KB LEVEL: **SVR**	**KB ARTICLE** ***How to extract users per device on biometrics and door access***	**KB NUMBER: 05**

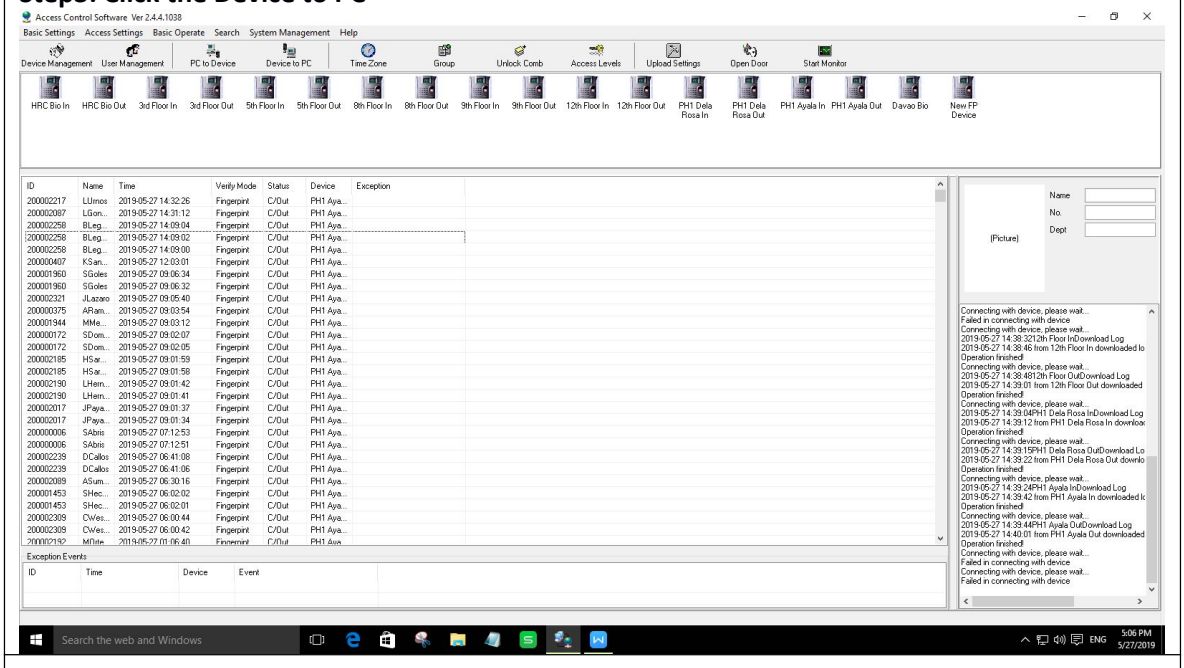
KB Category:	**Internal**		
Author:	Jeremiah Nantona	Date:	

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

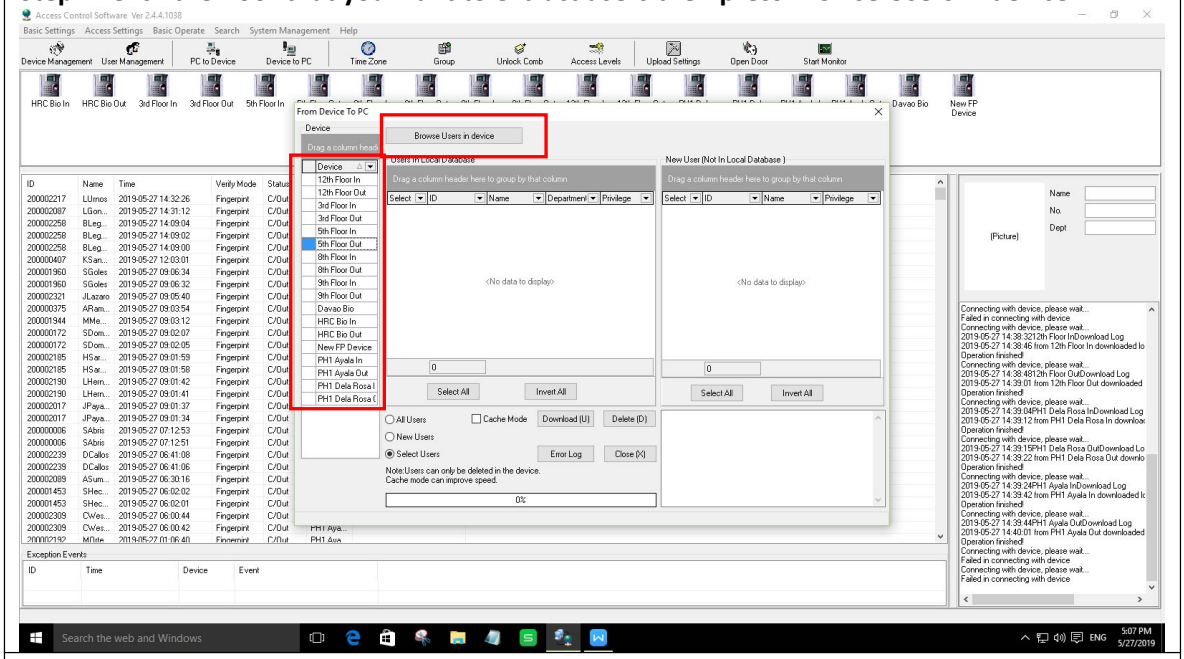
Step1 : Press windows key + R
Type Mstsc
172.17.0.11 (Biometrics) Creds : IT
S********k**
172.17.0.23(Door access)Creds: jnantona
K*****s**

