

# A98 Deployment Guide

May 2005

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# 1 Overview

Trusted Security Solutions is pleased that \_\_\_\_\_ has chosen the A98 ATM Initial Key Establishment System. To ensure a successful installation of the A98 system, TSS will provide on-site setup and training. In preparation, you will be responsible for a number of items necessary for the installation, testing, and deployment of the A98 units.

## TSS Contacts

A list of Trusted Security contacts is provided below. Please feel free to contact anyone if they can be of assistance during the preparation period.

### Support Team

David Pharr, Director of Business Development (<mailto:dpharr@trustedsecurity.com>)  
 Steve Walker, Vice President (<mailto:swalker@trustedsecurity.com>)  
 Laurie Black, Customer Service (<mailto:laurie@trustedsecurity.com>)

### Technical Team

Robert Waters, A98 Project Lead (<mailto:rwaters@trustedsecurity.com>)  
 John Christ, A98 Technical Director (<mailto:johnchrist@trustedsecurity.com>)  
 Dennis Abraham, security/compliance (<mailto:dabraham@trustedsecurity.com>)

### Financial Team

Marion Palmer, Accounting (<mailto:mpalmer@trustedsecurity.com>)

### Phone Numbers:

Office (704)849-0036  
 Fax (704)849-0036

## Customer Contacts

### Support Team

A98 Administrator \_\_\_\_\_  
 A98 Hardware Installer \_\_\_\_\_  
 Network Specialist \_\_\_\_\_  
 ATM Technician \_\_\_\_\_  
 Host Software Technical Support Contact \_\_\_\_\_

## Installation and Deployment Strategy

Trusted Security normally attempts to complete the installation within 4 weeks of order placement. There are three aspects to complete A98 deployment: the installation and setup of the A98 system unit, the development and testing of the A98 to host and the logistical preparation for the actual field updates of the ATM keys. The **A98 Installation** suggested timeline is offered below.

### A98 Installation

		TIMELINE
Milestone	Customer & TSS review and agree on the installation strategy (includes discussion of supporting multi-level host platforms)	day 0
Task	Customer begins to secure test ATM(s) for remote key transactions	by day 1
Task	TSS configures and ships A98 units	by day 7
Task	TSS orders auxiliary items (e.g. printer, safe) for drop shipment	by day 7
Milestone	Customer confirms receipt of all items	by day 14
Task	Customer & TSS prepare for on-site installation (details in next section)	days 1-21
Milestone	Customer and TSS confirm, "ready for install"	day 21
Task	TSS on-site installation, setup, and testing of the A98	day 27



**A98 Installation (Cont'd)**

Task	TSS on-site installation of the Host Proxy Application for testing	day 27
Task	TSS on-site training of Customer staff	day 28
Milestone	A98 installation complete	day 28

The **Host Interface** and **Field Deployment** processes are dependent on you and so the tasks and timeline presented below are offered as a basic guide. TSS can and will assist you in these areas by providing documentation, technical services, product support, etc.

**A98 Host Interface**

		TIMELINE
Task	Customer & TSS review and agree on the host interface strategy	_____
Task	Interface team is established with Customer and TSS personnel	_____
Task	TSS provides sample host code and HPA test environment	_____
Task	Credentials set up with applicable Trust Authorities	_____
Task	ATM EPP's, firmware, and software confirmed to be Remote Key ready (list of remote rekey ATMs ready to include: make/model, EPP status, 3DES status, IP or dial up	_____
Task	Host Remote Key software secured, loaded onto test and production	_____
Task	Host Remote Key software tested and accepted on test and production	_____
Task	Interface secured from supplier and loaded onto test and production	_____
Task	Interface code tested and accepted on test and production	_____
Task	Interface tested on installed A98 system unit	_____
Milestone	Customer confirms A98 – Host interface is operational on test	_____
Task	Customer promotes host interface to production	_____

**A98 Field Deployment**

		TIMELINE
Task	Customer determines their rollout schedule for actual ATM key updates	_____
Task	Customer prepares ATM key update procedures for field personnel	_____
Task	Using TSS documents, Customer prepares training materials	_____
Task	Customer delivers Comvelopes to field locations/personnel	_____
Milestone	Customer confirms rollout is ready to begin	_____
Task	Customer begins rollout	_____

**Deployment Support**

TSS support personnel will be available for phone support during all phases of the installation. Please contact anyone on the Support or Technical teams list above for assistance.

**Customer Service Support**

TSS customer service personnel will be responsible for logistical arrangements dealing with equipment ordering/delivery and the scheduling of the on-site installation/training. Please contact anyone on the Support team list above for assistance.



## 2 Pre-Installation Checklist

These activities are completed after order placement and confirmation and PRIOR to installation. In particular, ensure the A98 and all associated equipment will be sited properly and all approvals have been obtained PRIOR to the scheduled installation date.

**NOTE: Items with an asterisk (\*) are required for the initial installation**

**Confirm A98 Model and order information\***

A98 Production unit:  
ATM capacity:  
Phone line capacity:  
HPA code:  
Host interface code:  
Comvelopes ordered:  
Servicer IDs ordered:  
Printer ordered:  
Test A98 unit:  
Installation/training days:  
Other: \_\_\_\_\_  
Other: \_\_\_\_\_

**A98 system unit rack location determined**

**\* A98 Production Unit**

Rack mount or desktop/shelf install?: \_\_\_\_\_  
 Rack location: \_\_\_\_\_  
 Make/Model of Rack: \_\_\_\_\_  
 Rack dimensions: depth: \_\_\_\_\_ width: \_\_\_\_\_ height: \_\_\_\_\_  
Confirm A98 is compatible with rack:   
Rails needed from TSS:

Target Date: \_\_\_\_\_ Responsible Person: \_\_\_\_\_  
Comment: \_\_\_\_\_

**Host attachment type determined**

**\* A98 Production Unit**

Ethernet

Target Date: \_\_\_\_\_ Responsible Person: \_\_\_\_\_  
Comment: \_\_\_\_\_

**☐ Arrangements made for A98 Connection Services**

**\* A98 Production Unit**

Static IP Address \_\_\_\_\_ Port: \_\_\_\_\_

**\* Host System**

Static IP Address \_\_\_\_\_ Port: \_\_\_\_\_

Additional IP Address (if required) \_\_\_\_\_ Port: \_\_\_\_\_

Cable for Ethernet connection to A98 pulled to back area of A98

Target Date: \_\_\_\_\_ Responsible Person: \_\_\_\_\_

Comment: \_\_\_\_\_

**☐ Arrangements for A98 Phone Lines**

**\* A98 Production Unit**

Primary analog phone line (\_\_\_\_ - \_\_\_\_ - \_\_\_\_\_)

Additional analog phone line(s) in a hunt group under the primary line

(\_\_\_\_ - \_\_\_\_ - \_\_\_\_\_)

(\_\_\_\_ - \_\_\_\_ - \_\_\_\_\_)

