

# Feature Focus Guide: Site Key

Core Product: Aloha Takeout  
Last Updated: December 20, 2023

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## Revision Record

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## About Site Key

Site Key at a Glance	
Core Product	Aloha Quick Service or Aloha Table Service
Complementary Products	NCR Aloha Takeout
Separate License Required?	<p>NCR Aloha Takeout requires a separate license.</p> <p>The Delivery component of NCR Aloha Takeout requires a separate license from Aloha Delivery/Frequent Buyer (D/FB), which is included as part of the Aloha Takeout license. It is not necessary to actually install D/FB.</p> <p>The mapping component of NCR Aloha Takeout requires a separate license, if you elected to install it.</p>
Other References	Aloha Takeout Reference Guide, Aloha Takeout Implementation Guide

To collect and store sensitive cardholder information, the Aloha<sup>®</sup> Takeout (ATO) application requires the presence of a site key. The process uses the site key to encrypt the sensitive data before storing the data in the database or transmitting it between client terminals and the server. When a customer wants to pay for a transaction with a stored payment card, Aloha Takeout retrieves this information, unencrypts it in the background, and passes it to the Aloha Point-of-Sale (POS) system for use with Aloha EDC in the normal payment process. The system also requires the site key for online orders with credit card payments, even though the site may not be storing credit card information with their customers. Until you establish a site key in the system, you cannot enter cardholder information using the ATO application.

Because the site key encrypts sensitive cardholder information, it is necessary to regularly rotate the site key. We suggest rotating the site key every ninety days, and the system allows a maximum of three hundred and sixty-five days between site key rotations. Once you establish your site key, you can configure the system to automatically rotate your site key, or you can manually rotate your site key. If you choose to allow the system to automatically rotate your site key, you will no longer know your site key. If you choose to manually rotate your site key and you lose the site key, you can reset the key; however, doing so requires you to clear your stored credit card data and you cannot retrieve this data.

This guide demonstrates how to establish a site key, how to rotate your site, automatically or manually, and if necessary, how to reset your site key, which clears all of your stored credit card data.

## How does the system store and rotate a site key?

The system stores site key information in the %ATOPATH%\DATA directory in an encrypted file called ATO\_SK.dat. When you or the system change the site key, the system changes the name of the existing ATO\_SK.dat to ATO\_SK1.dat and stores the new site key in ATO\_SK.dat. When ATO needs to decrypt credit card information, it attempts to use ATO\_SK.dat. If this fails, it tries ATO\_SK1.dat, ATO\_SK2.dat, etc. until it either decrypts or runs out of site key archives.

In most cases the %ATOPATH%\DATA directory should only contain one ATO\_SK.dat file. When you restart the Radiant Takeout and Delivery service, it goes through the stored credit cards in the SQL database and re-encrypts them with the new key. When complete, the system will delete ATO\_SK1.dat and any other archives during the ATO EOD process.

## Establishing your initial site key

It is necessary to access the TakeoutDataProtectionTool.exe to establish your initial site key. The data protection tool manages the encryption keys for the Aloha Takeout product, to protect stored credit card information in accordance with the PCI-DSS specification. The Takeout Data Protection Tool allows the key custodian to establish or change the site key for the Aloha Takeout site. The key custodian should run the Takeout Data Protection Tool.

When running the Takeout Data Protection Tool for the first time, the main window appears with the Create Key button available for use.

1. Stop the Radiant and Takeout Delivery Service. See [“To stop the Radiant Takeout and Delivery service:” on page 10.](#)
2. Navigate to **%BootDrv%\Aloha Takeout\Bin directory.**
3. Double-click **TakeoutDataProtectionTool.exe.**

