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

| Submitted  | Received via  | Requester   |   |  |  |  |
|--|---|---|---|--|--|--|
| September 20, 2021 at 3:55 PM  | Randy Baskerville <rbaskerville@e< td=""><td>evenstime.com&gt;</td></rbaskerville@e<> | evenstime.com>  |   |  |  |  |
| <b>CCs</b><br>Brett Bernsee <brett.bernsee@flo<br>Nethery <jeff.nethery@flowbird.gr< td=""><td>wbird.group&gt;, In<br/>oup&gt;</td><td>dera St. Laurent <indera.stlaurent@< td=""><td>flowbird.group&gt;, Jeff</td></indera.stlaurent@<></td></jeff.nethery@flowbird.gr<></brett.bernsee@flo<br> | wbird.group>, In<br>oup>  | dera St. Laurent <indera.stlaurent@< td=""><td>flowbird.group&gt;, Jeff</td></indera.stlaurent@<> | flowbird.group>, Jeff                                       |  |  |  |
| StatusTypePriSolvedTaskDue dateNo  | i <b>ority Group</b><br>rmal Level 2 \$   | Assignee<br>upport (Configuration) Anthony Brown  |   |  |  |  |
| Support CategoryConfiguration::Credit Card AuthorContact Phone #General Sup3174414344Meter Support   | F<br>ization Issue N<br>oport Type Need<br>ort::Programming                           | Product<br>/leter::Cale::MP104::Compact XL<br>led (Webform)<br>Question or Change                 | <b>Contact Name</b><br>Randy Baskerville                    |  |  |  |
| Randy Baskerville September 20<br>RSA key reset for IUNW meter ID<br>I am getting error code 06-139.   | 9, 2021 at 3:55 PM<br>9 IU1   |   |   |  |  |  |
| <b>Jeff Nethery</b> September 21, 2021<br>Hi Randy,  | at 12:41 PM   |   |   |  |  |  |
| I think you can run a general rese<br>have assigned this support reque<br>now.   | t with your servic<br>st over to Brett to   | e card (3*60001) to load the RSA ke<br>provide feedback since we normally                         | ey and clear this error, but I<br>y just work with the CWTs |  |  |  |
| Regards,<br>Jeff   |   |   |   |  |  |  |
| Help Center and Chat Support:<br>https://us.support.flowbird.group/h   | nc/en-us  |   |   |  |  |  |
| Anthony Brown September 23, 24   | 021 at 3:22 PM  |   | Internal note   |  |  |  |
| If a customer isn't able to do a 3*6<br>as long as the meter is communic   | 60001 with their s<br>ating.  | service card, we can actually send th   | e RSA Key file remotely,                                    |  |  |  |
| The run file can be found here in a  | our Help Desk sh  | nared folder, and can be sent through   | n the following process.                                    |  |  |  |
| Cale Help Desk Team Folder / H<br>https://drive.google.com/drive/fold  | lelp Desk Docur<br>lers/19uHtYiaGal   | nents/ Programming / MP104 Prog<br>LhyUEhdR4clPk1yVbuE_z7R?usp=:                                  | gramming<br>sharing   |  |  |  |

1.) Go to Custom Terminal Commands under Terminal Maintenance.

2.) Click Insert to queue a new file.

