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ROUTINE

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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/NMC WASHINGTON DC/021315ZOCT2007/
POC/POC:COMNAVRESFORCOM M64 /LOC:NEW ORLEANS LA/TEL:504-678-4035/TEL:DSN 678-4035/EMAIL:GARY.TOLER@NAVY.MIL// GENTEXT/REMARKS/1.
TAKEN REF A QUOTED BELOW FORAC.

2. QUOTE

P 011033Z OCT 07
FM DIRNSA FT GEORGE G MEADE MD//I518//

TO AIG 4734

FM OPTRSTSUPFU TWO

CDK116THMIG FT GORDON GA

HQ CPSG SAN ANTONIO TX

CIA WASHINGTON DC

NAVUSURFWARREN 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 SIDEONLY) BY 19 OCT 2007.

- ACTION

1. (U//FOUO) PER THE CHIEF 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-III'S (REGARDLESS OF MAKE OR MODEL) AND STB'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 STU RE-KEY PROCEDURES IS AVAILABLE ON UNCLASSIFIED WEBSITE: www.keysupport.net (UNDER "TECHNICAL NOTES") AS WELL AS THE FAXBACK SERVICE WHICH CAN BE PRESENTED BY CALLING THE KSC PHONE NUMBERS LISTED IN PARAGRAPH 9 BELOW. WHEN THE AUTOMATED MESSAGE STARTS, SELECT OPTION 1, THEN 2. DOCUMENT # 4101 IS STU 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 STB:
1-800-635-6301 TOLL FREE, 410-526-3200 COMMERCIAL, OR 312-936-1810 AND 550-STU3 (7883) DSN. CONUS TOLL FREE NUMBERS ARE:
UNITED KINGDOM: 0800-89-1109
GERMANY: 0900-810-7520
ITALY: 800-874035
JAPAN: 00531-11-1109
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 CENTRALPAC@RADUM.NOSC.MIL AND UNCLASSIFIED
WEBSITE IS WWW.KEYSUPPORT.NET. AS EXPLAINED IN PARAGRAPH 4 ABOVE, THE
KSC'S HOURS OF OPERATION FOR THIS GLOBAL RE-KRY WILL BE 0600-1845 EDT
MONDAY THROUGH FRIDAY.
END QUOTE://

BT
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