

RELEASE NOTES

# Viking Payment Terminals



Production Version 2.00 | February 2024

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Originated	Checked	Approved	Remarks

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## 1. INTRODUCTION

This release covers all the TETRA terminal models running on Viking software (Nets Nordic payment terminal platform). The version is SSS/SSF-validated and compatible with all acquiring channels provided for the Viking platform by Nets.

**NOTE:** *With integrated terminals, it is mandatory that you familiarize yourself with the PCI regulations and SSF Implementation Guide available via the Nets website (<https://support.nets.eu/category/payment-terminals> > under the Guides tab), take the necessary action required by those guidelines, and follow any other requirements from card schemes. Not following these rules may incur additional fees or sanctions.*

*Whenever receipt printing or saving is required, please be aware that integrated solutions require you to print all the contents of preformatted receipt data.*

New features and upgrades in this release include:

- UID returned for all types of cards that are supported by Tetra hardware
- Sleep mode support for SELF/4000
- Visa Contactless DCC transactions approved with amount below CVM limit
- BankAxept Offline PIN is supported for cardholders in Norway

Major improvements include:

- The display text ID values have been enhanced to cover all the relevant messages (used to identify translated texts in a unique way)
- Removed 2-second delay that was previously used at single-tap VAS requests (originally done to prevent incorrect usage, but now refactored for faster transaction processing)
- No receipt will be printed for cancelled or interrupted transactions (non-processed and non-authorized transaction will not have a receipt printed)

For information on the availability of this release, please contact your standard Nets support channels. For further information on the terminal range, please consult the user guides/quick guides available on the Nets website (<https://support.nets.eu/category/payment-terminals>).

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## 2. NEW FEATURES

Viking release version 2.00 introduces several new features and applies to the Ingenico TETRA range of terminal models only.

### 2.1 EXTENDED UID FOR GENERIC CARDS

UID (Unique Identifier) is a numeric or alphanumeric string that is associated with each card and is used for their recognition. Viking software has supported fetching the UID from certain MiFare (NFC) cards. However, functionality has also now been extended to support all card types which are readable and processable by Ingenico hardware. UID is returned as a JSON-formatted reply to the CardInfo request. Please refer to the below table for further details.

CARD TYPE	TYPE
ISO_14443_4_TYPE_A	01
ISO_14443_4_TYPE_B	02
ISO_14443_4_TYPE_BB	03
ISO_14443_MIFARE_TYPE_A	04
ISO_14443_STM	05
FELICA	06
ISO_14443_MIFARE_ULTRA_LIGHT_TYPE_A	07*
INNOVATRON_CLYPSO_B_PRIME	08
ISO_14443_MIFARE_4K_TYPE_A	09
ISO_14443_MIFARE_MINI_TYPE_A	10
ISO_14443_MIFARE_PLUS_L2_TYPE_A	11
ASK_CTS_256	12
ASK_CTS_512	13

**NOTE:** Card type for ISO\_14443\_MIFARE\_ULTRA\_LIGHT\_TYPE\_A has changed. In older release it was returning "10", replaced with "07"

**Cards currently known to be supported:**

- 1) EMV cards (ISO 14443-4 Type A, SO 14443-4 Type B, SO 14443-4 Type BB)
- 2) MiFare cards (MiFare Type A, MiFare Ultra-Light, MiFare 4k Type, MiFare Mini , MiFare Plus L2)
- 3) STM cards

Please note that no backwards compatibility is offered for the previous solution, and card type identifiers have changed as described above.

<a href="#">Production Version 2.00</a>	<a href="#">Release Notes</a>
<a href="#">Test Version 200</a>	<a href="#">Payment Terminals</a>
<a href="#">February 2024</a>	<a href="#">Connect</a>

## 2.2 SELF/4000 SLEEP-MODE

Initial implementation of sleep-mode support is added to Self/4000 terminals. Please note that this is still in the early stages and should be carefully piloted before full usage.

Contact your account manager or usual Nets support channels for more information on Self/4000 and the usage scenarios.