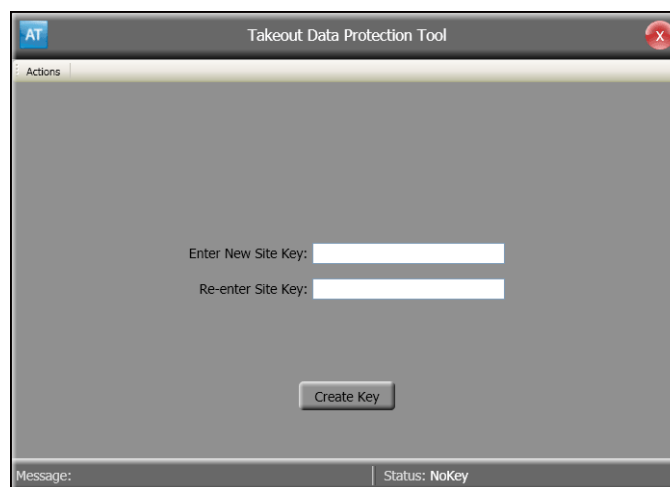


Figure 1 Data Protection Tool, Site Key Entry

4. Enter and re-enter the **new site key.**

5. After initially entering the site key, the system requires you to enter the **site key** to perform any further actions.

Once established, the site key remains in effect until changed. Aloha Takeout provides full message support for any errors in key number entry that may occur.

**Note:** The site key resides in the encrypted file \Aloha Takeout\Data\ATO\_SK.dat. If the site key is forgotten or becomes corrupt, you can delete this file and enter a new site key. If this becomes necessary, all stored payment card information becomes unavailable for future use. Contact your NCR team member for help, before you delete this file.

6. Restart the Radiant Takeout and Delivery Service. See [“To restart the Radiant Takeout and Delivery service:” on page 11.](#)

## Rotating the site key

In Aloha Takeout, you can have the system automatically rotate the site key, or you can perform the site key rotation manually. If you choose to rotate your site key manually, consider these best practices for site key management:

- Use a unique site key at each location.
- Restrict access to site keys to the smallest number of employees possible.
- Store site keys in a secure manner.
- Document key management procedures and implement fully.
- Require key custodians to sign a form affirming they understand and accept their key-custodian responsibilities.
- Generate strong keys, using uppercase and lowercase letters, numbers, and symbols.
- Change the site key at least quarterly, documenting each change of the key.
- Destroy all copies of the old key.

Establish split knowledge and dual control of keys. For example, give sequential parts of the key to three different people, so that they all have to enter their own part, in a specific order, to reconstruct the whole key. Three parts of an example key could be 'MarYhad&,' 'AliTTle42@,' and 'laMb95&3.' The entire key would consist of these three parts, typed sequentially:

MarYhad&AliTTle42@laMb95&3

- Prevent unauthorized substitution of the key.
- Replace keys known or suspected to have been compromised.

## Rotating the site key automatically

You can configure Aloha Takeout to automatically rotate your site key. By having ATO automatically rotate the site key, you never have to keep track of your site key, or worry about losing credit card data because of a lost site key. Once the system begins automatically rotating your site key, you will not know your site key. The auto rotation feature rotates the site key at EOD when the site key is set to expire within twenty-four hours.

The procedures for automatic site key rotation configuration depend on the version of your configuration management tool (CMT), either CFC or new Aloha Manager. For versions 14.5 and later, you configure the automatic site key rotation settings under the Options tab in Takeout Configuration, and for earlier versions, you do so under the Custom Settings tab.

