Smart Cloud Notes Rename Readiness Application

Tool Inventors :

1) J Rajenderan - J.Rajendran@sg.ibm.com
2) Shankar Venkatachalam - svenkat7@in.ibm.com

What is this tool and when is it to be used?

This tool is programmed to look at the relevant on-premise artifacts and report back to the customer on the readiness for carrying out a rename for a selected user.

This tool is to be run prior to a rename being carried out for a user by a customer, whereby the appropriate checks are made to the customer's On Premise artifacts to ensure that the rename does not fail at a later stage thereby, avoiding many PMRs and issues that we and customer's face on the rename issues and avoid getting them in the funky state they find themselves in today.

How does this help?

Ensures that rename failures are avoided by pro-actively checking whether the user is ready for a rename before a rename action is carried out. This means many PMRs avoided, more customer awareness, more customer confidence of our service, lesser customer hindrances/ frustrations/ pain etc.

Use Cases?

1. Rename Failure due to multiple rename requests -
   It scans for adminPold* fields, and notifies the administrators about multiple rename requests already in progress for the user. This is an indication for them not to carry on with the new rename again for the selected user.
2. Rename failure because of password mismatch on local ID file and Vault Document -
   It scans user's log.nsf, and notifies the administrators appropriately, based on whether the user local ID password is synchronized with the Vault copy or not.
3. Rename delayed/Failure, because of user ID file missing on the SCN Vault database.
   It scans user's log.nsf, and notifies the administrators appropriately, based on whether the local ID file is successfully synchronized with Vault copy or not.

How to use this tool effectively ?

1. Create a database, using the provided template Application4SmartCloudRenameIssues.ntf
2. Open the view called "ConfigurationView". Please see figure 1

