

KB LEVEL: SVR	KB ARTICLE	KB NUMBER: KB-SVR-2018-03-02
	<i>Removal of Access Privileges for Separating Employees</i>	

KB Category:	Request / Physical Access / Door   Bio		
Author:	Jerome Bautista	Date:	March 22, 2018

Problem Description:	N/A
Symptoms and Cause of the issue:	N/A

#### Procedures: Delete Biometric Access

Step 1: Check email from HR for Resigned, Terminated, End of Contract, and Fall-Out employee/s.



Figure 1: Included on the email request is the campaign/department of the employee and effectivity date of deletion.

Step 2: Access the [Biometric / Proximity Card Control](#) spreadsheet and update it accordingly.

		466																					
DEPARTMENT		EMPLOYEE NAME		EMPLOYEE ID		ACCESS CODE		3RD		5TH		8TH		9TH		12TH		PH1 DR		PH1 A		HRC	
Boostability		AMABLE, MARIA AILEEN		1017-0117		200000875		✓		✗		✗		✗		✗		✗		✗		✗	
Boostability		ESTRADA, JOSHUA		0227-0118		200001221		✓		✗		✗		✗		✗		✗		✗		✗	
Boostability		FERNANDEZ, JAN CYRREJ		1017-0317		200001170		✓		✗		✗		✗		✗		✗		✗		✗	
Boostability		GELLADOLA, JENNIFER RIA		0530-0116		200000611		✓		✗		✗		✗		✗		✗		✗		✗	
Boostability		GULRAJANI, MA. CARLA SUZANE		0824-0410		200000616		✓		✗		✗		✗		✗		✗		✗		✗	
Boostability		SANTOS, ROBERT		0926-0317		200001113		✓		✗		✗		✗		✗		✗		✗		✗	
Boostability		YANGUAS, CHERYL ANN		1128-0716		200000731		✓		✗		✗		✗		✗		✗		✗		✗	
Circles Life		ABAD, MARIEGHIL		1204-0817		200001210		✗		✗		✗		✗		✓		✗		✗		✗	
Circles Life		BANAL, JONATHAN		0720-0217		200000774		✗		✗		✗		✗		✓		✗		✗		✗	
Circles Life		BARAIRO, ANALIE		0425-4616		200000522		✗		✗		✗		✗		✓		✗		✗		✗	
Circles Life		BAUTISTA, JAYSON		1204-0917		200001156		✗		✗		✗		✗		✓		✗		✗		✗	
Circles Life		BERNAL, KRISTINE JAKE		1124-1714		200000532		✗		✗		✗		✗		✓		✗		✗		✗	
Circles Life		BONIFACIO, FRITZ YSMAEL		0831-0515		200000079		✗		✗		✗		✗		✓		✗		✗		✗	
Circles Life		CRUZ, KATRINA LOURRAINE		1009-0117		200001117		✗		✗		✗		✗		✓		✗		✗		✗	
Circles Life		FLORES, KARL NICOLAI		1218-0317		200001214		✗		✗		✗		✗		✓		✗		✗		✗	
Circles Life		FLORES, MICHAEL		0501-3817		200000597		✗		✗		✗		✗		✓		✗		✗		✗	
Circles Life		GUILLEN, ADONIS		0720-0417		200000841		✗		✗		✗		✗		✓		✗		✗		✗	
Circles Life		GUINDAY, CAMILLE		1204-0517		200001207		✗		✗		✗		✗		✓		✗		✗		✗	
Circles Life		INFANTE, SHEENA		0918-0317		200000822		✗		✗		✗		✗		✓		✗		✗		✗	
+    ≡		Manila		Davao		Taiwan		Xiamen		Floating Status		Resigned   Terminated   End of Contract											

Figure 2: The number on top indicates the total number of active OAMPI personnel.

Step 3: Search for the user then move the entire employee information to the Inactive tab. Select from the drop down as to what access has been deleted.

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DEPARTMENT	EMPLOYEE NAME	EMPLOYEE ID	CARD NUMBER	DELETED ACCESS	COMMENT
WorldVentures	HEIKE, MADELYN LOHR	0914-0115	1408590	Door Access	
WorldVentures	VALES, GENIVA GRACE	0704-0816	8490661	Biometrics	
TripAdvisor	BAUTISTA, ERWIN	0516-4416	1403167	Biometrics & Door Access	
Sheer ID	LERDWORALUCK, SIRITHORN	0331-1417	16536680	Biometrics	
DoorDash	ALCANTARA, ARISTA	0118-1456	561669	Biometrics & Door Access	
Sheer ID	CARREON, JINKY JOY	0331-0217	16536867	Biometrics & Door Access	
DoorDash	CERNAL, MICHAEL	0530-2916	4534679	Biometrics & Door Access	
TripAdvisor	UWASE, ALINE	0831-0316	7644429	Biometrics & Door Access	
TripAdvisor	VITUG, JAYZER	0808-1516	8483191	Door Access	
WorldVentures	Trainee ID		6200991	Door Access	
IT	LOVELACE, ADA	0816-0117	454545	Biometrics Biometrics & Door Access Door Access	

Figure 3: Remove the user's name from the Biometric Access and Door Access tabs.

Step 4: Then, download logs first to back-up the user's Biometric entries. To do this, access the Biometric server via RDP kairos.

Server address: **172.17.0.11**

Password: **\*D\*\*\*\*\*5**

Step 5: Launch Access Control application.

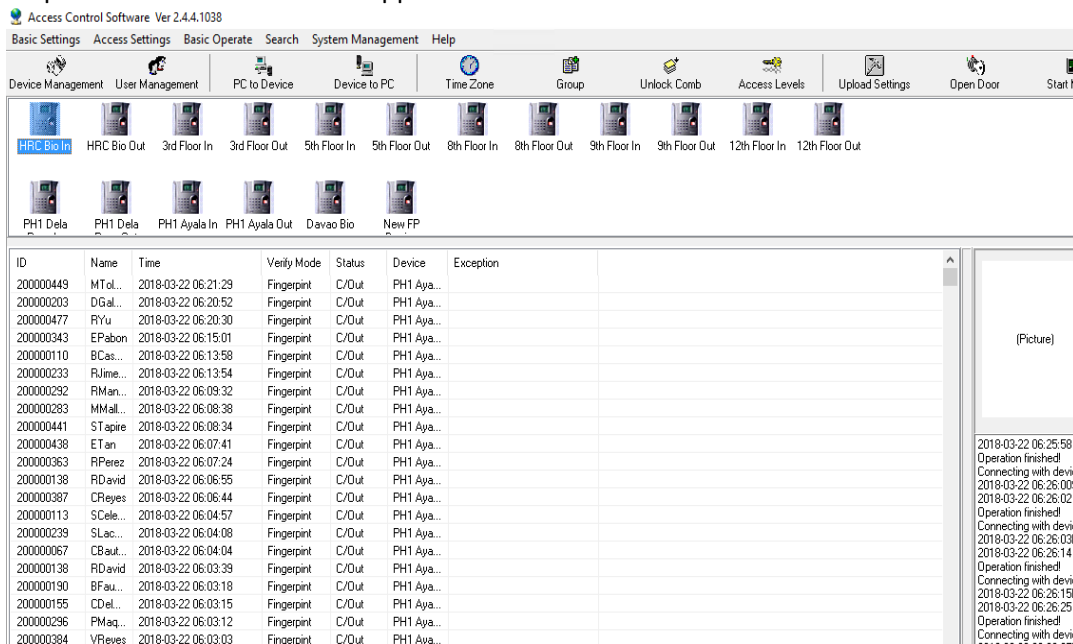


Figure 4.

