

DACS-YDC NewMaintenance Manual

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Statements

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1. Introduction

Some of the Lobby ATMs don't have the Text Terminal Unit, and some type of ATMs equipped with a rear touched monitor for the maintenance. In order to implement the daily maintenance in those machines, DACS-YDC introduces the Visualization Rear Settlements solution beyond the text operation menu provided by Service Provider.

This manual describes the maintenance operations with Touch or without Touch Panel provided by DACS-YDC. It gives you a basic guide of how to do the daily maintenance in this Visualization Rear Settlements and the Text Terminal Unit. Those maintenance operations could be only accessed when the terminal works in maintenance mode.

2. How to use NewMaintenance

The Maintenance launched by flash that you are using is recommended to upgrade to NewMaintenance, which keeps the old page layout of Maintenance so that you can easily get used to the page operation; meanwhile we optimize the page for quicker response and user-friendly display.

2.1. Configuration

2.1.1. Configuration before use

After installation completes, the NewMaintenance language of is set to English by default. If you need to switch to other language, find the keyword "language" from key section [Language] in configuration file from the path Bin\ATMAPP\NewMaintenance\NewMaintenance.ini to set the needed language (if there is no such a language, please contact us). Meanwhile, another convenience method to switch the language is to enter to NewMaintenance and set the language you want via language button in the main page as Picture 4-1-1 shown.

If you select a wrong ATM screens mode during installation, similarly, set the screen mode you want through keyword "keyBoardControl" from section [KeyBoardControl] in configuration file from the path Bin\ATMAPP\NewMaintenance\NewMaintenance.ini. If the value is set to "true", keyboard mode is enabled and you can operate NewMaintenance through EPP or external keyboard only; if "false", you can operate NewMaintenance through touchscreen.

2.1.2. Configuration when using

When using NewMaintenance, if you find that some functions are lost or redundant, you can configure whether to display the functions in the file in xml format under the file folder Bin\ATMAPP\NewMaintenance\HTML\xml and set the functions to display or not as per the file folder or file name relevant to the function module.

- a. In attribute "name", find the function name that you want to hide or display.

b. In attribute "visible", set "1" to display the function button, and "0" to hide the function button.

3. How to enter maintenance mode

To enter maintenance mode, please follow the steps below:

- 1) For the ATMs equipped with a maintenance panel or switch, please open the cabinet door or press the switch button of maintenance (Operator switch).
- 2) For the ATM model equipped without any maintenance panel or switch (e.g.E300L), please sequentially press keys "**ENTER**", "**CLEAR**" and "**CANCEL**".
- 3) Wait for few seconds until the supervisor password entry screen will popup. Input the password and enter in maintenance mode. The default password is '**111**'.
- 4) For the ATMs equipped with the keyboard, please enable the host key to enter maintenance before starting up YDC, then use the host key to enter maintenance mode.

WARNING: FOR SECURITY ISSUES, PLEASE CHANGE YOUR DEFAULT SUPERVISOR PASSWORD WHEN LOGGING INTO MAINTENANCE MODE FOR THE FIRST TIME.

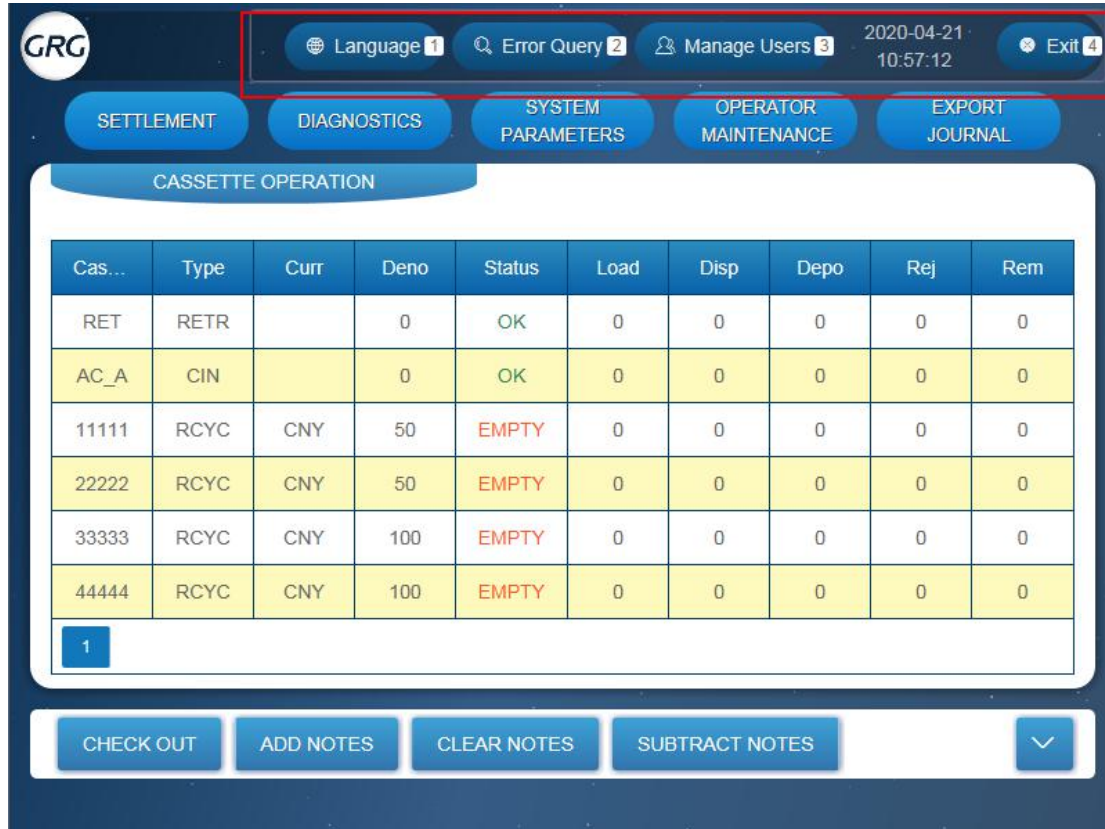
4. Maintenance operations description

It is easy for operator to select the menu in the front/rear touch screen monitor but Operator has to use EPP for the ATM which doesn't has touch screen. (In this case, EPP use the button id to select the menu).

YDC NewMaintenance is of two modes, touchscreen mode and keyboard mode. You can find Bin\ATMAPP\NewMaintenance\NewMaintenance.ini under installation directory and revise the key field keyBoardControl = false to implement maintenance in touchscreen mode (default during installation) or keyBoardControl = true for keyboard mode, which depends on whether the ATM machine supports touchscreen.

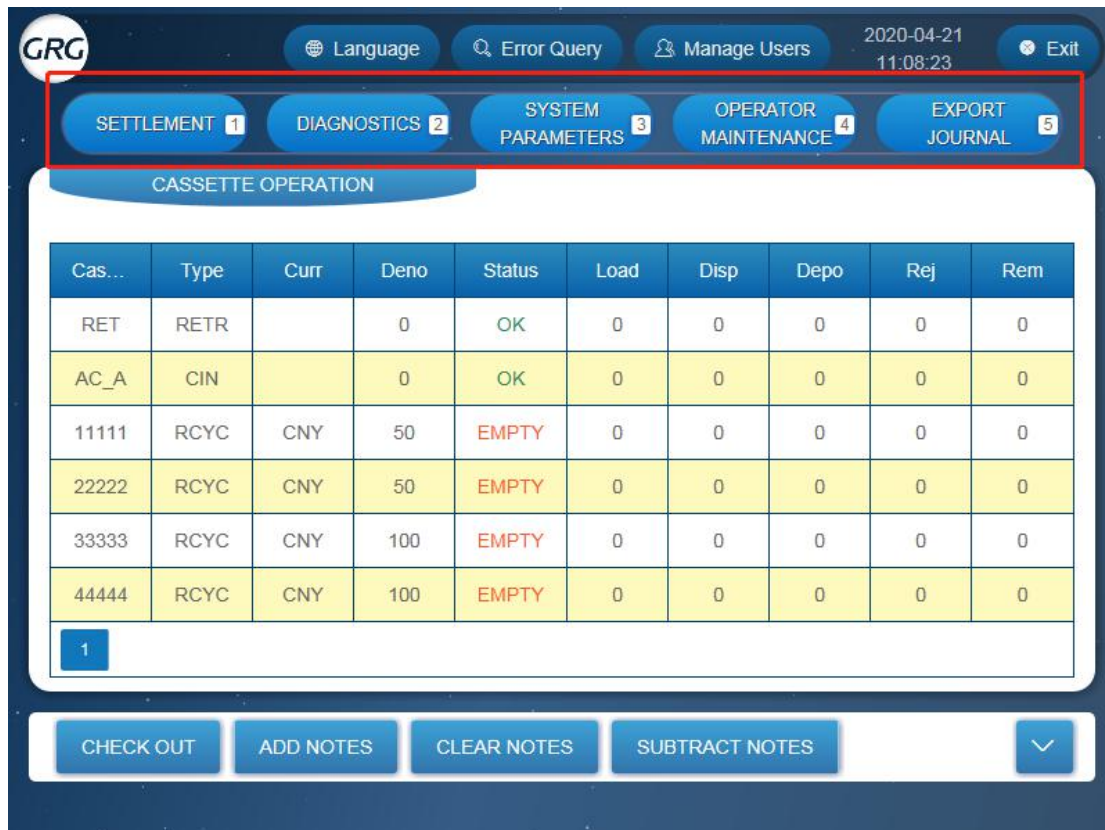
4.1. Menu Layout

YDC separates the maintenance menu into different areas; if you are complementing NewMaintenance in keyboard mode, the input focus can be switched using TAB key as below:



Picture 4-1-1

After **TAB** pressed, screen changes as below:



Picture 4-1-2

4.2. Key Layout

The layout of the EPP keypad is shown as below:



Picture 4-2-1

Operators can select the menu by pressing the number or using TAB key to switch over the menu area.

