MagTek Reader Config

Remote Services App for Configuration and key injection

Installation and Operation Manual

September 2022

Manual Part Number:

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REGISTERED TO ISO 9001:2015

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Table 0.1 - Revisions

Rev Number	Date	Notes
11	June 2015	Initial Release
20	June 2016	Added support for MagTek Reader Configuration Program for iOS
30	September 2016	Added support for eDynamo firmware download. Changed icons and naming conventions to match Windows and iOS versions of the MagTek Reader Configuration Program.
40	December 2017	Updated the Windows ClickOnce section and added support for Change EMV Tags and Change CAPK.
50	April 2018	Updated to support tDynamo/kDynamo/DynaWave firmware download in MagTek Reader Configuration Program for Windows ClickOnce.
60	November 2020	Added language for Locked Magensa Bundle (LMB) and MPK2. Added iDynamo 6.
70	March 2021	Added language for EMV Tag and CAPK loading using the iOS MagTek Reader Configuration app.
80	September 2022	Added language for Loading Firmware and CAPK and examples for iDynamo 6 and the iOS MagTek Reader Configuration app. Updated Magensa production key on page 61 from 9070300 to 9070200. 9070030 is ANSI Test key.

NOTICE

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MagTek, Inc.

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Purpose of the document

The purpose of this document is to provide a description of how to use the MagTek Reader Configuration Program for Remote Configuration and Key Injection for MagneSafe devices. This application is provided to MagTek Customers. Certain functions are No Charge and other functions are billable events. Please refer to the executed Remote Services Agreement and Pricing Schedule A.

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1 Overview MagTek Reader Configuration Program for Windows ClickOnce

The MagTek Reader Configuration Program is a suite of applications running on a variety of operating systems and is designed to leverage the MagTek RS2 web services, for secure key injection and device configuration of MagneSafe readers.

By running the **MagTek Reader Configuration Program** ClickOnce app, the user can configure their device and load keys in a secure environment.

ClickOnce *is a Microsoft technology that enables the user to install and run a Windows-based smart client application by clicking a link in a web page. ClickOnce is a component of Microsoft .NET Framework 2.0 and later, and supports deploying applications made with Windows Forms or Windows Presentation Foundation*

1.1 Windows System Requirements:

- Windows 7 Operating System or newer
- Internet Explorer, Firefox or Chrome
- USB Port

***Not All Configuration Options are available to all SCRAs

Configuration Options available are determined—

- By the type of SCRA being used
- By the Configuration Options provided by MagTek

***Key Loading via a Bluetooth wireless interface is not supported. This affects any wireless MagneSafe reader. Key injection for wireless readers must be done via USB using the ClickOnce version of the MagTek Reader Configuration Program.

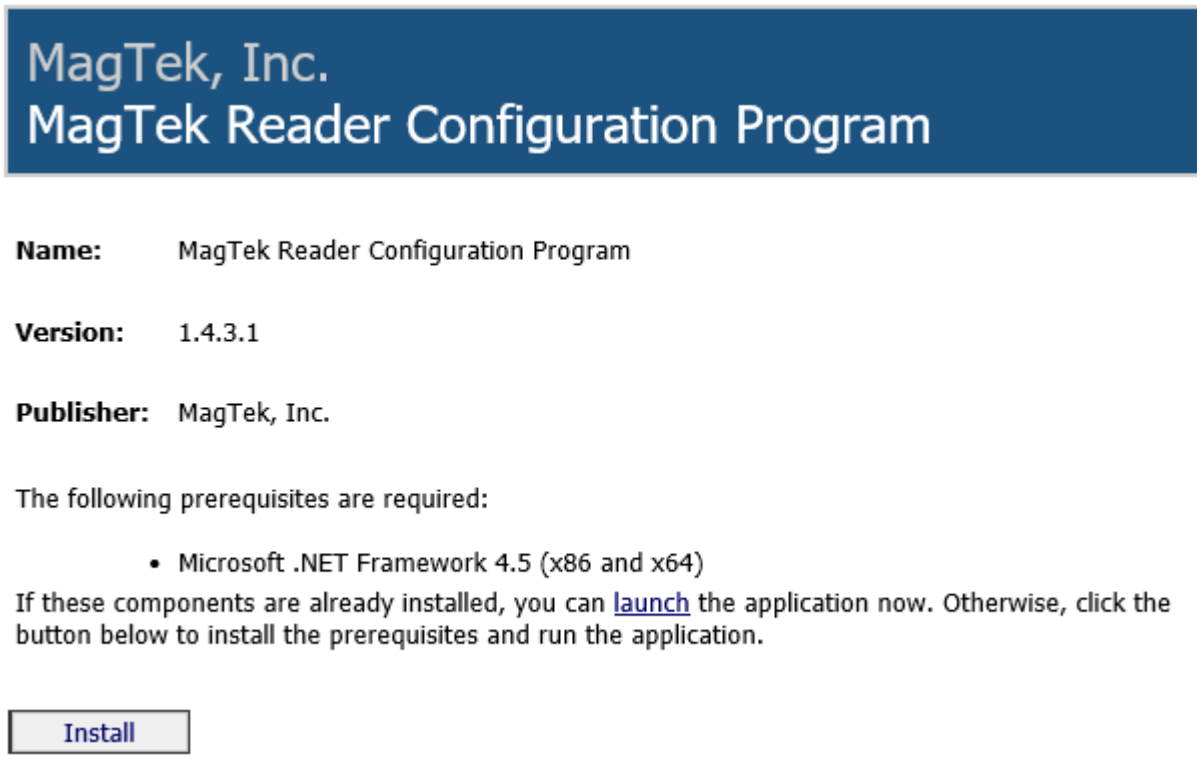
***Certain COMMANDS require a reset of the device

- Please see the individual device's Programmer's Manual for affected Commands

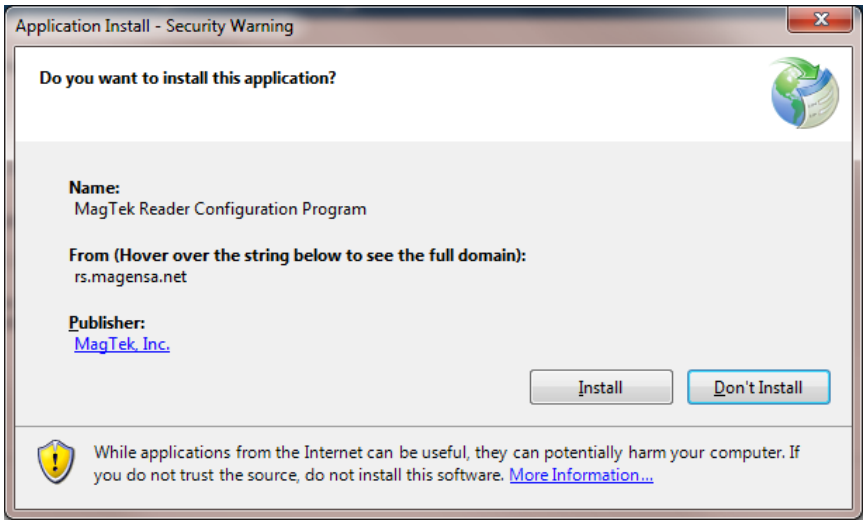
2 Installation

Open your browser and navigate to the URL below.

https://rs.magensa.net/rs2/app/publish.htm



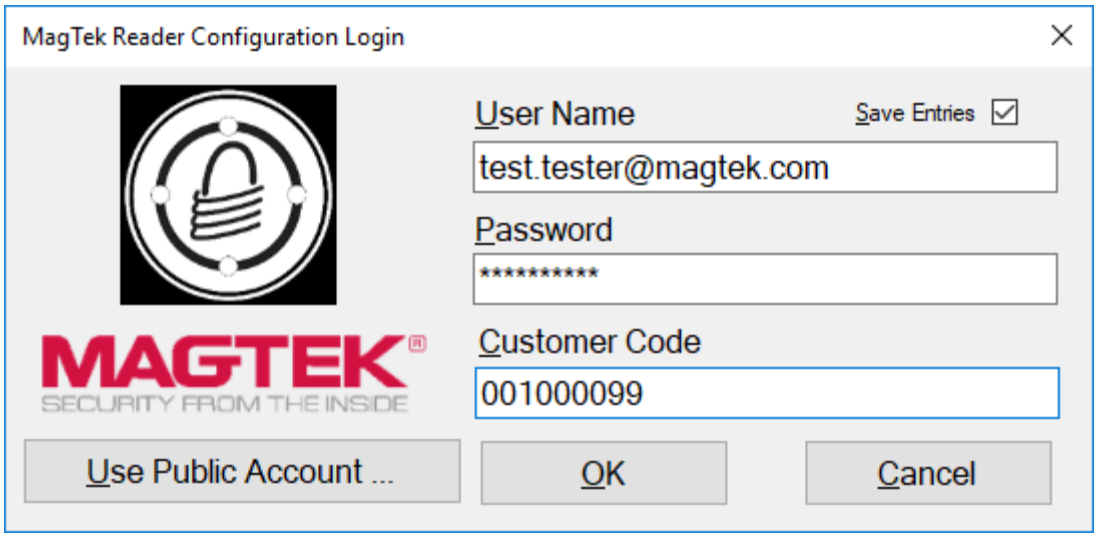
Click the **Install** button.



During Application Install a warning will pop up.

When prompted, click the **Install** button.

3 Login

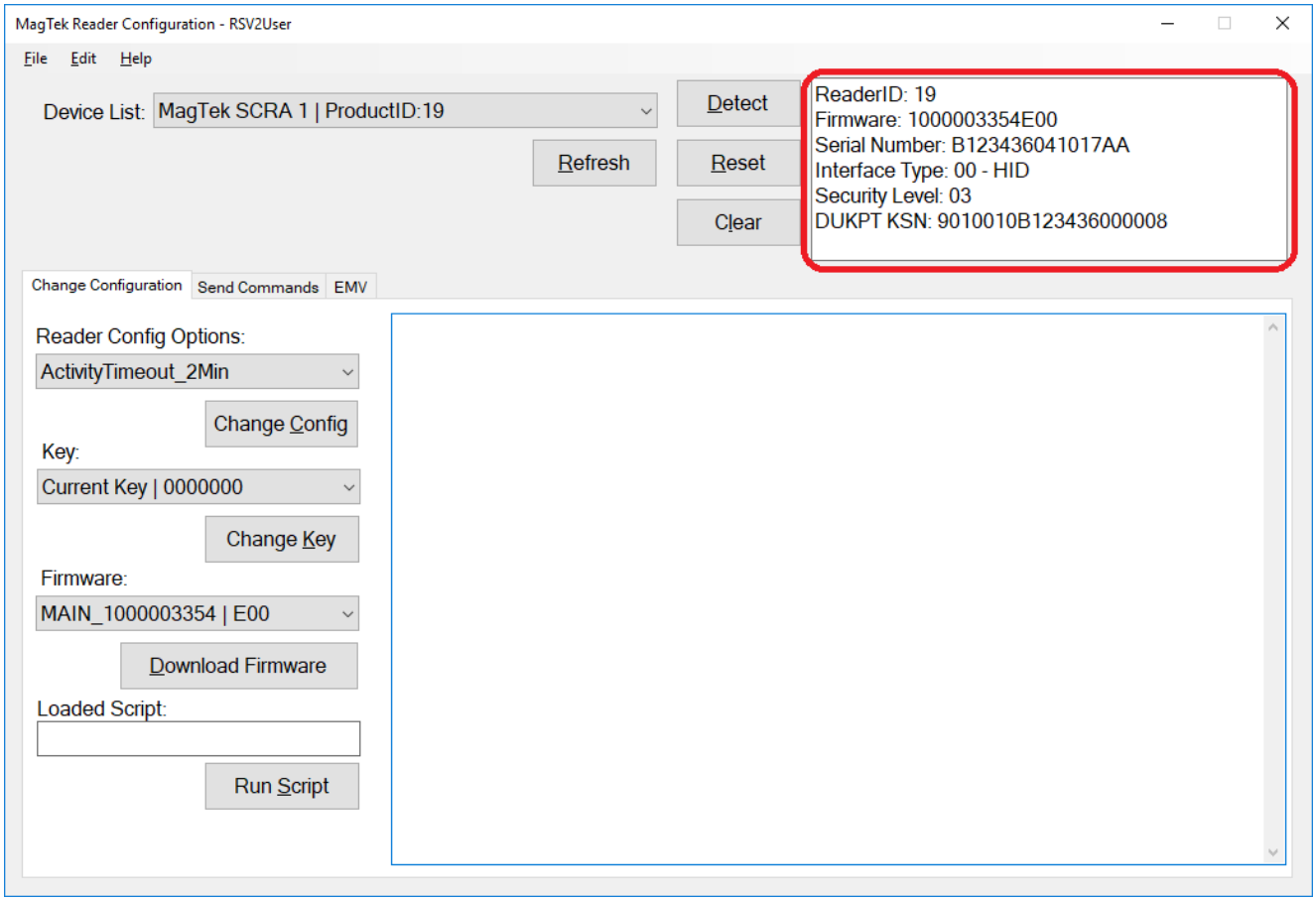


The MagTek Reader Configuration Login box will appear. Enter your User Name, Password and Customer Code provided to you by MagTek. Checking Save Entries will cache the user's credentials to streamline future login.

Press **OK**.

For certain "no charge" configuration related functions, the Public Account can be used by pressing the "Use Public Account" button.

4 MagTek Reader Configuration Program for Windows ClickOnce Transaction Options



The Device Info window will appear in the upper right corner of the application. It provides the following information about the attached MagneSafe Reader.

- Reader ID
- Firmware Revision
- Serial Number
- Interface Type
- Security Level
- DUKPT KSN

Device List, Refresh, Detect, Reset, and Clear buttons.

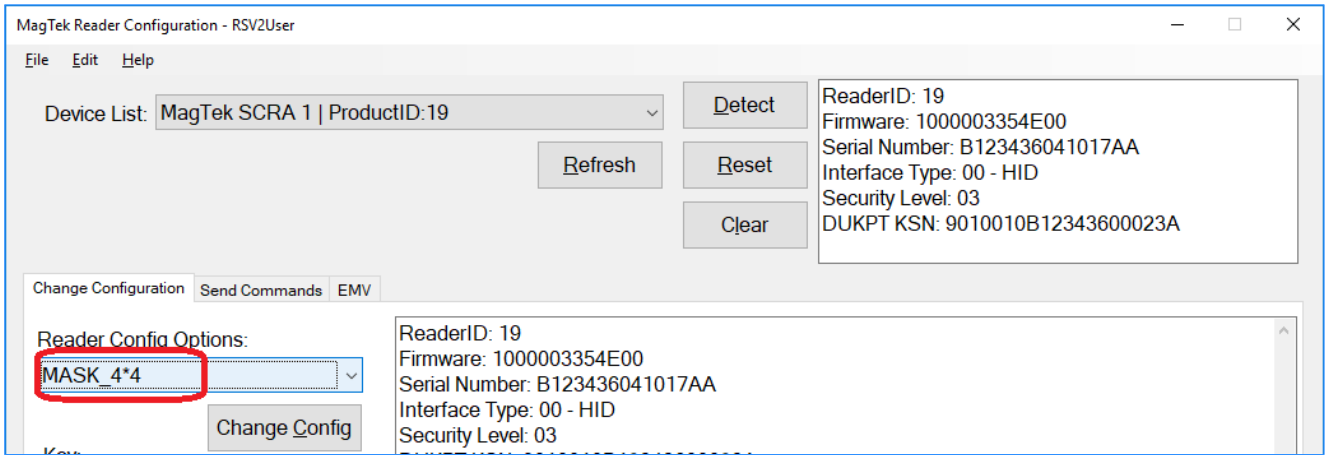
- Device List displays a list of attached devices. Please select the target device and proceed. The Refresh button updates the list of Target Devices visible to the MagTek Reader Configuration Program.
- Detect detects the current reader attached and can be used if the reader is changed while the application is running.
- Reset performs a reset command on the reader.
- Clear erases all info in the Device Activity Info window.

4.1 Change Configuration

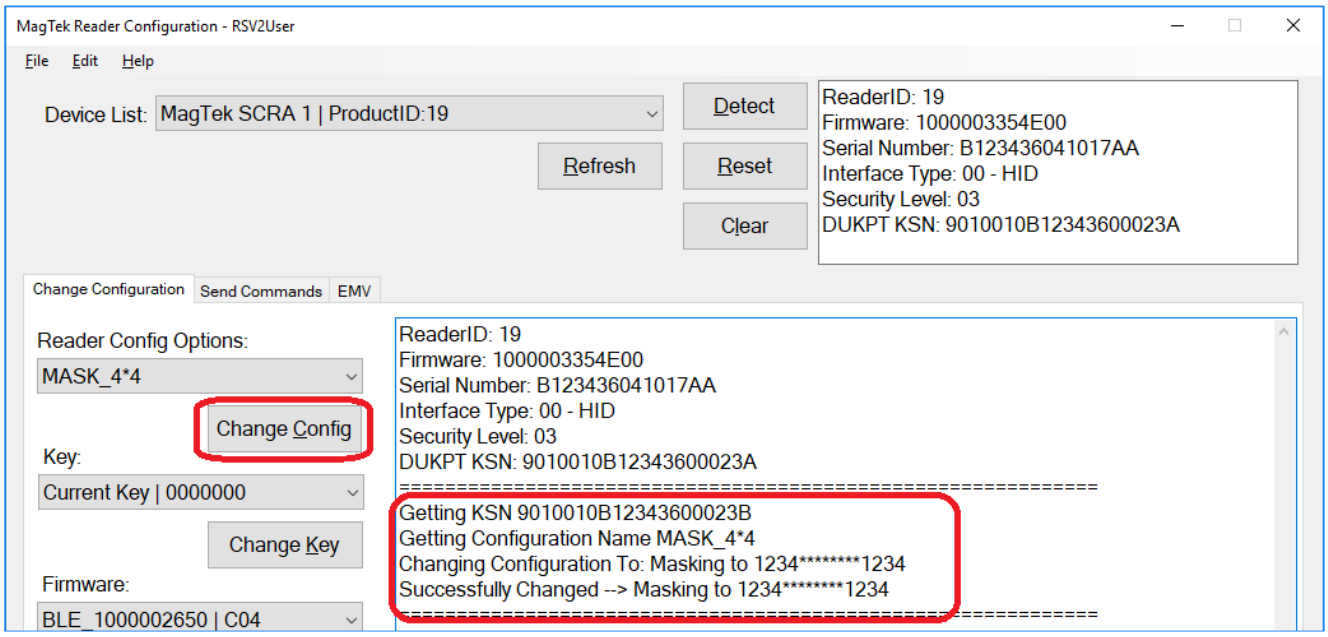
The Change Configuration tab can be used to change device configuration options, change Key, download firmware, and run scripts.

Change Config

To perform a configuration change, click on the **Reader Config Options** drop down list, and select the desired configuration.



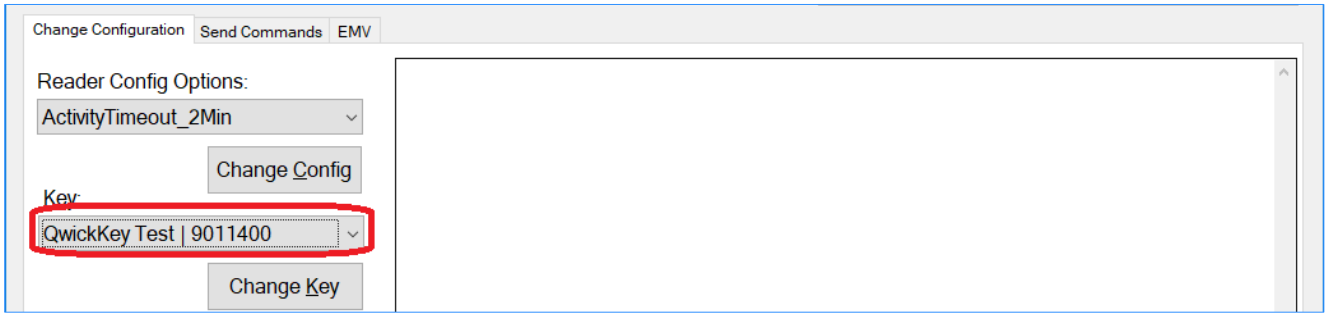
Click the **Change Config** button. The status of the configuration option will be displayed in the Device Activity window.