Step 6: Select "search" on the top of the window pane and select log search.

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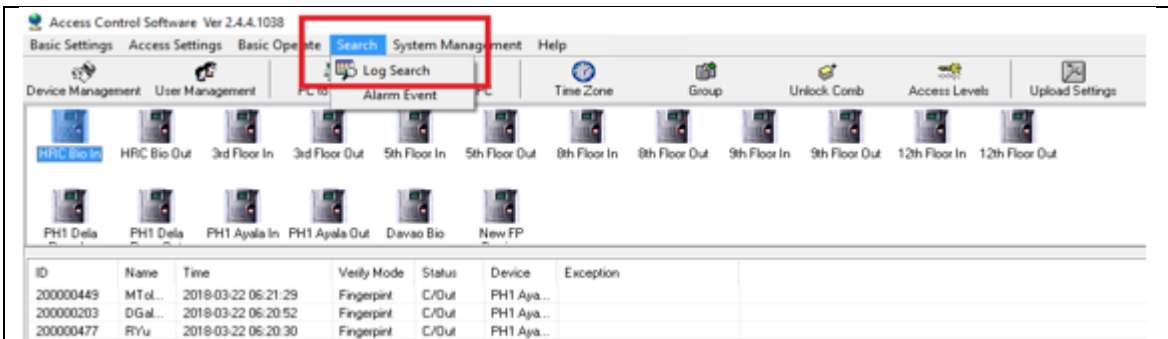


Figure 5.

Step 7: Then, download the employee's logs for the past 30 days. Click on Search -> Log Search, then indicate the date range and click Search.

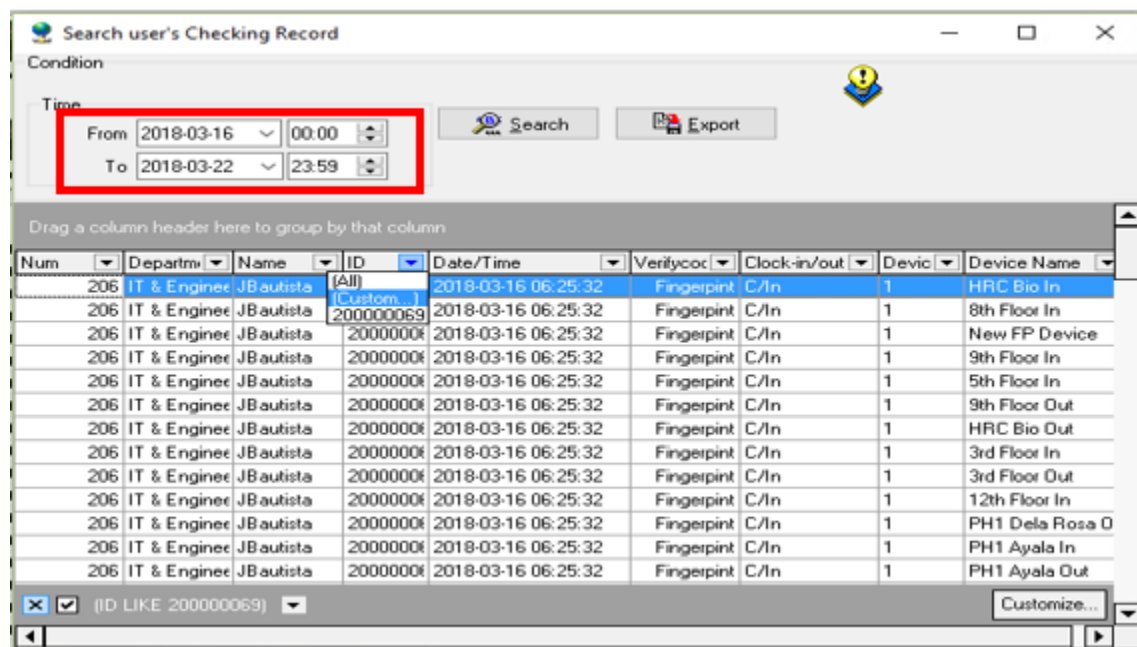


Figure 6. Select the ID filter and make a custom search by entering the Employee ID Number.

Step 8: Once custom filter has been entered, click Export. The Export Dialog box will appear; name the file and save it.

Step 9: Start Export in MS Excel format.

Step 10: Send the back-up file to [HR](#) and [Finance](#).

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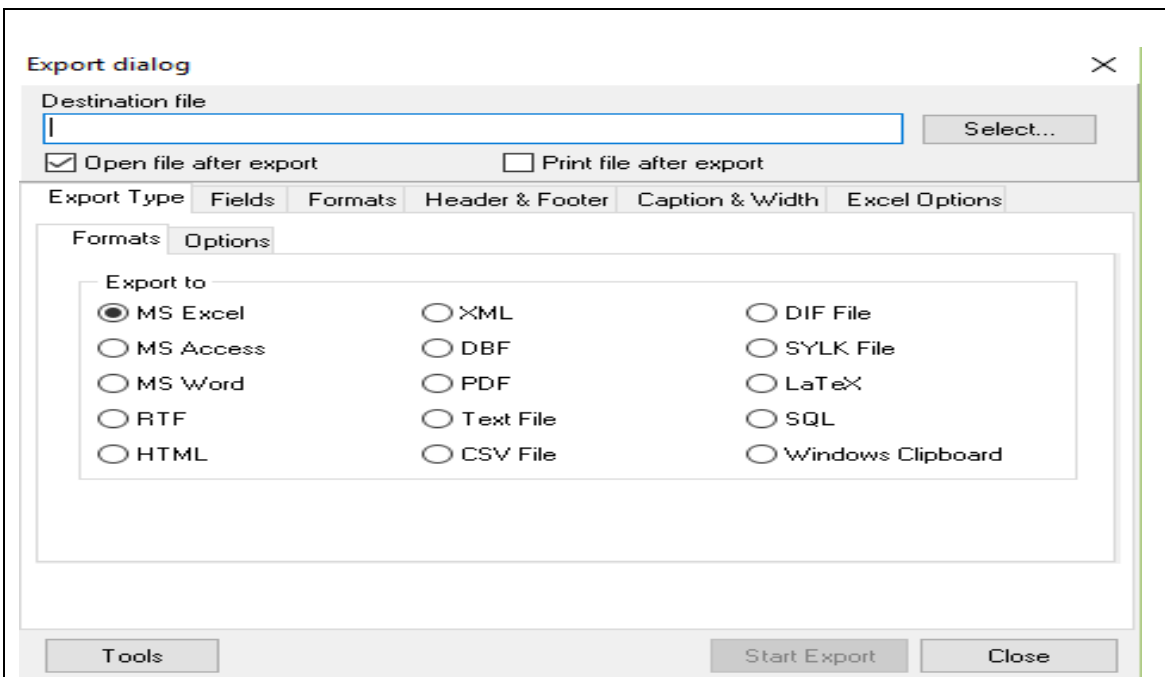


Figure 7.

