PIE: Password Reset

KB0010062

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Application/Hardware	Pie Password Reset
Issue Description	Pie password reset for different instances
Ticket Categorization	**Request Type : Incident** **Category:** Application **Sub Category:** PIE **Item:** Password Reset for PIE
Next level escalation	**Next Line Resolver Group:** IBM - VMS India

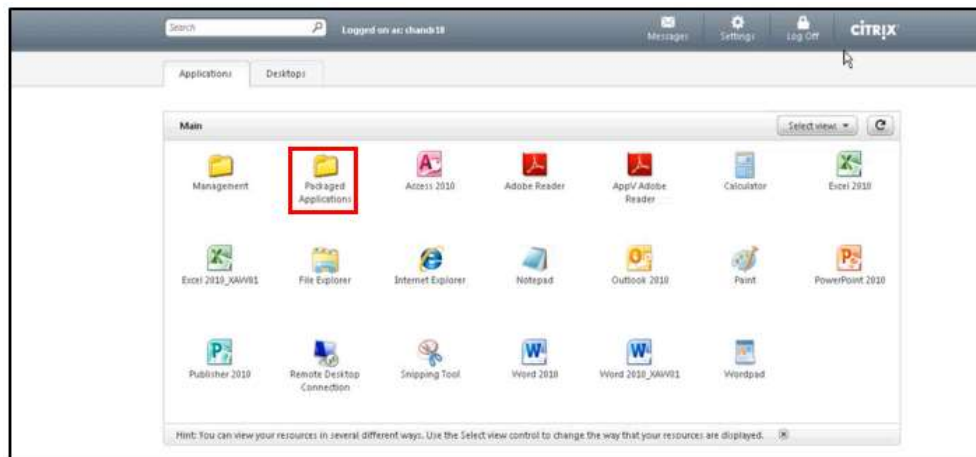**Description of the Issue:** Password reset for 3 types of accounts:
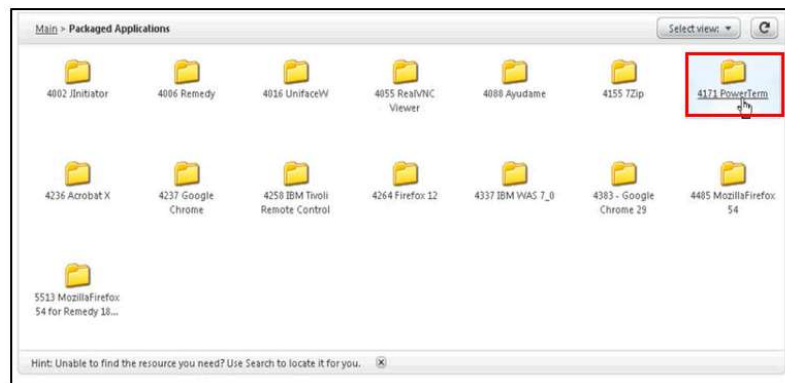
- DCL
- DIS user
- SOX

Pre-requisites:

- Service desk should have access to Front office
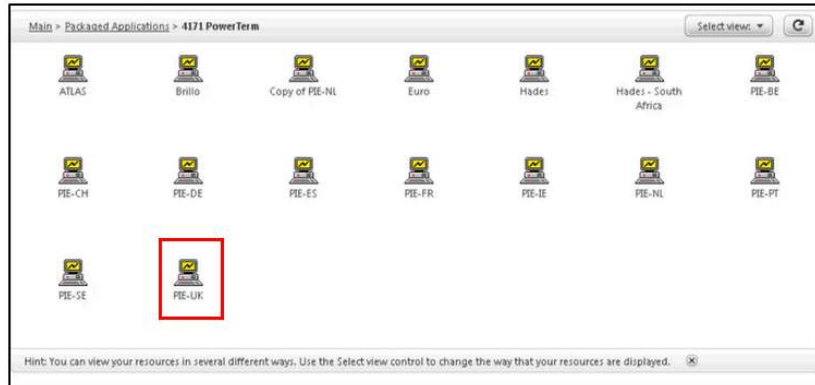- User ID should be taken from the user