Figure : 1

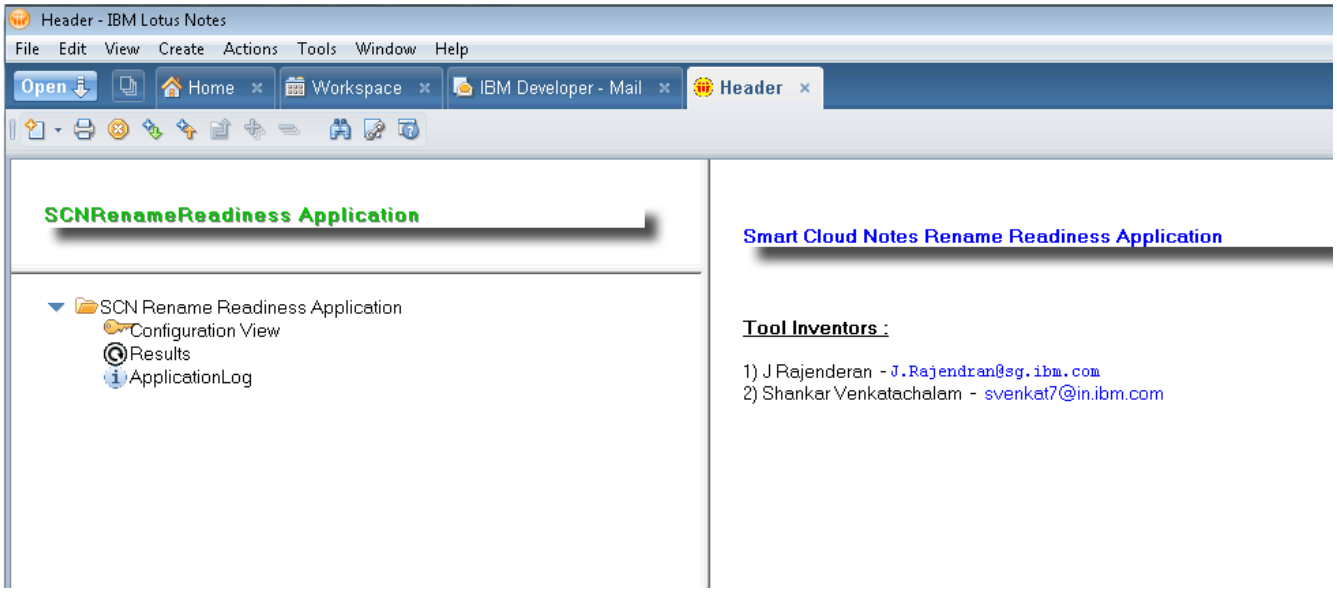


Figure : 2

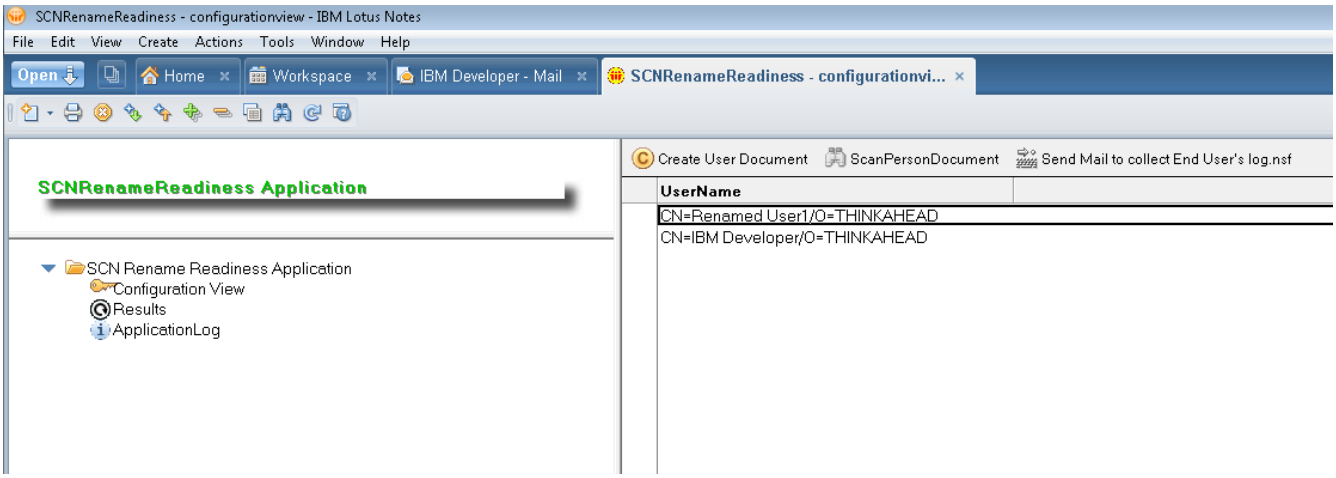
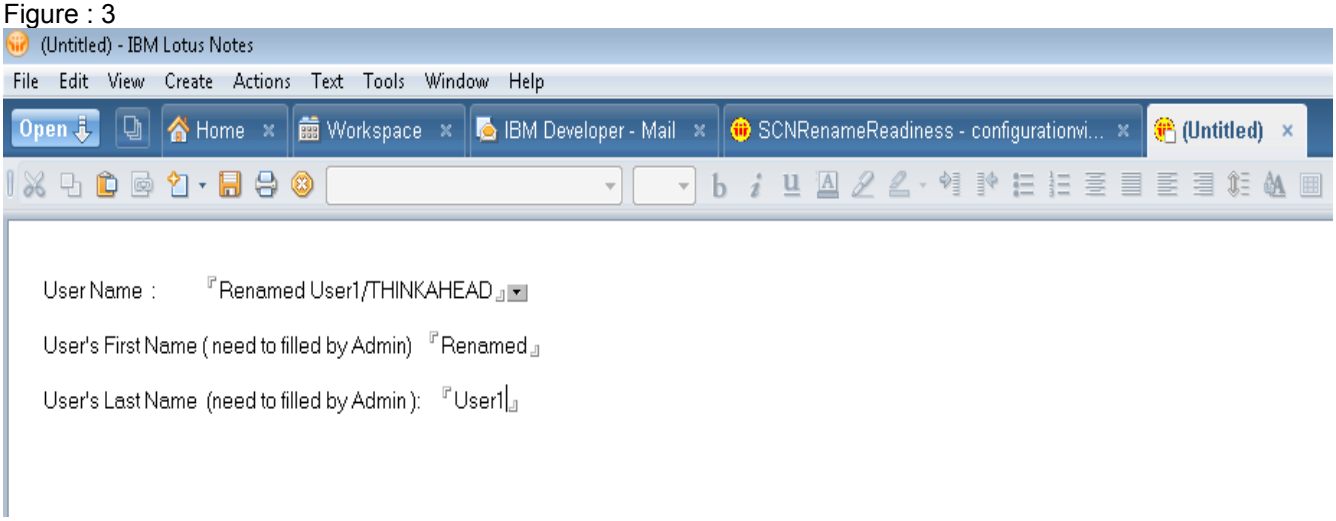