Step2: Click the zke Access Controll software

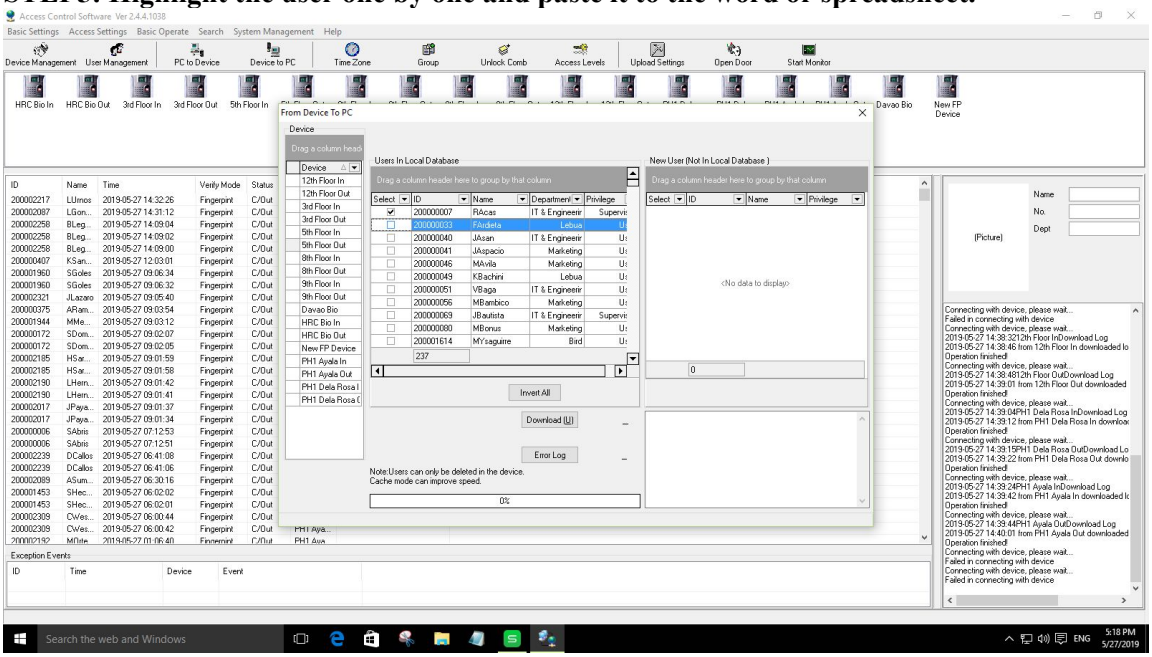
Step3: Click the Device to PC

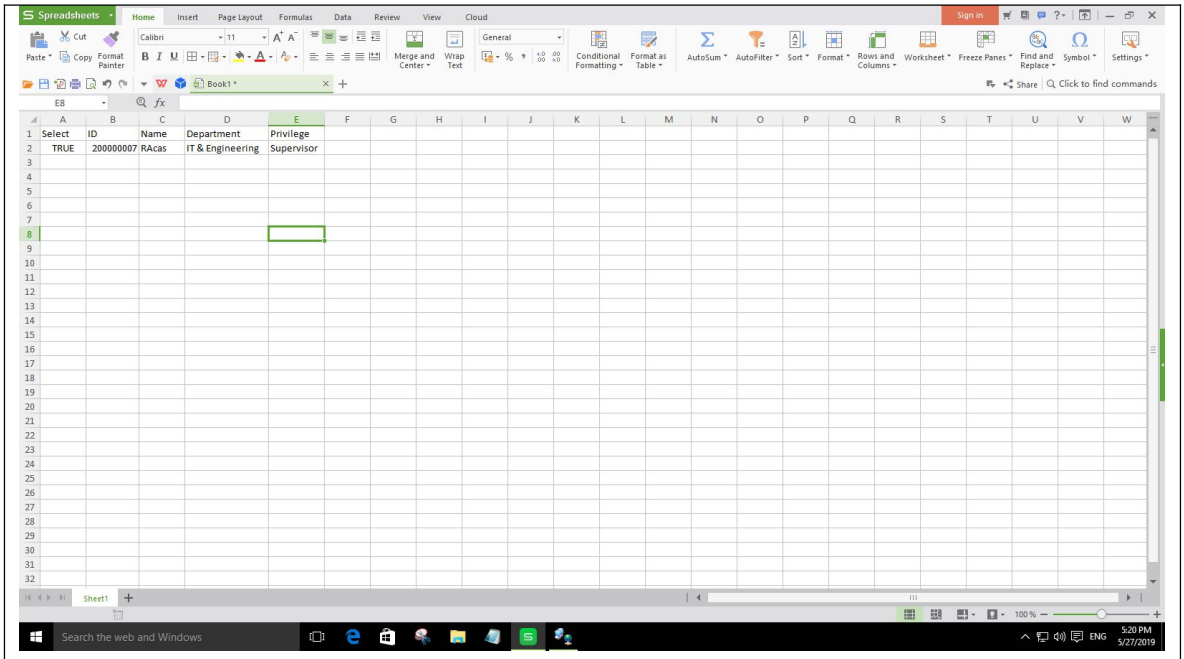


Step4 : Click the floor that you want to extract users then press Browse Users in device



STEP5: Highlight the user one by one and paste it to the word or spreadsheet.

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