

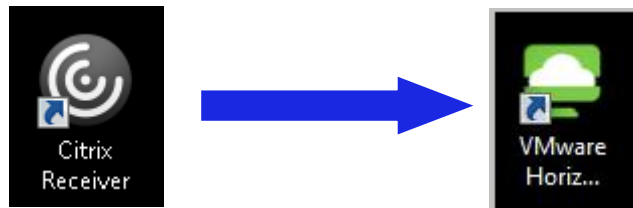
CONNECTIONS Build Bulletin

VDI/MFA Phase 2/URL Rollout Tentative Start Date 5/26/21 with All Users off Citrix by 6/30/21

Please read below for important updates on the CONNECTIONS transition from Citrix to VDI:

Phase 1 rollout

For CONNECTIONS users who can connect using the **VMware Horizon Client** (ver 5.5.0 or 5.5.1) (Preferred Method): Continues to progress. Implementation team staff are provided aggregate reports and are following up with agencies whose numbers do not reflect expected progress. If your LAN Admin has advised that you should be using the Horizon Client, please do! As of the first week in May, about 45% of users statewide were using VDI. We are looking to see the number of VDI users increasing significantly over the next few weeks. Please see final VDI transition schedule and end of Citrix access below.



Phase 2 rollout

URL access method for users who cannot use the VMware client: This rollout has been delayed due to reported issues with this access method. We are happy to report that the intermittent copy/paste issue fix is currently being tested and is expected to be included in the CONNECTIONS build scheduled for 5/26/21. **Tentative rollout start date is 5/26/21.**

The other outstanding issue that must be resolved prior to the Phase 2 start is the printing issue experienced by URL access users (that we previously believed was fixed). The VMware vendor is working on resolution. *If this cannot be resolved by 5/26/21, the rollout start date will be pushed out.*

Tentative VDI Transition Schedule

- ⇒ DONE: Phase 1 Rollout (Horizon Client access method) – Should be complete; following up with slow adapters
- ⇒ **5/26/21: Begin Phase 2 Rollout** (URL access method) – Pending printing issue resolution and successful copy/paste testing. Districts and agencies should aim for a 2-week rollout, to **complete the week of June 7th**. Citrix users will receive pop-up messages at initial logon reminding them to go to VDI. Beginning June 14th, repeated reminder pop-up messages in Citrix will begin.
- ⇒ **6/30/21: All CONNECTIONS users should be fully transitioned to VDI.** Citrix users will receive messages directing them to go to VDI.
- ⇒ **7/9/21: Citrix will no longer be available to users.**
- ⇒ Citrix will be decommissioned within the next 1-2 weeks.

VDI-related fixes planned for implementation on May 26, 2021:

- Adobe fix – freezing/latency when printing PDFs
- Ability to print multiple copies of a screen print or progress note
- Print screen size
- Tabbing issue identified by the SCR
- URL copy/paste issues
- *Tentatively: URL printing issues*

WEBSITE: To access all documentation related to the transition to CONNECTIONS VDI, please go to <https://ocfs.ny.gov/connect/imp/> (internet) or <http://ocfs.state.nyenet/connect/imp/> (intranet).

The Connections Team is here to help!

Resources

- As always, **CONNECTIONS Implementation Staff** will be available to offer on-site support as necessary. A Contact list of each district and agency's assigned implementation specialist can be found on the CONNECTIONS [Intranet](#) and [Internet](#) pages.
- **ITS Service Desk—844-891-1786 or fixit@its.ny.gov**

Questions, Comments or Suggestions

- Email Us: Connections@ocfs.ny.gov