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TECHNICAL BULLETIN

SUBJECT: REQUIRED T9 FIRMWARE UPDATE

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

atmgurus just ask us...

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.

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, 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.

	mini meen mee	U/SCDU 91/90/97 SUILWare Utility	cale/XZ Software Utility	
ld Download				
			Search:	3
Country /Type	Features	Release Notes	Software - Zip File	Admi
All/Utility	NMD100 Rev 9- 11 Firmware	NMD 100 Firmware 2001-30.08 update.pdf	NMD100_REV 9-11_Firmware v2001-30.08.exe	Edit
All/Utility	NMD100 Rev 9 Firmware	08-46 NMD Firmware Version 2001- 30.06.pdf	NMD100_REV 9_Firmware v2001-30.06.exe	Edit
All/Utility	NMD100 Rev 8 Firmware	08-65 NMD100 Rev 8 Firmware v2001- 04.07.pdf	NMD100_REV 8_Firmware v2001-04.07.exe	Edit
All/Utility	NMD50 Firmware	NMD 50 Firmware version 20190208.pdf	NMD50 Firmware v2019-02.08.exe	Edit
All/Utility	NMD100e Rev 12 Firmware	13-18 NMD100 Rev 12 CMC Firmware 2001-40 04.pdf	NMD100e_REV 12_Firmware v2001-40.04.exe	Edit
All/Utility	X1_X2 Journal viewer	Journal Viewer Release Notes.pdf	XI_X2_Journal Viewer_1.0.0.EXE	Edit
All/Utility	X2 Enable USB Printer	X2 Utility - Enable USB Printer Release Notes.pdf	X2_Enable_USB_Printer.EXE	Edit
All	Set Printer Density to 130% Utility	XS Utility - Set Printer Density.pdf	X2_CE6_Set Printer Density 130_Update.EXE	Edit
All/Utility	SHA2 SSL Cert Support	XS_UpgradeSSL_SHA- 2_Cert_Support.pdf	X1_X2_SHA_2_SSL_Cert_Update_2.0.1.9e.EXE	Edit
All	T9 EPP Firmware Version R1P	T9_EPP_Firmware_R1P_Release_Notes.pdf	T9_EPP_Firmware_Version_R1P.zip	Edit

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.

← · · · · · USB Drive (D:)			v Ö	Search USB Drive (D);) ,0
I	^	Name		Date modified	Туре
2		194-CODE_414-0702_R1P.DWN		9/6/2017 12:38 PM	DWN File
-		t-us-IsCalibrate-1.0.0.tr7		6/29/2017 11:37 AM	TR7 File
-		🗋 t-fs-bcsf-4.1.0.22.tr7		2/28/2017 3:54 PM	TR7 File
2		📌 T9 EPP Firmware R1J Release Notes		3/2/2016 9:11 AM	Adobe Acı
Ŧ		194U0702R1J.dwn		9/25/2015 5:39 AM	DWN File
38		📋 techsupport1.tsf		1/4/2006 9:54 AM	TSF File
T		T9_EPP_Firmware_Version_R1P		10/26/2017 10:46	File folder
USB Drive (D:)					
6.0.40					

- 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*.

ATM Management Functions				
Key Management 3/4/2006 02:17 PM				
5. Update EPP Firmware Begin the process of updating the EPP firmware.	 Enter Master Keys Download Working Keys - Key Set 1 Standard Check Digits Change Passwords 	Up A		
COLUMN STREET	5 Update EPP Firmware	Down 🔻		
	6 Enable Triton Key Management 7 8	Select		
Exit Management Functions	0	Back		

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

ATM Management Functions 🛛 👩 🕇		ATM Manag	ement Functions 🛛 🚿 🎢	iton [®] POWERED BY TOL
Key Management/ Browse	3/4/2006 02:31 PM			3/4/2006 02:31 PM
Browse 1 Look in: USB Device 2 Files of type: Executables (*.dwn) Available Options Filename Size Date and Time 194-CODE_414-0702_R. 204 kB 9/6/2017 12:38:54 PM Enter and Return	Up A Down ¥	Enter	Update EPP Firmware	Cancel

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

ATM Manage	ment Functions	Triton POWERED BY TOL
		3/4/2006 02:32 PM
	Update EPP Firmware	
Enter	EPP Firmware Update Succeed	ed

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 for additional information. For all ATM parts, repair, and training needs, visit www.atmgurus.com.