Procedure:

- Launch **CPW Citrix** from **http://10.80.43.17/Citrix/XenApp/auth/login.aspx** (http://10.80.43.17/Citrix/XenApp/auth/login.aspx) and login with the CPW credentials.
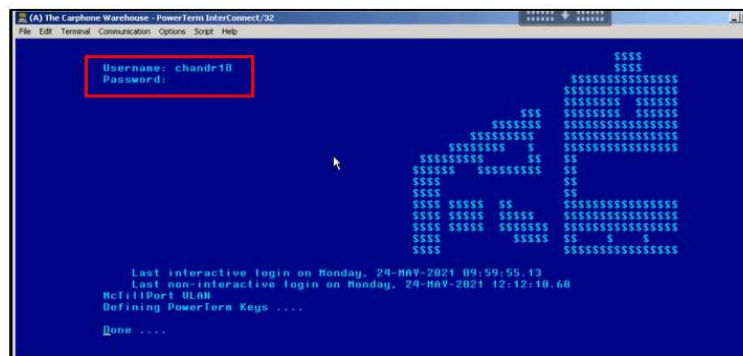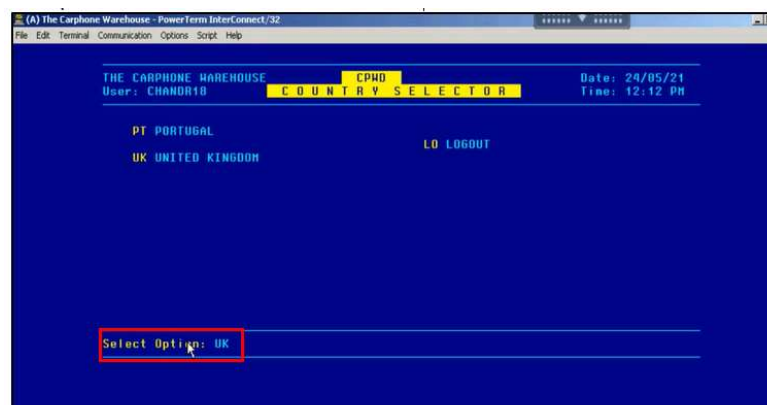- Click on **Packaged Applications**

- Click on **Power term**

- Click on **Pie UK**

- Login with the credentials and hit enter
- **Note:** To paste anything inside pie use **Shift Insert** and to copy from pie you need to use **control insert**

- Select Option should be **UK** and hit on enter

- To check the user ID status, we need to type **qf showua** and hit on enter

- You will be able to see the status of the Account

DCL Account

- If the Account shows **DCL** then the Status of the account is Active

- If the user requests for password reset then we need to hit on enter twice until we get the option return to continue
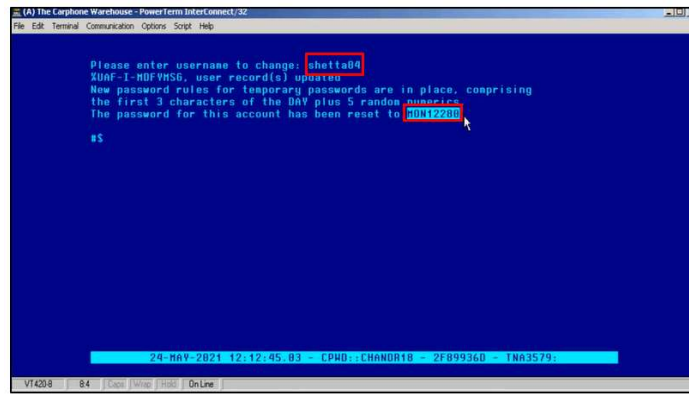- Now use the command **qf pass** and hit on enter

- Enter the User ID of the user and hit on enter
- You will be able to see the password on the screen and provide the password to the user
- Temporary password is valid only for 24 hours

