

KB LEVEL: SVR	KB ARTICLE	KB NUMBER: 01
	<i>Deletion of Disabled and Inactive Users</i>	

KB Category:	<b>Internal</b>		
Author:	Jerome Bautista	Date:	<b>May 27, 2019</b>

Problem Description:	N/A
Symptoms and Cause of the issue:	N/A
<b>Frequency:</b>  Active Directory – last Friday of every month Gmail – last Friday of every month Zimbra – last Friday of every month	
<b>Retention:</b>  Active Directory Disabled – 30 Inactive - 60  Gmail Suspended (agent) – 30 Suspended (support/tl/manager) – 60 Never Logged In - 60  Zimbra Closed (agent) – 30 Closed (support/tl/manager) – 60 Never Logged In - 60	
<b>Procedures: Active Directory</b>  <b>Step 1:</b> Log on to the main domain controller via RDP, using its management IP Address. Make sure you have already authenticated your access via our 2-factor authentication. Management IP: 172.17.3.1  <b>Step 2:</b> After successful login open and run PowerShell as administrator and copy paste script below to filter disable and inactive accounts. <b>Disabled</b> Search-ADAccount –AccountDisabled –UsersOnly –ResultPageSize 2000 –ResultSetSize \$null   Select-Object SamAccountName, DistinguishedName	

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**Inactive**

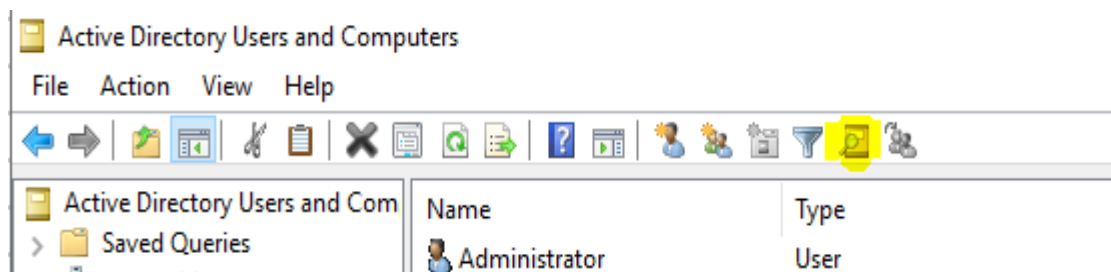
Search-ADAccount –AccountInactive –TimeSpan 60:00:00:00 –ResultPageSize 2000 –ResultSetSize \$null | ?{\$\_.Enabled -eq \$True} | Select-Object Name, SamAccountName, DistinguishedName | Export-CSV “C:\Temp\InactiveUsers.CSV” –NoTypeInfoInformation

*note will save the list of inactive users into a .csv file*

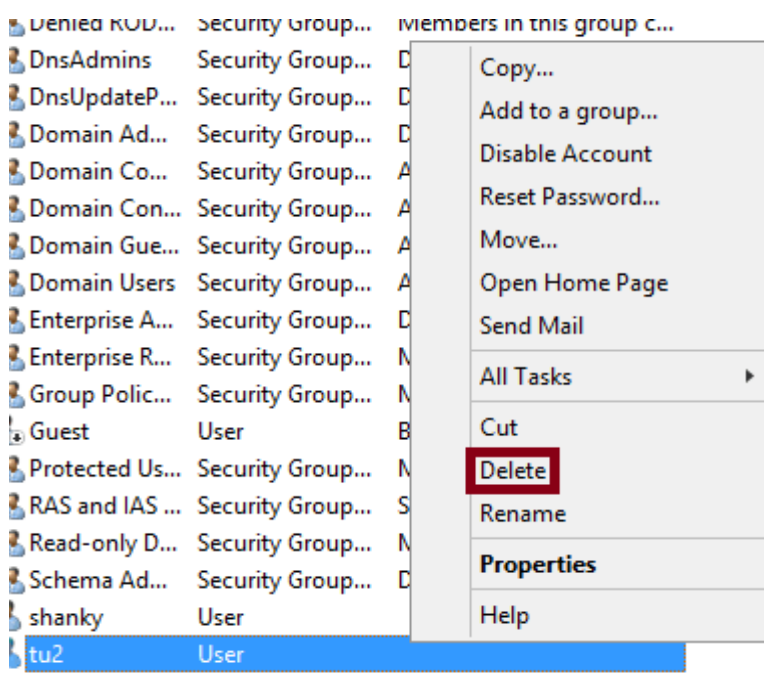
**Step 3:** Run [Server Manager] and click [Tools] - [Active Directory Users and Computers].

