

**SUBJECT:**  
**REQUIRED T9 FIRMWARE UPDATE**

**TECHNICAL BULLETIN: 17-17**  
**DATE: OCTOBER 31, 2017**

**Confidential - Available to all authorized Triton distributors and third party service providers**

### REQUIRED FIRMWARE UPDATE FOR ALL T9 EPPS

All T9 EPPs require a firmware update that corrects an issue where, very rarely, the EPP exhibits a fatal error. Triton recommends the firmware update be performed during the next visit to the ATM on any EPP purchased from Triton before October 05, 2017. Loading this firmware does not modify the data which is stored within the EPP, such as the keys, passwords, IDs, and activation state. This data is retained. Firmware load file and release notes can be found at [www.tritonatm.com](http://www.tritonatm.com).

EPP	Firmware Load File
Any T9 EPP with a Cryptera part number ending in R1A or R2A	194-CODE_414-0702_R1P.DWN

Before loading firmware update, verify EPP is a T9 model and not a T5. All T9 EPPs have a software part number of 414-0702 on the label.

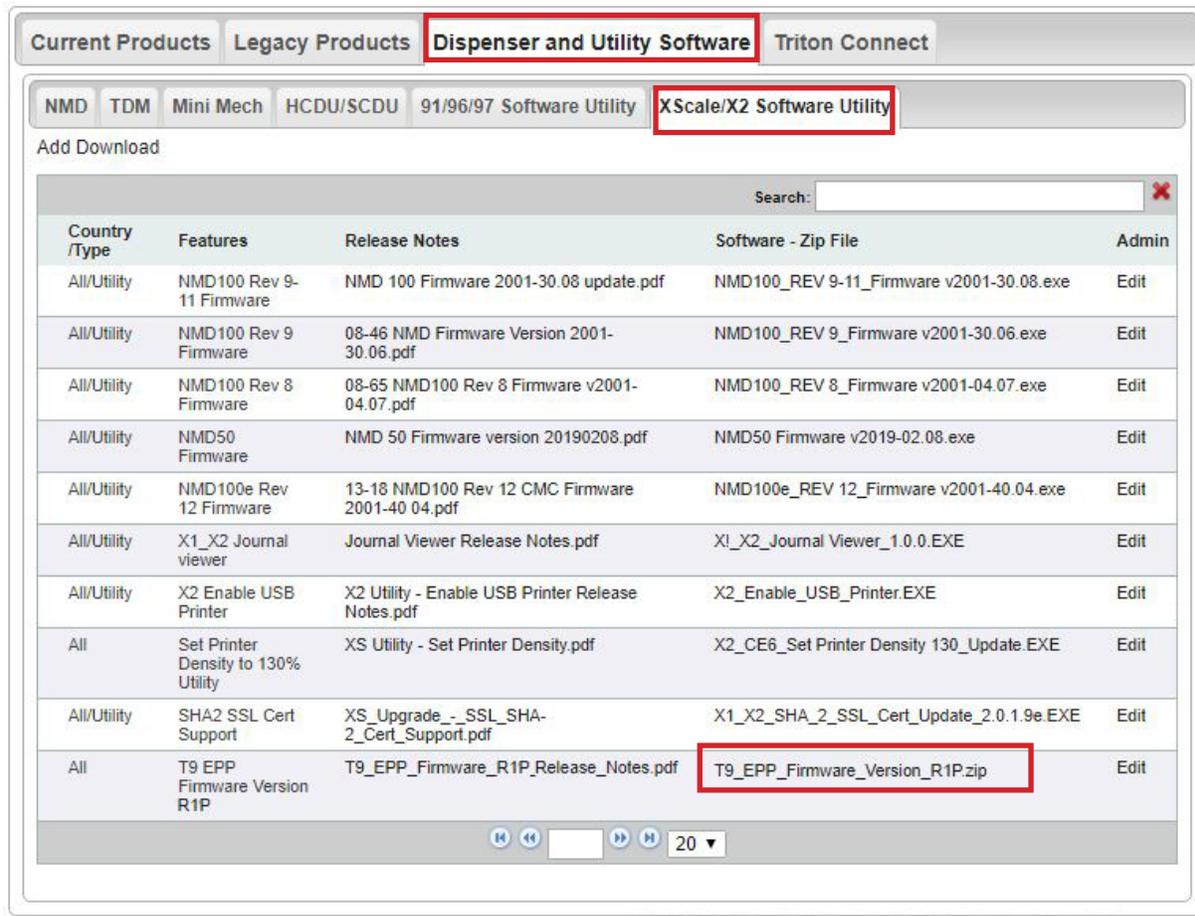


**\*\*Note\*\***

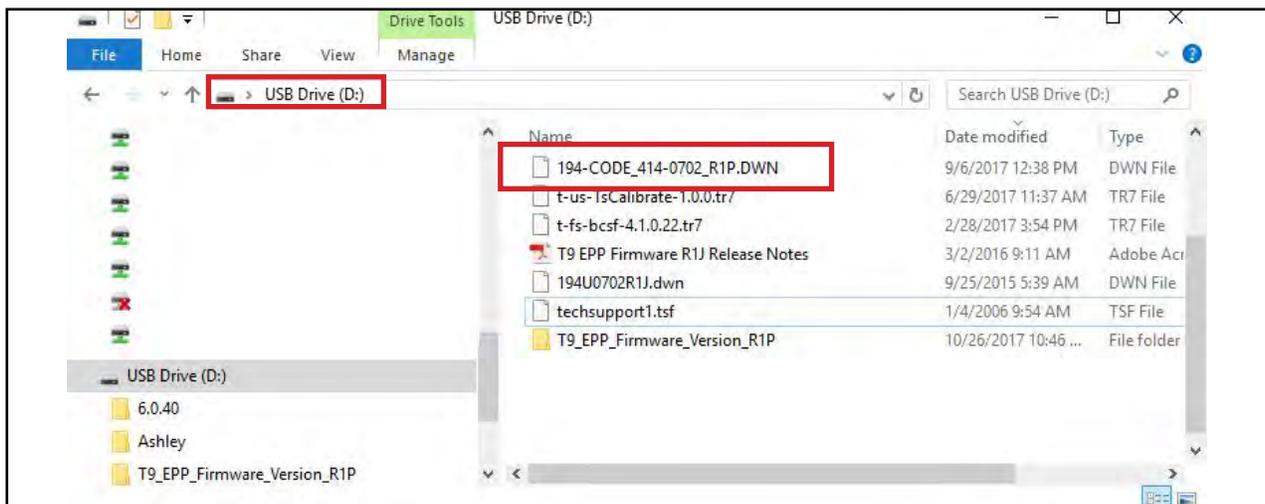
Depending on the operating system of laptop and model of ATM, screens may look slightly different from what is pictured in the steps on the following pages.

To load firmware:

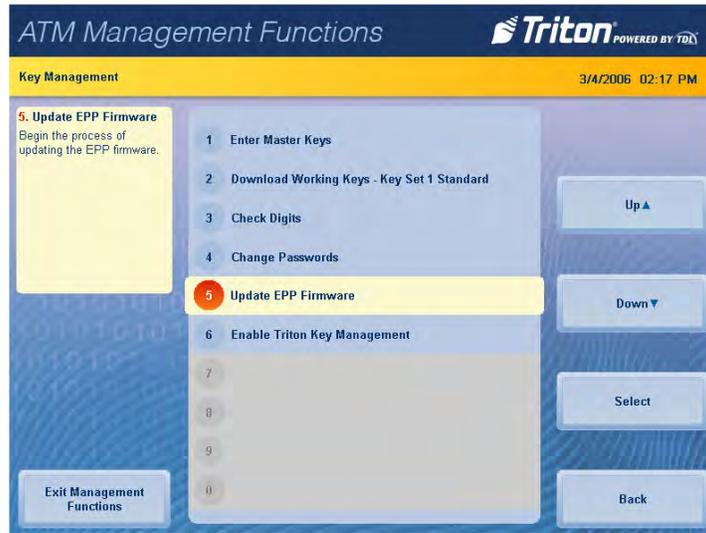
1. Insert USB device into empty USB slot on computer.
2. Navigate to [www.tritonatm.com](http://www.tritonatm.com), and log in to website with user name and password.
3. Click **Software Downloads** in the left hand column, then click on the **Dispenser and Utility Software** tab.
4. Click on **Xscale/X2 Software Utility** tab, then click **T9\_EPP\_Firmware\_Version\_R1P.zip** in the Software - Zip File column.