- If the user requests for the Permanent password click on **File** – click on **new terminal window** – Hit on Enter
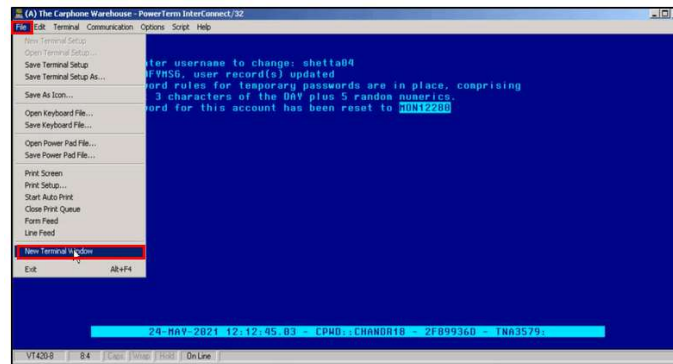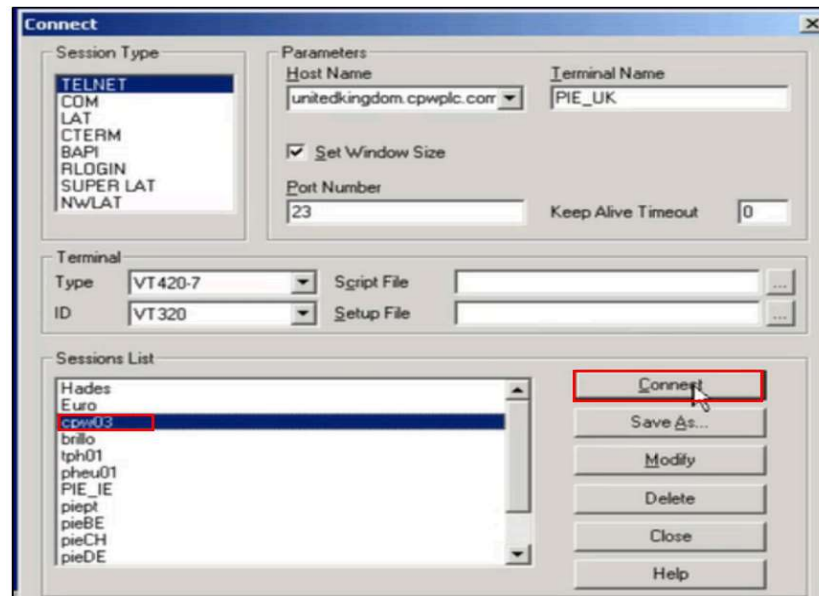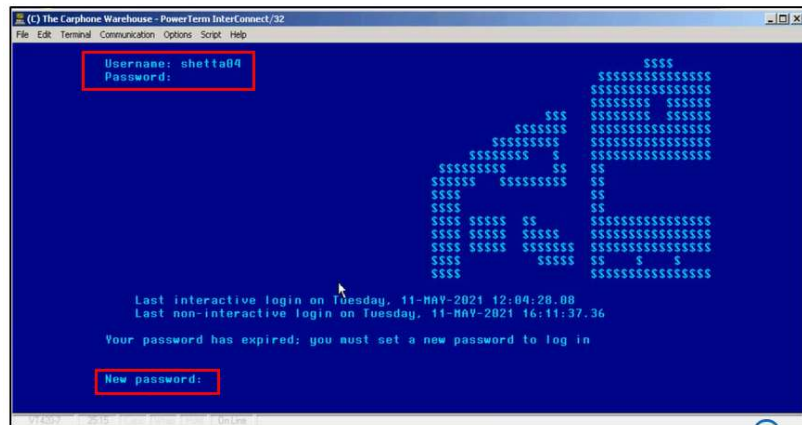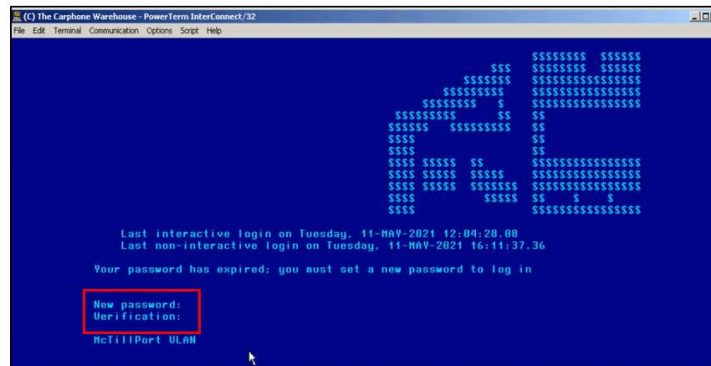

