

10/23/2015 - Steps to Resolve Hypercom Security Certificate Error and Perform Download Update

These are the steps to resolve Hypercom errors that have occurred due to a download update being required on the terminal. When this issue occurs, the terminal will not load the application. The error may be displayed on the terminal screen as “Err. Sec. Sys. App. Cert. Failed” or “Initialization Error – DES – Status 0005”.

Please follow these steps to resolve the issue and download the update to the terminal.

Note: There are two sets of steps for each terminal model. If the first set of steps is not successful, please try the second.

Before you begin, please pay attention to the model of your Hypercom and the connection type used.

Here are possible options:

- **Hypercom 4210** – Dial, connects through the phone line
- **Hypercom 4220** – Could be Dial (phone line) or IP (Ethernet cable)

Please pay attention and make sure you check which port is used and which cable is plugged in before proceeding with the steps.

- **Hypercom 4230** – Wireless (uses sim card)

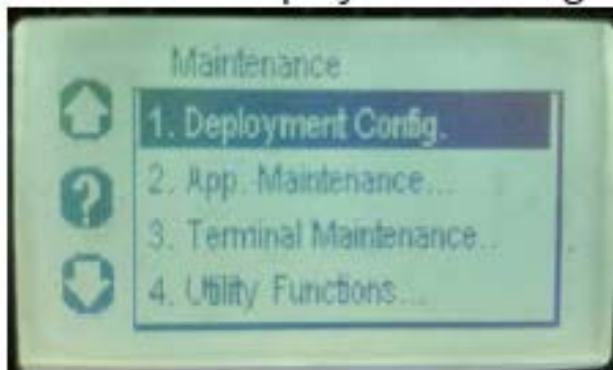
NOTE: To produce a letter, press the button beside “**123**” displayed on the screen. This will change to ABC. To enter a “**C**” press the corresponding number key (i.e.2) repeatedly until the desired letter appears. In this case, three times. To return to entering numbers, press the button beside “**ABC**” twice to return to “**123**”.

IMPORTANT: Due to the issue, it may not be possible to settle the terminal prior to the download. Please be advised that any pending transactions in the batch will be settled in the next batch close. The terminal may display a **“Batch Out Of Balance”** error upon the next settlement which will be normal. You will not need to take any further action.

Process for Hypercom 4210 terminals:

1. If you see the error, please reboot the terminal by unplugging the terminal and then reconnecting the power, holding down the **“Function”** button for the entire time the terminal is rebooting.

You should then see this screen:



2. Once on this screen, **press 1 (Deployment Config)**.

3. Press **2 (Configure Hosts)**.

4. Press **1 (Edit/View Hosts)**.

5. Press **“OK/ENTER”** to confirm the existing Terminal ID (or modify if necessary and press **“OK/ENTER”**).

NOTE: The terminal ID should be **“CT”** followed by the last six digits of the serial number. For example if the serial is **“8000123456”** the terminal ID will be **“CT123456”**.

6. Press **1 (Dial)**.



7. Press **1 (Standard dialup)**.



8. The phone number listed should be **1-866-831-2576**. If not, remove any existing value (by pressing the yellow CLEAR button at the bottom of the terminal) and enter the server phone number **1-866-831-2576**.



NOTE: If you need to enter a dial prefix (generally "9,"): To enter the comma, use the ABC MENU by pressing the bottom white button on the right of the terminal screen. Once in ABC Mode, press "2" and then the "#" key twice to change the "2" into a "B". The "B" will act as a comma (pause).

9. Press **1 (Security Level: None)**.

10. Press **2 (Configure another Download Host: No)**.

11. Press **1 (Save Changes: Yes)**.

NOTE: The terminal will only prompt to save changes if either the TID, IP address or port number has been changed.