Figure : 3



3) Click on "Create User Document".

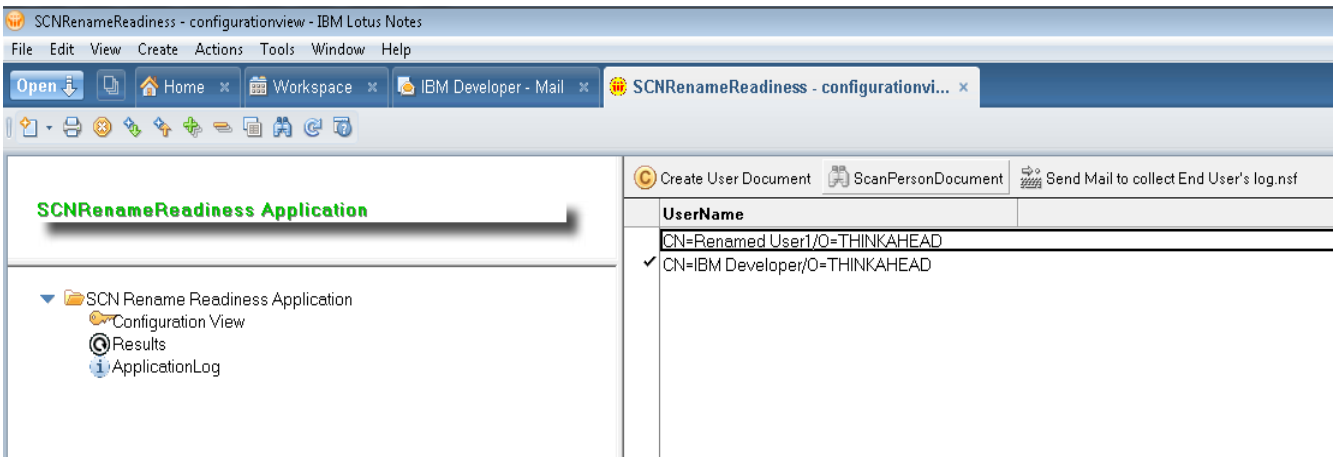
4. The above action will open up a document, where you need to select a user, whom you wants to rename. Please see figure 3

