NCR Payment Gateway (Connected Payments)

Product Bulletin

July 29, 2022

Hardware End of Sale & Support Announcement

Notice

The PCI Security Standards Council has published expiration dates for devices with PCI 2.0 – PCI 5.0 certification. Products with expired PCI approvals are not eligible for new sale or new deployments other than repair and replacement of like products. Hardware purchased and deployed before PCI Approval Expiration Dates will remain compliant and continue to be maintained by NCR through the dates below. Products with expired PCI approvals may remain in the field and are eligible for Delta testing or Delta evaluations provided no security vulnerabilities or exploits are identified by the processors. Check with your acquirer/payment processor and Qualified Security Assessor (QSA) for any sunset dates.

NCR has certified the PCI 5.x compliant devices from Equinox, Verifone, and Ingenico. The Equinox LUXE devices are currently released in General Availability. Verifone Engage and Ingenico LANE are in a controlled deployment status. Check with your POS (Point of Sale) Provider on which devices are available for use in your establishment.

What do these dates mean to me?

After End of Sale

- Once the End of Sale is announced enhancements of that device will end.
- Releases for devices will be for critical defect fixes.

After End of Support

- NCR will no longer provide issue fixes or security updates for the software release or device.
- NCR software engineering will no longer investigate issues reported for the software release.
- NCR will no longer have QA (Quality Assurance) devices with new versions of software release.
- Customers will need to update to a newer release to support newer devices.

How to upgrade to a newer device

Please reach out to your Channel Partner or Account Manager to begin working on moving to a PCI 5 device.

Have any questions?

Please reach out to your Channel Partner or Account Manager for more information. In addition, you can reach out to Support at ConnectedPayments.Support@ncr.com

PCI PTS Expiration Dates (For reference)

PCI PTS Version	PCI Approval Expiration Date
PCI 2.x	April 30, 2017
PCI 3.x	April 30, 2021- Originally April 30, 2020
PCI 4.x	April 30, 2023
PCI 5.x	April 30, 2026

Verifone Payment Terminal End of Support Dates

Verifone will not issue software updates or provide development support after PCI PTS expiration dates*
· Verifone will continue to provide error corrections for Severity 1 (Critical) software errors, including security vulnerabilities until posted End of Support date.
· In the event of a compliance mandate issued by PCI / payment card brands, Verifone will work to agree on development support to address the compliance mandate, subject to appropriate compensation and as documented in a statement of work.

Device		PCI PTS Version	End of Sale	Verifone End of Hardware Support	NPG End of Support
Mx760 Mx830 Mx850	Mx860 Mx870	2.x	April 30, 2017	April 30, 2020*	April 30, 2021*
Vx820		3.x	April 30, 2020	April 30, 2023*	April 30, 2023*
MX915/ MX925		3.x	April 30, 2020	April 30, 2023*	April 30, 2023*
PCI PTS Version Varies by PCI ID See *How to Identify a Verifone Mx PTS/PCI V3 or V4 Device*		4.x	April 15, 2022*	April 30, 2026*	April 30, 2026*
e355		4.x	April 15, 2022*	April 30, 2026*	April 30, 2026*
M400		5.X	To be announced	To be announced	To be announced
P400		5.X	To be announced	To be announced	To be announced

Equinox Payment Terminal End of Support Dates

Equinox will continue to support blocker issues (Security vulnerabilities or software errors) until the devices reach Equinox End of Hardware Support date. **

Device	PCI PTS Version	End of Sale	Equinox End of Hardware Support	NPG End of Support
L5200	3.x	March 31, 2019	March 31, 2022*	March 31, 2022*
L5300 PCI PTS Version Varies by Part Number	2.x See How to Identify an Equinox L5300 PTS/PCI V2 Device	April 30, 2017	April 30, 2020*	April 30, 2020*
	3.x See How to Identify an Equinox L5300 PTS/PCI V3 Device	March 1, 2019	July 31, 2022*	July 31, 2022*
LUXE 8500	5.X	To be announced	To be announced	To be announced
LUXE 6200	5.X	To be announced	To be announced	To be announced

Ingenico Payment Terminal End of Support Dates

For the PCI 4.x devices listed below Ingenico will continue with software fixes until 12/31/2021**

