Hi,

FYI..

Here is the conversation mails going back and forth between WSM team, Vishal, and Geetika

Regards,

Prasad

**From:** Swapnil Chandrakant Bharde   
**Sent:** Monday, January 23, 2017 10:55 PM  
**To:** Vishaldeep A Gupta <[vishaldeep.a.gupta@aexp.com](mailto:vishaldeep.a.gupta@aexp.com)>; Geetika Gulati <[Geetika.Gulati@aexp.com](mailto:Geetika.Gulati@aexp.com)>; Scott Thomas Yoshimura <[Scott.T.Yoshimura@aexp.com](mailto:Scott.T.Yoshimura@aexp.com)>; Soehl, Michael <[michael.soehl@hpe.com](mailto:michael.soehl@hpe.com)>; Venkata Praveen Kumar Yarabothu SR <[VenkataPraveenKumar.Yarabothu@aexp.com](mailto:VenkataPraveenKumar.Yarabothu@aexp.com)>; Lanzas, Eric Mauricio (Technical Solutions Consultant) <[eric.lanzas@hpe.com](mailto:eric.lanzas@hpe.com)>; Lal Bahadur <[Lal.Bahadur@aexp.com](mailto:Lal.Bahadur@aexp.com)>; Enterprise Utility Operations - WSM <[EnterpriseUtilityOperations-WSM@aexp.com](mailto:EnterpriseUtilityOperations-WSM@aexp.com)>; Sundaresan Srinivasan <[Sundaresan.Srinivasan@aexp.com](mailto:Sundaresan.Srinivasan@aexp.com)>  
**Cc:** Dayanand R Ramasubbu <[dayanand.r.ramasubbu@aexp.com](mailto:dayanand.r.ramasubbu@aexp.com)>; Walther Cantu <[Walther.Cantu@aexp.com](mailto:Walther.Cantu@aexp.com)>; Rosen, Merav <[merav.rosen@hpe.com](mailto:merav.rosen@hpe.com)>; Durgaprasad Dabberu <[Durgaprasad.Dabberu@aexp.com](mailto:Durgaprasad.Dabberu@aexp.com)>; Narendra K Navarathan Mal <[Narendra.K.Navarathan.Mal@aexp.com](mailto:Narendra.K.Navarathan.Mal@aexp.com)>; Ebru Turner <[ebru.turner@aexp.com](mailto:ebru.turner@aexp.com)>; Satyanarayana Prasad Chalavadi <[SatyanarayanaPrasad.Chalavadi@aexp.com](mailto:SatyanarayanaPrasad.Chalavadi@aexp.com)>  
**Subject:** RE: HPE SaaS Ticket SD00237408 has been updated and is pending your response - /qcbin/authentication-point/alm-authenticate not working

Ok Vishal thank you for the update, we will get back to you on this.