(\_\_\_\_ - \_\_\_\_ - \_\_\_\_\_)

Provision for toll free number (if desired)

Target Date: \_\_\_\_\_ Responsible Person: \_\_\_\_\_

Comment: \_\_\_\_\_

**☐ Comvelope information**

Test Comvelopes do not need this information...this will be required prior your production order

A98 phone number: \_\_\_\_ - \_\_\_\_ - \_\_\_\_\_ (printed inside Comvelope)

Help desk phone number: \_\_\_\_ - \_\_\_\_ - \_\_\_\_\_ (printed inside Comvelope)

Items below are printed on the outside of the Comvelope

Property of: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Target Date: \_\_\_\_\_ Responsible Person: \_\_\_\_\_

Comment: \_\_\_\_\_

**Servicer ID information determined**

**\* A98 Production and Backup Units**

- Customer to enter Servicer information using A98 Admin screen
- or
- Customer to prepare Servicer data files for importing at a later time
- or
- TSS to import Servicer data files and print Servicer ID's
  - Data file prepared for TSS (see attached specs)

Return Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Help desk phone#: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Target Date: \_\_\_\_\_ Responsible Person: \_\_\_\_\_

Comment: \_\_\_\_\_

**Entry of ATM's**

**\* A98 Production Unit**

- Customer to enter ATM information using A98 Admin screen
- or
- Customer to supply data files to import ATMs (need no less than one week prior to install)
  - Data file prepared for TSS (see attached specs)

Target Date: \_\_\_\_\_ Responsible Person: \_\_\_\_\_

Comment: \_\_\_\_\_

**Determine method of generating the A98 MFK components**

**\* A98 Production Unit**

- A98 generates MFK components that are printed on A-98 printer
- or
- Customer to provide components using: \_\_\_\_\_

Target Date: \_\_\_\_\_ Responsible Person: \_\_\_\_\_

Comment: \_\_\_\_\_

**Determine method of generating the shared A98-Host KEK components**

**\* A98 Production Unit**

- A98 generates KEK components that are printed on A-98 printer
- or
- Customer to provide KEK using: \_\_\_\_\_

Target Date: \_\_\_\_\_ Responsible Person: \_\_\_\_\_

Comment: \_\_\_\_\_



**☐ Individuals for Admin and Key Custodian Roles selected**

**A98 Production Unit**

	To be present at:	<u>Initialization :</u>	<u>Training:</u>
Admin Primary: _____		<input type="checkbox"/>	<input type="checkbox"/>
Key Custodian A Primary: _____		<input type="checkbox"/>	<input type="checkbox"/>
Key Custodian B Primary: _____		<input type="checkbox"/>	<input type="checkbox"/>
Key Custodian C Primary: _____		<input type="checkbox"/>	<input type="checkbox"/>
Admin Secondary: _____		<input type="checkbox"/>	<input type="checkbox"/>
Key Custodian A Secondary: _____		<input type="checkbox"/>	<input type="checkbox"/>
Key Custodian B Secondary: _____		<input type="checkbox"/>	<input type="checkbox"/>
Key Custodian C Secondary: _____		<input type="checkbox"/>	<input type="checkbox"/>

All of the above personnel need to decide on an 8-character password prior to initialization of the system.  
(The password must be 8 alphanumeric characters)

**One personality from each of the A98 roles must be present during the initialization of the A98 production system and entry of shared KEK to Host production system!**

Target Date: \_\_\_\_\_ Responsible Person: \_\_\_\_\_  
Comment: \_\_\_\_\_

**☐ \*Location for Key Management Vault determined: \_\_\_\_\_**

Target Date: \_\_\_\_\_ Responsible Person: \_\_\_\_\_  
Comment: \_\_\_\_\_

**A98 monitor/keyboard type determined**

**\* A98 Production Unit**

- A98 to be installed in a location with an existing monitor/keyboard, NO monitor/keyboard required  
or
- 17" standard desktop monitor and standard keyboard  
or
- 1U rack-mounted monitor and keyboard  
or
- Existing KVM to be used: Make: \_\_\_\_\_ Model: \_\_\_\_\_

Target Date: \_\_\_\_\_ Responsible Person: \_\_\_\_\_  
Comment: \_\_\_\_\_

**\* Optional workstation to run the Host Proxy Application**

The TSS-supplied Host Proxy Application (HPA) can receive and display A98 key update messages. This standalone program is used for testing. It can be run on the production A98 system unit or can be loaded onto a separate network-connected workstation (PC running XP/2000/98).

- HPA on the A98 system unit  
or
- HPA on a separate workstation
  - workstation is running Windows XP/2000/98
  - workstation is on the same network as the A98

Target Date: \_\_\_\_\_ Responsible Person: \_\_\_\_\_  
Comment: \_\_\_\_\_

**☐ Shipping instructions**

**A98 System unit, monitor, printer**

Name \_\_\_\_\_  
Company \_\_\_\_\_  
Address 1 \_\_\_\_\_  
Address 2 \_\_\_\_\_  
City State Zip \_\_\_\_\_  
Phone Number \_\_\_\_\_  
Country \_\_\_\_\_  
Special Instructions \_\_\_\_\_  
\_\_\_\_\_

**Floor safe and lockboxes for key custodian keying material storage**

Name \_\_\_\_\_  
Company \_\_\_\_\_  
Address 1 \_\_\_\_\_  
Address 2 \_\_\_\_\_  
City State Zip \_\_\_\_\_  
Phone Number \_\_\_\_\_  
Country \_\_\_\_\_  
Special Instructions \_\_\_\_\_  
\_\_\_\_\_

**Comvelopes and Servicer IDs**

Name \_\_\_\_\_  
Company \_\_\_\_\_  
Address 1 \_\_\_\_\_  
Address 2 \_\_\_\_\_  
City State Zip \_\_\_\_\_  
Phone Number \_\_\_\_\_  
Country \_\_\_\_\_  
Special Instructions \_\_\_\_\_  
\_\_\_\_\_

### 3 Testing

Trusted Security installation personnel will be available to assist with the initial testing of the A98 system. It is recommended that the Customer be prepared to conduct initial tests on these days.