Step 11: Now, proceed in deleting the user's Biometric profile in the server. To do this, click the PC to Device icon; a pop-up page will appear.

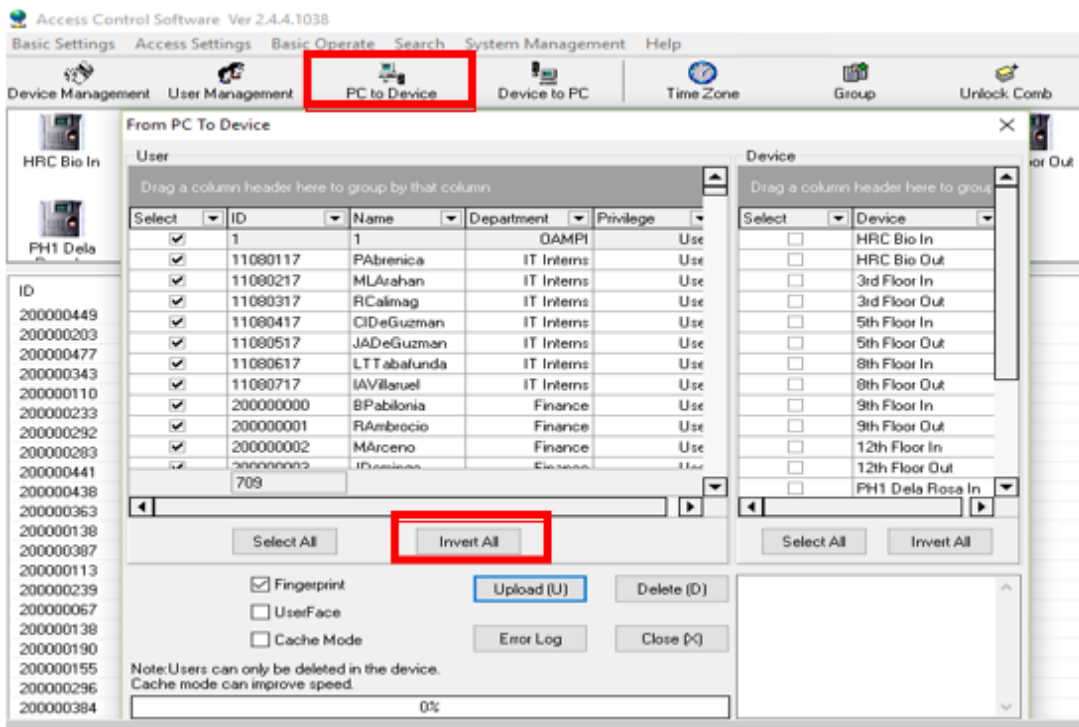


Figure 8: All users are selected by default, so click Invert All to uncheck the selection. Make sure that the Fingerprint checkbox is selected.

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Step 9: Then, search using the ID filter. Enter the users Employee ID Number and click ok.

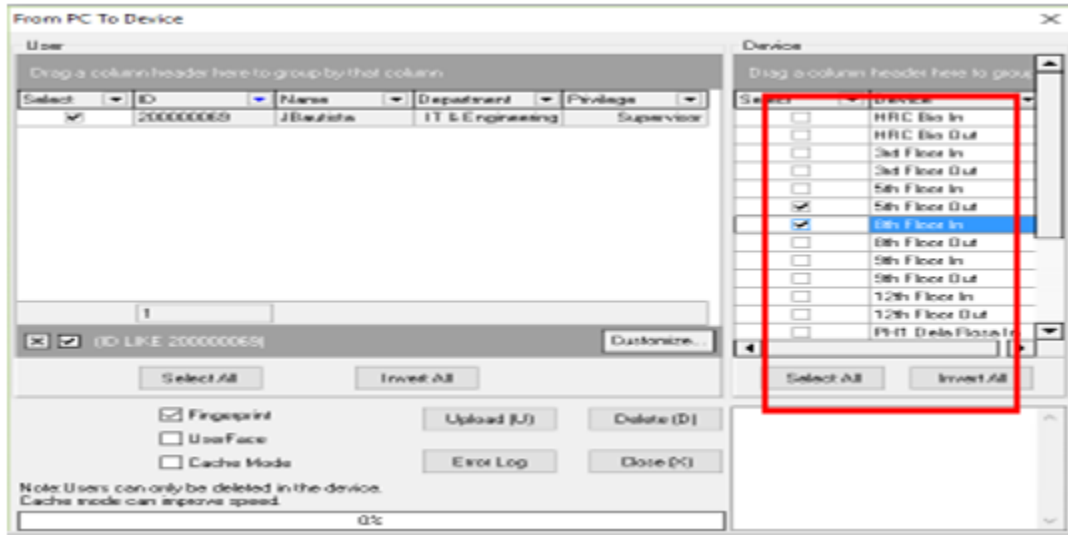


Figure 9: Select the box and check the appropriate Biometric devices (refer to the [Biometric / Proximity Card Control](#) spreadsheet to check the employee's access code). Then, click Delete.

Step 12: Close the PC to Device pop-up page and click on the User Management icon. Search the Employee ID Number again using the ID filter then Delete ( - ).

