

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:

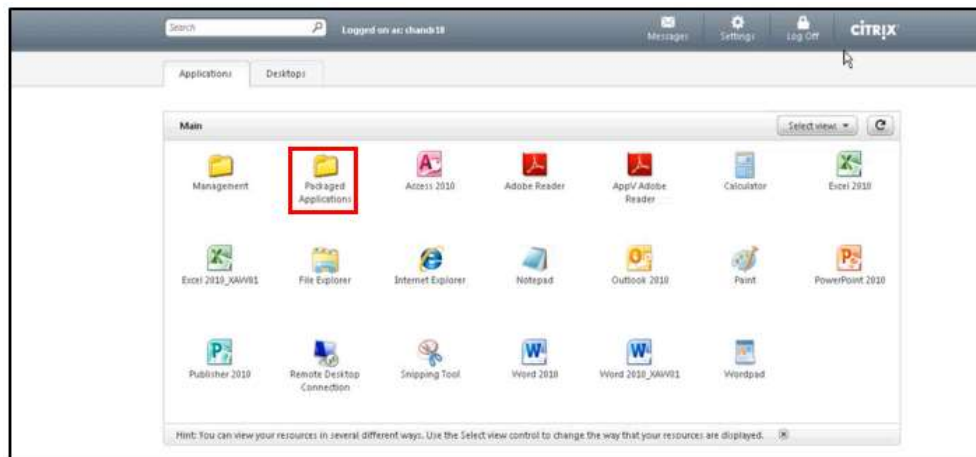
- DCL
- DIS user
- SOX

Pre-requisites:

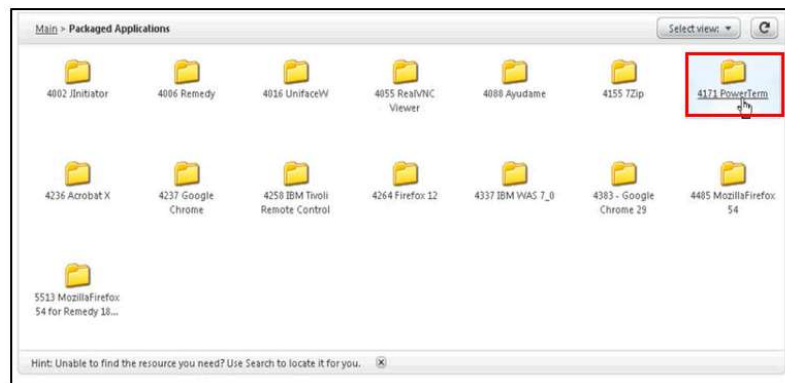
- Service desk should have access to Front office
- User ID should be taken from the user

Procedure:

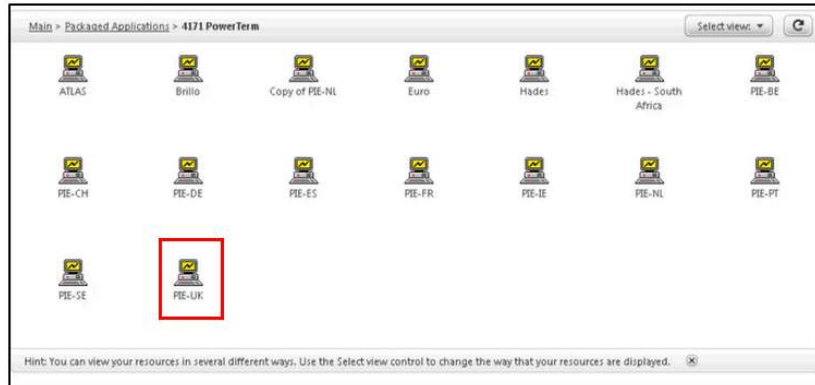
- Launch **CPW Citrix** from <http://10.80.43.17/Citrix/XenApp/auth/login.aspx> (<http://10.80.43.17/Citrix/XenApp/auth/login.aspx>) and login with the CPW credentials.
- Click on **Packaged Applications**