Device	PCI PTS Version	End of Sale	Ingenico End of Hardware Support	NPG End of Support
ics250 PCI PTS Version Varies by Part Numbers	3.x Part Numbers • ISC250-01P2193 • ISC250-01P2531 • ISC250-01P2395 • ISC250-01P2835 • ISC250-01P2183 • ISC250-01P1227 • ISC250-01P1857	April 30, 2020	June 30, 2020	June 30, 2020*
	4.x Part Numbers • ISC250-31P2592 • ISC250-31P3774	December 31, 2019	March 31, 2023*	October 1, 2022*
RP457c	4.x	June 1, 2022	December 31, 2023*	December 31, 2023*
MOBY 5500	5.x	To be announced	To be announced	To be announced
LANE 7000/8000	5.x	To be announced	To be announced	To be announced
LINK 2500	5.x	To be announced	To be announced	To be announced

Disclaimers

*All dates subject to change based on Device Manufacturer change on device support. Dates could change based on part availability.

**Device Manufacturers may change their commitments.

NCR will attempt to fix defects or security issues found with the Device Manufacturer but if deemed unfixable or a certification needed and cannot be done because of the PCI Expiration date then the End of Support date will be shortened.

Frequently Asked Questions

Do I need to replace all my expired payment devices?

No, there is no mandate from PCI SSC or the card brands to remove expired approved devices from service. For specific information regarding usage mandates, please contact your payment processor/acquirer.

Why does PCI SSC create new requirements?

In an effort to keep your payment system devices secure from potential security attacks, it is necessary to regularly review, update and improve the necessary security requirements currently used to evaluate POI (point of interaction) devices (including hardware and software modules). With that in mind, the PCI Security Standards Council has agreed to update/revise all relevant security requirements and any associated test requirements every three years.

Can PCI enforce the compliance deadline?

The PCI Security Standards Council does not enforce their compliance standards. Enforcement is typically done by the card payment brands. Communication of compliance enforcement is done through your acquiring bank or payment processor.

Where can I get more information about PCI security and card payment brands?

For general information regarding PCI security requirements and specific data security, please visit the applicable card payment brand:

- American Express: http://www.americanexpress.com/in/content/merchant/support/data-security/merchant-information.html
- Discover: https://www.discovernetwork.com/en-us/business-resources/fraud-security/pci-rules-regulations/
- JCB: http://www.jcbeurope.eu/business_partners/security/jcbprogram.html
- MasterCard: Send an email to POI Security (poi_security@mastercard.com)
- Visa, Inc.: https://usa.visa.com/dam/VCOM/download/merchants/visa-PED-Requirements-2013.pdf

Can I replace or repair PCI payment devices currently in the field after the expiration date?

One to one replacement of in-kind devices for repair and replacement are permitted, if the replacement/repair is performed by the device's original purchaser or their agent.