### To configure the site key to rotate automatically for your configuration management tool v14.5 and later:

1. Select **Maintenance > Takeout Configuration > Takeout Settings > Options** tab.

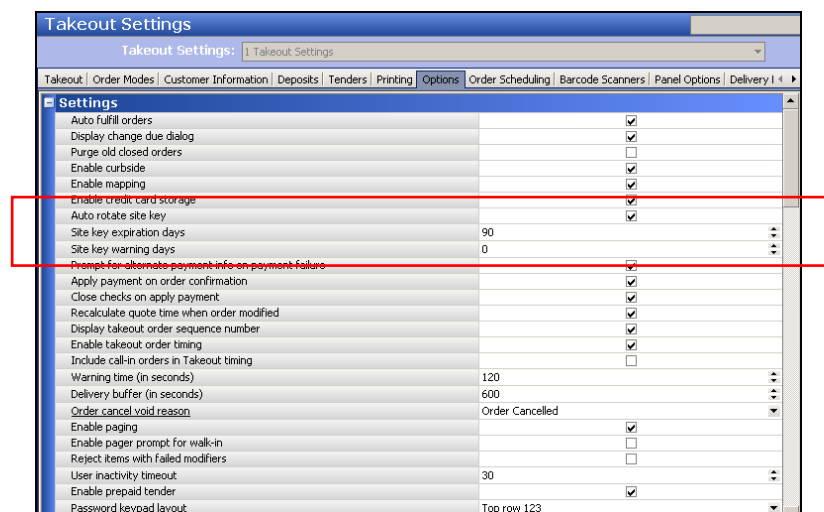


Figure 2 Options Tab Auto Rotate Site Key

2. Under the 'Settings' group bar, select **Enable credit card storage** to display the site key settings.
3. Select **Auto rotate site key**.
4. Enter the **number of days** between automatic site key rotation in 'Site key expiration days.' The minimum available is '7,' and the maximum available is '365.' We suggest setting the number of days to '90.'
5. Enter '**0**' for 'Site key warning days.' Since you are no longer manually rotating your site key, it is not necessary for the site key expiration warning to appear.
6. Click **Save** and exit the **Options** function.

**To configure the site key to rotate automatically for configuration management tool v14.4 and earlier:**

1. Select **Maintenance > Takeout Configuration > Takeout Settings > Custom Settings** tab.
2. Under the 'Settings' group bar, click **Add**. The system adds a new row at the bottom of the screen.

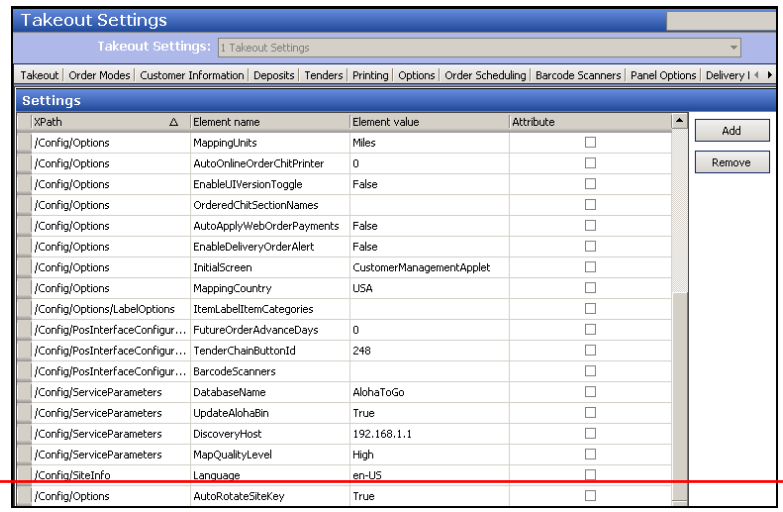


Figure 3 Custom Settings Auto Rotate Site Key

3. Under 'XPath,' type **'/Config/Options.'**
4. Under 'Element name,' type **'AutoRotateSiteKey.'**
5. Under 'Element value,' type **'True.'**
6. Click **Save** and exit the **Custom Settings** function.

**Note:** To set the number of days between site key rotation, select Maintenance > Takeout Configuration > Options tab > Settings group bar, and enter the number of days in 'Site key expiration days.'

### Rotating the site key manually

If you elect to manage the rotation of your site key manually, it is necessary to access the TakeoutDataProtectionTool.exe to change your site key. To rotate the site key, you must enter the current site key to unlock or select Change Site Key from the Actions menu.

**Note:** To set a warning prompt to remind you to rotate the site key, select Maintenance > Takeout Configuration > Options tab > Settings group bar, and enter the number of days in 'Site key warning days.' The minimum number of days you can set for the warning is '7.'



The form for changing the site key is similar to the form for setting the initial site key. In addition to the two fields for entering the new site key, you first receive a prompt to supply the existing site key. When you click Change Key, the tool validates the supplied existing key matches the value stored within the ATO system. The application also validates that both of the new key strings are identical. If the validation criteria are satisfied, the system saves the new key to the system. If any criteria fails validation, you receive a prompt to re-enter the keys.