To prepare for the test, TSS will provide, or have setup, the following:

- [√] initialized the test/development A98 system unit
- [√] phone line connection to the A98 VRU
- [√] network connection to host and remote key interface software loaded and functioning
- [√] Host Proxy Application
- [√] ATM database
- [√] Servicer database
- [√] Comvelopes for use in testing
- [√] training for the servicers on the use of the VRU
- [√] training for the host system operators on the use of the Host Proxy Application

Customer will provide:

- Test ATMs of sufficient variety, connected to the test Host system
  - Conventional Key Loading
  - Terminal ID, type, and location: \_\_\_\_\_
  - Terminal ID, type, and location: \_\_\_\_\_
  - Terminal ID, type, and location: \_\_\_\_\_
  - Remote Key Loading
  - Terminal ID, type, and location: \_\_\_\_\_
  - Terminal ID, type, and location: \_\_\_\_\_
- Servicer(s) who can load Comvelope data into the test ATMs and call the VRU
  - Name: \_\_\_\_\_
  - Name: \_\_\_\_\_
  - Name: \_\_\_\_\_
  - Name: \_\_\_\_\_
- ATM Technician(s) who are familiar with test Remote Key ATMs
  - Name: \_\_\_\_\_
  - Name: \_\_\_\_\_
- Operator(s) who can enter the A98 cryptograms into the test system's host application
  - Name: \_\_\_\_\_
  - Name: \_\_\_\_\_
- User(s), with cards and pins, to test the newly keyed ATMs
  - Name: \_\_\_\_\_
  - Name: \_\_\_\_\_
  - Name: \_\_\_\_\_
  - Name: \_\_\_\_\_

## 4 Installation Activities

These activities are completed during the installation of the A98.

### Customer Installation – 1<sup>st</sup> and 2<sup>nd</sup> Day

#### Verify the Pre-requisites have been satisfied – 1 Hour

- Verify Equipment Arrival against Check List
- Verify 26" Vertical Rack Space Available
- Location of – Safe vs. System Components
- Verify Network Cable pulled to A98 location
- Phone Connection – 1–4 RJ-11 Terminations with phone lines pulled to A98
- Power Connection – 4 x 115v AC non-locking
- Confirm Availability of Initialization Personnel
- Network W/S to Test With HPA

#### Verify that Mechanical Assembly and Initial Testing has been satisfied – 3 Hours

- Assemble the Monitor Rack Mount Unit
- Assemble the KB and TrackBall Drawer Assembly
- Assemble System Unit
- Component Cabling
- Monitor to System Unit
- KB and TrackBall to System Unit
- Facilities System Connections
- Power Cables
- Network Connection
- Telephone Connection
- Testing and Verification
- Initial Power-On Test
- Ping the Network Connection
- Telephone Connections
- Crypto System
- Initialization Process

#### Customer Orientation and Equipment Testing – 8 Hours

- Review Initial Testing
- Load Test MFK and KEK(s) to A98 and appropriate Host system
- Present A98/A Overview, Demonstration, Discuss Roles of Administrator(s) and Key Custodians, and Basic A98 Administration
- Perform test Comvelope load to lab ATM using HPA
- Perform test Comvelope load to lab ATM using automatic Host Link update
- Present A98/R Overview, Remote Key Concepts, Integration, Demonstration, and Listener Functionality
- Perform test remote key load to lab ATM

### **Customer Training – 3<sup>rd</sup> Day**

- One Day of Training Following 2nd Day or completion of Install and Testing phase
- Orientation and Training of Role Responsibilities for Key Custodians
- Discussion using the A98 Key Establishment System to Maintain Key Management Compliance for organization

### **Customer Setup Assistance – 2 Hours**

- Cold Initialization and Entry of Passwords
- Customer Initialization
- Generate and Load the Production MFK to Production A98
- Generate and Load the Production shared KEK(s) to A98 and to Host

### **Customer Production Testing – 3 Hours**

- Setup Customization and Configuration
- Perform test Comvelope load to lab ATM(s) using HPA
- Perform test Comvelope load to lab ATM(s) using automatic Host Link update
- Perform test remote key load to lab ATM(s) (if possible)

## 5 Standard A98 Shipping Items

Box #	Package Contents	Weight (lbs)	Length (inches)	Width (inches)	Height (inches)
<b>Shipped from TSS, Matthews, NC</b>					
1	Video Display	44	22	21	22
2	Display Rack & Keyboard Drawer	37	22	23	21
3	22" Slide Rails with mounting hardware	17	34	8	3
4	Three (3) Sentry 1900 or 2300 Lockboxes	48	15	7	12
5	System Unit and accessories	56	26	23	13
<b>Items Typically "Drop Shipped"</b>					
6	Floor Safe, Sentry D880	195	28	22	20
7	Lexmark 2390 Printer and accessories	30	24	13	16
8	Moore 13715 key Component Documents	25	6	9	12

## 6 Specifying the ATM and Servicer Information to the A98

Prior to being production-ready, the A98 must have certain specific information about each ATM for which the initial key will be established and about each ATM Service person that will access the A98. This document describes in detail how import information can be loaded into the A98 prior to installation.

With respect to ATMs, each ATM must be specifically identified to the A98, and the A98 must know whether the ATM will establish the initial key by using multiple full-length, 16 hex character, key components or if it uses 8 hex character left and right key halves. Additional information such as the ATM vendor, model and serial number is useful to provide audible feedback to the individual loading the ATM to ensure both are working with the same ATM.

Regarding Servicers, for audit purposes, the A98 also provides for a wide range of granularity for identifying the Servicers that load the Comvelopes at the ATMs. In order to maintain dual-control and split knowledge, a minimum of two global Servicers must be defined. In the case of two global Servicers, one ServicerID can be assigned as the organization that provides the service at the ATM while the other can be assigned to the bank personnel that own or lease the ATM. In this case the only audit information that will be captured will be global in nature. At the other extreme, every Servicer that participates in the Comvelope loading process can be assigned a ServicerID and an access code. This strategy will provide an audit trail down to the individuals that loaded the two particular Comvelopes into a particular ATM. The A98 user may elect to use a strategy somewhere between these extremes. Perhaps a shared branch ID or a store ID for one Comvelope and a regional ID for the contract Servicers would be preferred. Any strategy meeting the above requirements is acceptable.

ATM and Servicer information can be input to the A98 in several ways:

- **Manually** entered into the A98 by the ADMINPI or ADMINSEC using the A98 keyboard and display via an intuitive user interface.
- Imported from **diskette or Zip disk files** that are in the format specified below, by the ADMINPRI or ADMINSEC using the A98 Keyboard and display via an intuitive user interface.
- Some **combination** of the above.

A typical scenario would be an initial import by Trusted Security Solutions from a diskette provided by the customer. This import would occur prior to A98 installation. Thereafter, the customer maintains the import information. Note: ADMINPI or ADMINSEC can also perform imports from the A98 interface.

## A98 ATM and ATM Servicer Data Requirements

### Special Considerations

#### Use of numerics

Servicers communicate with the A98 using a DTMF (Touch-Tone) Telephone. Therefore, only numeric information (0-9) is permitted for identifying the primary ATM-ID and Servicer fields to avoid ambiguity and data entry problems. On the ATM file, there are several alternative ATM identification fields that allow alphanumeric data. Consult the record layout for detail specifications.

#### Owners

Owner import records define who owns a group of ATMs. This information is only necessary when using "Servicer / ATM Affinity" which restricts servicers to specific owners. This information should be entered prior to ATMs because it is an optional field in the ATM record.