5. Once you selected the user name, you also need to fill the user's First Name and LastName on the same document

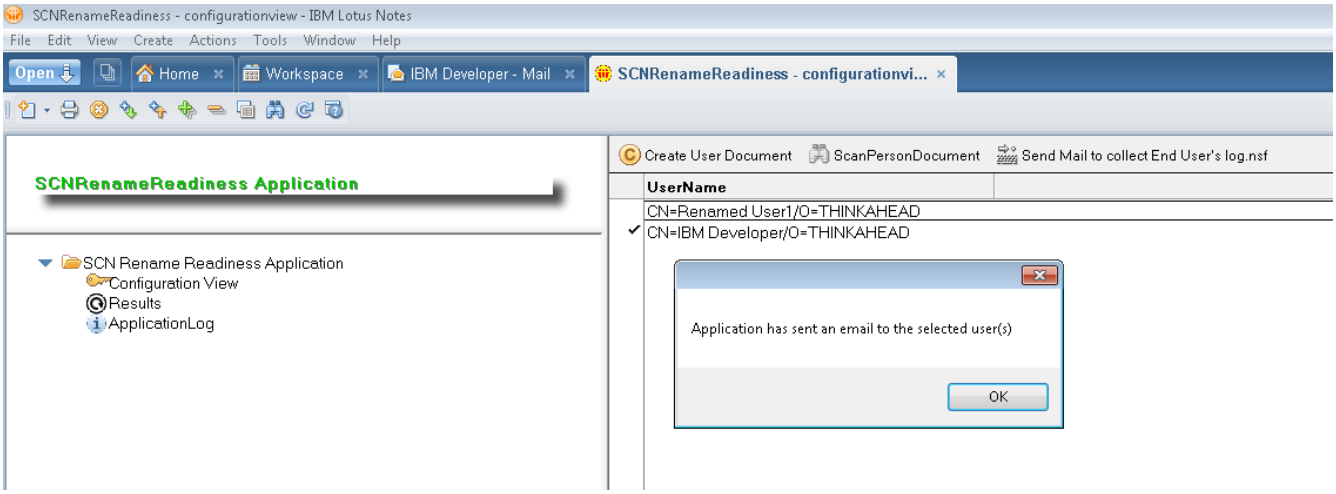
6. Save and close the document.