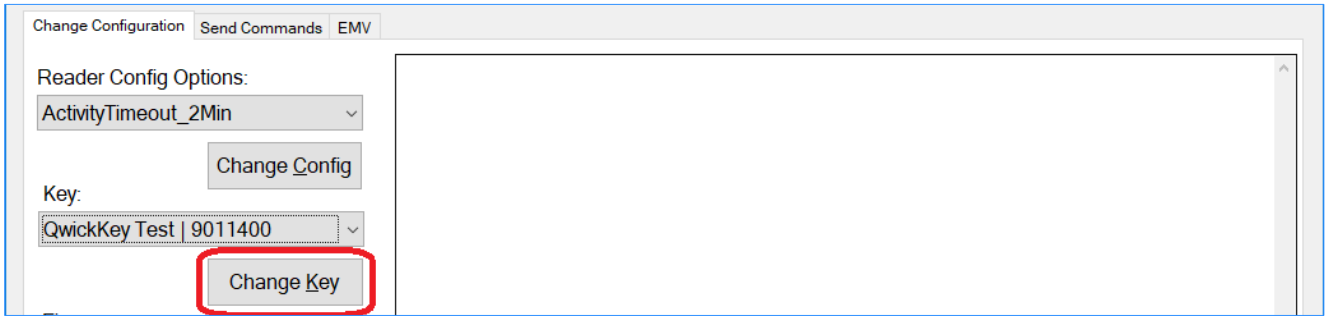
It should be noted that some Configuration Changes require the device to be reset before the specific change takes effect. Therefore, it is recommended that after any Configuration Changes takes place, to press the Reset button.

Change Key

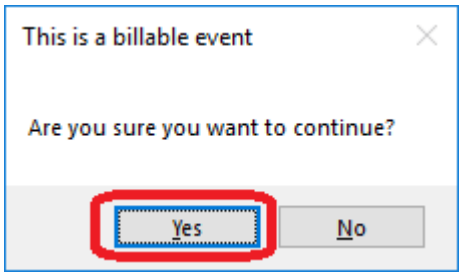
To inject a Key, click on the **Key** drop down list, and select the desired Key to inject.



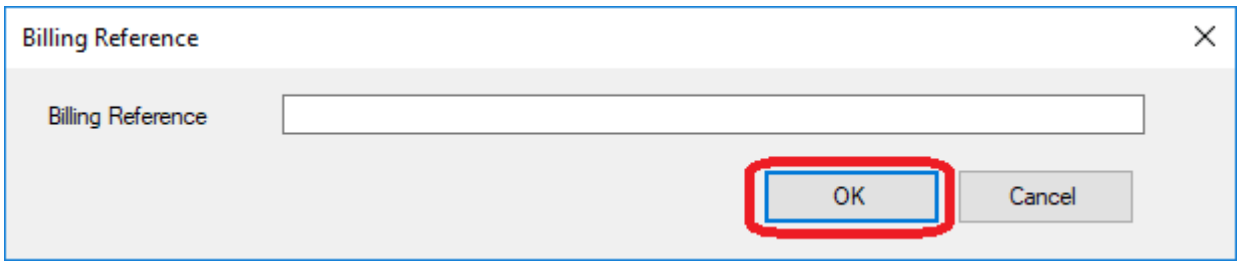
Click the **Change Key** button.



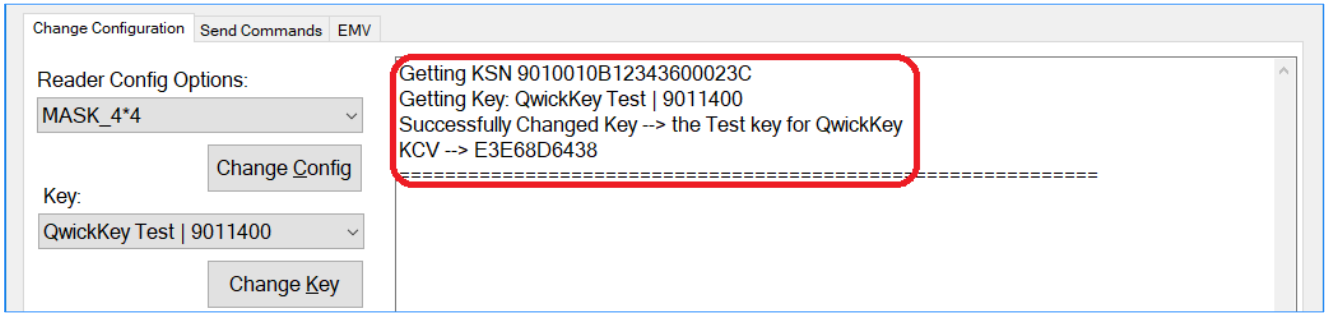
Select Yes to continue or No to cancel the transaction when prompted that this is a billable event.



If Yes was selected, enter a Billing Reference into the dialog window. Click the **OK** button to continue.



The status of key injection will be displayed in the Device Activity Info window.



Locked Magensa Bundle (LMB) and MPK2.

If the target reader has a Magensa Production Key (MPK2), KSID 9016140 and 90700300, it will not be allowed to be changed. The target reader is part of the reader family referred to as Locked Magensa Bundle (LMB) which does not allow key changes. Attempting to change the key will result in the following message: Key cannot be updated with this device.

Please contact your MagTek representative for assistance.

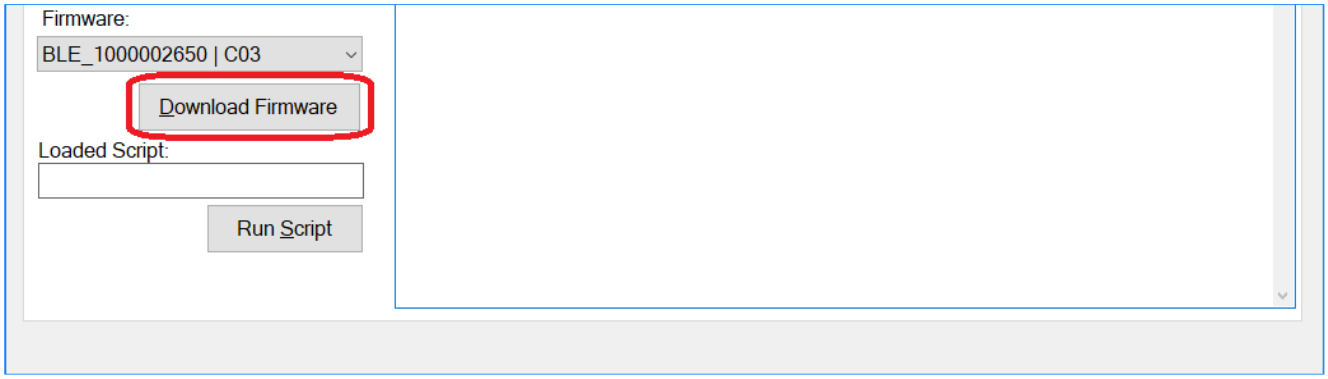
Download Firmware

The Download Firmware button may be used to update a device's firmware.

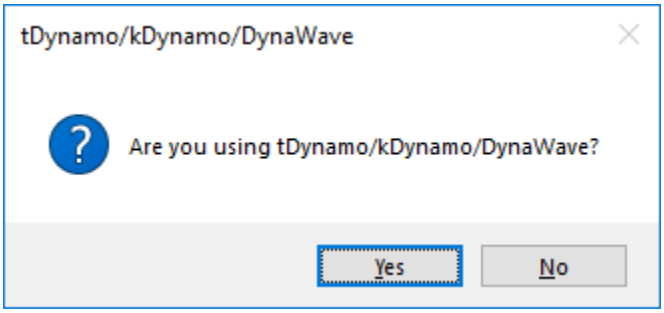
Firmware from file (tDynamo/kDynamo/DynaWave)

The following instructions detail steps for downloading the firmware from a file accessible by a PC. If the firmware is to be downloaded from RS2 Web Services, skip and proceed to the next section **Firmware from RS2 Web Services**

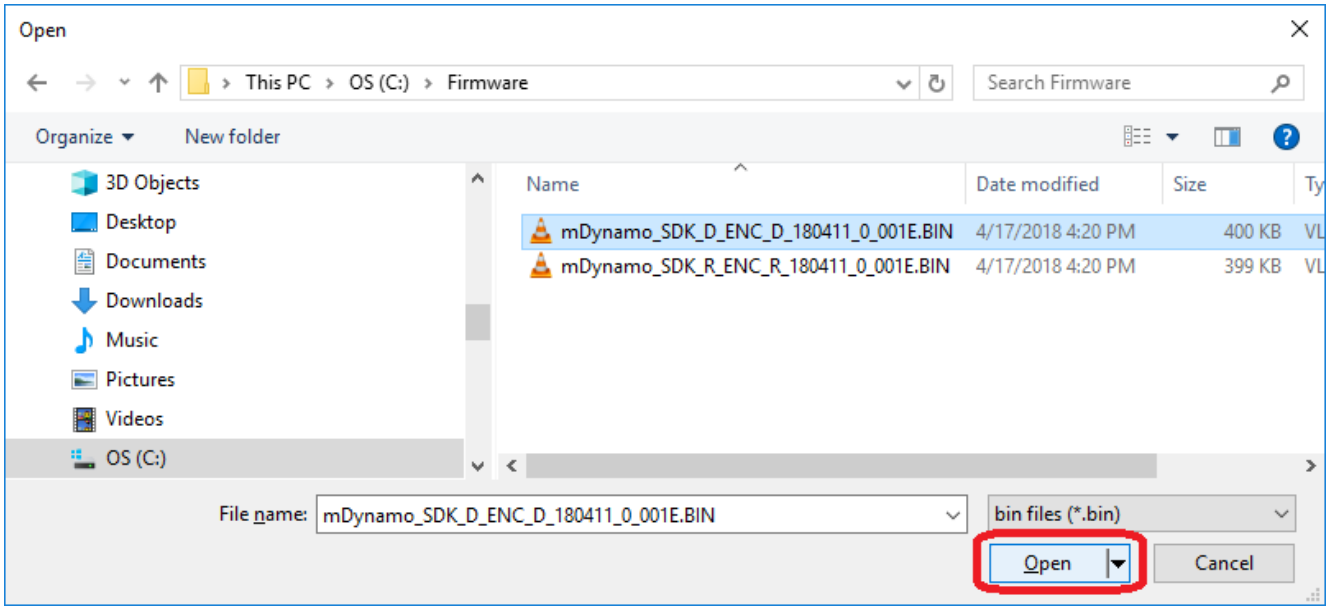
To download firmware, click the **Download Firmware** button.



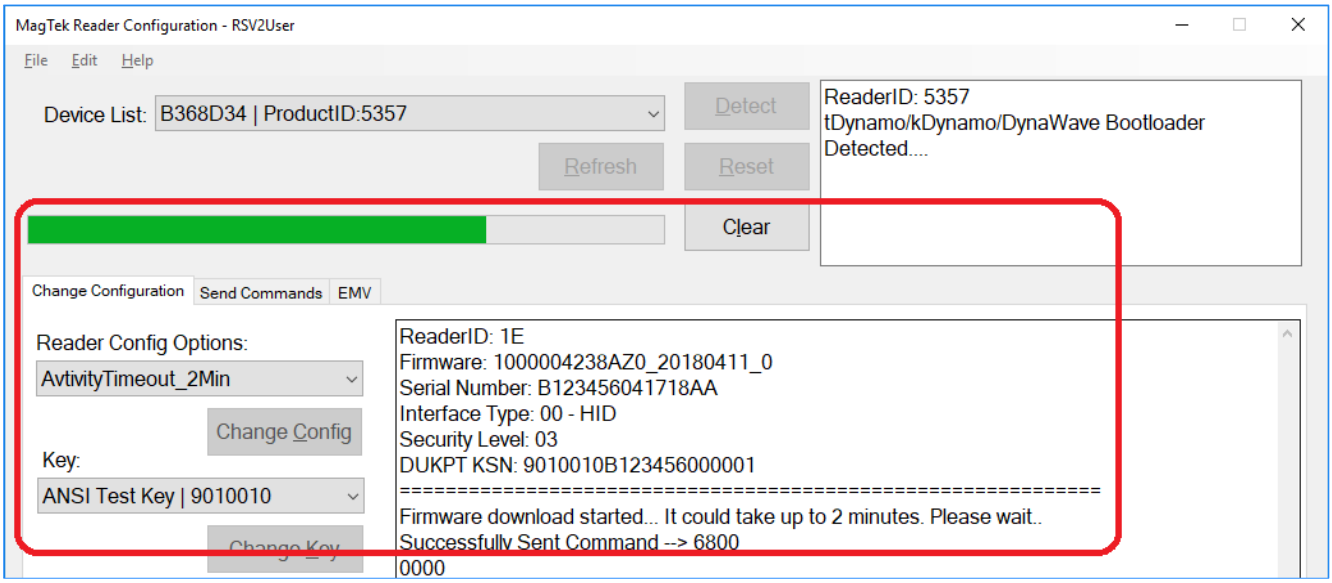
If the attached device is one from the list presented, select the **Yes** button.



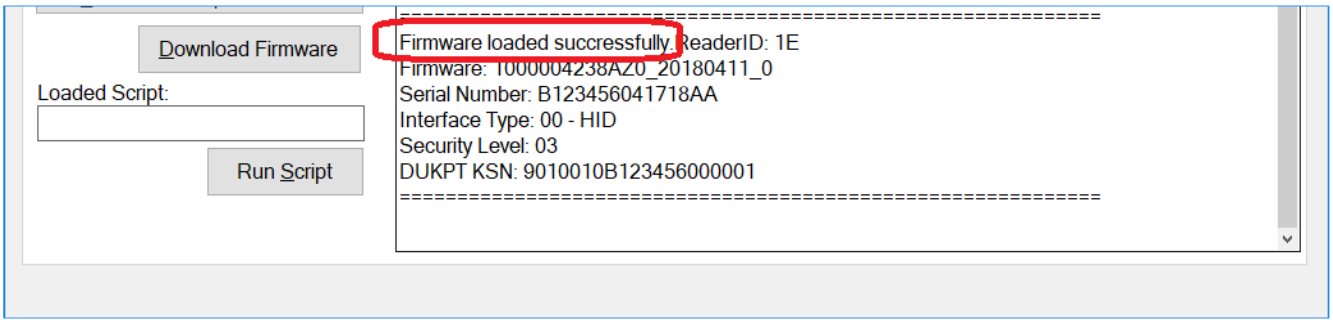
Select the firmware file to be downloaded and click the **Open** button.



Wait for the download progress to complete. The process may take up to 2 minutes. During the download do not detach the device from the PC.

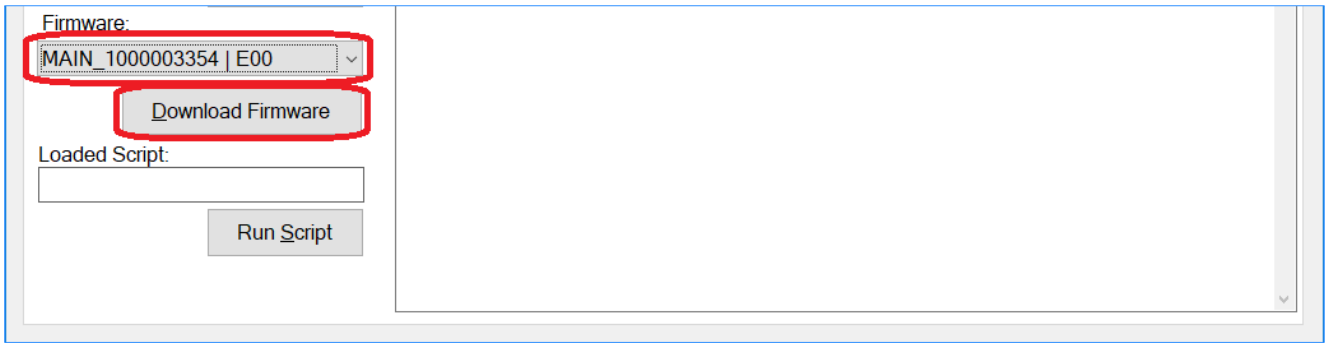


The status of **Firmware loaded successfully** will be displayed in the Device Activity Info window.

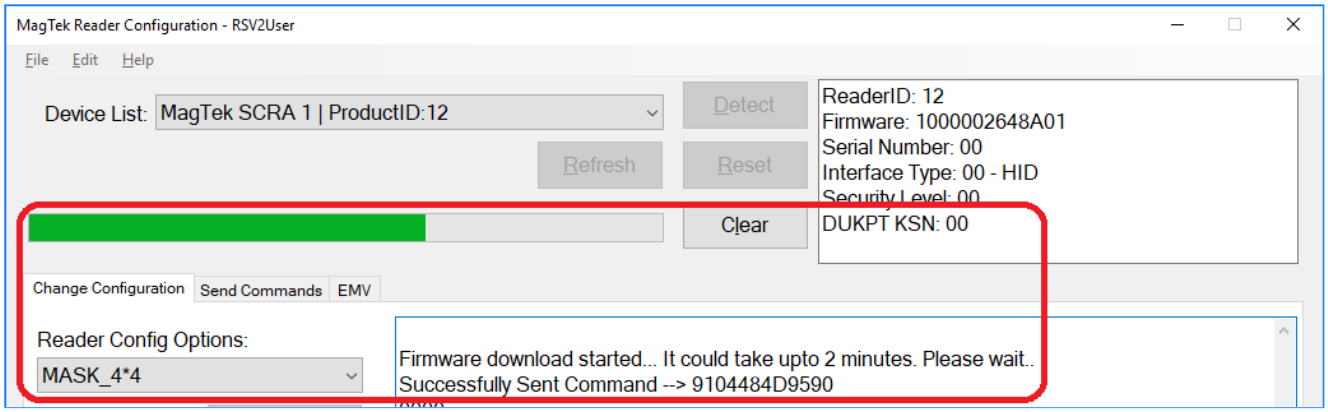


Firmware from RS2 Web Services

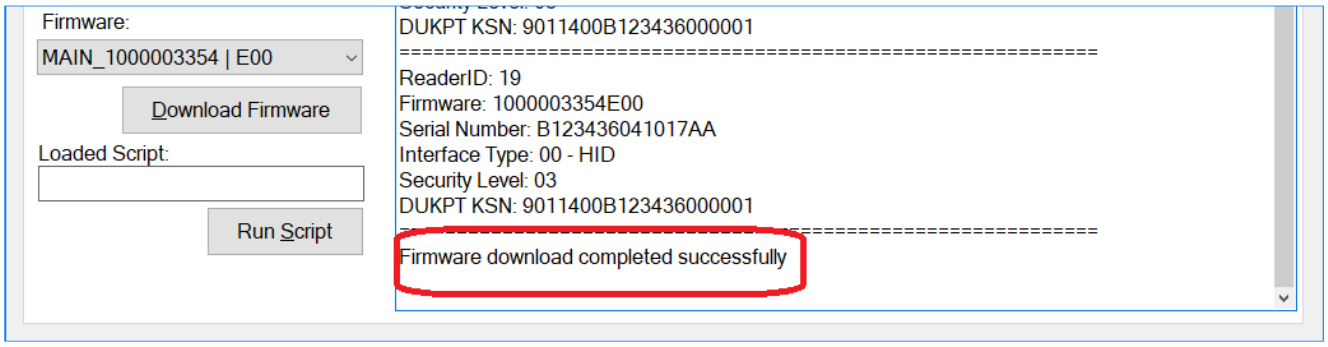
To download firmware, click on the **Firmware** drop down list, select the desired firmware, and click the **Download Firmware** button.



Wait for the download progress to complete. The process may take up to 2 minutes. During the download do not detach the device from the PC.



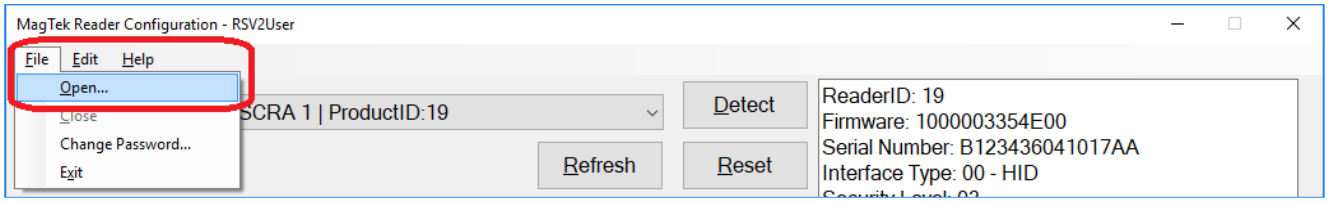
The status of **Firmware download completed successfully** will be displayed in the Device Activity Info window.



