

**From:** [Iva Jurkovic](#)  
**To:** [Iva Jurkovic](#); [Elvin Pedrosa](#)  
**Subject:** Conversation with Iva Jurkovic  
**Date:** Wednesday, August 15, 2018 2:55:37 AM

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Elvin Pedrosa 4:02 PM:

hey. nyacctsql02 cpu alerts have been going off a lot more than usual recently. know whats going on?

Iva Jurkovic 4:02 PM:

yes

i'm running something, i actually wanted to talk to you about the password updated for the server

Elvin Pedrosa 4:03 PM:

which password

Iva Jurkovic 4:03 PM:

what's the reason for that update to occur every weekend?

Elvin Pedrosa 4:03 PM:

your admin password?

Iva Jurkovic 4:03 PM:

The password that i use to log into the SSMS

yes

Elvin Pedrosa 4:04 PM:

that's something the infosec team implemented a long time ago after the security incident they made it so server admin accounts have a randomly generated password created once a week in the event a hacker got a hold of an admin account with high privileges, they wouldn't have access to the correct password for more than a week

Iva Jurkovic 4:06 PM:

Got it. Who should i talk to about that, because it is interfering with our work and i would like to see if we can make the updated less frequent.

Elvin Pedrosa 4:07 PM:

do you have services running with your admin account?  
you wont be able to get that policy changed

Iva Jurkovic 4:08 PM:

ugh i literally had something running over the weekend because it is taking a long time and slowing everything down.

Elvin Pedrosa 4:08 PM:

and it failed because of the password change

Iva Jurkovic 4:08 PM:

And because of the change i have to now run it again, so that mean i'm again losing a day worth of work.  
yea it's unusable when the update happens

Elvin Pedrosa 4:09 PM:

let me find out what exact time the password change happens

Iva Jurkovic 4:11 PM:

this happens all the time, when we are working on longer projects forget trying to use temp tables all that data is lost over the weekend

Elvin Pedrosa 4:14 PM:

well, you do have weekly sql maintenance that kicks off every friday at 7 PM. that can definitely contribute to performance issues  
and those tasks typically take almost all weekend to complete as you have super large databases in that sql instance

Elvin Pedrosa 4:18 PM:

speaking of which, the Volume and Reports databases are getting larger and larger as time passes. are there plans to make them smaller by any chance? not sure if all the data in there is still required

Iva Jurkovic 4:20 PM:

Make them smaller how?

**Elvin Pedrosa 4:20 PM:**

purging data no longer required?

the more data you have, the longer maintenance periods will take, and the longer it will take to backup or restore the database should we ever have to do so.

**Iva Jurkovic 4:22 PM:**

Any other way to do it besides purging?

If we move it to a history db c

**Elvin Pedrosa 4:22 PM:**

start using a new database?

**Iva Jurkovic 4:22 PM:**

we don't have to back it up

as the data don't change, we can do a back up less frequent

**Elvin Pedrosa 4:23 PM:**

and use the existing giant db's for historical purposes? just an idea. not sure if that'll work

**Iva Jurkovic 4:24 PM:**

no, i need to be able to use the current one, i can move the old data somewhere else. The problem is if we have to go back and re run something, the data has to exist somewhere that's why i don't want to just purge it

**Elvin Pedrosa 4:27 PM:**

i see. we will need a solid game plan for this. i personally never had to do such a thing for any other database perhaps this is something that can be worked on while setting up a new server  
nyacctsql02 will need to be decommissioned within the next year as SQL Server 2008 R2 will be end of life in July 2019

i need to work on getting a new environment setup for you guys, then i can migrate SQL databases to the new instance

**Iva Jurkovic 4:30 PM:**

what version are we getting?

**Elvin Pedrosa 4:30 PM:**

2017

**Iva Jurkovic 4:30 PM:**

nice

**Elvin Pedrosa 4:31 PM:**

i just finished migrating the Great Plains SQL instance to a new environment. If you guys want, we can get a head start on your new environment as soon as possible

i prefer not to leave it last minute. we'll have plenty of time to remain on the existing server and iron out any issues you may encounter during the migration

**Iva Jurkovic 4:32 PM:**

I agree

**Elvin Pedrosa 4:34 PM:**

alright cool. we can discuss this further once i get more details on the replacement hardware

**Iva Jurkovic 4:34 PM:**

ok, also does it have R Services/ Machine Learning Services?

**Elvin Pedrosa 4:35 PM:**

the new server?

