Absolutely, Iva.  My apologies I hadn't followed up.  We're actively interviewing for a fourth position in Sofia which will give more depth to the team there.  This will free up some of the time for our support staff to get the training needed to field the types of request you mention.

I'm hopeful to have someone onboard soon and we have already identified someone who is interested in gaining this knowledge.

I will report back as soon as we have more definitive timelines.

Thanks,
Mark

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**From:** Iva Jurkovic <ijurkovic@fxcm.com>
**Sent:** Friday, September 20, 2019 10:58 AM
**To:** Mark Patten <mpatten@fxcm.com>; Margaret Deverell <mdeverell@fxcm.com>
**Cc:** Wayne Salmon <wsalmon@fxcm.com>
**Subject:** RE: SQL login : sadmin password mpeerbocussadmin

Hi Mark,

I wanted to follow up on the below  email. Would starting with the issues related to user logins and permissions on the server be ok?

Thanks,
Iva

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**From:** Iva Jurkovic
**Sent:** Tuesday, September 3, 2019 10:38 AM
**To:** Mark Patten <mpatten@fxcm.com>; Margaret Deverell <mdeverell@fxcm.com>
**Cc:** Wayne Salmon <wsalmon@fxcm.com>
**Subject:** RE: SQL login : sadmin password mpeerbocussadmin

Hi Mark,

Thank you for your response.

Can we start with the issues related to user logins and permissions on the server? Let me know if you need specific examples where we would have benefited from having immediate assistance.

Thanks,
Iva

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**From:** Mark Patten <mpatten@fxcm.com>
**Sent:** Friday, August 30, 2019 3:51 PM
**To:** Margaret Deverell <mdeverell@fxcm.com>
**Cc:** Wayne Salmon <wsalmon@fxcm.com>; Iva Jurkovic <ijurkovic@fxcm.com>
**Subject:** RE: SQL login : sadmin password mpeerbocussadmin

Hi Marge,

Permissions and access is not necessarily an issue.  What we do need to define is what types of issues would need to be addressed in a specific time zone that doesn't rise to the level of waking up the SQL administrator.  We do have global teams to handle various issues, however, there is specific functions where we don't require an entire team, such as SQL administration, Firewall and Operations Engineering.  If we can define specific needs that are not critical but would benefit by being handled in a shorter timeframe, we can look to train technicians in other time zones.  Currently we do not have the knowledge outside of the USA so training would be the first step before access would be given.

Let me know what types of tasks or problems that come up where immediate assistance would be beneficial.  Outage or failure issues will always fall back to Elvin who is on call 24/7.

Thanks,
Mark

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**From:** Margaret Deverell

**Sent:** Thursday, August 29, 2019 1:36 PM
**To:** Mark Patten <mpatten@fxcm.com>
**Cc:** Wayne Salmon <wsalmon@fxcm.com>; Iva Jurkovic <ijurkovic@fxcm.com>
**Subject:** RE: SQL login : sadmin password mpeerbocussadmin

Hi Mark,

Hi Mark,

I understand that the first issue has now been resolved.  Have you given consideration to the second issue?

Than you,
Marge

---

**From:** Iva Jurkovic <ijurkovic@fxcm.com>
**Sent:** Monday, August 19, 2019 5:20 AM
**To:** Mark Patten <mpatten@fxcm.com>
**Cc:** Wayne Salmon <wsalmon@fxcm.com>; Margaret Deverell <mdeverell@fxcm.com>
**Subject:** RE: SQL login : sadmin password mpeerbocussadmin

Hi Mark,

As it turns out Nabiil's  set up does not mirror Nicoleta's as originally requested. Instead of creating a login for him, a group was created and he was added to a group. A group cannot be added as an owner to a job which then means they cannot see the jobs history or edit the jobs, in other words manage the SQL jobs. We had an issue with our data loads over the weekend and some of the jobs failed. With Nicoleta being out on a vacation and Nabiil taking over these responsibilities, he needs the full accesses to the jobs. He opened up the ticket for it, however since nobody except NY has access or permissions to do what we need done, we have to wait until NY work hours. By that time we already lose more than half of work day. Considering that everything we do is built on the data integrated by these load jobs, as you can imagine, this is extremely disruptive to me and my team. Lastly, since Nicoleta is soon leaving to go back to school, I need to switch the owners of the job to Nabiil's login anyway. Based on this, can we please have two things done:

1.  A login created for Nabiil and mirror the exact same set up as  Nicoleta's
2.  Somebody from IT in our time zone who has the access and permissions for our server to assist when we have issues

