



## Setting Up RTI Authentication

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### Overview

RTI Authentication provides a secure method of communicating with 3<sup>rd</sup> party devices using the client’s own credentials for drivers that use this authentication. It allows the integrator to simply send the client a URL link which will open a web browser dashboard screen where they can then enter in their login and password information from the security of their personal device. The result is a more secure method for clients to manage their own passwords, and the integrator does not need to update the system file as passwords change from time to time. RTI Authentication is only available on drivers or services that support this feature.

### Getting Started- Update Your Software and Firmware

Prior to getting started using RTI Authentication, make sure you update your software and processor firmware:

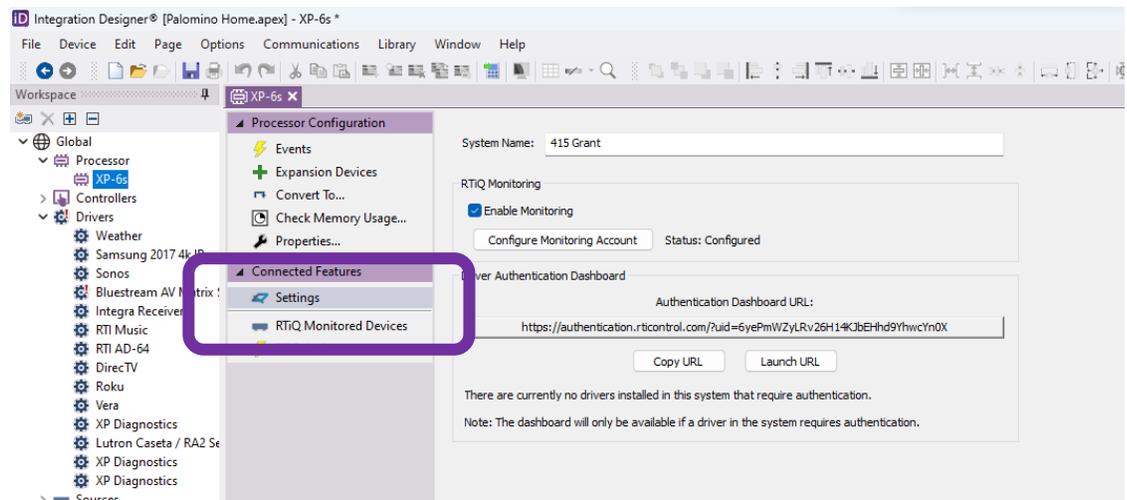
1. update the processor firmware to the latest version, must be 23.5.11 or higher, and
2. update Integration Designer to the latest version, must be 11.4 or higher

This should be done automatically if your computer is online when you open the software, but a manual check can be done by clicking on Help – Check for Updates.

