

MagTek Reader Management System (RMS)

**Windows Application
Installation and Operation Manual**



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Table 0-1 - Revisions

Rev Number	Date	Notes
10	May 2023	Initial Release
20	June 2023	Updated icon and content
30	June 2023	Updated Instructions for iOS and Windows and added a Glossary of Terms
40	October 2024	Complete rewrite. Converted to Windows OS specific manual, All images replaced with new UI layout; Added Sections 3 and 4
400	October 31, 2024	Add content to support MagneSafe V5 Products, Added 5 User Instructions (MagneSafe) ; Updated 3.2.2 Utilities to include Offline Mode and remove Test Mode, Added Log Output to Utilities , Added updated about screen image to Help ; Added Appendix B Related Documentation ; Updated Revision to new three digit scheme.
410	January 2, 2025	Update Copyright Dates
411	April 18, 2025	Update all figures in User Instructions (MagneSafe) , Removed instructions for entering commands in User Instructions (MagneSafe) .

Table of Contents

Table of Contents	4
1 Overview	6
1.1 Purpose	6
1.2 Benefits	6
Windows System Requirements	7
RMS Windows Application	7
2 Magensa Remote Services	8
2.1 Onboarding	8
3 Installation and User Interface	9
3.1 Installation	9
3.2 Tabs and Buttons	9
3.2.1 File	9
3.2.2 Utilities	10
3.2.3 Help	16
4 User Instructions (DynaFlex/DynaProx)	18
4.1 Connect to a PC	18
4.1.1 Open Device	19
4.1.2 Device Output	19
4.2 Profile Name	20
4.2.1 Check Configuration	20
4.3 Updates	21
4.3.1 Updates Successful	22
4.4 Commands	23
4.4.1 Valid Command	23
4.5 Exit	23
5 User Instructions (MagneSafe)	24
5.1 Connect to a PC	24
5.1.1 Open Device	25
5.1.2 Device Output	25
5.2 Profile Name	26
5.2.1 Check Configuration	26
5.3 Updates	27
5.3.1 Update Status	27
5.4 Exit	28
Appendix A Glossary of Terms	29

Appendix B	Related Documentation.....	30
B.1	Installation and Operation Manuals.....	30
B.2	Programmers Manuals.....	30
Appendix C	Warranty and Software License	31
C.1	Limited Warranty.....	31
C.2	SOFTWARE LICENSE AGREEMENT	33

1 Overview

The MagTek Reader Management System (RMS) is a comprehensive application with specialized source code designed to streamline the configuration and update process for MagTek readers in enterprise environments. Its primary functions include firmware management, key injection, device configuration, and the loading and management of terminal, application settings, and Certificate Authority Public Keys (CAPKs) required for EMV contactless transactions.

1.1 Purpose

The Reader Management System (RMS) application is designed to be compatible with all DynaFlex, DynaProx, and MagneSafe products available from MagTek.

- The main purpose of this app is to streamline the ability to load firmware, device configs, keys, Tags and CAPKs into a target reader or more importantly, a large quantity of geographically separated readers.
- The target files are 100% MagTek managed (files managed at MagTek's host) so the user is not able to load the wrong files by accident.
- The app can auto execute or manually execute the update process which can include all of the above file options in a single action. This prevents the need to load individual files which is cumbersome and not practical for scale.
- The source code can be used to integrate this functionality into 3rd party apps which makes it easier for developers to use Magensa Remote Services.

1.2 Benefits

The MagTek Reader Management System (RMS) provides several key benefits for merchants and businesses, these include:

1. **Centralized Management:** RMS allows for the remote management and configuration of MagTek readers across multiple locations from a single platform. Merchants can update firmware, keys, terminal settings, and CAPKs without manual intervention, reducing time, cost, and effort.
2. **Enhanced Security:** RMS supports compliance with industry standards, such as PCI DSS, by ensuring secure payment card transactions and protecting sensitive customer data. It enables a secure process for keeping readers up to date with the latest firmware and configurations.
3. **Efficient Updates:** RMS automates firmware updates and maintenance, allowing merchants to push updates remotely. This ensures all devices run the latest firmware, enhancing system reliability and reducing the need for manual updates.
4. **System Reporting:** RMS offers reporting capabilities to track firmware versions and device settings, providing detailed insights by serial number for firmware, terminal, and CAPK updates in both production and test environments.
5. **Scalability and Flexibility:** RMS is scalable to meet the needs of businesses, whether for a single store or multiple locations. It supports both iOS, Android and Windows, allowing flexibility in device management. (*See each OS specific for further details*)
6. **Cost Savings:** Automating reader management with RMS reduces the need for on-site visits, lowering maintenance costs and minimizing downtime. Centralized control streamlines administrative tasks, boosting operational efficiency.
7. **Improved Customer Experience:** Efficiently managed payment readers reduce transaction errors and delays, improving customer satisfaction and loyalty, which positively impacts business reputation and revenue.