## ATM Type

The ATM Type file specifies the ATM vendor name and model number that is read from the VRU interface. Since it is possible for a single vendor model ATM to be described as several ATM Types. For example, the Diebold 106x model ATMs are capable of accepting multiple full-length (16 hex character) key components and combining them using the exclusive OR process. However, some Diebold 106x ATMs are loaded in a non-compliant manner using split left and right 8 hex character key halves. The key halves are concatenated to form the key. The A98 can handle both cases, but must know what method of key management is being used. To discriminate between the two cases, 2 separate ATM Types will need to be defined, one having something like "106XFULL" in its description, and the other having something like "106XHALF" in its description.. For the "106XFULL", the `aty_xor_parts` field would be marked as "TRUE" while for the "106XHALF" case; the `aty_xor_parts` field would be marked "FALSE".

As of release 2.5, key management information is specified on each ATM import record because the servicer has the ability to change the key management using the VRU interface. For backwards compatibility, if key management is not specified on the ATM import, key management is defaulted from the ATM type file.

## ATMs

The ATM IDs must be unique within the scope of an A98. Most host systems already have a unique Terminal ID (TID) assigned for each ATM which can be adopted by the A98 as its ATM ID. However, when host system TIDs contain a combination of alpha characters and numerics, or when an all-numeric TID is greater than 8 characters in length, an all-numeric ATM ID of appropriate length will have to be created and cross-referenced to the host TID. In the file descriptions below, this cross-reference is accomplished by placing the all-numeric ATM ID in the "atm\_id" field, and the current TID in the "atm\_id\_alias" field. When the key update message is sent from the A98 to the host, both the numeric ID and the alias are included in the message.

When all-numeric ATM IDs need to be created, a strategy might be to use the first two digits to specify a logical division of ATMs such as a state or region and an additional 3 or 4 digits that uniquely identify the ATM within that logical division. The all-numeric ATM ID will need to be made known to the servicers. Affixing a label or writing the new numeric ID on the ATM using a suitable marker can accomplish this.

Each ATM Type defined to the A98 will be assigned a numeric ID. ATM Type IDs 1-40 are predefined by the A98 and are assigned to commonly used ATM types (see Appendix A). ATM Type IDs 0 and 41-999 are reserved for future. Customers that need to define ATM types not included in Appendix A should assign their own numeric Type IDs beginning with 1000 and working up from there. It is helpful and useful to provide clear descriptions for ATM Types. Note: the Servicer at the telephone does not enter the ATM Types, rather, the ATM ID is entered and the ATM Type is derived internally by the A98.

As of release 2.5, key management is specified on each ATM import record. For backwards compatibility, if the key management is not specified on the ATM import record, key management will be defaulted from ATM Type record. The ATM Type is now only used for reading back terminals Make and Model numbers when a servicer dials into the VRU.

Also, each ATM must be associated with a host connection ID. This ID must be the same as the ID that is specified on the A98 into which the ATMs are to be loaded

## Servicers

Servicer IDs and Servicer Passwords must also be numeric in order to permit them to be entered via the touch-tone telephone keypad. If initial passwords are specified, they must be securely communicated to the Servicers. If initial passwords are not specified, the A98 will generate a random initial password and produce a Servicer ID in tamper evident packaging for secure communication to the Servicers. User IDs and passwords can be up to 8 digits long.

## Affinity

This file associates specific servicers to owner groups. When a servicer dials into the A98 and enters an ATM ID, the A98 checks to make sure that both the servicer and the ATM are in the same owner group. If they are not in the same group, the A98 responds with an invalid ATM ID error message. The Affinity file should be imported last after the Owner, ATM and Servicer files. When importing records, only the aff\_svr\_id (servicer id) and aff\_own\_id (owner id) fields are accepted.

### Recommended method for providing this data

It is recommended that all data be submitted and imported by Trusted Security Solutions from a diskette provided by the customer. This data needs to be provided at least five (5) business days prior to the scheduled ship date to ensure a successful and efficient on-site installation.

To make data formatting easy, obtain the sample files available from TSS and familiarize yourself with the format by viewing them in a text editor or commercial spreadsheet program such as Lotus or Excel. When using a spreadsheet, remember to always save the files in a .CSV text format.

The ATM data is normally available from reports and information available on the host software to which the ATMs are attached – e.g. BASE24, OCM24, CONNEX, ADVANTAGE, CV Systems, ARKSYS, One Link, Silver Link etc. The reports should be obtained and arranged to simplify the data input. ATM IDs require special consideration (see "Special Considerations", above).

After obtaining the sample files from TSS and locating all ATM and Servicer source documents and data files, proceed through the following steps:

1. Study this document in its entirety for details about the file syntax
2. Key small quantities of data directly into the files using a text editor or spreadsheet.
3. Export larger quantities of data from source systems, preferably in a comma-delimited format (CSV). Then open the file(s) in a text editor or spreadsheet to add column headings and any missing data as needed to make the file formats conform to the file specifications provided below.
4. Save the files in .CSV (comma separated values) format.
5. Check your work and submit the files to TSS for verification and loading into your A98. Submission of these files to TSS at least five (5) business days prior the scheduled ship date will ensure that the on-site installation is successful and efficient.

## Import Files needed for implementation

There are 4 required and 2 optional files for Importing.

File Content	Record Description
<b>1 - ATM Service Personnel</b>	Each record specifies details for each servicer ID.
<b>2 - ATM Service Personnel Employers</b>	Each record specifies information about companies that employ the Servicer personnel. Each record is normally common to many servicer IDs.
<b>3 - ATM Descriptors</b>	Each record specifies details for each ATM for which the A98 can establish an initial key.

<b>4 - ATM Types – TSS provides default file</b>	Each record specifies information for each type or model of ATM. Of particular interest is the method the ATM uses to combine the Comvelope information to create the initial key. Each record is normally common to many servicer IDs.
<b>5 - ATM Owners –optional file</b>	Each record specifies information about who owns a group of ATMS. This information is required for using Servicer/ATM affinity option.
<b>6 - ATM / Servicer Affinity – optional file</b>	Each record connects a servicer to an owner group.

## File Specification and Record Syntax

The remaining pages of this document provide a detailed description of the file contents. Each file follows the following general format: first record contains field names and successive records contain data values. All records are of "comma separated values" (CSV). Use these descriptions as a reference when creating the import files.

<b>Record</b>	<b>Description</b>
First	Field names separated by commas, ending with CR LF
2	Item parameters – specific per file type, ending with CR LF
3	Item parameters – specific per file type, ending with CR LF
...	...
Last	Item parameters – specific per file type, ending with CR LF

## Foreign Keys Syntax

Several import files reference ID fields of other A98 files. For example ATM Service Personal file references the employer id (svr\_emp\_id). Rather than specifying the employer id code, you may substitute the svr\_emp\_name field. The import engine will look up the id field using the foreign key name field. The import field contents must match the information already contained in the A98. For example, if the import field contains "IBM", the A98 database should contain employer record that contains "IBM" in the name field. This table lists the foreign keys that can be substituted for each field id.