4.3. Maintenance operations on Touch Panel

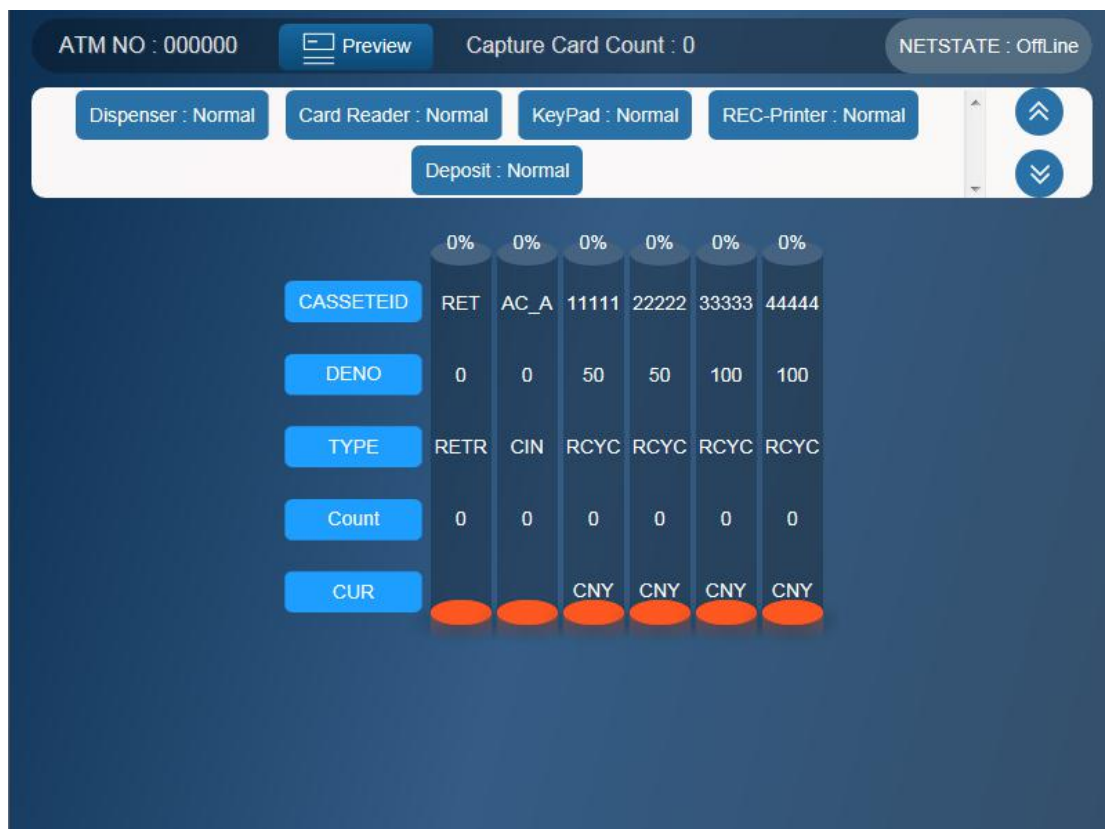
The new generation maintenance tool offers an intuitive and friendly user interface, which allows you to do maintenance operations more conveniently than before. Also it provides more useful tips for troubleshooting. For example, if you check error codes, it will not only show the error description, but also the recommended solutions in video or image.

The maintenance operation on touch panel includes items as below.

- IDLE SCREEN.
- SETTLEMENT.
- DIAGNOSTICS.
- SYSTEM PARAMETERS.
- OPERATOR MAINTENANCE.
- EXPORT JOURNAL.

4.3.1. IDLE SCREEN

When the ATM stays in service mode, the maintenance tool monitors the status of ATM in real time.



Picture 4-3-1-1

ATM NO.: The ATM terminal number.

NETSTATE: The network state of the ATM. Connect or Disconnect.

Capture Card Count : The number of cards captured

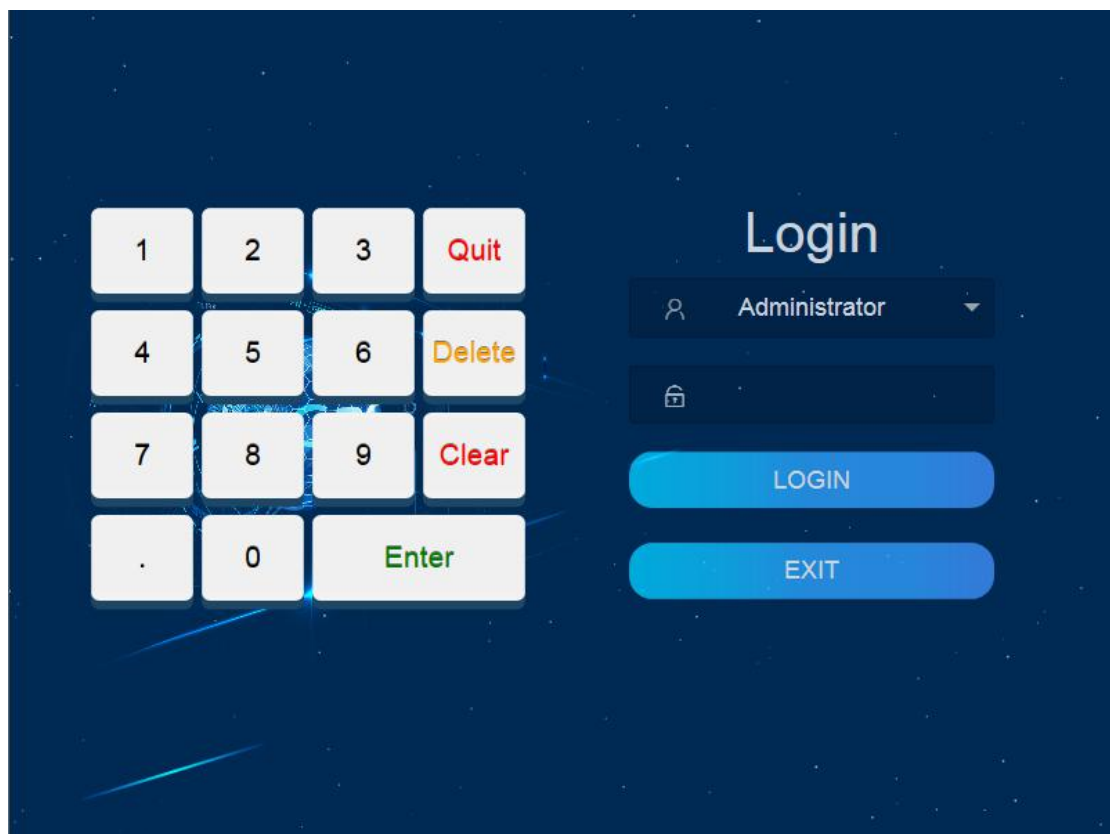
Preview: The ATM diagram, the fitness of each module is marked with '✓' as normal, and '✗' as abnormal.

The idle screen on the touch panel illustrates the current fitness status of the ATM. It includes the device status of Dispenser, Journal Printer, Card Reader, Receipt Printer, Key Pad, and the status of each cassette including hopper ID, denomination and remaining amounts / percentage.

To enter maintenance mode:

- Choose the username by click '**Administrator**' or '**Operator**'.
- Username can also be chosen by function key up or down.

Input the password (the default password of the two username is '**111**').

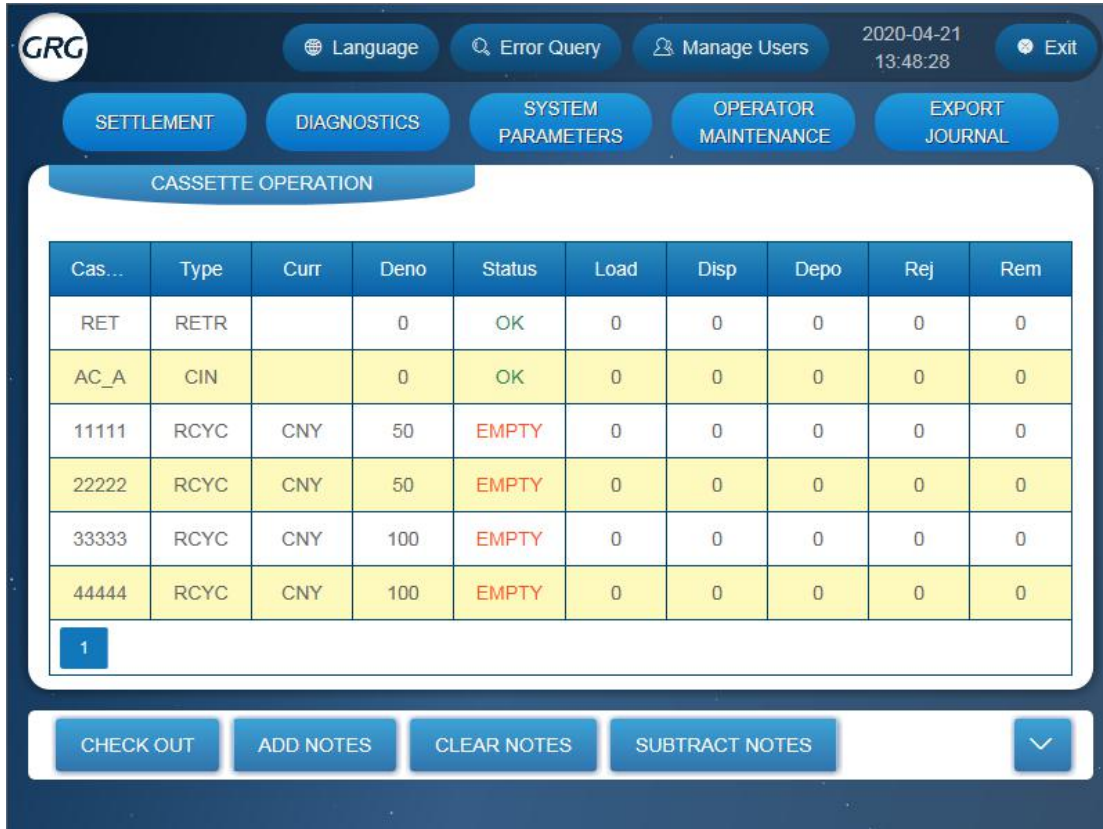


Picture 4-3-1-2

Picture 3-2-1

4.3.2. SETTLEMENT

After entering the correct supervisor password, the maintenance menu will be shown. The default first page is SETTLEMENT to do END-OF-DAY, shown as below:



