Upcoming PCI/EPP Compliance Mandates
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PAI

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What are the PCI/EPP Compliance Mandates?

PCI sets standards that help ensure PINs and data are transferred securely through the payment ecosystem. This consists of EPP Version standards and deadlines, whereby there is ongoing lab certification of EPP hardware/software distribution and field sunset dates (NAC 2021 Retail ATM Industry - PCI EPP /TR31 Compliance Mandates Overview & Impact, 2021).

Upcoming Compliance Deadline Dates

- Phase 1 | 01 June 2019 – Implement Key Blocks for internal connections and key storage within Service Provider Environments –this would include all applications and databases connected to hardware security modules (HSM).

- Phase 2 | 01 January 2023 – Implement Key Blocks for external connections to Associations and Networks. ATMs will not go down with incompatible hardware and software. However, we highly recommend working through the upgrade process before the Phase 3 deadline.

- Phase 3 | 01 January 2025 – Implement Key Block to extend to all merchant hosts, point-of-sale (POS) devices and ATMs. (PCI Security Council, 2019). ATMs that do not have the required keypad and software versions will not work when Phase 3 is implemented!

Why Is this Change Needed?

In short, this change in Key Block security extends the integrity and stability of transactions within the payment infrastructure. The new compliance policy is enforced by the PCI Security Council and its network partners such as Visa, MasterCard, American Express, Discover and JCB. ATMs not in compliance by the Phase 3 Deadline, will not be able to process transactions until it meets the new PCI Key Block requirements.

How do I know what to do with my ATM?

Each manufacturer has established an upgrade path to help identify which machines require replacement, incompatible hardware, or software. The next several pages provide a detailed breakdown by manufacturer.

Genmega Compatibility Breakdown

Genmega and Hantle models must be able to support the latest software Versions, and have a EPP-B3 or EPP-B5 keypad installed. See supported models below:

HANTLE / GENMEGA NON-COMPATIBLE ATMS

Supported Keypad	ATM Models	Firmware	Upgradable?
EPP-B1	1700 Basic (non-W), E4000, C4000 (Starting with BYAF, or BYAB05000 or lower)	V03.02.01 - V03.05.03	Keypad is not TR-31 Compatible
EPP-B2	1700 Basic (non-W), E4000, C4000 (Starting with BYAF, or BYAB05000 or lower)	V03.06.00 - V03.13.00	Keypad is not TR-31 Compatible
EPP-B3	1700 Basic (non-W), E4000, C4000 (Starting with BYAF, or BYAB05000 or lower)	V04.09.00	Not Compatible - Replace ATM
EPP-B5	1700 Basic (non-W), E4000, C4000 (Starting with BYAF, or BYAB05000 or lower)	V05.07.00 or higher	Not Compatible - Replace ATM

HANTLE / GENMEGA UPGRADABLE ATMS

Supported Keypad	ATM Models	Firmware	Upgradable?
EPP-B1	1700W, C6000, T4000, G1900, G2500, G2900, G3000(W), G3500, GT3000, GT5000, and newer C4000 models	V03.02.01 - V03.05.03	No - Replace keypad
EPP-B2	1700W, C6000, T4000, G1900, G2500, G2900, G3000(W), G3500, GT3000, GT5000, and newer C4000 models	V03.06.00 - V03.13.00	No - Replace keypad
EPP-B3	1700W, C6000, T4000, G1900, G2500, G2900, G3000(W), G3500, GT3000, GT5000, and newer C4000 models	V04.09.00	No upgrade required
EPP-B5	1700W, C6000, T4000, G1900, G2500, G2900, G3000(W), G3500, GT3000, GT5000, and newer C4000 models	V05.07.00 or higher	No upgrade required

Genmega Keypad Identification:

If the keypad has Enter as top right button, you need to replace the keypad. If keypad has Cancel as top right button, look at the back of the keypad to see if it shows B1 or B2, then replace keypad.
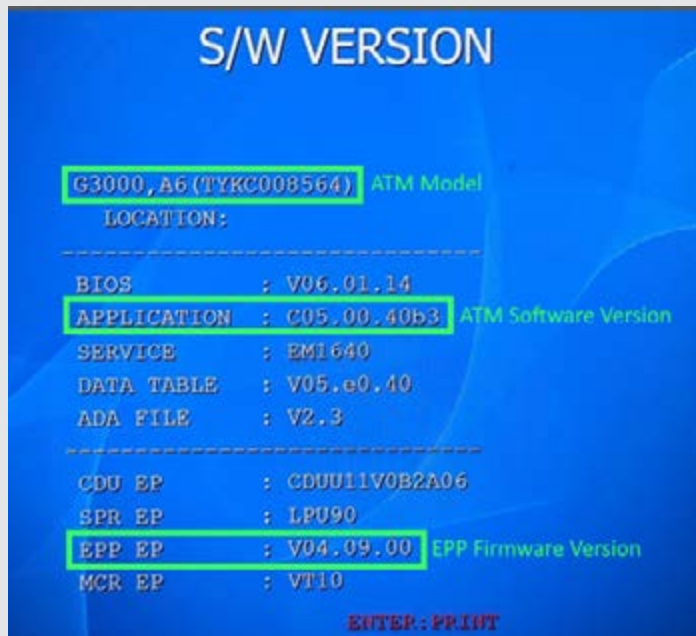

B3 or B5 - (Pressure switches on body) - No upgrades required.