<b>Import File</b>	<b>Field ID</b>	<b>Foreign Key Name</b>	<b>Description</b>
Employer Import File	Svr_emp_id	Svr_emp_name	Servicer File - Employer Name
ATM Import File	Atm_own_id	Atm_own_name	ATM File – Owner Name
ATM Import File	Atm_own_code	Atm_hst_name	ATM File – Owner Name
ATM Import File	Atm_hst_id	Atm_hst_name	ATM File – Host Name
Affinity Import File	Aff_emp_id	Aff_emp_name	Affinity File – Employer Name
Affinity Import File	Aff_own_id	Aff_own_name	Affinity File – Owner Name
Affinity Import File	Aff_own_code	Aff_own_name	Affinity File – Owner Name

## 7 ATM Service Personnel File – File 1

### Description

- This file contains one record per ATM Service person that will need access to your A98 system.
- An example of this file is contained in A98\_SVRS.CSV

### Record 1 - Column Names

- Include these column names exactly as shown as the first record in the sample file. For your reference, these column names are also repeated below:  
`svr_id, svr_id_alias, svr_emp_id, svr_name_last, svr_name_first, svr_name_mi, svr_name_sal, svr_expires, svr_active, svr_notes, svr_password, svr_printed, svr_grace_logons`
- Foreign Keys: `svr_emp_name` may be substituted for `svr_emp_id`
- Provide a carriage return and line feed at the end of every record.

### Records 2 – end. Detail Records.

- Fields marked optional may contain a blank value, which should be indicated by providing a comma with no value preceding it.
- Provide a carriage return and line feed at the end of every record.

Field ID	Req	Length	Description
<code>svr_id</code>	Yes	Long integer	Unique numeric identifier for each ATM Service Person. Can be up to 8 characters in length, and all characters must be numeric. If a unique all numeric identifier does not exist but one including alphanumeric does exist, store that ID in the next field ( <code>svr_id_alias</code> ), and create a new sequential ID number in this field.
<code>svr_id_alias</code>	No	50 char	If your company has an identification assigned to each ATM Service Person you may specify it here in text character form. Note: Servicers will gain access to the A98 using a unique Servicer ID created by the A98. The <code>svr_id_alias</code> is informational only and useful for cross-reference purposes on A98 reports.
<code>svr_emp_id</code>	Yes	Long integer	The employer ID number that corresponds to the employer identifier assigned by the A98 to the Servicer Employer either by manual entry via the user interface form or by the import of the Servicer Employer File
<code>svr_name_last</code>	No	50 char	Last name
<code>svr_name_first</code>	No	50 char	First name
<code>svr_name_mi</code>	No	1 char	Middle initial – MUST ONLY BE ONE CHARACTER (no period)
<code>svr_name_sal</code>	No	4 char	Salutation e.g. Mr., Mrs., Miss, Ms
<code>svr_expires</code>	No	Date/Time	Expiration date for password, format mm/dd/yyyy. Only meaningful if password expiration is selected. If password expiration is selected and no expiration is specified, TSS will set an expiration date one year from the processing date.
<code>svr_active</code>	No	boolean	Indication of whether this servicer is currently active (i.e. able to use the system). Use “yes” or “true” to indicate active, “no” or “false” to indicate not active. If this field is left blank, field defaults to “true”.

<b>svr_notes</b>	No	255 char	Up to 255 characters of free form text for notes.
<b>svr_password</b>	No	8 char	Initial password. If specified, must be numeric characters selected from 0-9. If omitted, a random initial password is generated. If generated, TSS must print the tamper evident Servicer ID envelopes.
<b>svr_printed</b>	Yes	boolean	Indicates whether the tamper-evident Servicer ID envelopes are to be printed for this person, use “TRUE” or “FALSE”
<b>svr_grace_logons</b>	No	Long integer	Specifies the number of grace logins after expiration date.

## 8 ATM Service Personnel Employers File – File 2

### Description

- This file contains one record for each ATM Service Personnel employer.
- The emp\_ID in this record contains the value used in Field 2 of the ATM Servicers file (File 1) above.
- **An example of this file is contained in A98\_EMPS.CSV**

### Record 1 - Column Names

- *Include these column names exactly as shown as the first record in the sample file. For your reference, these column names are also repeated below:*  
*emp\_id , emp\_name , emp\_addr1 , emp\_addr2, emp\_city, emp\_state, emp\_postal\_code, emp\_country, emp\_phone, emp\_phone\_alt, emp\_fax, emp\_email, emp\_active, emp\_notes*
- *Provide a carriage return and line feed at the end of every record.*

### Records 2 – end. Detail Records.

- *Fields marked optional may contain a blank value which should be indicated by providing a comma with no value preceding it.*
- *Provide a carriage return and line feed at the end of every record.*

<b>Field ID</b>	<b>Required</b>	<b>Length</b>	<b>Description</b>
<b>Emp_id</b>	Yes	long integer	A unique identifier per employer. This value will be created automatically by the A98. For the import file, enter a number (must be a number only) to simply hold the position, i.e. 0 or 1 can be used for all rows.
<b>Emp_name</b>	Yes	50 char	employer name - Company Name
<b>Emp_addr1</b>	No	50 char	employer address
<b>Emp_addr2</b>	No	50 char	employer address
<b>Emp_city</b>	No	50 char	employer city
<b>Emp_state</b>	No	2 char	employer state
<b>Emp_postal_code</b>	No	25 char	employer postal (i.e. zip) code
<b>Emp_country</b>	No	25 char	employer country
<b>Emp_phone</b>	No	25 char	employer phone
<b>Emp_phone_alt</b>	No	25 char	employer alternate phone
<b>Emp_fax</b>	No	25 char	employer fax number
<b>Emp_email</b>	No	50 char	employer e-mail address
<b>Emp_active</b>	No	boolean	indication of whether this employer is currently active (i.e. available to be assigned to an active servicer). Use “yes” or “true” to indicate active, “no” or “False” to

			indicate not active. If this field is left blank, it defaults to "True".
<b>Emp_notes</b>	No	255 char	Up to 255 characters of free form text for notes.