**Iva Jurkovic 4:35 PM:**

2017 Sql Server should be able to integrate with R, i'm not sure if that's something that's additional or

**Elvin Pedrosa 4:35 PM:**

oh

i have to get back to you on this

but i \*think\* i saw an option for R during the installation

**Iva Jurkovic 4:36 PM:**

ok, that would be awesome, we could run the R code from the server

**Elvin Pedrosa 4:36 PM:**

speaking of which, you just reminded me of Orlin's email  
why does he need that software installed on the server?

**Iva Jurkovic 4:37 PM:**

because he has a code that needs to be scheduled as a task to execute everyday. I didn't want him to schedule from his local machine  
and in other to run on the server we need R installed

**Elvin Pedrosa 4:39 PM:**

i'm not sure if it's okay to install this on an enterprise server without having to pay for a special license  
our software use gets audited and we can get fined for using certain applications in certain environments  
is he looking to install Rstudio Server? <https://www.rstudio.com/products/rstudio/download/>

**Iva Jurkovic 4:41 PM:**

I'm not sure why he would need R studio on it, it's just R that he would need as far as i know

**Elvin Pedrosa 4:41 PM:**

this is the link he provided for the download

**Iva Jurkovic 4:42 PM:**

there should be another link

**Elvin Pedrosa 4:42 PM:**

<https://cran.r-project.org/bin/windows/base/old/3.4.3/>

whats this

**Iva Jurkovic 4:42 PM:**

that's R  
R studio is the user interface  
for R

**Elvin Pedrosa 4:42 PM:**

i see  
need to find out if this is compatible with Windows Server 2008 R2

**Iva Jurkovic 4:43 PM:**

ok

**Elvin Pedrosa 4:45 PM:**

is there a virtual machine that he has access to that can be setup to run this scheduled task? perhaps we can have a Windows service account setup to run the service?

**Iva Jurkovic 4:45 PM:**

We do not have virtual machine

**Elvin Pedrosa 4:45 PM:**

how often would this task need to run?

**Iva Jurkovic 4:45 PM:**

every day

**Elvin Pedrosa 4:45 PM:**

7 days a week

**Iva Jurkovic 4:46 PM:**

5 days

**Elvin Pedrosa 4:46 PM:**

M-F, what time of day?

**Iva Jurkovic 4:46 PM:**

5 pm

**Elvin Pedrosa 4:48 PM:**

okay. i'd like to discuss options with Dean or Sean, but they're both out on vacations this week. can i get back to you guys on this next week?

**Iva Jurkovic 4:48 PM:**

ok

**Elvin Pedrosa 4:50 PM:**

so what exactly will this service do? will it pull information from somewhere and store it on a file on the C

drive?

**Iva Jurkovic 4:53 PM:**

it will pull info into our database

So grab it from internal web site and load it into NYACCTSQL02

**Elvin Pedrosa 4:55 PM:**

okay and right now it's being run from his local desktop

**Iva Jurkovic 4:55 PM:**

it's not being run yet, he was going to do it from his local pc

I want all the processes to run somewhere where entire team can access

**Elvin Pedrosa 4:57 PM:**

alright i understand now. are you able to manually set what user account is used to run this?

if so, we can have a separate windows service account created for this process

**Iva Jurkovic 4:58 PM:**

what does that mean?

**Elvin Pedrosa 5:01 PM:**

you mentioned an automated task would run daily. would it be set to use a user account?

for example, Orlin's windows account

**Iva Jurkovic 5:01 PM:**

yes

**Elvin Pedrosa 5:02 PM:**

if its a service then, it probably should be set to use a Windows service account instead of a user account

cuz for example, lets say Orlin leaves the company, you won't have to worry about that scheduled task failing when his user account is disabled

**Iva Jurkovic 5:03 PM:**

ok

**Elvin Pedrosa 5:03 PM:**

so i was wondering if you could manually specify which acct is used for the task

i have no idea how R works

**Iva Jurkovic 5:04 PM:**

All R is doing is going to the website scraping the data, connects to the database and loads the data

I'm not sure if and where you can specify the account

**Elvin Pedrosa 5:05 PM:**

okay. i'm just assuming it'll require an acct that has access to write to a SQL db

**Iva Jurkovic 5:05 PM:**

we already have one

i think

**Elvin Pedrosa 5:05 PM:**

finadmin?

**Iva Jurkovic 5:05 PM:**

no

one sec

finanalysis

**Elvin Pedrosa 5:06 PM:**

right, yea i remembered the name incorrectly.

okay then.

