

PIE: Password Reset

KB0010062



2633 views

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:

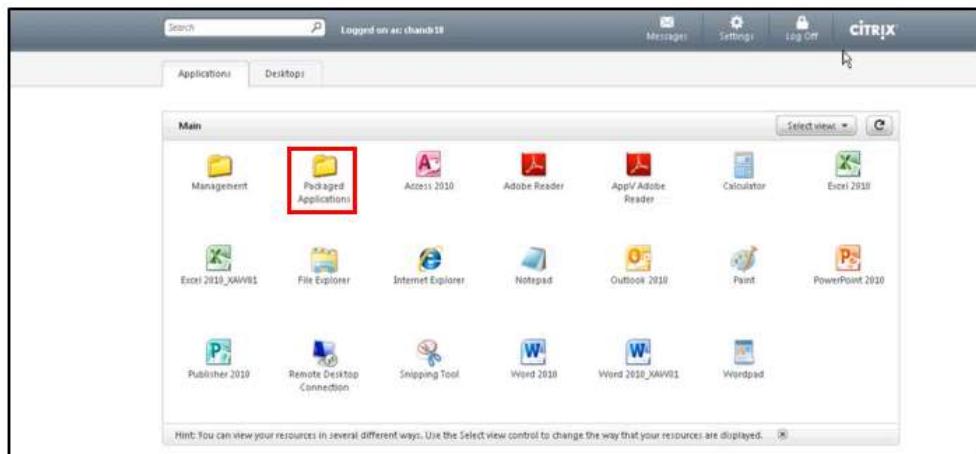
- DCL
- DIS user
- SOX

Pre-requisites:

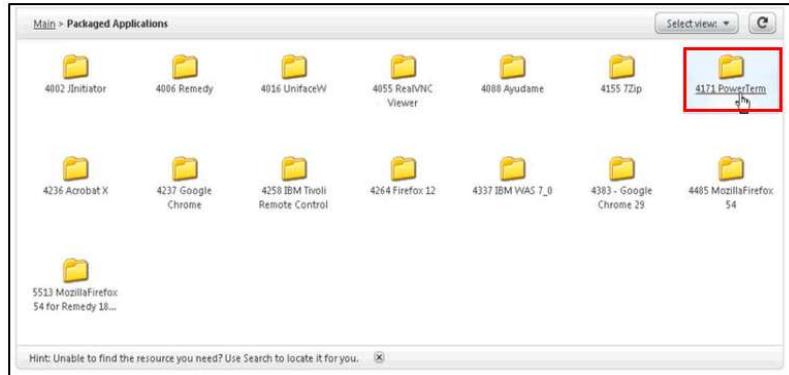
- Service desk should have access to Front office
- User ID should be taken from the user