Windows System Requirements

The RMS app is designed to work with Windows 10 or newer Operating Systems.

Note: Not all configuration options are available for all Secure Card Reader Authenticators (SCRAs). The available configuration options depend on:

- The specific SCRA model in use.
- The configuration options provided by MagTek.

Important: Some commands may require a device reset.

- Refer to the Programmer's Manual for each device to see which commands are affected. See **Appendix B Related Documentation**.

RMS Windows Application

- Windows Application (PN 1000009734)
- Compatible with both USB and Bluetooth Low Energy (BLE) connected readers, as well as WLAN enabled readers.
- Supports MagTek MagneSafe and DynaFlex/DynaProx readers.

2 Magensa Remote Services

A Remote Services (RS) account is required for billable services. An RS account is NOT required for non-billable services. Billing is triggered by RS activity (this middleware does not affect the billing mechanism within RS). Middleware operates between Magensa RS and the client application.

The primary feature of this middleware is enabling developers or users to auto-launch or perform single-click actions within their application to:

- Load firmware for MagneSafe readers.
- Load both Main Firmware (FW) and Bluetooth Low Energy (BLE) Firmware.
- Load firmware by Device ID, allowing compatibility across multiple reader generations with different firmware versions.
- Load terminal and application settings.
- Load CAPKs (Certification Authority Public Keys).
- Load encryption keys.
- Load device configurations.

2.1 Onboarding

MagTek will provide the necessary Profile configurations and Web API Keys if requested.

3 Installation and User Interface

3.1 Installation

Begin by downloading the [MagTek Reader Management System](#).



Open the **MagTek Reader Management System** Windows app.

3.2 Tabs and Buttons

The RMS application has three tabs available at the top of the window as illustrated below. These include **File**, **Utilities** and **Help**.



3.2.1 File

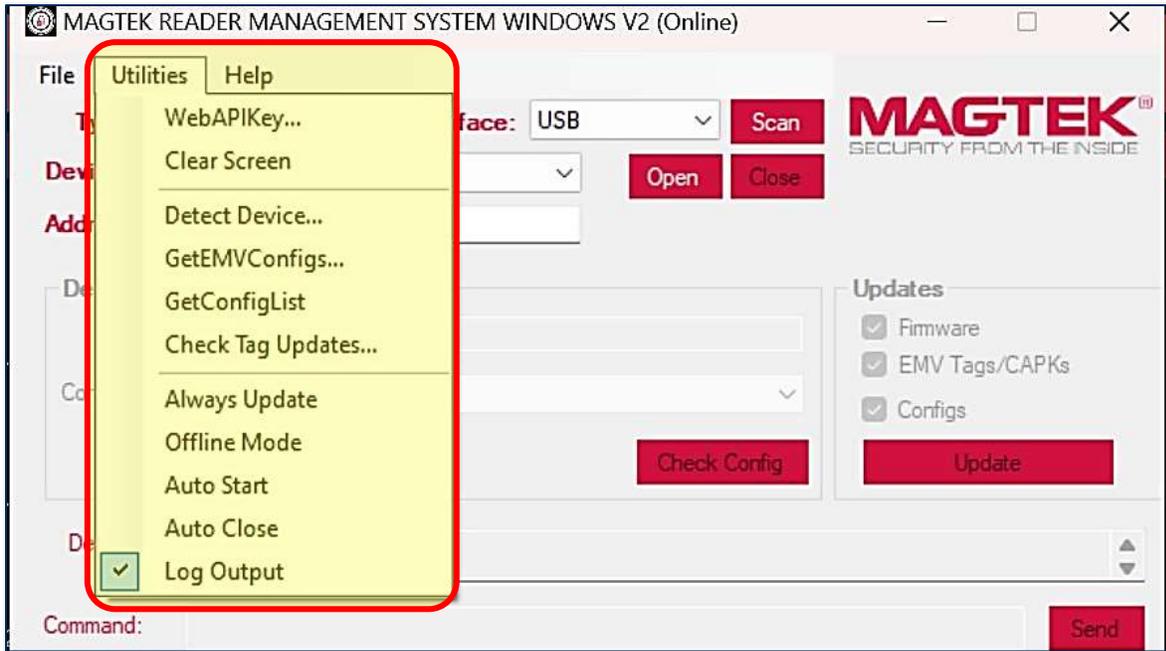
The **File** tab has one button, **Exit**.

- The **Exit** button closes the application and operates identically to the **Exit** button in the graphical user interface (GUI).

