

UNCLASSIFIED//

ROUTINE

R 171600Z OCT 07

FM COMNAVRESFOR NEW ORLEANS LA

TO NAVRESFOR

INFO COMNAVRESFOR NEW ORLEANS LA

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MSGID/GENADMIN/COMNAVRESFOR NEW ORLEANS LA//

SUBJ/READDRESSAL OF EKMS CF NOTICE #173 - REQUIREMENT TO ELECTRONICALLY REKEY STU-III AND STE TERMINALS BY 19 OCT 2007//

REF/A/MSGID:GENADMIN/NCMS WASHINGTON DC/021315Z0CT2007//  
POC/TOLER/ITC/COMNAVRESFORCOM N64 /LOC:NEW ORLEANS LA/TEL:504-678-4035/TEL:DSN 678-4035// /EMAIL:GARY.TOLER@NAVY.MIL// GENTEXT/REMARKS/1.  
TAKE REF A QUOTED BELOW FORAC.

2. QUOTE

P 011033Z OCT 07

FM DIRNSA FT GEORGE G MEADE MD//I518//

TO AIG 4734

FBM OPTESTSUPPU TWO

CDR116THMIGP FT GORDON GA

HQ CPSG SAN ANTONIO TX

CIA WASHINGTON DC

NAVSWRFWARCEN PANAMA CITY FL

NSACSS FT GORDON GA

JWAC DAHLGREN VA

INFO DIRNSA FT GEORGE G MEADE MD//SIAO// UNCLAS FOR OFFICIAL USE ONLY  
I518-0014-07

SUBJECT: (U//FOUO) EKMS CF NOTICE #173 - REQUIREMENT TO ELECTRONICALLY REKEY STU-III AND STE TERMINALS (STU-III SIDE ONLY) BY 19 OCT 2007.

- ACTION

1. (U//FOUO) PER THE DIRECTOR OF INFORMATION ASSURANCE, THIS MESSAGE MUST BE SHARED WITH ALL HOLDERS OF THE STU-III AND SECURE TERMINAL EQUIPMENT (STE), AND ALL ASSOCIATED COMSEC CUSTODIANS.

2. (U//FOUO) NSA HAS RECENTLY RECEIVED A SIGNIFICANT NUMBER OF REPORTED COMPROMISES. AS A RESULT, IT IS IMPERATIVE THAT NSA DISSEMINATES UPDATED COMPROMISE INFORMATION TO THE ENTIRE STU-III AND STE USER COMMUNITY VIA THE PROPAGATION OF AN UPDATED COMPROMISED KEY LIST (CKL). THIS WILL BE ACCOMPLISHED VIA THE ELECTRONIC RE-KEY OF ALL STU-III AND STE TERMINALS (STU-III SIDE ONLY) WITH THE CENTRAL FACILITY (CF).

3. (U//FOUO) UPON RECEIPT OF THIS NOTICE, PLEASE ENSURE THAT ALL STU-IIIS (REGARDLESS OF MAKE OR MODEL) AND STE'S (STU-III SIDE ONLY) UNDER YOUR PURVIEW ARE ELECTRONICALLY RE-KEYED BY 19 OCT 2007. PLEASE ENSURE THAT TERMINALS DEPLOYED IN RESIDENCES AND OTHER REMOTE LOCATIONS ARE RE-KEYED AS WELL.

4. (U//FOUO) BE AWARE THAT BECAUSE A LARGE NUMBER OF RE-KEY CALLS WILL BE OCCURRING WITHIN THE NEXT THREE WEEKS, CALL HOLDING AND ELECTRONIC RE-KEY TIME MAY INCREASE. PLEASE STAGGER RE-KEY CALLS ACROSS YOUR ORGANIZATION, AND WHEN POSSIBLE, PLACE RE-KEY CALLS DURING OFF-PEAK HOURS (1800-0600 EDT WEEKDAYS AND ALL HOURS ON WEEKENDS). ADDITIONALLY, IT MAY HELP EASE CALL VOLUME IF CUSTOMERS ON THE EAST COAST RE-KEY EARLY IN THE MORNING AND CUSTOMERS ON THE WEST COAST RE-KEY LATER IN THE DAY. PLEASE NOTE THE RE-KEY SYSTEM WILL BE UNAVAILABLE FOR 30 MINUTES FROM 0600-0630 EDT ON MONDAYS, WEDNESDAYS AND FRIDAYS DURING THIS 3-WEEK PERIOD FOR SYSTEM MAINTENANCE. FROM 1 OCT 2007 THROUGH 19 OCT 2007, THE KEY SUPPORT CENTER (KSC), PREVIOUSLY KNOWN AS THE TECHNICAL ASSISTANCE CENTER (TAC), WILL EXPAND HOURS TO ACCOMMODATE INCREASED CALL VOLUME. THE KSC HOURS OF OPERATION FOR THIS 3-WEEK PERIOD WILL BE 0600 EDT TO 1845 EDT MONDAY THROUGH FRIDAY. RE-KEY CALLERS REQUIRING TECHNICAL ASSISTANCE SHOULD MAKE EVERY ATTEMPT TO CONTACT THE KSC BETWEEN THESE HOURS OF OPERATION.