Regards,

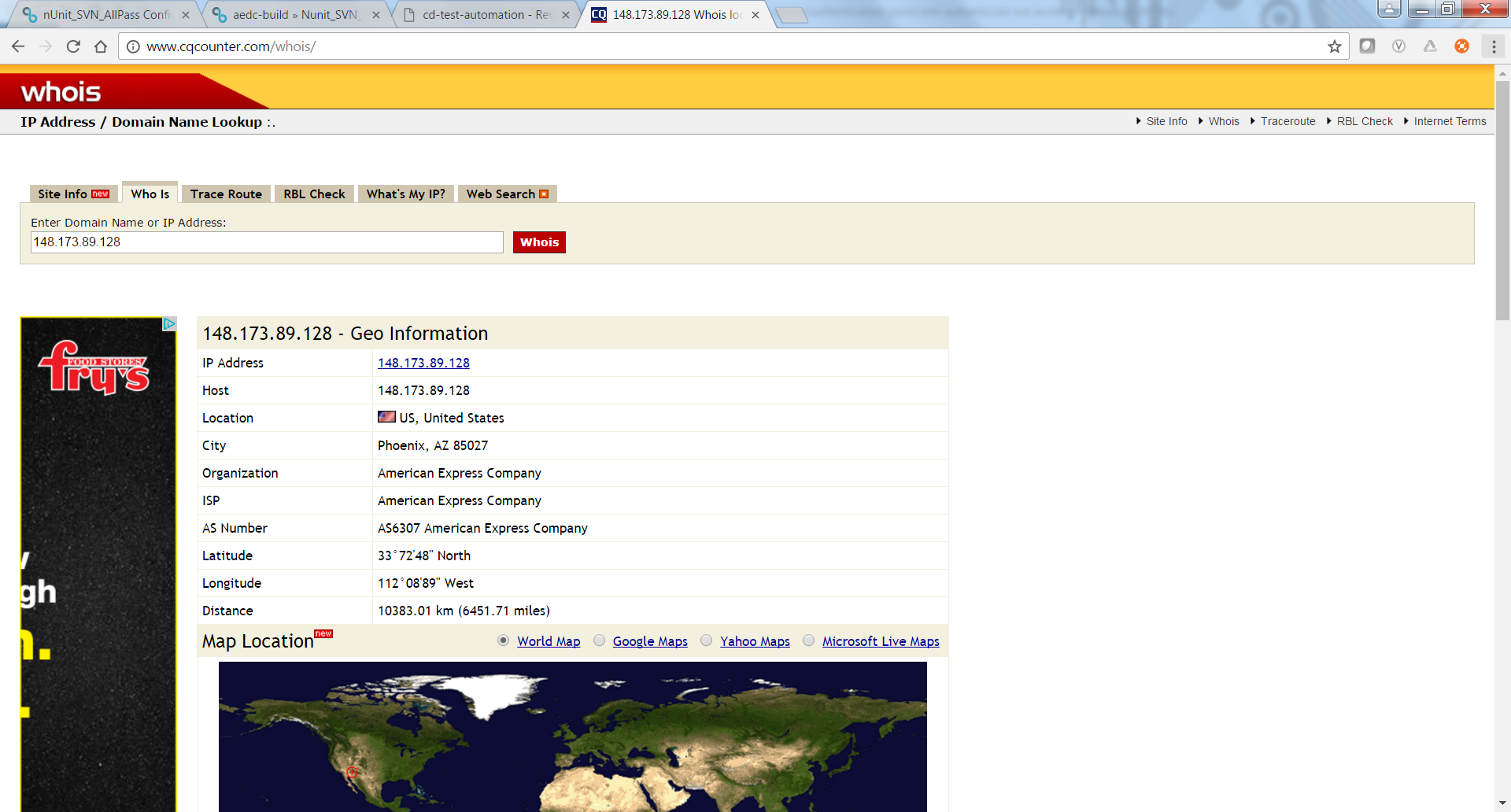
Swapnil Bharde

**From:** Vishaldeep A Gupta   
**Sent:** Tuesday, January 24, 2017 11:17 AM  
**To:** Swapnil Chandrakant Bharde <[Swapnil.C.Bharde@aexp.com](mailto:Swapnil.C.Bharde@aexp.com)>; Geetika Gulati <[Geetika.Gulati@aexp.com](mailto:Geetika.Gulati@aexp.com)>; Scott Thomas Yoshimura <[Scott.T.Yoshimura@aexp.com](mailto:Scott.T.Yoshimura@aexp.com)>; Soehl, Michael <[michael.soehl@hpe.com](mailto:michael.soehl@hpe.com)>; Venkata Praveen Kumar Yarabothu SR <[VenkataPraveenKumar.Yarabothu@aexp.com](mailto:VenkataPraveenKumar.Yarabothu@aexp.com)>; Lanzas, Eric Mauricio (Technical Solutions Consultant) <[eric.lanzas@hpe.com](mailto:eric.lanzas@hpe.com)>; Lal Bahadur <[Lal.Bahadur@aexp.com](mailto:Lal.Bahadur@aexp.com)>; Enterprise Utility Operations - WSM <[EnterpriseUtilityOperations-WSM@aexp.com](mailto:EnterpriseUtilityOperations-WSM@aexp.com)>  
**Cc:** Dayanand R Ramasubbu <[dayanand.r.ramasubbu@aexp.com](mailto:dayanand.r.ramasubbu@aexp.com)>; Walther Cantu <[Walther.Cantu@aexp.com](mailto:Walther.Cantu@aexp.com)>; Rosen, Merav <[merav.rosen@hpe.com](mailto:merav.rosen@hpe.com)>; Durgaprasad Dabberu <[Durgaprasad.Dabberu@aexp.com](mailto:Durgaprasad.Dabberu@aexp.com)>; Narendra K Navarathan Mal <[Narendra.K.Navarathan.Mal@aexp.com](mailto:Narendra.K.Navarathan.Mal@aexp.com)>; Ebru Turner <[ebru.turner@aexp.com](mailto:ebru.turner@aexp.com)>; Satyanarayana Prasad Chalavadi <[SatyanarayanaPrasad.Chalavadi@aexp.com](mailto:SatyanarayanaPrasad.Chalavadi@aexp.com)>  
**Subject:** RE: HPE SaaS Ticket SD00237408 has been updated and is pending your response - /qcbin/authentication-point/alm-authenticate not working

Hi Swapnil,

These are internal IP address for consumer to reach WSM. We are looking for public IP  on internet. Means when WSM connect with any internet site, what is the IP address seen by Site . It will be different than Internal IP as it is exposed to global internet. We will need a call with WSM team to test connectivity to ALM site and how WSM connecting to other internet sites.