7. Select the user document and click on the button "ScanPersonDocument". Please see the figure 4

Figure 4

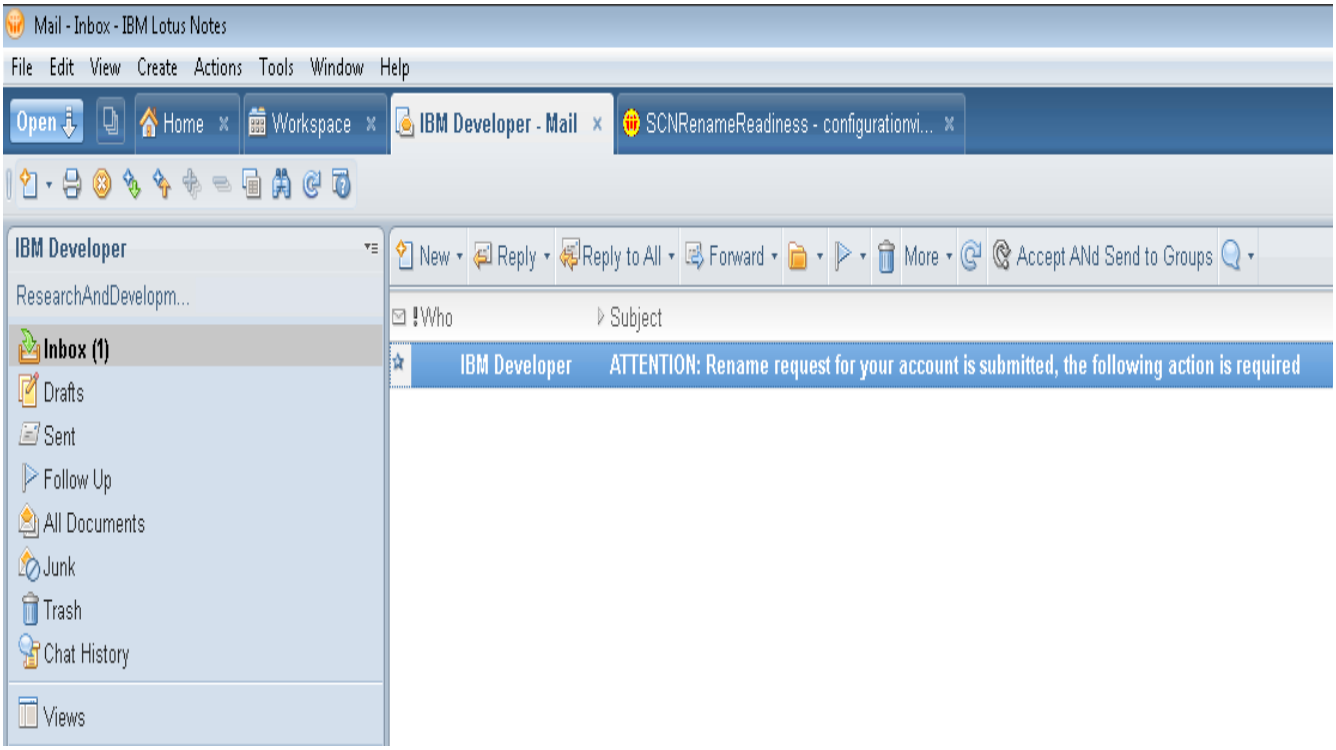


8. This will scan the person document and report you, whether there is an previous rename attempted was in progress or not.
9. You should also select the same user document, and click on the button "Send Mail to collect End User's Log.nsf". You will be notified on the UI, once the application has sent an email to the selected user Please see Figure 5



10. The user would receive an email from the application, which has the button and the user should click on the button, to post the user's security events on the application. Please see the figure 6

Figure 6



11. The end user should follow the instructions on the email. It is a simple click of a button to start the log collection process. The end user would be notified on the UI, once we started collecting the logs and once we completed the log collection operation. Please see the figure 7 & 8

Figure 7

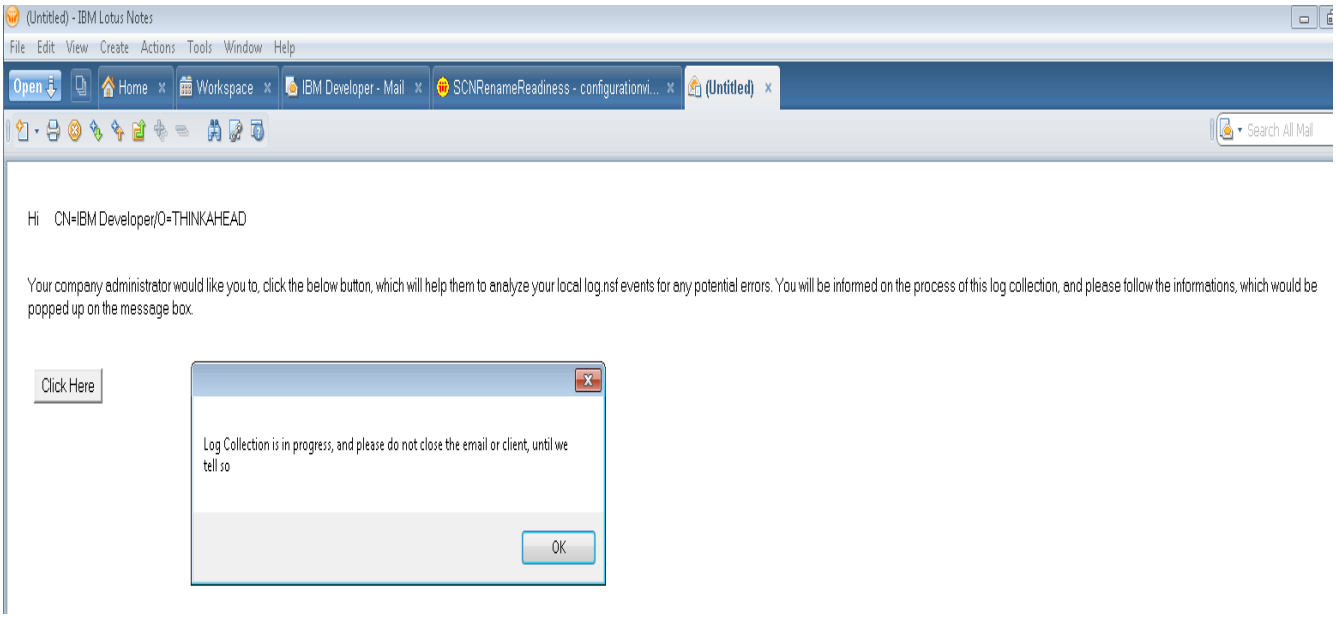


Figure 8 :

