Verified by Visa Test Suite (VbVTS)

Frequently Asked Questions (FAQ)

Document Revision History

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25-Apr-2017	Initial Draft V1.0	Initial Draft	Andreas Dereschuk Sreekanth Bhattiprolu

Introduction to the VBVTS

Visa, Inc.'s Verified by Visa Test Suite (VBVTS) environment for Verified by Visa (VbV) is a test environment for 3DS Server (3DSS) and Access Control Server (ACS) vendors to perform Visa brand-specific test cases after being granted 3-D Secure (3DS) 2.0 compliance from EMVCo. <u>A vendor must successfully complete all VBVTS required test cases to ensure their software can properly integrate with VbV and is compliant with Visa's program rules.</u>

The goal of VbVTS is to ensure that new 3DSS and ACS implementations of the VbV program meet technical and business requirements, and will provide a consistent user experience for Visa cardholders before going live in production. <u>Only after completing EMV 3-D Secure 2.0 Protocol testing will endpoints be allowed to test in VbVTS.</u> VbVTS provides a standard set of 3DSS and ACS required and optional test cases that allow entities implementing Visa's version of the EMV 3-D Secure 2.0 protocol to verify their implementations meet VbV product and business rules.

VbVTS automatically evaluates the 3-D Secure messages it receives from testing entities and provides explicit, clear error messages when unexpected or incorrect results are found.

1. **What is VbVTS?**

    The Verified by Visa Test Suite (VbVTS) is an environment that 3DS Server and ACS software vendors use to complete Visa-specific testing after receiving 3-D Secure 2.0 compliance from EMVCo. The VbVTS test cases ensure that new 3DS Server and ACS software implementations meet the technical and business requirements of the Verified by Visa (VbV) program.

2. **Who is eligible to test in VbVTS environment?**

    3DS Server and ACS software vendors who have successfully completed EMV 3-D Secure 2.0 testing and have received a reference number. You may not begin VbVTS testing before successfully completing EMV 3-D Secure 2.0 testing. Please note that Operators, entities who use a VbVTS-certified software package for production transactions, of 3DS Server and ACS software are not required to test in VbVTS at this time.

3. **Can I begin VbVTS certification immediately upon completion of EMVCo certification?**

    Once you have received your EMVCo-assigned reference number as a 3DS Server or ACS software provider, come to the VbVTS site (https://vbvtestsuite.3dsecure.net/VbVTestSuiteService2) and register your software for testing. Once you submit your details, Global Client Testing (GCT) will contact you to confirm your account's validity.

    There are additional Visa procedures (refer to the 3DS Tech Partners website - https://technologypartner.visa.com/Library/3DSecure2.aspx) that need to be completed prior to beginning the testing process.

4. **Can I update my EMVCo-assigned reference numbers after creating my account?**

    You may only update your EMVCo-assigned reference number after account creation if you recertify your software with EMVCo and are assigned an updated reference number. Please contact GCT if you must update your EMVCo-assigned reference number within VbVTS.

5. How many users can have login credentials per EMVCo-assigned reference number?

Currently, only one VbVTS user has login credentials per EMVCo-assigned reference number.

6. How does a 3DS Server software vendor connect their software to VbVTS?

After obtaining the necessary testing certificates, 3DS Server software providers must send AReq's to the following URL in order to initiate test cases: https://VbVTestSuite-vbv.3dsecure.net/ds2. The Cardholder Account Numbers to be used to initiate each test case are detailed in the User's Guide.

7. Which test cases are required for 3DS Server software vendors?

All required 3DS Server software test cases.

8. How does an ACS software vendor connect their software to VbVTS?

After obtaining the necessary testing certificates, an ACS may initiate test cases through the VbVTS UI. AReq's will be sent from the VbVTS DS to the ACS URL provided during registration. The DS URL to be used by an ACS when sending an RReq will be included in the AReq's sent to the ACS during the challenge flow test cases.

9. Which test cases are required for ACS software vendors?

All required ACS software test cases as well as the CAVV validation test case. Upon successful completion of the CAVV test case, the user must screenshot their results and email them to GCT for approval.

10. How can I review my testing status?

Testers can review the Testing Status page to see the most recent status of a test case (e.g. Passed, Incomplete, Failed). Testers also have the option to review the Testing History page to see a full audit of each test case, including all previous attempts and statuses.

11. **How does a software vendor complete VbVTS testing? What is the proof of testing completion?**

    A software vendor completes VbVTS testing by successfully executing all <u>required</u> test cases and emailing GCT (gctv3dsts@visa.com) to request the VbVTS Compliance Letter.

12. **Where can I find step-by-step guidance on testing in VbVTS?**

    Please reference the VbVTS User's Guide for step-by-step guidance on testing.