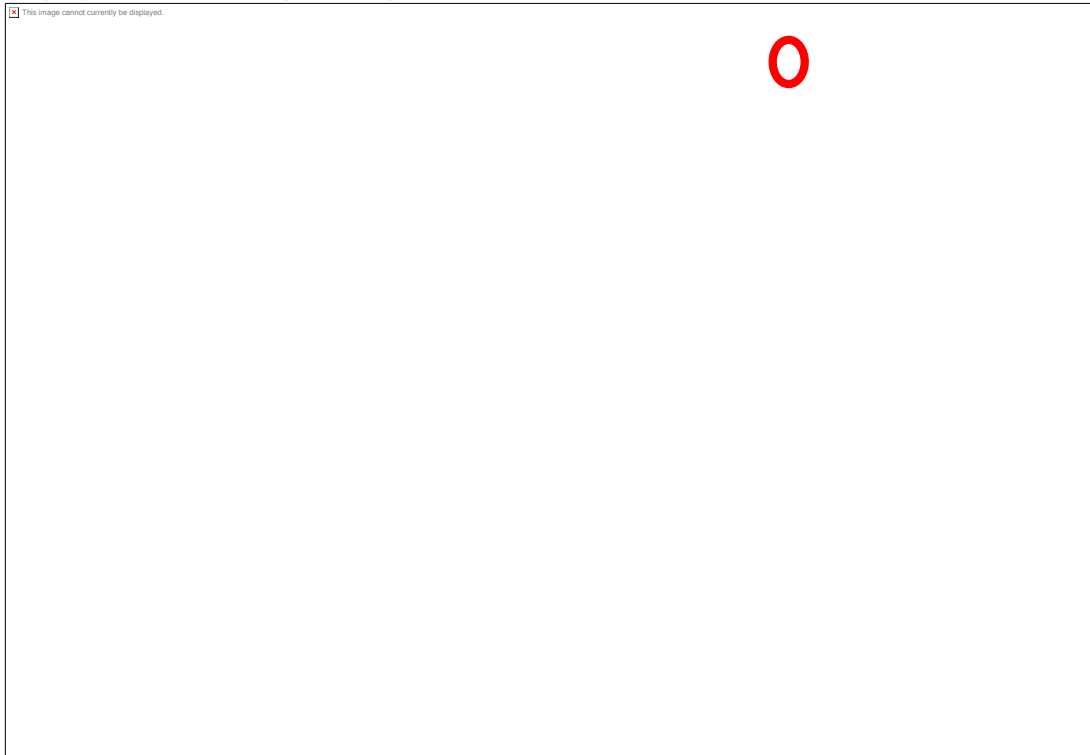


Figure 10.

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### Procedures: Delete Door Access

Step 1: Log in to the the Door Access server via VNC using the credentials

below: Server address: **172.17.0.22**

Password: **o\*\*r\*\*\*\*e**

Then, log in to the PC using the **it** account; password is set to

**u\*\*\*\*\*3**. Step 2: Launch Access Control application and log-in using the credentials below:

Username: **3080310**

Password:

**3\*\*\*\*1\***

Step 3: Click on the PC to Device icon; a pop-up page will appear.

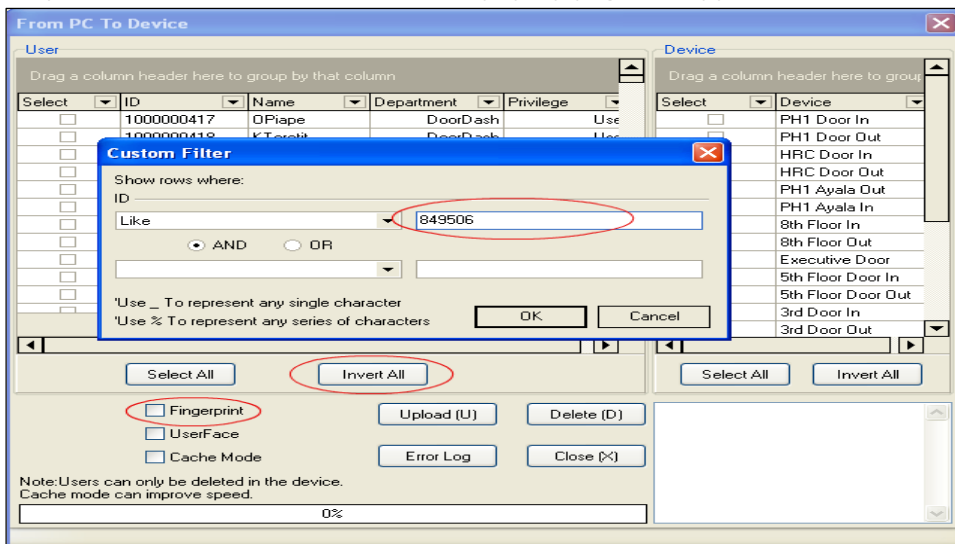


Figure 11: Click Invert All to uncheck the selection make sure to uncheck the Fingerprint option.

Step 4: Then, search the Card Number using the ID filter. The Card Number can be identified by tapping the proximity card on the device.

Step 5: Select the user and check the appropriate Door Access devices, then click Delete.

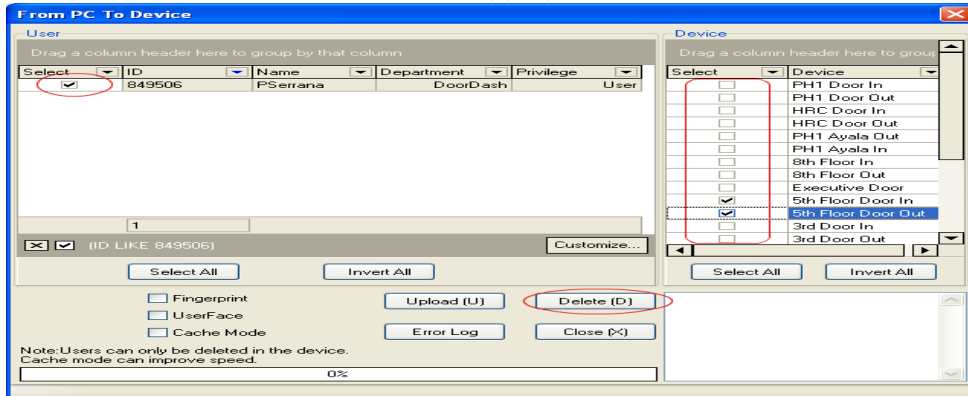


Figure 12

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Step 6: Close the PC to Device pop-up page and click on the User Management icon. Search the Card Number again using the ID filter then Delete ( - ).

Figure 13

### Procedures: Zimbra Email Deactivation

**Step1:** Check email from HR for Resigned, Terminated, End of Contract, and Fall-Out employee/s. request for email deactivation.

Sorted by Date ▾
100+ conversations

RESIGNED EMPLOYEE: SHARINA ANN MAGPANTAY

- HMO Deletion
- Biometrics Access deletion
- Door Access deletion
- Email Deactivation
- Domain Login deactivation
- Attrition Tracker update

Employee Name: **Sharina Ann Magpantay**  
Immediate Head: **Jayson Val Miranda**  
Campaign: **DoorDash**  
Effective Date of Resignation/Termination: **March 20, 2018**  
Cause of Termination: **Voluntary Resignation**

Thank you.  
  