5. (U//FOUO) AS A REMINDER TO STU-III USERS, ONE RE-KEY CALL MUST BE MADE FOR EACH UNIQUE SEED OR OPERATIONAL KEY THAT WAS LOADED INTO THE TERMINAL, REGARDLESS OF THE NUMBER OF CRYPTO IGNITION KEYS (CIKS) THAT WERE PROGRAMMED. HOWEVER, IF TWO KEYS AT DIFFERENT CLASSIFICATION LEVELS HAVE BEEN LOADED INTO THE SAME TERMINAL, TWO RE-KEY CALLS ARE REQUIRED. TO RE-KEY A STU-III, INSERT THE CIK (KEY), TURN IT, AND THEN CALL ONE OF THE RE-KEY NUMBERS IN PARAGRAPH 8 AND WATCH THE DISPLAY.

6. (U//FOUO) GUIDANCE ON STE RE-KEY PROCEDURES IS AVAILABLE ON EKMS CF UNCLASSIFIED WEBSITE: [WWW.KEYSUPPORT.NET](http://WWW.KEYSUPPORT.NET) (UNDER "TECHNICAL NOTES") AS WELL AS THE FAXBACK SERVICE WHICH CAN BE ACCESSED BY CALLING THE KSC PHONE NUMBERS LISTED IN PARAGRAPH 9 BELOW. WHEN THE AUTOMATED MESSAGE STARTS, SELECT OPTION 1, THEN 2. DOCUMENT # 4101 IS STE RE-KEY PROCEDURES.

7. (U//FOUO) PLEASE NOTE: THIS NOTIFICATION IS DIRECTING ELECTRONIC RE-KEY ONLY. USERS DO NOT NEED TO ORDER NEW PHYSICAL KEY FROM THE CF TO SATISFY THIS GLOBAL ELECTRONIC RE-KEY REQUIREMENT.

8. (U//FOUO) THE STU-III ELECTRONIC RE-KEY NUMBERS ARE:  
THE SAME PHONE NUMBERS ARE USED TO REKEY THE STU-III KEY IN THE STE:  
1-800-635-6301 TOLL FREE, 410-526-3200 COMMERCIAL, OR 312-936-1810 AND  
550-STU3 (7883) DSN. OCONUS TOLL FREE NUMBERS ARE:

UNITED KINGDOM: 0800-89-1109

GERMANY: 0800-810-7520

ITALY: 800-874035

JAPAN: 00531-11-1189

KOREA: 00798-11-290-0820

NOTE: IF YOU ARE CALLING FROM AN AIR FORCE BASE, IT IS RECOMMENDED THAT YOU RE-KEY USING THE DSN PHONE NUMBER, IF POSSIBLE.

9. (U//FOUO) IF YOU HAVE ANY QUESTIONS OR CONCERNS, PLEASE FEEL FREE TO CALL THE KEY SUPPORT CENTER (KSC) AT 1-800-635-5689 TOLL FREE,

410-526-3208 COMMERCIAL, OR 312-238-4600 AND 550-STUH (7884) DSN.  
THE KSC'S EMAIL ADDRESS IS CENTRALFAC@RADIUM.NCSC.MIL AND UNCLASSIFIED  
WEBSITE IS WWW.KEYSUPPORT.NET. AS EXPLAINED IN PARAGRAPH 4 ABOVE, THE  
KSC'S HOURS OF OPERATION FOR THIS GLOBAL RE-KEY WILL BE 0600-1845 EDT  
MONDAY THROUGH FRIDAY.  
END QUOTE//

BT  
#1823  
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