

[Redacted]

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**From:** [Redacted]  
**Sent:** Friday, June 20, 2014 5:23 PM  
**Subject:** [Redacted] Ticket [TID: 539275] Updated | Status: Sev 2 / Major / Open | Organization: ciafoia | OTHER: Restore Server [Redacted]

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**Importance:** High

**CLASSIFICATION: UNCLASSIFIED**

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Ticket Properties	
Description	OTHER: Restore server [Redacted]
Ticket Note	<p>I am the DBA and I have a few questions:                      Can you confirm that the issues are not with the application but actually the database?</p> <p>if the issue is with the Db, then restoring to a point where things are working will resolve the issue</p> <p>Here are the steps:</p> <p>Please make a backup of the database on prod.</p> <p>Use a full backup from the mirror and restore it to the prod.</p> <p>Test the DB and then restart the application.</p> <p>if you have any questions let us know.</p>
Organization	ciafoia
Ticket ID	539275
Ticket Status	Open [0]
Ticket Severity	Sev 2 / Major
Ticket Queue	[Redacted]
Assigned User	[Redacted]
Ticket Source	* Direct Ticket Entry
Ticket Category	ManagedServer - General

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Ticket Time	
Ticket Creation	2014-06-14 00:27:27
Created By	[REDACTED]
Last Modified	2014-06-20 17:22:22
Modified By	[REDACTED]
Time Since Last Modified	None
Current Ticket Age	6 days, 16 hours, 54 minutes, 55 seconds
Ticket Custom Fields	
Requestor	[REDACTED]
Phone Number	[REDACTED]
Service Level	--
eTag	--
Env Type	Compliant
TAM	--
DataCenter	All
IRef	--
TCD	--
SvcNum	--
ChangeStatus	* Not A Managed Change
External Ticket	--
Manufacturer	--

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