- Select **CPW** and click on **connect**

- Login with the user's credentials and hit on enter.
- It will prompt for a new password and now enter the new password, hit on enter

It will prompt for Verification, Reenter the new password and hit on enter

DIS User Account

- If the Account shows **DIS user** then the status of the account is temporarily disabled.
- If the user has got the approval from the manager and if the user contacts service desk for this query
- Check the users account with the command **qf showua** and enter the users ID
- Hit on enter until we get the page **press return to continue**
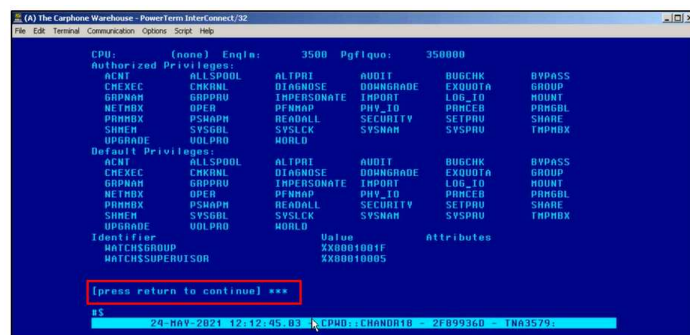
- Run the Ora script by entering the command **@ora_tools:create_new_user username** and hit on enter

- Enter the country code as **UK** and hit on enter

- Now enter the command **qf reuser** and hit on enter

- It will give the new password and it should be provided to the password

SOX Account

- If the Account shows **SOX** then the status of the account is permanently disabled

- We need to inform the user to contact the manager and get the written approval
- If the user has got the approval then we need to assign the ticket to **IBM VMS India**

Service Now Template:

- Password Reset for PIE-Expired
- Password Reset for PIE-Forgot

Resolution Comments:

Perform the steps with the required commands to perform the password reset and reactivate the account

Most recent tasks 🗋 INC2424882 - Password Reset for PIE-Expired (task.do?sys_id=028944eefb6826104cd4f46daeefdcf5&sysparm_referring_url=kb_view.do) 🗋 INC2423935 - Password Reset for PIE-Expired (task.do?sys_id=7b3d52cefbe82210e020feceaeefdce8&sysparm_referring_url=kb_view.do) 🗋 INC2417114 - Password Reset for PIE-Expired (task.do?sys_id=1e0619a8fba4e610e020feceaeefdc9b&sysparm_referring_url=kb_view.do) 🗋 INC2424788 - Password Reset for PIE-Expired (task.do?sys_id=7c2aab5afb2426104cd4f46daeefdc7f&sysparm_referring_url=kb_view.do) 🗋 INC2418282 - Password Reset for PIE-Expired (task.do?sys_id=2ee77df4fbe4aa104cd4f46daeefdc62&sysparm_referring_url=kb_view.do) 🗋 INC2424989 - Password Reset for PIE-Expired (task.do?sys_id=e4d13466fb2066104cd4f46daeefdc55&sysparm_referring_url=kb_view.do) 🗋 INC2424968 - Password Reset for PIE-Expired (task.do?sys_id=d91ce4e6fbec26104cd4f46daeefdcae&sysparm_referring_url=kb_view.do) 🗋 INC2423927 - Password Reset for PIE-Expired (task.do?sys_id=f0cb92cafbe062104cd4f46daeefdc5d&sysparm_referring_url=kb_view.do) 🗋 INC2417007 - Password Reset for PIE-Expired (task.do?sys_id=137545e4fb20e610e020feceaeefdc7c&sysparm_referring_url=kb_view.do) 🗋 INC2424861 - Password Reset for PIE-Expired (task.do?sys_id=01e284aefb2826104cd4f46daeefdc8a&sysparm_referring_url=kb_view.do)

Authored by Rubina Chandan
Last modified 27/07/2021 10:00:02

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