



# TECHNICAL

# BULLETIN



## TECHNICAL BULLETIN: 14-12 (Revised)

**DATE:** April 23, 2014 - **Revised:** January 30, 2015

**SUBJECT:** New PCI PTS POI v3.1 T9 EPP Keypad and Supporting Software

**AVAILABILITY:** All Authorized Triton Distributors and Third Party Service Providers

This bulletin addresses:	
	Hardware Service Issues
X	New Kit/Parts Available
X	Software Announcements
	Technical Tips

Recommended Implementation is:	
X	Now for all affected units
	All affected units during next service visit
	Optional
	No implementation required

### DESCRIPTION:

According to PCI Security Standards Council bulletin dated March 19, 2014:

“Attackers frequently try to compromise Point of Interaction (POI) devices to obtain PIN and account data processed by the devices (before it is passed onto authorization hosts). The PCI PIN Transaction Security (PTS) POI standard enables vendors to develop and bring to market devices that offer protection against such attacks. ”

“The Council updates the PTS POI Standard every three years. POI device approvals expire six years after the retirement of the security requirements against which they were validated. The version 1 requirements were retired from use for new approvals in 2008, and subsequently the approval of devices given by the Council under the standard PCI PTS POI v1 expires 30 April 2014. This expiration indicates devices may not be able to withstand the latest generations of attacks and should therefore be replaced as soon as feasible.”

Triton announces the release of the new T9 EPP Keypad and supporting software version 3.3.2 to comply with PCI PTS POI v3.1.

As of April 21, 2014, all Canadian production units have shipped with the T9 EPP (Julian date of 14111). All other countries production date is April 28, 2014 (Julian date of 14118). Julian date is the 5th thru 9th digit of the unit serial number. See Technical Bulletin 13-12 for serial number breakdown.

The behavior of the T9 EPP is mostly identical to the T5 EPP except for:

- **The T9 EPP contains a removal detection switch that de-activates the EPP if the EPP is ever removed from the ATM.** In order to re-activate the EPP for use, Triton Technical Support will have to be contacted for the correct activation code.
- T9s ordered as parts are shipped pre-activated, and must be activated with a simple management function .
- Left and right halves of 3DES keys must be different.
- No two 3DES keys may have the same value – **PIN and MAC Keys cannot be the same.**

## DESCRIPTION: (cont.)

Software version 3.3.2 or greater is required to support the T9 EPP.

Please check [www.TritonATM.com](http://www.TritonATM.com) for availability of the software and release notes for specific ATM models.

## T9 activation

T9 activation is not required for ATMs that ship with the T9 installed.

T9s ordered as parts are shipped in a “pre-activated” state. When first installed, the new error code 625 is given, and the T9 must be activated. In this case, activation is a simple management function, and Triton’s Technical Support need not be contacted.

- Error Code: 625
- Description: SPED - Not Activated
- Cause: The EPP has not yet been activated for use
- Recommended Action: Activate T9 in Diagnostics > Keypad > Activate EPP

Once the T9 is activated in an ATM, if the T9 is removed from the ATM and then re-installed, the new error code 626 is given, and the T9 must be re-activated. In this case, Triton Technical Support must provide an activation code.

- Error Code: 626
- Description: SPED - Not Authorized
- Cause: The EPP has been removed from the ATM
- Recommended Action: Call Triton Tech Support for activation code and instructions

The T9 is a drop in replacement for new units manufactured with a T5 or T7 EPP Keypad. No additional parts are required. All RL1613, and ARGO were manufactured with T5 or T7 EPP. All X2 RL23XX, RL53XX, FT53XX, and RT23XX were manufactured with T5 or T7 EPP beginning January 2, 2008 (Julian date of 08002). Software must be updated to 3.3.2 before the T9 EPP is installed and activated.



09200-20050 UK T9 EPP Keypad  
09200-20150 US T9 EPP Keypad (pictured)  
09200-00250 Canadian T9 EPP Keypad

## DESCRIPTION: (cont.)

If the ATM has been updated from VISA T1 EPP to T7 or needs to be updated from a VISA T1 EPP, the following kits are available. All Xscale RL51XX, RT21XX, and FT51XX were manufactured with VISA T1 EPP beginning December 29, 2004 (Julian date of 04363). Software must be updated to 3.3.2 before the T9 EPP is installed and activated.



