

Troubleshooting the new PCI V3.0 EPPs on Retail Equipment

Symptom: During a transaction the ATM's EPP may stop responding once the PIN entry screen comes up. The only keys that will respond are the Enter or Cancel keys. Conversely, when logging into and through the Operator Functions the EPP will appear to respond properly.

Cause: The new PCI V3.0 EPPs have two buttons on the top of the EPP as shown in the image below



These buttons must stay pressed down during normal operations, if for some reasons one or both of them become activated (not pressed down) the EPP will go to the Unauthorized Removal state and begin acting in the error state described in this document.

How to Resolve This Error

Step 1 – Unlock and slide open the upper housing of the ATM. Once done locate the ATM's power supply and turn the ATM off

Step 2 – Remove the EPP from the ATM and make sure that there is no damage to the EPP, also check that the spacer is on the fascia and aligned properly to cover the outside of the EPP as it goes onto the fascia. The spacer is used on the EPP to help hold down the buttons referred to above.



The various spacers are shown below:



Left Spacer: Models NH2600 (Halo), and MX4000W

Center Spacer: Models MX5300CE

Right Spacer: Models NH2700, and MX5000XX

*****Current spacers are the same as the ones in the images above but colored black*****

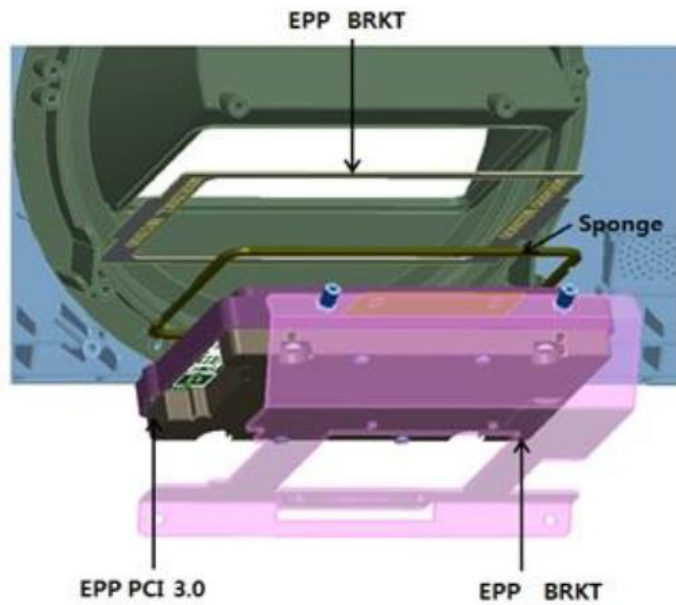
In order to verify that your EPP is seated against the spacer and fascia properly you will need to push down the on the EPP from a customer's perspective.



If there is a gap that shows between the EPP and the fascia then you must readjust and reinstall until there is no gap present when you push on the EPP.

*****If your EPP is missing the spacer altogether call the Nautilus Hyosung America Technical Support team at 877-496-7864 to inform of the missing spacer*****

Step 3 – Reinstall the EPP and Spacer onto the ATM's fascia



Step 4 – Perform a NVRAM clear on the EPP via these steps:

1. Power on the EPP
2. Remove the power connection to the EPP by disconnecting the power cable shown indicated in the below picture.



3. Turn DIP switch 1, on the back of the EPP to ON



4. Reconnect the EPP power cable
5. Wait 5 seconds and then disconnect the EPP power cable again
6. Turn DIP switch 1 back to the OFF position
7. Reconnect the Power Cable to the EPP
8. Power Cycle the ATM

Step 5 – Log into the Operation Program menu

Step 6 – From the Operation Program menu choose HOST SETUP



Step 7 – From the HOST SETUP menu choose KEY MANAGEMENT



Step 8 – Select the option for ENTER MASTER KEYS

Step 9 – Select YES to enter KEY MANAGEMENT and wait for the program to begin

Step 10 – At the SECURE MODE screen in the first KEY MANAGEMENT PASSWORD which with this error should be 000000