Regards,  
  
**Christian Jules Roaring**  
HR Assistant  
1980 Festival Plaza Dr.  
Suite 300 Las Vegas NV 89135  
6780 Ayala Ave. 3rd Flr.  
Makati, Philippines 1226  
c.roaring@openaccessbpo.net

102 Song Long Road  
12th Flr. Taipei, Taiwan  
96 Lu Jiang Dao, Unit 1705, Building A  
Siming District, Xiamen City, China  
OPEN ACCESS BPO

**Step2:** Access Zimbra Administration <https://mail.openaccessbpo.net:7071/zimbraAdmin/>

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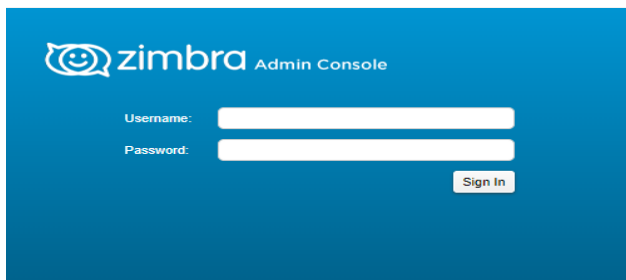


Figure 14: Login Administrator account.

**Step3:** Search requested account to be de-activated in the search box

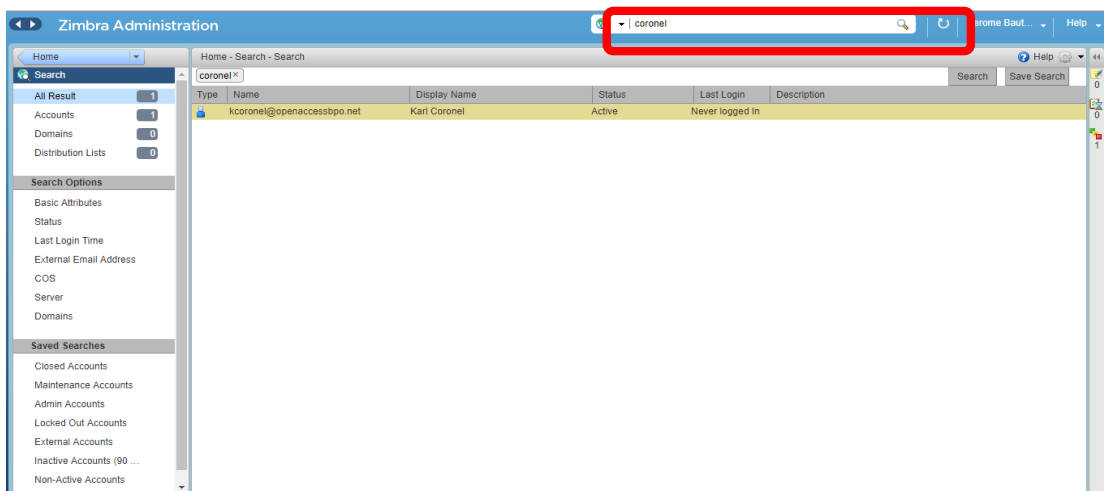


Figure 15.

**Step4:** Right click on the user account “select edit”

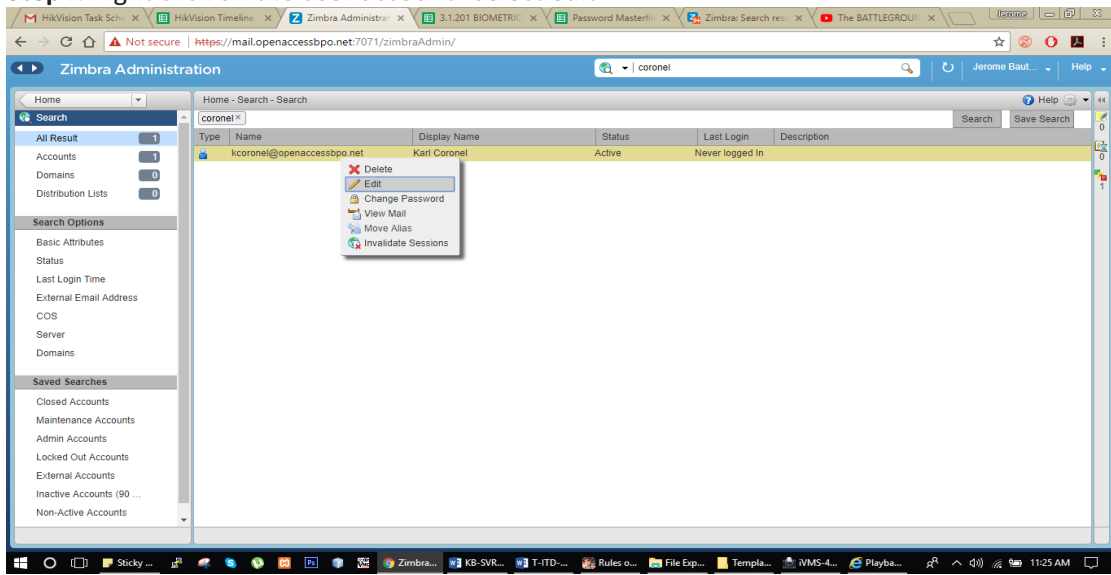


Figure 16.



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**Step5:** Select “Status” in Account setup, and set it into “closed”

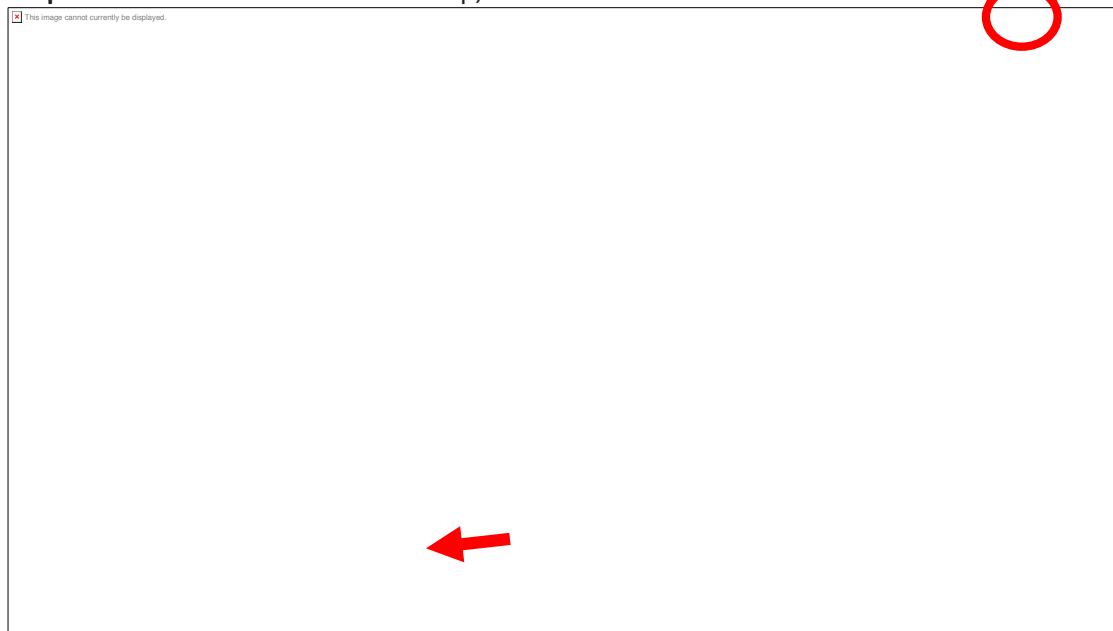


Figure 16.1: Press “Save” button to apply changes.

