

Process Owner: IT Operations	FORM	F-CMG-3.1
	Modify User Account	

Request Information			
Requestor	Jerome Bautista		
Implementing Team	Server and Systems Operation		
Ticket Number/s	Ticket #201917755		
Change Classification	X	Major	Minor
After the fact		Yes	No
Emergency		Yes	No
Proposed Change Date	July 26, 2019		
Proposed Change Start/End Time	5:00 PM		
Proposed Change Verification Time	5:00 PM		

Objective of the change
Modify user access of Mark Araham and Kenneth Gariguez on all servers.

Technical/Operational Impact of the change		
Negative: Users will have a privileged access to all servers.	Beneficial: Users will be able to perform system administrator tasks required.	Neutral: Users will have a privileged access to all servers.

Affected IT Infrastructure components			
Site	Hostname	IP Address	Function
JAKA	JKA-VLIN-FNP01	172.17.0.125	File Share
JAKA	Pelops	172.17.0.1	Backup Server
G2	GL2-VWIN-DC01	172.22.1.1	Domain Controller
Amazon	Zimbra	203.160.180.44	Email Server
N/A	GMAIL	N/A	Email Server

Affected Departments and corresponding contact persons		
Department	Contact Name	Contact Info
Server and Systems Operation	Rovie Salvatierra	0917-627-4325

Test Environment implementation and Verification Summary
Test implementation and verification for this request is already verified and done before please refer to ticket#201706302

Configuration Change Template

Baseline File	3.1.100 Password Masterfile for Systems 3.1.137 DOMAIN FOREST 3.1.146 JKA-VLIN-FNP01 3.1.114 PELOPS 3.1.153 Zimbra Email Account
Baseline Version	2

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Baseline File Changes:

Existing Configuration	Proposed Change	Impact	Section
Password Masterfile	Modify user access of Mark Araham and Kenneth Gariguez on all server	User Mark Araham and Kenneth Gariguez will have admin privileges on all servers	3.1.100
3.1.137 DOMAIN FOREST	Modify user access of Mark Araham and Kenneth Gariguez on server	Modify user access of Mark Araham and Kenneth Gariguez on server	3.1.137
3.1.146 JKA-VLIN-FNP01	Modify user access of Mark Araham and Kenneth Gariguez on server	Modify user access of Mark Araham and Kenneth Gariguez on server	3.1.146
3.1.114 PELOPS	Modify user access of Mark Araham and Kenneth Gariguez on server	Modify user access of Mark Araham and Kenneth Gariguez on server	3.1.114
3.1.153 Zimbra Email Account	Modify user access of Mark Araham and Kenneth Gariguez on server	Modify user access of Mark Araham and Kenneth Gariguez on server	3.1.153

Technical Configuration Procedures
<ol style="list-style-type: none"> Servers that need to be updated in granting administrator privilege. User's must be granted privilege access to the following servers: <ul style="list-style-type: none"> Linux Servers <ul style="list-style-type: none"> 3.1.114 PELOPS 3.1.146 JKA-VLIN-FNP01 For Linux Servers connect to the server via "SSH using your credentials. After logging in, type "sudo su –"to switch to the root environment. Then, edit the sudoer file by typing the command "visudo". Locate the line/s where you can see the list of sudoers.

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```

root@pelops:~
Defaults     secure_path = /sbin:/bin:/usr/sbin:/usr/bin

## Next comes the main part: which users can run what software on
## which machines (the sudoers file can be shared between multiple
## systems).
## Syntax:
##
##     user    MACHINE=COMMANDS
##
## The COMMANDS section may have other options added to it.
##
## Allow root to run any commands anywhere
#root    ALL=(ALL)        ALL
rynel    ALL=(ALL)        ALL
mau      ALL=(ALL)        ALL
rsalvatierra    ALL=(ALL)        ALL
jan      ALL=(ALL)        ALL
jerome   ALL=(ALL)        ALL
amedrano    ALL=(ALL)        ALL

## Allows members of the 'sys' group to run networking, software,
## service management apps and more.
# %sys ALL = NETWORKING, SOFTWARE, SERVICES, STORAGE, DELEGATING, PROCESSES, LOCATE, DRIVERS

