Support Checklist
RSA SecurID for the Nokia 9210 Communicator

Use the following checklist to assist users who experience problems while using RSA SecurID on the Nokia Communicator.

If a user cannot authenticate to the RSA ACE/Server:

- ❑ Instruct the user to make sure the time and time zone settings on the Communicator are correctly configured. Because RSA SecurID relies on UTC, the time, date, and time zone settings on the Communicator must always be correct in relation to UTC. If the time settings drift, authentication to SecurID-protected networks and services cannot take place. To get UTC, call a reliable time service. For instructions on how to change the time settings on the Communicator, see the Nokia 9210 Communicator manual.
- ❑ Instruct the RSA ACE/Server administrator to inspect the RSA ACE/Server logs to determine whether the user's token has been disabled because of failed login attempts.
- ❑ Verify that the user is entering the correct PIN.
- ❑ Instruct the user to verify that the activation license installed on the Communicator is correct by listing the activation license serial number on the Communicator, then verifying with the RSA ACE/Server administrator that the serial number matches the the one assigned to the user in the RSA ACE/Server.

▶ **To view the activation license serial number on a Communicator:**

1. On the keyboard, press **Extras**.

   The Extras screen opens.

2. Select **SecurID**, and press **Open**.

   The Generate Passcode screen opens. The License field lists the name of the activation license.

3. On the keyboard, press **Menu**.
4. On the License menu, select **Properties**, and press **Select**.

   The Activation license properties dialog box opens, listing the activation license serial number.

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