**Self-service request**

Hello IDM team,

Can you please create this new FxRole in IMAGE?

Environment: IMAGE production

Friendly role name: cloudops\_selfservice\_appEAI-NUMBER

Friendly description: Grants self-service access for deployments in CloudOps for application EAI-NUMBER EAI-NAME

Mandatory Role Reviewer: Jonathan Burk - 366445

Mandatory Second Approver: Jonathan Burk - 366445

FxRole value: cloudops\_customer\_EAI-NUMBER

​The FxRole value does not match the friendly role name and does not include "app" in it,

but our group has an agreement with IMAGE management that we can create roles like this.

Regards

Manikranth

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**Email:**

Hi Payson,

Self-Service Access has been setup for the <Application name>.

Now you can manage the user access to create and manage your application's environments by following the steps in the following URL

<http://docs.prod.cloud.fedex.com/applications/self_service_setup.html#get-access-to-the-cloudops-ui>

Image ticket is been created RITM1378260 to create the role "cloudops\_selfservice\_app3535398"

EAI is still in concept, it should be in mainstream for self service to work.

Once the role is created in IdM you can proceed with the following steps to request access for individuals.

* Go to keyword IMAGE.
* Choose Manage User Access.
* Select the person you'd like to be able to manage loadbalancers for the application. If that's more that one person, you can add them all in the same request. Once you've selected all the people you want, click Select Access.
* Search for the above created roles and select. Then click Review & Submit.

Review your request, and if it's correct, click Submit.

Once theIDM request is approved, the people listed in the request will have the ability to stop/start CloudOps loadbalancers for their application via the CloudOps UI.

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**Load Balancer Manager**

Hello IDM team,

Can you please create these 2 new FxRoles in IMAGE?

Environment: IMAGE production

Friendly role name: cloudops\_load\_balancer\_manager\_test\_app7238

Friendly description: Grants load balancer manager access in CloudOps TEST environments for application 7238 RatingEBS

Mandatory Role Reviewer: Sabitha Kandavelu

Mandatory Second Approver: Sabitha Kandavelu

FxRole value: cloudops\_load\_balancer\_manager\_test\_7238

Environment: IMAGE production

Friendly role name: cloudops\_load\_balancer\_manager\_prod\_app7238

Friendly description: Grants load balancer manager access in CloudOps PROD environments for application 7238 RatingEBS

Mandatory Role Reviewer: Sabitha Kandavelu

Mandatory Second Approver: Sabitha Kandavelu

FxRole value: cloudops\_load\_balancer\_manager\_prod\_7238

Regards

Manikranth

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**Email:**

Hi Payson,

load balancer manager Access has been setup for the <Application name>.

proceed with the following steps to request access for individuals.

1. Go to [keyword IMAGE](http://yeehah.prod.fedex.com/yeehah/Goto?keyword=IMAGE).
2. Choose **Manage User Access**.
3. Select the person you'd like to be able to manage loadbalancers for the application. If that's more that one person, you can add them all in the same request.  Once you've selected all the people you want, click **Select Access**.
4. Search for the above created roles and select. Then click **Review & Submit**.
5. Review your request, and if it's correct, click **Submit**.

Once the IDM request is approved, the people listed in the request will have the ability to stop/start CloudOps loadbalancers for their application via the CloudOps UI.

Thank you

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**VE**

Workflow hung at VCO

Hi Ve team,

The flowing workflow hung at VCO, can you please look into it:

<…>

Thank you

Opened two VE tickets REQ1319248 on SID=74736 & REQ1319258 on SID=74739 (sandbox)that are failed at VCO.

Opened a VE ticket SCTASK1663163 on SID=77829 that hung at VCO.

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**TimeSheets**

Time-sheet details from 02/18/2019 to 02/23/2019

HI,

Please find my time-sheet details from 02/18/2019 to 02/24/2019 below.

Thank you

Manikranth Bheemineni

[jonathan.burk@fedex.com](mailto:jonathan.burk@fedex.com), [timesheets@mail.fedex.com](mailto:timesheets@mail.fedex.com)

[arijitc@hcl.com](mailto:arijitc@hcl.com), [fedex\_pmo\_ss@hcl.com](mailto:fedex_pmo_ss@hcl.com), [ruchi\_m@hcl.com](mailto:ruchi_m@hcl.com)

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**Responses**

Hi Bhaskar, i am Manikranth from cloudops team.  am working on your request SCTASK1453989.

The reason you are unable to - you are not the ESc role group on the application. There are two role groups in this application - <Group names>. you have to be in one of those groups to get access. unfortunately, we cannot add to you these groups, only group owner can add or remove people from the group. so, contact the owner of these groups and make them add you to one of these groups or both. Once you are added to group - our account servers will take the changes and push it to the servers in the application you are added - this process will take 8 house.

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let me go head and create a request to the Self Service role to the application. And let me tell you this - Self Service roles are created by the IDM team, they usually take 8 hours. so by tomorrow noon you can have these roles added to the application.

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**When WE can log in to the server**

Server issues are need to be addressed by your Sys Admin team. You need to open a new ticket to their queue, as we cannot transfer ticket.

PDSM group assigned for Sys Admin is FXS\_SA\_Server.

You can find out your admin team by following documentation link.

http://docs.prod.cloud.fedex.com/faq/contacting\_your\_sysadmin.html

EPDSM:

Service Catalog > IT Support & Services > Linux System management > General Request for UNIX/Linux Support

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Hi Manoharan, i am Manikranth from cloudops, i am working on your request SCTASK1615240.

For you to able to create deployments, there three things you need;

1. the Application should be on main stream (can check in the platinum exchange)

2. "cloudops\_selfservice\_app<EAI>" role have be created to that EAI by image team (we can do that)

3. you need to be added to that role for you to able to create any kind of deployment

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**Sending failure message**

**Routing key**: provision.response.<SID=74662:PID=662865>

**Routing key:**

<provisionEnvironmentResponse xmlns="http://xmlns.fedex.com/CloudOps">

<responseStatus>

<status>failure</status>

<message>Sending failure message

</message>

</responseStatus>

</provisionEnvironmentResponse>