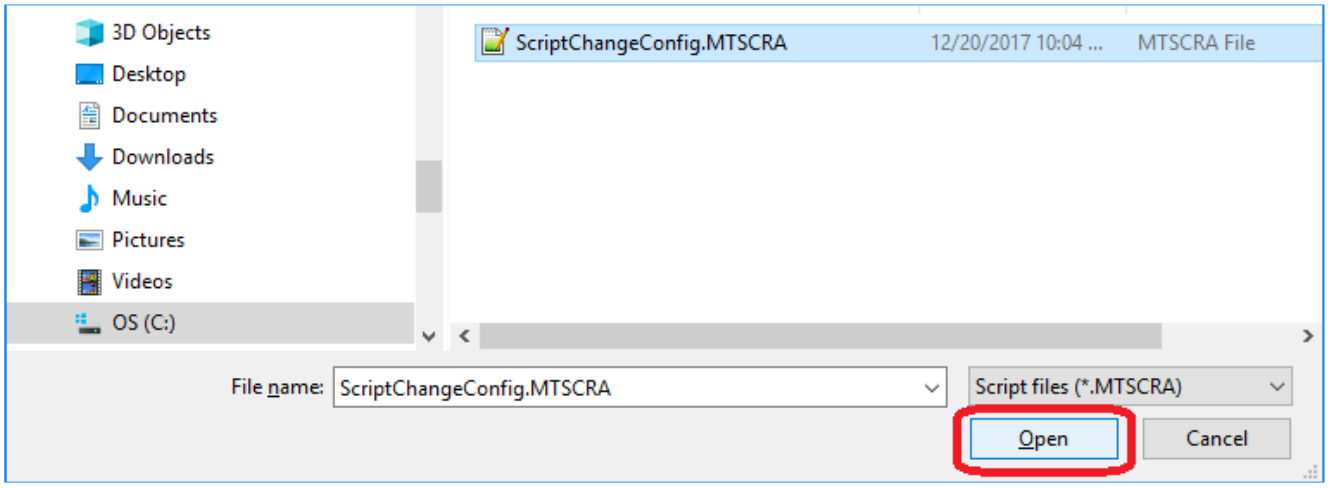
Run Script

The Run Script button allows the user to select a file for executing configuration changes, key injection, device commands, and EMV configuration as a batch. These files will be provided by MagTek Support.

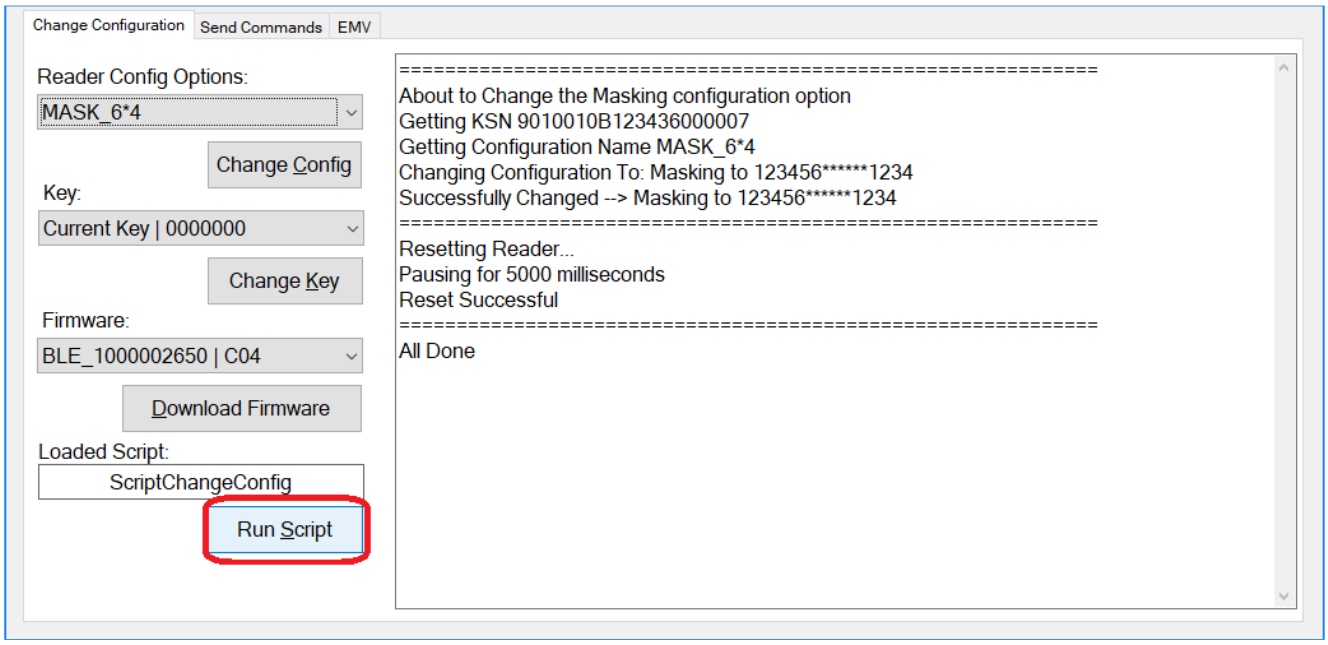
Press **File** and then **Open** or double-click inside the Loaded Script box.



Select the desired script file and click the **Open** button.



Click the **Run Script** button to execute the defined commands. The status of the script will be displayed in the Device Activity Info window.



Below is a list of all Action Verbs:

Required parameters are identified in parenthesis. Any Line that starts with a ";" or an apostrophe will be treated as a comment and ignored. Anything other verbs will return "Unrecognized Verb"

CHANGECONFIG,(CONFIGNAME),(KSID)	Changes the config
CHANGEKEY,(KSID),(BILLING_LABEL), (PROMPT)	Changes the Key
SENDCOMMAND,(COMMAND_STRING)	Sends Command to Reader
RESETREADER	Resets the Reader
DETECTREADER	Detects the Reader
WHO	Displays Login Name
WHERE	Displays the computer name
DATE	Displays yyyy-MM-dd
TIME	Displays HH:mm:ss
NOW	Displays date and time in current locale
PLAYSOUND,(PATH_TO_SOUNDFILE)	Plays the specified sound
PAUSE,(Interval)	Pauses for the interval in milliseconds
ECHO,(STRING_TO_ECHO)	Echos the string to the screen
CLS	Clears the Device Activity Screen

Here is a sample script:

```
CLS
ECHO,============================================================
ECHO,About to Change Masking configuration option
ChangeConfig,MASK_6*4,0000000
ResetReader
ECHO,All Done
```

4.2 Send Commands

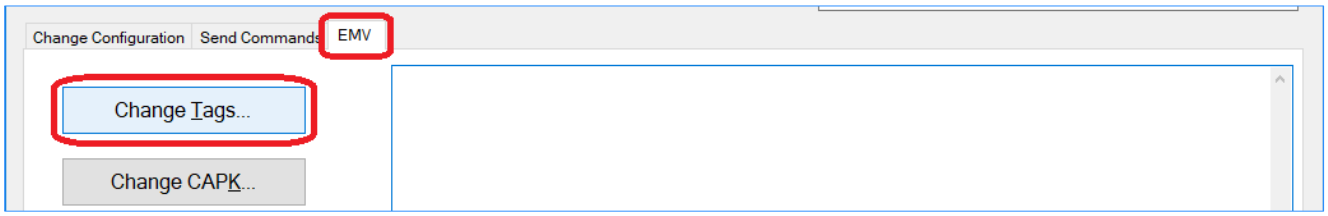
The Send Commands tab can be used by MagTek Support personnel to send specific commands to the MagneSafe device.

4.3 EMV

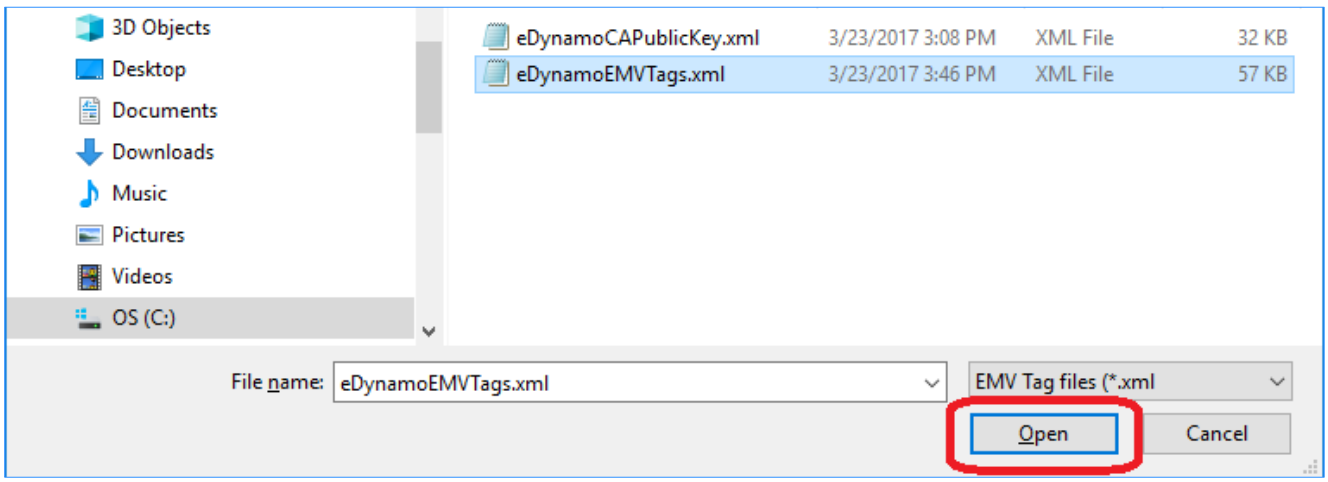
The EMV tab allows the user to select a file for configuring EMV Tags and EMV CAPK (Certification Authority Public Keys). These files will be provided by MagTek Support.

Change Tags

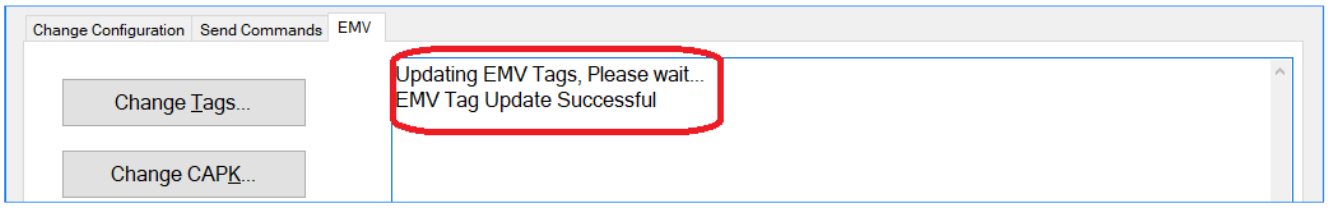
To change EMV Tags, click the **EMV** tab and the **Change Tags** button.



Select the desired EMV tags file, and click the **Open** button.

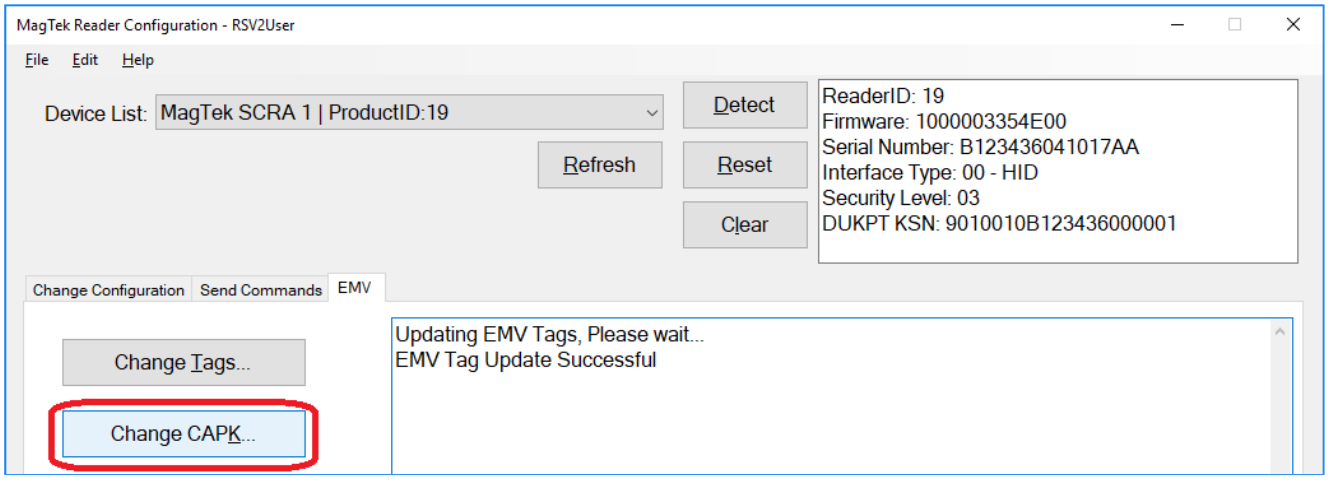


The status of **EMV Tag Update Successful** will be displayed in the Device Activity Info window.

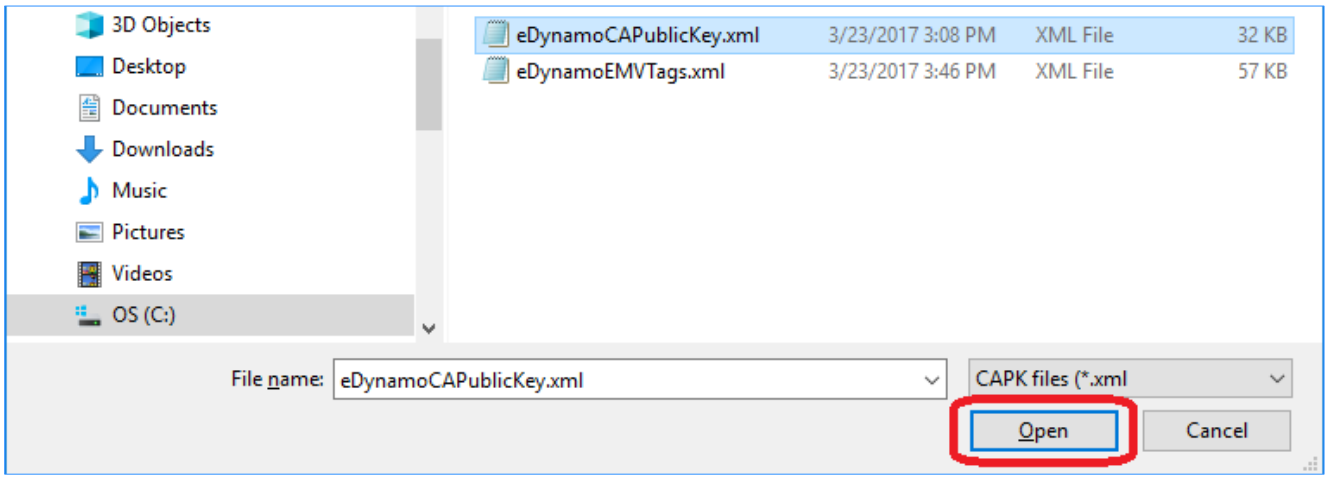


Change CAPK

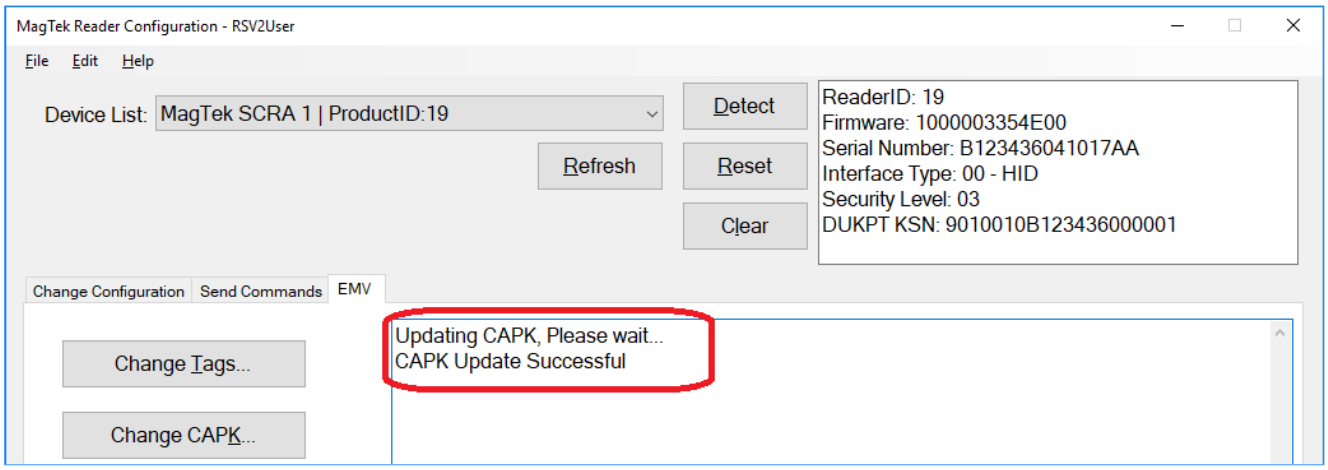
The change CAPK, click the **Change CAPK** button.



Select the desired CAPK file, and click the **Open** button.



The status of **CAPK Update Successful** will be displayed in the Device Activity Info window.


MagTek Reader Configuration - RSV2User
File
Edit
Help
Device List:
MagTek SCRA 1 | ProductID:19
Refresh
Detect
Reset
Clear
ReaderID: 19
Firmware: 1000003354E00
Serial Number: B123436041017AA
Interface Type: 00 - HID
Security Level: 03
DUKPT KSN: 9010010B123436000001
Change Configuration
Send Commands
EMV
Change Tags...
Change CAPK...
Updating CAPK, Please wait...
CAPK Update Successful

5 Overview MagTek Reader Configuration Program for IOS

MagTek Reader Configuration Program for iOS is a universal app that can run on an iPhone, iPod touch or iPad device and is designed to leverage the MagTek RS2 web services, for secure key injection and device configuration of MagneSafe readers.

By downloading and installing the **MagTek Reader Configuration Program** app, the user can configure their device and load keys in a secure environment.

5.1 iOS System Requirements:

- iOS 11.0 or newer
- Compatible with iPhone, iPad, and iPod touch

***Not All Configuration Options are available to all SCRAs

Configuration Options available are determined—

- By the type of SCRA being used
- By the Configuration Options provided by MagTek

***Key Loading via a Bluetooth wireless interface is not supported. This affects any wireless MagneSafe reader. Key injection for wireless readers must be done via USB using the ClickOnce version of the MagTek Reader Configuration Program.

***Certain COMMANDS require a reset of the device

- Please see the individual device's Programmer's Manual for affected Commands

6 Installation

Go to the App Store and download the MagTek Reader Configuration Program.

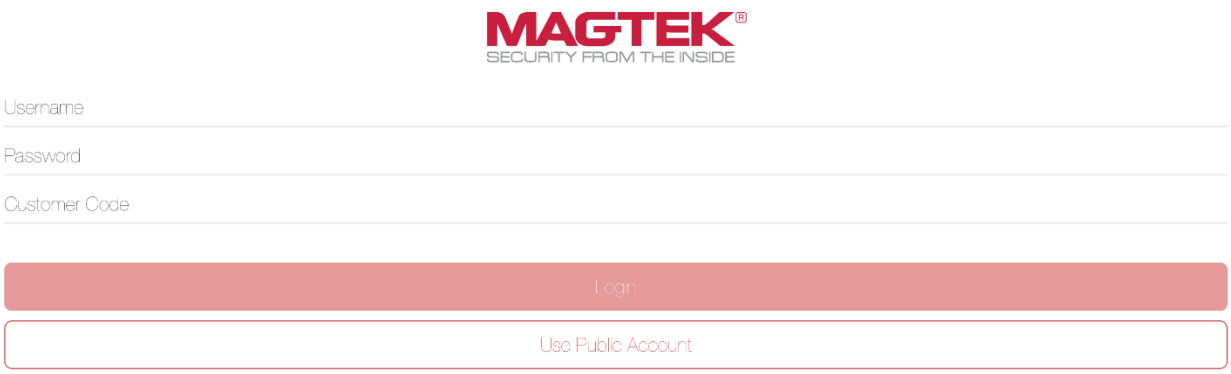
Download the FREE App.

6.1 Launch the app and then login

On first launch, the MagTek Remote Configuration Login box will appear. Enter your User Name, Password and Customer Code provided to you by MagTek.