1. Stop the **Radiant and Takeout Delivery Service**. See [“To stop the Radiant Takeout and Delivery service:” on page 10](#).
2. Navigate to **%BootDrv%\Aloha Takeout\Bin**.
3. Double-click **TakeoutDataProtectionTool.exe**.

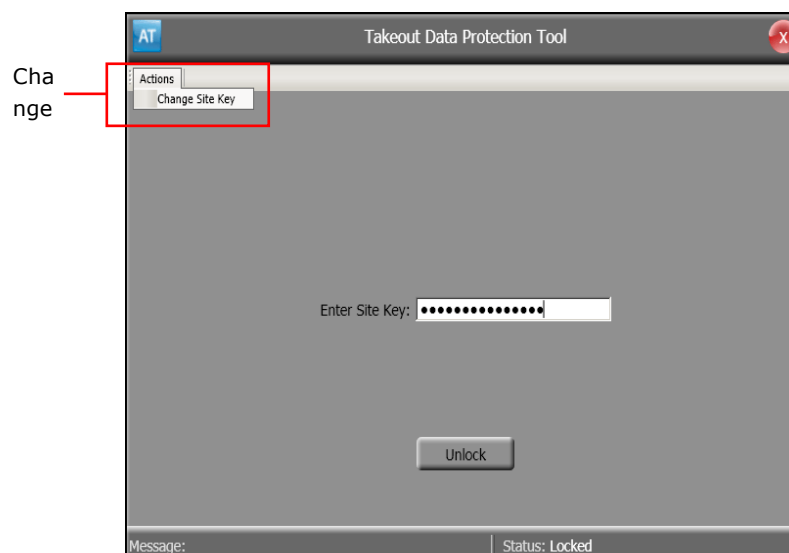


Figure 4 Data Protection Tool, Enter Site Key

4. Type the **current key** in 'Enter Site Key.'

5. Click **Actions**, and select **Change Site Key** from the drop-down list that appears.

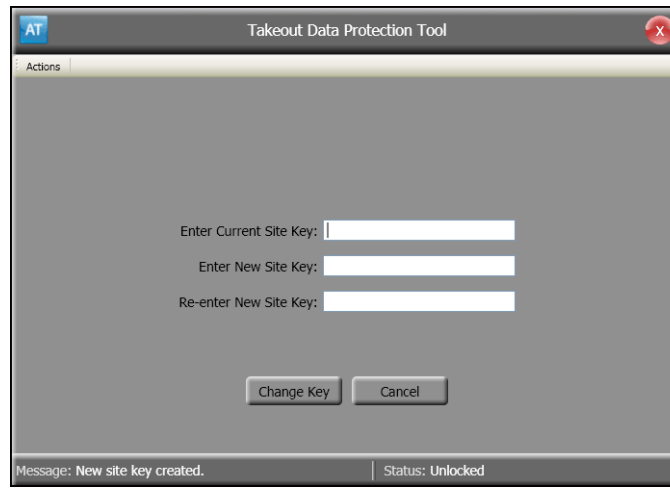


Figure 5 Data Protection Tool, Rotate Site Key

6. Type the **existing site key** in 'Enter Current Site Key.'
7. Type the **new site key** in 'Enter New Site Key,' and in 'Re-enter New Site Key.'
8. Click **Change Key** to confirm the change.
9. Type the **new site key** again in 'Re-enter New Site Key.'
10. Restart the **Radiant Takeout and Delivery Service**. See ["To restart the Radiant Takeout and Delivery service:" on page 11.](#)

## Clearing credit card data

The Takeout Data Protection Tool also allows you to clear stored credit card information at a site.

1. Stop the **Radiant and Takeout Delivery Service**. See ["To stop the Radiant Takeout and Delivery service:" on page 10.](#)
2. Navigate to **%BootDrv%\Aloha Takeout\Bin directory**.