12. Press **3 (Download Now)**.

13. The terminal displays, **"This action may delete transactions. Settle now..."** Press **"OK/ENTER"** to continue.

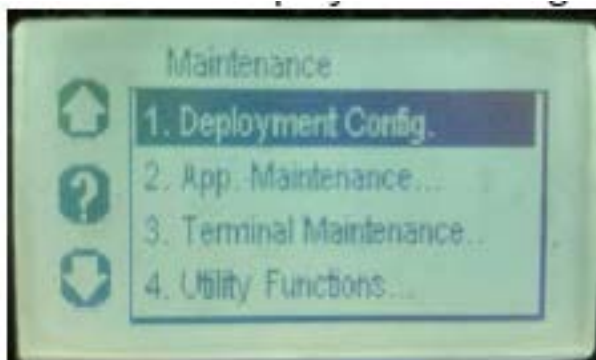
14. If the terminal displays **"Print Exception Log..."** press **"OK/ENTER"** to continue.

15. The terminal should proceed to download the update.

NOTE: The download may fail several times before it is successful. If you see a failure message or the message **"No Apps Available"**, please follow these steps:

1. Reboot the terminal by unplugging the terminal and then reconnecting the power, holding down the **"Function"** button for the entire time the terminal is rebooting.

You should then see this screen:



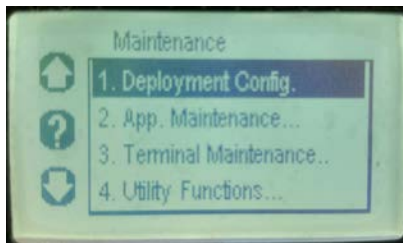
2. Once on this screen, follow with **"Process 2 for Hypercom 4210 terminals"**.

Process 2 for Hypercom 4210 terminals:

This process is to be used if “Process 1” is not successful.

From the “Maintenance” screen:

1. Press **1** for “Deployment Config”.



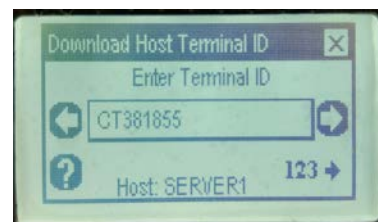
2. Press **2** for “Configure Hosts”.



3. Press **1** for “Edit/View Host”.



4. If Terminal ID is correct, press “OK/ENTER” to confirm. If incorrect, enter the terminal ID then press “OK/ENTER” (Terminal ID will be “CT” + last 6 digits of the serial number. I.e. terminal serial number 804282388573 = TID of CT388573)
 - a. To produce a letter, press the button beside “123” displayed on the screen. This will change to ABC.
 - b. To enter a “C”, press the corresponding number key (i.e. 2) three times.



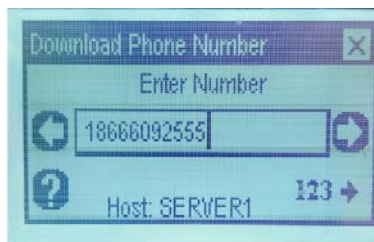
5. Press **1** for **“Dial”**.



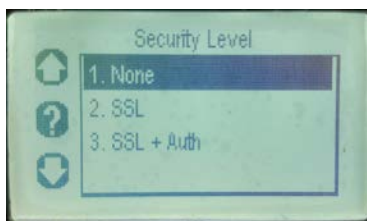
6. Press **1** for **“Standard dialup”**.



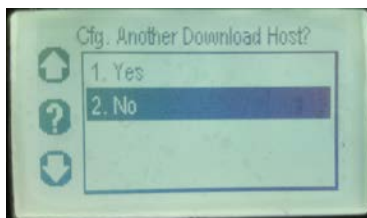
7. Press the yellow correction key to erase any number already populated (i.e. 300).
8. Enter the phone number **1-866-609-2555** then press **“OK/ENTER”**.



