

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.

The diagram shows an ATM screen with the following text: "Enter components (below)", "Confirm Key Check Value (KCV)", "Call (800) 123-1234", "Enter This ATM's ID", "Enter Comvelope ID: 001 1000 251", and "Sign, Date and Return". Below the screen is a physical envelope with "A-KEY: 48 0C 72 18 76 14 C4 00", "B-KEY: 2B 07 21 0D 7D 13 26 00", "KCV: 48 1E B2", and "KCV: B4 1F 43". The envelope also contains a confidentiality statement and contact information for XYZ ATM Co.

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.

The diagram shows a "Servicer ID Mailer" form with the following text: "Here is your new A98 Initial Key Establishment System Servicer ID", "Initial Access Code: 454132", "Servicer Name: Joe Test 1", "Servicer ID: 99911", and "Initial Access Code: 454132". It also includes a confidentiality statement and contact information for XYZ ATM Co.