Troubleshooting Non-Responsive or Intermittent CyberKeys

We have an online Troubleshooting Tool available at this site:
https://demo.eka.net.au/CyberAuditWeb/help/ShowTopic.act?helpID=452

But if you still have issues after trying it out, please go through the following steps:

1.   Check the Battery Level

    A.   CK-IR7s range from ~3 to 2.5 volts, CK-Rechargeables and Gen2 Keys range from ~4 to 3.5. A voltage reading below those ranges means the battery needs to be recharged or replaced.

   **B.**   CyberLink displays key voltages when the a CyberKey is docked:
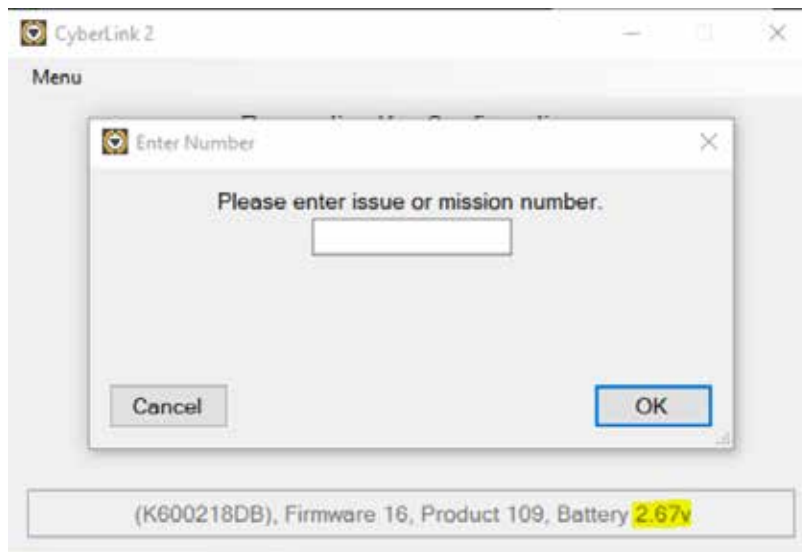
    C.   You can also see a percentage reading in CyberAudit-Web under Communicators, Comm Links, USB Stations:

|						
☐		Administrator(v600952F3)	v600952F3	18/7/2016 3:33:52 PM	10.0.3.15	
☐	OK	Administrator(v6009EB19)	v6009EB19	15/4/2019 9:57:03 AM		K600218DB	50%
☐		Administrator(v600DE8CE)	v600DE8CE	28/11/2018 3:47:05 PM		

    D.   Web Authoriser users can enter 66# which will prompt them to insert a Key and will provide a Battery Voltage reading

E.   The CyberAudit Link app shows the Battery Voltage as well:
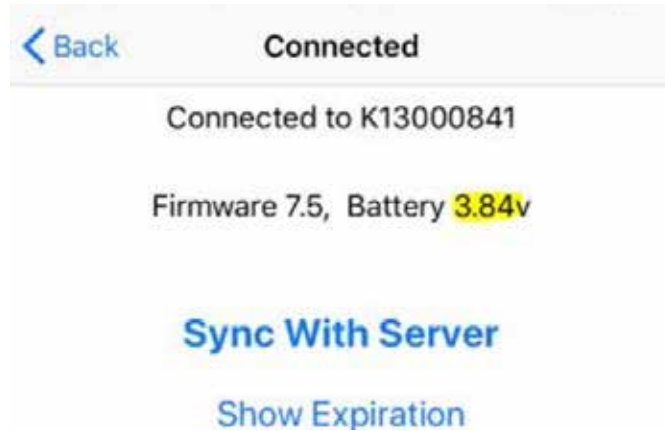
2.   If the battery level is fine, check the 3 CyberKey contact points and clean them if necessary:

A.   We supply the CL-BRUSH, PEN-BRUSH or BRUSH-D for this purpose.

B.   Remove foreign material like lint or dirt with a toothpick or small tool.

C.   Retract the BRUSH, place on a contact pin, and twist until pin is bright and shiny. Repeat the process on the other two pins.
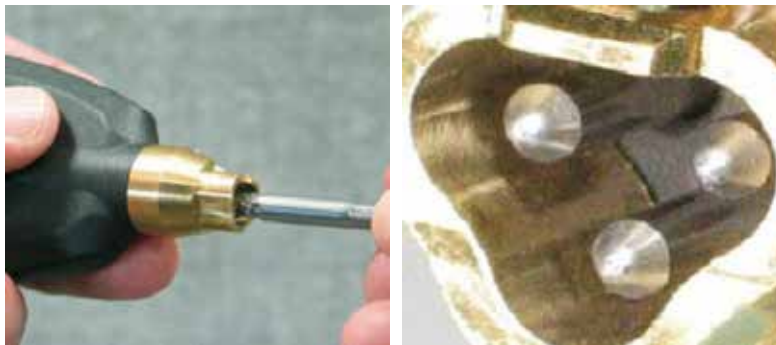
D.   Use a cotton swab to rub the pins with a small amount of denatured alcohol to thoroughly remove contaminants and debris, typically 10-20 seconds. Replace the swab if it becomes dirty.

E.   Dry remaining alcohol from pins with short bursts of compressed air.

F.   Test with a clean lock to verify reliable electrical contact.

G.   This procedure can also be used to clean the face of CyberLocks and Communicator keyports.

Warning: Do not use cleaners or other liquids when cleaning a CyberKey.

3. If the battery level checks out and the contacts are clean, inspect the tip of the CyberKey to make sure it's not too worn. Here's an example of a worn CK-IR7 tip which is a candidate for replacement - the sides of the nub no longer form right angles:

This is intentional as regular CyberKey tips are made of brass and are self-sacrificial to preserve the face of the locks which are considerably more valuable and harder to replace.

4. If the key is still intermittent and it's a Gen 1 key with a replaceable battery, generate an Audit Report for the Key with Battery Events turned on:

…and check the Capacitor Value:

This value will vary per key but should remain fairly constant. If it fluctuates wildly, between 1 and 5 for example, there may be a problem with the circuit board itself and if still under warranty, should be replaced.