9. Press **1** for **“None”** (Security level).

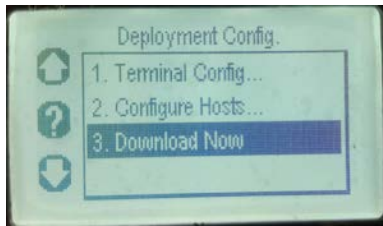


10. Press **2** for **“No”** (Cfg. Another download host).



11. Press **1** for **“Yes”** to save changes.

12. Press **3** for **“Download Now”**.



13. The terminal may display, **“This action may delete transactions. Settle now...”** Press **“OK/ENTER”** to continue.

14. If the terminal displays **“Print Exception Log...”** press **“OK/ENTER”** to continue.

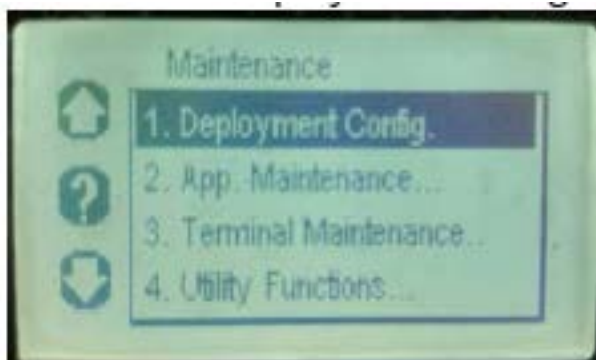
15. The terminal should proceed to download the update.

The terminal should proceed to download the update. If the download fails, please try these processes again until successful.

Process for Hypercom 4220 terminals:

1. If you see the error, please reboot the terminal by unplugging the terminal and then reconnecting the power, holding down the **“Function”** button for the entire time the terminal is rebooting.

You should then see this screen:



2. Once on this screen, press **1 (Deployment Config)**.

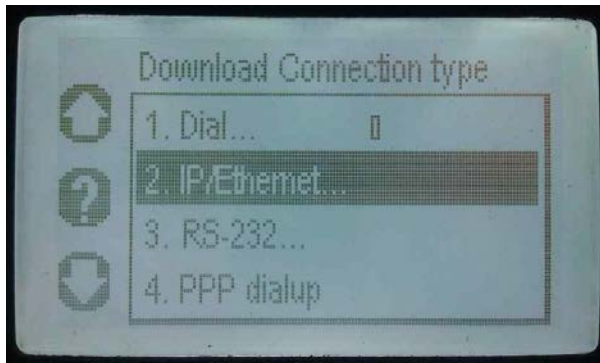
3. Press **2 (Configure Hosts)**.

4. Press **1 (Edit/View Hosts)**.

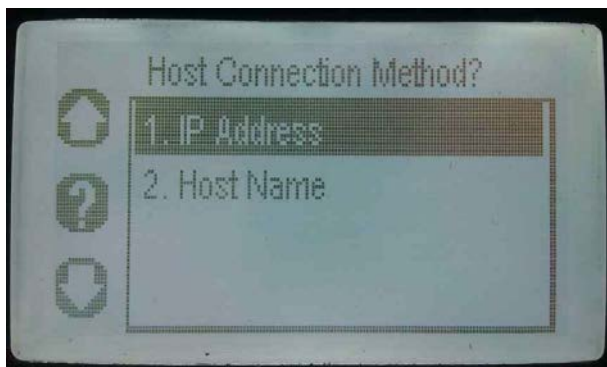
5. Press **“OK/ENTER”** to confirm existing Terminal ID (or modify if necessary and press **“OK/ENTER”**).

NOTE: The terminal ID should be “CT” followed by the last six digits of the serial number. For example if the serial is “8000123456” the terminal ID will be “CT123456”.

6. Press **2 (IP/Ethernet)**.



7. Press **1 (IP Address)**.



8. The IP address listed should be **216.226.44.246**. If not, remove any existing value (by pressing the yellow CLEAR button at the bottom of the terminal) and enter the server address **216.226.44.246**.



NOTE: Press * to enter a decimal point.

