

## Introduction

Several new OCFS CONNECTIONS Project initiatives were implemented over the last 6 months that enhanced the OCFS CONNECTIONS Citrix ICA client. These enhancements were as follows:

- All CONNECTIONS Windows 2000 (IBM) Workstations received an upgrade to the ICA Citrix Client. The new upgraded version is 6.30.1050 (Auto Client Reconnect). This distribution to all CONNECTIONS Windows 2000 workstations was completed via a WinInstall package distribution on December 6-8<sup>th</sup>, 2002. **Please Note:** Approximately 1500 CONNECTIONS Windows 2000 workstations did not receive the above referenced Citrix upgrade package for the following two reasons: the workstations were not powered on, or the Network WDS (Workstation Distribution Server) had not been properly updated with the new CONNECTIONS replacement computers serial numbers.
- Citrix Session “15 Minute Disconnected State”.
- Screen Resolution Change in Citrix from 100% (full screen) to 95%.

The OCFS Data Warehouse Team has asked us to announce that the “15 Minute Disconnected State” and “95% Screen Resolution” enhancements have been scheduled for implementation with OCFS Data Warehouse users. These enhancements are scheduled for implementation on Friday morning, **May 30th, 2003**.

## Citrix Upgrade ~ Auto Client Reconnect

OCFS Data Warehouse users (who are using CONNECTIONS Windows 2000 workstations) are most likely aware of this enhancement. If Data Warehouse users are not aware of this enhancement, we would like to bring your attention to it. The major benefit of the Citrix upgrade is a feature called “Auto Client Reconnect”. With “Auto Client Reconnect” the Citrix client detects that when 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. 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.

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 below, 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”

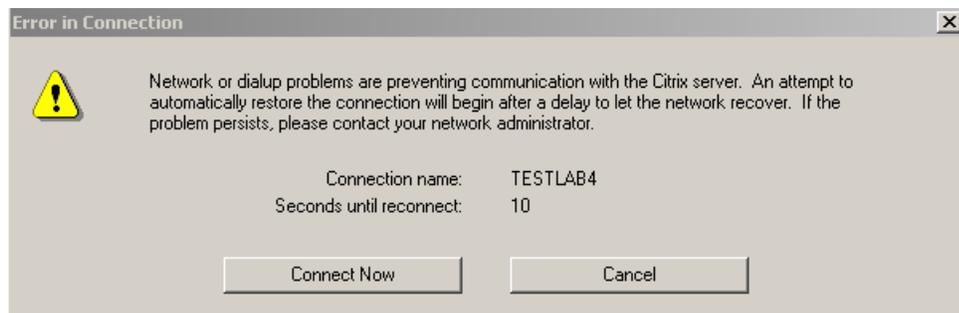
message when there are Network outages or Citrix server disconnects. Users will have to login to a new Citrix session by re-entering their credentials (as they always have in the past).

For HP OCFS Data Warehouse workstations, the Citrix Upgrade is not available and the workstations are not affected.

### **Auto Client Reconnect Feature**

- 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/Data Warehouse Production Data Base.

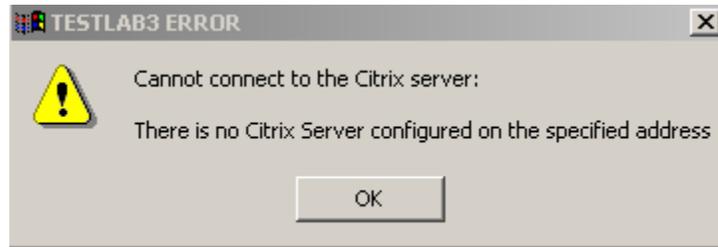
**\*\*Auto Reconnect will only occur if there is a Network Interruption, NOT if you’ve been “Timed-Out” of your session.**



**\*\*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/Data Warehouse 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.

### **Citrix Session ~ 15 Minute Disconnected State**

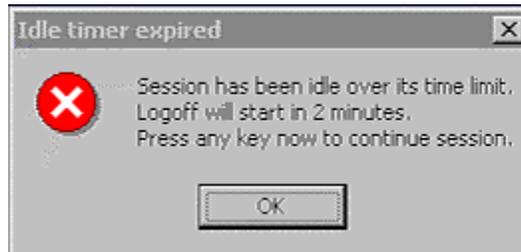
The major benefit of the “15 Minute Disconnect” is when the Citrix client detects that its connection to a server is broken, the Citrix session will transition into what is called a “disconnected” state. This means that a Citrix session will “**stay alive**” on the Citrix server for 15 minutes. If the 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 off prior to the “disconnect” or network interruption.

