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November 2, 2021

Triton and TR-31 Key Block Support

In order to stay up to date with the latest requirements from PCI (the group that manages cardholder data security standards), Triton ATMs have been updated to support a more secure method of transferring encryption keys from the host processor to the ATM. The new standard is referred to as **TR-31** (also known as “key blocks”) and will be mandated by PCI for the transfer of keys to ATMs starting **January 1, 2025**. See links below for detailed information.

PCI Key Block Requirements: https://www.pcisecuritystandards.org/documents/PIN_Security_Rqmt_18-3_Key_Blocks_2019.pdf

PCI Bulletin: <https://www.pcisecuritystandards.org/pdfs/Key%20Block%20Implementation%20Revision%20Bulletin%20FINAL.pdf>

ANSI TR-31 Spec : <https://webstore.ansi.org/Standards/ASCX9/ASCX9TR312018>

What does this mean for my ATMs?

The bottom line is that all ATMs will need to be upgraded to the required EPP version and related ATM software. Triton released the T10 EPP in 2020 to meet this requirement, and software is available for host processor testing. New ATMs purchased from Triton since April 2020 should be hardware compatible for TR-31, and the software will need to be upgraded as directed by your host processor.

Can all my ATMs be upgraded to support TR-31?

For Triton ATMs, any CE based ATM (RL5000, FT5000, RT2000 10.4” Display, RL2000, RL1600, Traverse, or ARGO) can support the Triton T10 TR-31 capable EPPs. Older embedded, non-CE based ATMs (9100, 9600, 9700, 8100) are not upgradeable and will need to be replaced before the deadline.

When is the actual deadline to upgrade/replace the ATM?

Although PCI mandates ATM support by January 1, 2025, your host processor will be managing the actual date when the older (non-TR-31) key transfer method will no longer be available. The ATM will continue to support the older legacy method for transferring keys, as well as the new TR-31 method. The host processor decides which method to use when the host sends working keys to the ATM.

Can I upgrade the EPP now, even if the TR-31 software update is not yet available?

Yes! The T10 EPP has been supported since early 2020 and software updates are available now. In fact, we encourage everyone to put their upgrade plans together sooner than later and provide your keypad forecasts to Triton as soon as possible to ensure keypad availability. When the TR-31 software updates are certified, the software can be updated from Triton Connect (remote management software) or locally at the ATM through the standard software update process. Only one (1) site visit should be necessary if you are using Triton Connect.

Will TR-31 ATM software support older non-TR-31 capable EPPs?

Actually, yes. The ATM software will continue to be backward compatible with older EPPs and perform key transfers using the current method. This might be useful if you want to update the ATM software ahead of replacing the EPP. However, keep in mind that after January 1, 2025, you must have a TR-31 compliant T10 keypad installed in your ATM to ensure continued operation with your host processor.

What happens if my ATMs are not updated prior to the host requiring TR-31?

Effectively all transactions will fail with a PIN failure. If the host is sending TR-31 key blocks but the ATM/EPP does not know how to process them, the EPP encryption keys will be out of synch and the PIN/MAC cannot be validated. For example, the message on the screen would indicate the PIN was invalid, or if MACing is enabled, then the screen would show a communications error.

How can I tell if I have the correct EPP version?

Please refer to the tech bulletin for releasing the T10 EPP in 2020:

<https://triton.com/project/20-03-t10-epp-support/>

Please visit www.triton.com or contact your Triton sales representative at sales@triton.com for pricing info.