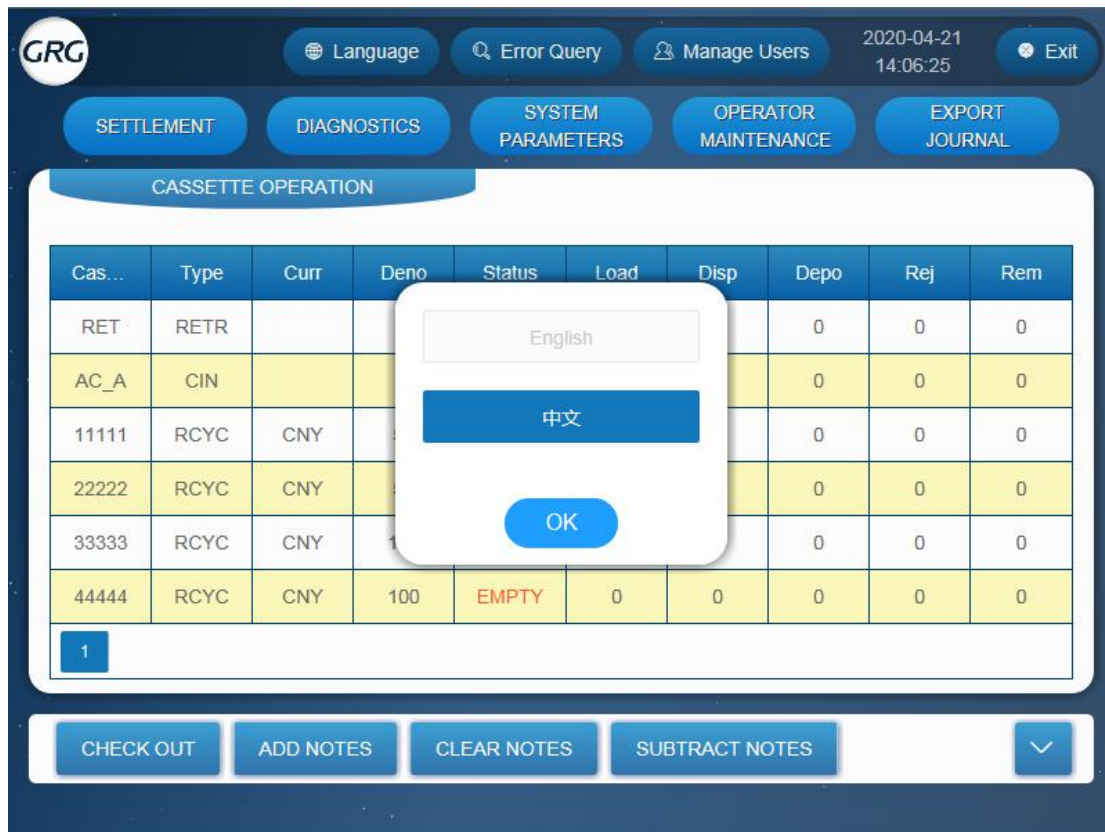
The screenshot shows the GRG Banking Maintenance Menu. At the top, there is a header bar with the GRG logo, a 'Language' button, an 'Error Query' button, a 'Manage Users' button, the date and time '2020-04-21 13:48:28', and an 'Exit' button. Below the header, there are five main menu buttons: 'SETTLEMENT', 'DIAGNOSTICS', 'SYSTEM PARAMETERS', 'OPERATOR MAINTENANCE', and 'EXPORT JOURNAL'. The 'SETTLEMENT' button is highlighted. Below the menu buttons, there is a section titled 'CASSETTE OPERATION'. This section contains a table with 10 columns: 'Cas...', 'Type', 'Curr', 'Deno', 'Status', 'Load', 'Disp', 'Depo', 'Rej', and 'Rem'. The table has 6 rows of data. The first row is 'RET' with 'RETR' type and 'OK' status. The second row is 'AC_A' with 'CIN' type and 'OK' status. The third row is '11111' with 'RCYC' type and 'EMPTY' status. The fourth row is '22222' with 'RCYC' type and 'EMPTY' status. The fifth row is '33333' with 'RCYC' type and 'EMPTY' status. The sixth row is '44444' with 'RCYC' type and 'EMPTY' status. Below the table, there is a '1' button. At the bottom of the screen, there are four buttons: 'CHECK OUT', 'ADD NOTES', 'CLEAR NOTES', and 'SUBTRACT NOTES', followed by a dropdown arrow button.

Cas...	Type	Curr	Deno	Status	Load	Disp	Depo	Rej	Rem
RET	RETR		0	OK	0	0	0	0	0
AC_A	CIN		0	OK	0	0	0	0	0
11111	RCYC	CNY	50	EMPTY	0	0	0	0	0
22222	RCYC	CNY	50	EMPTY	0	0	0	0	0
33333	RCYC	CNY	100	EMPTY	0	0	0	0	0
44444	RCYC	CNY	100	EMPTY	0	0	0	0	0

Picture 4-3-2-1

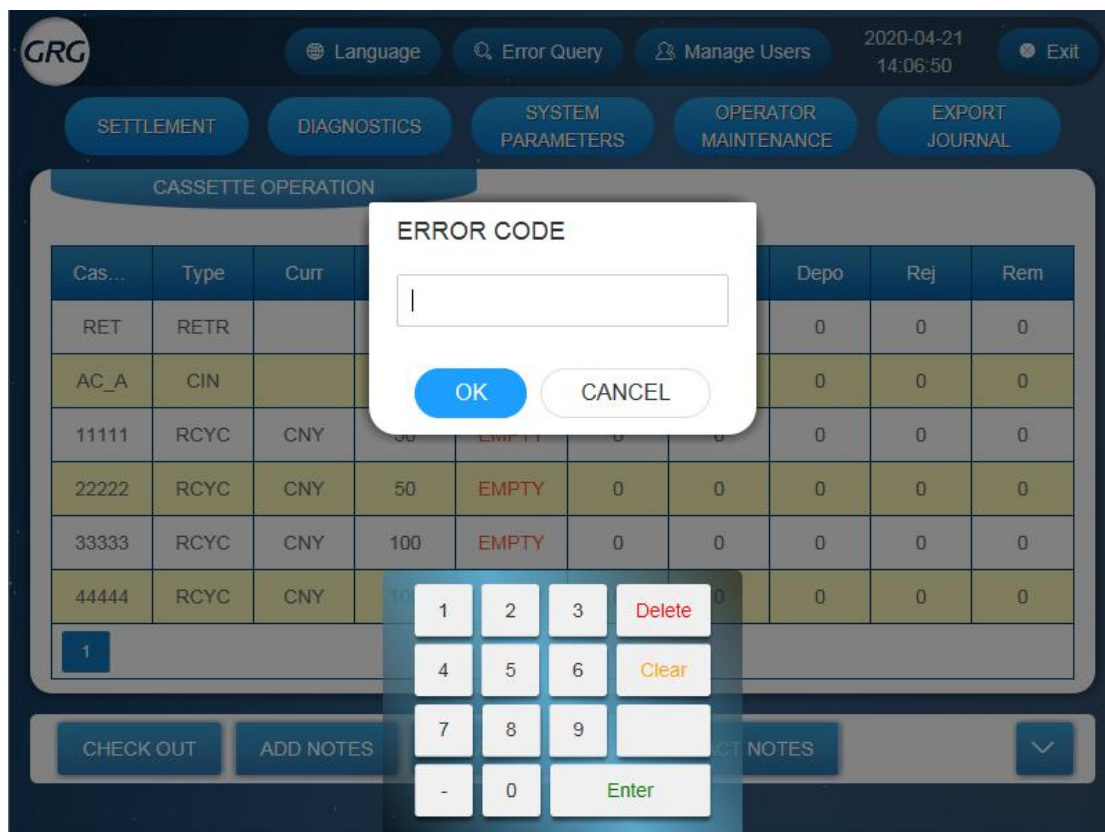
The SETTLEMENT menu gives the current supply counters of each cassette. The operations are provided as listed below

- **Language** : switch to different language (see Picture 4-3-2-2)



Picture 4-3-2-2

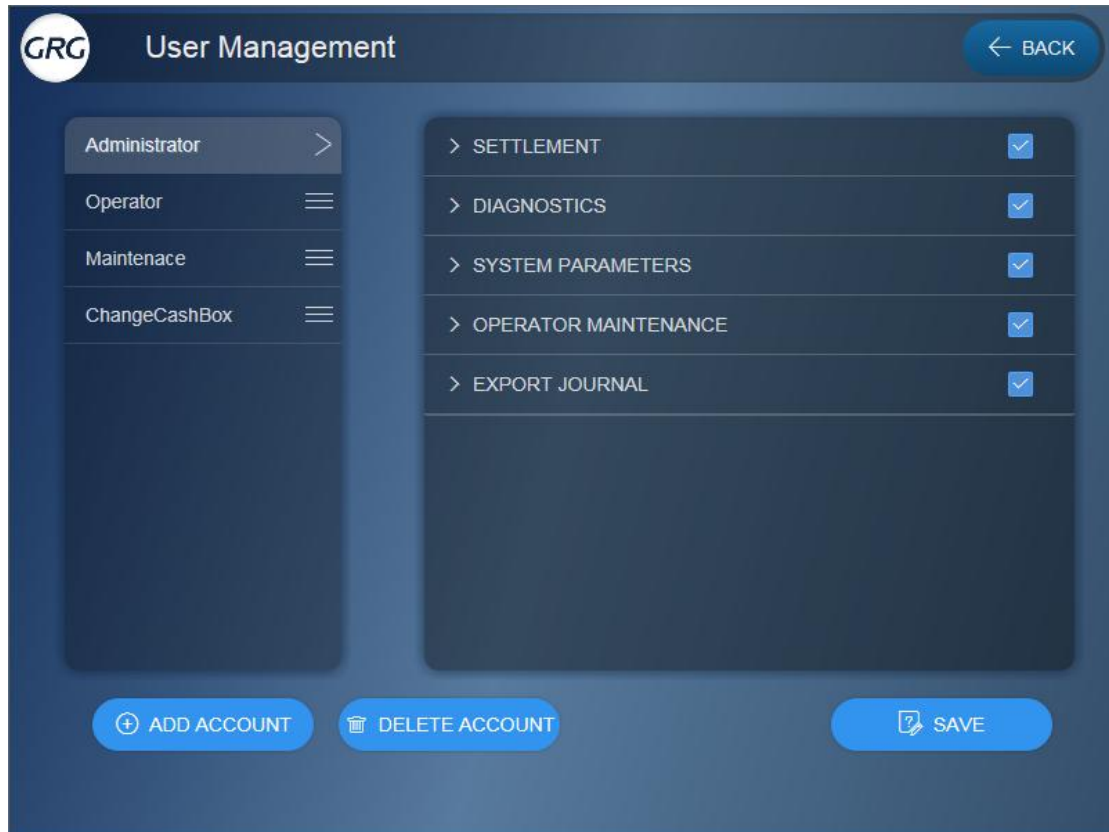
- Error Query : inquire the error code (see Picture 4-3-2-3)