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**



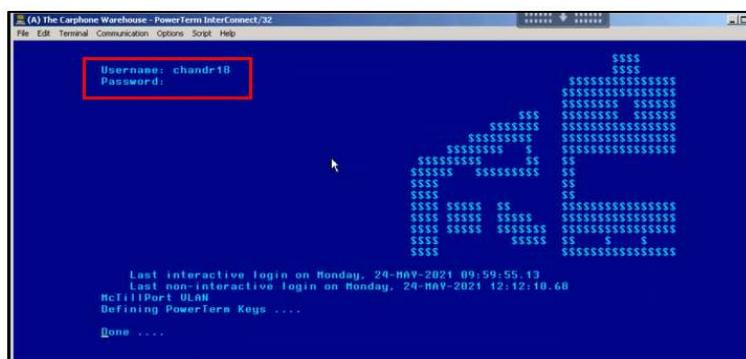
- Click on **Power term**



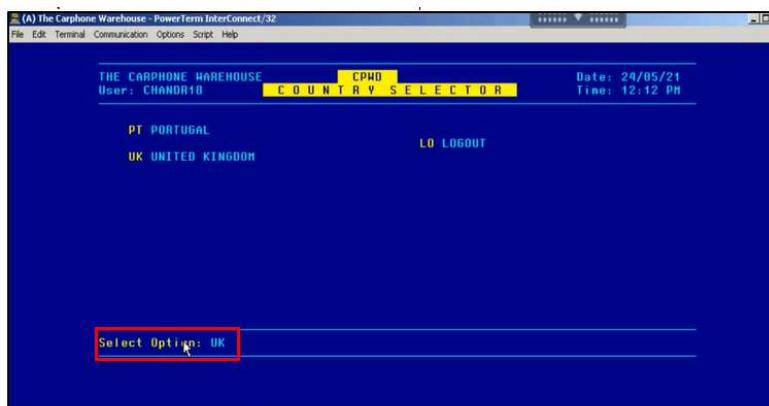
- Click on Pie UK



- 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

```

(A) The Carphone Warehouse - PowerTerm InterConnect/32
File Edit Terminal Communication Options Script Help

CPHG AlphaServer ES45 Model 2 07.3 1. 8 12-OCT-2020 00:48
CPHM AlphaServer ES45 Model 2B 07.3 1. 65 12-OCT-2020 01:36
CPHK AlphaServer ES45 Model 2B 07.3 1. 13 12-OCT-2020 01:59
CPHL AlphaServer ES45 Model 2B 07.3 1. 64 12-OCT-2020 02:24
CPHJ AlphaServer ES45 Model 2B 07.3 1. 12 12-OCT-2020 02:47
CPMC AlphaServer ES45 Model 2B 07.3 1. 10 19-OCT-2020 23:55
CPME AlphaServer ES45 Model 2B 07.3 1. 6 20-OCT-2020 00:19
CPNF AlphaServer ES45 Model 2B 07.3 1. 7 20-OCT-2020 00:31
CPNO AlphaServer ES45 Model 2B 07.3 1. 5 20-OCT-2020 00:54
CPNM AlphaServer ES45 Model 2B 07.3 1. 66 26-OCT-2020 23:48
CPNP AlphaServer ES45 Model 2B 07.3 1. 60 26-OCT-2020 00:32
CPNA AlphaServer ES45 Model 2B 07.3 1. 67 27-OCT-2020 03:20
CPNH AlphaServer ES45 Model 2B 07.3 1. 12 10-NOV-2020 00:43
CPNT AlphaServer ES45 Model 2B 07.3 1. 11 15-FEB-2021 18:55
CPNH AlphaServer ES45 Model 2B 07.3 1. 30 18-FEB-2021 23:46
CPNR AlphaServer ES45 Model 2B 07.3 1. 81 22-FEB-2021 19:32
CPNS AlphaServer ES45 Model 2B 07.3 1. 82 28-FEB-2021 18:06

Setting Oracle up as 817
App: IT User: CHANDR10

#$
#S qf showua
24-Nov-2021 12:12:45.83 - CPW01:CHANDR10 - 2F899360 ~ TNA3579:

```

- 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

```

(A) The Carphone Warehouse - PowerTerm InterConnect/32
File Edit Terminal Communication Options Script Help

Username: SHETTA04
Owner: Abhishek Shetty
Account: SALES-OK
DCL: (377.50110) {SALESREP.SHETTA
Tables: DCLTABLES

Default: USER_DISK2:[SHETTA04]
LOGON: 
Flags: DisCITY Restricted
Primary days: Mon Tue Wed Thu Fri
Secondary days: Sat Sun
Primary 000000000011111111112222 Secondary 000000000011111111112222
Day Hours 012345678901234567890123 Day Hours 012345678901234567890123
Network: ----- No access ----- No access -----
Batch: ##### Full access ##### ##### Full access #####
Local: ##### Full access ##### ##### Full access #####
Dialup: ----- No access ----- No access -----
Remote: ##### Full access ##### ##### Full access #####
Expiration: (none) Pwdmininum: 0 Login Fails: 0
Pwdifetime: 30 00:00 Pwdchange: (pre-expired)
Last Login: 11-MAY-2021 12:04 (interactive), 11-MAY-2021 16:11 (non-interactive)
Maxjobs: 0 Fills: 512 Bytef: 64000
Maxacctjobs: 0 Shrflle: 0 Pbytflle: 0
Maxdetach: 0 Bflle: 512 Jlquota: 8192
Prcfl: 0 Dflle: 512 Kflle: 20000
Prcs: 4 A$flle: 250 M$flle: 20480
RETURN/SPACES=More, PREV/NEXT=Scroll, INS/REH=Pan, SELECT=80/132, CTRL/Z=Quit
24-Nov-2021 12:12:45.83 - CPW01:CHANDR10 - 2F899360 ~ TNA3579:

```

- 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

```

(A) The Carphone Warehouse - PowerTerm InterConnect/32
File Edit Terminal Communication Options Script Help

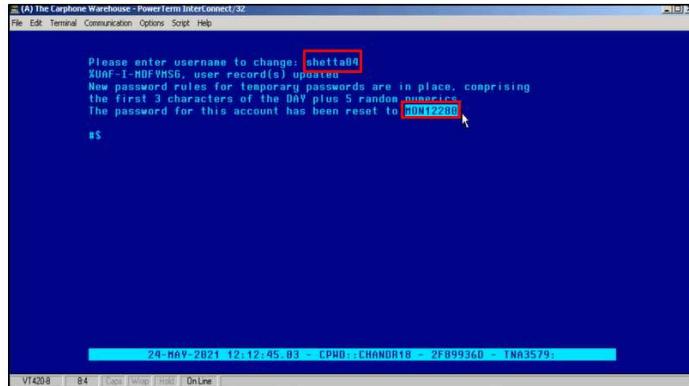
CPU: (none) Engin: 3500 Pgflque: 350000
Authorized Privileges:
ACNT ALLSPPOOL ALTPRI AUDIT BUGCHK BYPASS
CHEXEC CMKRNRL DIAGNOSE DOWNGRADE EXQUOTA GROUP
GRPNAM GRPPRU IMPERSONATE IMPORT LOG_IO MOUNT
NETBX OPER PFNMAP PHY_IO PRMCEB PRNGBL
PRMBX PSWAPM READALL SECURITY SETPRU SHARE
SIHEH SYSGBL SVSLCK SYSNAM SVSPRU TMPMBX
UPGRADE VOLPRO WORLD

Default Privileges:
ACNT ALLSPPOOL ALTPRI AUDIT BUGCHK BYPASS
CHEXEC CMKRNRL DIAGNOSE DOWNGRADE EXQUOTA GROUP
GRPNAM GRPPRU IMPERSONATE IMPORT LOG_IO MOUNT
NETBX OPER PFNMAP PHY_IO PRMCEB PRNGBL
PRMBX PSWAPM READALL SECURITY SETPRU SHARE
SIHEH SYSGBL SVSLCK SYSNAM SVSPRU TMPMBX
UPGRADE VOLPRO WORLD
Identifier Value Attributes
HATCH$GROUP XX8001001F
HATCH$SUPERVISOR XX80010005

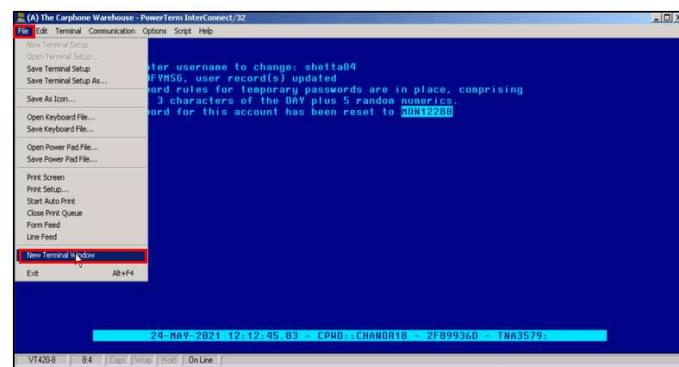
[press return to continue] ***
#S qf pass
24-Nov-2021 12:12:45.83 - CPW01:CHANDR10 - 2F899360 ~ TNA3579:

```

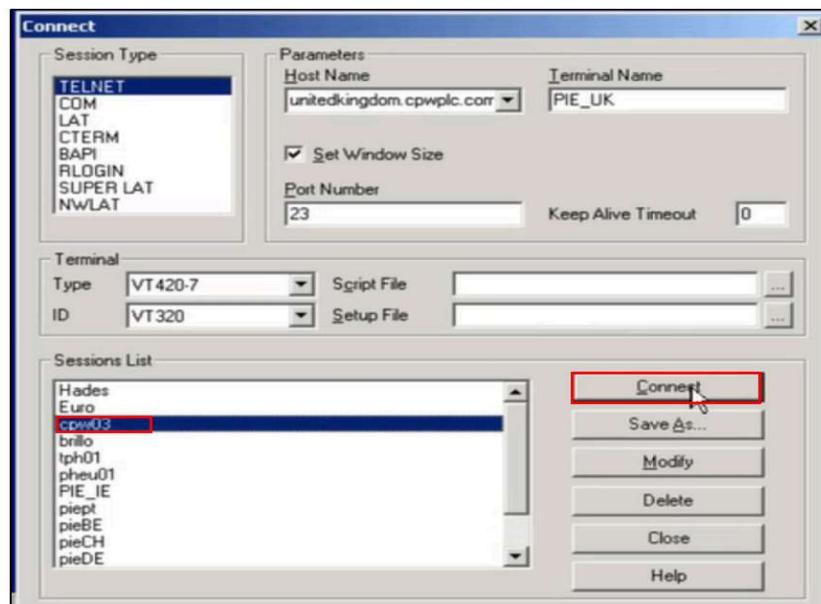
- Enter the User ID of the user and hit on enter
- You will be able to see the password on the screen and provide the password to the user
- Temporary password is valid only for 24 hours



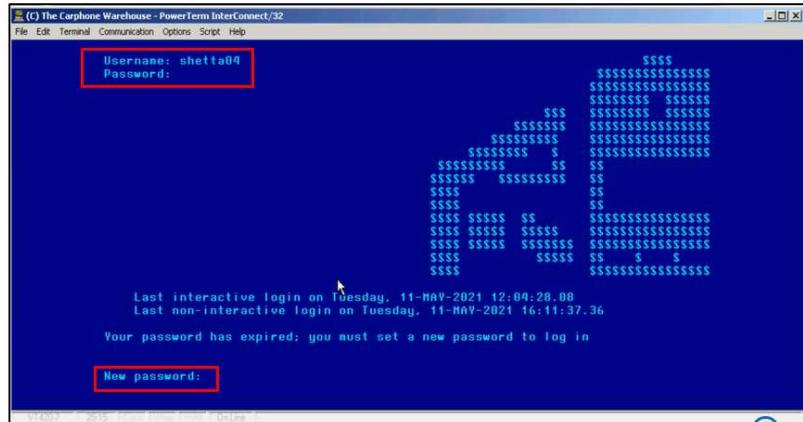
- If the user requests for the Permanent password click on **File** – click on **new terminal window** – Hit on Enter



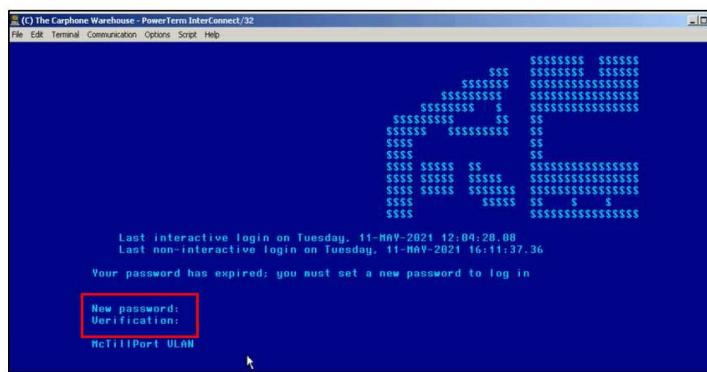
- Select **CPW** and click on **connect**