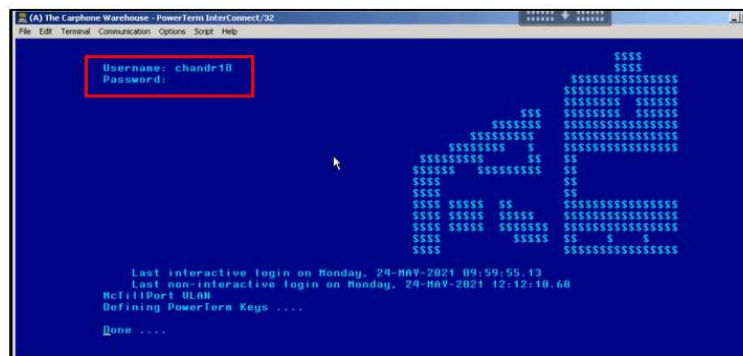
- Click on **Power term**



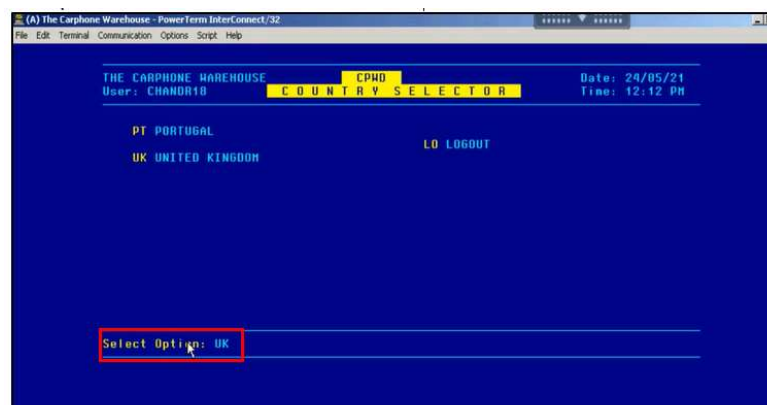
- Click on **Pie UK**



- 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

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

CPMG AlphaServer ES45 Model 2 07.3 1. 8 12-OCT-2020 00:40
CPMH AlphaServer ES45 Model 20 07.3 1. 65 12-OCT-2020 01:36
CPMK AlphaServer ES45 Model 20 07.3 1. 13 12-OCT-2020 01:59
CPML AlphaServer ES45 Model 20 07.3 1. 64 12-OCT-2020 02:24
CPMJ AlphaServer ES45 Model 20 07.3 1. 12 12-OCT-2020 02:47
CPMC AlphaServer ES45 Model 20 07.3 1. 10 19-OCT-2020 23:55
CPME AlphaServer ES45 Model 20 07.3 1. 6 20-OCT-2020 00:19
CPMF AlphaServer ES45 Model 20 07.3 1. 7 20-OCT-2020 00:36
CPMG AlphaServer ES45 Model 20 07.3 1. 5 20-OCT-2020 00:54
CPMH AlphaServer ES45 Model 20 07.3 1. 66 26-OCT-2020 23:48
CPMD AlphaServer ES45 Model 2 07.3 1. 68 27-OCT-2020 00:32
CPME AlphaServer ES45 Model 2 07.3 1. 67 27-OCT-2020 03:20
CPMA AlphaServer ES45 Model 20 07.3 1. 2 10-NOV-2020 00:43
CPMI AlphaServer ES45 Model 20 07.3 1. 11 15-FEB-2021 18:55
CPMB AlphaServer ES45 Model 20 07.3 1. 30 18-FEB-2021 23:46
CPMR AlphaServer ES45 Model 2 07.3 1. 81 22-FEB-2021 10:32
CPMS AlphaServer ES45 Model 2 07.3 1. 82 20-FEB-2021 10:06