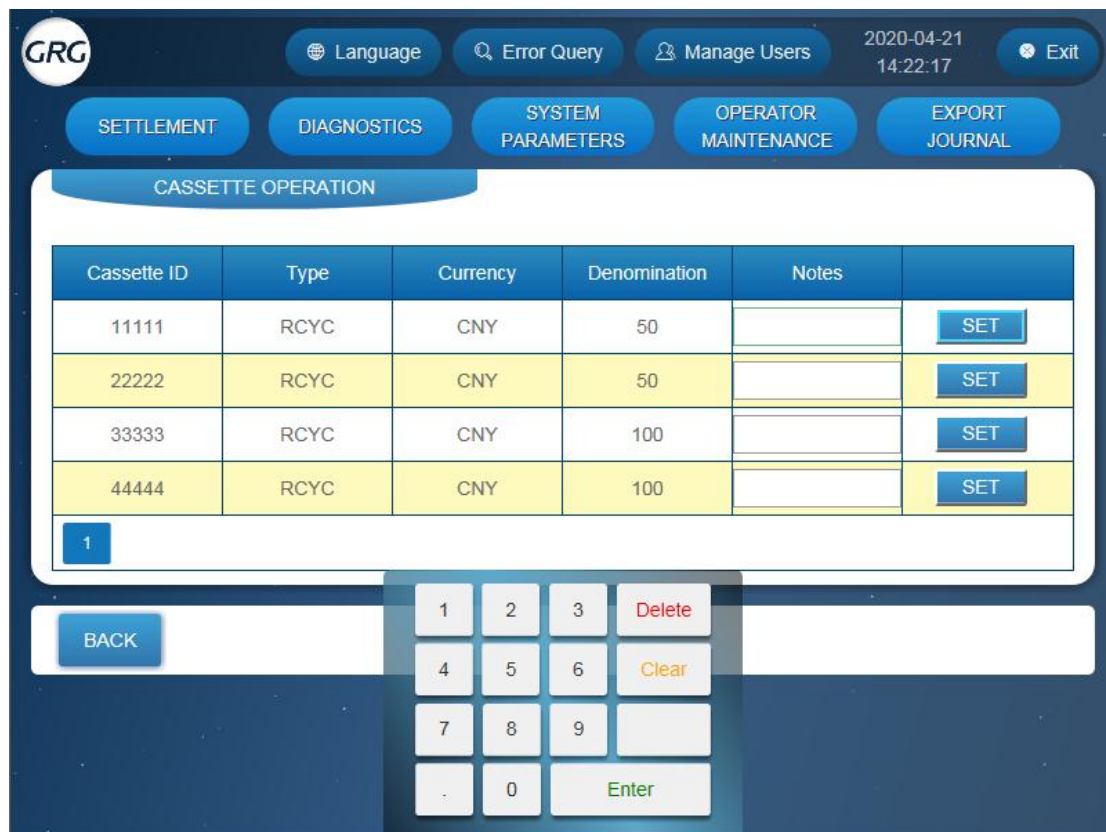
Picture 4-3-2-3

- **Manage Users** : user management, from which you can add account, delete account and assign permission to user. (see Figure 4-3-2-4)

Note: You must manage user permissions in touch screen mode

**Picture 4-3-2-4**

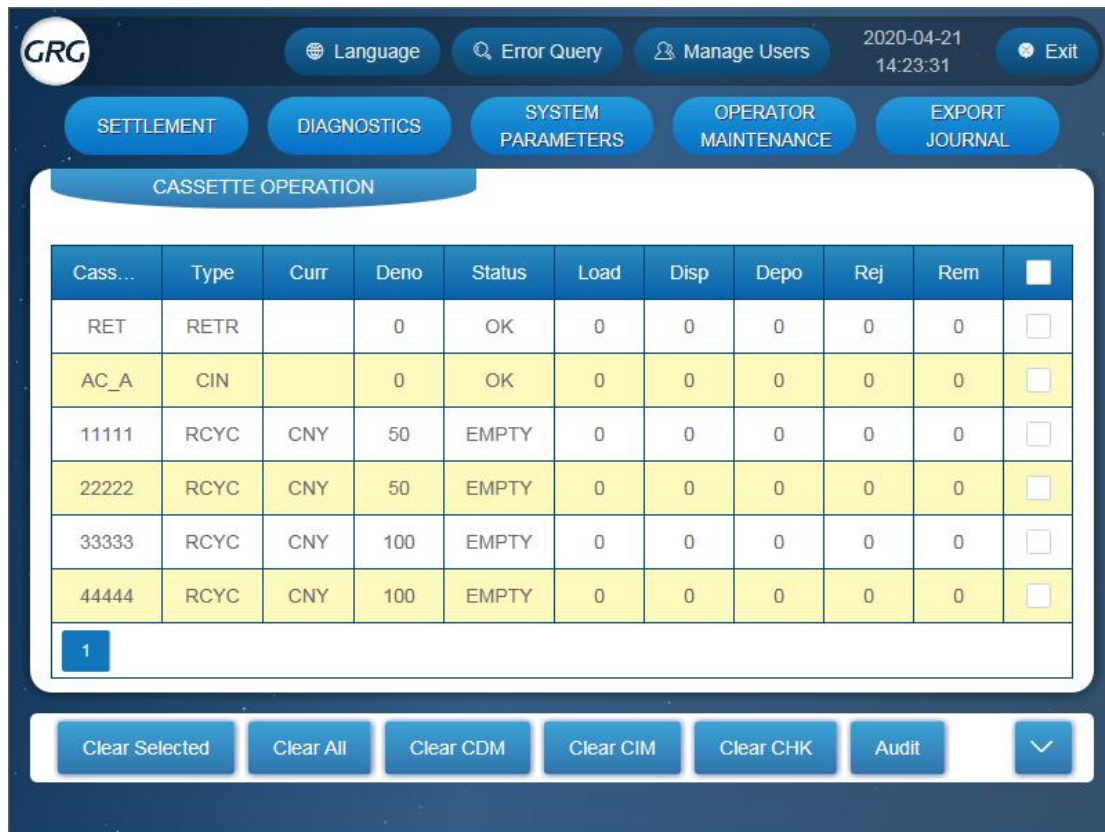
- **CHECK OUT** : Refresh the current information about the cassettes, including cassette ID, type, denomination, totally loaded notes amount, dispensed notes amounts, rejected notes amount and so on. And also you can print the counters by selecting **JNL-PRINT** and **REC-PRINT**.
- **JNL-PRINT** and **REC-PRINT**: print some settlements information on journal or receipt paper. Information includes:
 - Supply counters.
 - Abnormal transaction.
 - Captured card information.
 - Information about notes deposited into Mix deposit cassette (GRG CRM).
- **ADD NOTES**: Set the notes counter added. (see Figure 4-3-2-5)



Picture 4-3-2-5

If you want to make the keyboard hidden, please click button Enter on keyboard.

- **CLEAR NOTES:** Clear the counters. Clear selected cassette or all cassettes. The value of total amount, remain number, reject number and dispensed number will be set to '0'. (See Figure 4-3-2-6).



Picture 4-3-2-6

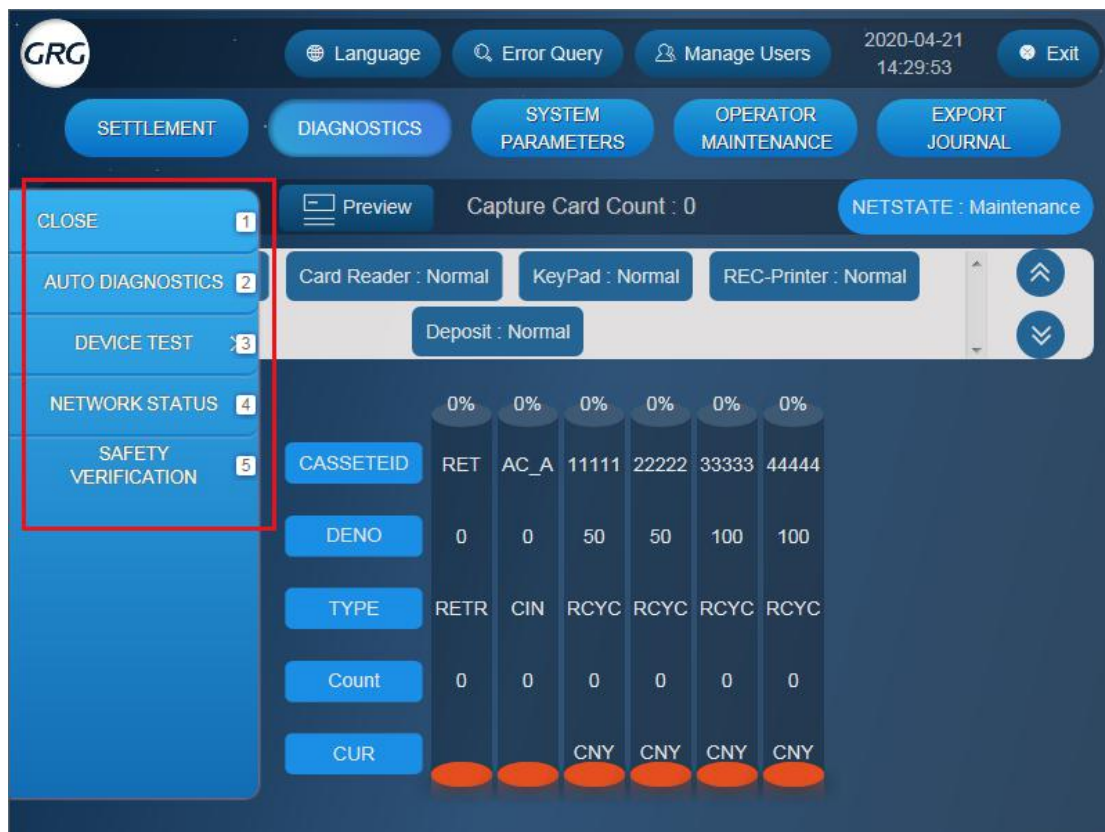
➤ **SUBSTRACT NOTES:** Subtract the total number of notes loaded in each cassette.