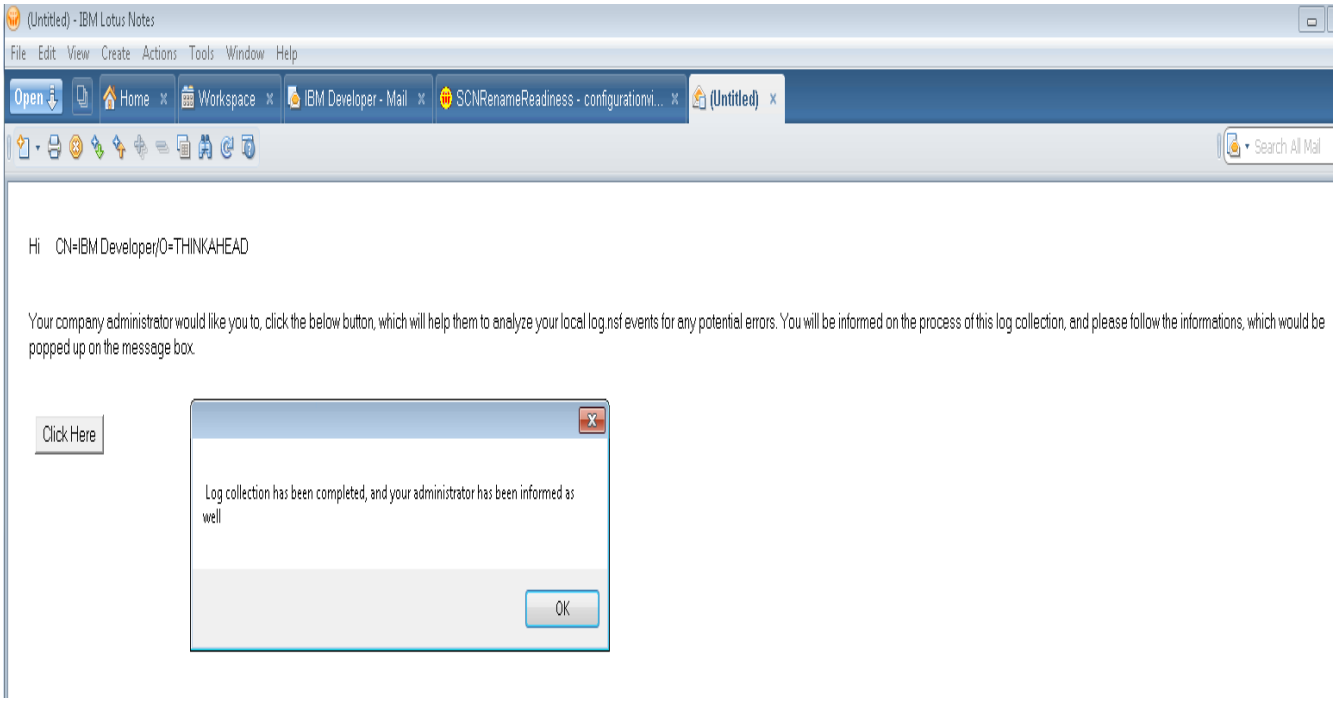
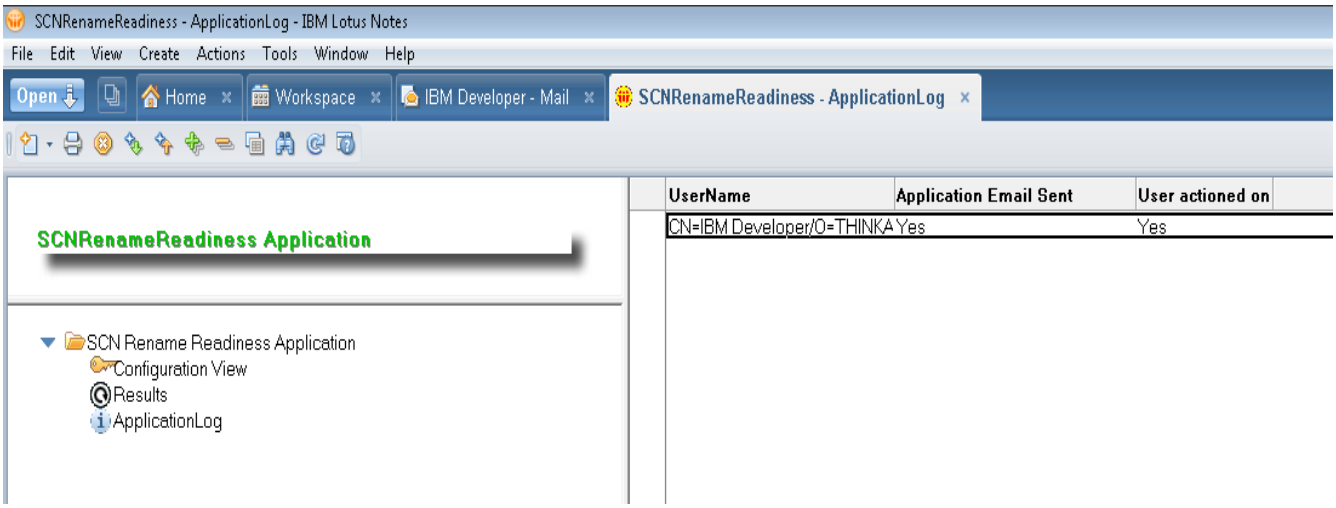