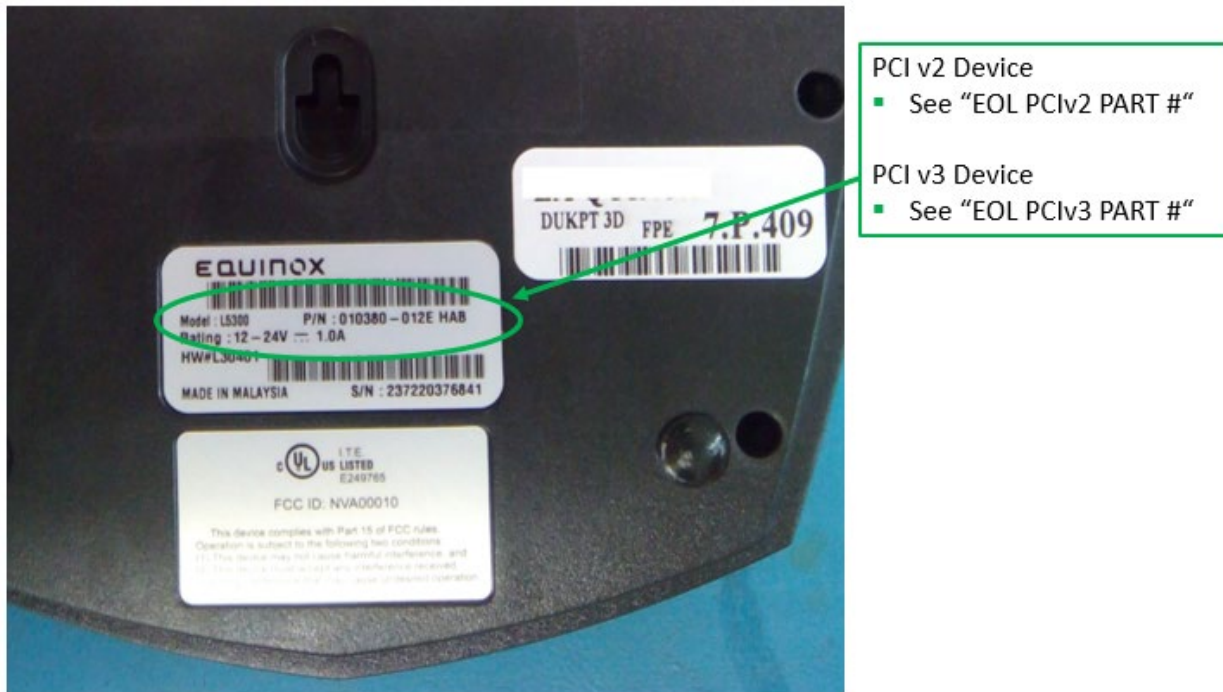# How to Identify a Verifone Mx PTS/PCI V3 or V4 Device
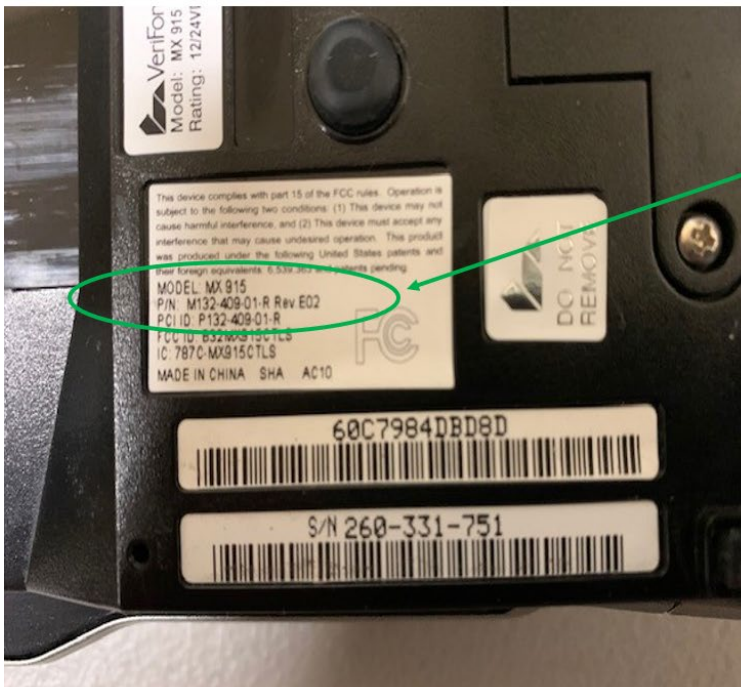
PCI v3 Device
- PCI ID: P132-###-##-(Alpha Character)
- P/N: M132-###-##-(Alpha Character)

PCI v4 Device
- PCI ID: P177-###-##-(Alpha Character)
- P/N: M177-###-##-(Alpha Character)

How to Identify an Equinox L5300 PTS/PCI V2 or V3 Devices

EOL PCIv2 PART #	DESCRIPTION
010360-201R	PKG,L5300-2 EMV4 CLESS COMM-BLNK CBL-PUSB10
010360-202R	PKG,L5300-2 EMV4 CLESS COMM-BLNK CBL-PUSB15
010360-601E	PKG,L5000-CONTACTLESS BLACK
010360-611E	PKG,L5300-PCI2 PROD EMV4 BLUE COMM-BLANK
010360-612E	PKG,L5300-PCI2 PROD EMV4 CLESS BLUE COMM-BLANK
010360-615E	PKG,L5300-PCI2 PROD EMV4 GRAY COMM-BLANK
010360-621E	PKG,L5300-PCI2 DEV EMV4 CLESS BLUE COMM-TG-ETH POE
010360-623E	PKG,L5300-PCI2 PROD EMV4 BLUE COMM-ETH-SW
010360-653E	PKG,L5300-2 EMV4 CLESS COM-BLNK CBL-PUSB10
010360-654E	PKG,L5300-2 EMV4 CLESS COMM-BLNK CBL-RJ45
010360-655E	PKG,L5300-2 EMV4 CLESS COMM-BLNK CBL-PUSB
010360-656E	PKG,L5300-2 EMV4 CLESS COMM-BLNK CBL-PUSB