**Iva Jurkovic 3:47 PM:**

Hey

**Elvin Pedrosa 3:47 PM:**

hi

**Iva Jurkovic 3:48 PM:**

We are having issues connecting to one of the Oracle connection from the server

I can connect to it from my local machine so it has to be the connection from the server

**Elvin Pedrosa 3:49 PM:**

might be due to changes made in the japan datacenter. you may need to get in touch with one of the oracle dba's

Iva Jurkovic 3:49 PM:

yea  
that's it  
but he's saying nothing changed with the connection parameters  
i can add you to the ticket

Elvin Pedrosa 3:50 PM:

ticket number?

Iva Jurkovic 3:50 PM:

165298

Elvin Pedrosa 4:01 PM:

have you tried what he suggested in his last comment?

Iva Jurkovic 4:01 PM:

yes  
i created the new connection doesn't work from the server  
i'm getting the same error

**ORA-12514 TNS:listener does not currently know of service requested in connect descriptor**

Elvin Pedrosa 4:06 PM:

what is your hostname

Iva Jurkovic 4:06 PM:

my local pc?

Elvin Pedrosa 4:06 PM:

yes

Iva Jurkovic 4:06 PM:

one sec

Elvin Pedrosa 4:06 PM:

you said connection works there, right?

Iva Jurkovic 4:06 PM:

yes through the Oracle SQL developer i was able to re connect

Elvin Pedrosa 4:06 PM:

ok

Iva Jurkovic 4:08 PM:

i don't know the host name, IP is 10.26.13.122

Elvin Pedrosa 4:08 PM:

could just get it by typing in "hostname" and hitting enter in a cmd prompt, but i can connect with IP too

Iva Jurkovic 4:09 PM:

oh ok

Elvin Pedrosa 4:12 PM:

looks like you don't even have oracle drivers installed on your pc  
or an odbc connection  
i thought that was required to connect  
guess not  
i'm gonna check with the fw team

Iva Jurkovic 4:13 PM:

nope  
not  
ok i'll be right back

Elvin Pedrosa 4:18 PM:

the conn\_parameters screenshot in the ticket, where do you see this on the server?

Iva Jurkovic 4:28 PM:  
it's when we run the package from SSIS

Elvin Pedrosa 4:31 PM:  
i wonder if you need to re-input the creds in the ODBC entry

Iva Jurkovic 4:32 PM:  
i did  
the same error

Elvin Pedrosa 4:33 PM:  
ok hold on

Elvin Pedrosa 4:39 PM:  
can you try again?

Iva Jurkovic 4:39 PM:  
yep  
still the same  
error

Elvin Pedrosa 4:43 PM:  
one more time?

Elvin Pedrosa 4:46 PM:  
try connection name FXREPORTS\_TEST  
brb

Iva Jurkovic 4:47 PM:  
what's that? which username and password for it?

Elvin Pedrosa 4:55 PM:  
same  
the one you have for tporac

Iva Jurkovic 4:56 PM:  
ok

Elvin Pedrosa 4:57 PM:  
oh i may have input the wrong thing  
one sec  
i did. let me change it  
ok  
connection Reports40\_TEST

Iva Jurkovic 5:01 PM:  
different error msg  
i'll email

Elvin Pedrosa 5:03 PM:  
okay, i have a feeling its a firewall thing, but i'm not 100% sure as nothing on the firewall changed from last week to this week as per Mike. you may need to be added to a fw policy set in place for other servers that have access to nyoraname1.nyfc.fxcorp.prv port 3060  
just not sure how it worked for you this whole time if this server was never in that policy

Elvin Pedrosa 5:09 PM:  
either that or the oracle team needs to have this updated in the tnsnames.ora file on nyacctsql02

```
##### TNS #####  
# REPORTS40.FXCM.COM  
#####  
REPORTS40.FXCM.COM =  
  (DESCRIPTION =  
    (ADDRESS = (PROTOCOL = TCP)(HOST = ty-rorac04-scan.tydc.fxcorp.prv)(PORT = 1521))  
    (CONNECT_DATA =  
      (SERVER = DEDICATED)  
      (SERVICE_NAME = cjreal04b.fxcm.com))
```

)  
)

not sure if that ty host listed needs to be updated

Iva Jurkovic 5:10 PM:

that might be the issue

SERVICE\_NAME

that's what it was complaining about

Elvin Pedrosa 5:10 PM:

let me see if victor responds to me

Iva Jurkovic 5:10 PM:

ok

cjreal04dr.fxcm.com

that's what i see on my current connection on my local one

oh host looks different too

Reports40 reports40\_tporac@//crtydrora04.nydc.fxcorp.prv:1521/cjreal04dr.fxcm.com