#### Procedures: Disable NT Login

Step 1: Log in to Hercules (172.17.1.1) using your admin credentials via RDP.

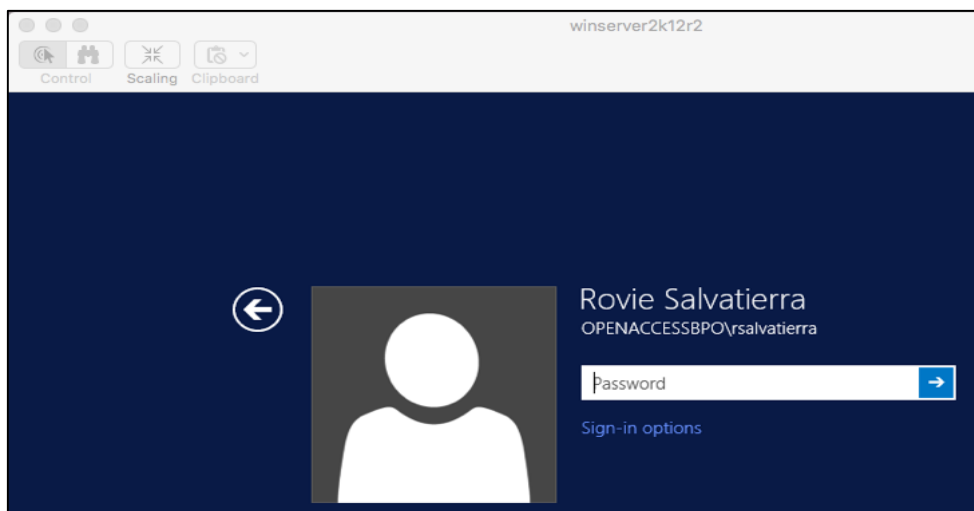


Figure 17

Step 2: Launch the Server Manager from the Start menu. Go to Tools and select Active Directory Users and Computers.

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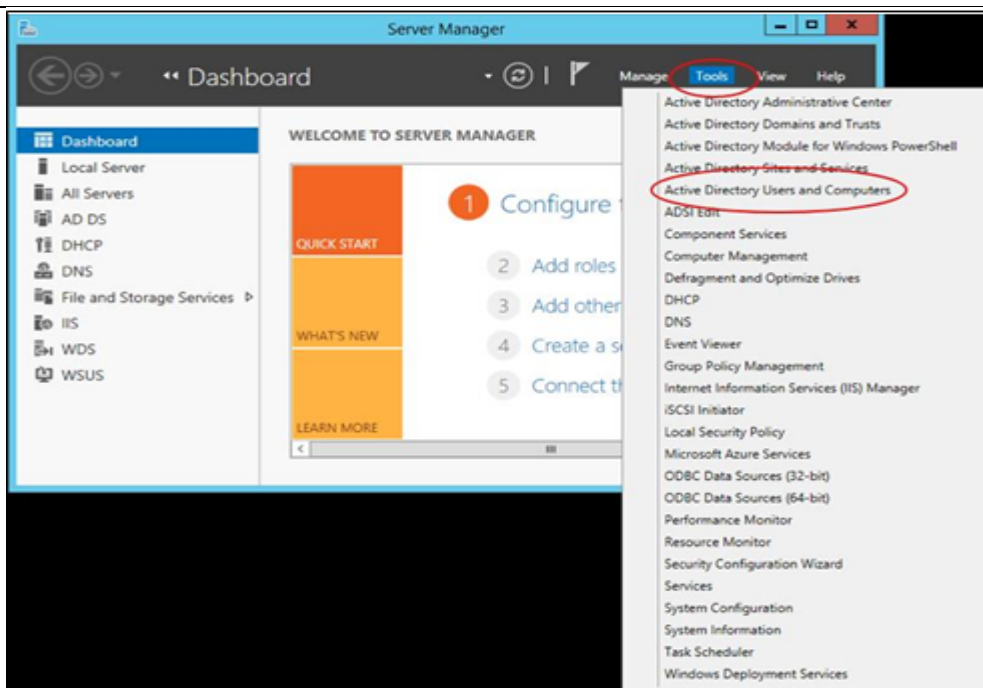


Figure 18.

Step 3: All campaigns and departments are listed. Click on the relevant Organizational Unit.

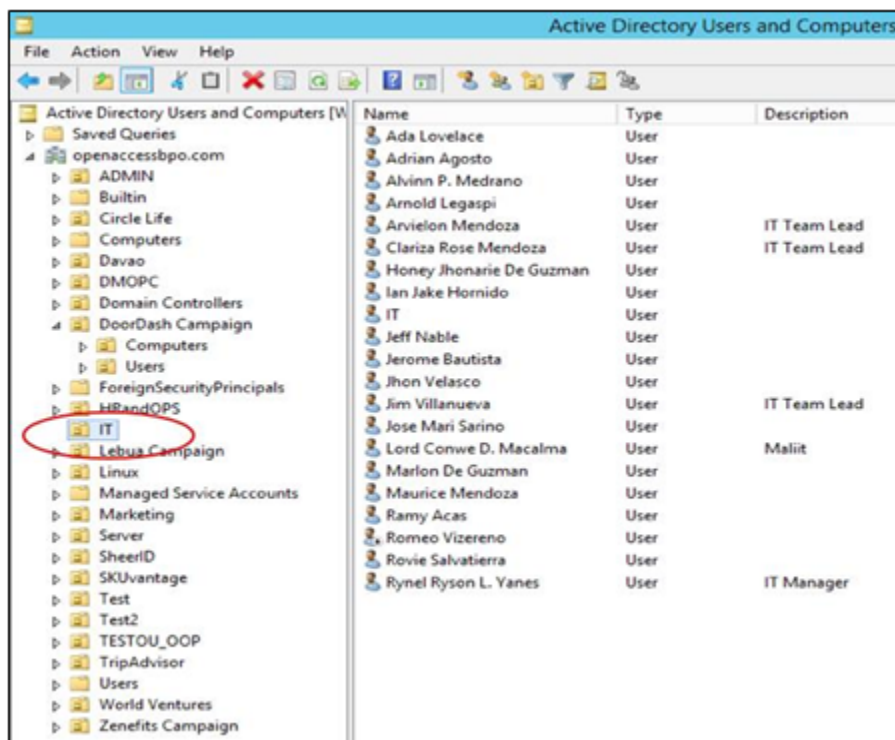


Figure 19: Each employee is added to their respective organizational unit.