## 9 ATM Descriptor File – File 3

### Description

- This file contains one record per ATM that will be serviced by your A98 system.
- **An example of this file is contained in A98\_ATMS.CSV**

### Record 1 - Column Names

- *Include these column names exactly as show as the first record in the sample file. . For your reference, these column names are also repeated below:*  
*atm\_id, atm\_aty\_id, atm\_id\_alias, atm\_serial\_number, atm\_addr1, atm\_addr2, atm\_city, atm\_state, atm\_postal\_code, atm\_country, atm\_phone\_1, atm\_phone\_2, atm\_phone\_3, atm\_phone\_use\_cid, atm\_active, atm\_notes, atm\_hst\_id, atm\_fiid, atm\_region, atm\_branch, atm\_ivr\_code, atm\_ivr\_code\_numeric, atm\_kem\_id, atm\_own\_id*
- *Foreign Keys: atm\_hst\_name may be substituted for atm\_hst\_id  
atm\_own\_name may be substituted for atm\_own\_id  
atm\_own\_code may be substituted for atm\_own\_id*
- *Provide a carriage return and line feed at the end of every record.*

### Records 2 – end. Detail Records.

- *Fields marked optional may contain a blank value which should be indicated by providing a comma with no value preceding it.*
- *Provide a carriage return and line feed at the end of every record.*

Field Name	Req	Length	Description
<b>atm_id</b>	Yes	long integer	Unique identifier keyed into the touch-tine phone at the ATM to identify the ATM to the A98. The host system TID (Terminal ID) should be used if possible (see ATMs under "Special Considerations" at the beginning of this document for discussion of appropriate atm_id values.) Max of 8 numeric characters
<b>atm_aty_id</b>	Yes	long integer	The ATM Type ID that corresponds to the ATM type identifier provided by you in the <i>aty_id</i> Field of ATM Types File (File 2A below). See Appendix A for a listing of pre defined ATM types and their corresponding atm_aty_id values. ATM types not included in Appendix will require a record to be defined in the ATM Types File (File 2a – see below).
<b>atm_id_alias</b>	No	16 char	Full ATM ID known to the host ATM software including alphanumeric characters if any. Note, this field should contain the host system TID (Terminal IDs) when the TID cannot be stored in the atm_id field of this file. See ATMs under "Special Considerations" at the beginning of this document for discussion of appropriate atm_id values.

<b>atm_serial_number</b>	No	50 char	A serial number for each ATM. If present, it could be spoken back to the Servicer.
<b>atm_addr1</b>	No	50 char	Address 1 of the ATM location
<b>atm_addr2</b>	No	50 char	Address 2 of the ATM location
<b>atm_city</b>	No	50 char	City of the ATM location
<b>atm_state</b>	No	2 char	State of the ATM location
<b>atm_postal_code</b>	No	25 char	Postal (i.e. zip) code for ATM location
<b>atm_country</b>	No	25 char	Country where the ATM is located
<b>atm_phone_1</b>	No	25 char	Phone number 1 to be used for Comvelope Loading
<b>atm_phone_2</b>	No	25 char	Phone number 2 to be used for Comvelope Loading
<b>atm_phone_3</b>	No	25 char	Phone number 3 to be used for Comvelope Loading
<b>atm_phone_use_cid</b>	No	boolean	Indicates whether Caller ID should be used at the A98 to identify the phone at this ATM. Use “yes” or “true” to indicate use CID, “no” or “false” to indicate not to use CID. If it is left blank, it defaults to “false”. The action taken in the event that CID verification fails is globally determined by the A98 system unit options menu.
<b>atm_active</b>	No	boolean	Indicates whether this ATM is currently active (i.e. in use). Use “yes” or “true” to indicate active, “no” or “false” to indicate not active.
<b>atm_notes</b>	No	255 char	Up to 255 characters of free form text for notes.
<b>atm_hst_id</b>	Yes	long integer	Host ID of the Host to which the ATM is connected. NOTE: the host (or multiple hosts) must already have been setup in the A98. The system assigned Host Id MUST BE USED for this field.
<b>atm_fiid</b>	No	4 char	Financial Institution used for documentation
<b>atm_region</b>	No	4 char	Region used for documentation
<b>atm_branch</b>	No	4 char	ATM Branch used for documentation
<b>atm_ivr_code</b>	No	50 char	Another representation of the ATM ID. Primarily used when “allow non-unique ids” on Options Maintenance->IVR screen is enabled.
<b>Atm_ivr_code_numeric</b>	No	50 char	The numeric equivalent of the atm_ivr_code on the telephone keypad.
<b>Atm_Kem_id</b>	No	long integer	Key-management, currently defaulted from ATM_Type file. Possible values are: “Split/Left Right”, “16 character”, and “32 character”
<b>Atm_own_id</b>	No	long integer	Owner id. Used when the Servicer/ATM Affinity option is enabled to restrict access to only servicers in same owners group.
<b>Atm_rem_id</b>	No	number	Remote Format ID. Should be “1” for CBP or “2” for SBP.
<b>Atm_rh_id</b>	No	long integer	Remote Handler ID.
<b>Atm_pk_id</b>	No	long integer	Public Key ID.

## 10 ATM Types File – File 4

### Description

- This file contains one record for each ATM Type (Manufacturer and model number).
- The *aty\_id* in this record contains the value used in Field *atm\_aty\_id* of the ATMs File (File 2) above.
- **An example of this file is contained in A98\_TYPS.CSV**

### Record 1 - Column Names

- *Include these column names exactly as show as the first record in the sample file. For your reference, these column names are also repeated below:*  
*aty\_id, aty\_vendor, aty\_vendor\_readback, aty\_model, aty\_model\_readback, aty\_description,*  
*aty\_xor\_parts, aty\_active, aty\_notes*
- *Provide a carriage return and line feed at the end of every record.*

### Records 2 – end. Detail Records.

- *Fields marked optional may contain a blank value which should be indicated by providing a comma with no value preceding it..*
- *Provide a carriage return and line feed at the end of every record.*

Field Name	Required	Description
<b>aty_id</b>	Yes	A unique identifier per ATM Type (manufacturer / model number / Key management method combination). This field must contain a number, and it must be different for each ATM Type. See Appendix A for a list of pre-defined ATM types. Only ATM types not included in Appendix A must be defined in this file. This is the <b>atm_aty_id</b> field referred to ATM Descriptor File (File 2) above.
<b>aty_vendor</b>	Yes	Name of vendor
<b>aty_vendor_readback</b>	Yes	Name of the vox file containing the vendor's name
<b>aty_model</b>	Yes	Name of model
<b>aty_model_readback</b>	Yes	Determines how the model is read back to the user. The format is x y, x y, ... x y where x=the single letter or number (one or more digits) and y=the type of readback: C=character/letter, N=number. Example: model=RT650, pronounced "R" "T" "six" "fifty".. the readback entry would be R C, T C, 6 N, 50 N
<b>aty_description</b>	Yes	Description of model
<b>aty_xor_parts</b>	Yes	Used to determine what kind of keying is used, XOR (16 bytes) (default) or concatenation of components (8 bytes). Required. Use "Full" for XOR or "Split" for concatenation.
<b>aty_active</b>	No	Indication of whether this ATM Type is active, (i.e. in use), optional. Use "yes" or "true" to indicate active, "no" or "False" to indicate not active.
<b>aty_notes</b>	No	Up to 255 characters of free form text for notes.