Example:



**Thanks and Regards,**   
**Vishaldeep Gupta**   
Technical Lead, Platform Engineering Continuous Delivery- CD Tools Testing & Support

American Express

19640 N. 31st Ave, MC 18-02-01

Phoenix, AZ  85027

+1 602 537 0528 (O)

+1 602 284 7064(M)

Email: [vishaldeep.a.gupta@aexp.com](mailto:vishaldeep.a.gupta@aexp.com)

Live Meeting: <https://www.livemeeting.com/cc/axp/meet/vishaldeep.a.gupta%40aexp.com>

**From:** Swapnil Chandrakant Bharde   
**Sent:** Monday, January 23, 2017 9:40 PM  
**To:** Geetika Gulati <[Geetika.Gulati@aexp.com](mailto:Geetika.Gulati@aexp.com)>; Vishaldeep A Gupta <[vishaldeep.a.gupta@aexp.com](mailto:vishaldeep.a.gupta@aexp.com)>; Scott Thomas Yoshimura <[Scott.T.Yoshimura@aexp.com](mailto:Scott.T.Yoshimura@aexp.com)>; Soehl, Michael <[michael.soehl@hpe.com](mailto:michael.soehl@hpe.com)>; Venkata Praveen Kumar Yarabothu SR <[VenkataPraveenKumar.Yarabothu@aexp.com](mailto:VenkataPraveenKumar.Yarabothu@aexp.com)>; Lanzas, Eric Mauricio (Technical Solutions Consultant) <[eric.lanzas@hpe.com](mailto:eric.lanzas@hpe.com)>; Lal Bahadur <[Lal.Bahadur@aexp.com](mailto:Lal.Bahadur@aexp.com)>; Enterprise Utility Operations - WSM <[EnterpriseUtilityOperations-WSM@aexp.com](mailto:EnterpriseUtilityOperations-WSM@aexp.com)>  
**Cc:** Dayanand R Ramasubbu <[dayanand.r.ramasubbu@aexp.com](mailto:dayanand.r.ramasubbu@aexp.com)>; Walther Cantu <[Walther.Cantu@aexp.com](mailto:Walther.Cantu@aexp.com)>; Rosen, Merav <[merav.rosen@hpe.com](mailto:merav.rosen@hpe.com)>; Durgaprasad Dabberu <[Durgaprasad.Dabberu@aexp.com](mailto:Durgaprasad.Dabberu@aexp.com)>; Narendra K Navarathan Mal <[Narendra.K.Navarathan.Mal@aexp.com](mailto:Narendra.K.Navarathan.Mal@aexp.com)>; Ebru Turner <[ebru.turner@aexp.com](mailto:ebru.turner@aexp.com)>; Satyanarayana Prasad Chalavadi <[SatyanarayanaPrasad.Chalavadi@aexp.com](mailto:SatyanarayanaPrasad.Chalavadi@aexp.com)>  
**Subject:** RE: HPE SaaS Ticket SD00237408 has been updated and is pending your response - /qcbin/authentication-point/alm-authenticate not working

