

#145423 Evens Time/ Indiana University Northwest: RSA Key Reset

Submitted September 20, 2021 at 3:55 PM
Received via Web Form
Requester Randy Baskerville <rbaskerville@evenstime.com>

CCs

Brett Bernsee <brett.bernsee@flowbird.grouop>, Indera St. Laurent <indera.stlaurent@flowbird.grouop>, Jeff Nethery <jeff.nethery@flowbird.grouop>

Status	Type	Priority	Group	Assignee
Solved	Task	Normal	Level 2 Support (Configuration)	Anthony Brown

Support Category	Product	Contact Name
Configuration::Credit Card Authorization Issue	Meter::Cale::MP104::Compact XL	Randy Baskerville
Contact Phone #	General Support Type Needed (Webform)	
3174414344	Meter Support::Programming Question or Change	

Randy Baskerville September 20, 2021 at 3:55 PM

RSA key reset for IUNW meter ID IU1

I am getting error code 06-139.

Jeff Nethery September 21, 2021 at 12:41 PM

Hi Randy,

I think you can run a general reset with your service card (3*60001) to load the RSA key and clear this error, but I have assigned this support request over to Brett to provide feedback since we normally just work with the CWTs now.

Regards,
Jeff

Help Center and Chat Support:
<https://us.support.flowbird.grouop/hc/en-us>

Anthony Brown September 23, 2021 at 3:22 PM

Internal note

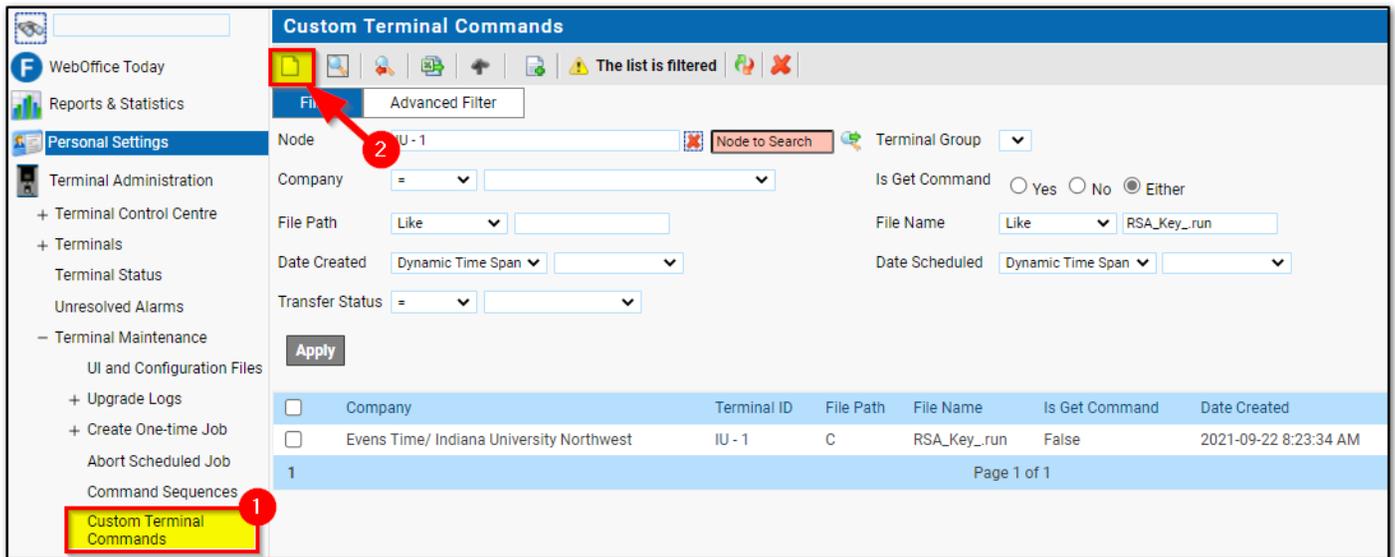
Hi Jeff,

If a customer isn't able to do a 3*60001 with their service card, we can actually send the RSA Key file remotely, as long as the meter is communicating.