At present, with the current Citrix client for Data Warehouse users, 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. **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.

### **Important Note: 15 Minute Disconnect/Stay Alive Feature and Citrix Time Outs**

As you know, in addition to managing information, the Citrix servers optimize network performance by limiting the amount of network resources that can be taken up by people who are logged onto the OCFS Data Warehouse CONNECTIONS but not actually using the Application. If users are logged onto a Citrix session and their machine is idle for 28 minutes, users receive

the following warning from the server that their session will “time out” in 2 minutes.



With the “15 minute disconnect/stay alive” feature, time outs are also minimized. If a user’s session is timed out and the user logs back into Citrix within 15 minutes, they will be re-connected to the session in the exact place they left prior to the server disconnect or network interruption. That being said, when users are re-connected to their session, they will see the two-minute warning message box referenced above. Users should click OK and the message box will disappear. **Note:** This does **not** mean that the session is being timed out again.

If you are unable to reconnect to your session, please call the NYS OFT Enterprise Help Desk 1-800-697-1323.

### **95 % Screen Resolution**

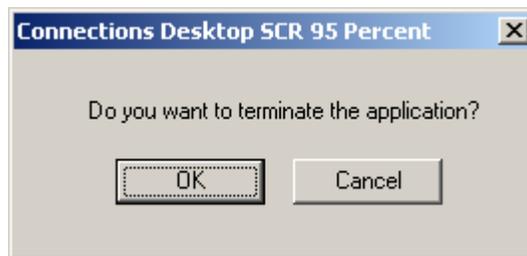
Beginning Wednesday, May 30th, 2003, the OCFS Technical Team will be implementing a screen resolution change to 95% when OCFS Data Warehouse users are in a Citrix session. One prime benefit of this feature is that users will be able to access other desktop programs, i.e. Exchange/Outlook Email, or copy and paste information from a document stored on their C: drive. Currently, when users move between the OCFS Data Warehouse 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.

With the new 95% Citrix screen resolution, when users are in a Data Warehouse Citrix session, they will see two START buttons; one will be within the Citrix session, and below that will be the user’s desktop computer 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.

With this change, when OCFS Data Warehouse users navigate to the OCFS Data Warehouse logon page, the web browser will dynamically select the correct Citrix display mode, depending upon the users local screen resolution. If the local screen resolution is set to 800x600 or lower, the display mode will remain full screen (100%), hence, there will be no change or impact. If the local screen resolution is set to 1024x768 or higher, the display mode will be set at 95%.

### **Best Practice Guideline “Citrix Log-off”**

For OCFS DATA WAREHOUSE users with the new Citrix 95% Screen Resolution, our technical team has asked us to remind users of a best practice guideline when logging off from Citrix. With Citrix 95% Screen Resolution, if users click the “X” in the upper right-hand corner of the Citrix session and then select, “OK” to the “Do you wish to terminate the application” display message, (**see graphic below**), the session will transition into a “disconnected state” for 15 minutes.



As a best practice guideline, when you have finished your work in OCFS DATA WAREHOUSE, you should close both OCFS DATA WAREHOUSE and your Citrix session. This is best done as a two-step process:

- ❑ First, close OCFS DATA WAREHOUSE
- ❑ Then, to end your Citrix session, click on the **Start** button in the bottom left-hand corner of the Citrix desktop.
- ❑ Select **Log Off <User name>** from the pop-up menu that appears. Remember, this is not logging off your computer. It is just ending your session with the Citrix server and when the log off is complete you will be returned to your local desktop. **The only correct way logging off is by clicking Start | Log Off | Yes.**

For additional information regarding any of the above referenced features, please visit the CONNECTIONS Intranet Website OCFS Data Warehouse Page <http://sdssnet5/ocfs/connect/default.htm>

If you have any questions regarding this communication, please contact the NYS OFT Enterprise Helpdesk or OCFS Data Warehouse Staff.

*Dated: 5/28/03*