CLEAR ABNORMAL: Clear abnormal transaction information, such as the total number of captured card, retracted notes in withdraw transaction or deposit transaction, and etc.

Click "⌵" to expand more options.

4.3.3. DIAGNOSTICS

Click the "DIAGNOSTICS" menu, the screen will be shown as below:



Picture 4-3-3-1

In keyboard mode, the options of left column in red rectangle displays as Picture 4-3-3-1, **NOTE: you need to press the number to perform corresponding operation.**

AUTO DIAGNOSTICS: The terminal will automatically conduct a self-test cycle, i.e. all of the modules will be reset, and the latest fitness status will be updated and shown on the right screen.

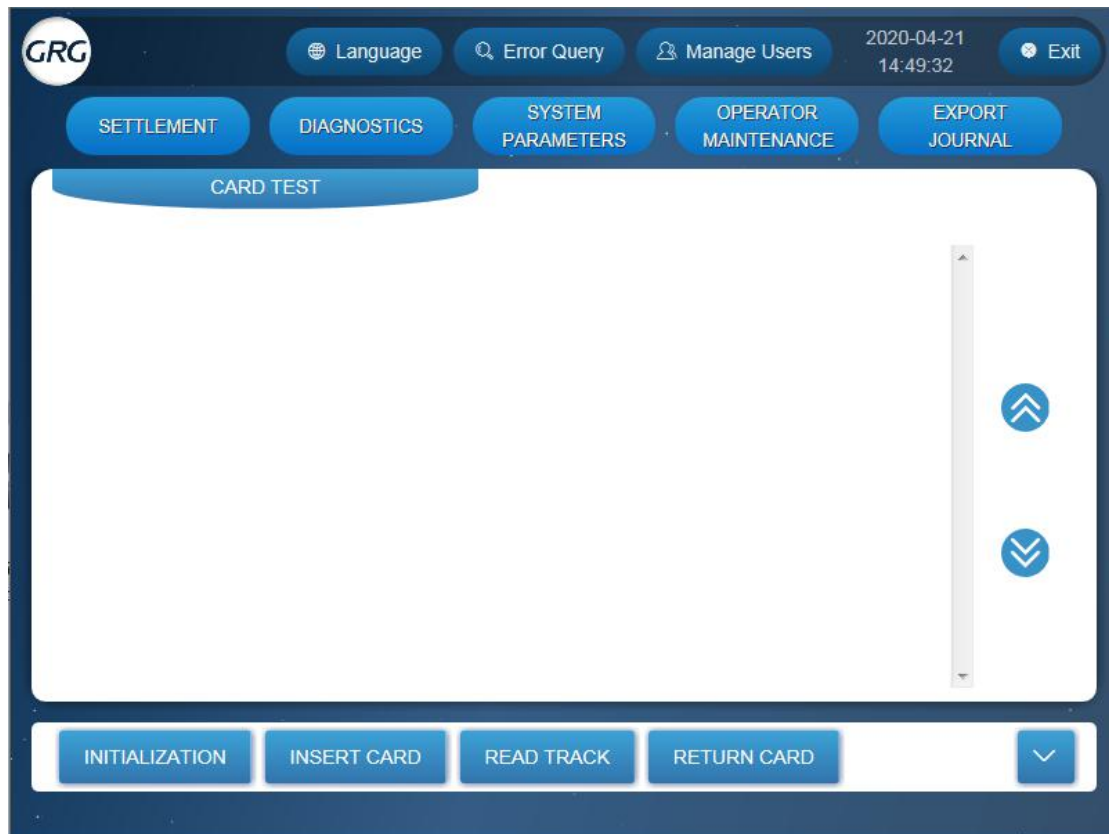
DEVICE TEST: Test each module separately. Select the relevant menu to test the specific device as desired

When this button pressed, the screen shows as Picture 4-3-3-2. Meanwhile the button "BACK" is for back to previous menu. When there are too many options for left column to contain, there will be a button "MORE", by which you will get more options, and the option list will be switched by clicking it repeatedly.



Picture 4-3-3-2

CARD TEST: Select this button to conduct the tests on card reader. The test results will be displayed in the output window, shown as below:



Picture 4-3-3-3

REC-PRINTER TEST: Select this button to conduct the tests on receipt printer. The test results will be displayed in the output window. For "STATUS TEST", you will get current paper status, normal or low paper or other. For "PRINT TEST", the receipt printer will print a test receipt. For "Retract Paper", it will try to retract printed paper and get the status of retract operation.

JNL-PRINTER TEST: Select this button to conduct the tests on receipt printer. The test results will be displayed in the output window. In "STATUS TEST", you will get current paper status, normal or low paper or other. In "PRINT TEST", the journal printer will print specialized content on the paper.

DOOR STATUS: Select this button to conduct the tests on shutters and sensors. The test results will be displayed in the output window. In "WITHDRAWAL SHUTTER TEST", the withdrawal shutter will try to do both open and close action once.

CASH MODULE TEST: Select this button to conduct the tests on cash module.

KEYPAD TEST: Select this button to conduct the tests on keypad. For "KEYPAD TEST", it will request you to press the keys in the keypad for key entry test.

INDICATORS TEST: Select this button to conduct the tests on the ATM indicators. The test results are displayed in the output window. For "ALL INDICATORS" test, the system will automatically do a self-test cycle on all of the indicators, i.e. all of the indicators will flash for a few seconds sequentially. Please check if the indicators are working normally. You can also test each indicator separately by selecting the buttons "RECEIPT INDICATOR", "CARD INDICATOR", "CASH INDICATOR", or "FASCIA INDICATOR".

BARCODE READER :Select this button to conduct the tests on BARCODE READER

RF READER :Select this button to conduct the tests on RF READER

COIN DISPENSER: Select this button to conduct the tests on COIN DISPENSER

CASHIN :Select this button to conduct the tests on CASHIN

ENVELOPE DISPENSER :Select this button to conduct the tests on ENVELOPE DISPENSER

ENVELOPE :Select this button to conduct the tests on ENVELOPE

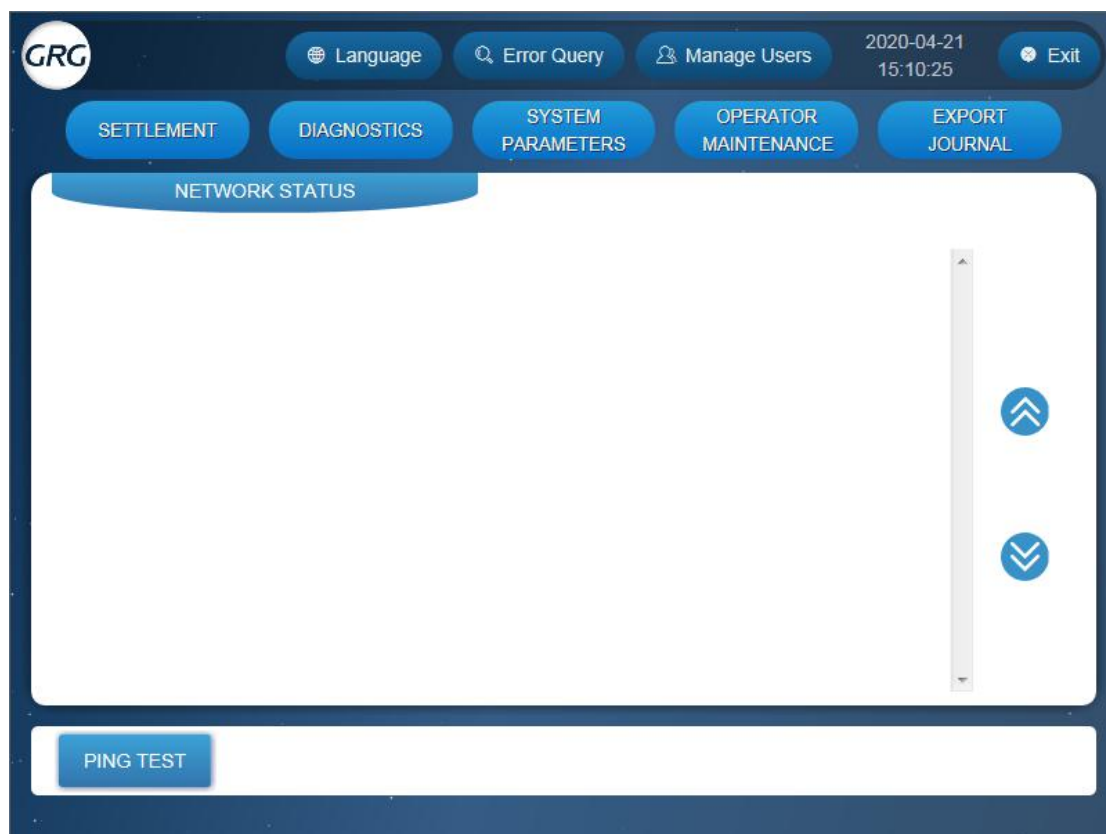
FINGERPRINT TEST:Select this button to conduct the tests on FINGERPRINT

IPM TEST:Select this button to conduct the tests on IPM

➤ **NETWORK TEST**

In "DIAGNOSTICS" page, choose "NETWROK TEST", you will see the network test page.

"PING TEST" will make a ping attempt to the host IP, the test results will be displayed in the output window.



