**Standard Operating Procedure**

**(SOP)**

**Vendor SailPoint - Incident Scenario Planning and Actions**

**Submitted to**

[](http://en.wikipedia.org/wiki/File:Best_Buy_Logo.svg)

**Best Buy**

**BY**



**Wipro Technologies**

**Sep-2024**



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| Details | |
| Project Name | BBY IAM Platform Service |
| Account | BEST BUY |
| Current Version | 1.0 |
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| Revision | Date | Prepared By | Comments |
| 1.0 | Sep – 2024 | Supriyo |  |

# Purpose

The purpose of this document is to depict various scenarios and situations where there can be issues with Vendor SailPoint system also the systematic steps to restore the service quickly and reduce the impact to the applications or clients.

# Scope

The scope of this document is limited to Vendor SailPoint issues which can happen due to various reasons. Same will be depicted in this document

# Responsibility

Following is the responsibility of Vendor SailPoint team members, that needs to be carried out during Major Incident

1. For restart of the services, inform following people through e-mail and call/SMS
   1. Manjula Vasavaraju
   2. Harish Batchu
   3. Vinodh Rajagopalan
   4. Srividya Vaidyanathan
   5. Greg Hendricks
   6. DLs of support team members.
   7. MEM team with incident
   8. Incident Manager
2. Make sure Incident Manager is involved/opened Bridge/paged out when incident takes place
3. If the servers are not reachable, involve Container ops team.
4. For any network related issue, involve L2 Network Support (< [BBY-Network@bestbuy.com](mailto:BBY-Network@bestbuy.com)>)
5. For any Database related issue, involve L2 Database Support ( < TCS-Oracle-Support@bestbuy.com> )

# Procedure

The following scenarios can lead to Vendor Portal issues

# Vendor SailPoint Portal down / Intermittently unavailable

The below section covers the possible scenarios where Vendor portal page <https://vendoridentity.us.bestbuy.com/identityiq> is not loading / Intermittently unavailable for end users (global or local impact)

The reason can be the task server is not running appropriately:

## SailPoint Vendor Portal Availability - Server Issues

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| --- | --- |
| Issue | SailPoint Vendor Portal page <https://vendoridentity.us.bestbuy.com/identityiq> is only intermittently available for end users or completely unavailable. |
| Description | SailPoint Vendor Portal is intermittently available or just loading without showing the actual page. This can happen due to  Server Issues  There are chances that one or all of the AWS instances are down. |
| Resolution Steps | * Login to SailPoint Prod using below command in command prompt. * kubectl config use-context eks-t0-east     Note:  kubectl config use-context eks-t0-east (Prod)  kubectl config use-context eks-t0-stage (Stage)  kubectl config use-context eks-t0-test (Test)  kubectl get pods     * You will see 6 Task pods and 2 UI pods from the above screenshot. * To restart and Task and UI pods   Restarting pods will result in deleting old pods and creating new pods.   1. To restart Task pods:   kubectl rollout restart deployment sailpoint-task-corp  It will take 5-10 mins to restart.         1. To restart UI pods:  * kubectl rollout restart deployment sailpoint-ui-corp   It will take 1-2 mins to restart.    A screenshot of a computer program  Description automatically generated |
| Teams engaged | SailPoint Support, DBA Team, Network Team, ContainerOps Team |

# Provisioning Issues

There are applications/accounts that are provisioned through the custom connector. Below are the applications:

TMS,MFT/seeburger,UWO,ICM,EDI,PCM

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| --- | --- |
| Issue | Account Provisioning issues/ data flow issue for applications from vendor OIM |
| Description | Accounts/Applications are not getting provisioned to the user. |
| Resolution | 1. If it’s the data issue, please correct the profile and set needsRefresh=true in cube or Run "Refresh Single Identity task" 2. If account provisioning is skipped, then set needsRefresh=true in cube or Run "Refresh Single Identity task" 3. If account is in disabled status and identity is active, try to enable the account and approve the work item. |
| Teams engaged | Vendor OIM, ([FMSSupport@bestbuy.com](mailto:FMSSupport@bestbuy.com)); MFT ,TMS,ICM,EDI([Layer7@bestbuy.com](mailto:Layer7@bestbuy.com) ) |

# Password Reset issues

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| Issue | Users unable to reset password within the Vendor Portal |
| Description | Multiple users unable reset password through SailPoint vendor portal. The issue can be as below after clicking on reset Password option inside the Vendor Portal:  User is trying to access the Vendor Applications is keep getting failed repeatedly. Might be user is inactive OR user’s password is expired. |
| Resolution | 1. 1.Login to the SailPoint Vendor URL https://vendoridentity.us.bestbuy.com/identityiq 2. 2.Log into the Vendor IAM Portal using your Best Buy VID. 3. 3.Click on Forgot Password. 4. 4.Enter the Email ID. Click on Validate Email. 5. 5.Click on Send Code on the right. 6. 6.Copy the OTP from email and enter in the form below 7. 7.After successful OTP validation, it navigates to Password reset page. 8. 8.Enter Password and Confirm Password and click Submit Request. |
| Teams engaged | Vendor SailPoint |

# Server Issues

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| --- | --- |
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| Teams engaged | SailPoint Support, DBA Team, Network Team, ContainerOps Team |

# Duplicate Organization

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| --- | --- |
| Issue | Duplicate organization got created |
| Description | Duplicate organization got created |
| Resolution | 1. Check if any space got appended In organization name. Then the organization status should be updated to ‘Deleted’/’Disabled’ 2. Check GLN name, if it has exponential(E) sign. Then this need to be deleted or disabled 3. Run the below query   select \* from org where org\_name like '%<org\_name>%'; select \* from org where org\_name like '<org\_name>'; update org set org\_status='Disabled' where org\_key=<>; |
| Teams engaged | SailPoint Vendor |

# Multiple Email Domain created

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| --- | --- |
| Issue | Multiple Email Domain got created |
| Description | Multiple Email Domain got created |
| Resolution | Run the below query  select \* from org where org\_emaildomain like '%WBD.COM%';  select \* from org where org\_name like 'WARNER HOME VIDEO - MERCH VENDORS';  update org set org\_emaildomain='WARNERBROS.COM,WBCONSULTANT.COM,WBD.COM' where org\_key=815; |
| Teams engaged | SailPoint Vendor |

# Unable to login Vendor Portal

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| --- | --- |
| Issue | Unable to login SailPoint vendor identity portal |
| Description | Unable to login SailPoint vendor identity portal |
| Resolution | 1. Check the identity cube is active  2. Verify the Password expiry date  3. Verify Directory Accounts (Ping and OUD)  4. If PING directory account is missing, then do a single identity refresh.  5. If OUD is missing, then need single account aggregation. |
| Teams engaged | SailPoint Vendor |