Figure 9



12. The admin who runs the tool, can also check the status of the log collection on the view "Application Log". This view has one document for every user, for whom we send emails for log collection. We will update the status on that job in this view. Please see the figure 9
13. They will get a pop-up, once the job has been done.
14. You should now, go to the Results view, and open up the user document, and interpret the results as shown below

What customers should do after the tool captures the result for them?

1. If the tool reports that the selected user document has any adminPold* fields, then it means that their previous rename is still in progress and the customer should not proceed with the rename. Please see figure 10. The customer should follow the below steps thereof,

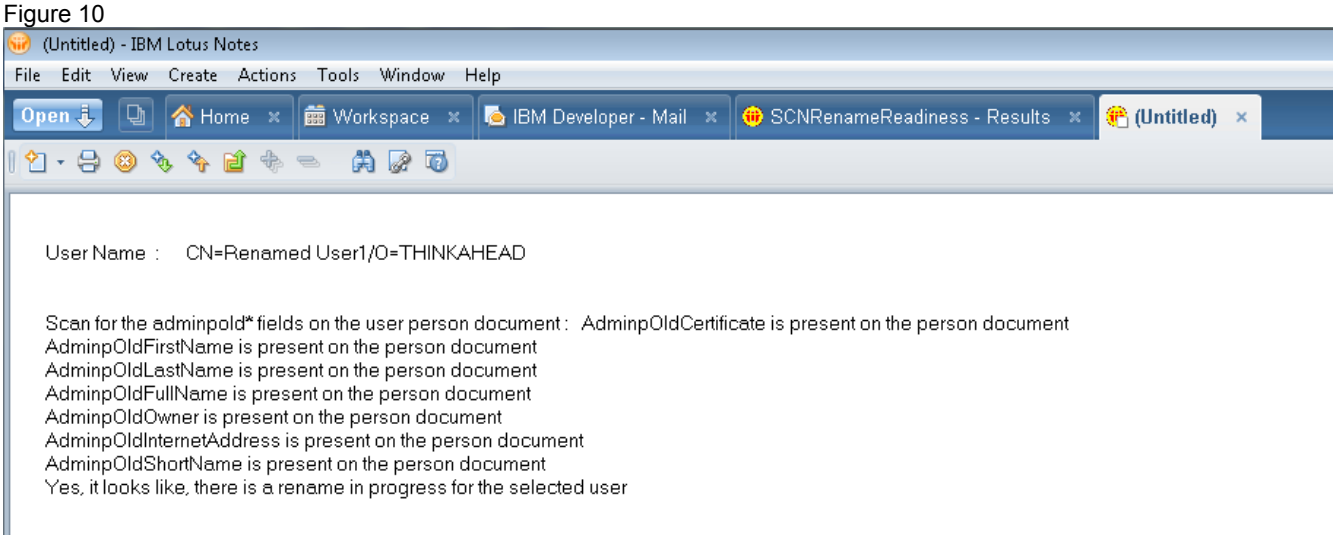
a) Clear the adminPold* fields with the script provided by IBM Support to the customer through earlier Rename PMRs.