9. Enter **1402** when prompted for a port and press **“OK/ENTER”**.



10. Press **1 (Security Level: None)**.

11. Press **2 (Configure another Download Host: No)**.

12. Press **1 (Save Changes: Yes)**.

NOTE: The terminal will only prompt to save changes if either the TID, IP address or port number has been changed.

13. Press **3 (Download Now)**.

14. The terminal may state, **“This action may delete transactions. Settle now...”** Press **“OK/ENTER”** to continue.

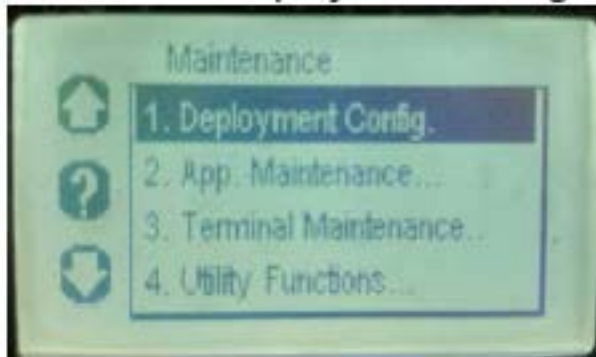
15. If the terminal displays **“Print Exception Log...”** press **“OK/ENTER”** to continue.

16. The terminal should proceed to download the update.

NOTE: The download may fail several times before it is successful. If you see a failure message or the message **“No Apps Available”**, please follow these steps:

1. Reboot the terminal by unplugging the terminal and then reconnecting the power, holding down the **“Function”** button for the entire time the terminal is rebooting.

You should then see this screen:



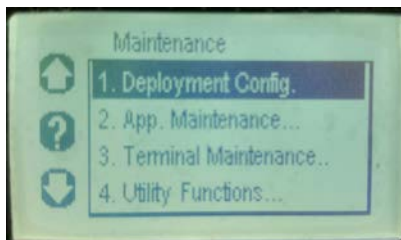
2. Once on this screen, follow with **“Process 2 for Hypercom 4220 terminals”**.

Process 2 for Hypercom 4220 terminals:

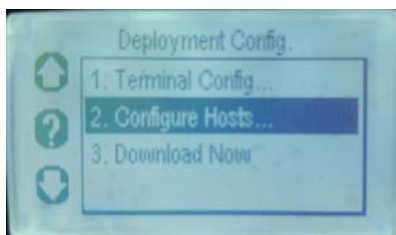
This process is to be used if “Process 1” is not successful.

From the **“Maintenance”** screen:

1. Press **1** for **“Deployment Config”**.



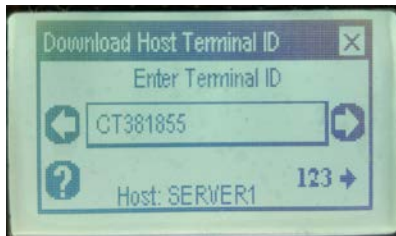
2. Press **2** for **“Configure Hosts”**.



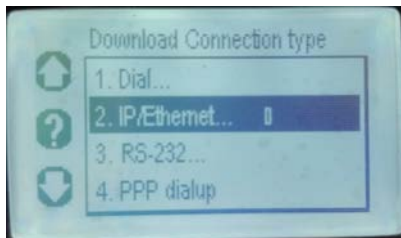
3. Press **1** for **"Edit/View Host"**.



4. If Terminal ID is correct, press **"OK/ENTER"** to confirm. If incorrect, enter the terminal ID then press **"OK/ENTER"** (Terminal ID will be **"CT"** + last 6 digits of the serial number. I.e. terminal serial number 804282388573 = TID of CT388573).
 - a. To produce a letter, press the button beside **"123"** displayed on the screen. This will change to ABC.
 - b. To enter a **"C"**, press the corresponding number key (i.e. 2) three times.



5. Press **2** for **"IP/Ethernet"**.



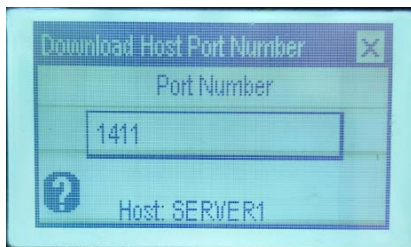
6. Press **2** for **"Host Name"**.



