

## Re: Connect to CRM System

Dulanjaya Ranasinghe <Dulanjaya\_Ranasinghe@combank.net>

Mon 1/4/2021 5:13 PM

To: Ravin Ratnasekera <Ravin\_Ratnasekera@combank.net>

Cc: Kushan Gunawardena <Kushan\_Gunawardena@combank.net>; Rivi Gunarathna <Rivi\_Gunarathna@combank.net>

Dear Ravin,

Hope you find this email well.

This referring to the provided connection to CRM . The provided user ID created as ' System Administrator User' . Hence, our attempt to review system as 'Basic User/Call Center User' failed.

Customer 360 view, Search by NIC, etc. Could not verified through given user profile.

Please provide relevant guidelines for system access or different user profiles to carry out the review. Your support on this will be highly apricated.

## Thanks & Regards

**Dulanjaya Ranasinghe**

**Junior Executive Officer**

Information System Audit Department

Commercial Bank of Ceylon PLC

Tel 0112353298 (Direct) Ext: 3298

Mobile +94(0)716260737

[www.combank.lk](http://www.combank.lk) / SWIFT: CCEYLKLX



PLEASE CONSIDER THE ENVIRONMENT BEFORE YOU PRINT

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**From:** Ravin Ratnasekera <Ravin\_Ratnasekera@combank.net>

**Sent:** Wednesday, December 30, 2020 4:46 PM

**To:** Vidupa Kalubowila <vidupak@cbctechsol.com>

**Cc:** Dilruk De Saram <Dilruk\_DeSaram@combank.net>; Kushan Gunawardena <Kushan\_Gunawardena@combank.net>; Dulanjaya Ranasinghe <Dulanjaya\_Ranasinghe@combank.net>

**Subject:** Re: Connect to CRM System

Dear Vidupa,

URL <http://192.168.56.19/COMBank/uat/index.php?module=Users&action=Login> is not accessible from below work station.

Can you please assist

Dulanjaya

Workstation - INSP112

IP - 192.168.114.92

Thank you

**Ravin Ratnasekera**

*Executive Officer - Card Center, Commercial Bank of Ceylon Plc.*

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**Phone:** +94 112486734

**Mobile:** +94 773690879

**Email:** ravin\_ratnasekera@combank.net

---

**From:** Ravin Ratnasekera <Ravin\_Ratnasekera@combank.net>

**Sent:** 30 December 2020 16:28

**To:** Kushan Gunawardena <Kushan\_Gunawardena@combank.net>; Dulanjaya Ranasinghe <Dulanjaya\_Ranasinghe@combank.net>

**Cc:** Dilruk De Saram <Dilruk\_DeSaram@combank.net>; Vidupa Kalubowila <vidupak@cbctechsol.com>

**Subject:** Re: Connect to CRM System

Dear Kushan and Dulanjaya,

Please refer enclosed details

URL : <http://192.168.56.19/COMBank/uat/index.php?module=Users&action=Login>

USER ID : **ISATESTUSR**

PW : **ISA1234**

Best regards

**Ravin Ratnasekera**

*Executive Officer - Card Center, Commercial Bank of Ceylon Plc.*

---

**Phone:** +94 112486734

**Mobile:** +94 773690879

**Email:** ravin\_ratnasekera@combank.net

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**From:** Kushan Gunawardena <Kushan\_Gunawardena@combank.net>

**Sent:** 30 November 2020 10:18

**To:** Ravin Ratnasekera <Ravin\_Ratnasekera@combank.net>

**Cc:** Dilruk De Saram <Dilruk\_DeSaram@combank.net>; Dulanjaya Ranasinghe <Dulanjaya\_Ranasinghe@combank.net>; Chamara Botheju <chamara\_botheju@combank.net>; Vidupa Kalubowila <vidupak@cbctechsol.com>; Thushara Yatawara <Thushara\_Yatawara@combank.net>; Gehan Wijesekera <Gehan\_Wijesekera@combank.net>

**Subject:** Connect to CRM System

Dear Ravin,

Please find the required information.