Hi Vishal,

Please find below the server details.  
Domain name and IP.

|  |  |
| --- | --- |
| dwebservices.trcw.us.aexp.com | 148.171.88.205 |
| dwso.trcw.us.aexp.com | 148.171.88.204 |

**Thanks & Regards,**

**Swapnil Bharde**

Senior Programmer,

Enterprise  Utility Operations

(WSM, Citrix, Control-m & ERR)

Pune | India

[Swapnil.C.Bharde@aexp.com](mailto:Swapnil.C.Bharde@aexp.com)

Office: 20422 - 81384

AXP Internal

**From:** Geetika Gulati   
**Sent:** Monday, January 23, 2017 10:44 PM  
**To:** Swapnil Chandrakant Bharde <[Swapnil.C.Bharde@aexp.com](mailto:Swapnil.C.Bharde@aexp.com)>; Vishaldeep A Gupta <[vishaldeep.a.gupta@aexp.com](mailto:vishaldeep.a.gupta@aexp.com)>; Scott Thomas Yoshimura <[Scott.T.Yoshimura@aexp.com](mailto:Scott.T.Yoshimura@aexp.com)>; Soehl, Michael <[michael.soehl@hpe.com](mailto:michael.soehl@hpe.com)>; Venkata Praveen Kumar Yarabothu SR <[VenkataPraveenKumar.Yarabothu@aexp.com](mailto:VenkataPraveenKumar.Yarabothu@aexp.com)>; Lanzas, Eric Mauricio (Technical Solutions Consultant) <[eric.lanzas@hpe.com](mailto:eric.lanzas@hpe.com)>; Lal Bahadur <[Lal.Bahadur@aexp.com](mailto:Lal.Bahadur@aexp.com)>; Enterprise Utility Operations - WSM <[EnterpriseUtilityOperations-WSM@aexp.com](mailto:EnterpriseUtilityOperations-WSM@aexp.com)>  
**Cc:** Dayanand R Ramasubbu <[dayanand.r.ramasubbu@aexp.com](mailto:dayanand.r.ramasubbu@aexp.com)>; Walther Cantu <[Walther.Cantu@aexp.com](mailto:Walther.Cantu@aexp.com)>; Rosen, Merav <[merav.rosen@hpe.com](mailto:merav.rosen@hpe.com)>; Durgaprasad Dabberu <[Durgaprasad.Dabberu@aexp.com](mailto:Durgaprasad.Dabberu@aexp.com)>; Narendra K Navarathan Mal <[Narendra.K.Navarathan.Mal@aexp.com](mailto:Narendra.K.Navarathan.Mal@aexp.com)>; Ebru Turner <[ebru.turner@aexp.com](mailto:ebru.turner@aexp.com)>; Satyanarayana Prasad Chalavadi <[SatyanarayanaPrasad.Chalavadi@aexp.com](mailto:SatyanarayanaPrasad.Chalavadi@aexp.com)>  
**Subject:** RE: HPE SaaS Ticket SD00237408 has been updated and is pending your response - /qcbin/authentication-point/alm-authenticate not working

Swapnil,

Pls provide public internet IPs for all WSM appliances to Vishal.

Vishal,

Pls work with Swapnil on this.