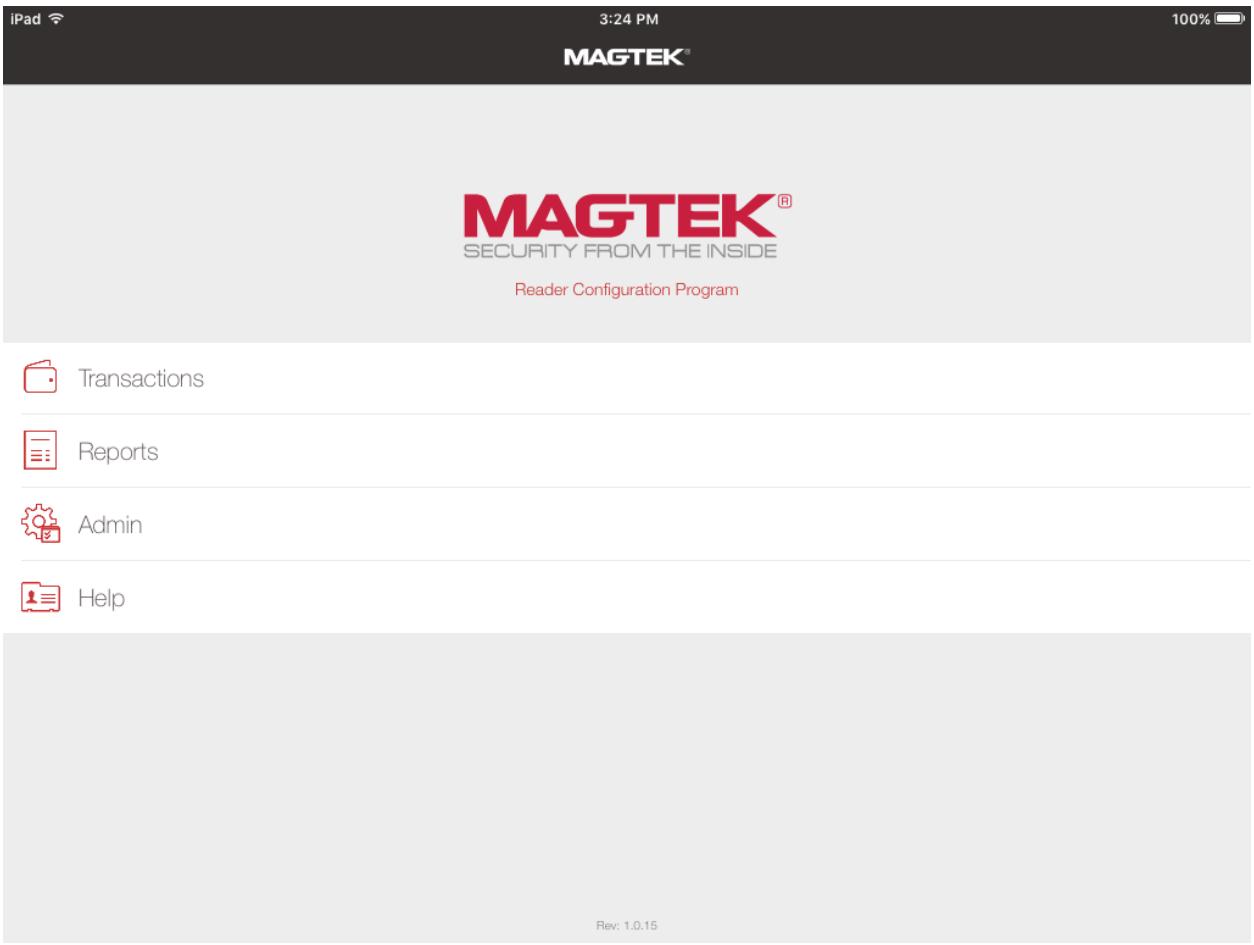
Press **Login**.

For certain “no charge” configuration related functions, the Public Account can be used by pressing the “Use Public Account” button.



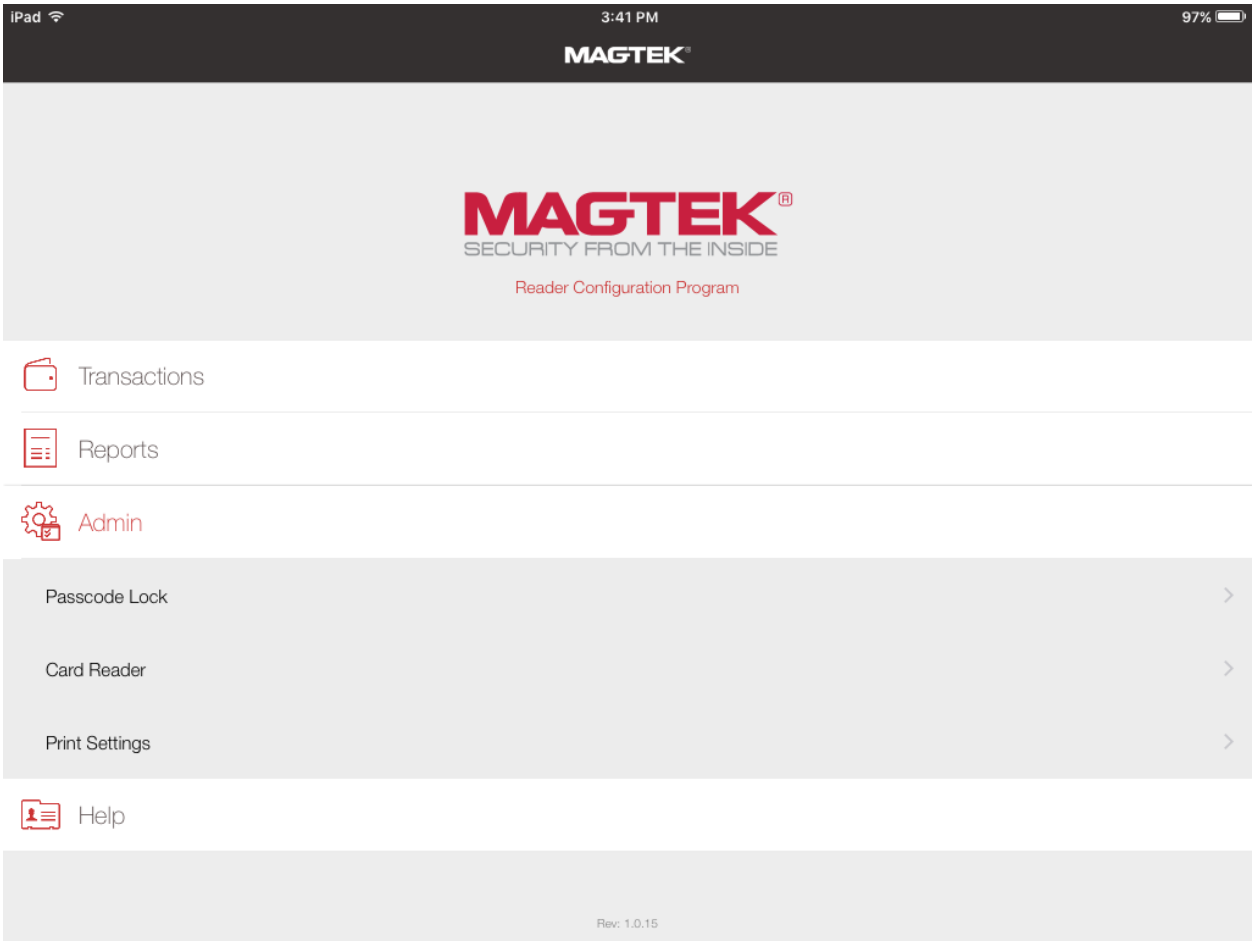
7 Admin – Passcode Lock

7.1 Tap Admin



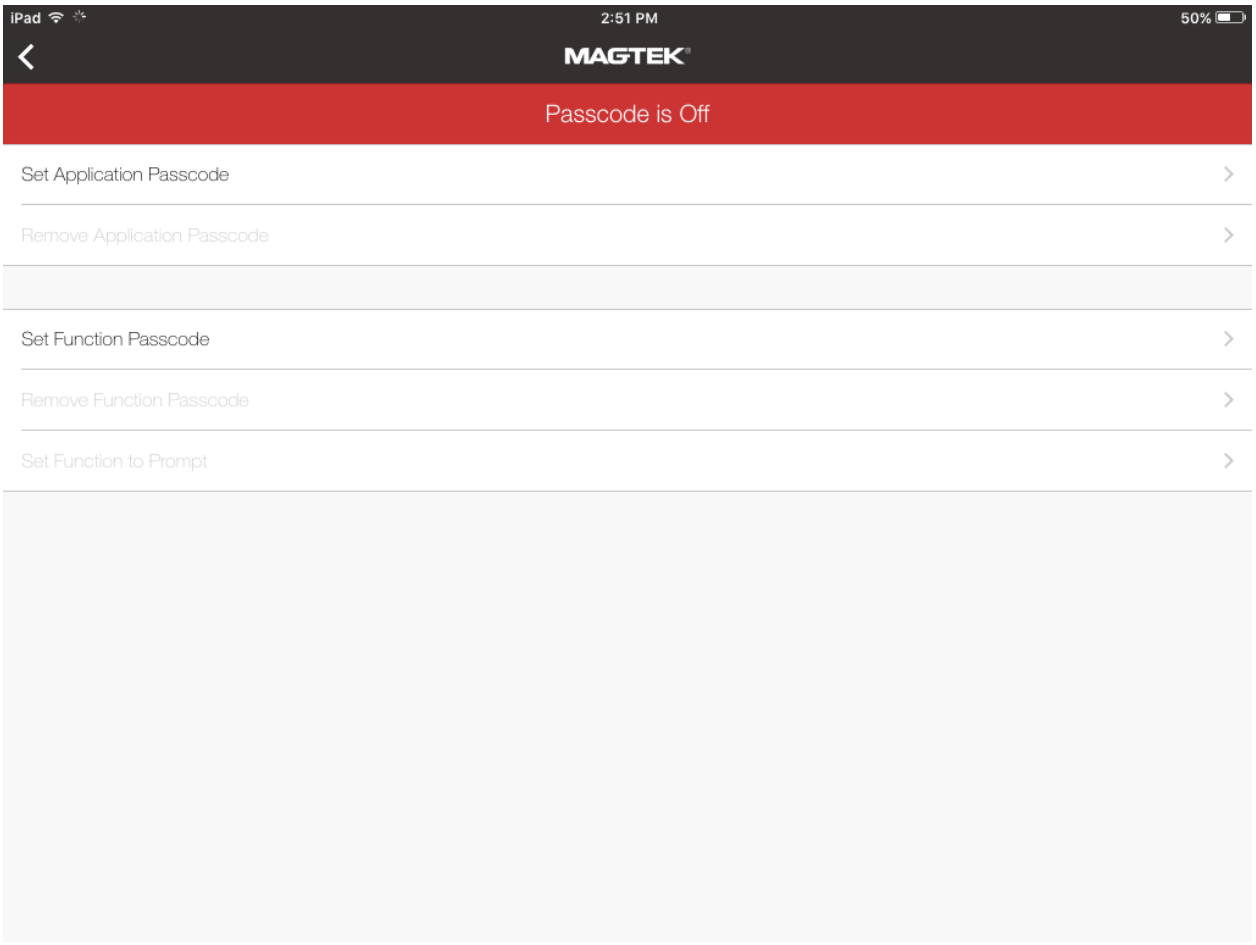
7.2 Tap Passcode Lock

If the user/administrator wants to set a Passcode Lock, press Passcode Lock and assign a 4-digit passcode which will then be required every time the application is launched or brought to the foreground. If the Application Passcode is not entered correctly, the application will not open and the user will be given an error message. ***Note: There is no way to recover a forgotten passcode. If the passcode lock is set to ON and the passcode is forgotten, the user must delete and reinstall the app.***

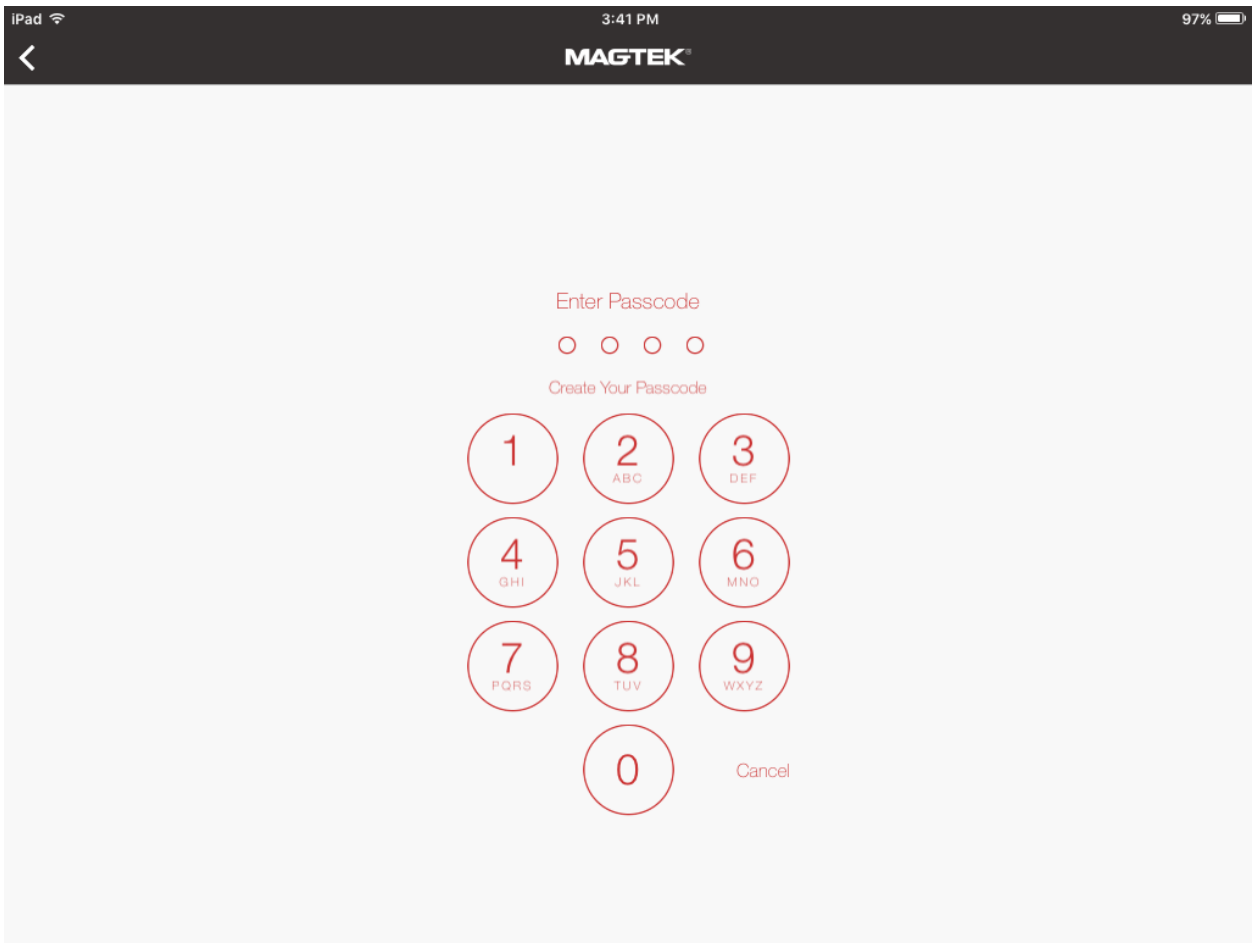


7.3 Select Set Application passcode and/or Set Function passcode

If the user/administrator wants to set a Function Passcode, press Function Passcode and assign a 4-digit passcode which will then be required every time the user attempts to initiate a transaction involving any of the selected functions. If the Function Passcode is not entered correctly, the function will not execute and the user will be given an error message.