Iva Jurkovic 5:16 PM:

brb

Elvin Pedrosa 5:17 PM:

alright. i just made the following changes

```
##### TNS #####
```

```
# REPORTS40.FXCM.COM
```

```
#####
```

```
REPORTS40.FXCM.COM =
```

```
(DESCRIPTION =
```

```
(ADDRESS = (PROTOCOL = TCP)(HOST = crtydrora04.nydc.fxcorp.prv)(PORT = 1521))
```

```
(CONNECT_DATA =
```

```
(SERVER = DEDICATED)
```

```
(SERVICE_NAME = cjreal04dr.fxcm.com)
```

i updated the HOST and the SERVICE\_NAME to what Victor provided

test it out with connection Reports40\_TEST

it may not work though. i'm unable to successfully connect with telnet

Iva Jurkovic 5:20 PM:

ok

Iva Jurkovic 5:25 PM:

Reports40\_TEST same error as before

Reports40 different error this time

ORA -12170: TNS:Connect timeout occurred

Elvin Pedrosa 5:26 PM:

i dont see a Reports40 ODBC entry anymore. was it removed?

Iva Jurkovic 5:26 PM:

you don't see it where

Elvin Pedrosa 5:26 PM:

in odbc

shouldn't really matter. I essentially recreated it with Reports40\_TEST.

Iva Jurkovic 5:27 PM:

do you see it now?

Elvin Pedrosa 5:27 PM:

nope

you can just test with \_TEST once i reach out to the firewall team with the changes Victor had me make

Elvin Pedrosa 5:31 PM:

can you show me your connection settings?

share your screen again

Iva Jurkovic 5:31 PM:

on the server?

Elvin Pedrosa 5:31 PM:

yep

ok. can you show me the connection in the screenshot provided in the ticket was that from Oracle SQL Developer?

Iva Jurkovic 5:32 PM:

no

it was from connection manager

what you are looking at now

Elvin Pedrosa 5:33 PM:

nah looks different from the screenshot in the ticket

Iva Jurkovic 5:33 PM:

it's a connection created in SSIS

Elvin Pedrosa 5:33 PM:

pretty certain he attached a screenshot from SQL Developer

Iva Jurkovic 5:33 PM:

no he didn't

that one?

Elvin Pedrosa 5:34 PM:

no the other

yup

Iva Jurkovic 5:34 PM:

oh ok yea that's from SQL developer

Elvin Pedrosa 5:34 PM:

and thats from his desktop?

oh its on the server too

i see the new host listed

Iva Jurkovic 5:35 PM:

the one i'm showing you is on my local box

Elvin Pedrosa 5:35 PM:

oh ok

Iva Jurkovic 5:35 PM:

i think he access his through citrix

Elvin Pedrosa 5:35 PM:

he probably uses SQL Developer on citrix

Iva Jurkovic 5:35 PM:

he access Oracle Developer through Citrix

yep

Elvin Pedrosa 5:36 PM:

ohh

Iva Jurkovic 5:36 PM:

the connection manager is on the server

that's where we cannot connect

Elvin Pedrosa 5:36 PM:

i thought his ticket request was for the access issue on the server

Iva Jurkovic 5:36 PM:

it is

ok actually let me take step back

we couldn't connect at all

then Victor said refrech teh connection

which i did

so i can connect from my local but still can't connect from server



from SSIS

**Elvin Pedrosa 5:37 PM:**

okay i see  
so Victor was just unaware of the server issue  
he was giving him a fix for Oracle SQL developer

**Iva Jurkovic 5:38 PM:**

ok do you know what the issue is with the connection from the server?

**Elvin Pedrosa 5:38 PM:**

i think i know now  
that host is new. i dont have fw connectivity to it

**Iva Jurkovic 5:39 PM:**

ok  
when can that be fixed?

**Elvin Pedrosa 5:39 PM:**

i will have to email the firewall team

**Iva Jurkovic 5:40 PM:**

ok, we need it fixed asap  
we haven't loaded data for two days now

**Elvin Pedrosa 5:40 PM:**

i'll let them know

**Iva Jurkovic 5:40 PM:**

thank you

**Elvin Pedrosa 5:53 PM:**

np. i just moved that ticket from prod to the Firewall queue in IT and emailed the firewall team