clicking the **Connect Now** button to manually connect.
- The Citrix client attempts to reconnect to your disconnected session on the server three times and then stops if reconnection has failed. This process takes approximately 5 minutes.
- If the reconnection failed after three attempts, this box, **ServerName ERROR**, will appear. Please Note: The following graphic that appears below is not an exact graphic of the error message that will appear in the Citrix/CONNECTIONS Production Data Base.



- Click **OK** and wait a few minutes. Waiting a few minutes allows some time for network "burps" to clear. The user should then proceed to logon via the web page (re-enter credentials), as you have in the past.

- If you are still unsuccessful, wait a few more minutes and try again.
- If you are unable to reconnect to your session, please call the NYS OFT Enterprise Help Desk 1-800-696-1323.

➤ **CONNECTIONS NT 3.51 and 4.0 Workstations**

Due to technical constraints, the new Citrix Client, “Auto Client Reconnect” feature does not apply to CONNECTIONS NT 3.51 and 4.0 workstations. As referenced in the “15 Minute Disconnect” section above, CONNECTIONS NT 3.51 and 4.0 Workstations will have the “15 minute stay alive” benefit.

NT 3.51 and 4.0 users will continue to see the “**Citrix Server Unavailable**” message when there are Network outages or Citrix server disconnects. Users will have to login to a new Citrix session by re-entering their credentials (as they always have in the past).

If you have any questions regarding this communication, please contact your CONNECTIONS Regional Implementation Coordinator or the CONNECTIONS Communications Team.