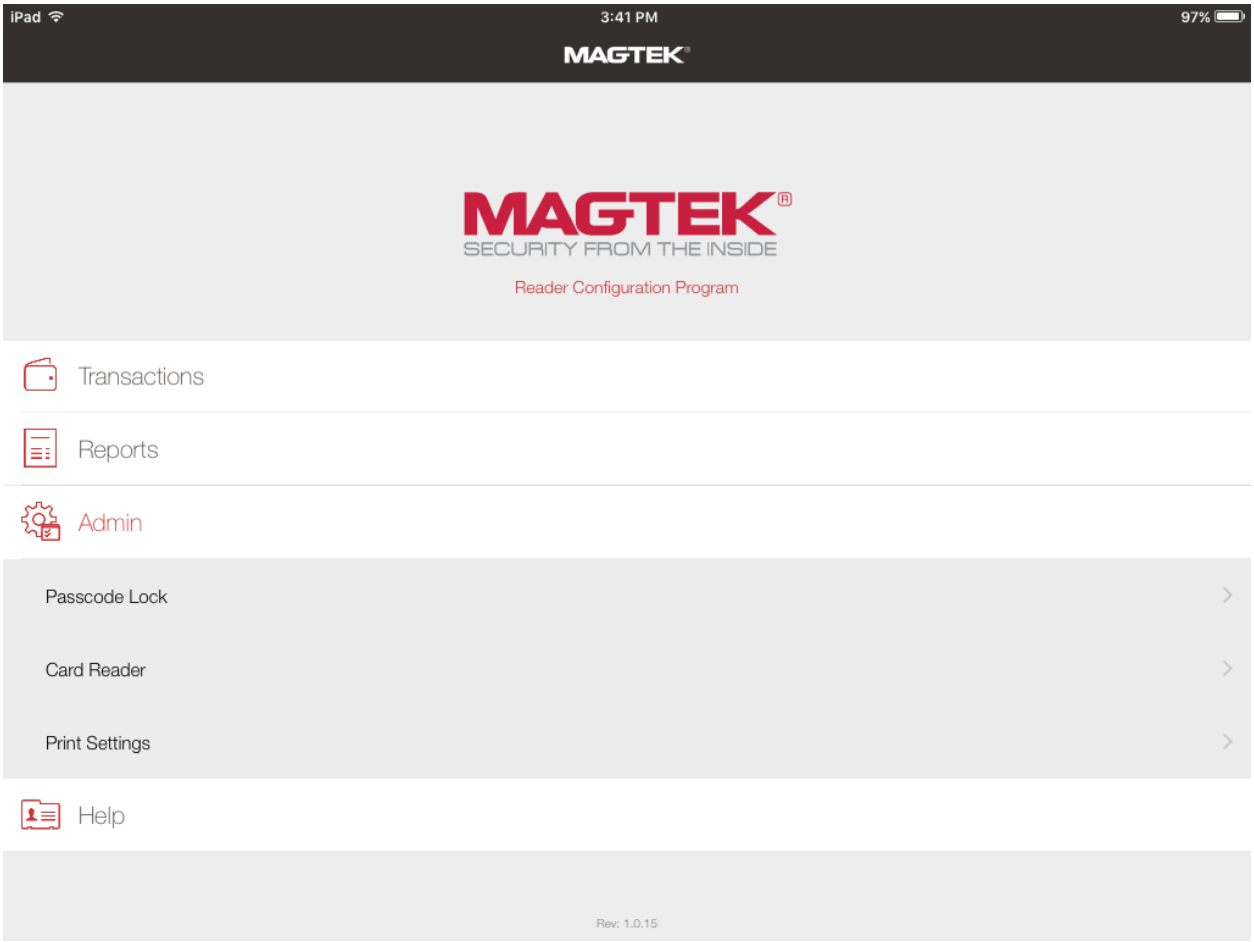


7.4 Enter your 4-digit passcode



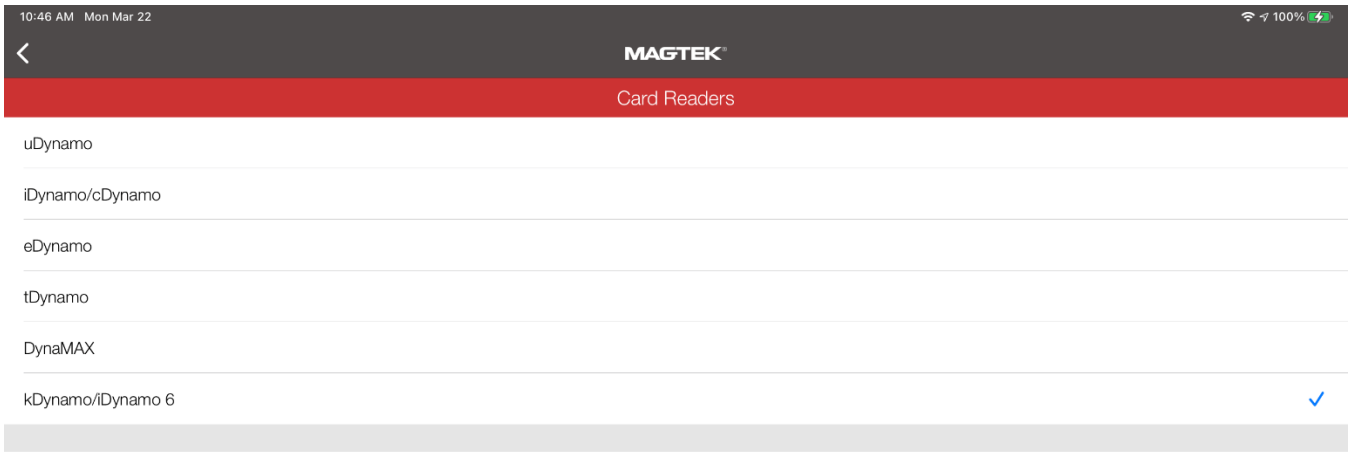
8 Admin – Card Reader

To select the desired Card Reader, tap Card Reader



8.1 Select the desired Card Reader:

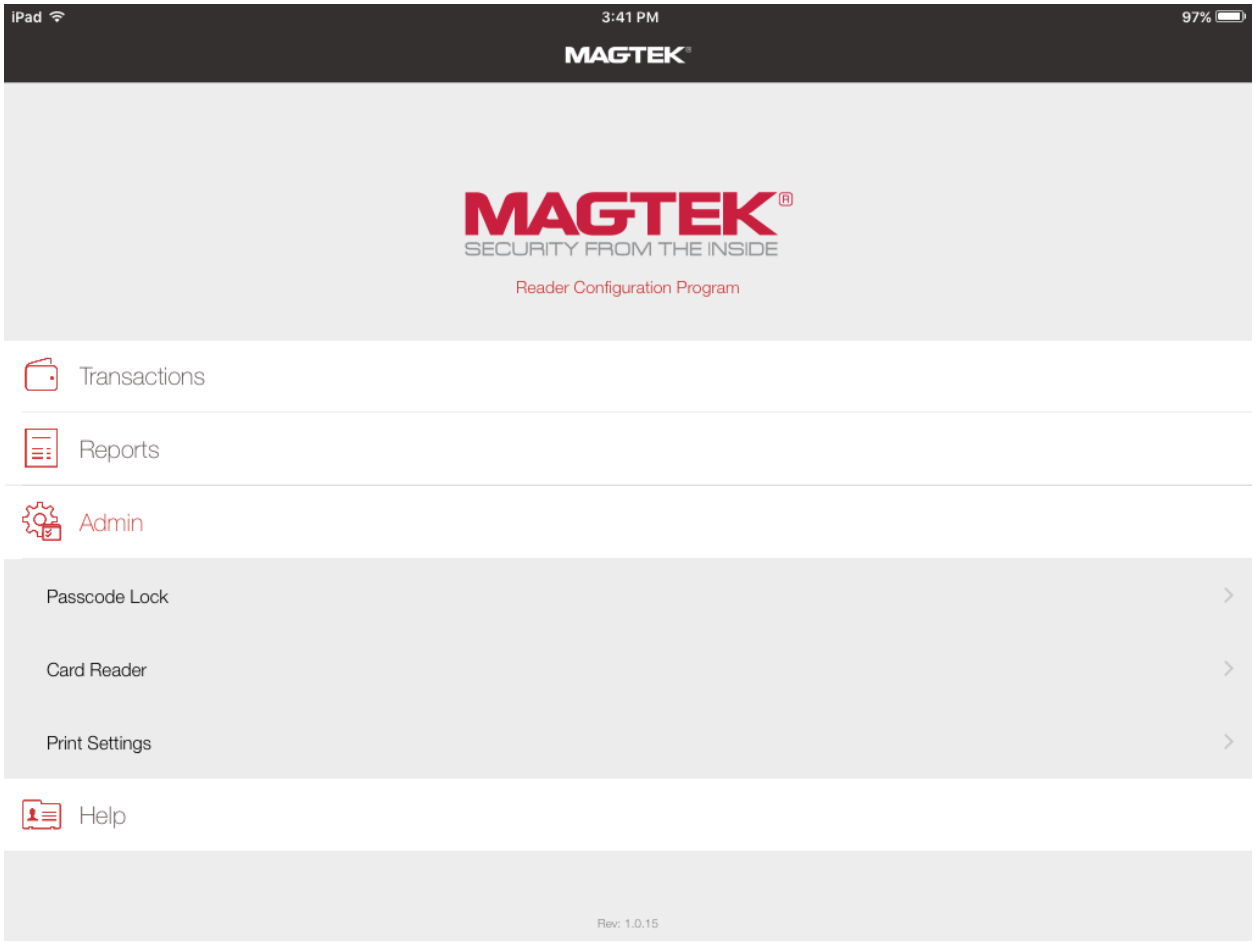
The screen will indicate the Card Reader selected by the Blue check mark. If using a wireless card reader, iOS will prompt the user to scan for the desired wireless device(s). Once a device is selected, the user will have to pair with the wireless reader. Pairing is a onetime event. This will apply to devices such as eDynamo and DynaMAX.



9 Admin – Print Settings

9.1 Select desired printing options:

For a physical audit trail of transaction activity, Tap Print Settings



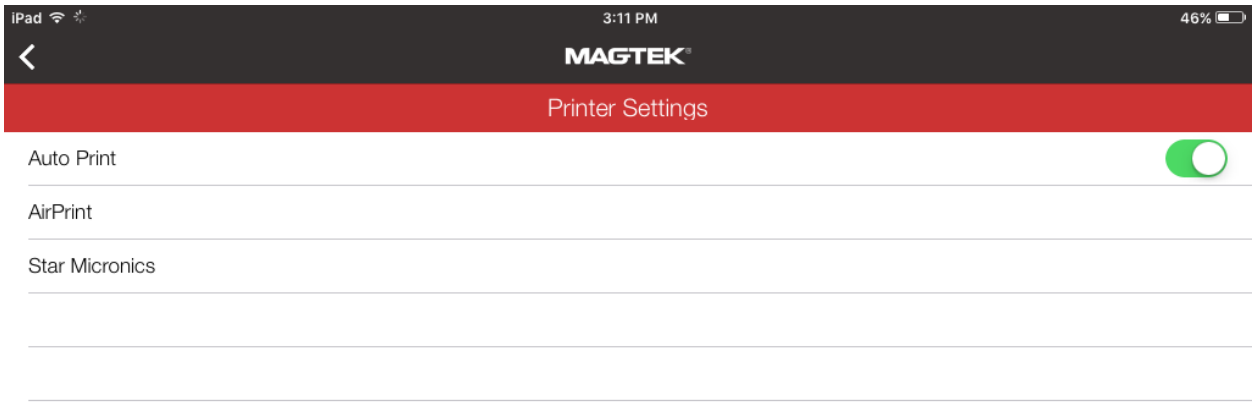
9.2 Auto Print:

If Auto Print is enabled, the MagTek Reader Configuration Program for iOS will automatically generate a log with each successful Change Configuration or Key Injection transaction.

9.3 Select the desired printer technology:

AirPrint:
A feature in Apple Inc.'s OS X and iOS operating systems for printing via a wireless LAN (Wi-Fi), either directly to AirPrint-compatible printers, or to non-compatible shared printers by way of a computer running Microsoft Windows, Linux, or OS X. AirPrint does not require printer-specific drivers.

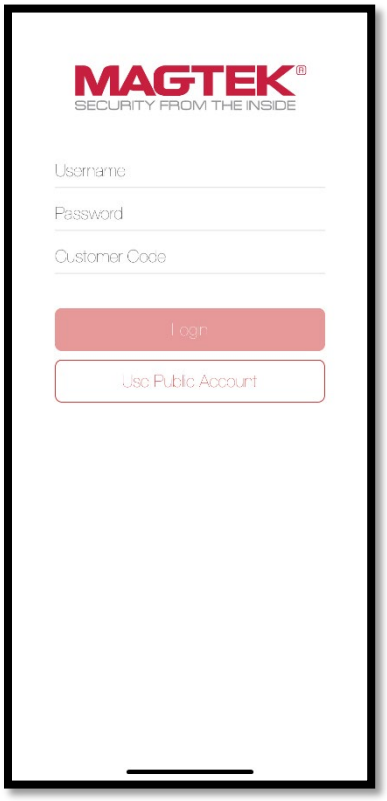
Star Micronics:
Makes the TSP650 II and is a Bluetooth receipt-style printer.



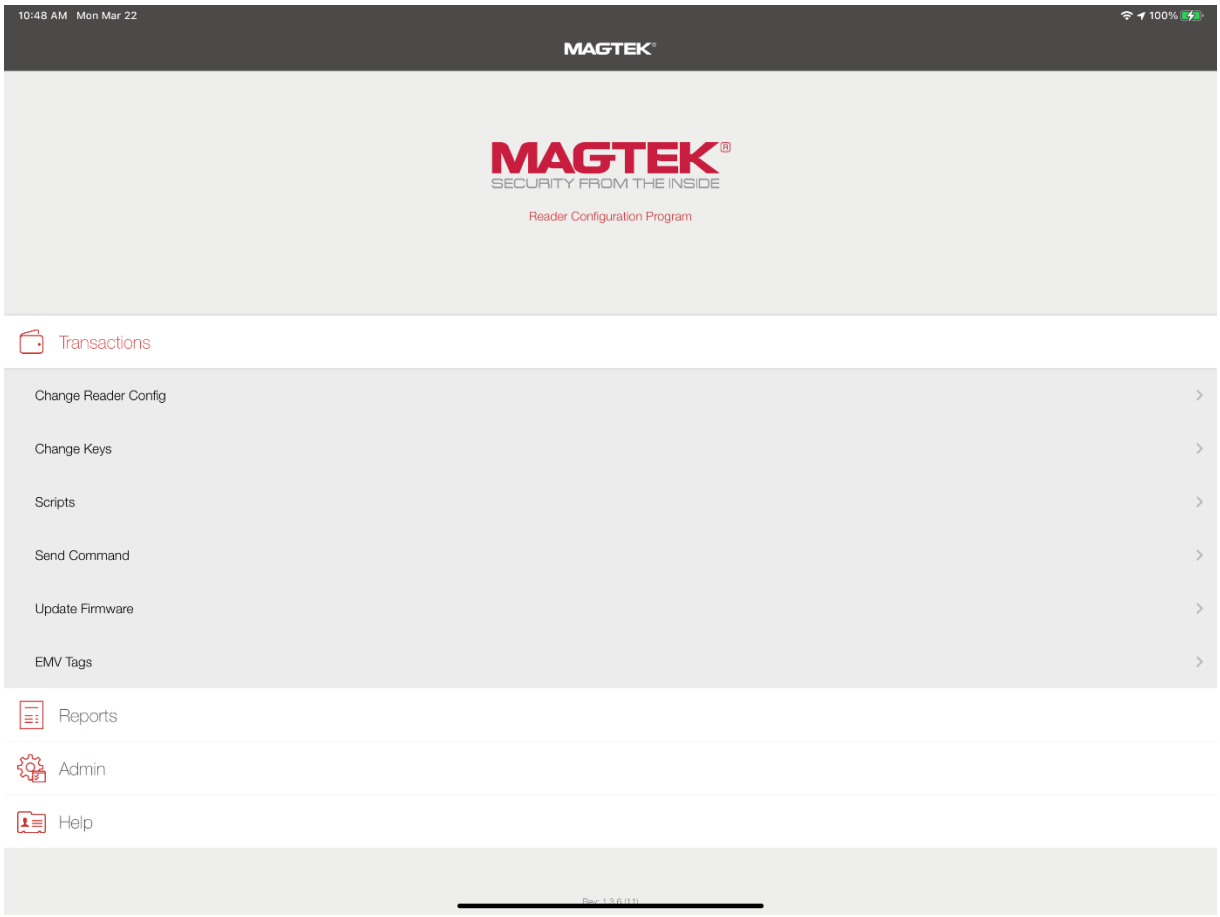
10 MagTek Reader Configuration Program for iOS Transaction Options

Launch the App **[MagTek Reader Configuration]**

Tap **[Use Public Account]**



Transaction Options



Under the Transactions menu, there are 6 options:

1. Change Reader Config:
    a. The drop down list of Reader Config Options is based on the user's credential access. By selecting a Reader Config Option, the application will attempt to change the configuration for the given MagneSafe reader according to its description.
2. Change Keys:
    a. The drop down list of Keys is based on the user's credential access. By selecting a Key, the application will attempt to inject that specific key into the MagneSafe reader.

3. Scripts:
    a. The Scripts function allows the user to select a file containing multiple configuration and/or key injection related commands. To run a specific Script, select one from the drop down list. Tap a given script to execute the defined commands. These files will be provided by MagTek Support.

4. Send Command:
    a. The Send Command function allows the user to send a specific command to the desired MagneSafe Reader. Please see the Command Reference manual for the desired reader the user is working with.

5. Update Firmware:
    a. The Update Firmware function allows the user to load newer firmware into the target reader.
        i. Save the updated firmware to a directory or folder you can access from the iOS device.
        ii. Press Update Firmware
            1. Navigate to the folder where you have saved the firmware file.
            2. Select the firmware file for the desired device. This will initiate the loading process.

6. EMV Tags:
    a. The EMV Tags function allows the user to load Contact and Contactless EMV Tags and CAPK files into the target reader.
        i. Save your desired EMV Tags and CAPKs to a directory or folder you can access from the iOS device.
        ii. Press Load EMV Tags
            1. Navigate to the folder where you have saved the XML files.
            2. Select the XML file for the desired EMV Tags. This will initiate the loading process.
            3. Repeat for all Contact and/or Contactless EMV Tags by brand.
        iii. Press Load CAPK
            1. Navigate to the folder where you have saved the XML files.
            2. Select the XML file for the desired CAPK. This will initiate the loading process.
            3. Repeat for all desired CAPKs.

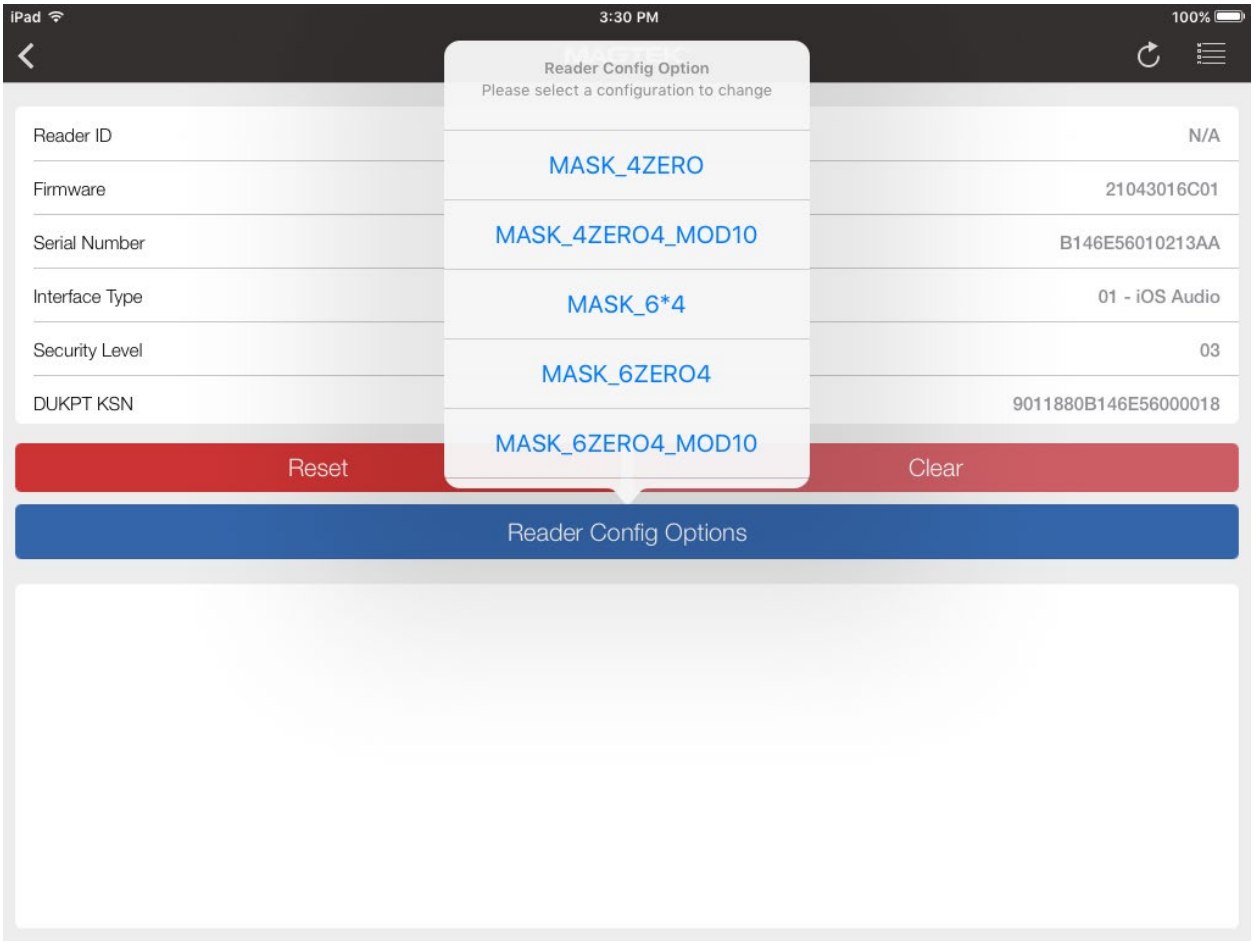
10.1 Reader Config Options

Tap **[Reader Config Options]**

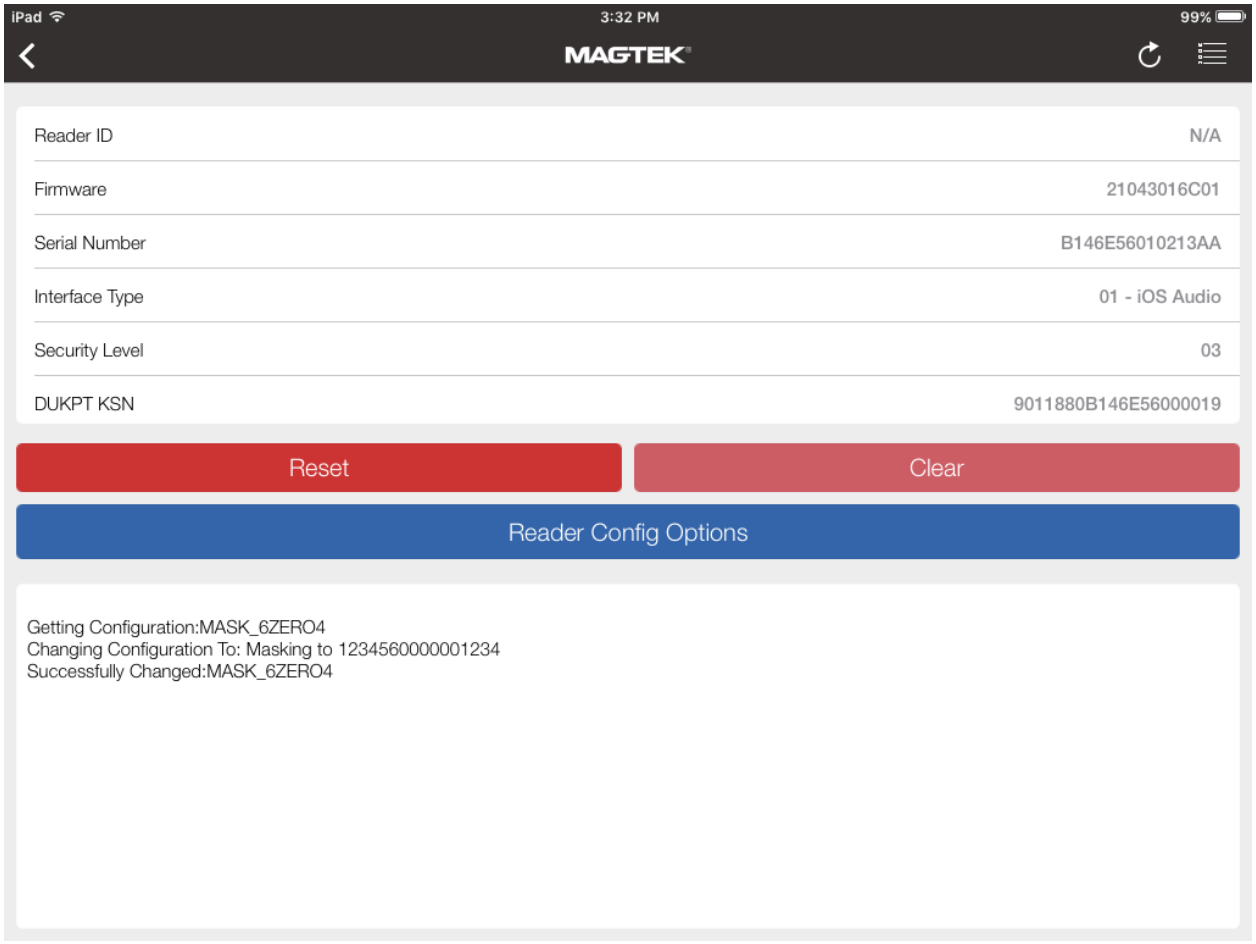
Tap Reader Config Options:

A pop up introduces all Configuration options available, per account and depending on the reader. A list of available configuration options will display depending on the user's access credentials.

Tap on configuration option desired.



The resulting configuration change will be displayed in the bottom box.

