



TECHNICAL BULLETIN

CONFIDENTIAL

TECHNICAL BULLETIN: 15-09

DATE: May 26, 2015

SUBJECT: Web Re-Activation of T9

AVAILABILITY: All Authorized Triton Distributors and Third Party Service Providers

This bulletin addresses:	
<input type="checkbox"/>	Hardware Service Issues
<input type="checkbox"/>	New Kit/Parts Available
<input type="checkbox"/>	Software Announcements
<input type="checkbox"/>	Technical Tips

Recommended Implementation is:	
<input type="checkbox"/>	Now for all affected units
<input type="checkbox"/>	All affected units during next service visit
<input checked="" type="checkbox"/>	Optional
<input type="checkbox"/>	No implementation required

DESCRIPTION:

PCI requires that "secure components intended for unattended devices contain an anti-removal mechanism to protect against unauthorized removal and/or unauthorized re-installation".

Accordingly, when a Triton T9 EPP is dismounted from the ATM control panel, the T9 EPP can no longer be used to perform transactions until the T9 EPP has been **re-activated**. This re-activation requires secure authorization by Triton, in which the ATM displays a **challenge**, the user provides this challenge to Triton, Triton provides a cryptographic **response** back to the user, and the user enters this response into the ATM.

Until now, users have had to call Triton's Tech Support to exchange this challenge/response verbally over the phone. Triton is pleased to announce that to re-activate T9 EPPs, **users may now sign-in to TritonATM.com and perform this challenge/response online**. This is an alternative to phoning Tech Support, which remains available.

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Website Administrator Instructions

At **TritonATM.com**, a group's administrator may grant/deny specific users access to perform re-activations.

Other account attributes:

ATMGurus Parts Store access	<input type="radio"/> Active	<input checked="" type="radio"/> Inactive
Triton Units Store access	<input type="radio"/> Active	<input checked="" type="radio"/> Inactive
Technical Bulletins	<input checked="" type="radio"/> Active	<input type="radio"/> Inactive
Parts Pricing	<input type="radio"/> Active	<input checked="" type="radio"/> Inactive
Repair Charges	<input type="radio"/> Active	<input checked="" type="radio"/> Inactive
Software Downloads	<input type="radio"/> Active	<input checked="" type="radio"/> Inactive
ISO / VAR Bulletins	<input type="radio"/> Active	<input checked="" type="radio"/> Inactive
Account active:	<input checked="" type="radio"/> Active	<input type="radio"/> Inactive
Re-Activate T9 EPP:	<input checked="" type="radio"/> Active	<input type="radio"/> Inactive



Administrators **must** generally deny all users access to perform re-activations. When a re-activation is required, the administrator temporarily grants the user access to re-activate, the user then signs-in and performs the re-activation, and the administrator **must** then deny that user access again as soon as possible.

An administrator cannot grant themselves access to re-activate an EPP.

Credits

To enable this EPP re-activation feature at **TritonATM.com**, the user's account must have **credits** for this particular feature. On the "Re-Activate T9 EPP" row, the "Existing Credits" must be greater than zero.

Feature	Existing Credits	Used Credits	Terminal Instructions
Re-Activate T9 EPP	432	68	

These credits may be obtained at no cost by phoning Triton Customer Service on 1-800-259-6672 within North America, or +1-228-575-3100 elsewhere.

If the existing credits are zero, then the website will not display "Re-Activate T9 EPP" as an available feature.