Kushan

Workstation - LAPINSP07

VPN Login ID (AD)- LK03991

IP - 192.168.114.4

Dulanjaya

Workstation - INSP112

IP - 192.168.114.92

Regards

Kushan

---

**From:** Ravin Ratnasekera <Ravin\_Ratnasekera@combank.net>

**Sent:** Monday, November 30, 2020 10:02 AM

**To:** Kushan Gunawardena <Kushan\_Gunawardena@combank.net>

**Cc:** Dilruk De Saram <Dilruk\_DeSaram@combank.net>; Dulanjaya Ranasinghe <Dulanjaya\_Ranasinghe@combank.net>; Chamara Botheju <chamara\_botheju@combank.net>; Vidupa Kalubowila <vidupak@cbctechsol.com>

**Subject:** Re: Audit Log Formats

Dear Kushan,

Can you please check below request.

Thank you

**Ravin Ratnasekera**

*Executive Officer - Card Center, Commercial Bank of Ceylon Plc.*

---

**Phone:** +94 112486734

**Mobile:** +94 773690879

**Email:** ravin\_ratnasekera@combank.net

---

**From:** Vidupa Kalubowila <vidupak@cbctechsol.com>

**Sent:** 30 November 2020 09:57

**To:** Ravin Ratnasekera <Ravin\_Ratnasekera@combank.net>

**Cc:** Dilruk De Saram <Dilruk\_DeSaram@combank.net>; Dulanjaya Ranasinghe <Dulanjaya\_Ranasinghe@combank.net>; Kushan Gunawardena <Kushan\_Gunawardena@combank.net>; Chamara Botheju <chamara\_botheju@combank.net>

**Subject:** Re: Audit Log Formats

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Dear Ravin,

The comms team has requested the static IPs of these work stations to allow access.

Regards

Vidupa

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**From:** Ravin Ratnasekera <Ravin\_Ratnasekera@combank.net>

**Sent:** Monday, November 30, 2020 9:55:54 AM

**To:** Vidupa Kalubowila <vidupak@cbctechsolutions.com>

**Cc:** Dilruk De Saram <Dilruk\_DeSaram@combank.net>; Dulanjaya Ranasinghe <Dulanjaya\_Ranasinghe@combank.net>; Kushan Gunawardena <Kushan\_Gunawardena@combank.net>

**Subject:** Re: Audit Log Formats

Dear Vidupa,

Can you please look into below connection request.

Thank you

**Ravin Ratnasekera**

*Executive Officer - Card Center, Commercial Bank of Ceylon Plc.*

-----  
**Phone:** +94 112486734

**Mobile:** +94 773690879

**Email:** ravin\_ratnasekera@combank.net

---

**From:** Kushan Gunawardena <Kushan\_Gunawardena@combank.net>

**Sent:** 20 November 2020 15:09

**To:** Vidupa Kalubowila <vidupak@cbctechsolutions.com>

**Cc:** Ravin Ratnasekera <Ravin\_Ratnasekera@combank.net>; Dilruk De Saram <Dilruk\_DeSaram@combank.net>; Dulanjaya Ranasinghe <Dulanjaya\_Ranasinghe@combank.net>

**Subject:** Fw: Audit Log Formats

Dear Vidupa,

Kushan

Workstation - LAPINSP07

VPN Login ID (AD)- LK03991

Dulanjaya

Workstation - INSP112

Regards

Kushan

---

**From:** Ravin Ratnasekera <Ravin\_Ratnasekera@combank.net>

**Sent:** Friday, November 20, 2020 1:12 PM

**To:** Kushan Gunawardena <Kushan\_Gunawardena@combank.net>; Dulanjaya Ranasinghe <Dulanjaya\_Ranasinghe@combank.net>

**Cc:** Thusitha Suraweera <Thusitha\_Suraweera@combank.net>; Thushara Yatawara <Thushara\_Yatawara@combank.net>; Deepthi Denagama <Deepthi\_Denagama@combank.net>; Dilruk De Saram <Dilruk\_DeSaram@combank.net>; Vidupa Kalubowila <vidupak@cbctechsol.com>