Thanks,
Iva

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**From:** Iva Jurkovic
**Sent:** Wednesday, July 10, 2019 2:48 PM
**To:** Mark Patten <mpatten@fxcm.com>; Dean Pollaro <dpollaro@fxcm.com>; Nick Kushnar <nkushnar@fxcm.com>; Wayne Salmon <wsalmon@fxcm.com>; Elvin Pedrosa <epedrosa@fxcm.com>
**Subject:** RE: SQL login : sadmin password mpeerbocussadmin

Thank you

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**From:** Mark Patten <mpatten@fxcm.com>
**Sent:** Wednesday, July 10, 2019 2:39 PM
**To:** Iva Jurkovic <ijurkovic@fxcm.com>; Dean Pollaro <dpollaro@fxcm.com>; Nick Kushnar <nkushnar@fxcm.com>; Wayne Salmon <wsalmon@fxcm.com>; Elvin Pedrosa <epedrosa@fxcm.com>
**Subject:** RE: SQL login : sadmin password mpeerbocussadmin

Hi Iva,

Remote access should be available now.  I've also reviewed permissions and believe they do match between accounts.

Let me know if you see any further issues.

Mark

(moved cyberark-admins to Bcc)

---

**From:** Iva Jurkovic
**Sent:** Wednesday, July 10, 2019 8:57 AM
**To:** Dean Pollaro <dpollaro@fxcm.com>; Nick Kushnar <nkushnar@fxcm.com>; Wayne Salmon <wsalmon@fxcm.com>; Mark Patten

<[mpatten@fxcm.com](mailto:mpatten@fxcm.com)>; Elvin Pedrosa <[epedrosa@fxcm.com](mailto:epedrosa@fxcm.com)>
**Cc:** cyberark-admins <[cyberark-admins@usa.fxcorp.prv](mailto:cyberark-admins@usa.fxcorp.prv)>
**Subject:** RE: SQL login : sadmin password mpeerbocussadmin

NYACCTSQL02 server

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**From:** Dean Pollaro <[dpollaro@fxcm.com](mailto:dpollaro@fxcm.com)>
**Sent:** Wednesday, July 10, 2019 1:56 PM
**To:** Iva Jurkovic <[ijurkovic@fxcm.com](mailto:ijurkovic@fxcm.com)>; Nick Kushnar <[nkushnar@fxcm.com](mailto:nkushnar@fxcm.com)>; Wayne Salmon <[wsalmon@fxcm.com](mailto:wsalmon@fxcm.com)>; Mark Patten <[mpatten@fxcm.com](mailto:mpatten@fxcm.com)>; Elvin Pedrosa <[epedrosa@fxcm.com](mailto:epedrosa@fxcm.com)>
**Cc:** cyberark-admins <[cyberark-admins@usa.fxcorp.prv](mailto:cyberark-admins@usa.fxcorp.prv)>
**Subject:** RE: SQL login : sadmin password mpeerbocussadmin

Hi Iva

What host does the user need Remote access to?

---

**From:** Iva Jurkovic
**Sent:** Wednesday, July 10, 2019 6:47 AM
**To:** Nick Kushnar <[nkushnar@fxcm.com](mailto:nkushnar@fxcm.com)>; Wayne Salmon <[wsalmon@fxcm.com](mailto:wsalmon@fxcm.com)>; Mark Patten <[mpatten@fxcm.com](mailto:mpatten@fxcm.com)>; Elvin Pedrosa <[epedrosa@fxcm.com](mailto:epedrosa@fxcm.com)>
**Cc:** cyberark-admins <[cyberark-admins@usa.fxcorp.prv](mailto:cyberark-admins@usa.fxcorp.prv)>
**Subject:** RE: SQL login : sadmin password mpeerbocussadmin

He is also not able to remote into the server. Please grant him access to do so.

---

**From:** Iva Jurkovic
**Sent:** Wednesday, July 10, 2019 11:14 AM
**To:** Nick Kushnar <[nkushnar@fxcm.com](mailto:nkushnar@fxcm.com)>; Wayne Salmon <[wsalmon@fxcm.com](mailto:wsalmon@fxcm.com)>; Mark Patten <[mpatten@fxcm.com](mailto:mpatten@fxcm.com)>; Elvin Pedrosa <[epedrosa@fxcm.com](mailto:epedrosa@fxcm.com)>
**Cc:** cyberark-admins <[cyberark-admins@usa.fxcorp.prv](mailto:cyberark-admins@usa.fxcorp.prv)>
**Subject:** RE: SQL login : sadmin password mpeerbocussadmin

Hello,

Following up on the below, do you have any update please?