Step 11 – Enter the same password (000000) for the second KEY MANAGEMENT PASSWORD

Step 12 – Once in the KEY MANAGEMENT screen choose CHANGE PASSWORD



Step 13 – The CHANGE PASSWORD screen will come up. Select PASSWORD 1



Step 14 – Input PASSWORD 1 as your desired password (example: 333333)

Step 15 – You will see a message that says “successful”

Step 16 – Re-Input PASSWORD 1 for verification purposes (example: 333333)

Step 17 – Again, you will see a message that says “successful”

Step 18 – Select PASSWORD 2

Step 19 – Input PASSWORD 2 as your desired password (example: 444444)

Step 20 – You will see a message that says “successful”

Step 21 – Re-Input PASSWORD 2 for verification purposes (example: 444444)

Step 22 – Again, you will see a message that says “successful”

Step 23 – Return to the KEY MANAGEMENT screen by pressing the CANCEL key

Step 24 – At the KEY MANAGEMENT screen select the SET EPP STATE option



Step 25 – From the ENTER ID/PASSWORD screen select START



Step 26 – For the First ID and Password enter ID of 000000 and password of 000000

Step 27 – Select START again

Step 28 – For the Second ID and Password again enter ID of 000000 and password of 000000

Step 29 – Once in the SET EPP STATE screen choose ADD ID



Step 30 – In the ADD ID/PASSWORD screen select ENTER



Step 31 – Input the first Account ID as your desired ID (example: 555555) and Password as your desired password (example: 555555)

Step 32 – Select VERIFY

Step 33 – Re-Input the first Account ID and Password (example: 555555/555555) for verification purposes

Step 34 – The ATM will display the message “successful”

Step 35 – Select ENTER

Step 36 – Input the second Account ID as your desired ID (example: 666666) and Password as your desired password (example: 666666)

Step 37 – Select VERIFY

Step 38 – Re-Input the second Account ID and Password (example: 666666/666666) for verification purposes

Step 39 – Press CANCEL until you have completely logged out of KEY MANAGEMENT and are at the HOST SETUP screen

Step 40 – As done previously choose the KEY MANAGEMENT option in the HOST SETUP screen; in the following screen choose ENTER MASTER KEYS

Step 41 – When prompted for the first KEY MANAGEMENT PASSWORD enter your password (example: 333333)



Step 42 – When prompted for the second KEY MANAGEMENT PASSWORD enter your second password (example: 444444)

Step 43 – AT the KEY MANAGEMENT menu choose SET EPP STATE



Step 44 – At the ENTER ID/PASSWORD screen select START



Step 45 – Enter the first Account ID and Password based on what you had previously setup (example: 555555/5555555)

Step 46 – Select START again

Step 47 – Enter the second Account ID and Password based on what you had previously setup (example: 666666/666666)

Step 48 – In the SET EPP STATE screen you should be able to verify that your EPP is now in INITIALIZATION STATE

Step 49 – Select CHANGE STATE, this should prompt you with a notification that you will be changing to INSTALLATION STATE

Step 50 – Select CHANGE STATE again to confirm that you want to change to INSTALLATION STATE



Step 51 – The ATM should then say “EXECUTION SUCCESS” and show that the state is now INSTALLATION STATE

*****If you get a failure or the state remains at INITIALIZATION STATE the EPP may not be installed correctly. STOP and begin over again and reseal the EPP as indicated in the beginning of this guide. If the EPP still does not change state after going through these steps again contact Nautilus Hyosung America Technical Support for assistance with your issue*****

Step 52 – After changing your EPP to INSTALLATION STATE press CANCEL till you get to the KEY MANAGEMENT menu again

Step 53 – Set your KEY MODE to TDES, and go through your normal procedures to program your Master Keys again