06200-00257 T9 Upgrade Kit, RT2 US (pictured)

06200-00259 T9 Upgrade Kit, RT2 Canada



06200-00258 T9 Upgrade Kit, RL2/RL5/FT5 US (pictured)

06200-00260 T9 Upgrade Kit, RL2/RL5/FT5 Canada

## DESCRIPTION: (cont.)

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For Traverse, a hardware kit is necessary due to pressure switches. The following Kits are available to upgrade Traverse to T9.



06200-20150 Kit, T9 Upgrade for Traverse US (pictured)  
06200-20250 Kit, T9 Upgrade for Traverse Canada

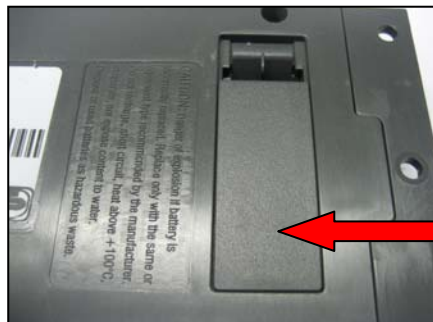
The field replaceable battery is the same as the T5. Triton Part Number 01300-00025 is available for field replacement.



01300-00025 T5 & T9 PCI EPP Lithium Backup Battery



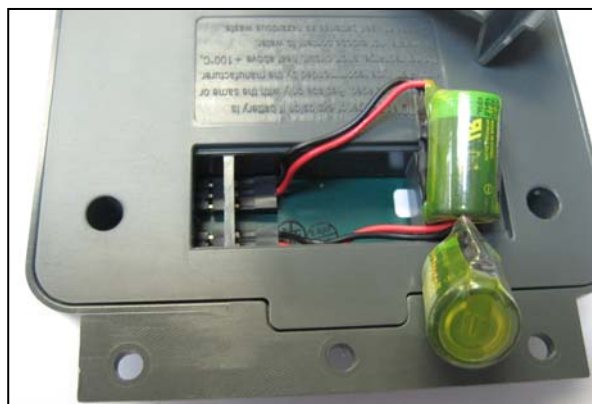
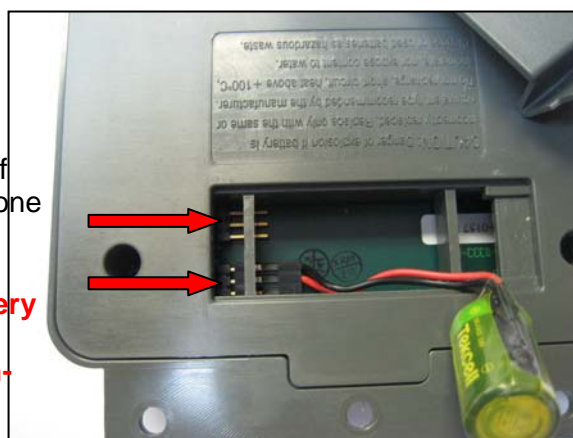
**DESCRIPTION: (cont.) Revised.**  
**Battery replacement same as T5.**



Locate the battery box cover on the back of the keypad and open.

Inside the battery box you will find two sets of battery contacts with a battery connected to one set.

**CAUTION: You must not remove the battery from the EPP until the second battery is connected. The EPP be permanently damaged if unpowered and the battery is removed.**



Plug the replacement battery into the second set of contacts.

Remove the original battery, tuck the new battery into the battery box, and replace the battery box cover.



If you have questions regarding this Technical Bulletin, please contact Technical Support at 1-228-575-3100 or toll free in the U.S. / Canada 1-800-259-6672.

Visit [www.Triton.com](http://www.Triton.com) for additional information.

For all ATM Parts, Repair, and Training needs, visit [www.atmgurus.com](http://www.atmgurus.com).