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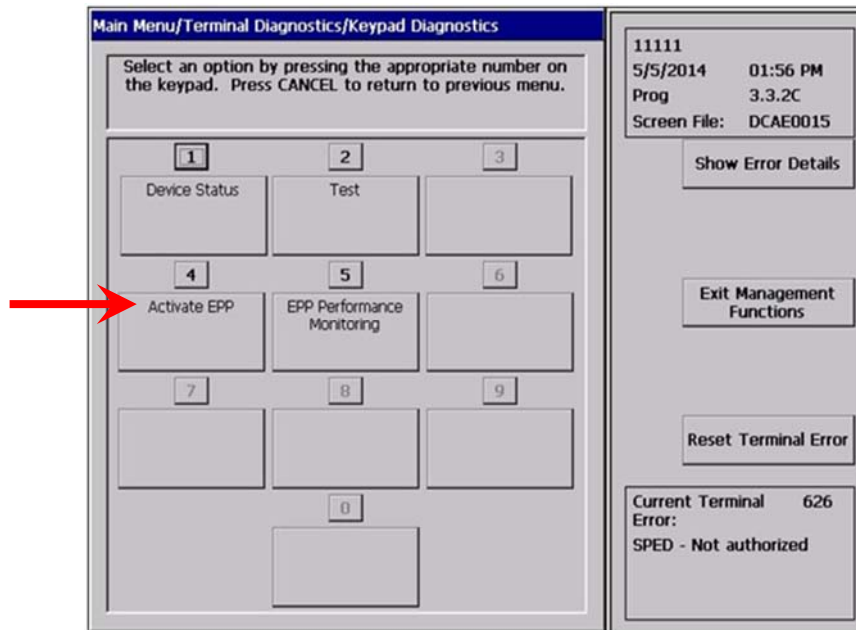
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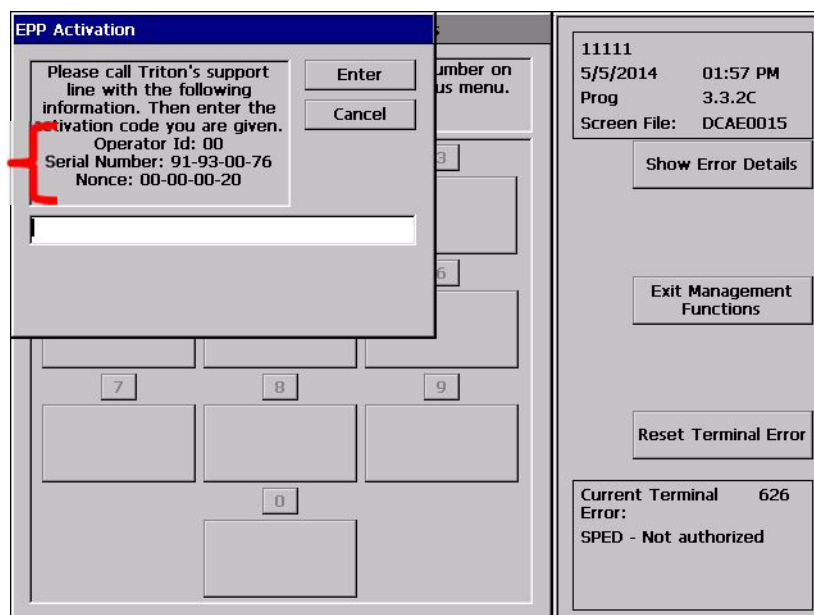
Re-Activation

The T9 EPP is re-installed in the ATM, the ATM starts-up, and the ATM then reports error code 626 "SPED - Not authorized".

The user enters management functions and navigates to Diagnostics / Keypad where the function "Activate EPP" is offered.



The user selects "Activate EPP" and the ATM displays three values: the operator ID, the EPP serial number, and a nonce.



These three values are the challenge which is provided to Triton. The user may phone Triton's Tech Support, or the user may sign-in to **TritonATM.com**.

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Re-Activation (cont.)

The user signs-in to **TritonATM.com**, clicks on "Technical Support" in the main menu bar, and clicks on "Software Activation" in the side menu.



At the Software Feature Activation webpage, initially no feature is selected.

Feature:	<input type="radio"/> Re-Activate T9 EPP <input type="radio"/> EMV Activation <input type="radio"/> TKM Activation <input type="radio"/> Linq3 Lotto Activation <input type="radio"/> Charity Activation <input type="radio"/> SeguraCash Activation
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The user selects "Re-Activate T9 EPP" and the webpage displays three empty fields.