Thanks,

Geetika

**From:** Swapnil Chandrakant Bharde   
**Sent:** Monday, January 23, 2017 9:53 AM  
**To:** Geetika Gulati <[Geetika.Gulati@aexp.com](mailto:Geetika.Gulati@aexp.com)>; Vishaldeep A Gupta <[vishaldeep.a.gupta@aexp.com](mailto:vishaldeep.a.gupta@aexp.com)>; Scott Thomas Yoshimura <[Scott.T.Yoshimura@aexp.com](mailto:Scott.T.Yoshimura@aexp.com)>; Soehl, Michael <[michael.soehl@hpe.com](mailto:michael.soehl@hpe.com)>; Venkata Praveen Kumar Yarabothu SR <[VenkataPraveenKumar.Yarabothu@aexp.com](mailto:VenkataPraveenKumar.Yarabothu@aexp.com)>; Lanzas, Eric Mauricio (Technical Solutions Consultant) <[eric.lanzas@hpe.com](mailto:eric.lanzas@hpe.com)>; Lal Bahadur <[Lal.Bahadur@aexp.com](mailto:Lal.Bahadur@aexp.com)>; Enterprise Utility Operations - WSM <[EnterpriseUtilityOperations-WSM@aexp.com](mailto:EnterpriseUtilityOperations-WSM@aexp.com)>  
**Cc:** Dayanand R Ramasubbu <[dayanand.r.ramasubbu@aexp.com](mailto:dayanand.r.ramasubbu@aexp.com)>; Walther Cantu <[Walther.Cantu@aexp.com](mailto:Walther.Cantu@aexp.com)>; Rosen, Merav <[merav.rosen@hpe.com](mailto:merav.rosen@hpe.com)>; Durgaprasad Dabberu <[Durgaprasad.Dabberu@aexp.com](mailto:Durgaprasad.Dabberu@aexp.com)>; Narendra K Navarathan Mal <[Narendra.K.Navarathan.Mal@aexp.com](mailto:Narendra.K.Navarathan.Mal@aexp.com)>; Ebru Turner <[ebru.turner@aexp.com](mailto:ebru.turner@aexp.com)>; Satyanarayana Prasad Chalavadi <[SatyanarayanaPrasad.Chalavadi@aexp.com](mailto:SatyanarayanaPrasad.Chalavadi@aexp.com)>  
**Subject:** RE: HPE SaaS Ticket SD00237408 has been updated and is pending your response - /qcbin/authentication-point/alm-authenticate not working

Hi Team,

We are not able to connect to the URL from datapower.

Could you please let us know if you are switching URL or did we lose connectivity to the existing URL.

**Thanks & Regards,**

**Swapnil Bharde**

Senior Programmer,

Enterprise  Utility Operations

(WSM, Citrix, Control-m & ERR)

Pune | India

[Swapnil.C.Bharde@aexp.com](mailto:Swapnil.C.Bharde@aexp.com)