| <b>%</b>                    | Custo                                  | om Terminal Commands                     |                |           |               |                                    |                       |
|-----------------------------|--|--|----------------|-----------|---------------|------------------------------------|-----------------------|
| F WebOffice Today           | 🗋 🖳 🛼 🐵 🖛 🔒 🛦 The list is filtered 🗛 🔀 |  |                |           |               |                                    |                       |
| Reports & Statistics        | Fil                                    | Advanced Filter                          |                |           |               |                                    |                       |
| Personal Settings           | Node                                   | 2 0-1                                    | Node to Search | 🗌 💐 Te    | erminal Group | *                                  |                       |
| Terminal Administration     | Company                                | y = 🗸                                    | ~              | Is        | Get Command   | ⊖ <sub>Yes</sub> ⊖ <sub>No</sub> ⊚ | Either                |
| + Terminal Control Centre   | File Path                              | Like 🗸                                   |                | Fi        | ile Name      | Like 🗸 RS                          | A_Keyrun              |
| + Terminals                 |  |  |                | _         |               |                                    |                       |
| Terminal Status             | Date Crea                              | ated Dynamic Time Span 🗸                 | ~              | Da        | ate Scheduled | Dynamic Time Span 🔨                | × •                   |
| Unresolved Alarms           | Transfer                               | Status = 👻 👻                             |                |           |               |                                    |                       |
| - Terminal Maintenance      |  |  |                |           |               |                                    |                       |
| UI and Configuration Files  | мрру                                   |  |                |           |               |                                    |                       |
| + Upgrade Logs              |  | Company                                  | Terminal ID    | File Path | File Name     | Is Get Comma                       | nd Date Created       |
| + Create One-time Job       |  | Evens Time/ Indiana University Northwest | IU - 1         | С         | RSA_Keyru     | n False                            | 2021-09-22 8:23:34 AM |
| Abort Scheduled Job         | 1                                      |  |                |           | Pag           | e 1 of 1                           |                       |
| Command Sequences           |  |  |                |           | -             |                                    |                       |
| Custom Terminal<br>Commands |  |  |                |           |               |                                    |                       |

- 3.) Select the meter(s) in the Node field.
- 4.) Choose the RSA\_Key\_run file.
- 5.) Click SAVE.

| Custom Terminal Command Details   |  |  |  |  |  |
|-----------------------------------|--|--|--|--|--|
| 5 <sup>2104</sup> CWT             |  |  |  |  |  |
| User Filter: 🗸                    |  |  |  |  |  |
| ode Selection                     |  |  |  |  |  |
| Node O Group                      |  |  |  |  |  |
| Nodes IU-1 Save Filter            |  |  |  |  |  |
| 3                                 |  |  |  |  |  |
| etails                            |  |  |  |  |  |
| Chedule Job 2021-09-23 1:18 P 🏢 🔯 |  |  |  |  |  |
| ● PUT ○ GET                       |  |  |  |  |  |
| Run file                          |  |  |  |  |  |
| File O Text                       |  |  |  |  |  |
| Choose File RSA_Keyrun            |  |  |  |  |  |
| 4                                 |  |  |  |  |  |
|                                   |  |  |  |  |  |
|                                   |  |  |  |  |  |
|                                   |  |  |  |  |  |
|                                   |  |  |  |  |  |
|                                   |  |  |  |  |  |
|                                   |  |  |  |  |  |
|                                   |  |  |  |  |  |

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.

| ſ | Status ID ▼1  | Terminal<br>ID | Location | Node  | Last Comm. Date          | Terminal Installation<br>Status | Event<br>Date | Event<br>Level | Event<br>Code | Hardware<br>Unit | Company                                     |
|---|---------------|----------------|----------|---|--------------------------|---------------------------------|---------------|----------------|---------------|------------------|---|
| I |               | IU - 3         |          | Evens Time/ Indiana University Northwest    | 2021-09-23<br>3:18:13 PM | Active                          |               |                |               |                  | Evens Time/ Indiana University<br>Northwest |
| I |               | IU - 1         |          | Evens Time/ Indiana University<br>Northwest | 2021-09-23<br>2:07:11 PM | Active                          |               |                |               |                  | Evens Time/ Indiana University<br>Northwest |
| I |               | IU - 2         |          | Evens Time/ Indiana University<br>Northwest | 2021-09-23<br>1:35:09 PM | Active                          |               |                |               |                  | Evens Time/ Indiana University<br>Northwest |
| l | 1 Page 1 of 1 |                |          |   |                          |                                 |               |                |               |                  |   |

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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