13. **Whom do I contact if I have issues with administrative procedures?**

    Global Client Testing teams shall address all administrative and general procedure questions. Please use the following email to contact them: gctv3dsts@visa.com

14. **Whom do I contact if I have issues with test cases?**

    Technical support teams shall address all technical issues. Please use the following email to contact them: VbVTestSuite2@visa.com

15. **What are the contact points for regional customer support representatives?**

    Please find the customer support/tech support representative contact details

Region/Support Type	Email Address
Visa Europe (VE) Regional Representatives	customersupport@visa.com
Asia Pacific (AP) / Central Europe, Middle East, Africa (CEMEA) Regional Support	VbVEast@visa.com
USA, Canada, Latin America Regional Support (US, LAC)	VbVSupport@visa.com
General Enrollment, Registration, and Billing Support	gctv3dsts@visa.com
Tech Support	VbVTestSuite2@visa.com

16. **For how long is my VbVTS account valid?**

    VbVTS accounts are valid for a period of 30 days with full features. After 30 days, the user must contact GCT for an extension if needed.

17. **For how long will VbVTS retain testing logs?**

VbVTS will retain testing logs for two years. The logs will expire when VbVTS certification expires for each individual endpoint.

18. **For how long is my software VbVTS compliant?**

VbVTS compliance is two years from the date of Compliance Letter issuance. If compliance is not renewed, the vendor's software shall be removed from Visa's Compliant Vendor List published on the Visa Tech Partners website (https://technologypartner.visa.com/Library/3DSecure2.aspx). Please note, if there are major EMV 3-D Secure 2.0 Protocol Specification updates, Visa may require software vendors to recertify their software before their two year compliance expires.

19. **Does VbVTS support the 3DS 1.0.2 protocol?**

VbVTS does not support the 3DS 1.0.2 protocol. It is EMV 3-D Secure 2.0-specific.

20. **Will there be any charges associated with certifying my software in VbVTS?**

Yes. Please contact GCT (gctv3dsts@visa.com) for any specific questions on billing.

21. **Does Visa certify vendors of software packages? For example, if I certify my ACS software with VbVTS, can I use my Compliance Letter for my 3DS Server software, which has not been through VbVTS testing?**

No, Visa does not certify vendors. Visa certifies individual software packages for each component. As a software vendor, you must separately certify each software component with VbVTS and receive a different Compliance Letter for each component.

22. **Can I enroll for VbVTS to test both my 3DS Server and ACS software packages at the same time?**

A vendor has the ability to enroll both components at the same time in VbVTS, assuming EMVCo has already certified both components. Please note, until a software package is certified by Visa through VbVTS, any Operator, an entity who uses a VbVTS-certified software package for production transactions, cannot use it.

23. **How do I obtain my SSL/TLS testing certificates to communicate with VbVTS?**

Please refer to the User's Guide for step-by-step guidance on obtaining testing certificates.

Note: If you plan to also function as an Operator of 3DS Server or ACS software, an entity who uses a VbVTS-certified software package for production transactions, please review the implementation guides for guidance on obtaining production certificates.

24. **For how long are my SSL/TLS testing certificates valid?**

120 days.

25. **May I issue and use my own SSL/TLS testing certificates to connect to VbVTS?**

No, you must request testing certificates as detailed in the User's Guide.

26. **Can a tester use their personal Cardholder Account Number for testing purposes?**

From a security standpoint, any tester using personally-identifiable information during testing is doing so at their own risk. Visa does not recommend using any personal Cardholder Account Numbers or any other personally-identifiable information for testing purposes in VbVTS.

27. **Which ports are allowed for connection in the VbVTS environment?**

Port 443, the default port.

28. **What are the VbVTS password requirements?**

Passwords should:

- Have at least 1 uppercase letter

- Have at least 1 lowercase letter

- Have at least 1 digit

- Have at least 1 special character from the following list: @, #, $, %, ^, &

- Be at least 8 characters in length, but no more than 32 characters

- Have no spaces

- Not be the same as any of the last 3 passwords used for VbVTS

Disclaimer

The VbVTS environment is a Visa brand-specific testing facility that is available to all EMVCo certified members/vendors to conduct required Visa brand-specific testing prior to being allowed to participate in Visa's 3-D Secure 2.0 Program. For any EMV 3-D Secure 2.0 Protocol related questions/issues, the member is requested to contact EMVCo.

All Visa Regions have mandated that EMV 3-D Secure 2.0 Protocol implementations must successfully pass each of the VbVTS required test cases before going live in production.

Visa reserves the right to change the terms and conditions for Visa 3-D Secure Test Suite certification. This includes the right to revoke certification and require an entity to recomplete testing to maintain certification.