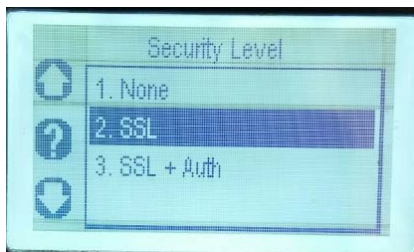
7. Enter **ING.PIVONE.COM** then press **“OK/ENTER”** (press * for “.”).



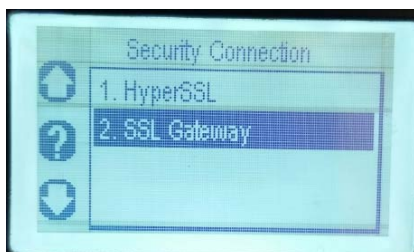
8. Enter **1411** for the **“port number”** then press **“OK/ENTER”**.



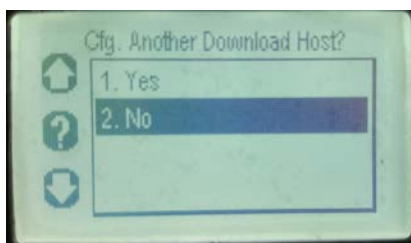
9. Press **2** for **“SSL”** (security level).



10. Press **2** for **“SSL Gateway”** (security level).

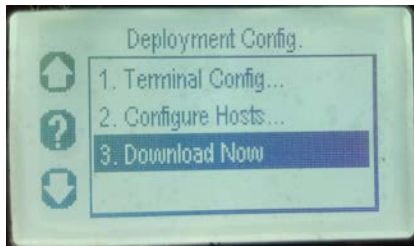


11. Press **2** for **“No”** (Cfg. Another download host).



12. Press **1** for “**Yes**” to save changes.

13. Press **3** for “**Download Now**”.



15. The terminal may display, “**This action may delete transactions. Settle now...**” Press “**OK/ENTER**” to continue.

16. If the terminal displays “**Print Exception Log...**” press “**OK/ENTER**” to continue.

17. The terminal should proceed to download the update.

The terminal should proceed to download the update. If the download fails, please try these processes again until successful.

Process for Hypercom 4230 terminals:

1. If you see the error, please remove the battery, and then reboot the terminal by re-inserting the battery and holding down the “**Function**” button for the entire time the terminal is rebooting.

You should then see this screen:



2. Once on this screen, press **1 (Deployment Config)**.

3. Press **2 (Configure Hosts)**.

4. Press **1 (Edit/View Hosts)**.

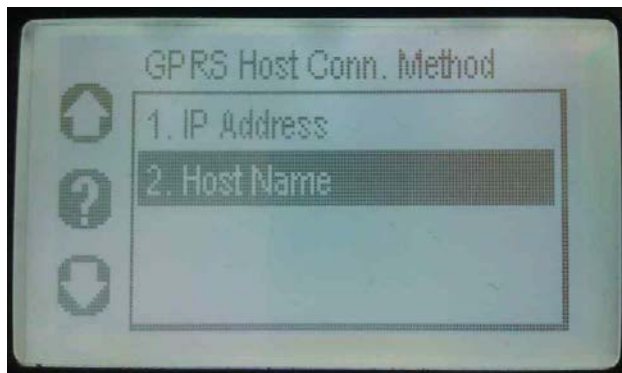
5. Press **"OK/ENTER"** to confirm existing Terminal ID (or modify if necessary and press **"OK/ENTER"**).

NOTE: The terminal ID should be **"CT"** followed by the last six digits of the serial number. For example if the serial is **"8000123456"** the terminal ID will be **"CT123456"**.