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Step 4: Right click on the user's name and select Properties. From the Properties page, go to the Account tab and check on the box selection "Account is disabled." Click ok to complete.

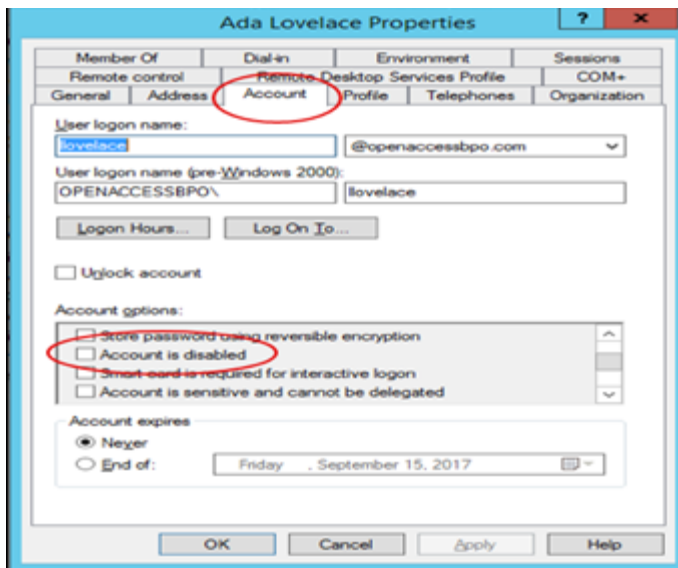


Figure 20.

#### Procedures: VICIDIAL login deactivation

**Step1: Login to** <http://208.74.77.167/vicidial> check user account for Resigned employee's if they have an existing login account.

Username: \*d\*\*\*n

Password: \*n\*\*\*\*\*r5

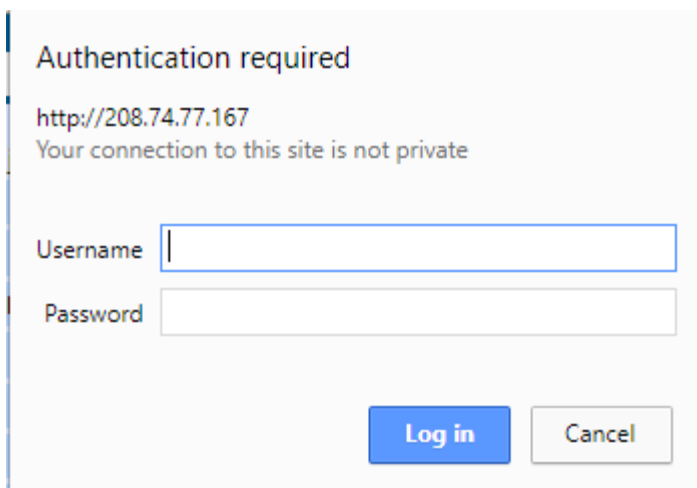


Figure 21.



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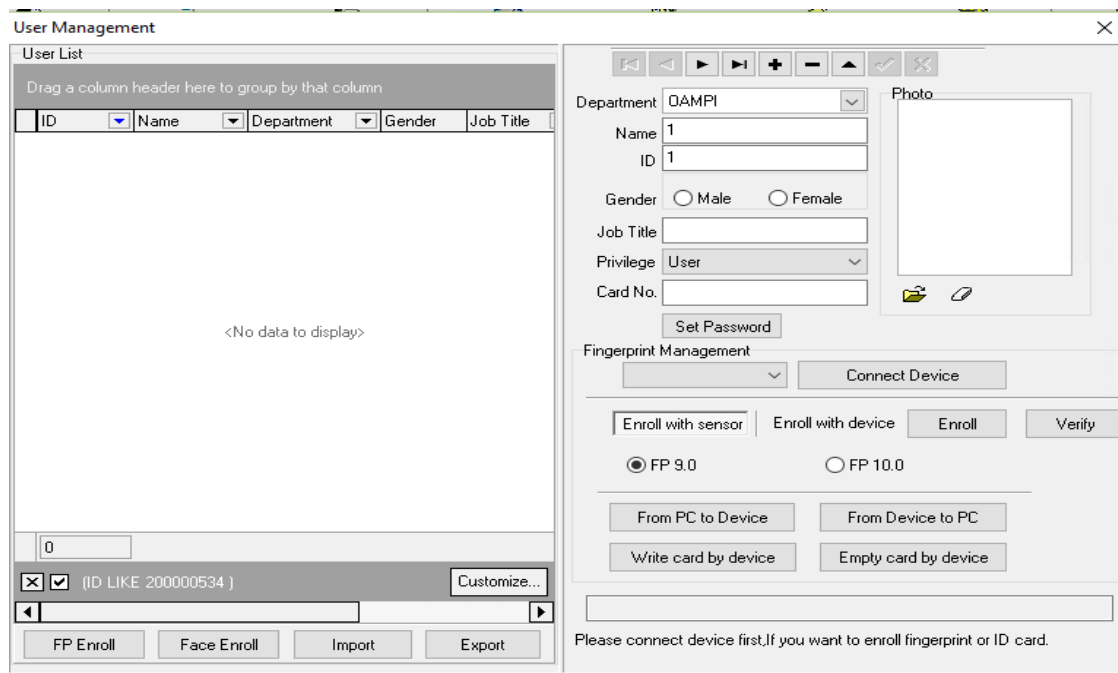
## Verification:

### Verification for Biometrics:

Sample

Step 1: Access the Biometric server via VNC.

Step 2: Click on User Management and search for Employee ID 200000534 (BIDO,ALEXANDER JOSEPH) using the ID filter.



The screenshot shows the 'User Management' window. On the left, the 'User List' table is empty, displaying '<No data to display>'. The search filter at the bottom is set to '(ID LIKE 200000534)'. On the right, the user details form shows 'Department: QAMPI', 'Name: 1', 'ID: 1', 'Gender: Male', 'Job Title: ', 'Privilege: User', and 'Card No: '. The 'Fingerprint Management' section includes buttons for 'Enroll with sensor', 'Enroll with device', 'Enroll', and 'Verify', along with radio buttons for 'FP 9.0' and 'FP 10.0'. A message at the bottom states: 'Please connect device first, If you want to enroll fingerprint or ID card.'

Figure 24.

**Step 3:** Biometric entry is no longer in the system; no result is showing for the defined Employee ID Number. This means that the employees information was successfully deleted from the biometric devices and from the server.

**Step 4:** Checked both devices on 8<sup>th</sup> Floor and logged in as administrator. Go to User Management > All Users > search for Employee ID 0502-3416 (BIDO,ALEXANDER JOSEPH) - no search result.