Thanks,
Iva

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**From:** Iva Jurkovic
**Sent:** Tuesday, July 9, 2019 3:32 PM
**To:** Nick Kushnar <[nkushnar@fxcm.com](mailto:nkushnar@fxcm.com)>; Wayne Salmon <[wsalmon@fxcm.com](mailto:wsalmon@fxcm.com)>; Mark Patten <[mpatten@fxcm.com](mailto:mpatten@fxcm.com)>; Elvin Pedrosa <[epedrosa@fxcm.com](mailto:epedrosa@fxcm.com)>
**Cc:** cyberark-admins <[cyberark-admins@usa.fxcorp.prv](mailto:cyberark-admins@usa.fxcorp.prv)>
**Subject:** RE: SQL login : sadmin password mpeerbocussadmin

He was able to log into the ark and retrieve his password. However, we asked to mirror the SQL permissions of Nicoleta and at the first glance he cannot do the following:

Access REPORTS db at all
Create/Alter views on KEYS and VOLUME
Cannot see SP on KEYS, COMPLIANCE, AVP_APPLICATION and VOLUME at all

I created a new db called TRAINING he will need access to that as well.

Thanks,
Iva

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**From:** Nick Kushnar <[nkushnar@fxcm.com](mailto:nkushnar@fxcm.com)>
**Sent:** Tuesday, July 9, 2019 2:12 PM
**To:** Wayne Salmon <[wsalmon@fxcm.com](mailto:wsalmon@fxcm.com)>; Mark Patten <[mpatten@fxcm.com](mailto:mpatten@fxcm.com)>; Elvin Pedrosa <[epedrosa@fxcm.com](mailto:epedrosa@fxcm.com)>
**Cc:** cyberark-admins <[cyberark-admins@usa.fxcorp.prv](mailto:cyberark-admins@usa.fxcorp.prv)>; Iva Jurkovic <[ijurkovic@fxcm.com](mailto:ijurkovic@fxcm.com)>

**Subject:** RE: SQL login : sadmin password mpeerbocussadmin

The cyberark-users group will allow login to the https://pwvault.fxcorp website. Safe access is mostly governed by AD groups, which should be accompanied by an RT ticket requesting the access.

AD groups typically match safe names. Safe names can be found in PWVault by the people who already have access to the accounts in need.

| ☆ | Status | Username | Address | Platform ID | Safe ↑ | |
|---|---|---|---|---|---|---|
| ☆ | - | Administrator | MEL1-SAL-9061.usa.f... | WinDesktopLocal | mel1-wks-auto | |
| ☆ | - | Administrator | MEL1-SAL-09064.usa.... | WinDesktopLocal | mel1-wks-auto | |

Thank you,
Nick

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**From:** Wayne Salmon
**Sent:** Tuesday, July 09, 2019 9:03 AM
**To:** Nick Kushnar; Mark Patten; Elvin Pedrosa
**Cc:** cyberark-admins; Iva Jurkovic
**Subject:** RE: SQL login : sadmin password mpeerbocussadmin

I have added him to cyberac users . Is that all that is required?

---

**From:** Nick Kushnar <nkushnar@fxcm.com>
**Sent:** Tuesday, July 9, 2019 1:47 PM
**To:** Wayne Salmon <wsalmon@fxcm.com>; Mark Patten <mpatten@fxcm.com>; Elvin Pedrosa <epedrosa@fxcm.com>
**Cc:** cyberark-admins <cyberark-admins@usa.fxcorp.prv>; Iva Jurkovic <ijurkovic@fxcm.com>
**Subject:** RE: SQL login : sadmin password mpeerbocussadmin

What is missing? Is there a ticket somewhere? Most CyberArk access is AD group driven and shouldn't need direct cyberark admin intervention.

Thank you,
Nick

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**From:** Wayne Salmon
**Sent:** Tuesday, July 09, 2019 5:44 AM
**To:** Mark Patten; Elvin Pedrosa
**Cc:** cyberark-admins; Iva Jurkovic
**Subject:** SQL login : sadmin password mpeerbocussadmin

Chaps I see that you have updated the ticket for Nabiil , thanks. Unfortunately we cannot login to cyberarc to retrieve his credentials . Nabiil was due to start intensive training today to prepare him for his new role. Would it be possible to assist ASAP so I can get him productive for Iva ?

Many thanks

Wayne Salmon
**IT Support Manager EMEA**

**FXCM**

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