**Subject:** Re: Audit Log Formats

Dear Kushan & Dulanjaya,

Below credentials were created for you to test the system

USER ID : ISATESTUSR

PW ISA1234

Bedt regards

**Ravin Ratnasekera**

*Executive Officer - Card Center, Commercial Bank of Ceylon Plc.*

---

**Phone:** +94 112486734

**Mobile:** +94 773690879

**Email:** ravin\_ratnasekera@combank.net

---

**From:** Vidupa Kalubowila <vidupak@cbctechsol.com>

**Sent:** 21 September 2020 14:30

**To:** Kushan Gunawardena <Kushan\_Gunawardena@combank.net>; Kaveesha Premawardhana <Kaveesha\_Premawardhana@combank.net>

**Cc:** Thusitha Suraweera <Thusitha\_Suraweera@combank.net>; Thushara Yatawara <Thushara\_Yatawara@combank.net>; Upendra Tilakaratne <Upendra\_Tilakaratne@combank.net>; Indika Wickramasinghe <indika\_wickramasinghe@combank.net>; Deepthi Denagama <Deepthi\_Denagama@combank.net>; Dilruk De Saram <Dilruk\_DeSaram@combank.net>; Ravin Ratnasekera <Ravin\_Ratnasekera@combank.net>

**Subject:** Re: Audit Log Formats

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Dear Kushan/Kaveesha,

This is done.

Best Regards,  
Vidupa

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**From:** Kushan Gunawardena <Kushan\_Gunawardena@combank.net>  
**Sent:** Monday, September 21, 2020 9:44 AM  
**To:** Kaveesha Premawardhana <Kaveesha\_Premawardhana@combank.net>; Vidupa Kalubowila <vidupak@cbctechsol.com>  
**Cc:** Thusitha Suraweera <Thusitha\_Suraweera@combank.net>; Thushara Yatawara <Thushara\_Yatawara@combank.net>; Upendra Tilakaratne <Upendra\_Tilakaratne@combank.net>; Indika Wickramasinghe <indika\_wickramasinghe@combank.net>; Deepthi Denagama <Deepthi\_Denagama@combank.net>; Dilruk De Saram <Dilruk\_DeSaram@combank.net>; Ravin Ratnasekera <Ravin\_Ratnasekera@combank.net>  
**Subject:** Re: Audit Log Formats

Dear Vidupa,

Workstation number is INSP111.

Thanks and Regards  
Kushan


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**From:** Kaveesha Premawardhana <Kaveesha\_Premawardhana@combank.net>  
**Sent:** Monday, September 21, 2020, 9:21 AM  
**To:** Vidupa Kalubowila  
**Cc:** Thusitha Suraweera; Thushara Yatawara; Upendra Tilakaratne; Indika Wickramasinghe; Deepthi Denagama; Dilruk De Saram; Ravin Ratnasekera; Kushan Gunawardena  
**Subject:** Re: Audit Log Formats

Dear Vidupa,

ICBSHO27

Regards  
Kaveesha  
Centralized User ID Management Unit  
 Please Consider The Environment Before You Print.

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**From:** Vidupa Kalubowila <vidupak@cbctechsol.com>  
**Sent:** Monday, September 21, 2020 9:08 AM

**To:** Kaveesha Premawardhana <Kaveesha\_Premawardhana@combank.net>; Kushan Gunawardena <Kushan\_Gunawardena@combank.net>  
**Cc:** Thusitha Suraweera <Thusitha\_Suraweera@combank.net>; Thushara Yatawara <Thushara\_Yatawara@combank.net>; Upendra Tilakaratne <Upendra\_Tilakaratne@combank.net>; Indika Wickramasinghe <indika\_wickramasinghe@combank.net>; Deepthi Denagama <Deepthi\_Denagama@combank.net>; Dilruk De Saram <Dilruk\_DeSaram@combank.net>; Ravin Ratnasekera <Ravin\_Ratnasekera@combank.net>  
**Subject:** Re: Audit Log Formats

You have received this email from an external party. Cyber attackers send emails to steal passwords and may contain malware / viruses. Do not click links or open attachments in emails received from an unknown party and if you are suspicious about the email. Forward the email to 'infosec@combank.net'

Dear Kaveesha/Kushan,

Please be kind to share your PC's IP address or the PC Name.