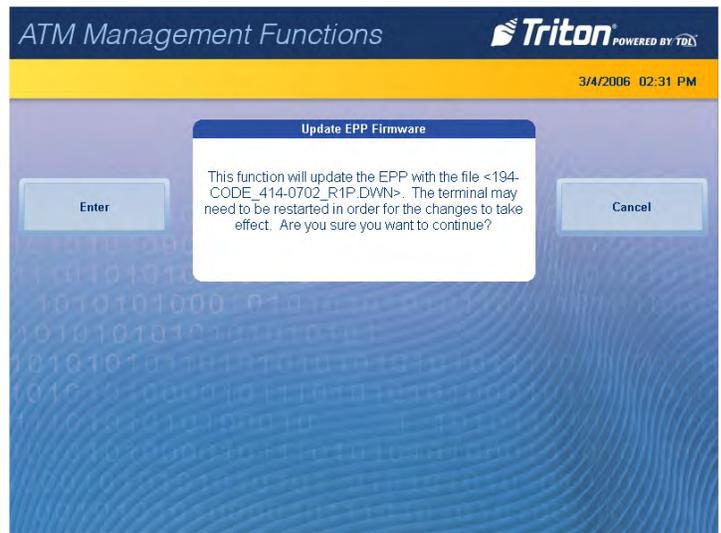
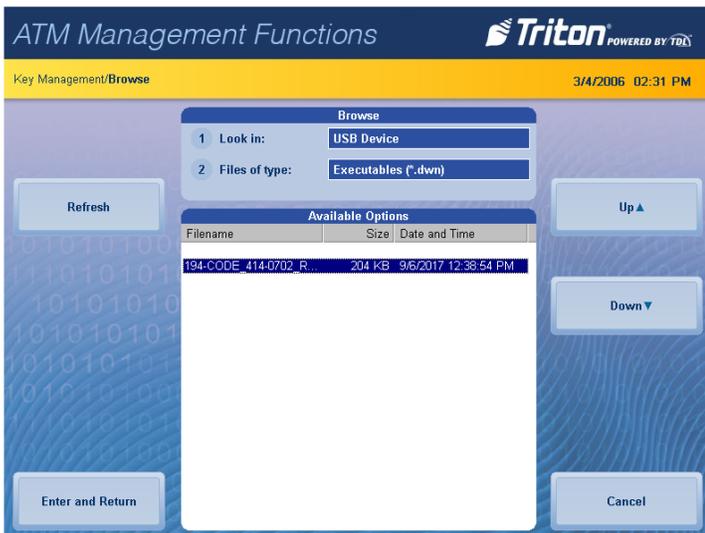
5. Save file to USB device. Unzip/extract file and ensure the 194-CODE\_414-0702\_R1P.DWN file is saved to the root of the USB device. File must not be stored in a folder.



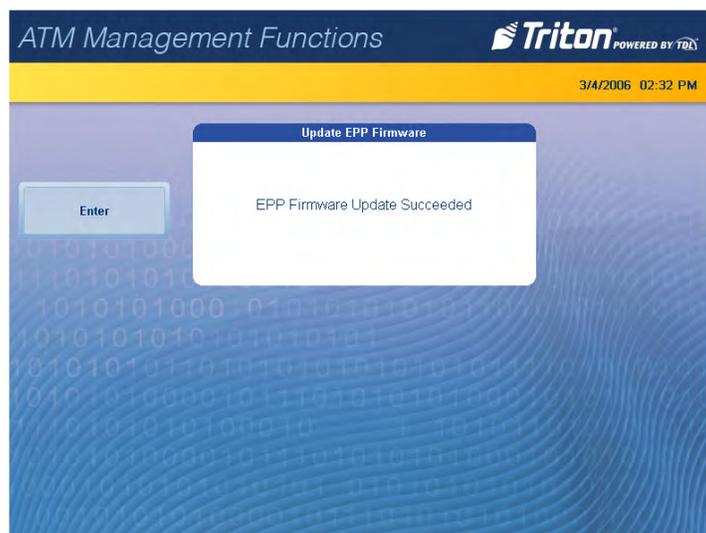
6. Remove USB device from computer, and insert into an empty USB slot on ATM main board.
7. Navigate to *Management Functions* > *Key Management* > *Update EPP Firmware*.



8. Enter T9 EPP user passwords, if prompted, then select **Enter**.
9. Select firmware load file, then select **Enter**. Firmware update operation will begin.



10. Select **Enter** at the completion prompt to reboot ATM. Update is now complete.



The EPP version number after the update will be 414-0702 R1P. Version number can be found in the device status report via *Management Functions > Diagnostics > Keypad > Device Status*.

```
Terminal ID: TECHNICAL1234  
3/3/2017 1:39:46 PM
```

```
*** Keypad Status ***
```

```
Device Status: 93 (The device is online.)
```

```
Serial Number: 19420218
```

```
Version Number: 414-0702 R1P
```

```
Device Status Data:
```

If you have questions regarding this Technical Bulletin, please contact Technical Support at 1-228-575-3100, option 4 or toll free in the U.S. / Canada 1-866-787-4866, option 4. Visit [www.tritonatm.com](http://www.tritonatm.com) for additional information. For all ATM parts, repair, and training needs, visit [www.atmgurus.com](http://www.atmgurus.com).



**ALL PARTS ORDERS GET**  
**FREE SHIPPING!**

**NO MINIMUM REQUIRED • LOWER 48 STATES ONLY** [Learn more](#)

Additional restrictions apply. No additional discounts apply. Management reserves all rights.