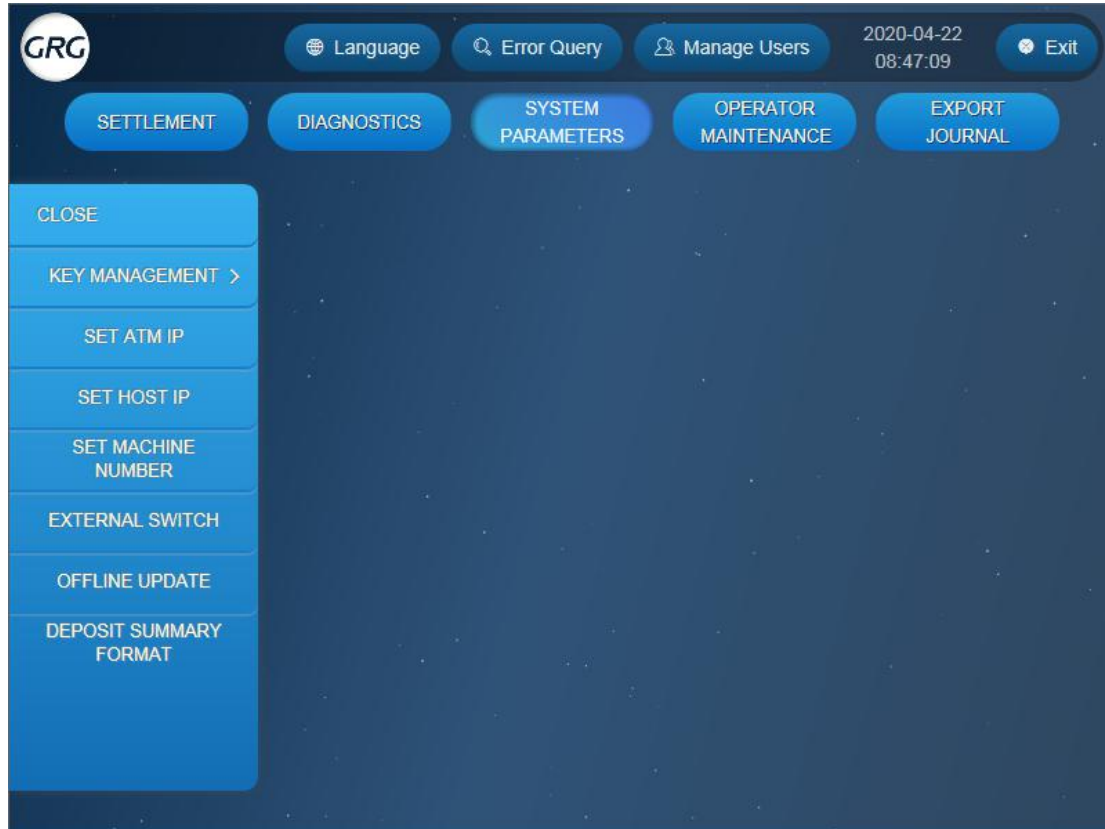
Picture 4-3-3-4

➤ **SAFETY VERIFICATION**

The temporary test switch for 24 hour in safety verification mode.

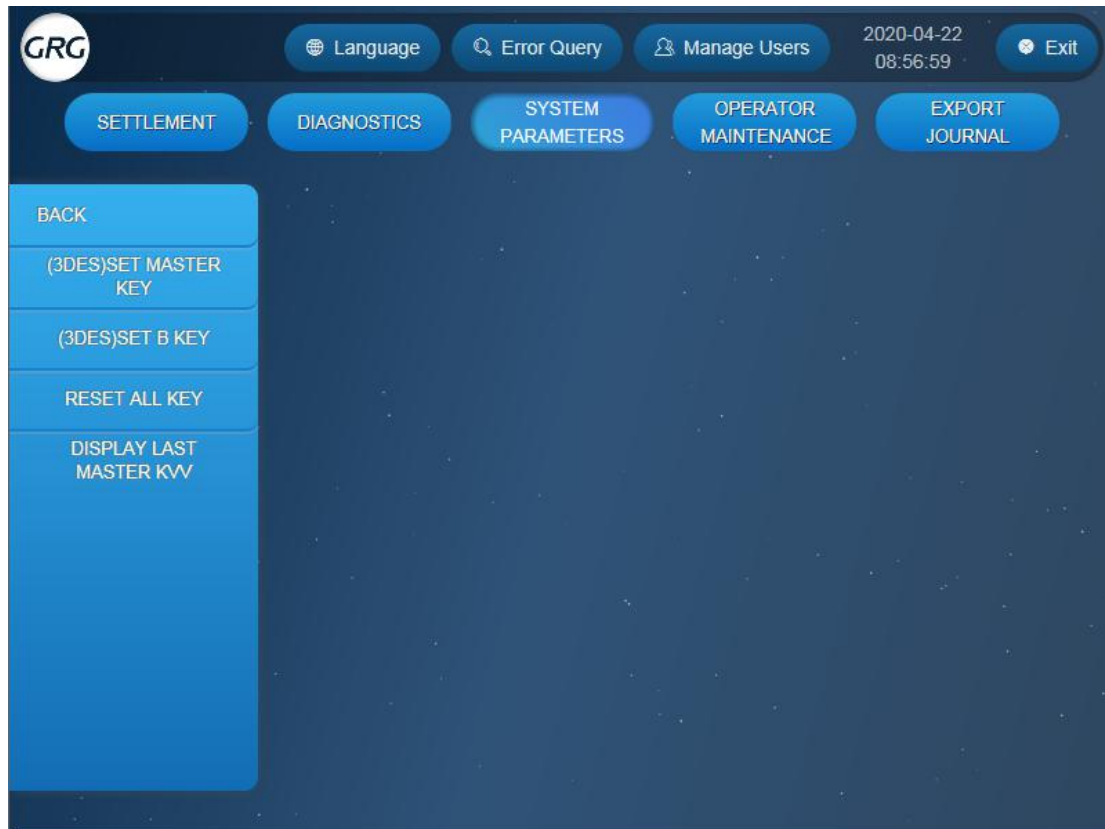
4.3.4. SYSTEM PARAMETERS

Select the "SYSTEM PARAMETERS" page, the following screen will be shown:



Picture 4-3-4-1

- **KEY MANAGEMENT:** Select this button to enter the menus for initial keys entry. According to EPP_PCI standard, DES keys with single length are not allowed for security reason. If your host system requires a single-length key loading, please contact your local representative or technical support for assistance.



Picture 4-3-4-2

(3DES) SET A KEY: Set the initial master key using 3DES method.

When you click "(3DES) SET A KEY", you will see the following page, click "**THROUGH KEYBOARD (XOR)**" to manually load the initial master key into the EPP. A pair of passwords for each key part is required for key loading. The default password for each key part is 000000.

(3DES) SET B KEY: Set initial communication key with 3DES. The step is same as setting "(3DES) SET A KEY". All steps are shown as below.

1) **Step1:** Input Key-Part A password, default as "000000".



Picture 4-3-4-3

2) **Step2:** Input Key-Part A and then press any key to continue.

3) **Step3:** Input Key-Part B password, default as "000000".

4) **Step4:** Input Key-Part B and then press any key to continue.

5) The KVV (key verification value) will be shown on the next screen.

6) Check the KVV and press any key to return to main interface.

RESET ALL KEY: All the keys will be deleted after the confirmation.

- **SET ATM IP:** Set the terminal's local IP, subnet and gateway. Click "SET" to take effect when you finish the settings, shown as below:

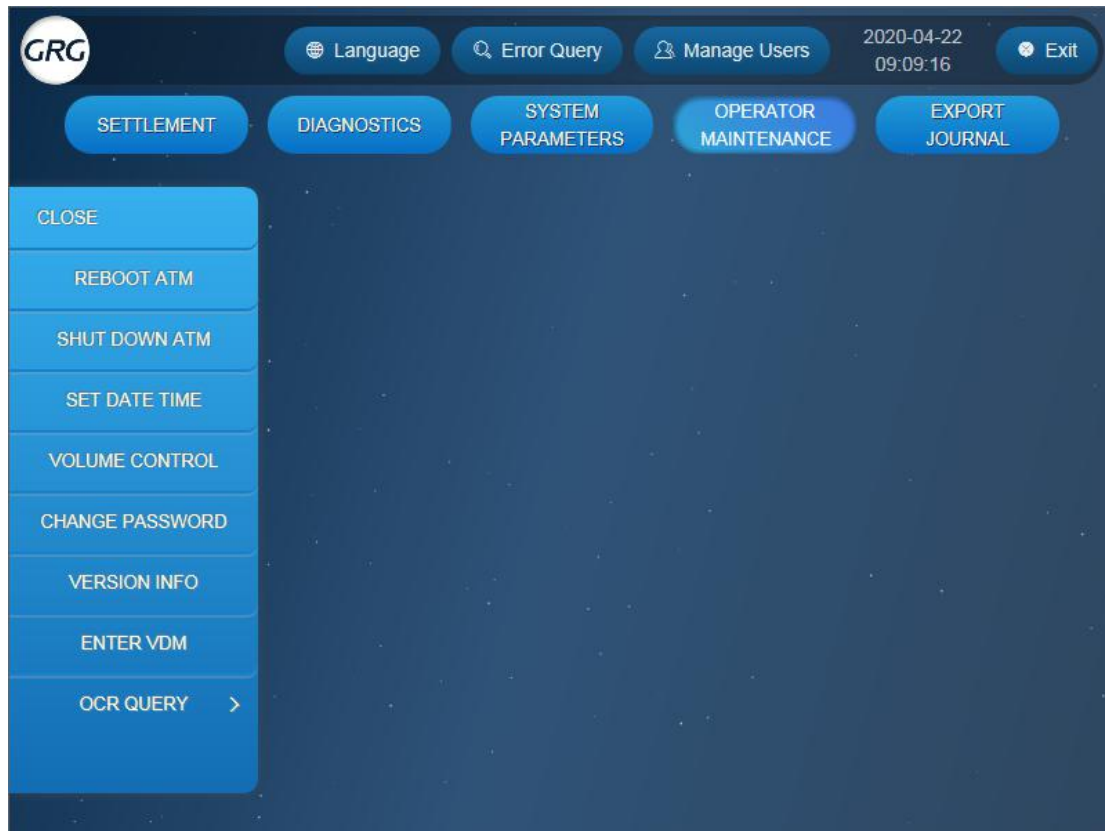
Picture 4-3-4-4

- **SET HOST IP:** Set Host (switch) IP which the ATM connected to.
- **SET MACHINE NUMBER :** When the terminal's data security feature is configured, machine number is included in Transaction Request message.
- **External switch:** This page is used to disable or enable the corresponding external device. The default password is 111
- **Offline update :** This page contains the off-line upgrade. You need to put the patch package into the update folder of the USB flash drive and name the corresponding patch package as follows
 - SP patch package renamed: SP_Patch.exe,
 - YDC patch package renamed: YDC_Patch.exe,
 - FW patch package renamed: FW_Patch.exe,
 - NV patch package renamed: NV_Patch.exe;

Only one patch can be upgraded at a time
- **DEPOSIT SUMMARY FORMAT:** This page provides deposit details printing

4.3.5. OPERATOR MAINTENANCE

The menu "OPERATOR MAINTENANCE" provides the operations for ATM system in maintenance mode, shown as below:



Picture 4-3-5-1

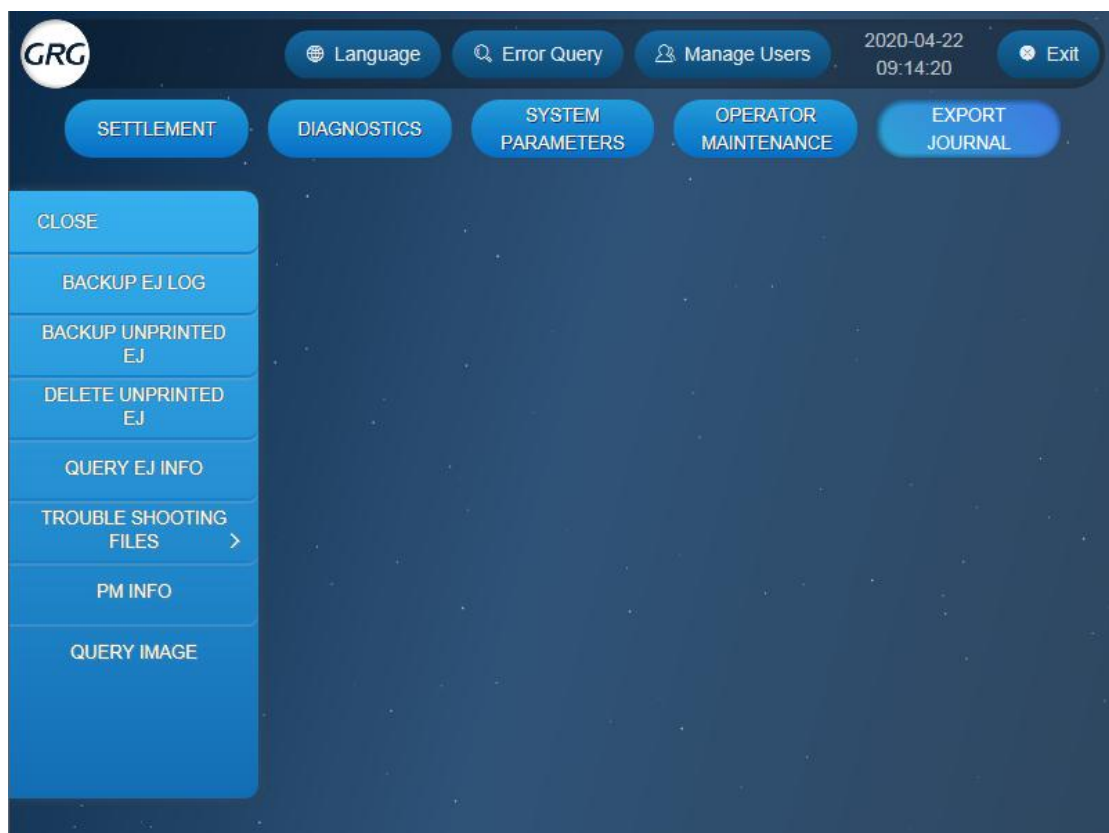
- **REBOOT ATM:** Select this button to restart the ATM.
- **SHUTDOWN ATM:** The system will shut down the application program and industrial PC. The process may take a few minutes. When the system prompts a message "it is now safe to turn off your computer", please switch off the ATM power.
- **ERROR QUERY:** Input an error code and get all the detailed information.
- **SET DATE TIME:** Change date and time of the system time in this ATM.
- **VOLUME CONTROL:** Adjust the volume of the system's sound.
- **CHANGE PASSWORD:** Change the supervisor password. PLEASE SAVE YOUR NEW PASSWORD SAFELY.
- **VERSION INFO:** Get the version of production and service patch.
- **Enter VDM:** Enter VDM (vendor dependent mode) to make customized test for GRG device, such as releasing the anti-fishing and etc.
- **OCR Inquiry:** Inquiry every piece of notes detail in/out of the cassette (only supported by GRG CRM)

There are 3 sub-menus:

- 1) Query by card number: This functionality lists all the banknotes of transactions done by certain card number on this machine.
- 2) Query by serial number. This functionality queries all transaction information about a certain banknote.
- 3) Delete OCR. Input a date, NOTE that all the OCR information prior to this date will be deleted.

4.3.6. EXPORT JOURNAL

Touch the menu "EXPORT JOURNAL" to export the log files to a floppy or flash disk, shown as below



Picture 4-3-6-1

- **BACKUP EJ LOG:** Input "Start Date" and "End Date", after you press "EXPORT", the system will request to insert a flash disk or floppy disk, and it will copy all of the journals records automatically to the specified storage medium.
- **BACKUP UNPRINTED EJ:** Once the Journal Printer gets some error, the journal will be recorded to hard disk; this menu does a backup from hard disk to your removable disk.
- **DELETE UNPRINTED EJ:** Delete the unprinted journal.
- **Query EJ Info:**

(1) After inputting start date and date time, shown as below:

GRG

Language Error Query Manage Users 2020-04-22 09:17:48 Exit

SETTLEMENT DIAGNOSTICS SYSTEM PARAMETERS OPERATOR MAINTENANCE EXPORT JOURNAL

QUERY EJ INFO

Please Enter EJ Info Date

2020 Year 04 Month 22 Day

EJ Info start Time

0 Hour 0 Minute 0 Second

EJ Info end Time

23 Hour 59 Minute 59 Second

Query

1 2 3 Delete

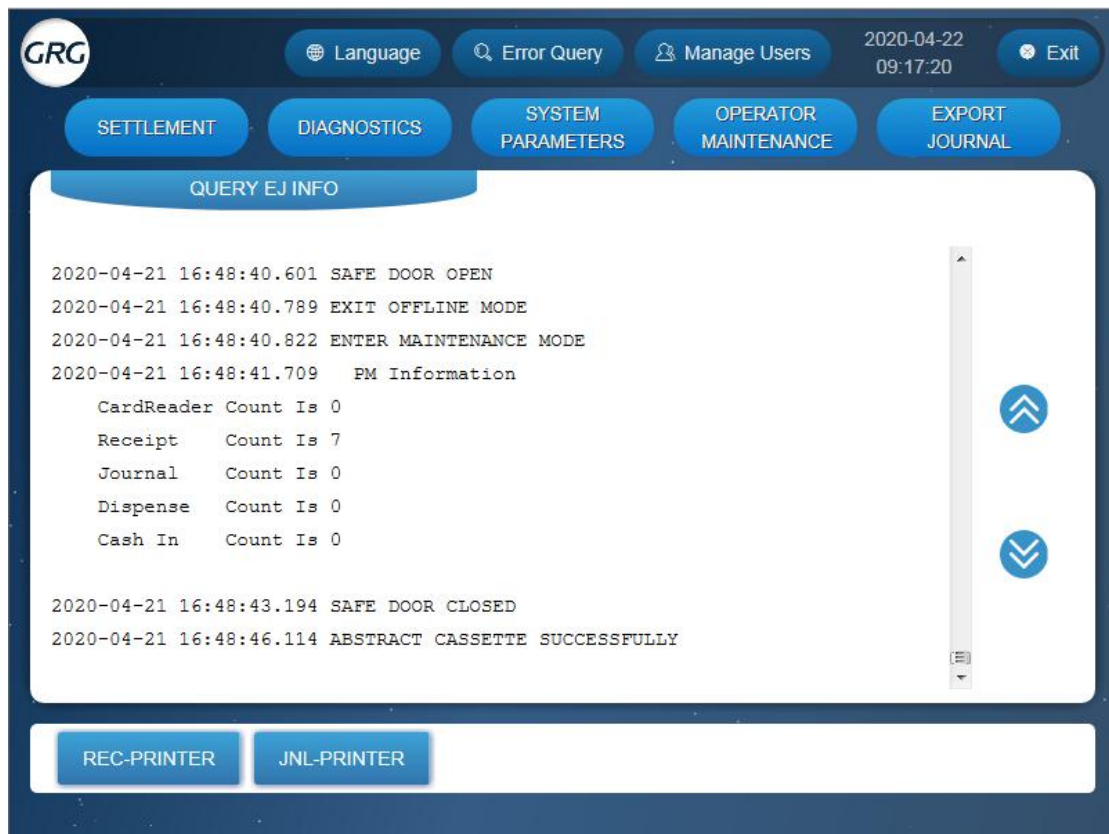
4 5 6 Clear

7 8 9

. 0 Enter

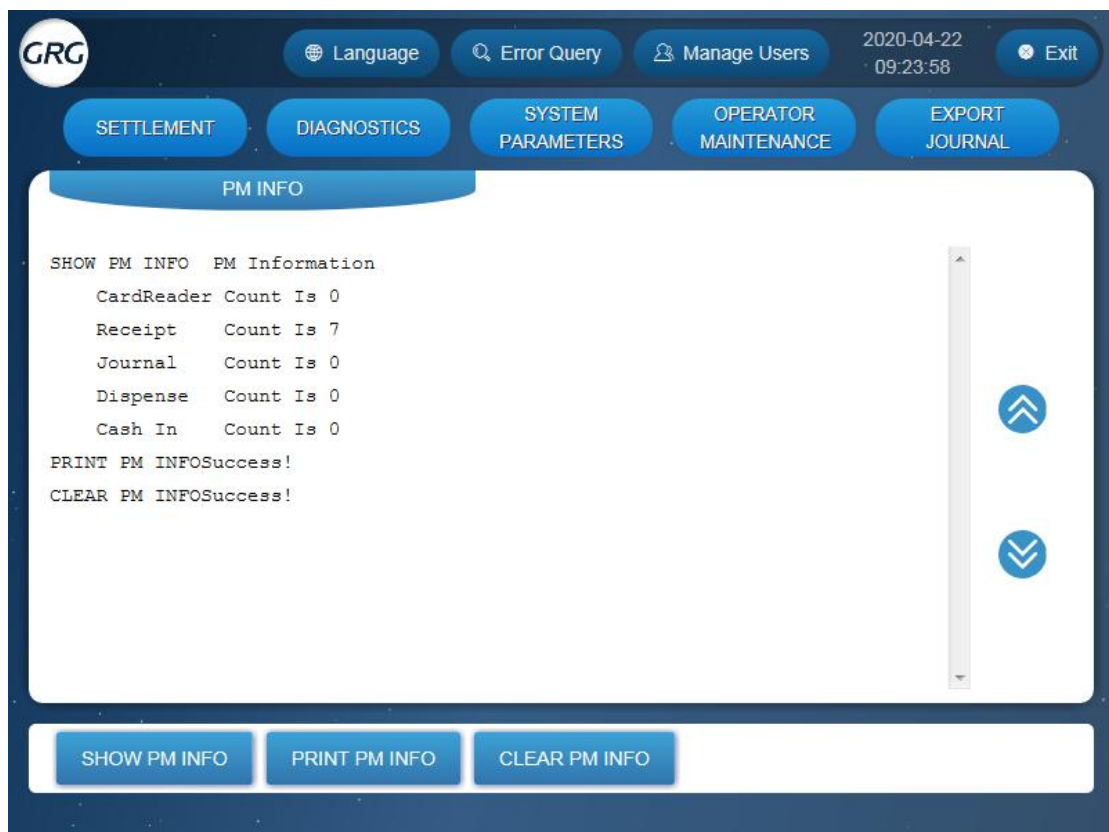
Picture 4-3-6-2

(2) Then Click the button 'Query':



Picture 4-3-6-3

➤ **PM INFO** : the function is as below:



Picture 4-3-6-4

➤ **QUERY IMAGE** : the function is as below

Picture 4-3-6-5

5. Maintenance operation in Text-Mode

Diagnostic Unit (Text Terminal Unit) is a traditional maintenance panel mainly equipped on GRG E series & H series terminals. This section will describe the maintenance operations provided on the diagnostic unit.