Office: 20422 - 81384

AXP Internal

**From:** Geetika Gulati   
**Sent:** Monday, January 23, 2017 9:04 PM  
**To:** Vishaldeep A Gupta <[vishaldeep.a.gupta@aexp.com](mailto:vishaldeep.a.gupta@aexp.com)>; Scott Thomas Yoshimura <[Scott.T.Yoshimura@aexp.com](mailto:Scott.T.Yoshimura@aexp.com)>; Soehl, Michael <[michael.soehl@hpe.com](mailto:michael.soehl@hpe.com)>; Venkata Praveen Kumar Yarabothu SR <[VenkataPraveenKumar.Yarabothu@aexp.com](mailto:VenkataPraveenKumar.Yarabothu@aexp.com)>; Lanzas, Eric Mauricio (Technical Solutions Consultant) <[eric.lanzas@hpe.com](mailto:eric.lanzas@hpe.com)>; Lal Bahadur <[Lal.Bahadur@aexp.com](mailto:Lal.Bahadur@aexp.com)>; Enterprise Utility Operations - WSM <[EnterpriseUtilityOperations-WSM@aexp.com](mailto:EnterpriseUtilityOperations-WSM@aexp.com)>  
**Cc:** Dayanand R Ramasubbu <[dayanand.r.ramasubbu@aexp.com](mailto:dayanand.r.ramasubbu@aexp.com)>; Walther Cantu <[Walther.Cantu@aexp.com](mailto:Walther.Cantu@aexp.com)>; Rosen, Merav <[merav.rosen@hpe.com](mailto:merav.rosen@hpe.com)>; Durgaprasad Dabberu <[Durgaprasad.Dabberu@aexp.com](mailto:Durgaprasad.Dabberu@aexp.com)>; Narendra K Navarathan Mal <[Narendra.K.Navarathan.Mal@aexp.com](mailto:Narendra.K.Navarathan.Mal@aexp.com)>; Ebru Turner <[ebru.turner@aexp.com](mailto:ebru.turner@aexp.com)>; Satyanarayana Prasad Chalavadi <[SatyanarayanaPrasad.Chalavadi@aexp.com](mailto:SatyanarayanaPrasad.Chalavadi@aexp.com)>  
**Subject:** RE: HPE SaaS Ticket SD00237408 has been updated and is pending your response - /qcbin/authentication-point/alm-authenticate not working

Hi WSM Team,

Pls respond as this is urgent .

Thanks,

Geetika

**From:** Vishaldeep A Gupta   
**Sent:** Friday, January 20, 2017 2:17 PM  
**To:** Geetika Gulati <[Geetika.Gulati@aexp.com](mailto:Geetika.Gulati@aexp.com)>; Scott Thomas Yoshimura <[Scott.T.Yoshimura@aexp.com](mailto:Scott.T.Yoshimura@aexp.com)>; Soehl, Michael <[michael.soehl@hpe.com](mailto:michael.soehl@hpe.com)>; Venkata Praveen Kumar Yarabothu SR <[VenkataPraveenKumar.Yarabothu@aexp.com](mailto:VenkataPraveenKumar.Yarabothu@aexp.com)>; Lanzas, Eric Mauricio (Technical Solutions Consultant) <[eric.lanzas@hpe.com](mailto:eric.lanzas@hpe.com)>; Lal Bahadur <[Lal.Bahadur@aexp.com](mailto:Lal.Bahadur@aexp.com)>; WSM <[wsm@aexp.com](mailto:wsm@aexp.com)>  
**Cc:** Dayanand R Ramasubbu <[dayanand.r.ramasubbu@aexp.com](mailto:dayanand.r.ramasubbu@aexp.com)>; Walther Cantu <[Walther.Cantu@aexp.com](mailto:Walther.Cantu@aexp.com)>; Rosen, Merav <[merav.rosen@hpe.com](mailto:merav.rosen@hpe.com)>; Durgaprasad Dabberu <[Durgaprasad.Dabberu@aexp.com](mailto:Durgaprasad.Dabberu@aexp.com)>; Narendra K Navarathan Mal <[Narendra.K.Navarathan.Mal@aexp.com](mailto:Narendra.K.Navarathan.Mal@aexp.com)>; Ebru Turner <[ebru.turner@aexp.com](mailto:ebru.turner@aexp.com)>; Satyanarayana Prasad Chalavadi <[SatyanarayanaPrasad.Chalavadi@aexp.com](mailto:SatyanarayanaPrasad.Chalavadi@aexp.com)>  
**Subject:** RE: HPE SaaS Ticket SD00237408 has been updated and is pending your response - /qcbin/authentication-point/alm-authenticate not working

Hi Geetika/WSM Team,

Please validate connectivity to <https://almamexstg.saas.hp.com/qcbin> from WSM server. We can either use Browser or curl to test the connectivity. On Jan 9th we implemented IP restriction to HP’s site. Attached is list of all IPs allowed now to access HP ALM.

Please get public internet IP address for WSM servers. Let me know if public IP is not found in attached sheet ( Search for 1st 3 segments of IP in excel example search for 148.173.97   if IP is 148.173.97.10 ).