3. Double-click **TakeoutDataProtectionTool.exe**.

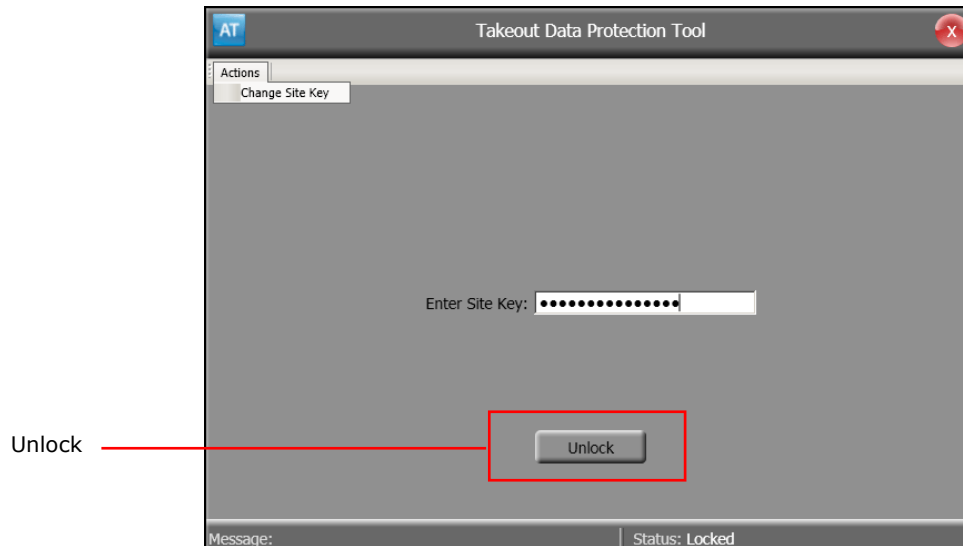


Figure 6 Data Protection Tool, Unlock

4. Type the **current key** in 'Enter Site Key.'
5. Click **Unlock**.

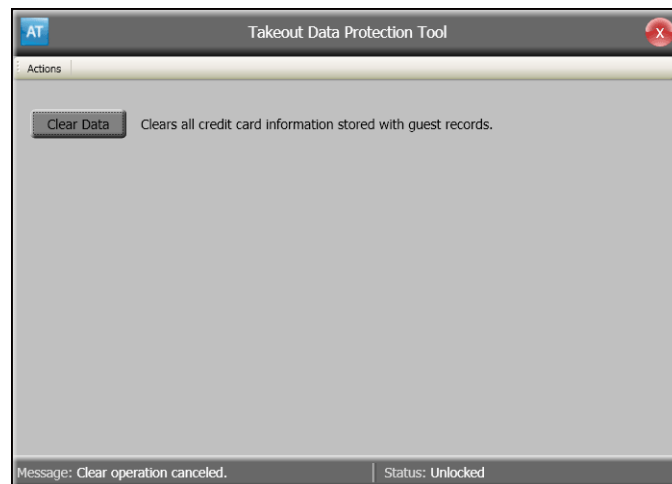


Figure 7 Data Protection Tool, Clear Data

6. Click **Clear Data**, and then click **Yes** to confirm clearing all credit card information from the ATO database.
7. Restart the **Radiant Takeout and Delivery Service**. See [“To restart the Radiant Takeout and Delivery service:” on page 11.](#)

## Resetting a lost or unknown site key

If you lose or do not know your site key, and it is necessary to reset the site key, you can do so; however, resetting your site key clears all stored credit card data. Do not proceed with this procedure unless you are certain you want to reset your site key and clear your credit card data.

1. Stop the **Radiant Takeout and Delivery Service**. See [“To stop the Radiant Takeout and Delivery service:” on page 10](#).
2. Navigate to **%BootDrv%\Aloha Takeout\Data**.
3. Delete **'ato\_sk.dat.'** By deleting this file, you make all stored credit card data inaccessible and you cannot retrieve this data.
4. Create a **new site key**. See [“Establishing your initial site key” on page 2](#).
5. Clear **all stored credit card data**. See [“Clearing credit card data” on page 7](#).
6. Restart the **Radiant Takeout and Delivery Service**. For Online Ordering, it is necessary to restart CMC Agent or Radiant Heartbeart, depending on your configuration.
7. Restart **ATO** at each front-of-house terminal. See [“To restart the Radiant Takeout and Delivery service:” on page 11](#).