### Adding RTI Authentication to a System

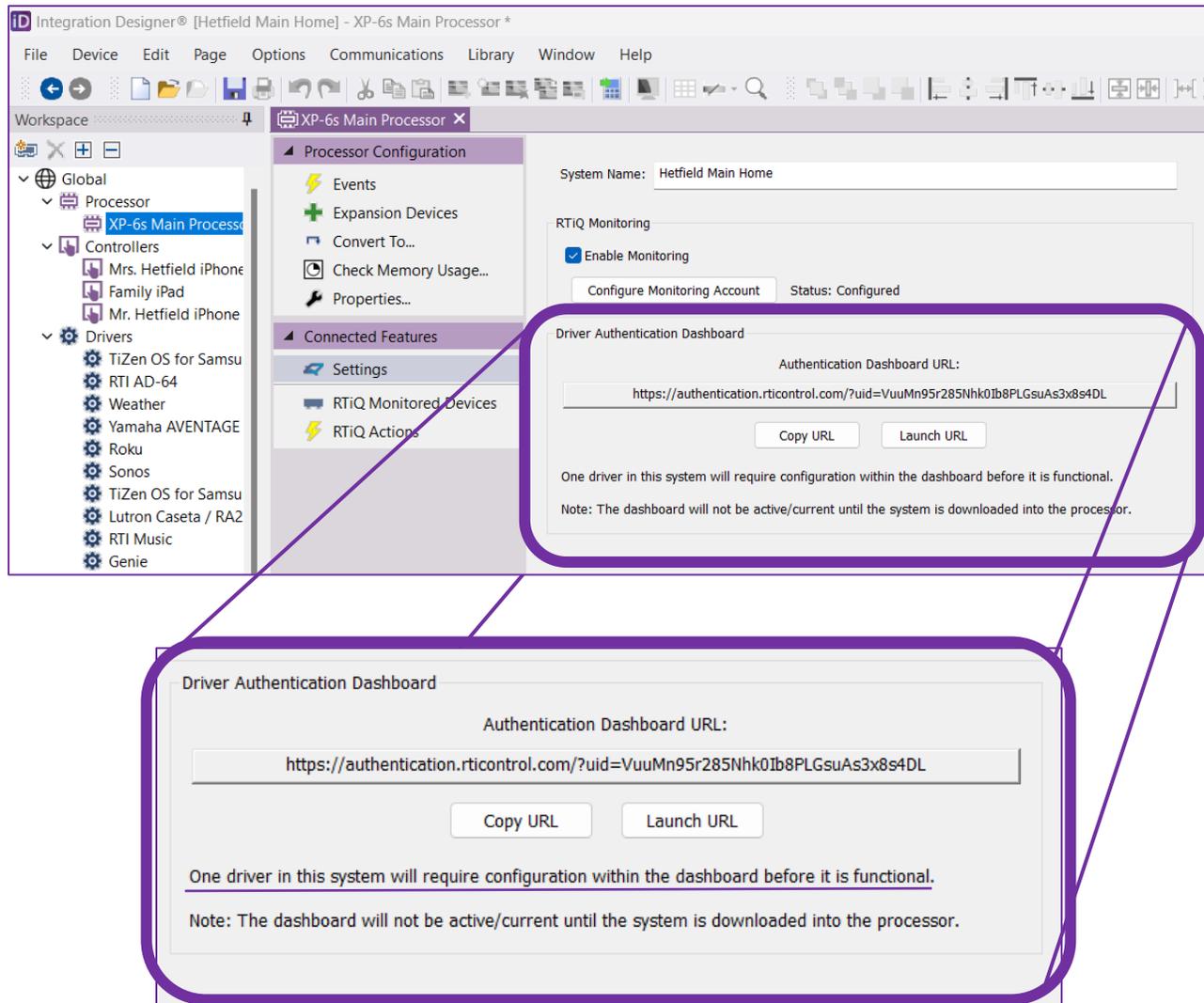
If you add drivers or services which require RTI Authentication, you will need to follow these steps to correctly setup the project.

1. First setup your project file with its rooms, controllers, drivers, etc.
2. Configure the properties for all drivers.
3. Now it is time to configure the system processor
  - a. Select the Processor from the Workspace.
  - b. Choose Settings under Connected Features.



- c. Confirm RTI Authentication is needed:

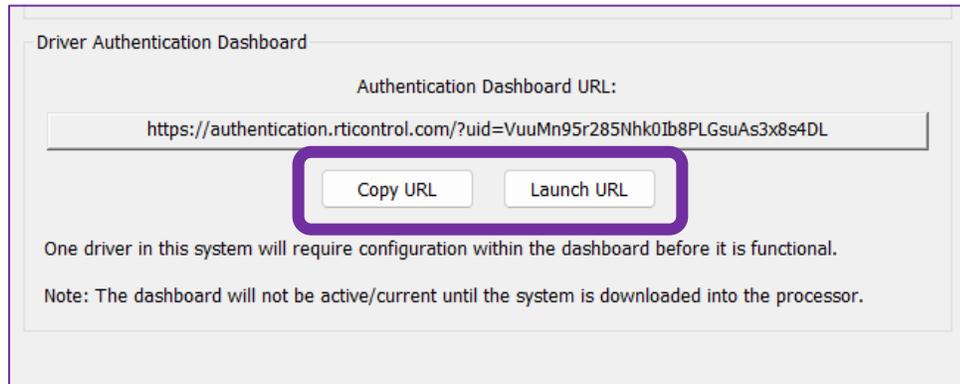
1. In the Authentication Dashboard, confirm that any drivers require authentication.
2. “# Drivers in this system will require configuration within the dashboard before they are functional.” will display if authentication **IS** required. (The “#” will be replaced the number of drivers.)
  - a. NOTE: If the message is “There are currently no drivers in the system that require authentication.”, you do not need to continue to configure RTI Authentication.
3. If any drivers require authentication, send the programming file to the processor to activate and establish the authentication communication.
  - a. Do not send the other files onto additional RTI devices yet.



4. Continue programming the rest of the project.
5. Upload the complete programming file to the processor and all devices.
6. Click Launch URL to confirm the drivers your client will see on the Authentication Dashboard.

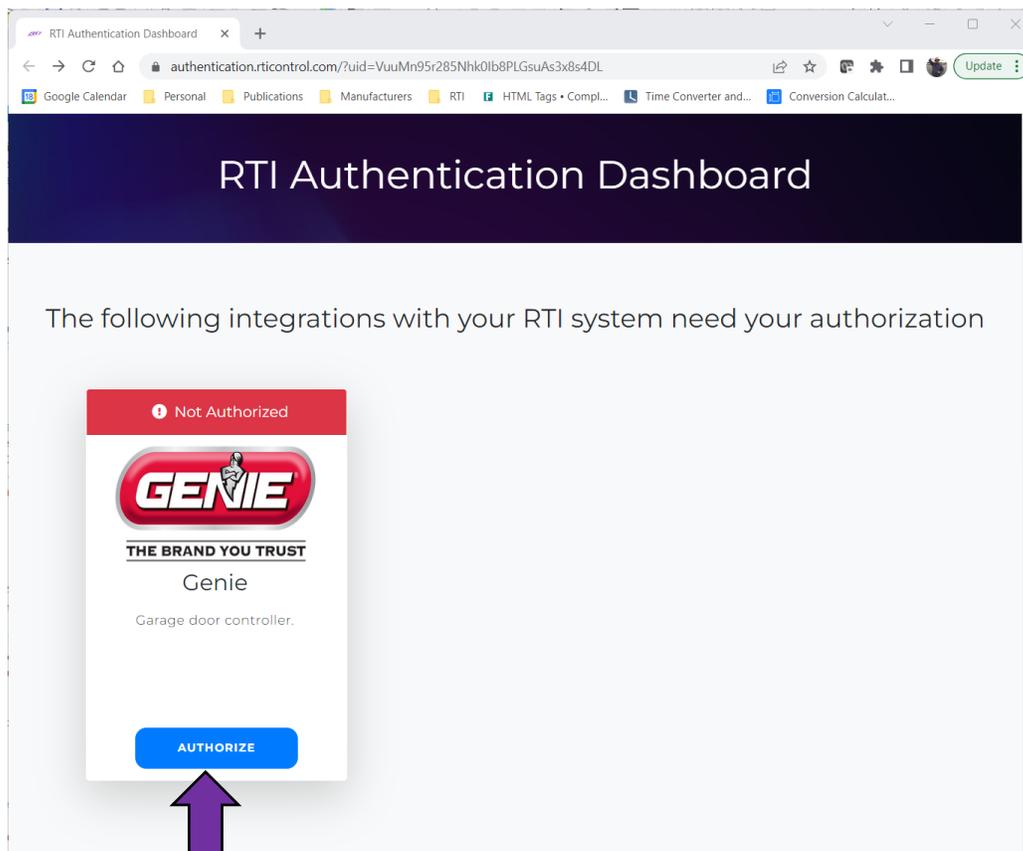
### Send the RTI Authentication URL to your client.