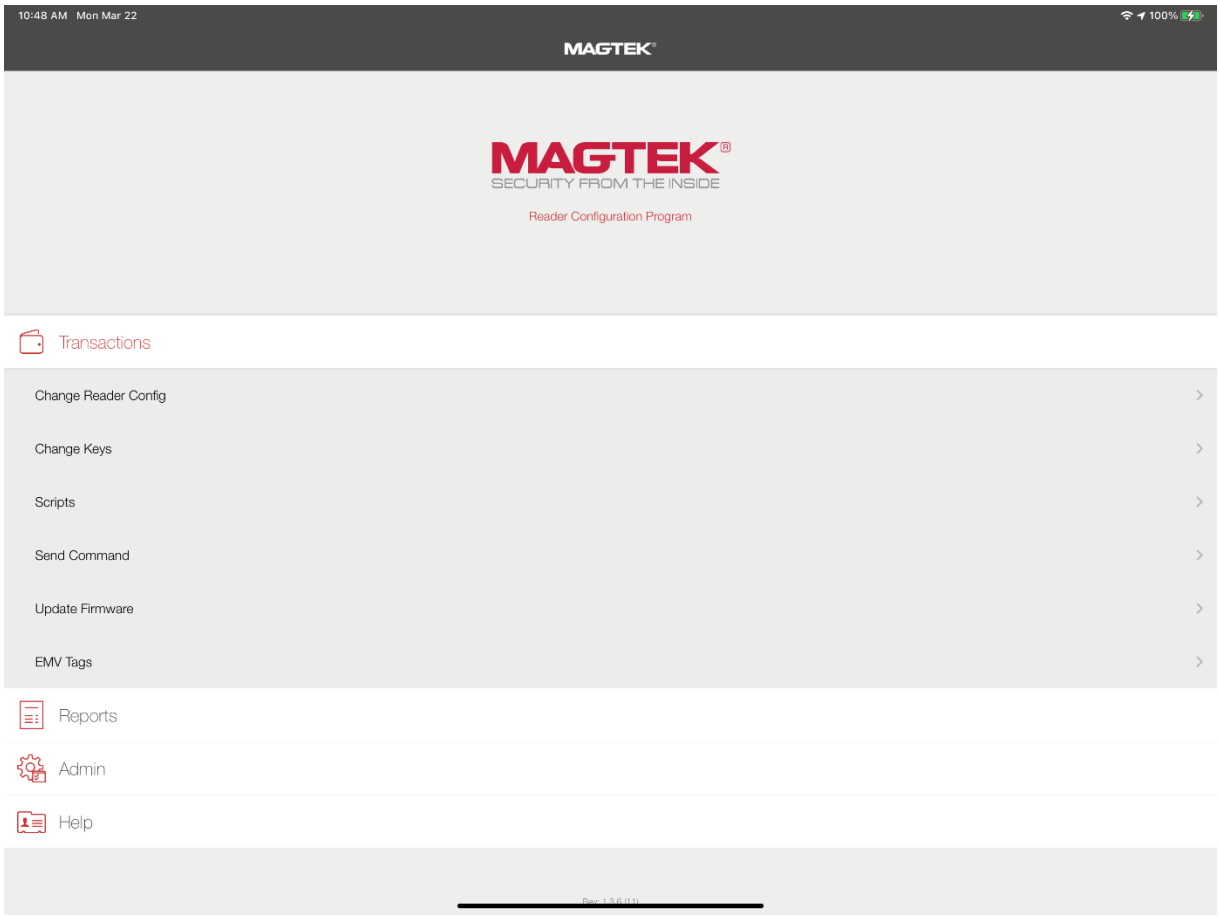


10.2 Change Keys

Tap **[Change Keys]**

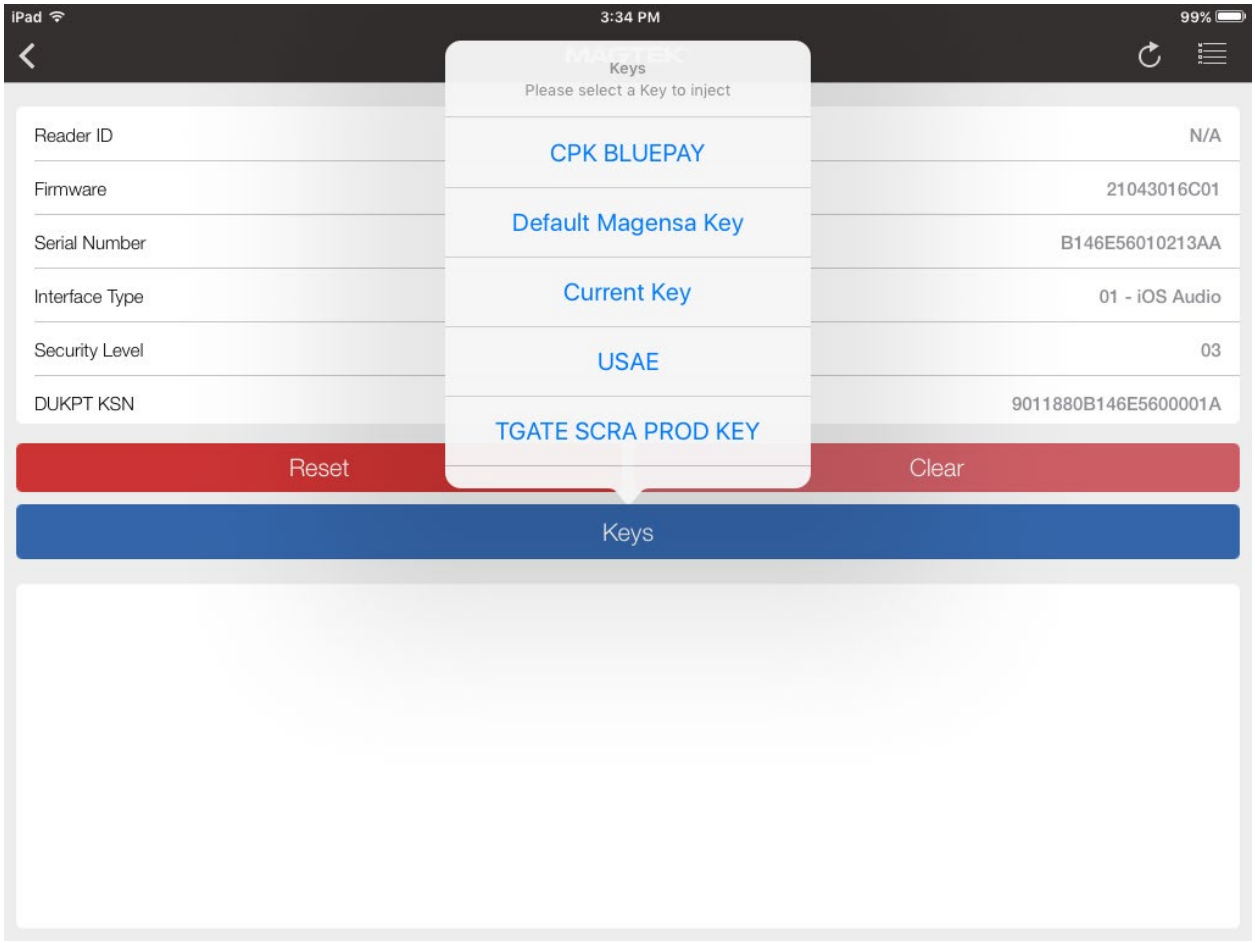
Tap Change Keys:

A pop up list introduces all Keys that can be injected. The keys listed will display depending on the user's access credentials.



Tap the specific Key to inject:

Once the desired Key is selected, it will securely inject into the desired MagneSafe device.



- The user will be reminded that this function is a billable event. The user can select Yes to continue or No to cancel the transaction.
- If the user selects Yes, a Billing Reference dialog window will open and prompt the user to enter a description/reference for billing purposes. Next, press OK to continue.

The resulting key change will be displayed in the bottom box.

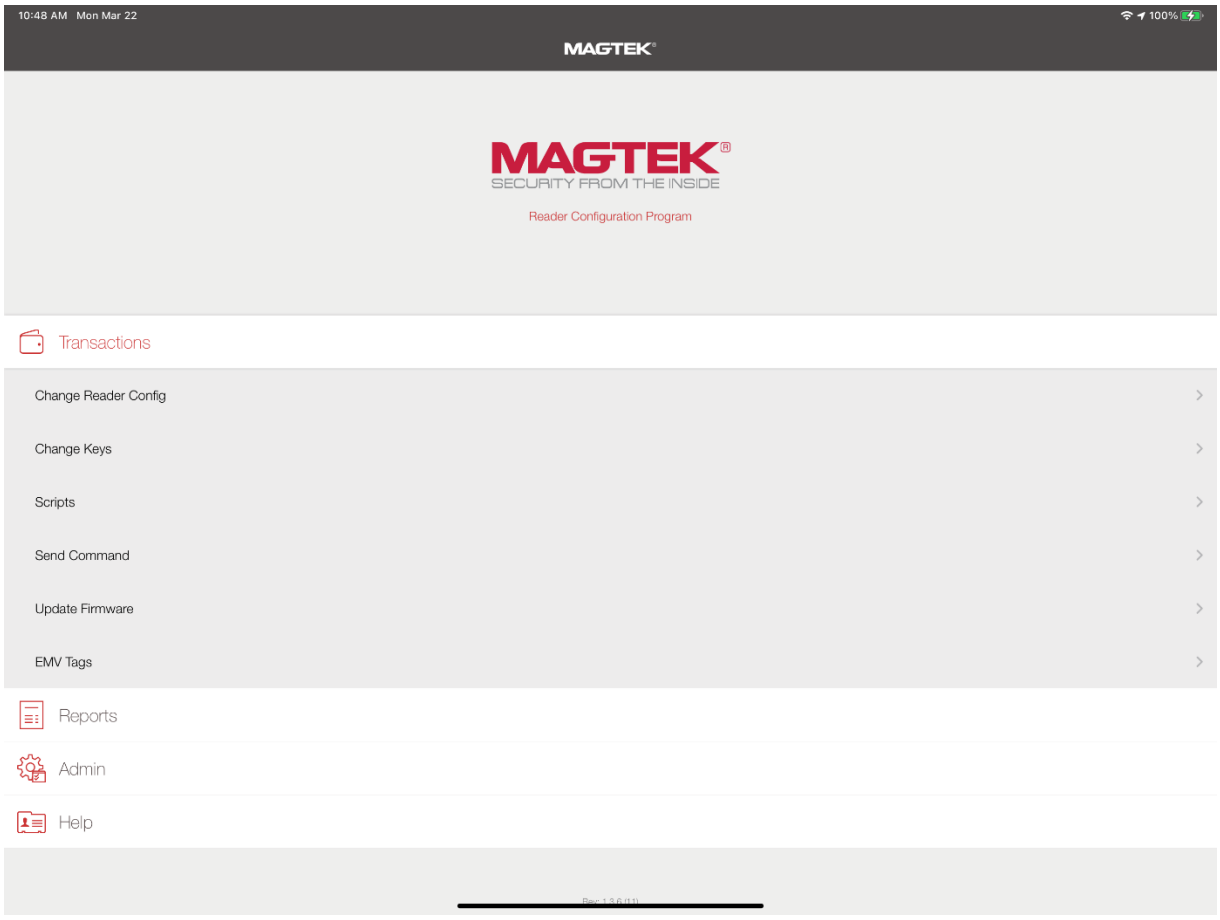
Locked Magensa Bundle (LMB) and MPK2.

If the target reader has a Magensa Production Key (MPK2), KSID 9016140 and 90700300, it will not be allowed to be changed. The target reader is part of the reader family referred to as Locked Magensa Bundle (LMB) which does not allow key changes. Attempting to change the key will result in the following message: Key cannot be updated with this device.

Please contact your MagTek representative for assistance.

Run Scripts

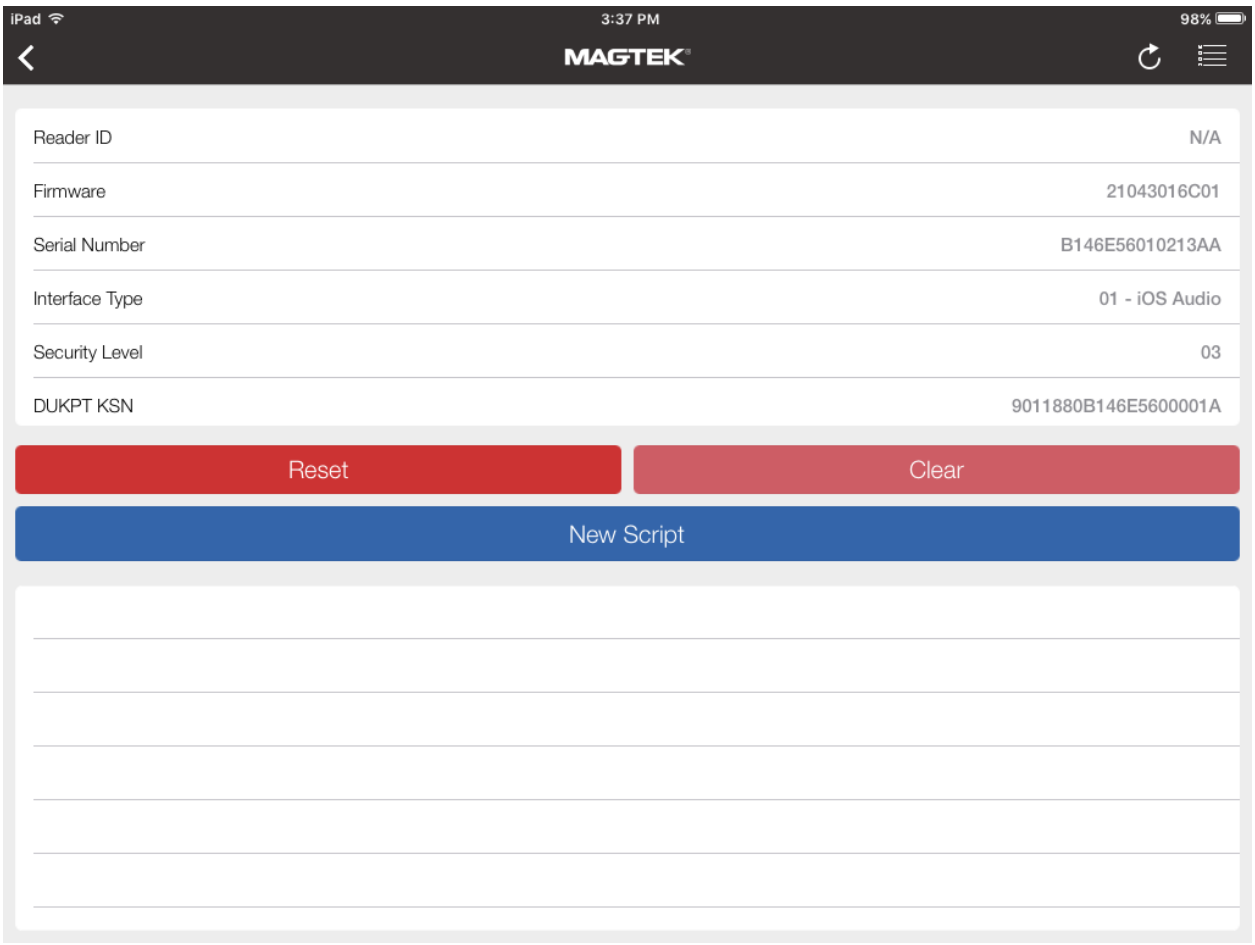
Tap **[Scripts]**



The Script function allows the user to select a file containing multiple configuration and/or key injection related commands. Once the desired file is identified, the user taps the specific Script button to execute the defined commands. These files will be provided by MagTek Support.

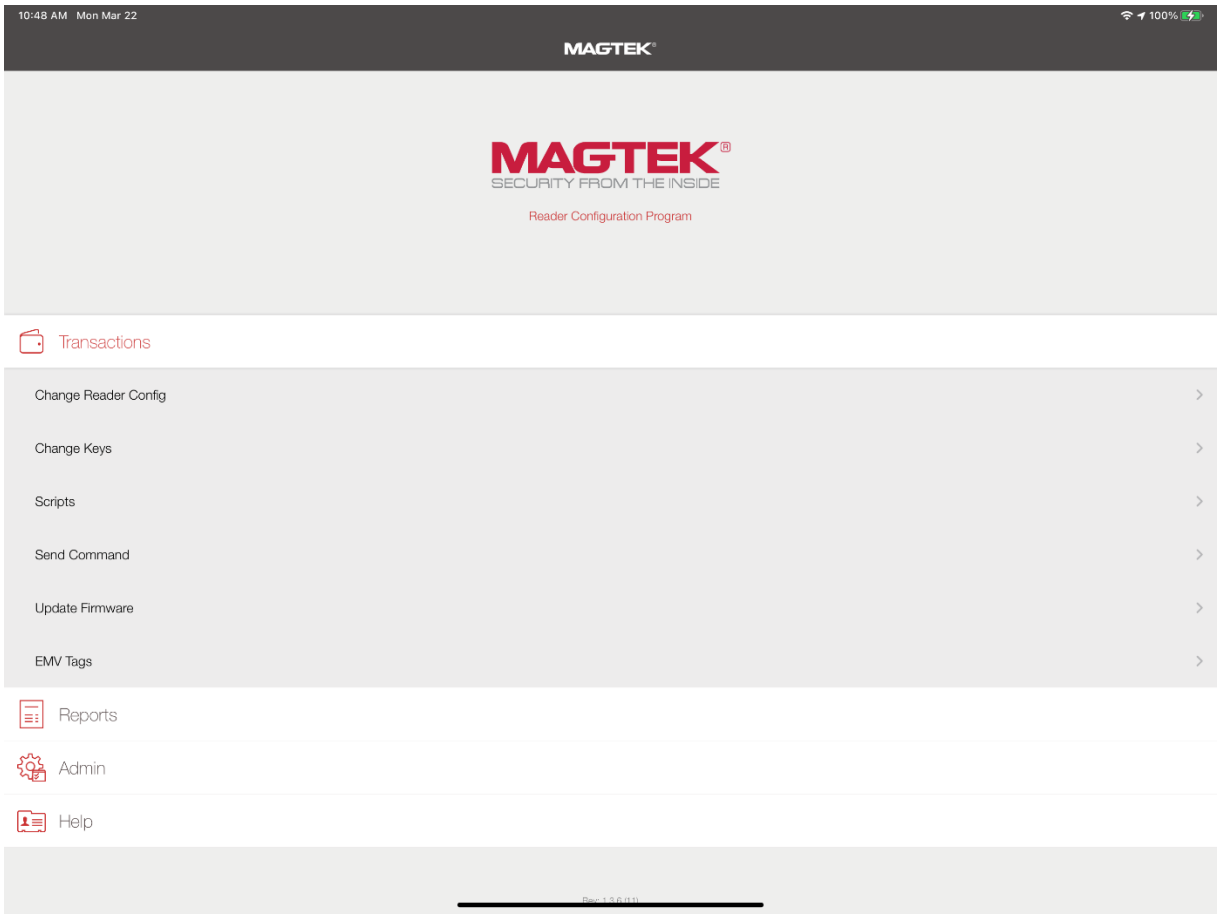
To create a Script, tap the New Script button and a separate window will open allowing the user to enter multiple commands. The format of this file is critical, so it is not recommended for the user to create a script without additional training from MagTek Support.

Once a Script is created, the user can Save the Script and give it a desired Name. Using the Script function in the future, will now show the newly created Script in a pop up list.

