

Gray, Nancy CITZ:EX

From: Do Not Reply - MySC CITZ:EX
Sent: January 11, 2019 9:38 PM
To: CITZ OCIO MYSC IN High Priority
Subject: Incident INC0023577 High Priority Has Been Created

Incident [INC0023577](#), High Priority Has Been Created for Service General Support.

The incident title is: MAINFRAME - CAS - Failed file transfer job SFTPCGIP - FIN - Victoria - CAS Application

Gray, Nancy CITZ:EX

From: Do Not Reply - MySC CITZ:EX
Sent: March 8, 2019 9:56 AM
To: CITZ OCIO MYSC IN High Priority
Subject: Incident ^{s.22} High Priority Has Been Resolved

Incident ^{s.22} High Priority has been Resolved.

The Incident title is: ^{s.22} Helpdesk - issues with one of our Pc-des processes involving the SFTP site - EHS - Victoria - 5

The resolution details are: Caused by RFC 177826 and RFC 177829 - backed out the sshd_config changes that were made.

Gray, Nancy CITZ:EX

From: Do Not Reply - MySC CITZ:EX
Sent: November 8, 2019 9:51 AM
To: CITZ OCIO MYSC IN High Priority
Subject: Incident INC0042615 High Priority, For ACL/Firewall, Has Been Created

Incident **INC0042615**, High Priority Has Been Created for Service ACL/Firewall.

The incident title is: ancona.dmz - LDB - SFTP server connection error - LDB - Kamloops - 30

Business impact:

Unable to submit payroll files via SFTP

Potential for impact to public service

No workaround available

30 users impacted

Gray, Nancy CITZ:EX

From: Do Not Reply - MySC CITZ:EX
Sent: January 11, 2019 11:00 PM
To: CITZ OCIO MYSC IN High Priority
Subject: Incident INC0023577 High Priority Has Been Resolved

Incident [INC0023577](#), High Priority has been Resolved.

The Incident title is: MAINFRAME - CAS - Failed file transfer job SFTPCGIP - FIN - Victoria - CAS Application

The resolution details are: Mainframe Support investigated and made a dynamic modification to the permission settings from 755 to 777. The customer was contacted but cannot run the jobs on demand so could not verify the issue was fully resolved. Agreed to closure of this ticket as the identified job was forced and believes the increase in permissions should be sufficient. If further issues are seen a new ticket can be raised.

Gray, Nancy CITZ:EX

From: Do Not Reply - MySC CITZ:EX
Sent: June 2, 2019 1:09 PM
To: CITZ OCIO MYSC IN High Priority
Subject: Incident s.22 High Priority, For Hosted Solaris Server, Has Been Created

Incident^{s.22} High Priority Has Been Created for Service Hosted Solaris Server.

The incident title is: s.22 .hlth.gov.bc.ca - SFTP Solaris Server - HLTH - User security configuration issues after reboot this morning:

Business impact: - after reboot this morning, users are now able to see files of other users, breaching intended security settings.

- Could be security implications, as Users are seeing unauthorized files.
- ~s.22 Users affected
- Internal Health Users only
- No workaround in place

Gray, Nancy CITZ:EX

From: Do Not Reply - MySC CITZ:EX
Sent: November 8, 2019 2:26 PM
To: CITZ OCIO MYSC IN High Priority
Subject: Incident INC0042615 High Priority Has Been Resolved

Incident [INC0042615](#), High Priority has been Resolved.

The Incident title is: ancona.dmz - LDB - SFTP server connection error - LDB - Kamloops - 30

The resolution details are: customer restarted associated process and the subsequent transfer was successful.

Gray, Nancy CITZ:EX

From: Do Not Reply - MySC CITZ:EX
Sent: March 8, 2019 9:00 AM
To: CITZ OCIO MYSC IN High Priority
Subject: Incident s.22 High Priority, For Hosted Solaris Server, Has Been Created

Incident s.22 High Priority Has Been Created for Service Hosted Solaris Server.

The incident title is: s.22 - Helpdesk - issues with one of our Pc-des processes involving the SFTP site - EHS - Victoria - 5

Business impact:
Preventing users from working in prod
Confirmed impact to public service - reported by person was not sure
No impact to life & limb
No work around in place
Affecting 5 users

Gray, Nancy CITZ:EX

From: Do Not Reply - MySC CITZ:EX
Sent: June 2, 2019 1:45 PM
To: CITZ OCIO MYSC IN High Priority
Subject: Incident^{s.22} High Priority Has Been Resolved

Incident^{s.22} High Priority has been Resolved.

The Incident title is:^{s.22} hlth.gov.bc.ca - SFTP Solaris Server - HLTH - User security configuration issues after reboot this morning:

The resolution details are: Modified sshd_config to enable sftp jail and restarted sshd. Verified jail is functional again.

Gray, Nancy CITZ:EX

From: Do Not Reply - MySC CITZ:EX
Sent: March 8, 2019 9:00 AM
To: CITZ OCIO MYSC IN High Priority
Subject: Incident^{s.22} High Priority, For Hosted Solaris Server, Has Been Created

Incident^{s.22} . High Priority Has Been Created for Service Hosted Solaris Server.

The incident title is: ^{s.22} - Helpdesk - issues with one of our Pc-des processes involving the SFTP site - EHS - Victoria - 5

Business impact:

Preventing users from working in prod

Confirmed impact to public service - reported by person was not sure

No impact to life & limb

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Affecting 5 users