

Unlock a mainframe logon



- Virtual Terminal (Virtel) is now reachable via a webapp at <https://virtel.its.utexas.edu/w2h/appmenu.htm+applist>
- You must be designated a mainframe departmental contact for the department of the user you wish to unlock.

1. Select the "Fiscal COM-PLETE" application

TEXAS

Mainframe Application Menu

VIRTEL Friday 10 March 2023 - 09:05
Line C-HTTP
Entry point CLIWHOST


Click the COM-PLETE you wish to use from the list below

Develop COM-PLETE

Fiscal COM-PLETE

Students COM-PLETE

Switch



UT Service Desk

Help/Support

askUS

UT Log Out

2. Log into the mainframe using your EID and EID password and hit Enter

```
----- VIRTEL -----
----- EID Logon to COM-PLETE -----
Day . . . : Friday
Date . . . : 03/10/2023
Time . . . : 09:07:39
COM-PLETE : FISCAL I 0727

UT EID . . : Khaled
Password . :

NOTE: To change your UT EID password, go to http://www.utexas.edu/eid/

Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11---PF12---
Cont      End

RHTVT499 RHTIM499 15,29
```

3. Type "***dpuser**" at the prompt (case-insensitive) and hit Enter.

```
UTEXAS VIRTEL
COKMJ (UT EID: khaled ) has logged on successfully.

UT Service Desk (512) 475-9400
http://www.utexas.edu/its/helpdesk/

Last valid logon was in FISCAL on 02/28/2023 @ 11:06 AM at RHTVT334

Press <ENTER> or enter a new command below:
*dpuser

RHTVT499 RHTIM499 23,23
```

4. Type "**UP**" (for 'user profile') and the user's logon as shown and hit **Enter**.

```
UTEXAS VIRTEL
UM UserID MENU 9:14 AM

Command: UP UserID/Dept: COKMJ Application/Library/Module:
UT EID: KHALED File Name: T/J:

=====
Command Function Required Optional
--
UP View/Change UserID Profile UserID
UN Add New UserID UserID
UI View List of UserIDs for particular user UserID or EID
UL View List of UserIDs with time windows UserID
UJ View List of UserIDs with last logon LName UserID
UA View Applications for a UserID UserID Appl
UD Delete UserID Profile and all authorizations UserID
UH UserID History (status changes to a UserID) UserID
UR User Report of Ownership/Authorizations UserID

=====
PF6=Help PF7=Main Menu PF8=Exit

RHTVT499 RHTIM499 4,33
```

5. The user's profile page should show an "**L**" on the UserID Status field and, typically, the reason shown in the Status Comment field will be "**Inactivity - 45 days**" with the date it was locked. If this seems legitimate, i.e., you know the user has not left their position, nor is there any disciplinary reason for the logon to be locked, proceed to the next step.

```
UTEXAS VIRTEL
>> To change, type data and press ENTER. <<
UserID Profile 9:15 AM

Command: UP UserID/Dept: COKMJ Application/Library/Module:
UT EID: KHALED File Name: T/J:

=====
Name: JABER, KHALED M Dept: COLLEGE OF COMMUNICATION
UT EID: khaled Component: 0 UT Austin
Campus Mail Code: A0900 Phone: 475 6718
Output Shelf Number: 190 Description: JABER, KHALED M
Default All Output to Green Output ('W' for yes, ' ' for no): W
UserID Status: L Status Comment: Inactivity - 45 days Date:
Preferred userID: COKMJ (Use PF3 to change)
Logon ID Activation Hours 00 : 00 TO 24 : 00 Weekdays (Mon thru Fri)
(** 24 HOUR CLOCK **) 00 : 00 TO 24 : 00 Weekends (Sat, Sun)
Last Logon: 03/10/2023 at RHTVT499

Userid defined in FISCAL

Last invalid logon attempt:
(Locked after 3 attempts) Reset: (Y to reset)

=====
PF5=Add/Remove COM-DELETE PF7=Main Menu PF8=Exit PF12=*TXMAIL Substitutes

RHTVT499 RHTIM499 12,36
```

6. Type an "N" over the "L" and clear out the reason field by typing spaces over it. Hit **Enter**. The profile page should look as shown at the right. The date of the lockout will clear automatically.

```

>> To change, type data and press ENTER. <<
                                UserID Profile
                                9:15 AM

Command: UP      UserID/Dept: COKMJ      Application/Library/Module:
UT EID: KHALED   File Name :              T/J:
=====
Name: JABER, KHALED M      Dept: COLLEGE OF COMMUNICATION
UT EID: khaled      Component: 0 UT Austin
      Campus Mail Code: A0900      Phone: 475 6718
Output Shelf Number: 190 Description: JABER, KHALED M
      Default All Output to Green Output ('W' for yes, ' ' for no): W
UserID Status: N Status Comment:              Date:
Preferred userID: COKMJ (Use PF3 to change)
Logon ID Activation Hours 00 : 00 TO 24 : 00 Weekdays (Mon thru Fri)
(** 24 HOUR CLOCK **)    00 : 00 TO 24 : 00 Weekends (Sat, Sun)
                                Last Logon: 03/10/2023 at RHTVT499

                                Userid defined in
                                FISCAL

Last invalid logon attempt:
(Locked after 3 attempts) Reset: (Y to reset)

=====
PF5=Add/Remove COM-LETE PF7=Main Menu PF8=Exit PF12=*TXMAIL Substitutes
                                RHTVT499 RHTIM499 12,36

```

7. Hit **F8** to exit DPUSER.