5.1. Maintenance Menu

All the maintenance operations are performed on the maintenance terminal (diagnostic unit). These operations constitute a multi-level menu structure, shown as below:

Level 1 Menu	Level 2 Menu	Level 3 Menu	Level 4 Menu
System Test	Card Reader		
	Receipt Printer	Print Test	
		Status Test	
	Dispenser Test	Cash Dispenser	

		Reset Dispenser	
	Door Test	Cash Door Test	
		Door Test	
	Journal Printer Test	Print Test	
		Status Test	
		Feed Test	
	Depositor Test	Deposit Initialize	
		Check Deposit Status	
		Envelope Dispense Test	
	Keypad Test	Initialize	
		Keypad Test	
		Get Version	
	Barcode Test	Initialize	
		Scan	
	Coin Dispenser Test	Initialize	
		Dispenser Test	
	Cash Deposit Test	Initialize	
		Get Status	
	Envelope Test	Initialize	
		Dispense Test	
		Deposit Test	
		Retract	
	Night safe Deposit Test	Initialize	
		Get Status	
		Open Door	
		Close Door	
		Store Bag	
	Check Test	Initialize	
		Accept	
		Store	

		Capture	
		Eject	
		Status	
	Network Communication Test	Ping Host	
	X.25 Loop Test		
Daily Maintenance	Note Cassette Operate	Print Counters	
		Set Total Amount	
		Open Note Cassette	
		Note Dispense Test	
		Replenish Notes	
		Self-study	
	Backup Comm Log	Backup Comm Log To Floppy Disk	
		Backup Comm Log To CD	
	Backup Journal Log	Back Journal Log To Floppy Disk	
		Back Journal Log To CD	
	Backup Troubleshooting		
	Reboot ATM		
	Shut Down ATM		
Supervisor Maintenance	(3DES)Set A Key	Through Keyboard(xor)	
	(3DES)Set B Key	Through Keyboard(xor)	
	Change Key Part Password	Change KP-A Password	
		Change KP-B Password	
	Reset All Key		
	Display last Master KVV	Show Master KVV	
Error Code Query			

Front-Back Maintenance Switch			
-------------------------------------	--	--	--

NOTE: The maintenance menus may vary among the ATM terminal models.

5.2. Menu Description

NOTE: For all the operations, by default you may need to press "Enter" key to complete the input.

5.2.1. System Test

➤ Card Reader Test

Press "CARD READER" to reset the card reader. If any card is found in the card reader during the process of initialization, card reader will retain it and record the retaining accordingly. If the card reader is abnormal, the system will display the returned error data.

➤ Receipt Printer Test

Press "Print Test" to print a few lines of testing data, and press "**Cut Paper**" to cut the paper immediately.

Press "Status Test" to return the current status code of the receipt printer.

If the printer is abnormal, the system will display the returned error code by the printer.

➤ Dispenser Test

Press "Reset Dispenser" to reset the cash dispenser.

Press "Cash Dispenser" to test if the cash dispenser can dispense notes normally. It will request to choose the desired cassette for dispense test.

If the cash dispenser is abnormal, the system will display the returned error code.

➤ Deposit Test

Press "Deposit Initialize" to initialize the deposit device.

Press "Check Deposit Status" to return the current status code of the deposit device.

Press "Envelope Dispense Test" to test if the deposit can dispense normally.

If the Deposit is abnormal, the system will display the returned error code.

➤ Keypad Test

Press "Initialize" to initialize the keypad.

Press "Keypad Test" to test if the keypad is working normally. The value of each pressed key will be displayed on the screen. Use this function to detect it, if the keypad cable is assembled correctly.

Press "Get Version" to obtain the module's version information.

If the keypad is abnormal, the system will display the returned error code.

➤ **Journal Printer Test**

Press "Print Test" to print a few lines of testing data.

Press "Status Test" to return the current status code of the receipt printer.

Press "Feed Test" to move up for one or two line.

If the journal printer is abnormal, the system will display the returned error code.

➤ **Barcode Test**

Press "Initialize" to initialize the barcode module.

Press "Scan" to scan the barcode and return the result on the screen.

➤ **Coin Test**

Press "Initialize" to initialize the coin.

Press "Dispenser Test" to test if the coin dispenser can dispense coins normally. It will request to choose the desired hopper for dispense test.

If the coin dispenser is abnormal, the system will display the returned error code.

➤ **Cash In**

Press "Initialize" to initialize the cash deposit.

Press "Get Status" to return the current status code of the cash deposit.

If the cash deposit is abnormal, the system will display the returned error code.

➤ **ENVELOPE**

Press "Initialize" to initialize the envelope.

Press "Dispenser Test" to test if the envelope can dispense envelope normally.

If the cash dispenser is abnormal, the system will display the returned error code.

➤ **Night safe deposit**

Press "Init" to initialize the Night safe deposit.

Press "Get Status" to return the current status code of the Night safe deposit.

Press "Open door" to open the door of the Night safe deposit.

Press "Close door" to close the door of the Night safe deposit.

Press "Store bag" to store the bag into the Night safe deposit.

➤ **Check**

Press "Init" to initialize the check deposit device.

Press "Accept" to begin to accept the check.

Press "Store" to store to the check into the bin.

Press "Capture" to capture the check into check box.

Press "Eject" to eject the check to the customer.

Press "Get Status" to return the current status code of the Check.

➤ **Network Communication Test**

Check the connection between ATM and host by sending ICMP package (ping).

➤ **X.25 Loop Test**

Check the connection between ATM and host in X.25 protocol.

5.2.2. Daily Maintenance

➤ **Cassette Operation**

Press "Print Counters" to print the current counters of all the configured cassettes on a receipt since last cash load. The information includes number of loaded notes, number of remaining notes, number of rejected notes, number of dispensed notes, and etc.

Settlement: To add cash into the ATM system, basically there are two steps: first, press "Replenish Notes" to replenish the notes physically into the cassette; secondly, press "Set Total Amount" to set the logical total amount to the counter. The system will first display the note cassette list. You can press the corresponding key to set total number of notes for the corresponding note cassette.

NOTE: For some ISO markets, "Set Total Amount" may be not required, in this case the system will set the amount to a default value and send a supply status with this value to the host as a response to a supply request message. Please refer to YDC configuration manual on how to enable the feature of ignoring to set the total amount.

➤ **Journal Log**

You can choose to backup journal log to floppy (flash) or CD. If the terminal is equipped with a floppy controller, you can select backup to floppy disk. "Backup to CD" will burn the log files onto a writable CD. In the new generation ATMs of GRGBanking, no floppy controller is configured, thus you can only use a flash disk instead of log backup.

The screen will prompt to input the beginning and end date (in the format of YYYYMM, e.g. 201005), and then backup the files to the chosen storage.

➤ **Troubleshooting Files**

Troubleshooting files consist of not only the log files but also the relevant configuration files including host-downloaded customization data "xDCCConfig\Screen\","xDCCConfig\FIT", "xDCCConfig\State" (x represents 'N' for NDC, or 'D' for DDC), and the local configuration file *YDCCConfig.ini*. Please refer to YDC Configuration manual on how to configure the troubleshooting files.

"Backup to Floppy (Flash)" will back up the troubleshooting files to the desired storage.

➤ **Set ATM IP**

Set up the ATM's local IP address.

➤ **Reboot ATM**

Restart the ATM.

➤ **Shutdown ATM**

Press "Shutdown ATM" to shut down the ATM, when the message box of "You can power off the machine safely" is displayed, you can cut off the power to shut down the machine.

5.2.3. Supervisor Maintenance

➤ **Load A Key**

Press "Load A Key" to load the initial master key manually. According to PCI EPP standard, only triple DES key is allowed for initial key entry. You shall input two key parts (part A & part B). When input each key part, you need to enter a key part password. The default password for each part is 000000.

Please verify if the key is loaded successfully by comparing the generated KVV with the given KVV.

The following diagram illustrates how to enter the key digits (0-9, A-F):



NOTE: For compatibility with your single-DES host system, the menu "0DES Key (16 chars)" is optional.

➤ **Load Comm Key**

Press "Load Comm Key" to load the initial communication key manually. According to PCI EPP standard, only triple DES key is allowed for initial key entry. You shall input two key parts (part A & part B). When input each key part, you need to enter a key part password. The default password for each part is 000000.

Please verify if the key is loaded successfully by comparing the generated KVV with the

given KVV.

➤ **Change Key Part Password**

Change the password of key part A and key part B.

WARNING: PLEASE CHANGE YOUR DEFAULT PASSWORD, AND KEEP IT SAFELY FOR SECURITY REASON.

5.2.4. Error Code Query

You can query the meaning of each specific error code, it will show possible description and recommended solution.

5.2.5. Change Password

Press "Change Password" to change the supervisor password. Supervisor password is the password to enter the maintenance mode. You need to enter the old password first. The password is alphanumeric characters and should be less than six digits.

Remarks

If you have any question, please call our engineer directly or our hotline.

Mail: tech_support@grgbanking.com

Hotline: +86 (0)20 8218 8379