6. Press **2 (GPRS)**.



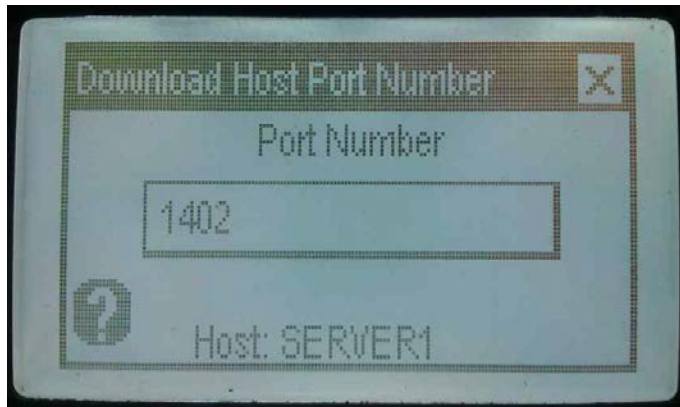
7. Press **2 (Host Name)**.



8. The host name should be **M1.PIVONE.COM**. If not, remove any existing value (by pressing the yellow CLEAR button at the bottom of the terminal) and enter the server address **M1.PIVONE.COM**.

NOTE: The terminal may be on **"123"**. We will need to press the white button to change to ABC, then press **"0"** to enter a decimal point.

9. Enter **1402** when prompted for a port and press **“OK/ENTER”**.



10. Press **1 (Security Level: None)**.

11. Press **2 (Configure another Download Host: No)**.

12. Press **1 (Save Changes: Yes)**.

NOTE: The terminal will only prompt to save changes if either the TID, IP address or port number has been changed.

13. Press **3 (Download Now)**.

14. If the terminal displays, **“This action may delete transactions. Settle now...”** Press **“OK/ENTER”** to continue.

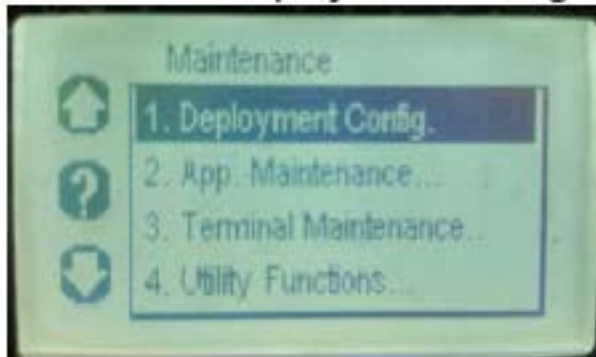
15. If the terminal displays **“Print Exception Log...”** press **“OK/ENTER”** to continue.

16. The terminal should proceed to download the update.

NOTE: The download may fail several times before it is successful. If you see a failure message or the message **“No Apps Available”**, please follow these steps:

1. Remove the battery, and then reboot the terminal by re-inserting the battery and holding down the **“Function”** button for the entire time the terminal is rebooting.

You should then see this screen:



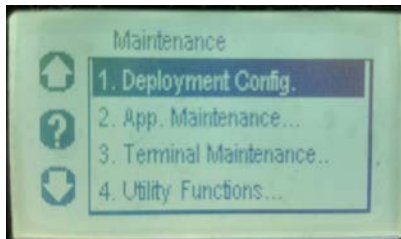
2. Once on this screen, follow with **“Process 2 for M4230 terminals”**.

Process 2 for M4230 terminals:

This process is to be used if the first process is not successful.

From the **“Maintenance”** screen:

1. Press **1** for **“Deployment Config”**.



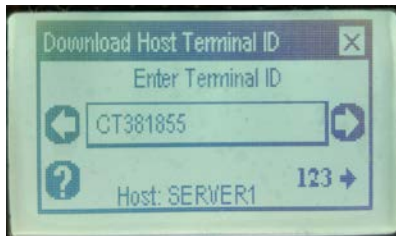
2. Press **2** for **“Configure Hosts”**.