EOL PCIv3 PART #	DESCRIPTION
010360-020R	PKG,L5300 DEV-PKI
010360-103E	PKG,L5300-COMMS 3 SD-IO TG
010368-011E	PKG,L5300-PCI3 PROD EMV4 BLUE COMM-BLANK
010368-012E	PKG,L5300-PCI3 PROD EMV4 CLESS BLUE COMM-BLANK
010368-013E	PKG,L5300-PCI3 PROD EMV4 BLUE COMM-TG
010368-014E	PKG,L5300-PCI3 PROD EMV4 CLESS BLUE COMM-TG
010368-017E	PKG,L5300-PCI3 PROD EMV4 BLUE COMM-POE
010368-018E	PKG,L5300-PCI3 PROD EMV4 CLESS BLUE COMM-POE
010368-021E	PKG,L5300-PCI3 DEV EMV4 CLESS BLUE COMM-TG-ETH POE
010368-022E	PKG,L5300-PCI3 PROD EMV4 CLESS BLUE COMM-ETH-SW

010368-023E	PKG,L5300-PCI3 PROD EMV4 BLUE COMM-ETH-SW
010368-031E	PKG,L5300-PCI3 DEMO EMV4 CLESS BLU COMM-TG-ETH POE
EOL PCIv3 PART #	**DESCRIPTION**
010368-411E	PKG,L5300-PCI3 PROD EMV4 BLACK COMM-BLANK
010368-412E	PKG,L5300-PCI3 PROD EMV4 CLESS BLACK COMM-BLANK
010368-413E	PKG,L5300-PCI3 PROD EMV4 BLACK COMM-TG
010368-414E	PKG,L5300-PCI3 PROD EMV4 CLESS BLACK COMM-TG
010368-417E	PKG,L5300-PCI3 PROD EMV4 BLACK COMM-POE
010368-418E	PKG,L5300-PCI3 PROD EMV4 CLESS BLACK COMM-POE
010368-421E	PKG,L5300-PCI3 DEV EMV4 CLESS BLK COMM-TG-ETH POE
010368-422E	PKG,L5300-PCI3 PROD EMV4 CLESS BLACK COMM-ETH-SW
010368-431E	PKG,L5300-PCI3 DEMO EMV4 CLESS BLK COMM-TG-ETH POE
010368-601E	PKG,L5300-PCI3 PROD EMV4 BLUE COMM-BLANK
010368-602E	PKG,L5300-PCI3 PROD EMV4 CLESS BLUE COMM-BLANK
010368-603E	PKG,L5300-PCI3 PROD EMV4 BLUE COMM-ETH-SW
010368-604E	PKG,L5300-PCI3 PROD EMV4 CLESS BLUE COMM-ETH-SW
010368-611E	PKG,L5300-PCI3 PROD EMV4 BLACK COMM-BLANK
010368-612E	PKG,L5300-PCI3 PROD EMV4 CLESS BLACK COMM-BLANK
010368-613E	PKG,L5300-PCI3 PROD EMV4 BLACK COMM-TG
010368-614E	PKG,L5300-PCI3 PROD EMV4 CLESS BLACK COMM-TG
010368-617E	PKG,L5300-PCI3 PROD EMV4 BLACK COMM-POE
010368-618E	PKG,L5300-PCI3 PROD EMV4 CLESS BLACK COMM-POE
010368-621E	PKG,L5300-PCI3 DEV EMV4 CLESS BLK COMM-TG-ETH POE
010368-622E	PKG,L5300-PCI3 PROD EMV4 CLESS BLACK COMM-ETH-SW
010368-623E	PKG,L5300-PCI3 PROD EMV4 BLACK COMM-ETH-SW
010368-921E	PKG,L5300-3 DEV EMV4 CLESS BLK COMM-TG-ETH POE ENG
010380-011E	PKG,L5300s-PCI3 PROD EMV4 BLK COM-BLANK
010380-012E	PKG,L5300s-PCI3 PROD EMV4 CL-SRED BLK COM-BLANK
010380-019E	PKG,L5300s-PCI3 PROD EMV4 CL BLK COMM-TG-ETH POE
010380-021E	PKG,L5300s-PCI3 DEV EMV4 BLK CL-SRED COM-TG-ETH PO
010380-022E	PKG,L5300s-PCI3 PROD EMV4 BLK CL-SRED COM-ETH-SW
010380-023E	PKG,L5300s-PCI3 PROD EMV4 BLK COMM-ETH-SW
010380-201E	PKG,L5300s-3 EMV4 CL-SRED COM-ETH-SW CBL-PUSB HEB
010380-203E	PKG,L5300s-3 EMV4 COM-ETH-SW CBL-PUSB HEB
010380-205E	PKG,L5300s-3 PROD EMV4 CL-SRED COM-ETH-SW ETS