Setting Oracle up as 817
App: IT User: CHANDR18

# $
# $ qf showua
24-MAY-2021 12:12:45.03 - CPMD:CHANDR18 - 2FB9936D - 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-UK UIC: [377,50110] (ISALESREP,SHETTA)
CLI: DCL Tables: DCLTABLES
Default: USER_OISK2:[SHETTA04]
LOGON:
Flags: DisCtly Restricted
Primary days: Mon Tue Wed Thu Fri Sat Sun
Secondary days:
Primary 00000000001111111112222 Secondary 00000000001111111112222
Day Hours 012345678901234567890123 Day Hours 012345678901234567890123
Network: ----- No access ----- Day Hours ----- 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 Failur: 0
Pedit: 30 00:00 Pwdchange: (pre-expired)
Last Login: 11-MAY-2021 12:04 (interactive), 11-MAY-2021 16:11 (non-interactive)
Maxjobs: 0 Fillm: 512 Bytlim: 64000
Maxacctjobs: 0 Shrfillm: 0 Pbytlim: 0
Maxdetach: 0 BDI0m: 512 JIquota: 8192
Prclm: 0 DI0m: 512 USdefr: 20400
Prcls: 0 AS0m: 250 USQuo: 20400

RETURN/SPACE=More, PREU/NEXT=Scroll, INS/REN=Pan, SELECT=BB/132, CTRL/Z=Quit
24-MAY-2021 12:12:45.03 - CPMD:CHANDR18 - 2FB9936D - 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

```

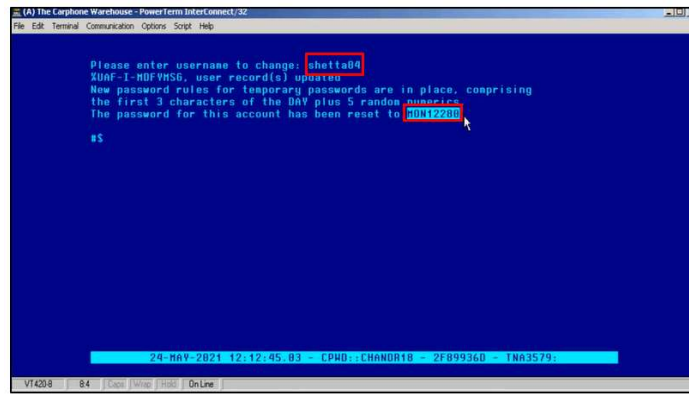
(A) The Carphone Warehouse - PowerTerm InterConnect/32
File Edit Terminal Communication Options Script Help

CPU: (none) Enqlm: 3500 Pgflquo: 350000
Authorized Privileges:
ACNT ALLSPDL ALTPRI AUDIT BUCCHK BYPASS
CHEXEC CMKRL DIAGNOSE DOWNGRADE EXQUOTA GROUP
GRPMAN GRPPRU IMPERSONATE IMPORT LOG_IO MOUNT
NETMIX OPER PFNNAP PHV_IO PRNCEB PRMGBL
PRMMIX PSWAPM READALL SECURITY SETPRU SHARE
SHMEM SVSGBL SVSLCK SVSNAM SVSPRU TRMPSX
UPGRADE UOLPRO WORLD
Default Privileges:
ACNT ALLSPDL ALTPRI AUDIT BUCCHK BYPASS
CHEXEC CMKRL DIAGNOSE DOWNGRADE EXQUOTA GROUP
GRPMAN GRPPRU IMPERSONATE IMPORT LOG_IO MOUNT
NETMIX OPER PFNNAP PHV_IO PRNCEB PRMGBL
PRMMIX PSWAPM READALL SECURITY SETPRU SHARE
SHMEM SVSGBL SVSLCK SVSNAM SVSPRU TRMPSX
UPGRADE UOLPRO WORLD
Identifier Value Attributes
WATCHGROUP XX0001001F
WATCHSUPERVISOR XX00010005

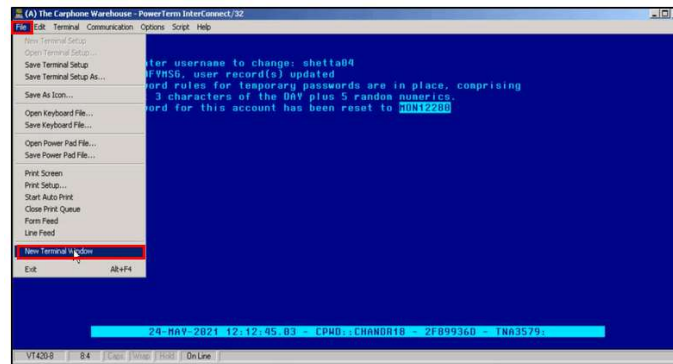
[press return to continue] ***
# $ qf pass
24-MAY-2021 12:12:45.03 - CPMD:CHANDR18 - 2FB9936D - TNA3579:

