

ResolveIT Details

Incident Source	Self-Service
Incident Id	VT26607893
Service/Product	09. Infrastructure Problem (Servers/Network)
Sub-Product	Backups Problem
Product Component	
Creator/Affected SOEID	WM36809/WM36809
Log Date	09/08/2010 09:45
Status	Closed
Impact	Low
Urgency	Low
Severity	Sev 3-Low
Problem Description	Add Will Morson (wm36809) to /usr/opensv/java/auth.conf Netbackup file to allow access to backup gui. Remove Jim McDonnell from same file as he has left Egg.
Parent IncidentID	VT
Child Incident ID	
Closed Date	09/08/2010 11:13
Owner Group	EMEA Unix Support Egg
Review	Not Reviewed

ResolveIT Item/Ticket History

Date	Type	Comment	Revised By
09/08/2010 11:13	Engineer	This request has been completed. Status modified from Resolved to Closed	IB41032
09/08/2010 11:13	System	Ticket Closed	IB41032
09/08/2010 11:13	Engineer	Status modified from Open to Resolved	IB41032
09/08/2010 11:13	Engineer	Resolution Details: This request has been completed	IB41032
09/08/2010 11:13	System	Ticket Resolved	IB41032
09/08/2010 09:45	System	Ticket Created	WM36809

ResolveIT Item/Ticket Assignment

SOE ID	Group	Status
	EMEA Unix Support Egg	Closed

ResolveIT Resolution Details

Resolved Method	Remote Console
External Vendor	
Resolved By	EMEA Unix Support Egg
Resolved Date	09/08/2010 11:13
Fix	This request has been completed
Reason Code	
Touchpoint	
WrapID	
Serial	
RootCause	Server - NetBackup - Policy Changes

ResolveIT Audit History

Date	Type	Description	Revised By
09/08/2010 11:13	Status	Status modified from Resolved to Closed	IB41032
09/08/2010 11:13	Status	Status modified from Open to Resolved	IB41032

ResolveIT Ticket Statistics

Changes of Severity	0
Changes of Ownership	0
Changes of Assignment	0
Ticket Reopened	0
Total Time Spent	
Time to Restore Service	
MTTR	

ResolveIT Affected User

Name	William Morson
Soeld	wm36809
Email	william.morson@citi.com
Department	CTI EMEA DC UK PI Mngmt Unix (CB00201082)
Country	GBR
State	
City	DERBY
Street 1	PRIDE PARK
Street 2	DERBY
Zip Code	DE99 3GG
Location Code	34676
Company	CITIBANK
Manager Soeld	sd93670 (Simon Dixon)
Phone	
Alternate Phone	
Beeper	
GEID	1010036809
RITS ID	1010036809
Expense Code	GB3645
Type	Contractor
Title	
Status	Active