



To:  
Cc:  
Bcc:  
Subject: [https://ism.smi.ibm.com/prd\\_pwreset/index](https://ism.smi.ibm.com/prd_pwreset/index) password reset web site

Two items that need addressing are below in regards the the subject URL. The PW reset site needs serious attention.

Regards

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**Eric Hedstrom**  
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----- Forwarded by Eric Hedstrom/Dallas/IBM on 11/28/12 02:06 PM -----

From: Kevin A Beccaris/New York/IBM  
To: Nizar Habib/Toronto/IBM@IBMCA, Madhusudan Jyothinaidu/India/IBM@IBMIN, Kristin Lovejoy/Minneapolis/IBM@IBMUS, Stephanie S Lebsock/Boulder/Contr/IBM@IBMUS,  
Cc: Madhuri Hazra/Southfield/IBM@IBMUS, Kristin Lovejoy/Minneapolis/IBM@IBMUS, Stephanie S Lebsock/Boulder/Contr/IBM@IBMUS, Daniel A Schulte/Poughkeepsie/IBM@IBMUS, Ted Clayton III/Dallas/IBM@IBMUS, Brian Bujouves/Midland/IBM@IBMUS, Eric Hedstrom/Dallas/IBM, Maureen Dwyer/Watson/IBM@IBMUS  
Date: 11/28/12 08:49 AM  
Subject: password reset web site

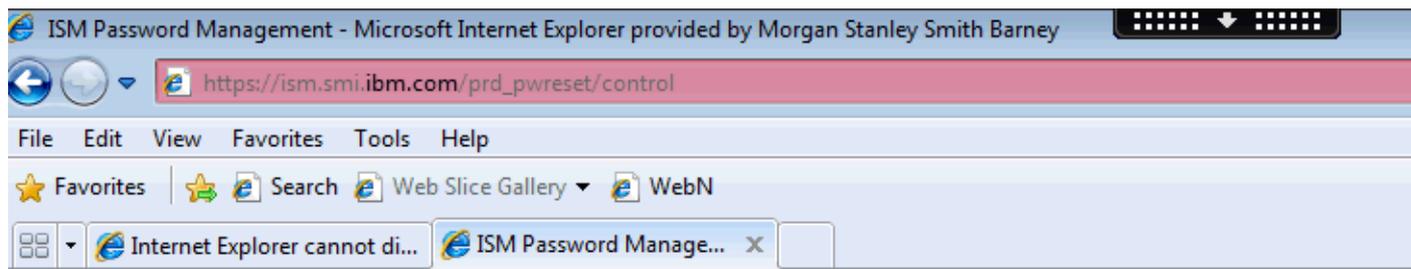
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Nizar / Maddy

IBM really dropped the ball on this one

Once I enter my user ID and email address I get the following confirmation in my browser. However I entered "crap" information to see what would happen. There is NO check before the user submits there information. I entered an incorrect user Id and an incorrect email and this web site leads to believe something is going to happen when nothing can happen because the wrong information was entered?

for example what happens if i enter the correct ID however the wrong email address? In the case of MSSB we will have the very real problem of people entering either "@morganstanley.com" or "@morganstanleysmithbarney.com". If they enter "@morganstanleysmithbarney.com" and the email address we have on record is "@morganstanley.com" what happens to the password reset request? Is the password reset request sent to the email address entered in the password reset tool or the email of record associate with the ID?



# Your Reset Password request will be processed and y

[Home Page](#)

Regards

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**Kevin A. Beccaris**

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New York, NY 10022  
USA

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From: Kevin A Beccaris/New York/IBM  
To: Nizar Habib/Toronto/IBM@IBMCA, Madhusudan Jyothinaidu/India/IBM@IBMIN,  
Cc: Madhuri Hazra/Southfield/IBM@IBMUS, Kristin Lovejoy/Minneapolis/IBM@IBMUS, Stephanie  
S Lebsack/Boulder/Contr/IBM@IBMUS, Eric Hedstrom/Dallas/IBM, Daniel A  
Schulte/Poughkeepsie/IBM@IBMUS, Ted Clayton III/Dallas/IBM@IBMUS, Brian  
Bujouves/Midland/IBM@IBMUS, Maureen Dwyer/Watson/IBM@IBMUS  
Date: 11/28/12 08:31 AM  
Subject: Fw: New User created in ISM

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Nizar / Maddy

Here is a copy of the email the client receives for your records

I would suggest the first problem is the first password reset link is missing a "." in the URL. Please request that gets fixed and confirm when complete. Please feel free to recreate my TDS user ID once you believe the URL has been corrected and i will confirm the correction has been made

Regards

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**Kevin A. Beccaris**

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New York, NY 10022  
USA

----- Forwarded by Kevin A Beccaris/New York/IBM on 11/28/2012 09:27 AM -----

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From: "Beccaris, Kevin" <Kevin.Beccaris@morganstanley.com>  
To: Kevin A Beccaris/New York/IBM@IBMUS  
Date: 11/28/2012 09:22 AM  
Subject: FW: New User created in ISM

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-----Original Message-----

From: ismprdpw@us.ibm.com [mailto:ismprdpw@us.ibm.com]  
Sent: Tuesday, November 27, 2012 4:15 PM  
To: Beccaris, Kevin (MSSB SERVICE DESK)  
Subject: New User created in ISM

Your ISM ID kevin.beccaris@mor has been created. Your ISM password needs to be reset before you can log on to ISM. To Reset your password, click on the link below to navigate to the ISM password reset application.

[https://ismsmi.ibm.com/prd\\_pwreset/index](https://ismsmi.ibm.com/prd_pwreset/index)

alternatively if you use internet based routing to reach the Maximo URL click the URL below:

[https://ism.smi.ibm.com/prd\\_pwreset/index](https://ism.smi.ibm.com/prd_pwreset/index)

If clicking the link does not open the ISM password reset application, copy and paste the link in a browser and navigate to the application. After the password is reset you can optionally choose to change the password.

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