### Verification for Door Access:

**Step 1:** Connect to the Door Access server via VNC.

**Step 2:** Click on User Management and search for Card Number 7068927 (DPasqualini) using the ID Filter.

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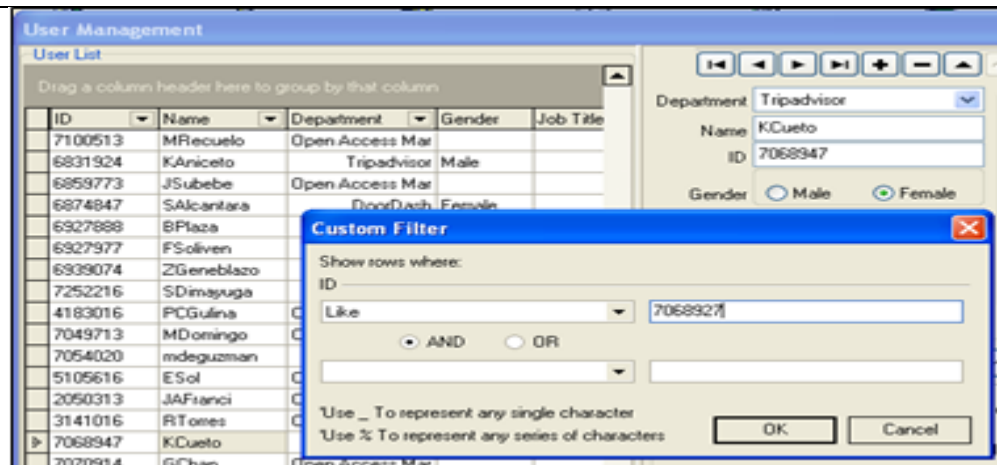


Figure 25.

**Step 3:** Door Access info is no longer in the system; no result is showing for the defined Card Number. This means that the card access of the employee was successfully removed.

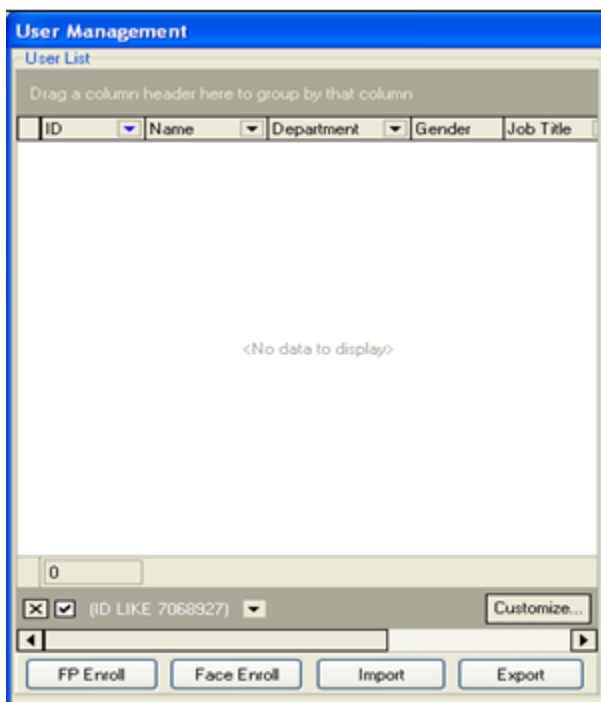


Figure 26.

**Step 4:** Tapped the proximity card on the door access devices at 8<sup>th</sup> floor, and entry was denied.

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### Verification for NT Log In:

Sample

Step 1: Access Hercules (172.17.1.1) via RDP.

Step 2: Launch the Server Manager from the Start menu. Go to Tools and select Active Directory Users and Computers.

Step 3: Click on the relevant Organizational Unit. Right click on the user's name, and you should see from the drop-down selection the option to enable account. That selection only shows for disabled accounts.

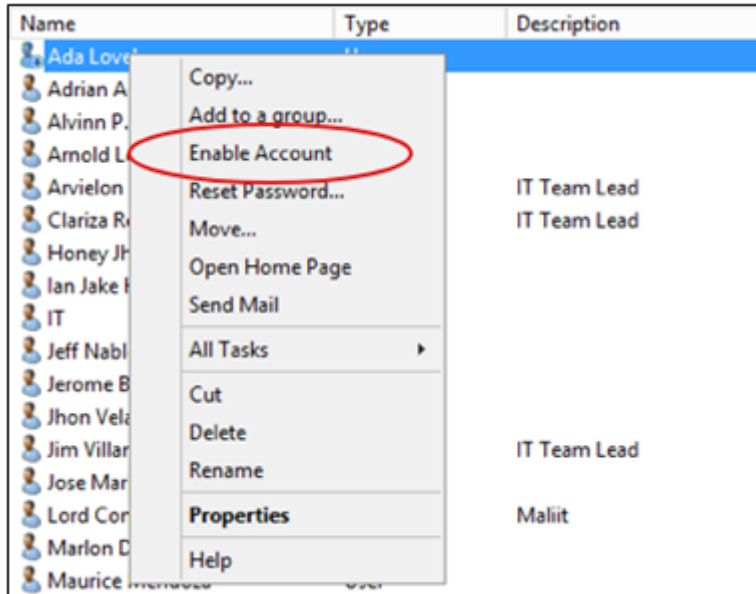


Figure 26.

### Verification for VICIDIAL login:

Sample

Step 1: Access 208.74.77.167/vicidial

Step 2: Select "show user"

Step 3: Search ex. "mjcapileno" status should be – "N"

MODIFY A USERS RECORD: mjcapileno

User Number:	<input type="text" value="mjcapileno"/>	?
Password:	<input type="text" value="capileno"/>	?
Force Change Password:	<input type="text" value="Y"/>	?
Full Name:	<input type="text" value="Capileo, Mary Joy"/>	?
User Level:	<input type="text" value="1"/>	?
User Group:	<input type="text" value="OWL"/>	?
Phone Login:	<input type="text"/>	?
Phone Pass:	<input type="text"/>	?
Active:	<input type="text" value="N"/>	?
Voicemail ID:	<input type="text" value="voicemail chooser"/>	?
Email:	<input type="text"/>	?
User Code:	<input type="text"/>	?
Main Territory:	<input type="text"/>	?

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## Verification for Zimbra Mail

Sample

Step 1: Login to Zimbra administration page.

Step 2: Search "kcoronel" for example status should be this "Closed"

Home - Manage - Accounts - kcoronel@openaccessbpo.net


**Karl Coronel**

ID: 85597e5e-e642-4866-a8e0-281a9b89aef4  
Created: March 12, 2018 1:50:31 AM  
Server: mail.openaccessbpo.net  
Status: Active  
Last Login: Never logged In

Email: kcoronel@openaccessbpo.net  
Quota: 159.777 MB of unlimited

▼ Account Name

Account name:\* kcoronel @ openaccessbpo.net

First name: Karl

Middle initial:

Last name:\* Coronel

Display name: Karl Coronel ☒ auto

Hide in GAL: ☐

▼ Account Setup

Status: Closed

Class of Service:

Global Administrator ☐