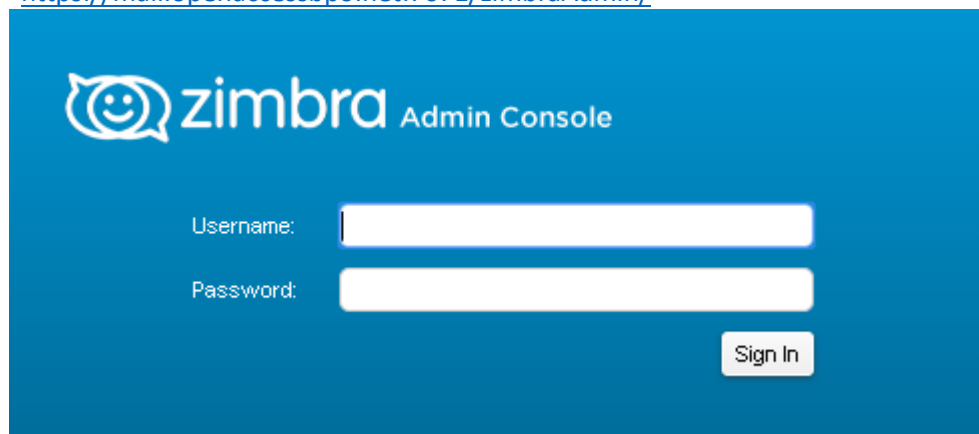
```

Figure 1

5. Insert **marahan ALL=(ALL) ALL** and **kmayo ALL=(ALL) ALL** on the list by pressing insert.
6. Once done editing, press esc, then type :wq to save the changes.
7. Type useradd **marahan** and **kmayo**
8. Type passwd **marahan**. It will prompt you for a password. Same goes with **kmayo**
9. Type **Changeme19** as default password.
10. Inform Mark and Kenneth about their password and have him change his user password on all Linux servers.
11. Share to him our baseline file “3.1.100 Password Masterfile for Systems” for other server login credentials.

Zimbra Administrator Privilege

1. Login to web Zimbra admin console using your own admin account.
<https://mail.openaccessbpo.net:7071/zimbraAdmin/>



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2. Locate Mark Arahan and Kenneth Mayo account and edit to global administrator and save it.

▼ Account Setup

Status: Active

Class of Service: auto

Global Administrator ☒

Gmail Administrator Privilege