Genmega Keypad Identification using ATM

From the ATM's main menu, go to Report, then select S/W Version to view details below:

(Genmega ATM Information)

EPP EP versions of 04.09.00 or higher are compatible with TR-31 PCI requirements

Hyosung Compatibility Breakdown

Hyosung models must be able to support the latest software, and have an EPP 8000R (firmware v10.0x.xx) or EPP X1(v15.0x.xx) revision are compatible with the latest PCI standards.

HYOSUNG NON-COMPATIBLE ATMS			
Supported Keypad	**Supported Models**	**Firmware**	**Upgradable?**
3000K	1500 basic, 1800 basic, 1800CE, 2100T, NH1000, NH2200, 5000CE, 5050CE, 5300CE, Nanocash	V02.00.01-V02.01.00	Keypad is not TR-31 Compatible
5000K	1500 basic, 1800 basic, 1800CE, 2100T, NH1000, NH2200, 5000CE, 5050CE, 5300CE, Nanocash	V03.01.02-V03.13.00	Keypad is not TR-31 Compatible
6000K/R	1500 basic, 1800 basic, 1800CE, 2100T, NH1000, NH2200, 5000CE, 5050CE, 5300CE, Nanocash	V08.00.00-V08.21.01	Keypad is not TR-31 Compatible
8000R	1500 basic, 1800 basic, 1800CE, 2100T, NH1000, NH2200, 5000CE, 5050CE, 5300CE, Nanocash	V10.00.01 - V10.00.07	Not compatible - Replace ATM
EPP-X1	1500 basic, 1800 basic, 1800CE, 2100T, NH1000, NH2200, 5000CE, 5050CE, 5300CE, Nanocash	V15.00.01 - V15.00.03 or higher	Not compatible - Replace ATM

HYOSUNG UPGRADABLE ATMS

Supported Keypad	Supported Models	Firmware	Upgradable?
3000K	1800SE, NH2700(T), Halo, Halo II, Force, 4000W, MX5000(SE), 5200SE, 5300SE, 5400SE, 5600, 5700, 7600, 7800, 8100, 8200, 8300	V02.00.01-V02.01.00	ATM is not compatible
5000K	1800SE, NH2700(T), Halo, Halo II, Force, 4000W, MX5000(SE), 5200SE, 5300SE, 5400SE, 5600, 5700, 7600, 7800, 8100, 8200, 8300	V03.01.02-V03.13.00	ATM is not compatible
6000K/R	1800SE, NH2700(T), Halo, Halo II, Force, 4000W, MX5000(SE), 5200SE, 5300SE, 5400SE, 5600, 5700, 7600, 7800, 8100, 8200, 8300	V08.00.00-V08.21.01	Keypad is not TR-31 Compatible
8000R	1800SE, NH2700(T), Halo, Halo II, Force, 4000W, MX5000(SE), 5200SE, 5300SE, 5400SE, 5600, 5700, 7600, 7800, 8100, 8200, 8300	V10.00.01 - V10.00.07	No upgrades required
EPP-X1	1800SE, NH2700(T), Halo, Halo II, Force, 4000W, MX5000(SE), 5200SE, 5300SE, 5400SE, 5600, 5700, 7600, 7800, 8100, 8200, 8300	V15.00.01 - V15.00.03 or higher	No upgrades required

Hyosung Keypad Identification

5000K or 6000K/R – buttons are not flat with body and no external pressure switches.

8000R – buttons are more flat with body and external pressure switches.

EPP-X1 – Additional paneling that prevents easy access to back of keypad, external pressure switches.

Hyosung Keypad Identification using ATM:

From the ATM's main menu, go to Report, then select S/W Version to view details:

EP PIN Versions of 10.0x.xx or higher are compatible with TRI-31 PCI requirements

Triton Compatibility Breakdown

Triton models must be able to support the latest software Versions for X-Scale, X2 and X3 mainboards, along with a T10 keypad (Triton, 2022).

