

Process Owner: IT Operations	FORM	F-CMG-3.1
	<i>Renaming of Biometric devices at GL2</i>	

Request Information				
Requestor		Jeremiah Nantona		
Implementing Team		Site Technical Security Administrator		
Ticket Number/s		Ticket #201916434		
Change Classification		Major	x	Minor
After the fact		Yes	x	No
Emergency		Yes	x	No
Proposed Change Date		June 26		
Proposed Change Start/End Time		June 26 3pm-4pm		
Proposed Change Verification Time		4pm-4:30pm		

Objective of the change
Better naming of the device based on the location

Technical/Operational Impact of the change		
Negative: Confusion on the agents using the devices	Beneficial: Better naming of the device based on the location	Neutral: All biometric device will remain online

Affected IT Infrastructure components			
Site	Hostname	IP Address	Function
G2	KAIROS	172.17.0.11	BIOMETRIC SERVER

Affected Departments and Corresponding Contact Persons		
Department	Contact Name	Contact Info
Site Technical Security Administrator	Jeremiah Nantona	jnantona@openaccessbpo.com

Test Environment implementation and Verification Summary
N/A

Test Environment Results Summary
N/a

### Configuration Change Template

Baseline File	3.1.116 KAIROS
Baseline Version	3.1.116

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#### Baseline File Changes:

Existing Configuration	Proposed Change	Impact	Section
172.22.6.10- 12 <sup>th</sup> Floor in 172.22.6.11-12 <sup>th</sup> Floor out	172.22.6.10- G2_SouthWing_IN 172.22.6.11- G2_SouthWing_OUT	Much better naming and less confusion on the side of the TL and agents eventually	Devices
172.22.6.20- PH1- Ayala In 172.22.6.21- Ph1- Ayala Out	172.22.6.20- G2_EastWing_In 172.22.6.21 G2_EastWing_OUT		

#### Physical Implementation Procedures / Advisory

\*\*\*Email the affected campaigns at g2 three days before the implementation.

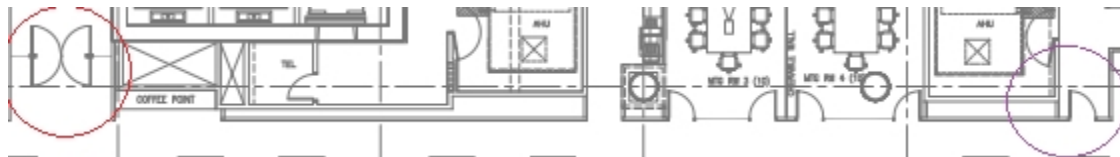
Hi Team

This is to inform you that we will rename the biometric devices here in G2

Please check attached file for reference.

172.22.6.10-G2\_SouthWing\_IN  
172.22.6.11-G2\_SouthWing\_OUT

172.22.6.20- G2\_EastWing\_In  
172.22.6.21-G2\_EastWing\_OUT



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## Backup Procedures

N/a

## Technical Configuration Procedures

Press Windows + R

Mstsc

172.17.0.11

Creds - OAMIT

S\*\*\*\*\*k

### 1. Click the device - Click the "Property"

The screenshot shows the Open Access software interface. At the top, there is a navigation bar with tabs: Basic Settings, Access Settings, Basic Operate, Search, System Management, and Help. Below this is a toolbar with icons for Device Management, User Management, PC to Device, Device to PC, Time Zone, Group, Unlock Comb, Access Levels, and Upload Settings. The main area displays a list of biometric devices with icons and labels: HRC Bio In, HRC Bio Out, 3rd Floor In, 3rd Floor Out, 5th Floor In, 5th Floor Out, 8th Floor In, 8th Floor Out, 9th Floor In, 9th Floor Out, 12th Floor In, and 12th Floor Out. A right-click context menu is open over the '12th Floor In' device, showing options: Download Log, Clear Log, Sync Time, Update Firmware, Restart Device, Property, and Stop Sound. Below the device list is a table with columns: ID, Name, Time, Verify Mode, Status, Device, and Exception.

ID	Name	Time	Verify Mode	Status	Device	Exception

### 2. Click "Read Operations"

Rename the device according to change docs approved by Manager.

Click Set Options.

Repeat the steps on the other devices that need to be changed.

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The screenshot shows the OpenAccess software interface. The main window has a menu bar with options: Basic Settings, Access Settings, Basic Operate, Search, System Management, and Help. Below the menu bar is a toolbar with icons for Device Management, User Management, PC to Device, Device to PC, Time Zone, Group, Unlock Comb, Access Levels, Upload Settings, and Op. The main area displays a list of devices with columns for ID, Name, and Time. A 'Device Management' dialog box is open, showing the 'Communication' tab. The dialog box contains the following fields and options:

- Device Name: 12th Floor In
- Communication Type: Ethernet (dropdown)
- IP Address: 172.22.6.10
- Device ID: 1
- Port: 4370
- Baud Rate: 115200 (dropdown)
- Net Speed: (dropdown)
- Subnet Mask: 255.255.255.0
- Gateway: 172.22.6.254
- Communication Key: (empty field)
- Options: ☒ Ethernet, ☒ RS232, ☐ RS485

A note at the bottom of the dialog box states: "Note: When the 'Read Settings' can not be edited after that does not support this feature". There are buttons for 'Test Connection', 'Read Options', and 'Set Options'.

## Verification Procedures

Software will display the updated name.

## Back-out Procedures

N/A