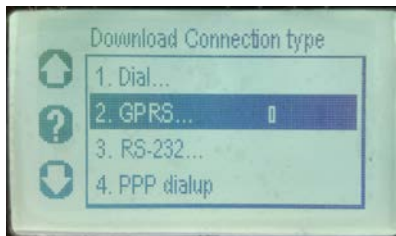
3. Press **1** for **"Edit/View Hosts"**.



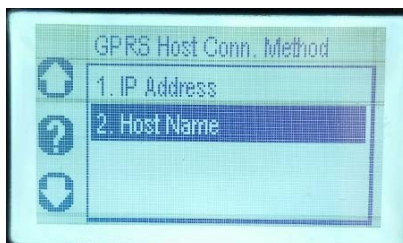
4. If Terminal ID is correct, press **"OK/ENTER"** to confirm. If incorrect, enter the terminal ID then press **"OK/ENTER"** (Terminal ID will be **"CT"** + last 6 digits of the serial number. I.e. terminal serial number 804282388573 = TID of CT388573).
 - a. To produce a letter, press the button beside **"123"** displayed on the screen. This will change to ABC.
 - b. To enter a **"C"**, press the corresponding number key (i.e. 2) three times.



5. Select the number beside **"GPRS"** (either 2 or 3 depending on version).



6. Press **2** for **"Host Name"**.

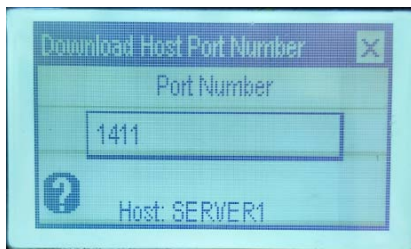


7. Enter **ING.PIVONE.COM** then press **"OK/ENTER"**.

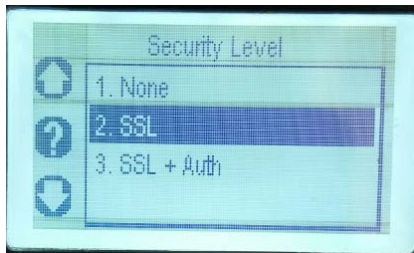
NOTE: The terminal may be on **"123"**. We will need to press the white button to change to ABC, then press **"0"** to enter a decimal point.



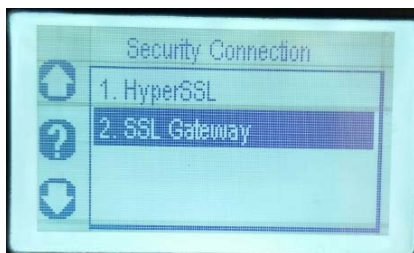
8. Enter **1411** for the **"port number"** then press **"OK/ENTER"**.



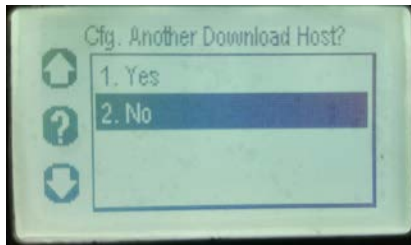
9. Press **2** for **"SSL"** (security level).



10. Press **2** for **"SSL Gateway"** (security level).

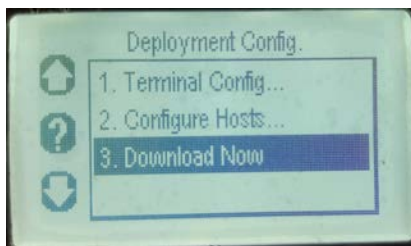


11. Press **2** for **“No”** (Cfg. Another download host).



12. Press **1** for **“Yes”** to save changes.

13. Press **3** for **“Download Now”**.



14. The terminal may display, **“This action may delete transactions. Settle now...”** Press **“OK/ENTER”** to continue.

15. If the terminal displays **“Print Exception Log...”** press **“OK/ENTER”** to continue.

16. The terminal should proceed to download the update.

The terminal should proceed to download the update. If the download fails, please try these processes again until successful.