Best Regards,  
Vidupa

---

**From:** Ravin Ratnasekera <Ravin\_Ratnasekera@combank.net>  
**Sent:** Monday, September 21, 2020 9:00 AM  
**To:** Dilruk De Saram <Dilruk\_DeSaram@combank.net>  
**Cc:** Thusitha Suraweera <Thusitha\_Suraweera@combank.net>; Thushara Yatawara <Thushara\_Yatawara@combank.net>; Upendra Tilakaratne <Upendra\_Tilakaratne@combank.net>; Indika Wickramasinghe <indika\_wickramasinghe@combank.net>; Deepthi Denagama <Deepthi\_Denagama@combank.net>; Vidupa Kalubowila <vidupak@cbctechsolutions.com>; Kaveesha Premawardhana <Kaveesha\_Premawardhana@combank.net>; Kushan Gunawardena <Kushan\_Gunawardena@combank.net>  
**Subject:** Fw: Audit Log Formats

Dear Dilruk,

Pleased if you could arrange access to URL <http://192.168.56.19/COMBank/uat/index.php?module=Users&action=Login> to below users.

**IS Audit - Kushan Gunawardene**  
**CSSD - Kaveesha Premawardene**

Thank you & Best regards

**Ravin Ratnasekera**

*Executive Officer - Card Center, Commercial Bank of Ceylon Plc.*

-----  
**Phone:** +94 112486734

**Mobile:** +94 773690879

**Email:** ravin\_ratnasekera@combank.net

---

**From:** Kaveesha Premawardhana <Kaveesha\_Premawardhana@combank.net>

**Sent:** 17 September 2020 13:37

**To:** Ravin Ratnasekera <Ravin\_Ratnasekera@combank.net>

**Cc:** Thusitha Suraweera <Thusitha\_Suraweera@combank.net>; Anusha Konda <anusha@simplecrm.com>; Thushara Yatawara <Thushara\_Yatawara@combank.net>; Tharitha Taldena <TharithaT@millenniumitesp.com>; Ganesh Nagaraja <ganesh.n@simplecrm.com>; Vivek Sandran <vivek.s@simplecrm.com>; Dilruk De Saram <Dilruk\_DeSaram@combank.net>; Deepthi Denagama <Deepthi\_Denagama@combank.net>; Upendra Tilakaratne <Upendra\_Tilakaratne@combank.net>; Rathina Ganesh <ganesh@simplecrm.com>; Noresha Ankani <noresha@simplecrm.com>

**Subject:** Re: Audit Log Formats

Dear Ravin,

Kindly provide me below details to check the functionality of CRM.

01. Test URL
02. Test User ID & password with user management rights.
03. User Guide.

Regards

Kaveesha

Centralized User ID Management Unit

 [Please Consider The Environment Before You Print.](#)

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**From:** Ravin Ratnasekera <Ravin\_Ratnasekera@combank.net>

**Sent:** Thursday, September 17, 2020 8:46 AM

**To:** Kaveesha Premawardhana <Kaveesha\_Premawardhana@combank.net>

**Cc:** Thusitha Suraweera <Thusitha\_Suraweera@combank.net>; Anusha Konda <anusha@simplecrm.com>; Thushara Yatawara <Thushara\_Yatawara@combank.net>; Tharitha Taldena <TharithaT@millenniumitesp.com>; Ganesh Nagaraja <ganesh.n@simplecrm.com>; Vivek Sandran <vivek.s@simplecrm.com>; Dilruk De Saram <Dilruk\_DeSaram@combank.net>; Deepthi Denagama <Deepthi\_Denagama@combank.net>; Upendra Tilakaratne <Upendra\_Tilakaratne@combank.net>; Rathina Ganesh <ganesh@simplecrm.com>; Noresha Ankani <noresha@simplecrm.com>

**Subject:** Re: Audit Log Formats

Dear Kaveesha,

Please go through the enclosed mail and let us know if you need further clarification.