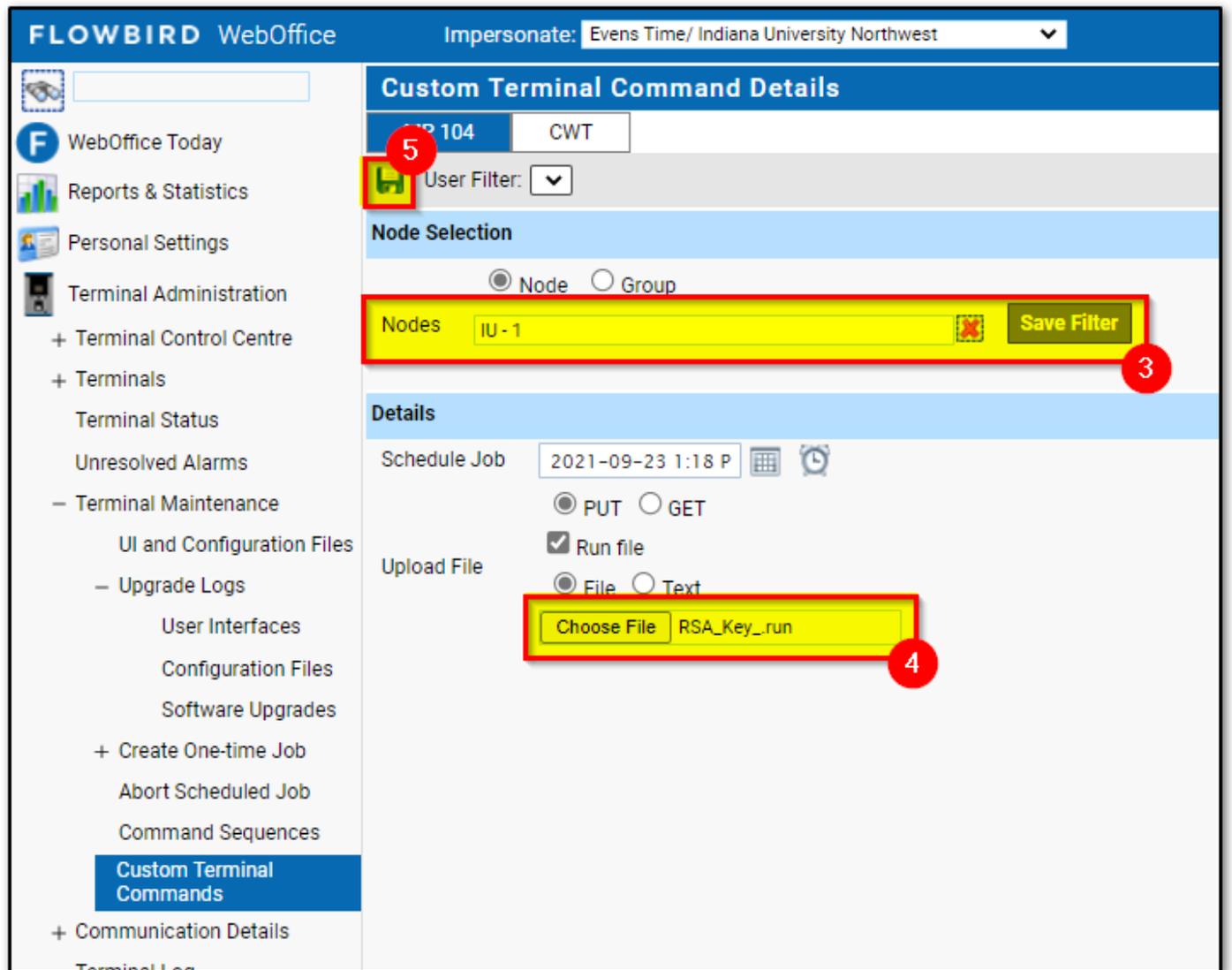
The run file can be found here in our Help Desk shared folder, and can be sent through the following process.

Cale Help Desk Team Folder / Help Desk Documents/ Programming / MP104 Programming
https://drive.google.com/drive/folders/19uHtYiaGaLhyUEhdR4ciPk1yVbuE_z7R?usp=sharing

- 1.) Go to Custom Terminal Commands under Terminal Maintenance.
- 2.) Click Insert to queue a new file.



- 3.) Select the meter(s) in the Node field.
- 4.) Choose the RSA_Key_run file.
- 5.) Click SAVE.



There was no response from the customer as of yet, so I've went ahead and queued the file to meter UI-1, which has downloaded and is not operational again.

Let me know if you have any questions.

Thanks!

Anthony Brown September 23, 2021 at 3:24 PM

Good afternoon Randy,

We've actually sent the RSA Key to meter UI-1 and now the meter is fully functional once again.

Status ID	Terminal ID	Location	Node	Last Comm. Date	Terminal Installation Status	Event Date	Event Level	Event Code	Hardware Unit	Company
	IU - 3	Evens Time/ Indiana University Northwest		2021-09-23 3:18:13 PM	Active					Evens Time/ Indiana University Northwest
	IU - 1	Evens Time/ Indiana University Northwest		2021-09-23 2:07:11 PM	Active					Evens Time/ Indiana University Northwest
	IU - 2	Evens Time/ Indiana University Northwest		2021-09-23 1:35:09 PM	Active					Evens Time/ Indiana University Northwest

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If there's anything else needed, please let us know.

Thanks!

-Don't forget to visit our Help Center for great resources or to Chat with us!

<https://us.support.flowbird.group/hc/en-us>

Anthony Brown
Flowbird Support Desk
877-620-2253

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