## 11 ATM Owners File – File 5

### Description

- This file contains one record for each ATM Owner.
- The *own\_id* field in this record is used as the *atm\_own\_id* in the ATM file
- An example of this file is contained in A98\_OWNS.CSV

### Record 1 - Column Names

- *Include these column names exactly as show as the first record in the sample file. For your reference, these column names are also repeated below:*  
*own\_id, own\_code, own\_name, own\_level, own\_parent, own\_active*
- *Provide a carriage return and line feed at the end of every record.*

### Records 2 – end. Detail Records.

- *Fields marked optional may contain a blank value which should be indicated by providing a comma with no value preceding it.*
- *Provide a carriage return and line feed at the end of every record.*

Field Name	Required	Length	Description
<b>own_id</b>	Yes	long integer	A unique identifier for each owner.
<b>own_code</b>	Yes	15 char	A unique code identifier for each owner
<b>own_name</b>	Yes	50 char	Owners Name
<b>own_level</b>	Yes	long integer	Should be coded as “1”. Used for future expansion.
<b>own_parent</b>	Yes	long integer	Should be blank. To be used for future expansion.
<b>own_active</b>	Yes	boolean	Indication if owner record is being used. . Use “yes” or “true” to indicate active, “no” or “False” to indicate not active.

## 12 ATM / Servicer Affinity File – File 6

### Description

- This file contains one record for each ATM / Servicer Affinity.
- These records assign a servicer to specific owner. When a servicer dials into the A98 and enters an ATM ID, the A98 checks to make sure that both the servicer and the ATM are in the same owner group. If they are not in the same group, the A98 responds with an invalid ATM ID error message.
- An example of this file is contained in A98\_AFF.CSV

### Record 1 - Column Names

- Include these column names exactly as show as the first record in the sample file. For your reference, these column names are also repeated below:  
*aff\_svr\_id, aff\_own\_id, aff\_emp\_id*
- Provide a carriage return and line feed at the end of every record.
- Foreign Keys: *aff\_emp\_name* may be substituted for *aff\_emp\_id*  
*aff\_own\_name* may be substituted for *aff\_own\_id*  
*aff\_own\_code* may be substituted for *aff\_own\_id*

### Records 2 – end. Detail Records.

- Fields marked optional may contain a blank value which should be indicated by providing a comma with no value preceding it.
- Provide a carriage return and line feed at the end of every record.

Field Name	Required	Description
<b>aff_svr_id</b>	Yes	A unique identifier for each owner.
<b>aff_own_id</b>	Yes	A unique code identifier for each owner
<b>aff_emp_id</b>	No	Employer ID. Leave blank. To be used for future expansion.

## 13 Appendix A – Predefined ATM Types

These predefined types are included for completeness. It is not required to use these ATM Types. Additional ATM Types may be defined with the same properties. ATM Types 0 and 41-999 are reserved for internal use.

ATy_ID	ATy_Vendor	ATy_Model	ATy_Description	ATy_XOR_Parts
0	*** Reserved ***			
1	Burroughs	RT650	Burroughs RT650	FALSE
2	Burroughs	RT750	Burroughs RT750	FALSE
3	DeLarue	xxxx	DeLarue Various	FALSE
4	Diebold	906	Diebold 906	FALSE
5	Diebold	910	Diebold 910	FALSE
6	Diebold	911	Diebold 911	FALSE
7	Diebold	912	Diebold 912	FALSE
8	Diebold	9000	Diebold TABS 9000	FALSE
9	Diebold	106X-H	Diebold 106X Half	FALSE
10	Diebold	106X-F	Diebold 106X Full	TRUE
11	Diebold	107X-H	Diebold 107X Half	FALSE
12	Diebold	107X-F	Diebold 107X Full	TRUE
13	Docutel	xxxx	Docutel - Various	FALSE
14	Fujitsu	1000	Fujitsu 1000	FALSE
15	Fujitsu	4000	Fujitsu 4000	FALSE
16	Fujitsu	6000	Fujitsu 6000	FALSE
17	Fujitsu	7000-H	Fujitsu 7000 Half	FALSE
18	Fujitsu	7000-F	Fujitsu 7000 Full	TRUE
19	Greenlink	xxxx	Greenlink Various	FALSE
20	IBM	3614	IBM 3614	FALSE
21	IBM	3624	IBM 3624	FALSE
22	IBM	473X-H	IBM 473X Half	FALSE
23	IBM	473X-F	IBM 473X Full	TRUE
24	Interbold	106x-H	InterBold 106X Half	FALSE
25	Interbold	106x-F	InterBold 106X Full	TRUE
26	Interbold	107x-H	InterBold 107X Half	FALSE
27	Interbold	107x-F	InterBold 107X Full	TRUE
28	NCR	1770	NCR 177X	FALSE
29	NCR	1780	NCR 178X	FALSE
30	NCR	50XX	NCR 50XX	FALSE
31	NCR	56XX-H	NCR 56XX Half	FALSE
32	NCR	56XX-F	NCR 56XX Full	TRUE
33	NCR	58XX-H	NCR 58XX Half	FALSE
34	NCR	58XX-F	NCR 58XX Full	TRUE
35	Omron	xxxx	Unknown	TRUE
36	Siemens	xxxx	Various	FALSE
37	Tidel	Tidel	Tidel	FALSE
38	Triton	9500	Triton 9500	TRUE
39	Unisys	RT650	Unisys RT650	FALSE
40	Unisys	RT750	Unisys RT750	FALSE
41 - 999	*** Reserved ***			

## 14 Appendix B – Record Layout Changes

### Changes in Version 2.0

1. One additional field must be added to the end of the Employee or Servicer Personnel file: `svr_printed`. This is a True/False to indicate whether login/ID mailers are to be printed for this employee. Typically this is set to FALSE.
2. The employer id field (`svr_emp_id`) in the employee file is NOT user-defined, but is the sequential ID assigned by A98 to the employer. Therefore, employers must be setup BEFORE the employee file can be produced and imported.
3. The middle initial in the employee name can only be one character long. Do not include a period.
4. The employer id field (`emp_id`) in the Employer file is NOT created from this field, but is a sequential ID assigned by A98 to the employer. Enter a default numeric value, such as 0 or 1 to every record just as a placeholder.
5. In the ATM file, the Host associated with this ATM (`atm_hst_id`) must be a valid, A98-assigned host id that has already been setup through the user interface form.
6. The ATM types file must contain two added columns to enable proper VRU read back. One must be the file name of the voice-recording file (`.vox`) for the ATM vendor and the second is a string that indicates how the ATM model number is to be pronounced. (NOTE: most all standard ATM models and vendors are ALREADY set up in the A98. You will only need to import those that are NOT in the pre-assigned list.

### Changes in Version 2.5

1. Added `svr_grace_logons` to Servicer Personnel file specifications. Added `svr_emp_name` foreign key.
2. Added the following fields to the ATM specification: `atm_fiid`, `atm_region`, `atm_branch`, `atm_ivr_code`, `atm_ivr_code_numeric`, `atm_kem_id`, `atm_own_id`
3. Key Management is now contained on the ATM record instead of the ATM\_Type file. `atm_kem_id` contains this information. Valid values are: "Split/Left Right", "16 character", or "32 character". For backwards compatibility, you can still import without this field. The system will default the initial value from the ATM\_Type file. However, once the information is imported, it must be maintained on the ATM record.
4. Added the following foreign keys to ATM specification:
  - o `atm_hst_name` may be substituted for `atm_hst_id`
  - o `atm_own_name` may be substituted for `atm_own_id`
  - o `atm_own_code` may be substituted for `atm_own_id`
5. Added owners file import / export record layout.
6. Added affinity file import / export record layout.

