

Crypto Card How To and Trouble Guide

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Please use the [PDF Version of this Procedure](#) if you wish take this procedure home.

CRYPTOCARD Manual

For complete details regarding KT4 CRYPTOCARD tokens, please see the manual:

- [KT4 - hardware token guide](#)

CRYPTOCARD Token Overview

The CRYPTOCARD token allows access to Accelerator computer systems through a login server (acclogin). This security token uses one-time passwords combined with your PIN for controlled access to the login systems. The physical token is a tracked asset for which you are responsible and is keyed to your use.

Please safeguard your token as you would your credit cards or house keys: Do not store username, PIN, or other account-related records with the token.



Logging in with Your CRYPTOCARD Token

When the CRYPTOCARD token is activated, an initial PIN will be provided. This will be a four-digit number that will prepend to the one-time password string generated by the token. Upon initial login, a prompt to change the PIN will appear. PINs must be at least four characters long and must only contain numbers.

1. Initiate an SSH session using:

```
ssh JLABusername@acclogin.jlab.org
```

2. A password prompt will be received. At this point, push the button on the CRYPTOCARD token once.

3. A six-character, one-time password made up of numbers will appear on the token's display.

4. Type your PIN followed immediately by the one-time password at the SSH password prompt.

For example, if your PIN is 1234 and you received the one-time password string

129876, you would type 1234129876 at the password prompt.

Troubleshooting Your CRYPTOCARD

Common Problems

Case 1: If it says 'locked' or will not turn on

The token may be locked due to too many failed attempts or may have outright failed. Please contact the Help Desk (7155) or the ACE Group to have the token reset or replaced.

* [Help Desk CCPR](#)

* [Accelerator ACE-PR](#)

Case 2: The device works, you are sure you know your PIN but you cannot successfully log in

It is likely that your CRYPTOCARD token has fallen out of sync with the server. If you have pushed the button on your CRYPTOCARD token more than 10 times without successfully logging in, it will fail to authenticate because it has lost synchronization with the server. Please follow the re-sync instructions below or contact either the Help Desk (7155) or the ACE Group to have the key reset.

* [Help Desk CCPR](#)

* [Accelerator ACE-PR](#)

Case 3: When you attempt to login you are prompted to respond to a challenge

This happens when the authentication mechanism requires you to re-sync your device to continue. See [Re-Sync Instructions](#)

This can also happen when you are not authorized to login to a particular machine.

Getting your CRYPTOCARD PIN Reset

Please visit the Help Desk or file an ACE-PR, once your identity has been verified, we will reset and provide you with a new PIN for your CRYPTOCARD.

* [Help Desk CCPR](#)

* [Accelerator ACE-PR](#)

Re-Sync Instructions:

If you have pushed the button on your Cryptocard token more than 10 times, it will fail to authenticate because it has lost synchronization with the server. You can re-synchronize your token using the following procedure:

1. Have your Cryptocard ready.
2. Obtain a challenge sequence:
 - Initiate an SSH session to a host that allows Cryptocard authentication (such as `acclogin.jlab.org`). At the password prompt, just hit 'Enter'. This will cause the Cryptocard service to produce a challenge string consisting of 8 numbers.
3. Hold down the button on your token for a few seconds until the display says "Init", then let go.
4. The token will scroll through a series of menu options. When it displays "ReSync", hit the button again.
5. The display will say
Resync?0
6. The number at the end will start cycling from 0 to 9, over and over.
7. Look at the numbers in your challenge string. When the number displayed on your token changes to the first number of the challenge string, press the button. The display will now show this number, and the second digit will start cycling.
8. Enter each of the numbers from your challenge string in the same manner, until the display on your token matches the entire challenge string. Choose the "<" to backspace and re-enter the previous number if necessary.
9. Once you've entered all 8 digits, re-check to make sure they're accurate. Then, while all 8 digits are displayed on the token, press the button to generate a new password. You're now back in sync with the authentication server.
10. Hit Ctrl-C to exit the Challenge prompt and initiate a new SSH session.

- [SAS-KT4-TokenGuide.pdf](#): KT4 - hardware token guide