- 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

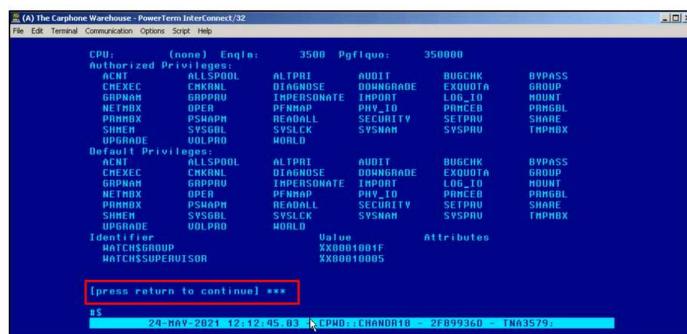


It will prompt for Verification, Reenter the new password and hit on enter



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

```

(A) The Carphone Warehouse - PowerTerm InterConnect/32
File Edit Terminal Communication Options Script Help

CHXEXEC CHKRNLL DIAGNOSE DOWNGRADE EXQUOTA GROUP
GRPNAM GRPPRU IMPERSONATE IMPORT LOG_ID MOUNT
NETMBX OPER PFNMAP PHY_ID PRNCB PRMGL
PRHMBX PSWAPM READALL SECURITY SETPRU SHARE
SHMEM SYSGBL SVSLCK SYSNAM SVSPRU THPMBX
UPGRADE VOLPRO WORLD

Default Privileges:
ACNT ALLSPPOOL ALTPRI AUDIT BUGCHK BYPASS
CHXEXEC CHKRNLL DIAGNOSE DOWNGRADE EXQUOTA GROUP
GRPNAM GRPPRU IMPERSONATE IMPORT LOG_ID MOUNT
NETMBX OPER PFNMAP PHY_ID PRNCB PRMGL
PRHMBX PSWAPM READALL SECURITY SETPRU SHARE
SHMEM SYSGBL SVSLCK SYSNAM SVSPRU THPMBX
UPGRADE VOLPRO WORLD

Identifier Value Attributes
HATCH$GROUP XX8001001F
HATCH$SUPERVISOR XX80010005

[press return to continue] **

## [press return to continue] ***
XDCL-W-NOCOMD, no command on line - re-enter with alphabetic first character
## ora_tools:create_new_user shettha04
Please enter country code (UK/PT/UK_B05/UK_D2C):
UK 24-MAY-2021 12:12:45.03 - CPHD:CHANDR1B - 2F899360 - TNA3579;

```

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

```

(A) The Carphone Warehouse - PowerTerm InterConnect/32
File Edit Terminal Communication Options Script Help

CHXEXEC CHKRNLL DIAGNOSE DOWNGRADE EXQUOTA GROUP
GRPNAM GRPPRU IMPERSONATE IMPORT LOG_ID MOUNT
NETMBX OPER PFNMAP PHY_ID PRNCB PRMGL
PRHMBX PSWAPM READALL SECURITY SETPRU SHARE
SHMEM SYSGBL SVSLCK SYSNAM SVSPRU THPMBX
UPGRADE VOLPRO WORLD

Default Privileges:
ACNT ALLSPPOOL ALTPRI AUDIT BUGCHK BYPASS
CHXEXEC CHKRNLL DIAGNOSE DOWNGRADE EXQUOTA GROUP
GRPNAM GRPPRU IMPERSONATE IMPORT LOG_ID MOUNT
NETMBX OPER PFNMAP PHY_ID PRNCB PRMGL
PRHMBX PSWAPM READALL SECURITY SETPRU SHARE
SHMEM SYSGBL SVSLCK SYSNAM SVSPRU THPMBX
UPGRADE VOLPRO WORLD

Identifier Value Attributes
HATCH$GROUP XX8001001F
HATCH$SUPERVISOR XX80010005

[press return to continue] **

## [press return to continue] ***
XDCL-W-NOCOMD, no command on line - re-enter with alphabetic first character
## ora_tools:create_new_user shettha04
Please enter country code (UK/PT/UK_B05/UK_D2C): UK
UK 24-MAY-2021 12:12:45.03 - CPHD:CHANDR1B - 2F899360 - TNA3579;