**Thanks and Regards,**   
**Vishaldeep Gupta**   
Technical Lead, Platform Engineering Continuous Delivery- CD Tools Testing & Support

American Express

19640 N. 31st Ave, MC 18-02-01

Phoenix, AZ  85027

+1 602 537 0528 (O)

+1 602 284 7064(M)

Email: [vishaldeep.a.gupta@aexp.com](mailto:vishaldeep.a.gupta@aexp.com)

Live Meeting: <https://www.livemeeting.com/cc/axp/meet/vishaldeep.a.gupta%40aexp.com>

**From:** Geetika Gulati   
**Sent:** Friday, January 20, 2017 7:46 AM  
**To:** Scott Thomas Yoshimura <[Scott.T.Yoshimura@aexp.com](mailto:Scott.T.Yoshimura@aexp.com)>; Soehl, Michael <[michael.soehl@hpe.com](mailto:michael.soehl@hpe.com)>; Vishaldeep A Gupta <[vishaldeep.a.gupta@aexp.com](mailto:vishaldeep.a.gupta@aexp.com)>; Venkata Praveen Kumar Yarabothu SR <[VenkataPraveenKumar.Yarabothu@aexp.com](mailto:VenkataPraveenKumar.Yarabothu@aexp.com)>; Lanzas, Eric Mauricio (Technical Solutions Consultant) <[eric.lanzas@hpe.com](mailto:eric.lanzas@hpe.com)>; Lal Bahadur <[Lal.Bahadur@aexp.com](mailto:Lal.Bahadur@aexp.com)>; WSM <[wsm@aexp.com](mailto:wsm@aexp.com)>  
**Cc:** Dayanand R Ramasubbu <[dayanand.r.ramasubbu@aexp.com](mailto:dayanand.r.ramasubbu@aexp.com)>; Walther Cantu <[Walther.Cantu@aexp.com](mailto:Walther.Cantu@aexp.com)>; Rosen, Merav <[merav.rosen@hpe.com](mailto:merav.rosen@hpe.com)>; Durgaprasad Dabberu <[Durgaprasad.Dabberu@aexp.com](mailto:Durgaprasad.Dabberu@aexp.com)>; Narendra K Navarathan Mal <[Narendra.K.Navarathan.Mal@aexp.com](mailto:Narendra.K.Navarathan.Mal@aexp.com)>; Ebru Turner <[ebru.turner@aexp.com](mailto:ebru.turner@aexp.com)>; Satyanarayana Prasad Chalavadi <[SatyanarayanaPrasad.Chalavadi@aexp.com](mailto:SatyanarayanaPrasad.Chalavadi@aexp.com)>  
**Subject:** RE: HPE SaaS Ticket SD00237408 has been updated and is pending your response - /qcbin/authentication-point/alm-authenticate not working

Everyone,

Today I just validated again. Now the staging ALM API seems to be working. However somehow its still not working through WSM.

Copying Lal & WSM team here for his immediate attention on this and find out the issue at WSM end. Scheduling a call to debug this.