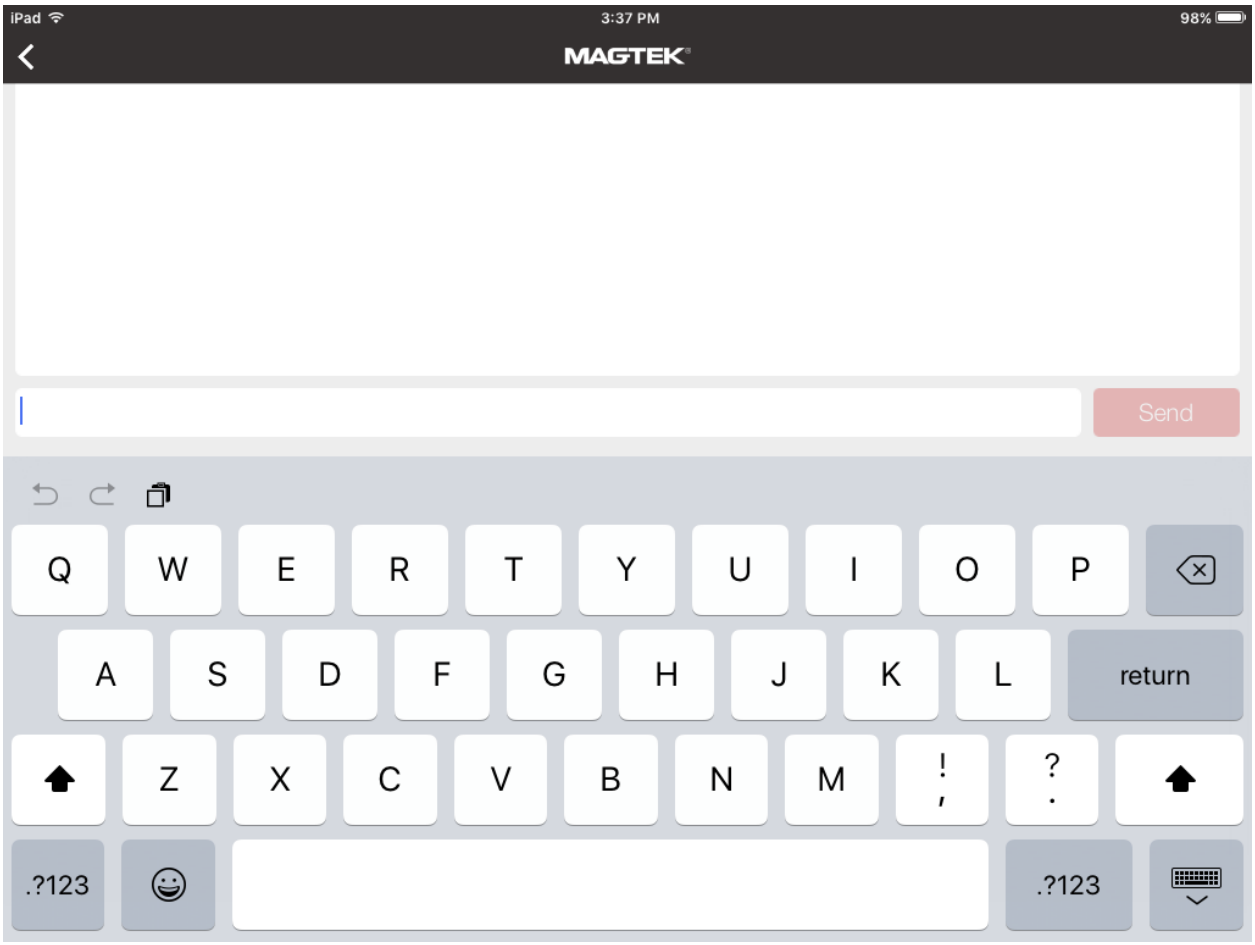


10.3 Send Command

Tap **[Send Command]**



The Send Command function can be used by MagTek Support personnel to send specific commands to the MagneSafe device.



10.4 Update Firmware

Note: The battery should be fully charged OR connected to a power adapter before beginning update.

When using Windows: USB-C must be plugged into the computer **and iDynamo 6 (lightning port) must be plugged into an iPad or iPhone so the** iDynamo 6 is registered on the computer**.** The unit will only register on the computer if it has an Apple device connected as well. *If it fails, it may be because the boot loader (used to update firmware) may be an earlier version. In this case, it will only support updating the firmware by using our Reader Configurator app for Windows via the USB connection to the reader while the reader is connected via Lightning to an iOS device that is powered on.*

When updating on an Apple device: Download files from magtek.com or email and save locally on the device. (iPhone may not have the space for this). Save file from email to FILES (or preferred location) on iPad; *downloading to Cloud is not recommended, local download (an Apple device) recommended only.* To extract ZIP file, double tap on the ZIP file. Download all files locally to your DOWNLOAD or FILES folder.

Select **[Admin]** from the main menu and then select reader **[kDynamo/iDynamo 6]**. After you are done setting the card reader, click **[<]** to go back to the main menu.

Tap **[Update Firmware]**

10.4.1 Example showcasing iDynamo 6: firmware, Tags, and CAPK

10.4.1.1 How to Update iDynamo 6 Firmware from F0 to G0

Establish firmware is listed as **[1000005557F0]**

Click/Tap [**Update Firmware**]

In the iCloud click on the firmware file [**1000005557-G0**]

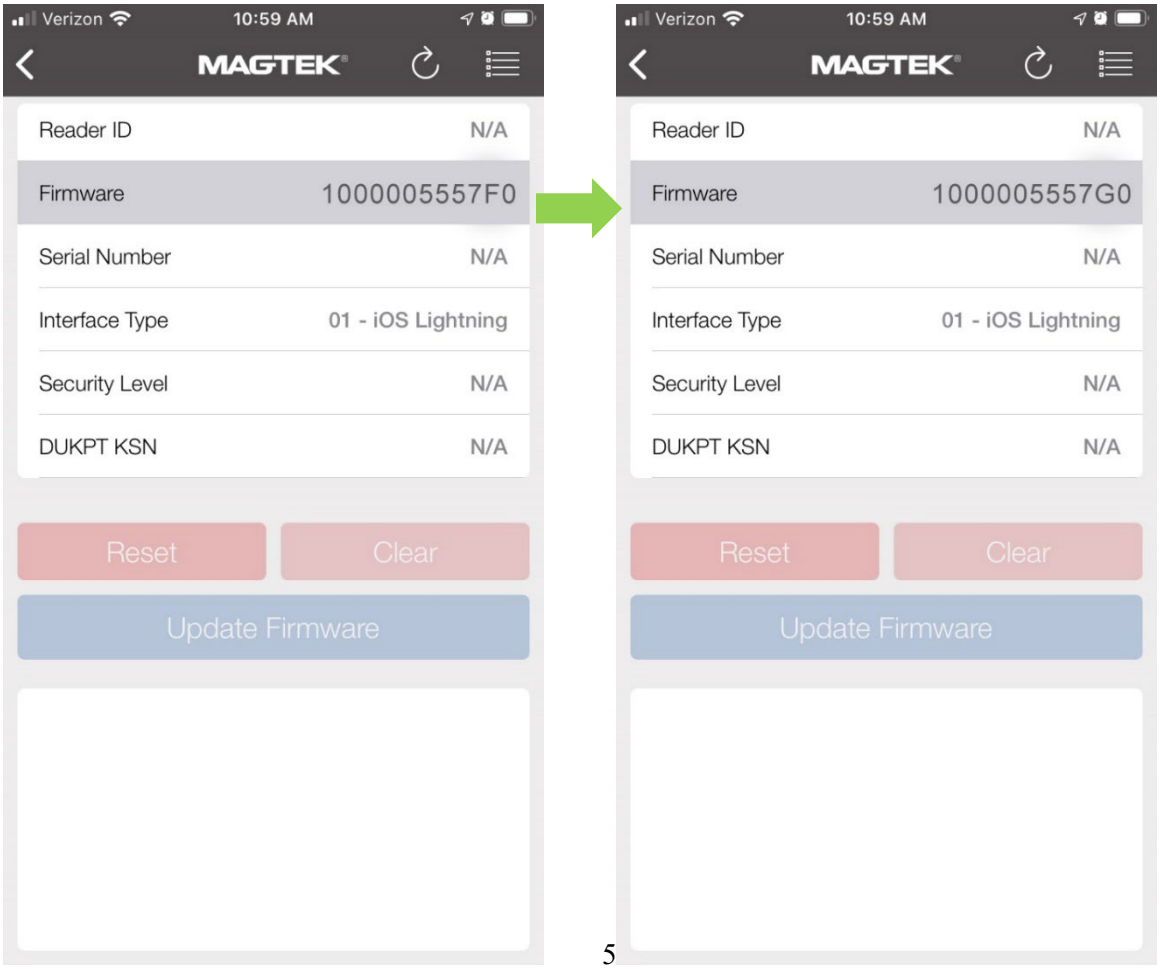
The file will begin to update [*Converting File, please wait*], [*Getting firmware command, please wait*] and then [Loading progress: ____%]. Please wait. It will take between 2 – 3 minutes.

Then you will see [*Sending post load command*] wait again about 30 seconds

Then the screen will update with a pop-up [Status Firmware loading successful]

Click/Tap [**Okay**]

Then confirm firmware is listed as [**1000005557G0**]



5

10.4.1.2 How to Downgrade iDynamo 6 firmware from G0 to F0

Establish firmware is listed as [1000005557G0]

Click/Tap [**Update Firmware**]

In the iCloud click/tap the folder **[Downloads]**

In the iCloud *Downloads* folder click/tap the folder **[iDynamo 6]**

In the iCloud *Downloads* folder click/tap the folder **[Main FW iDynamo6]**

In the iCloud *iDynamo 6* folder scroll down and click/tap the file **[1000005557-F0]**

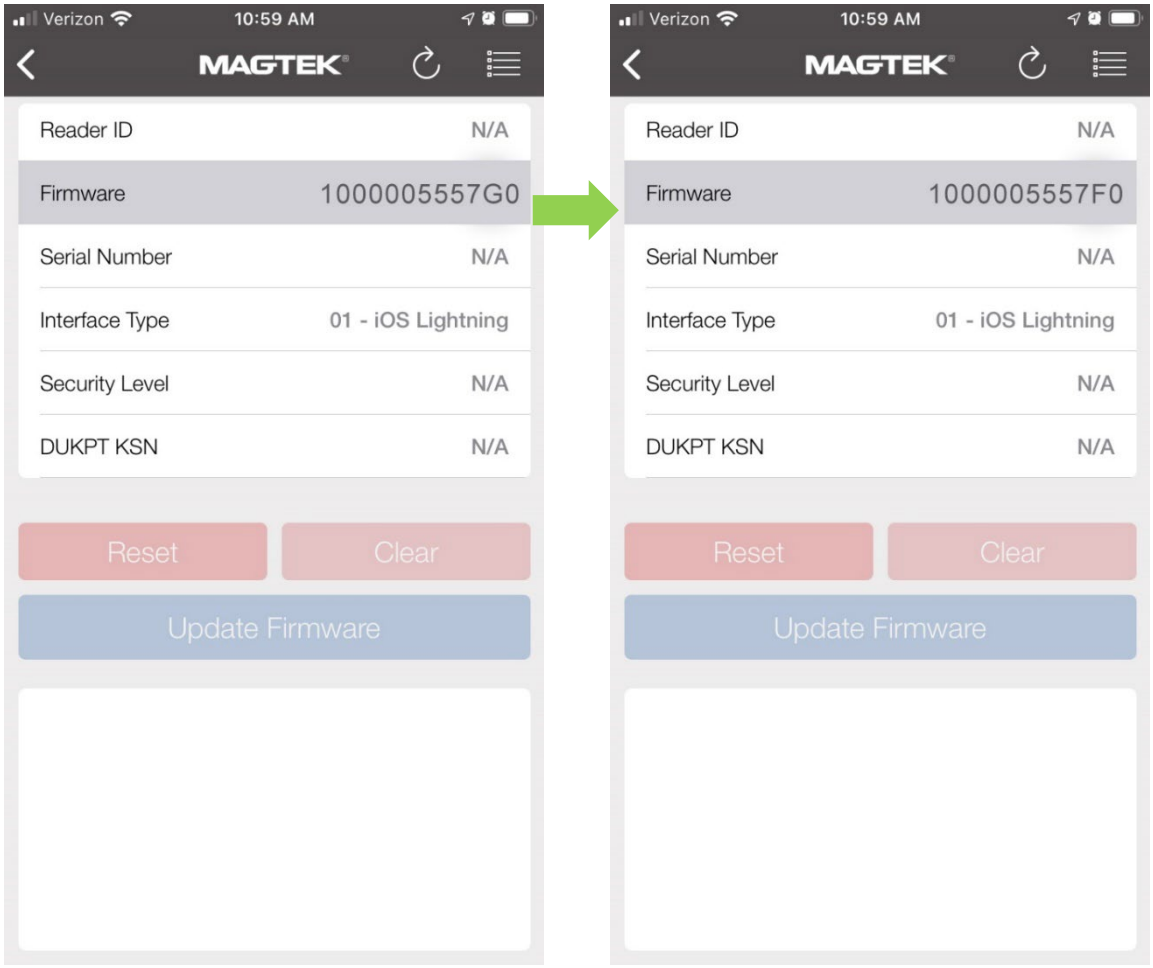
The file will begin to update [*Converting File, please wait*], [*Getting firmware command, please wait*] and then [Loading progress: ____%]. Please wait. It will take between 2 – 3 minutes.

Then you will see [*Sending post load command*] wait again about 30 seconds

Then the screen will update with a pop-up [Status Firmware loading successful]

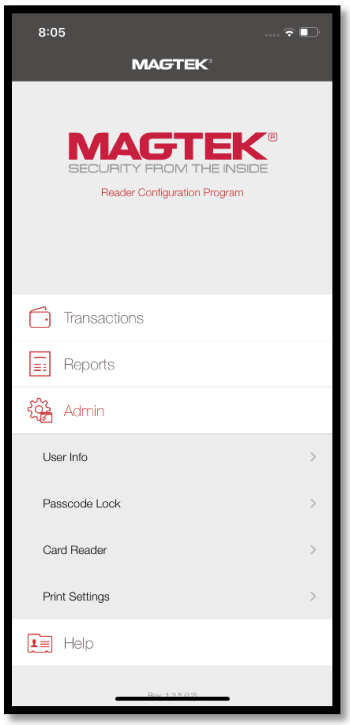
Click/Tap [**Okay**]

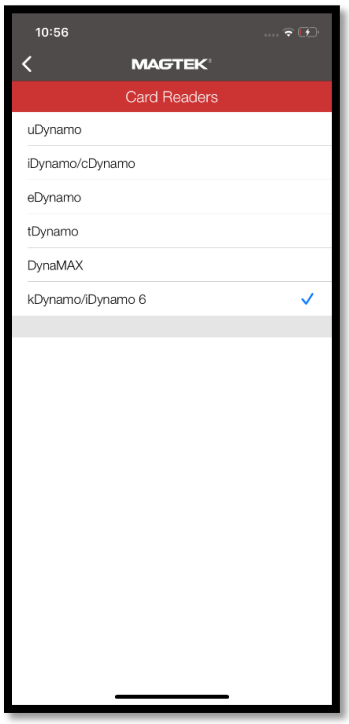
Then confirm firmware is listed as [1000005557F0]



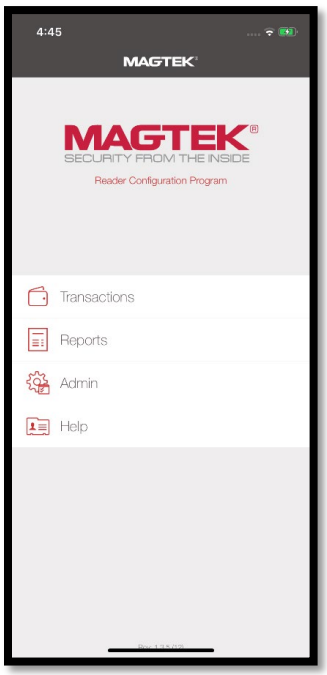
10.4.2 How to Update and Load EMV Tags and CAPK for iDynamo 6

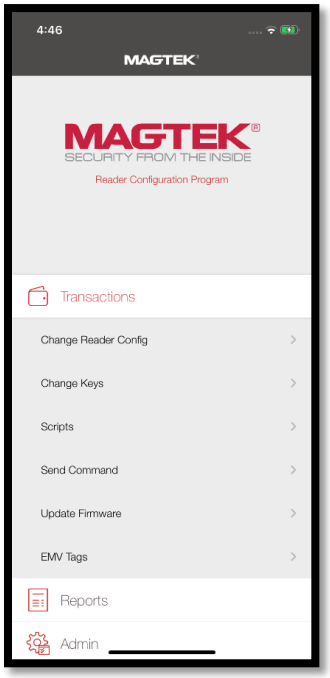
Select **[Admin]** from the main menu and then select reader **[kDynamo/iDynamo 6]**. After you are done setting the card reader, click **[<]** to go back to the main menu.



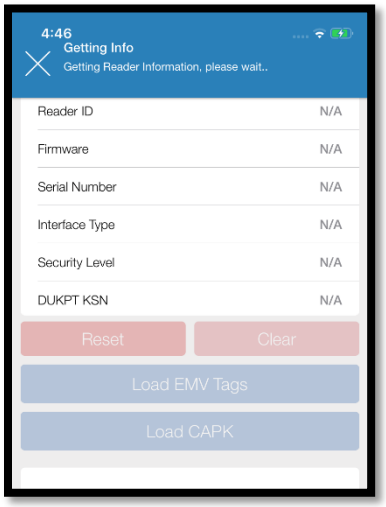


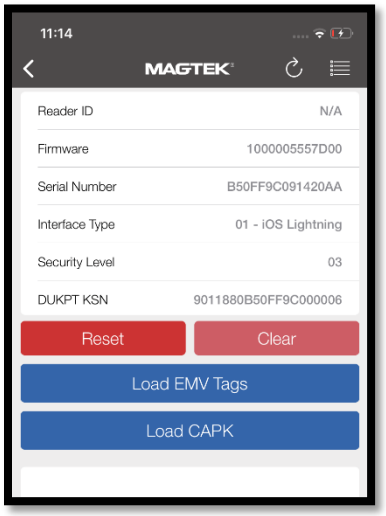
Select **[Transactions]** from the main menu and then select **[EMV Tags]**





When the device is connected successfully and all the information (e.g. Firmware/Serial Number/Security Level/DUKPT KSN) have been populated correctly, then it is ready for loading Tags/CAPK.





To load EMV Tags, tap **[Load EMV Tags]** and select file (e.g. EMV Contact Tags-C) for loading.

After the first file is loaded, a pop-up window will ask [**Do you want to load the previous existing file?**].

Tap [**NO**].

This message will come up every new file loading. Continue to select [**NO**] if the file was previously loaded, then select the new file to upload.

Repeat until all files are loaded.

10.4.2.1 How to Update CAPK for iDynamo 6

Download of CAPK files to local device is recommended.

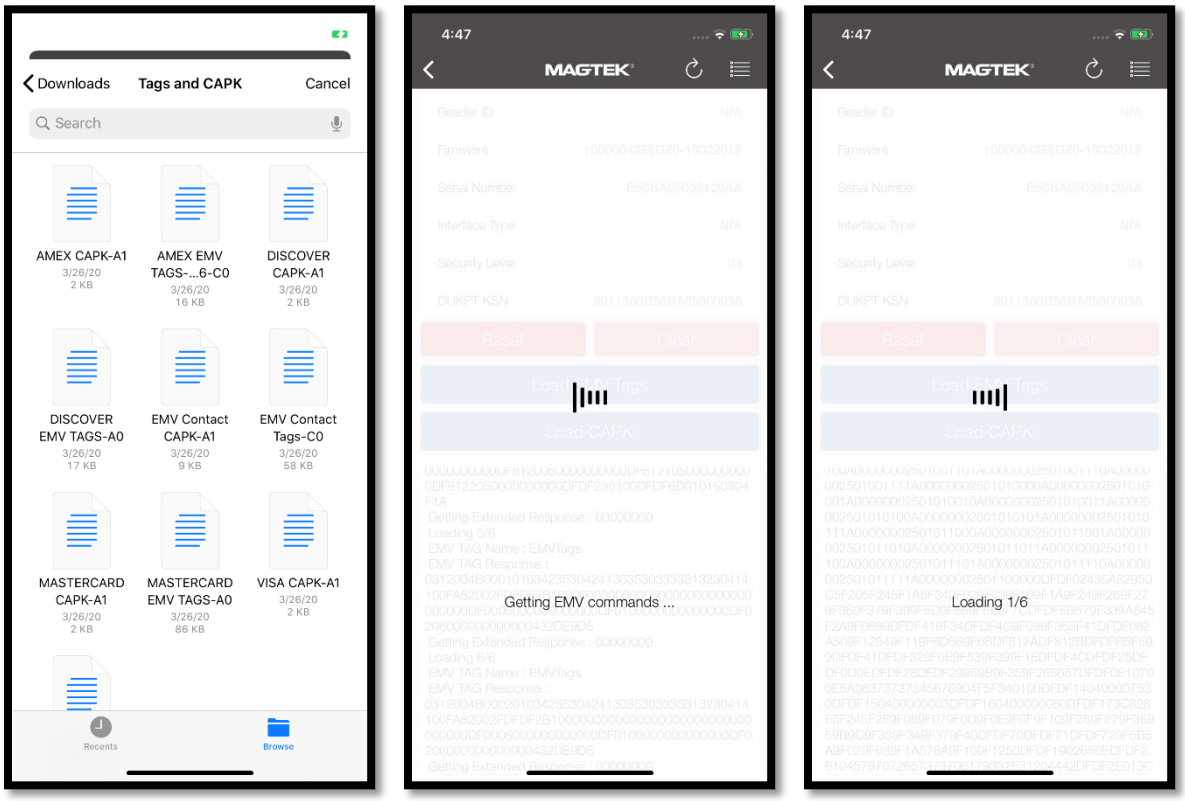
To load CAPK, tap **[Load CAPK]** and select file (e.g. EMV Contact CAPK-A1) for loading.

Tap **[Load CAPK]**

It will ask [Do you want to load the previous existing file?].