1. Request to Sir Rynel to allow kmayo and marahan accounts to have user admini priviledge to create user and distro list.

Domain Admin Privilege

1. Connect to FortiClient for Duo push authentications to access Domain server via VPN
2. Connect to server 172.17.1.3 via remote desktop connections
3. After successful login go to Server manager Dashboard > tools > Active Directory Users and Computers

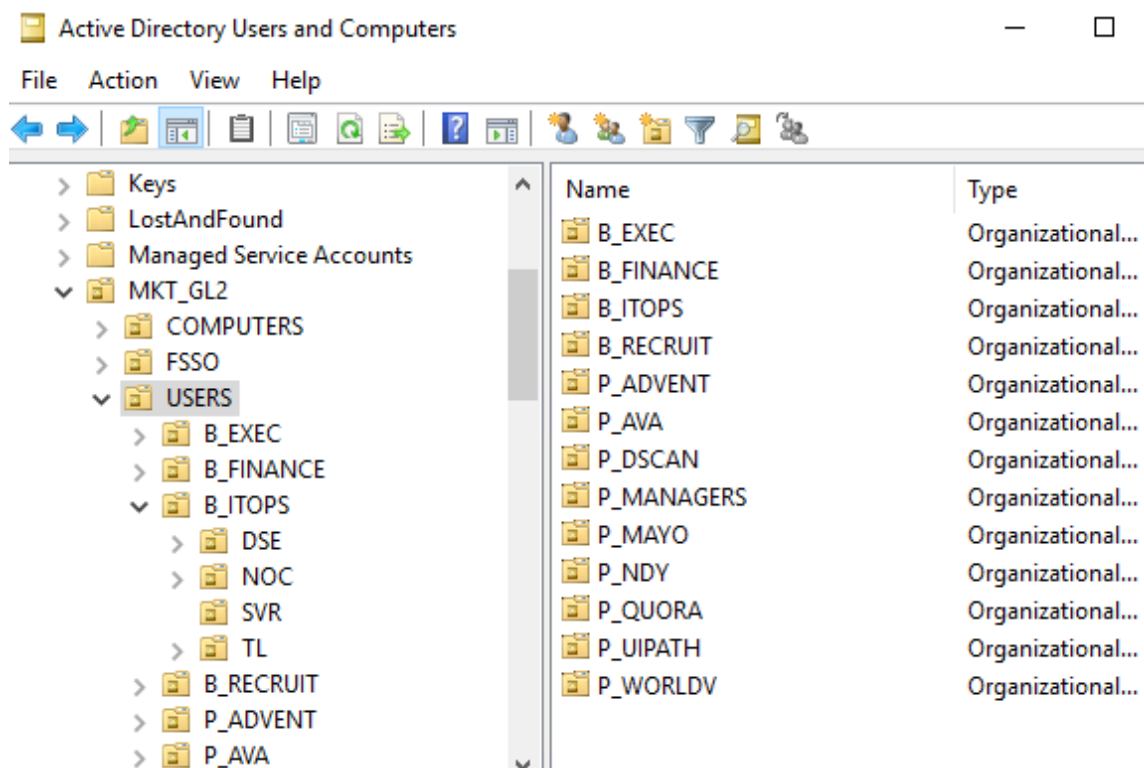


Figure 2.

4. Locate Admin-MDarahan and Admin-KGmayo and edit properties > member of
5. Remove Security groups access and add Domain admins

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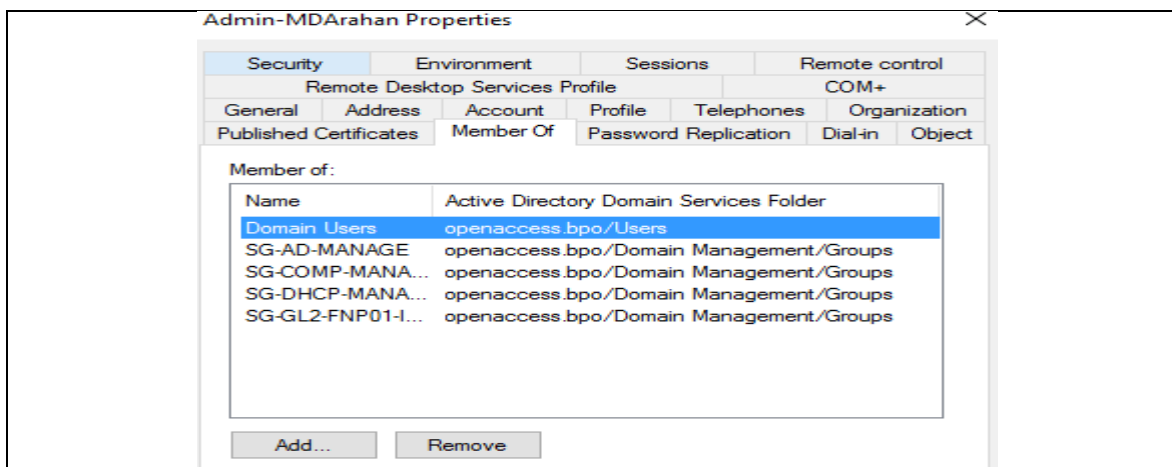


Figure 3. Remove all Security Group

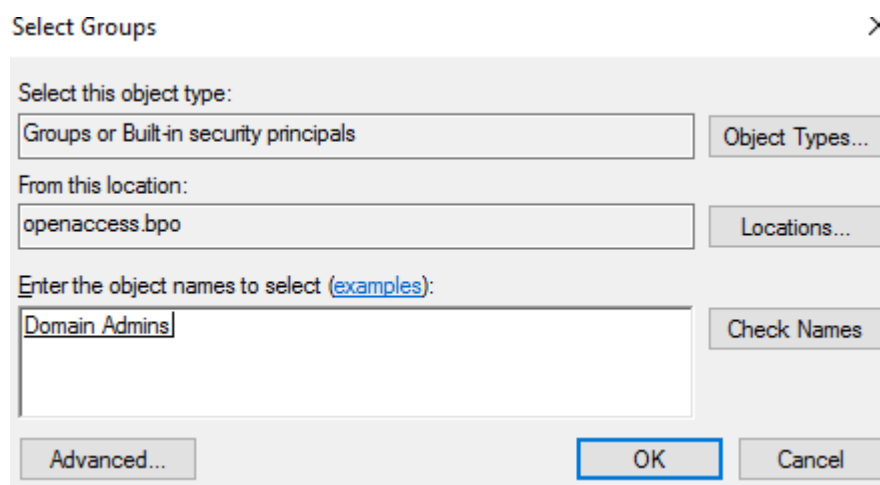


Figure 4. Add domain admins and select OK.

Verification Procedures
Verification Procedures: <ol style="list-style-type: none"> 1. Advise user to try his credentials on all servers. He should be able to log-in with root privilege without being prompted "Permission Denied." 2. For all web servers, user should be able to access admin page using his own credentials.