Feature:	<input checked="" type="radio"/> Re-Activate T9 EPP <input type="radio"/> EMV Activation <input type="radio"/> TKM Activation <input type="radio"/> Linq3 Lotto Activation <input type="radio"/> Charity Activation <input type="radio"/> SeguraCash Activation
EPP Serial Number:	<input type="text"/>
Nonce:	<input type="text"/>
Operator ID:	<input type="text"/>
<input type="button" value="Submit"/>	

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Re-Activation (cont.)

The user enters the challenge into these three fields and clicks the "Submit" button. (The EPP serial number and the nonce are 8 numeric digits, and the operator ID is between 1 and 4 numeric digits.)

Feature:	<input checked="" type="radio"/> Re-Activate T9 EPP <input type="radio"/> EMV Activation <input type="radio"/> TKM Activation <input type="radio"/> Linq3 Lotto Activation <input type="radio"/> Charity Activation <input type="radio"/> SeguraCash Activation
EPP Serial Number:	<input type="text" value="91930076"/>
Nonce:	<input type="text" value="00000020"/>
Operator ID:	<input type="text" value="0000"/>
<input type="button" value="Submit"/>	

The website displays the response (which is 10 numeric digits).

Feature:	<input type="radio"/> Re-Activate T9 EPP <input type="radio"/> EMV Activation <input type="radio"/> TKM Activation <input type="radio"/> Linq3 Lotto Activation <input type="radio"/> Charity Activation <input type="radio"/> SeguraCash Activation
Activation Response: 1356702814	

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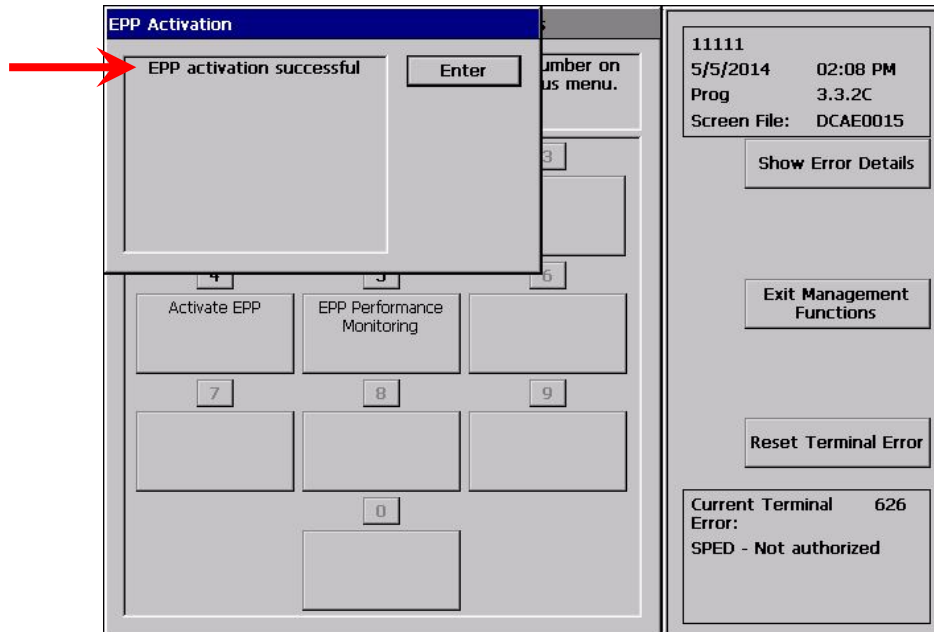
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Re-Activation (cont.)

At the ATM, the user enters the response and hits the Enter button. The ATM reports that the EPP activation was successful.



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 for additional information.

For all ATM Parts, Repair, and Training needs, visit www.atmgurus.com.