Tap **[NO].**

Tap the folder **[Downloads]** > Tap the folder **[iDynamo 6]** Tap the folder **[Select the Processor]** (If this is where you have saved your files locally).



Then tap on the files you wish to load. For example,

Tap on **[Magensa First Data-…50-A1]** (Visa CAPK)

Tap on **[Magensa First Data-…33-A1]** (Amex)

Tap on **[Magensa First Data-…51-A1]** (Discover)

Tap on **[Magensa First Data-…70-A1]** (EMV Contact)

Tap on **[Magensa First Data-…32-A1]** (MasterCard)

The Screen will show **[Getting EMV commands …]**

Screen will show long encrypted data set of numbers and letters and “Getting Extended Response: 00000000”

First Data Configuration file PNs

Visa: CFG0004750

Amex: CFG0004733

Discover: CFG0004751

EMV Contact: CFG0004770

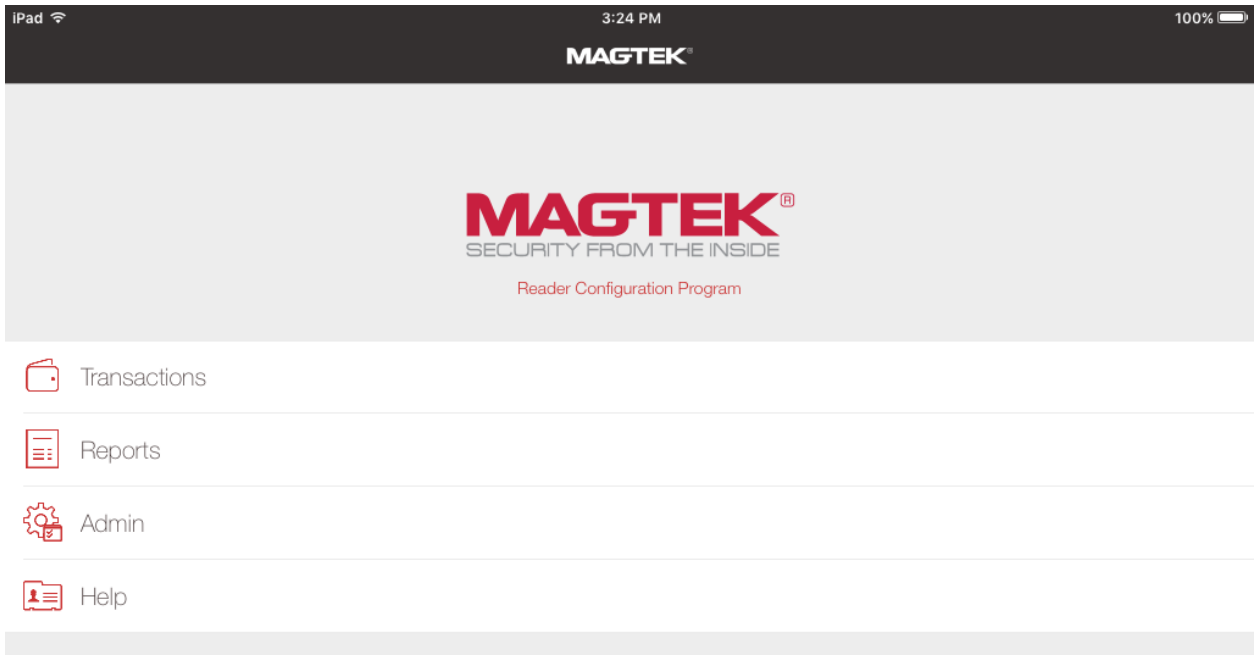
MasterCard: CFG0004732

Continue to tap **[Load CAPK]** until all necessary files have been loaded.

11 Reports

11.1 Tap Reports

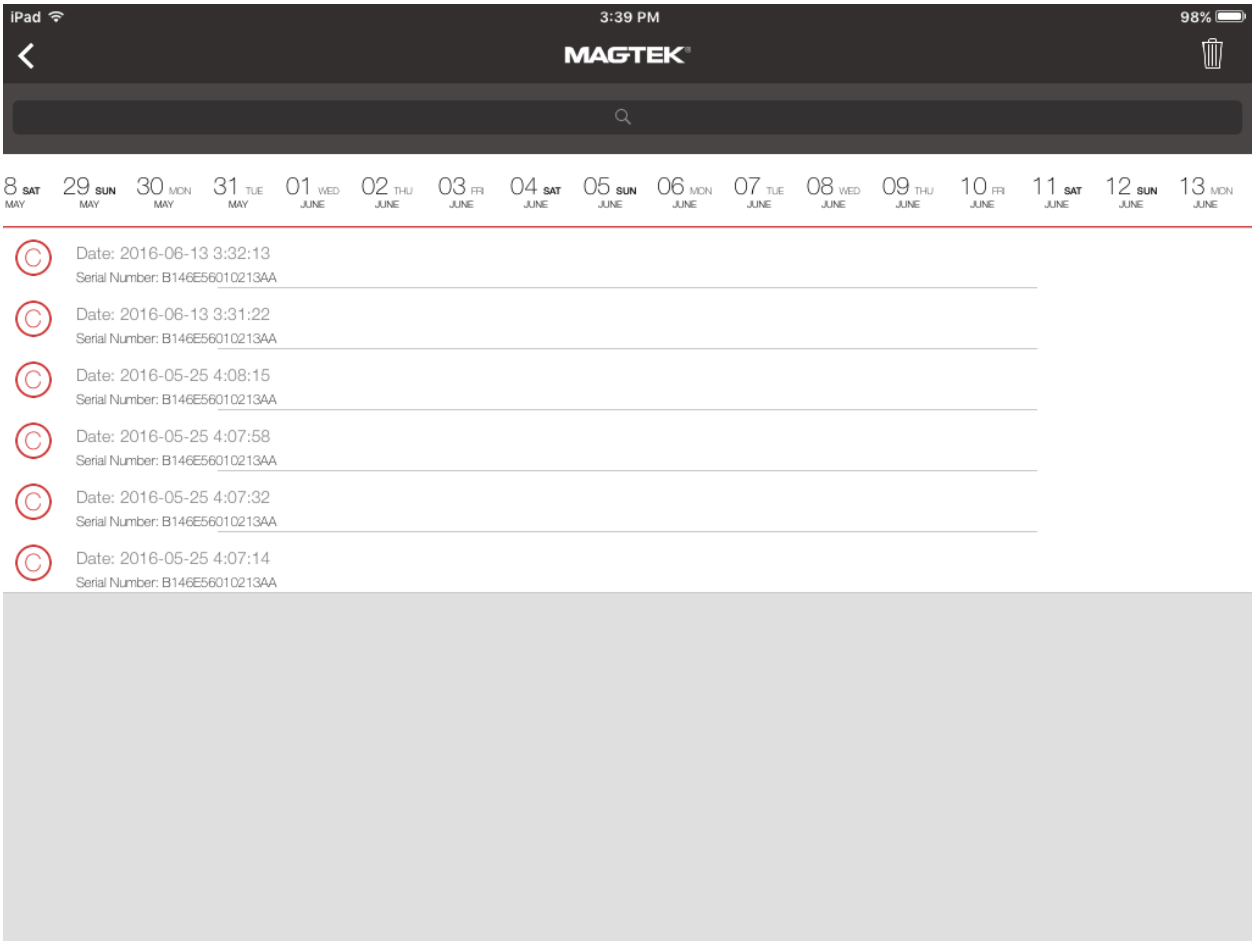
To view transaction logs tap **[Reports]**



Next, tap Transaction Logs

11.2 A log file of configuration and key changes appears.

Tap any event for its details. There is a date and transaction filter available to streamline finding certain transactions by a specific date or transaction type. All configuration changes are identified by a C inside a circle. All key changes are identified by a K inside a circle.

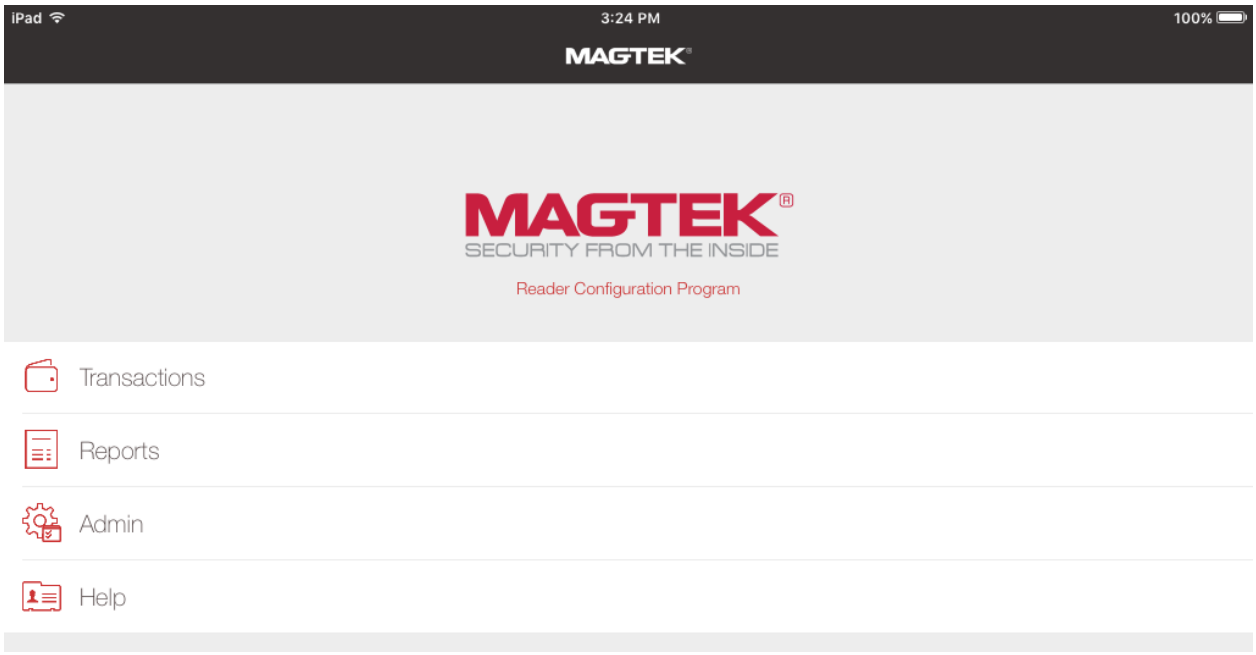


Below is an example of a Configuration Change where the Track 1 and 2 Masking was “successfully” changed to 6, Zero4.

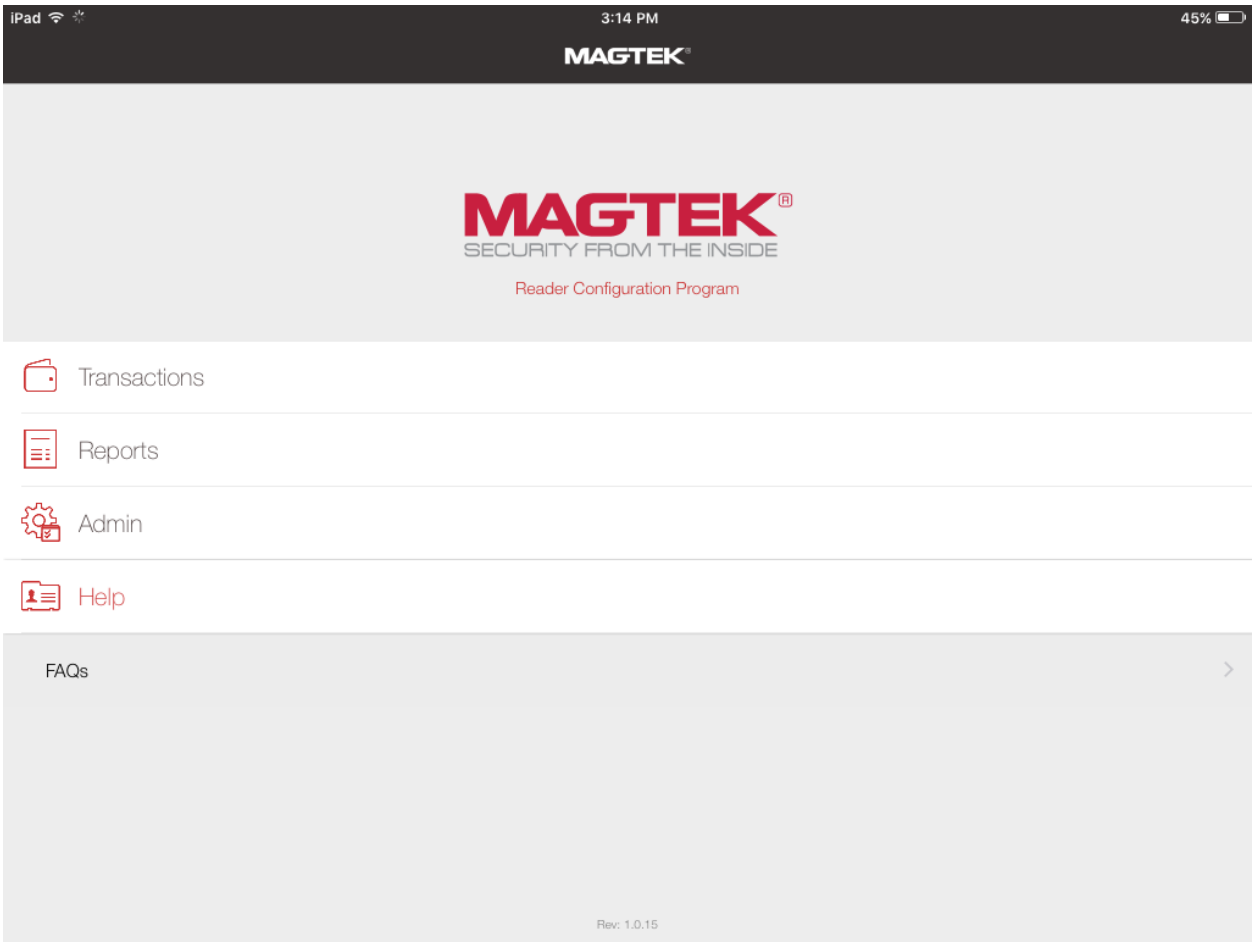
12 Help – FAQs

12.1 Tap Help

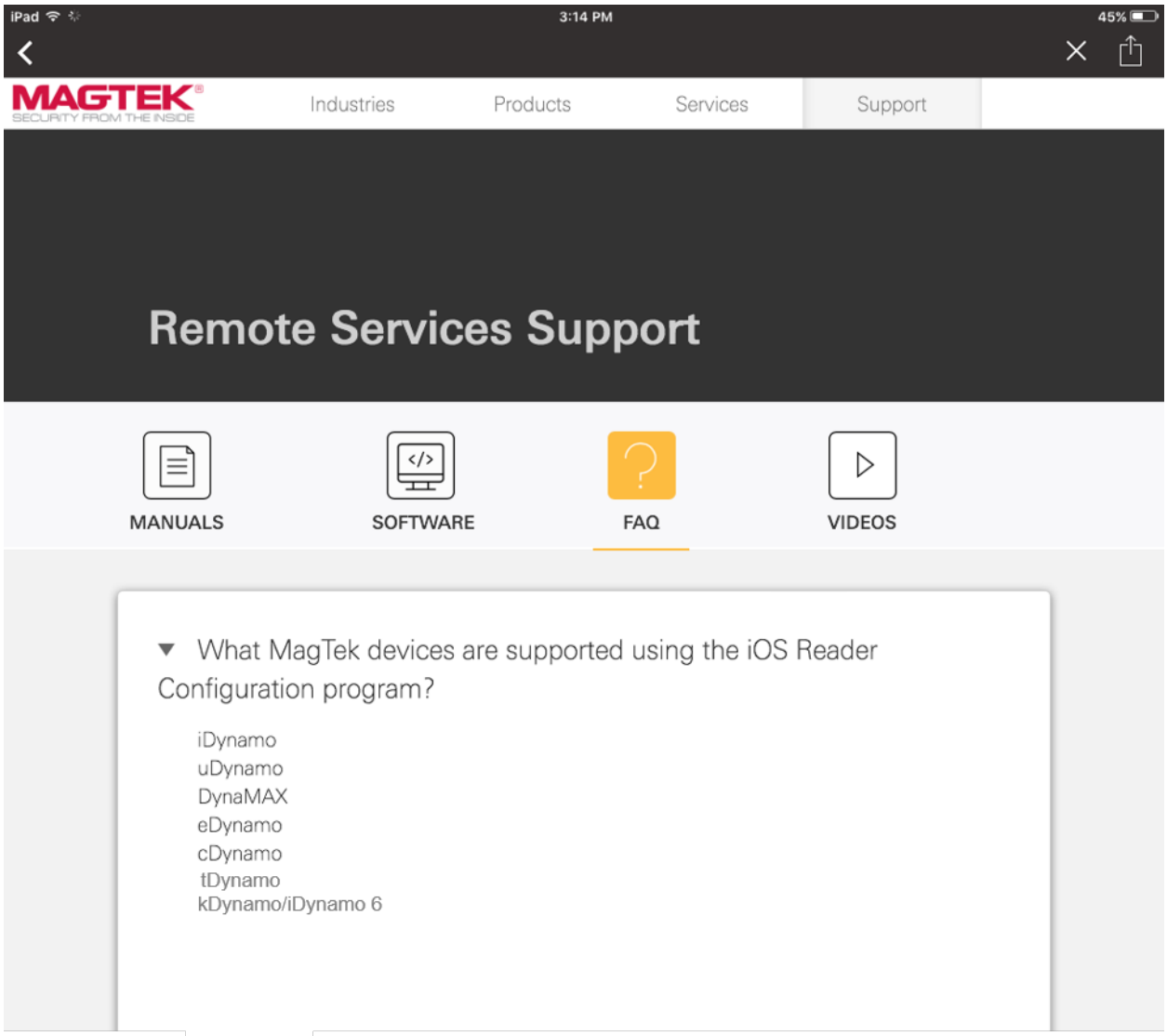
For Frequently Asked Questions, tap Help



Next, Tap FAQs



FAQs will appear. Scroll down to look for answers to commonly asked questions.



13 FAQs

For an up to date and complete list of Frequently Asked Questions, please visit
https://www.magtek.com/support/remote-services?tab=faq

What functions can be performed using the MagTek Reader Configuration Program for iOS?

Reader configuration changes based on User Credential permissions (see Remote Services Boarding).
Key changes based on User Credential permissions (see Remote Services Boarding).

Send individual Device Commands based on the specific MagTek Device's Programmer's Reference Manual.

Update target device Firmware.

Run Scripts which can execute one or multiple device commands as a batch (based on the specific MagTek Device's Programmer's Reference Manual).

Load EMV Tags and CAPK required by the POS and Processor.

Update target device Firmware.

What functions can be performed using the MagTek Reader Configuration Program for Windows (ClickOnce)?

Reader configuration changes based on User Credential permissions (see Remote Services Boarding).
Key changes based on User Credential permissions (see Remote Services Boarding).

Send individual Device Commands based on the specific MagTek Device's Programmer's Reference Manual.

Update target device Firmware.

Run Scripts which can execute one or multiple device commands as a batch (based on the specific MagTek Device's Programmer's Reference Manual).

Change EMV Tags and CAPK required by the POS and Processor.

Change EMV Configuration required by the POS and Processor.

What interfaces are supported using the MagTek Reader Configuration Program for iOS?

iOS Lightning

iOS 30 PIN

Audio Jack

Wireless

What interfaces are supported using the MagTek Reader Configuration Program for Windows (ClickOnce)?

USB, Serial, MICRSafe VCOM

What MagTek devices are supported using the MagTek Reader Configuration Program for iOS?

uDynamo

iDynamo/cDynamo

eDynamo

DynaMAX

tDynamo

kDynamo/iDynamo 6

What MagTek devices are supported using the MagTek Reader Configuration Program for Windows (ClickOnce)?

BulleT

Dynamag

DynaPAD

DynaMAX

eDynamo

uDynamo

tDynamo

kDynamo

DynaWave

MICRSafe

What version of iOS is required to run the MagTek Reader Configuration Program for iOS?

iOS 11.0 or newer

What version of Windows is required to run the MagTek Reader Configuration Program for Windows (ClickOnce)?

Windows 7 Operating System or newer

14 Glossary

- DES - Data Encryption Standard
- DUKPT – Derived Unique Key per Transaction
- KSN – Key Serial Number
- PCI DSS – Payment Card Industry Date Security Standard
- SCRA – Secure Card Reader Authenticator
- Security Level – MagneSafe level of security
- Triple DES/3DES – Triple Data Encryption Standard
- CAPK – Certification Authority Public Key
- LMB – Locked Magensa Bundle
- MPK2 – Magensa Production Key, KSID 9016140 and 9070020
    - ANSI TEST Key 9070030
- CAPK – Certificate Authority Public Key