```

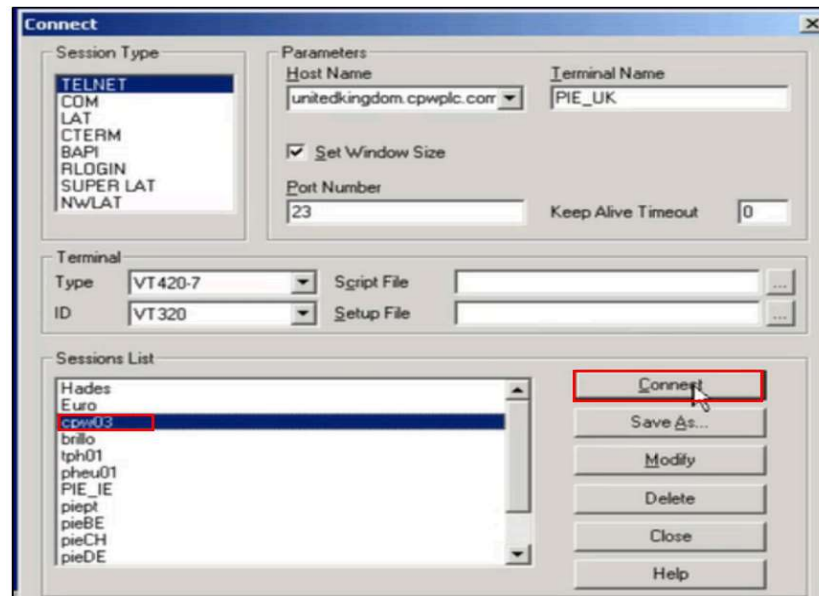
- Enter the User ID of the user and hit on enter
- You will be able to see the password on the screen and provide the password to the user
- Temporary password is valid only for 24 hours



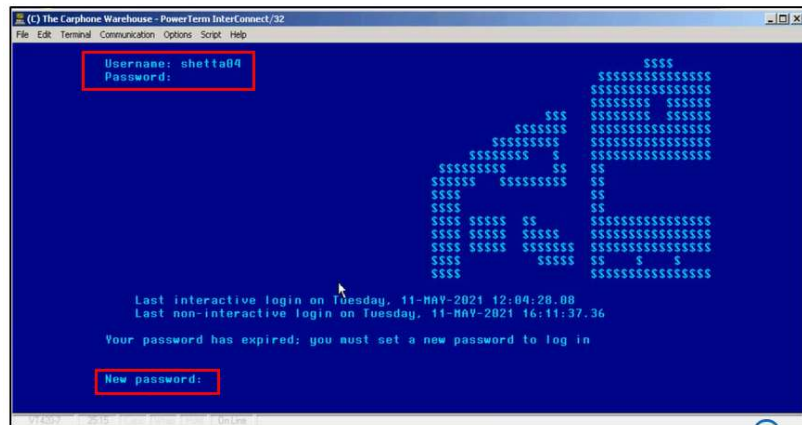
- If the user requests for the Permanent password click on **File** – click on **new terminal window** – Hit on Enter