```

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

```

SQL> --inspie_access remove inspie_user later.
SQL> grant inspie_user to ops$881;
SQL> grant inspie_access to ops$881;
SQL> --Begin Mod: BugzillaBug:75490: JethwaI: 06-May-2011
SQL> BEGIN
 2 IF UPPER('882')='UK' THEN
 3 --Begin Mod: BugzillaBug:77171: DesaiU03: 06-Jul-2011
 4 EXECUTE IMMEDIATE 'alter user ops$881 default role connect,inspie_user';
 5 --End Mod: BugzillaBug:77171: DesaiU03: 06-Jul-2011
 6 ELSIF UPPER('882')= PI' THEN
 7 EXECUTE IMMEDIATE 'alter user ops$881 default role connect,inspie_user';
 8 END IF;
 9 END;
10 /
SQL> --End Mod: BugzillaBug:75490: JethwaI: 06-May-2011
SQL> exit;
Disconnected from Oracle Database 10g Enterprise Edition Release 10.2.0.5.0 - 64
bit Production
With the Partitioning, OLAP, Data Mining and Real Application Testing options
#
#
#
## qf reuser_

```

- 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

```

(A) The Carphone Warehouse - PowerTerm InterConnect/32
File Edit Terminal Communication Options Script Help

Username: JAVA01
Account: S0X801
Owner: Nithya Jayachander
UID: [377, 50227] ([SALESREP, JAYACH
Tables: DCLTABLES

CLI: ULL
Default: USER_DISK1:[JAVA01]
LGICMD:
Flags: DistCIV Restricted DisUser
Primary days: Mon Tue Wed Thu Fri
Secondary days: Sat Sun
Primary 0000000001111111112222 Secondary 0000000001111111112222
Day Hours 012345678901234567890123 Day Hours 012345678901234567890123
Network: ----- No access ----- ----- No access -----
Batch: ##### Full access ##### ##### Full access #####
Local: ##### Full access ##### ##### Full access #####
Dialup: ----- No access ----- ----- No access -----
Remote: ##### Full access ##### ##### Full access #####
Expiration: (none) Pwdminimum: 8 Login Fails: 0
Pwdfifetime: 30 00:00 Pwdchange: 19-FEB-2021 17:56
Last Login: 19-FEB-2021 17:56 (interactive), (none) (non-interactive)
Maxjobs: 0 Filim: 512 Bytim: 64000
Maxacctjobs: 0 Shrifilm: 0 Ptytim: 0
Maxdetach: 0 D10im: 512 Jtquota: 8192
Prcim: 0 D10im: 512 WSdef: 20480
Prior: 4 ASTim: 250 WSquof: 20480
RETURN/SPACE=More, PREV/NEXT=Scroll, INS/REH=Pan, SELECT=BB/132, CTRL/Z=Quit
24-MAY-2021 12:12:45.83 - CPWD::CHANDR18 - 2F89936D - TNA3579:

```

- 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=028944eefb6826104cd4f46daaefdc5&sysparm_referring_url=kb_view.do [INC2423935 - Password Reset for PIE-Expired \(task.do?\)](#)
sys_id=7b3d52cefbe82210e020feceaeefdc8&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=7c2aab5afb2426104cd4f46daaefdc7f&sysparm_referring_url=kb_view.do
 [INC2418282 - Password Reset for PIE-Expired \(task.do?\)](#)
sys_id=2ee77df4fbe4aa104cd4f46daaefdc62&sysparm_referring_url=kb_view.do [INC2424989 - Password Reset for PIE-Expired \(task.do?\)](#)
sys_id=e4d13466fb2066104cd4f46daaefdc55&sysparm_referring_url=kb_view.do
 [INC2424968 - Password Reset for PIE-Expired \(task.do?\)](#)
sys_id=d91ce4e6fbec26104cd4f46daaefdc&sysparm_referring_url=kb_view.do [INC2423927 - Password Reset for PIE-Expired \(task.do?\)](#)
sys_id=f0cb92cafbe062104cd4f46daaefdc5d&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=01e284aefb2826104cd4f46daaefdc8a&sysparm_referring_url=kb_view.do



Authored by Rubina Chandan
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Helpful?

100% found this useful

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