b) Please open a PMR with Support , and get a confirmation on whether the corresponding adminPold* fields were removed

from cloud user document as well

c) Once you get the confirmation from Support, you can proceed with the next validation step (2)

Figure 10



2. The tool will capture the user's local log (security events). If the report generated by the tool indicates that the ID vault is not synchronized with the Vault, then the customer should not proceed with the rename and look to synchronize these before proceeding with the user rename. Please see figure 10

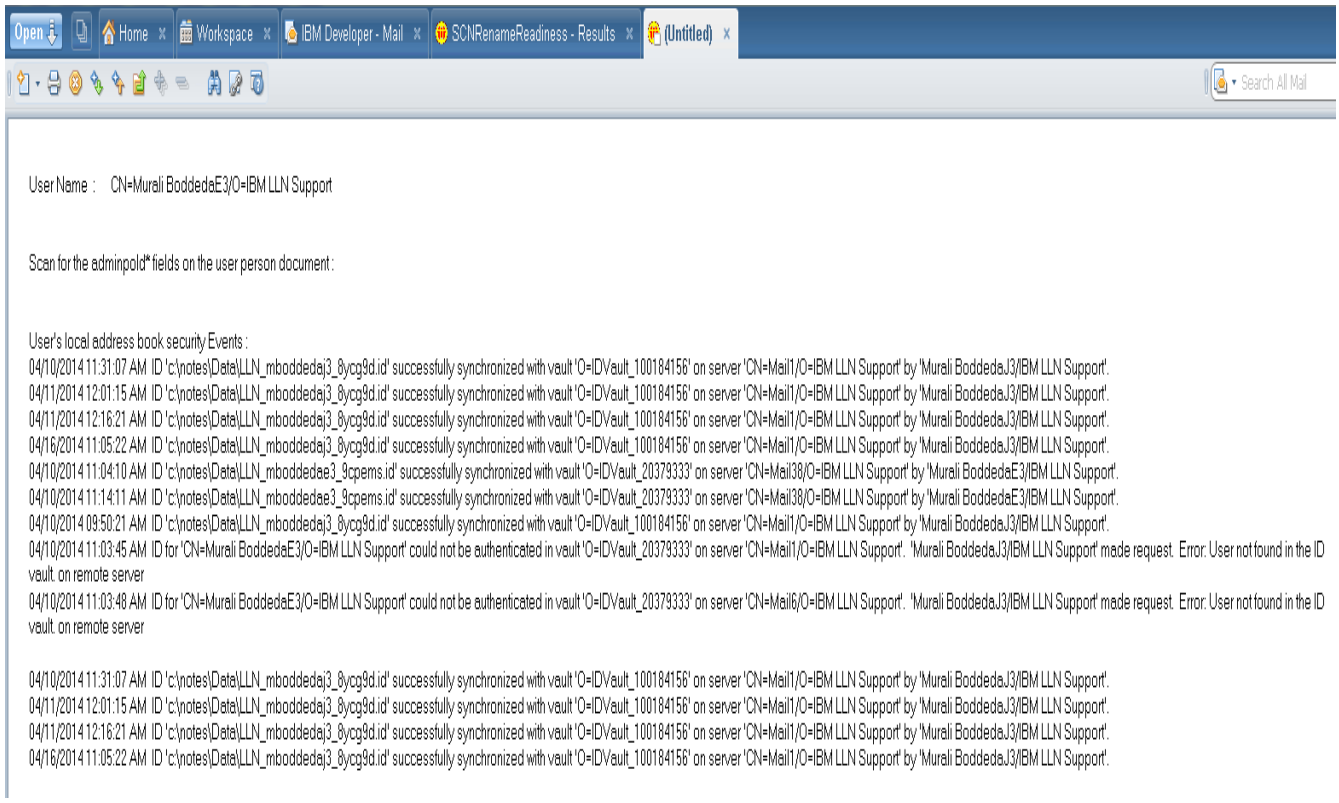



Figure 11