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**Step 4:** Open search button in the upper right corner of the window type in user account for disabled and inactive users.



- Crosscheck the list of inactive and disabled user type following the retention period for inactive 60 days and 30 days for disabled accounts.
- Select the user and Right click the object and select “Delete”.
- A pop-up window will open ask the confirmation to delete the account. Click on Yes if you want to process with user account deletion.

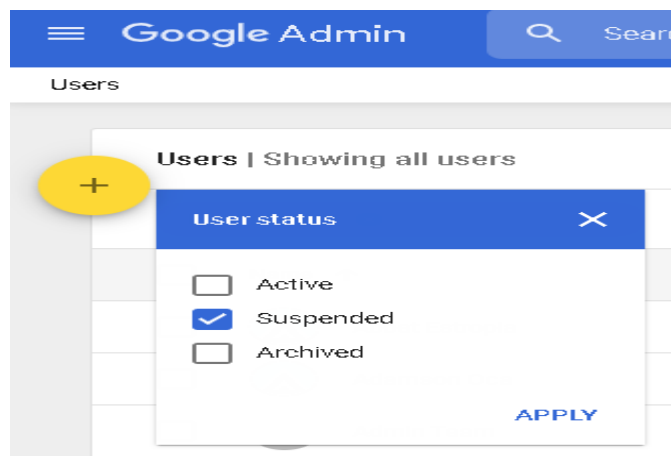


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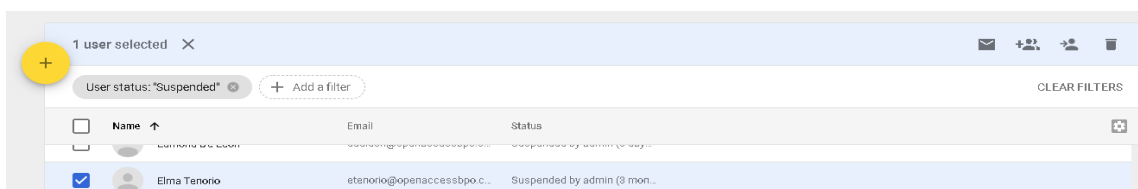
## Procedures: Gmail

**Step 1:** Login to Gmail admin page using your own admin credentials.

**Step 2:** Select “Users” and filter users to User status >Suspended and click apply.



**Step 3:** Select users and delete users following Retention period for agents that are suspended (30 days) and manager (60 days) never logged in (60 days).



## Procedures: Zimbra

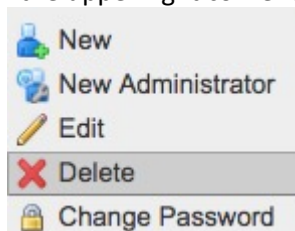
**Step 1:** Log in to your web client account <https://mail.openaccessbpo.net> and select “Admin Console” from drop-down menu next to your name in the upper right-hand corner.

**Step 2:** Once logged in, go to Manage > Accounts search account in search bar



**Step 3:** Select users and delete users following Retention period for agents that are suspended (30 days) and manager (60 days) never logged in (60 days).

- Next, select the Gear icon in the upper right corner and select Delete:



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