1. Click the Copy URL button.
2. Send the copied URL to your client for them to enter their credentials and finalize the RTI Authentication process.

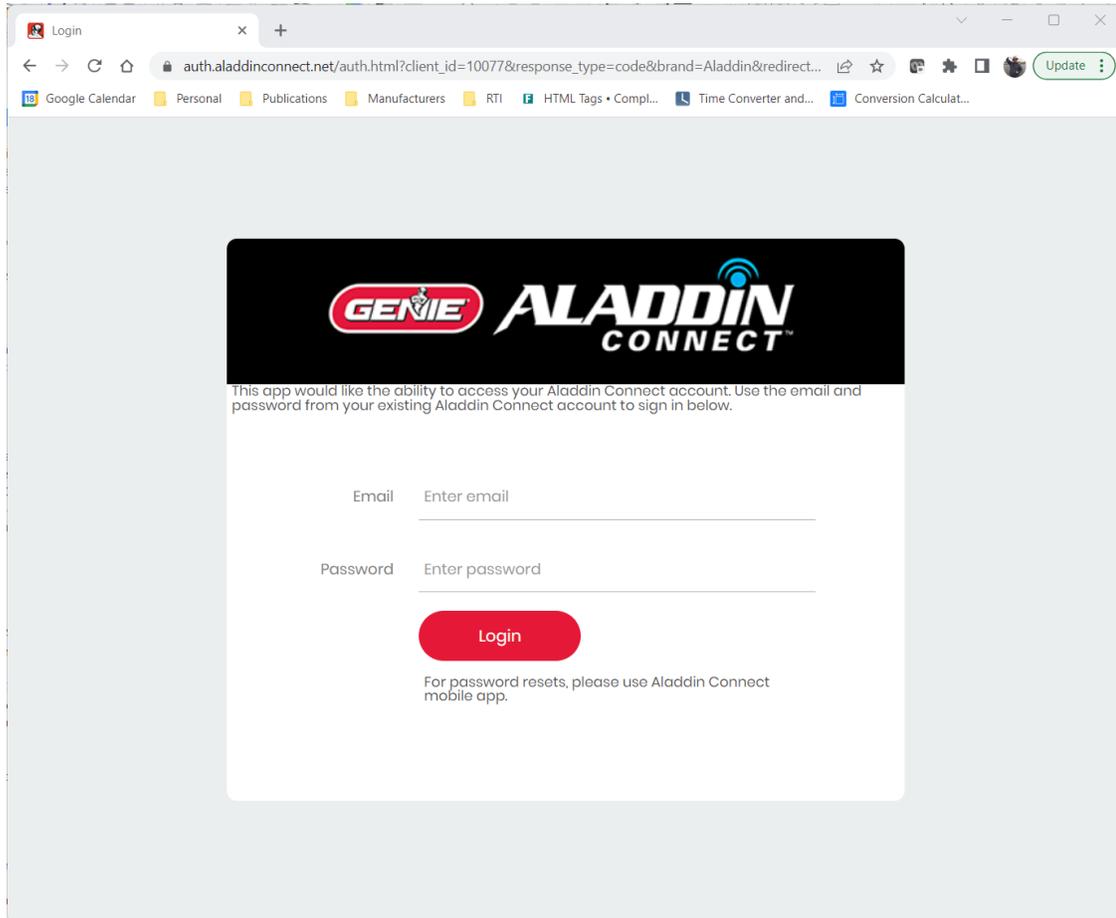


### Final Steps: Client Authentication

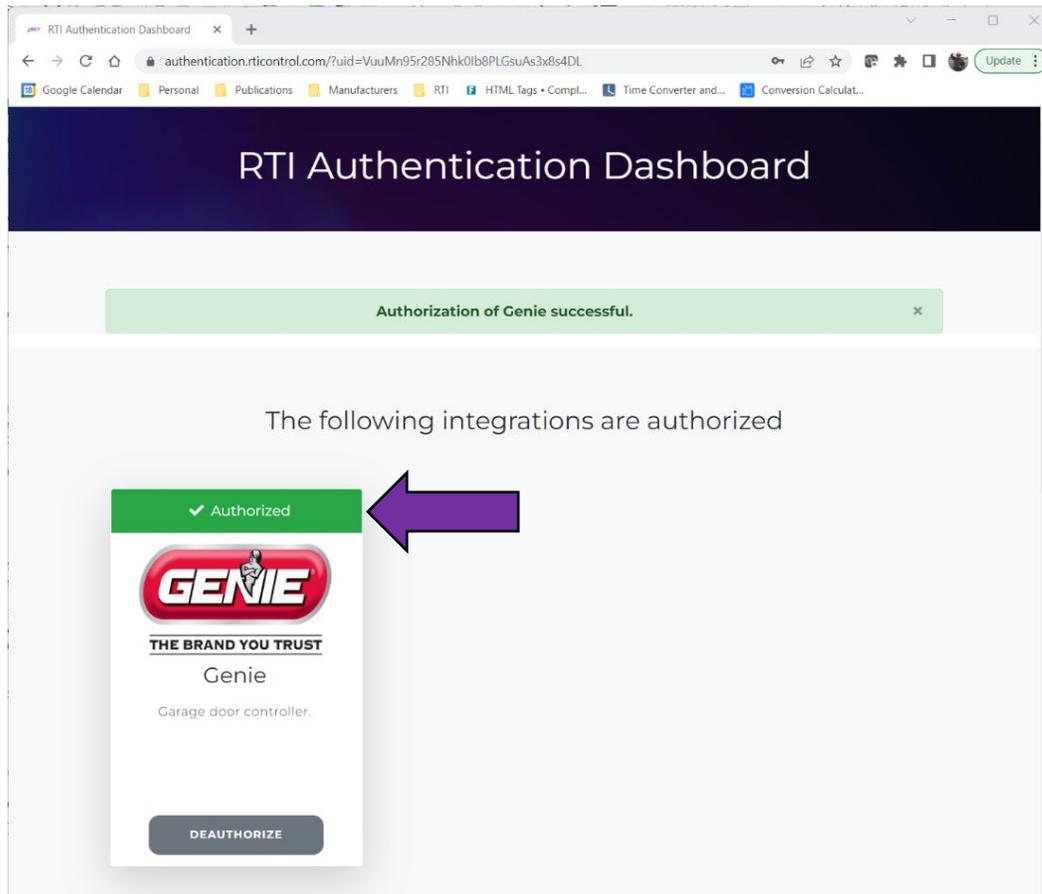
- The Client should open the URL Link that you sent to them.
- The Client should select the device needing authorization.



- The Client should click “Authorize” to be directed to where client credentials will be entered.



- d. Credentials are entered and approved by the manufacturer.



- e. RTI Authentication Dashboard reopens with authorization approval.