TRITON NON-COMPATIBLE ATMS

Supported Keypad	Supported Models	Firmware	Upgradable?
T5	8100, 9100, 9600, 9700	414-0391	ATM is not compatible
T6	8100, 9100, 9600, 9700	VP-07.02	Keypad is not TR-31 Compatible
T7	8100, 9100, 9600, 9700	SP-07.03.004	ATM is not compatible
T9	8100, 9100, 9600, 9700	414-0702	ATM is not compatible
T10	8100, 9100, 9600, 9700	414-0737	ATM is not compatible

TRITON UPGRADABLE ATMS

| Supported Keypad	Supported Models	Firmware	Upgradable?
T5	RL1600, RL2000,RL5000, RT2000, FT5000, Argo	414-0391	Keypad is not TR-31 Compatible
T6	RL1600, RL2000,RL5000, RT2000, FT5000, Argo	VP-07.02	ATM is not compatible
T7	RL1600, RL2000,RL5000, RT2000, FT5000, Argo	SP-07.03.004	Keypad is not TR-31 Compatible
T9	RL1600, RL2000,RL5000, RT2000, FT5000, Argo	414-0702	Keypad is not TR-31 Compatible
T10	RL1600, RL2000,RL5000, RT2000, FT5000, Argo	414-0737	No upgrades required

Triton Keypad Identification

T10 – If the back of the keypad doesn't show "EPP T10 PCI" or "SW: 414-0737", then it will need replaced.

Triton Keypad Identification using ATM

From the ATM's main menu, go to Diagnostics, then select Terminal Status and then select Configuration Summary, and scroll down until "Keypad" is visible within the report, as shown below:
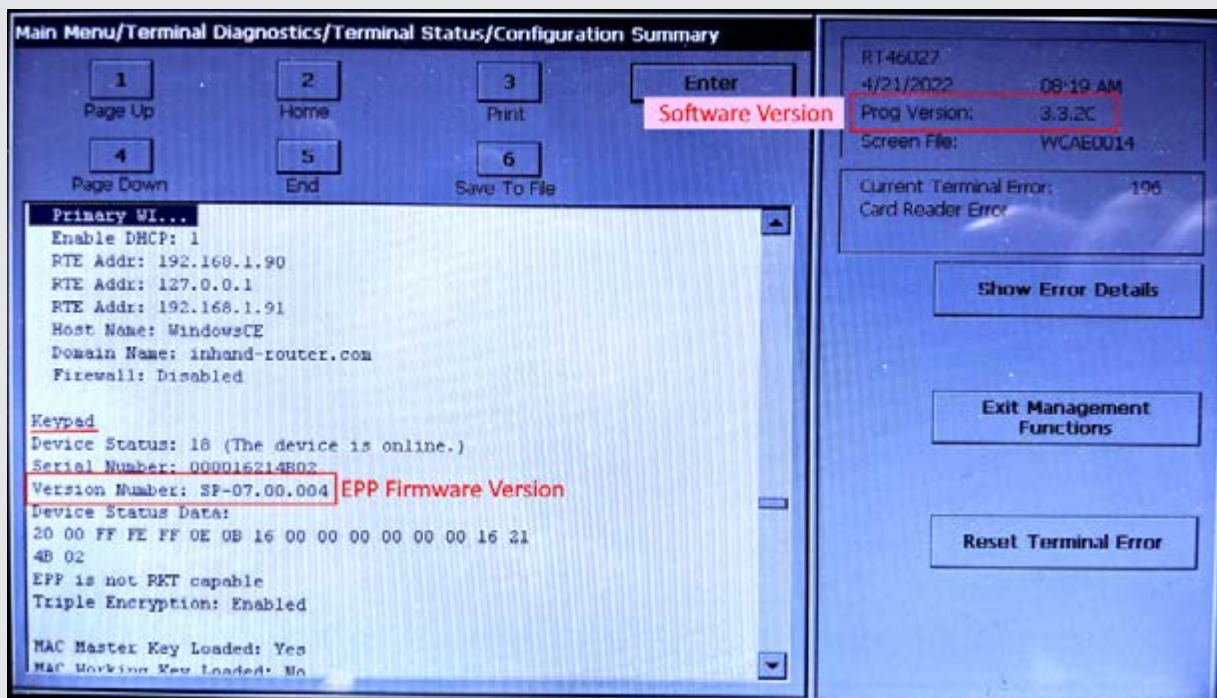
The Version Number must show "414-0737" at a minimum. Any other values for the Version number means that the keypad will need replaced.

References

Kahuna ATM, B. B., Triton, J. P., Genmega, W. D., & Hyosung, W. W.-N. (2021). NAC 2021 Retail ATM Industry - PCI EPP /TR31 Compliance Mandates Overview & Impact. NAC 2021, (p. 17). Retrieved from -https://www.paireports.com/myreports/GetFiles.event?document-classification-id=206

PCI Security Council. (2019). https://www.pcisecuritystandards.org/documents/PIN_Security_Rqmt_18-3_Key_Blocks_2019.pdf. Retrieved from - https://www.paireports.com/myreports/GetFiles.event?document-classification-id=203

Triton. (2022). PCI TR-31 Key Block. Retrieved from Triton.com: https://triton.com/pci-tr-31-key-block-compliance/