Thanks,

Geetika

**From:** Scott Thomas Yoshimura   
**Sent:** Thursday, January 19, 2017 4:49 PM  
**To:** Soehl, Michael <[michael.soehl@hpe.com](mailto:michael.soehl@hpe.com)>; Geetika Gulati <[Geetika.Gulati@aexp.com](mailto:Geetika.Gulati@aexp.com)>; Vishaldeep A Gupta <[vishaldeep.a.gupta@aexp.com](mailto:vishaldeep.a.gupta@aexp.com)>; Venkata Praveen Kumar Yarabothu SR <[VenkataPraveenKumar.Yarabothu@aexp.com](mailto:VenkataPraveenKumar.Yarabothu@aexp.com)>; Lanzas, Eric Mauricio (Technical Solutions Consultant) <[eric.lanzas@hpe.com](mailto:eric.lanzas@hpe.com)>  
**Cc:** Dayanand R Ramasubbu <[dayanand.r.ramasubbu@aexp.com](mailto:dayanand.r.ramasubbu@aexp.com)>; Walther Cantu <[Walther.Cantu@aexp.com](mailto:Walther.Cantu@aexp.com)>; Rosen, Merav <[merav.rosen@hpe.com](mailto:merav.rosen@hpe.com)>; Durgaprasad Dabberu <[Durgaprasad.Dabberu@aexp.com](mailto:Durgaprasad.Dabberu@aexp.com)>; Narendra K Navarathan Mal <[Narendra.K.Navarathan.Mal@aexp.com](mailto:Narendra.K.Navarathan.Mal@aexp.com)>; Ebru Turner <[ebru.turner@aexp.com](mailto:ebru.turner@aexp.com)>; Satyanarayana Prasad Chalavadi <[SatyanarayanaPrasad.Chalavadi@aexp.com](mailto:SatyanarayanaPrasad.Chalavadi@aexp.com)>  
**Subject:** RE: HPE SaaS Ticket SD00237408 has been updated and is pending your response - /qcbin/authentication-point/alm-authenticate not working

Thanks, Mike.

Appreciate the response.

*Eric, will you let us know sometimes that work for you?*

We would like to get this working before Tuesday for EVP leadership demos. If we don’t get this figured out it is going to look bad for HP and all of us.

Mike, appreciate any elevated support you can give on this.

Best Regards,

Scott

\_\_

Scott T. Yoshimura

Technical Product Manager, Enterprise Cloud Engineering

American Express  
19640 North 31st Avenue

Phoenix, AZ 85027

Mail code 18-03-17

[scott.t.yoshimura@aexp.com](mailto:scott.t.yoshimura@aexp.com)

office: 602-766-4878

mobile: 415-572-6347

AXP Internal

**From:** Soehl, Michael [<mailto:michael.soehl@hpe.com>]   
**Sent:** Wednesday, January 18, 2017 1:32 PM  
**To:** Geetika Gulati <[Geetika.Gulati@aexp.com](mailto:Geetika.Gulati@aexp.com)>; Vishaldeep A Gupta <[vishaldeep.a.gupta@aexp.com](mailto:vishaldeep.a.gupta@aexp.com)>; Venkata Praveen Kumar Yarabothu SR <[VenkataPraveenKumar.Yarabothu@aexp.com](mailto:VenkataPraveenKumar.Yarabothu@aexp.com)>; Scott Thomas Yoshimura <[Scott.T.Yoshimura@aexp.com](mailto:Scott.T.Yoshimura@aexp.com)>; Lanzas, Eric Mauricio (Technical Solutions Consultant) <[eric.lanzas@hpe.com](mailto:eric.lanzas@hpe.com)>  
**Cc:** Dayanand R Ramasubbu <[dayanand.r.ramasubbu@aexp.com](mailto:dayanand.r.ramasubbu@aexp.com)>; Walther Cantu <[Walther.Cantu@aexp.com](mailto:Walther.Cantu@aexp.com)>; Rosen, Merav <[merav.rosen@hpe.com](mailto:merav.rosen@hpe.com)>; Durgaprasad Dabberu <[Durgaprasad.Dabberu@aexp.com](mailto:Durgaprasad.Dabberu@aexp.com)>; Narendra K Navarathan Mal <[Narendra.K.Navarathan.Mal@aexp.com](mailto:Narendra.K.Navarathan.Mal@aexp.com)>; Ebru Turner <[ebru.turner@aexp.com](mailto:ebru.turner@aexp.com)>; Satyanarayana Prasad Chalavadi <[SatyanarayanaPrasad.Chalavadi@aexp.com](mailto:SatyanarayanaPrasad.Chalavadi@aexp.com)>  
**Subject:** RE: HPE SaaS Ticket SD00237408 has been updated and is pending your response - /qcbin/authentication-point/alm-authenticate not working

Geetika,

I just spoke with Vishal who recommended I add Eric onto this email in order for you to let him know what days/times work for you to have a troubleshooting session on this issue.

Regards,

Mike