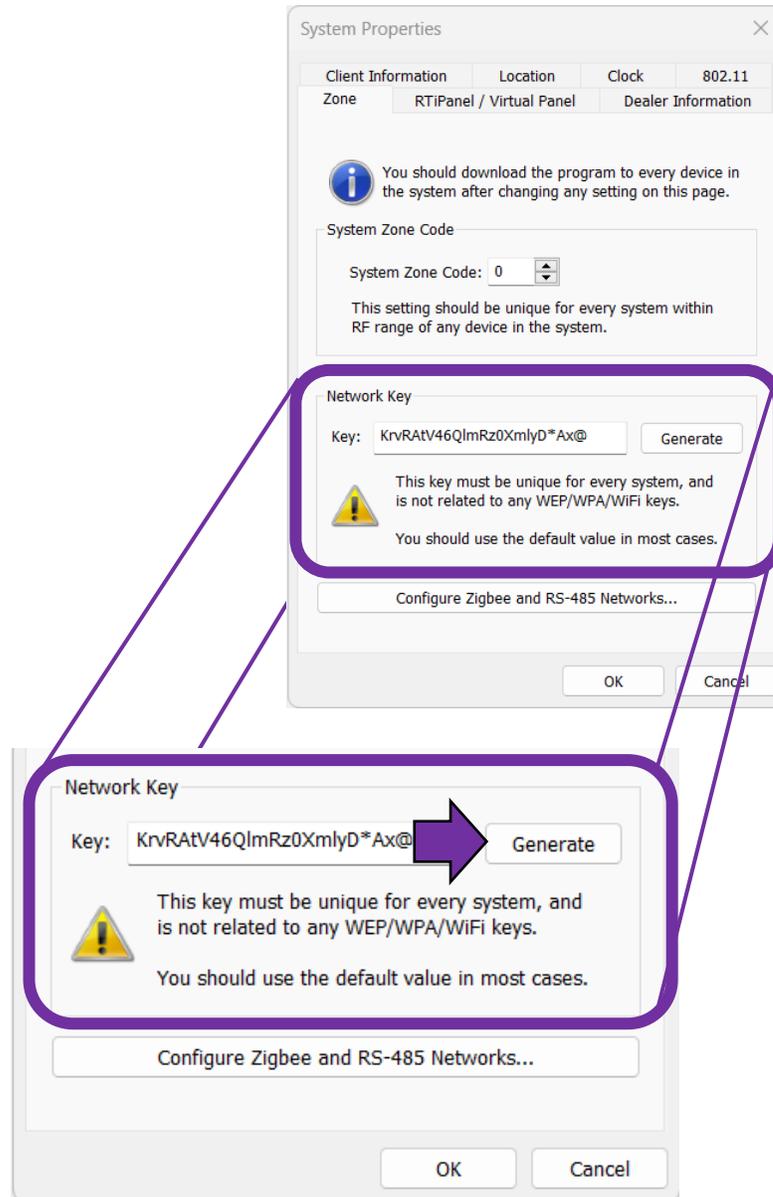
Make final programming checks and provide to client.

### Note on Previously Installed Program Files:

If you are re-using a previously installed program file, remember to always update the Network Key. RTI Authentication requires a unique Network Key for each individual system in order to function correctly.

#### 1. VERY IMPORTANT: CHANGE THE NETWORK KEY

- a. File -> System Properties
  - i. Zone Tab -> Network Key section.
    - 1. Click "Generate" in the Network Key section.



2. Click OK

### Frequently Asked Questions

**Q: Driver does NOT show up on the RTI Authentication URL page?**

A: Check Driver Version and Configuration Settings.

A: Check Processor Firmware.

A: Make sure the RTI Authentication Section states that there is a driver that needs authentication.

A: Reload the file onto the processor only.

A: Make sure processor is connected to a network with internet connection.

**Q: Processor Cannot Control 3<sup>rd</sup> Party Device?**

A: Check that client's credentials are same for RTI Authentication URL and 3<sup>rd</sup> Party Site.

A: Check the source device configuration settings.

**Q: Can I send the Authentication URL via text message to my client?**

A: Yes – the link can be opened on smart devices other than computers.

**Q: If I generate a new network key for any reason, do I need to send my client a new URL link?**

A: YES – Generating a new network key will also create a new URL connection link between the processor and dashboard devices.

**Q: Does the URL link expire?**

A: No – the link will not expire unless a new network key is generated.

**Q: Are there any user-interface commands or feedback options needed for the client.**

A: No – this is only to make sure that the secure connection between the processor and source device is created. The client can always click on the URL link to make sure that the authorization is still intact.