### Changes in Version 3.0

1. Added the following public key fields: `atm_rem_id`, `atm_rh_id` and `atm_pk_id` to ATM file.

## 15 Appendix C – FTP ATM Header Record Layout

The FTP import facility requires a header record as the first record in an ATM import file. The record format is listed between the brackets below. Do not include the brackets in the actual file.

Record 1 ->[00000124, Date = 2003/02/15 Time= 10:00:00 Version 001.00**CRLF**]

Record 2 ->Normal ATM Import File

The first record in the file starts with a Byte Count field which is 8 digits, right justified, zero filled field. This Byte Count field contains the total number of bytes in the import file. A98 checks this field against the actual size of the file. If the byte count field does not match the file length then no updating will occur. Information between the comma and **CRLF** is documentation. The rest of the file is a normal ATM import file as listed in the ATM import specification.

## 16 Servicer Guide

### Introduction

The "A98 ATM Initial Key Establishment System" is used to load a unique cryptographic key into an ATM and securely communicate this key to the ATM's host system. Two components are necessary to form a new key. Key components are provided in a Comvelope™. Servicers report key loading activity to the A98 system using a voice response unit (VRU) which is integrated with the A98 system.

A **Comvelope™**, or "**Component envelope**" contains the keying data for one part of the required 2-part key. A sample Comvelope is depicted on page 2. The middle portion of the Comvelope contains the A-key and B-key component that will be entered into the ATM. The servicer should follow the key loading procedure as specified for the ATM in determining which components to enter (A or B or both) and which format to use (8 or 16 characters). The top part of the Comvelope indicates the phone number to call and the Comvelope ID. This ID number will be entered into the A98 VRU when prompted. (Note, the A and B key components are NOT entered into the VRU.) The Comvelope also lists the support number that can be used for assistance.

A **Servicer ID** and access code must be obtained to use the A98 system. Each servicer should receive an ID and code in a sealed envelope. If the envelope has been tampered with in any way, it should be reported and NOT used. If a servicer does not have a user ID or has forgotten their access code, they should call the support number for assistance. A sample servicer ID is displayed on page 2.

### The A98 Process

The following steps should be used to load a new key.

1. The first servicer selects a Comvelope at random and assures that it is securely sealed and has not been opened or tampered with. If the Comvelope has been compromised, it should not be used.
2. After opening the Comvelope, the first servicer enters the A and/or B component listed inside the Comvelope into the ATM according to the specific procedures for that ATM model. Note that the A and B values on the first Comvelope are NOT to be used as the first and second component of the new key. The second servicer will be responsible for entering the second component, as described in Step 7 below.
3. The servicer should confirm that the key check value reported by the ATM matches the value printed on the Comvelope.
4. Before calling the A98 VRU, the servicer should have entered the Comvelope key values into the ATM, confirmed the key check value, identified the ATM's terminal ID number, have the Comvelope ID available, and should know their servicer ID and access code. The first servicer then dials the A98 voice response Unit (VRU) from a touch-tone phone at the number printed on the Comvelope.
5. The VRU will prompt the servicer through the loading process. The servicer responds by using the key pad on the touch-tone phone. These prompts are explained in the "A98 Servicer VRU Guide".
6. After the first servicer successfully enters the Comvelope data into the A98, the middle portion of the Comvelope should be destroyed, and the top half signed, dated, and returned according to the established procedures.
7. The second servicer performs steps 1 through 6 using a second sealed Comvelope
8. After the second servicer successfully enters the Comvelope data, A98 will transfer the resulting key to the host. Then the A98 VRU will instruct the servicer to switch the ATM online.
9. The servicer then completes any additional startup or testing procedures. If there is any error in the keying, the servicer should call the support number.

## Comvelope™

**Enter the A- and B-Key component values listed below into the ATM.**

**Verify that the ATM's key check value matches the Comvelope.**

**Call the A98 VRU and enter your servicer ID, access code, and the ATM's ID number.**

**Enter the Comvelope ID.**

**Call the support number if you have problems, questions, or need help.**

**Destroy the middle section of the Comvelope, sign the top section and return it as specified.**

## Servicer ID

**Your servicer ID has been permanently and uniquely assigned to you.**

**Your access code has been initially set. It is used to verify your servicer id and will be required to enter the system. It can be changed via the A98 VRU.**

**Call the support number if you have problems, questions, or need help.**

## 17 Voice Response Unit Guide (VRU)

### Introduction

The "A98 ATM Initial Key Establishment System" is used to load a unique cryptographic key into an ATM and securely communicate this key to the ATM's host system. Two components are necessary to form a new key. Key components are provided in a Comvelope™. Servicers report key loading activity to the A98 system using a voice response unit (VRU) which is integrated with the A98 system. Please refer to the "A98 Servicer Instruction Guide" for details on Comvelopes, Servicer ID's, and the basic process for loading ATM keys with the A98 system.

### Prior to calling the A98 system

Before calling the A98 Voice Response Unit (VRU), the servicer should:

- enter the Comvelope key values into the ATM,
- confirm the key check values,
- identify the ATM's terminal ID number,
- have the Comvelope ID available,
- know their servicer ID and access code,
- have access to a touch-tone phone.

### Steps for using the A98 VRU

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#### Entering the FIRST Comvelope:

1. Dial the A98 phone number.
2. Enter your service id.
3. Enter your access code.
4. Press 1 to enter a Comvelope id.
5. Enter the ATM id.
6. Press 1 to confirm the ATM identity.
7. Enter the Comvelope id.
8. Press 1 to confirm the key check values.
9. After hearing the "component saved" message, press 3 to exit, or simply hangup.
10. Destroy the middle section of the Comvelope. Complete and return the top section.

#### Entering the SECOND Comvelope:

1. Dial the A98 phone number.
2. Enter your servicer id.
3. Enter your access code.
4. Press 1 to enter a Comvelope id.
5. Enter the ATM id.
6. Press 1 to confirm the ATM identity.
7. Press 1 to enter the SECOND Comvelope.
8. Enter the Comvelope id.
9. Press 1 to confirm the key check values.
10. After hearing the message "host successfully updated", press 3 to exit, or simply hangup.
11. Switch the ATM online.
12. Destroy the middle section of the Comvelope. Complete and return the top section.

#### Changing your access code:

1. Dial the A98 phone number.
2. Enter your service id.
3. Enter your current access code.
4. Press 2 to change access codes.
5. Enter your NEW access code (maximum of 8-digits).
6. Re-enter your NEW access code.
7. After hearing that your "access code has been changed", press 3 to exit, or simply hangup.

# Detailed A98 VRU flow chart

