NAS Ticketing Requests

Generally, we get two kinds of NAS tickets:

1. Tickets generated by the NAS screen in the UI for new NAS volumes
2. Tickets generated by either the UI stopgap ("generic") ticket screen or by an external team (appdev, ArchDel, etc.)

**Tickets from the NAS screen will look something like this:**

NAS New Request - No previous work performed

EAI# 28

CloudOps WorkflowId: SID=13002:PID=42506  
CloudOps Workflow Type: provision  
CloudOps Contract Key: 1-1420  
Site: wtc  
Zone: cu  
Category: unit  
Layer: 3685Testprovison1

HOST [**c0000797.TNT\_DIGITAL\_TEST\_INFOSYS.cloud.fedex.com**] IP [10.255.93.73]

MOUNT-POINT: **/var/fedex/genesis/gendom/data**  
SIZE-GB: 10  
OWNER: **gendom**  
GROUP: **gendom**  
MODE: **0755**  
BACKUP-SNAPS: none  
BACKUP-DR: false  
BACKUP-NDMP: false

Requesting New NAS volume ("NAS New Request" Ticket):

<https://pdsm.service-now.com/kb_view.do?sys_kb_id=8889fce4132fdbc4e65874285144b0d2&sysparm_rank=1&sysparm_tsqueryId=f7ee7948db57238805ea0be5d496199a>

**Fill the blank first:**

**cd /etc/**

**ll | grap auto.**

**touch /etc/auto.direct**

**vi /etc/auto.direct**

<**mount point**> -rw,hard,bg,intr,tcp,vers=3,timeo=600 <**NAS server and path**>

**For example:**

**/var/fedex/genesis/gendom/data -rw,hard,bg,intr,tcp,vers=3,timeo=600 isdwtc001d-bo.ute.fedex.com:/ifs/WTC/BO/NFS/gendata\_L4**

**vi /etc/auto.masters**

/-      /etc/auto.direct        --timeout=60

**sudo chkconfig autofs on**

**sudo service autofs start**

**sudo service autofs reload**

Enable the automounter to start at boot, and start it:

**df <mount point>**

**ls –ld <mount point>**

to check what is the owner and group

**chown <owner>:<group> <mount point>**

**chmod <mode> <mount point>**

**Set the ownership and permissions on the mount point:**