## 2.3 VISA CONTACTLESS DCC TRANSACTIONS - AMOUNT BELOW CVM LIMIT

Contactless Visa transactions with Dynamic Currency Conversion (DCC) are approved, including for those amounts that fall below the Cardholder Verification Method (CVM) limit. In practice, this means that contactless transactions with smaller amounts will also have the DCC option available.

## 2.4 BANKAXEPT OFFLINE PIN SUPPORTED FOR CARDHOLDERS IN NORWAY

This software has been updated in accordance with the new BankAxept specifications for offline PIN usage. New cards supporting offline PIN are currently being deployed to cardholders in Norway. BankAxept offline PIN is supported as a Cardholder Verification Method (CVM) for both online transactions and the POS backup solution. Implementation was first introduced in **Viking** release version 1.02.0 and has been updated for this version 2.00.

The updated limits for BankAxept offline (reserveløsning) are:

- Transactions above NOK 2500 must be done using voice-based authorization.
- Offline is allowed for a maximum of 7 days or 1000 transactions (whichever limit is first).
- xPay wallets are not supported.
- Contactless is not supported. Chip & PIN must be used.

## 2.5 OTHER IMPROVEMENTS

### 2.5.1 Display TextID values returned for all display messages

Viking software previously returned unique ID values only for some portions of the display texts. This has now been fully extended to cover all displays and texts that are echoed to the ECR via the interface.

### 2.5.2 Delay of 2 seconds removed from single-tap VAS requests

Previously, contactless single-tap VAS requests had a 2-second delay implemented to prevent a false reading of the cards within that process. This functionality has been redesigned, with this unnecessary delay to the payment process now removed.

### *2.5.3 PTS hardware version reported correctly to the backend*

Some of the Viking terminal models did not correctly report their PCI-PTS level to the Nets backend.

### *2.5.4 Interrupted receipt printing*

If a transaction gets cancelled or interrupted by the cardholder or merchant, the receipt is no longer printed. If the last transaction was cancelled, the last transaction receipt or status check continues to report correctly. This only applies to transactions that are interrupted prior to further authorization or processing (e.g. before PIN entry). It does not apply when a transaction is declined.

### *2.5.5 DFS free memory reporting*

The status of the available DFS (flash) memory gets reported to the Nets backend (Terminal Object Data). It is used to follow-up the disk usage of the terminals.

### *2.5.6 DCC and surcharge handling*

DCC or surcharge was incorrectly handled when a card was changed prior to the final processing of transactions. Going forward, the rules are reapplied whenever a card changes.

### *2.5.7 Move/3500 configuration version 4*

A new hardware configuration version of Move/3500 is included, with an updated Wi-Fi/Bluetooth module.

### *2.5.8 Error.txt file size increased*

Error.txt trace file size has been increased to enable more efficient logs for problem-solving.

### 3. COMPLIANCE

#### 3.1 *SSS/SSF VALIDATION*

The release has been approved by QSA and will later be listed on the PCI council website. Version numbering has slightly changed - from now on, it is presented in the following format: X.YY (e.g. 2.00)

#### 3.2 *ACQUIRING KERNELS*

The release has an updated kernel for the JCB scheme. Amex is updated to follow specifications v4.0.2. The release has also been validated through functional testing for the applicable acquiring channels.

## 4. ISSUES RESOLVED

### › Bugs / incidents

- Self/4000: Infinite reboot loop (DFS flash full)
- Self/4000: Stuck in PCI reboot
- ECR printing: Support for one-character printing without line feed
- Tap before amount: Prompt for amount confirmation was missing from the screen
- BankAxept issues with the new offline PIN implementation
- Contact and contactless interfaces were not activated following a software update – this has partially been resolved

## 5. KNOWN ISSUES

- Terminals may hang in certain cases idle screen cases, and a reboot is required
- Unable to set static IP for Wi-Fi via Viking application menus
- Some random reboots were observed for Self/4000 in idle state
- Following a software update, the version numbering is not always shown correctly