Thank you & Best Regards

**Ravin Ratnasekera**

*Executive Officer - Card Center, Commercial Bank of Ceylon Plc.*

---

**Phone:** +94 112486734

**Mobile:** +94 773690879

**Email:** ravin\_ratnasekera@combank.net



**From:** Anusha Konda <anusha@simplecrm.com>

**Sent:** 16 September 2020 23:02

**To:** Ravin Ratnasekera <Ravin\_Ratnasekera@combank.net>

**Cc:** Thusitha Suraweera <Thusitha\_Suraweera@combank.net>; Kaveesha Premawardhana <Kaveesha\_Premawardhana@combank.net>; Thushara Yatawara <Thushara\_Yatawara@combank.net>; Tharitha Taldena <TharithaT@millenniumitesp.com>; Ganesh Nagaraja <ganesh.n@simplecrm.com>; Vivek Sandran <vivek.s@simplecrm.com>; Dilruk De Saram <Dilruk\_DeSaram@combank.net>; Deepthi Denagama <Deepthi\_Denagama@combank.net>; Upendra Tilakaratne <Upendra\_Tilakaratne@combank.net>; Rathina Ganesh <ganesh@simplecrm.com>; Noresha Ankani <noresha@simplecrm.com>

**Subject:** Re: Audit Log Formats

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Hi Ravin,

As discussed at our today's admin training meeting, below is our response on audit reports.

1. User creation/updation Report - Standard report with Username (which user record is created/modified), Created by User ID and Name with Datetime, Modified by User ID and Name with Datetime.
2. Login/Logout Report - Login and logout user report with ip address, login date time and logout date time.
3. Audit Module - This module audits the page view (list view, Detail View, Create/Edit View, Popup View) actions done by the users along with their IP Address. Currently customer 360 popup view and API calls are not tracked in audit, which we will implement and make these actions available in the same module.
4. View Change Log - This is available at each record level (in detail view action button) based on the fields audited in CRM.

**Note:** Auditing all admin actions (like field creation, layout changes, dropdown list updates, etc) are not possible.

Please let me know if you have any queries.



Thanks & Regards,

**Anusha Konda**

Delivery Head

SimpleWorks Solutions Pvt Ltd

ISO 27001:2013 Certified

[www.simplecrm.com](http://www.simplecrm.com) | +91 8939724063

On Mon, Sep 14, 2020 at 7:09 PM Ravin Ratnasekera <[Ravin\\_Ratnasekera@combank.net](mailto:Ravin_Ratnasekera@combank.net)> wrote:

Dear Anusha,

Below are the required audit log fields. We need at least below fields. Please let u know if further informatio is required

Admin Functions	Customer 360	User Creation/Changes
User ID	User ID	Created/ Changed by - User ID
User Name	User Name	Created/ Changed by - User name
Changed Date	Accessed Date	Date
Changed time	Accessed Time	Time
Type of Change	Accessed NIC	Maintenance type
Changed field	Accessed CIF	Maintained function
New Value after change	Accessed Account	Workstation ID
Workstation ID	Clicked API	IP Address
IP Address	Workstation ID	
	IP Address	

Thank you & Best regards

**Ravin Ratnasekera**

*Executive Officer - Card Center, Commercial Bank of Ceylon Plc.*

**Phone:** +94 112486734

**Mobile:** +94 773690879

**Email:** [ravin\\_ratnasekera@combank.net](mailto:ravin_ratnasekera@combank.net)

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