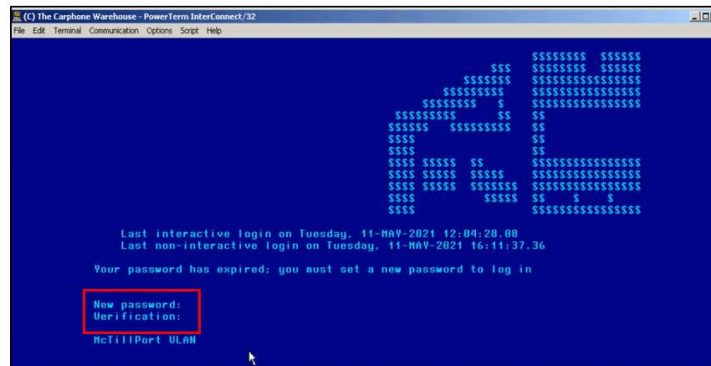
- Select **CPW** and click on **connect**



- 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

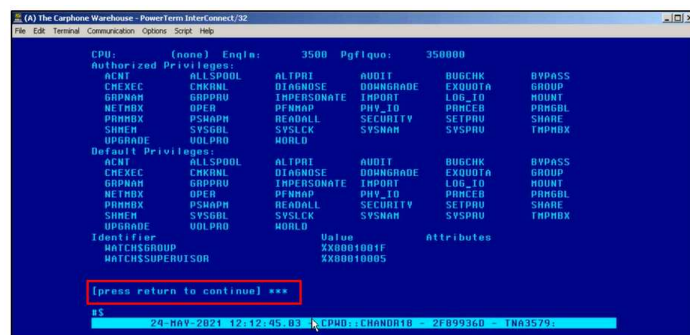


It will prompt for Verification, Reenter the new password and hit on enter



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

CHEXEC  CKRNL  DIAGNOSE  DOWNGRADE  EXQUOTA  GROUP
GRPNAM  GRPPRV  IMPERSONATE  IMPORT  LOG_IO  MOUNT
NETMBX  OPER  PFNMAP  PHY_IO  PRNCEB  PRMGBL
PRMNBX  PSWAPM  READALL  SECURITY  SETPRV  SHARE
SHMEM  SVSGBL  SVSLCK  SYSNAM  SVSPRV  THPMBX
UPGRADE  VOLPRO  WORLD

Default Privileges:
ACNT  ALLSPool  ALTPRI  AUDIT  BUGCHK  BYPASS
CHEXEC  CKRNL  DIAGNOSE  DOWNGRADE  EXQUOTA  GROUP
GRPNAM  GRPPRV  IMPERSONATE  IMPORT  LOG_IO  MOUNT
NETMBX  OPER  PFNMAP  PHY_IO  PRNCEB  PRMGBL
PRMNBX  PSWAPM  READALL  SECURITY  SETPRV  SHARE
SHMEM  SVSGBL  SVSLCK  SYSNAM  SVSPRV  THPMBX
UPGRADE  VOLPRO  WORLD

Identifier  Value  Attributes
WATCHGROUP  XX0001001F
WATCH$SUPERVISOR  XX00010005

[press return to continue] ***

# $ [press return to continue] ***
XDCL-W-NOCMD, no command on line - reenter with alphabetic first character
# $ #ora_tools:create_new_user shetta04
Please enter country code (UK/PT/UK_RBS/UK_D2C):
24-MAY-2021 12:12:45.03 - CPWD:;CHANDR18 - 2FB9936D - 1NA3579;

```

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

