

Life cycle update for iPP350 terminals

New PCI PTS version 4 hardware – what you need to know

Nets is introducing a new PCI PTS 4 compliant hardware version of the iPP350 terminal. As mandated by PCI security regulations, the version 4 terminals will perform a 30 second reboot once every 24 hours. This is done to wipe the memory and prevent accessing card data through memory leaks. By fulfilling these latest security requirements, iPP350 will remain compliant for years to come.

Future proof for years to come

The PCI version 4 hardware can be installed until to April 2023. The life span of iPP350 is thus extended by several years.

Daily reboot is the main change

The reboot will only take 30 seconds so it will not be noticeable if timed in accordance with the merchant's business hours. It is however important to inform your merchants that the reboot is part of normal operation of the terminal and not a technical problem.

The reboot will never occur in the middle of a transaction and the terminal will only reboot in an idle state. To achieve this, if the next reboot is due within 5 minutes and a transaction is started, the terminal will reboot immediately and the transaction can be restarted after that. In this case, the terminal will report back to the ECR with a new Rejection Reason 3:12 (Controlled reboot).

Controlling the reboot

For software versions up to 5.0x, the default reboot time is set at 4:00* and this cannot be changed. To change the reboot time a software update is required. We encourage our partners to always use the latest software which provides the widest features and patches.

For software versions from 5.12 and onwards, the default reboot time can be changed* in the terminal menu.

To change the default reboot time of 04:00, go to *MENU -> Functions*.

- Swipe Merchant Card
- Press 6 for Parameter
- Press 1 for Change
- Press 1 for Function
- Select Reboot time
- Enter preferred time
- Confirm with OK
- Press STOP key twice to reboot the terminal

*) Notice that this is a two-hour time window for the reboot, starting from the defined time. If 04:00 is set, a reboot will occur at times between 04:00-06:00, alternating daily.

What to check from an ECR integration perspective

- There are no dependencies towards BAXI
- However, in some older ECR hardware using the USB connection, the connection may be lost due to reboot