## Stopping and restarting the Radiant Takeout and Delivery Service

Anytime you establish or modify a site key, you must restart the Radiant Takeout and Delivery service and restart each instance of ATO running on a FOH terminal, to allow the new site key to take effect.

### To stop the Radiant Takeout and Delivery service:

1. In the Windows operating system, select **Control Panel > Administrative Tools > Services**.

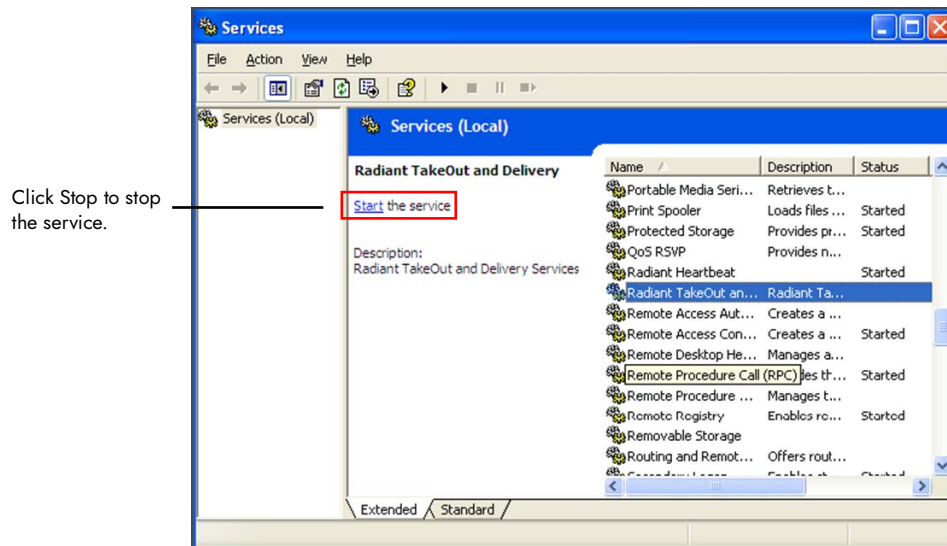


Figure 8 Services

2. Select **Radiant Takeout and Delivery** and click **Stop**.

**To restart the Radiant Takeout and Delivery service:**

1. In the Windows operating system, select **Control Panel > Administrative Tools > Services**.

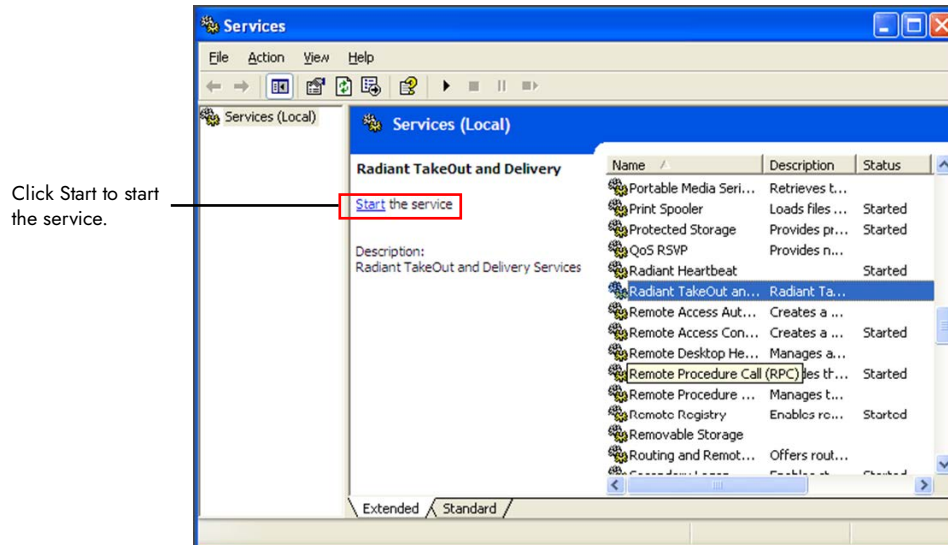


Figure 9 Radiant Services Restart

2. Select **Radiant Takeout and Delivery** and click **Start**.

## Site Key, Feature Focus Guide

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