```

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

CHEXEC  CKRNL  DIAGNOSE  DOWNGRADE  EXQUOTA  GROUP
GRPNAM  GRPPRV  IMPERSONATE  IMPORT  LOG_IO  MOUNT
NETMBX  OPER  PFNMAP  PHY_IO  PRNCEB  PRMGBL
PRMNBX  PSWAPM  READALL  SECURITY  SETPRV  SHARE
SHMEM  SVSGBL  SVSLCK  SYSNAM  SVSPRV  THPMBX
UPGRADE  VOLPRO  WORLD

Default Privileges:
ACNT  ALLSPool  ALTPRI  AUDIT  BUGCHK  BYPASS
CHEXEC  CKRNL  DIAGNOSE  DOWNGRADE  EXQUOTA  GROUP
GRPNAM  GRPPRV  IMPERSONATE  IMPORT  LOG_IO  MOUNT
NETMBX  OPER  PFNMAP  PHY_IO  PRNCEB  PRMGBL
PRMNBX  PSWAPM  READALL  SECURITY  SETPRV  SHARE
SHMEM  SVSGBL  SVSLCK  SYSNAM  SVSPRV  THPMBX
UPGRADE  VOLPRO  WORLD

Identifier  Value  Attributes
WATCHGROUP  XX0001001F
WATCH$SUPERVISOR  XX00010005

[press return to continue] ***

# $ [press return to continue] ***
XDCL-W-NOCMD, no command on line - reenter with alphabetic first character
# $ #ora_tools:create_new_user shetta04
Please enter country code (UK/PT/UK_RBS/UK_D2C): UK
24-MAY-2021 12:12:45.03 - CPWD:;CHANDR18 - 2FB9936D - 1NA3579;

```

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

```

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

SQL>
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('&2')='UK' THEN
3 --Begin Mod: BugzillaBug:77171: DesaiV03: 06-Jul-2011
4 EXECUTE IMMEDIATE 'alter user ops$881 default role connect,inspie_user';
5 --End Mod: BugzillaBug:77171: DesaiV03: 06-Jul-2011
6 ELSIF UPPER('&2')='PT' 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
24-MAY-2021 12:12:45.03 - CPWD:;CHANDR18 - 2FB9936D - 1NA3579;

```

- 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: JAYACN01
Account: SOX001
CLI: DCL
Default: USER_DISK1:[JAYACN01]
LGICHO:
Flags: DisCtly Restricted DisUser
Primary days: Mon Tue Wed Thu Fri
Secondary days: Sat Sun
Primary 0000000000111111112222 Secondary 0000000000111111112222
Day Hours 012345678901234567890123 Day Hours 012345678901234567890123
Network: ----- No access -----
Batch: ##### Full access #####
Local: ##### Full access #####
Dialup: ----- No access -----
Remote: ##### Full access #####
Expiration: (none) Pwdminima: 8 Login Fails: 0
Pwdlifetime: 30 00:00 Pwdchange: 19-FEB-2021 17:56
Last Login: 19-FEB-2021 17:56 (interactive), (none) (non-interactive)
Maxjobs: 0 Fillm: 512 Bytim: 64000
Maxacctjobs: 0 Shrfillm: 0 Pbytlim: 0
Maxdetach: 0 B10lm: 512 JIQuota: 8192
Prcm: 0 D10lm: 512 MSdef: 20480
Prio: 4 ASTim: 250 MSquo: 20480
RETURN/SPACE=More, PREU/NEXT=Scroll, INS/REM=Pan, SELECT=00/132, CTRL/Z=Quit
24-MAY-2021 12:12:45.83 - CPWD::CHANDR18 - 2FB9936D - 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=028944eefb6826104cd4f46daeefdcf5&sysparm_referring_url=kb_view.do\)](#)  [INC2423935 - Password Reset for PIE-Expired \(task.do?sys_id=7b3d52cefb82210e020feceaeefdc8&sysparm_referring_url=kb_view.do\)](#)


 [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=d91ce4e6fbec26104cd4f46daeefdcac&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
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Helpful?

100% found this useful

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