

COMPREHENSIVE SERVICES

EPP DATA RETRIEVAL

GENERAL PROVISION

The Diebold Nixdorf EPP Data Retrieval Service offers a solution for providing status information about the encrypting PIN pads (EPPs) installed on Client ATMs. The EPP Data Retrieval Service also provides status reporting of the ATM encrypting PIN pad (EPP) data which may be useful for PCI (Payment Card Industry) compliance. The EPP data reported usually includes current model, serial number, and firmware details.

MINIMUM REQUIREMENTS

- a. Diebold Nixdorf Opteva or ix ATM
- b. Windows XP Pro Operating System, SP2
- c. Agilis XV 2.4
- d. TCP/IP capable with Ethernet capability (dial-up or wireless connections not supported)

STANDARD FEATURES

- Automated retrieval of encrypting PIN pad (EPP) data usable in conjunction with PCI audit.
- Report containing current EPP model, serial number and firmware version for each ATM location covered by the Service.
- Training and Help Desk Support.
- Project Management for implementation project support.
- Client Services Representative to manage the relationship and facilitate change requests.

HOW IT WORKS

Diebold Nixdorf EPP Data Retrieval Service provides automated retrieval and reporting of available EPP attributes. The following requirements are needed for this to occur:

- Installation of the Diebold Nixdorf Software Deployment Client on the ATM.
- Addition of rules to the ATM's firewall software that are tailored to the EPP Data Retrieval Service.
- Connectivity from the ATM to the Diebold Nixdorf EPP Data Retrieval Server.
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During the client installation process, a custom policy is applied to the ATMs that facilitate the EPP Data Retrieval process. This critical policy is detailed below:

- EPP Data Policy – defines when the ATM will attempt a “check-in” to the Diebold Nixdorf EPP Data Retrieval Server to report its EPP information.

COMPREHENSIVE SERVICES

RETRIEVAL SCHEDULE

ATMs will attempt daily “check-ins” to the Diebold Nixdorf EPP Data Retrieval Server to report the current EPP information.

PERFORMANCE REPORTING

Reporting is available to help the Client identify ATMs that have their EPP data collected. EPP Data Retrieval reports are provided via Diebold Nixdorf Client Services at the request of Client.

Included reports:

- Listing of EPP installed on the ATM
- Location of the ATM
- Firmware version
- Model and serial number of the EPP

IMPLEMENTATION PROJECT - CLIENT RESPONSIBILITIES

- a. Client must have a valid Master Licensing Agreement (MLA) or Diebold Nixdorf Comprehensive Agreement (DCA) with Diebold Nixdorf representing the copies of Windows XP Pro they have purchased for their ATMs. The number of copies purchased must equal the number of ATMs to be managed by this service.
- b. Client must have a minimum of 128K service for network and external communication to the ATM to support the EPP Data Retrieval Service. Actual requirements are dependent on the number of ATMs and the bandwidth available for the service. If bandwidth is insufficient, it may impact the delivery of the service up to and including the ability to deliver monthly content and maintain compliance of Client's ATMs.
- c. Client must provide Diebold Nixdorf Technician with administrative rights to access the ATM during the Software Deployment Client Installation process.
- d. Client must accept the addition of pre-defined rules to the ATMs firewall application to allow it to communicate with the EPP Data Retrieval Server.