

From: [Iva Jurkovic](#)
To: [Elvin Pedrosa](#)
Cc: [Margaret Deverell](#)
Subject: Re: Nicoleta Access to Server
Date: Saturday, September 29, 2018 1:57:22 AM

Great, thank you. I appreciate your help.

Sent from my iPhone

> On Sep 28, 2018, at 5:11 PM, Elvin Pedrosa <epedrosa@fxcm.com> wrote:

>

> Hi Iva. Just so we're on the same page here, last week her issue was firewall connectivity. After the firewall team handled the permissions over the weekend, I followed up with her on Monday. I confirmed that I performed the same tasks as I did on your workstation today, but SSDT was connected with a different provider than yours. I haven't heard about an issue with the provider setup on her PC until today when you messaged me. I remoted back into her PC to change the provider, but we kept encountering errors that will require further troubleshooting. Maybe it has something to do with the fact that she's on Windows 10 and you're on Windows 7. Not sure yet.

>

> That being said, I hope you don't think she was being ignored for two weeks. Had I been informed of issues still existing earlier this week after I initially helped her, I would have had more time to troubleshoot.

>

> As a workaround so she could work on Monday, I had one of the System Engineers create a server admin account for Nicoleta. I also submitted a ticket for the firewall team to allow remote access to NYACCTSQL02 from her London PC. I'm currently at the airport headed to Bulgaria to help with the office move. Once I get to a PC, I can grant her server admin account permissions on the server.

>

>

>

> Regards,

>

>

> Elvin

>

>

> Sent from my iPhone

>

>> On Sep 28, 2018, at 12:51 PM, Iva Jurkovic <ijurkovic@fxcm.com> wrote:

>>

>> Hi Elvin,

>>

>> Since Nicoleta still can not connect to oracle from local SSIS, please create today an access for her to the server so she can work from SSIS on the server on Monday. She has now been waiting for two weeks to make this work, I can't have an employer that we are paying not be able to do work because she can't connect to the DBs that she needs.

>>

>> I'm off today, if you need me I'll create a ticket for it on Monday, but she needs to have access by Monday. It's first week of the month and we have deadlines that we need to meet for financial reporting.

>>

>> Thanks,

>> Iva

>>

>> Sent from my iPhone