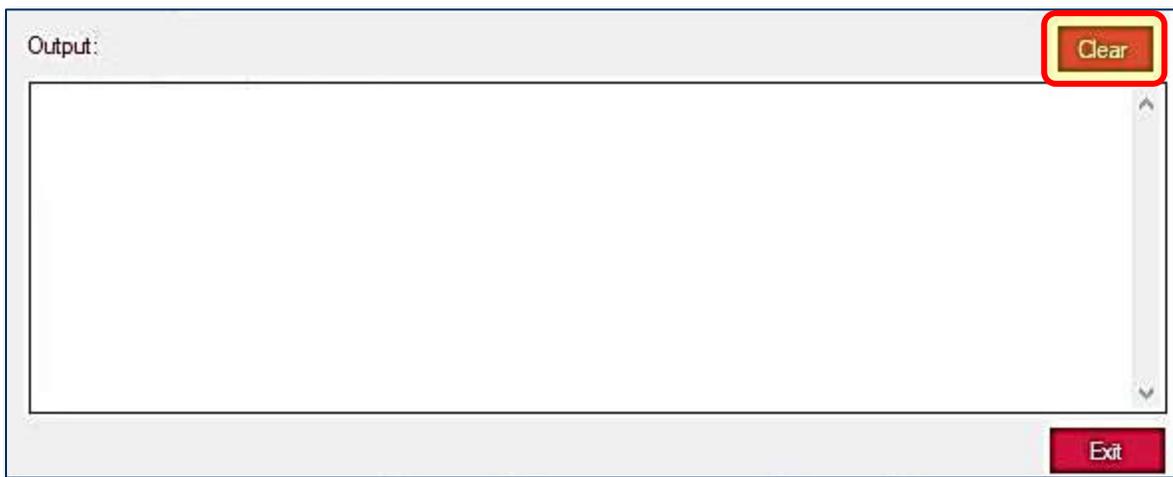


3.2.2 Utilities

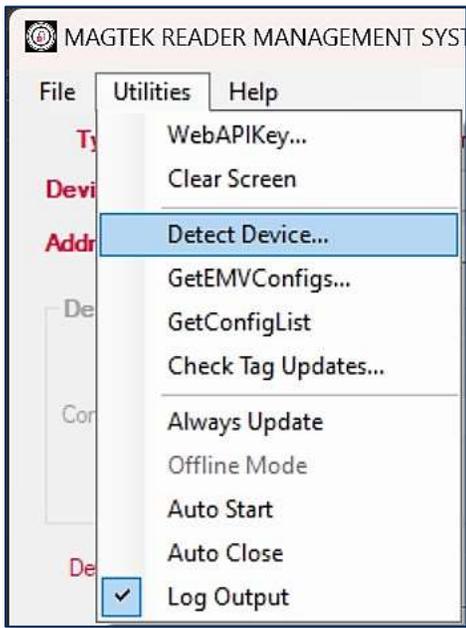
The Utilities tab has 9 active buttons for use with DynaFlex/DynaProx devices, **Offline Mode** is reserved for use with MagneSafe Devices.



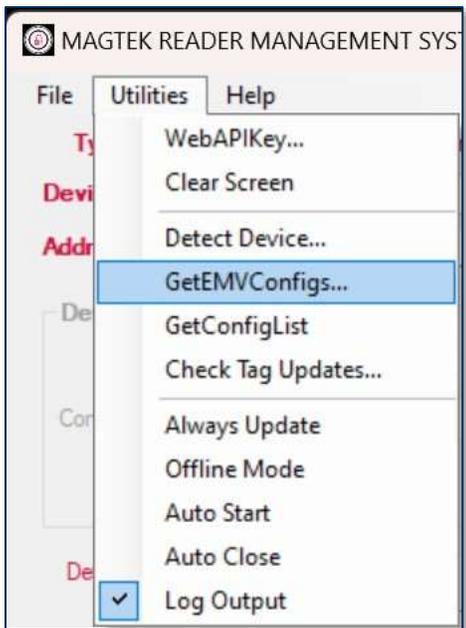
- **Web API Key:** The customer will select this button if they have their own custom Web API Key. This information will be provided by Magensa during onboarding.
- **Clear Screen:** This button removes all content from the Output field, performing the same function as the **Clear** button in the graphical user interface (GUI).



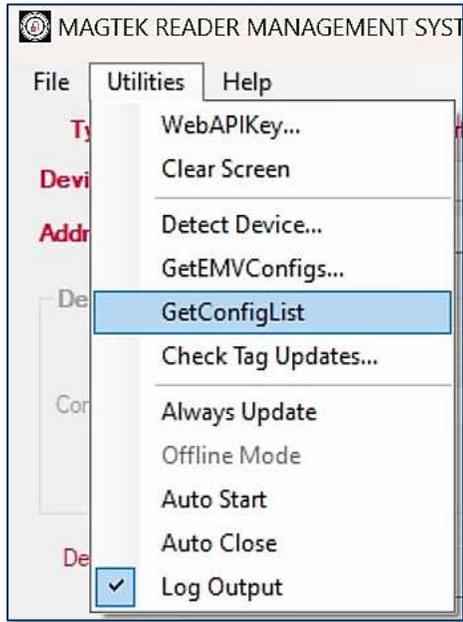
- **Detect Device:** This button scans for devices connected to the PC used for interfacing. It operates identically to the **Scan** button in the graphical user interface (GUI), prioritizing the first detected USB connection.



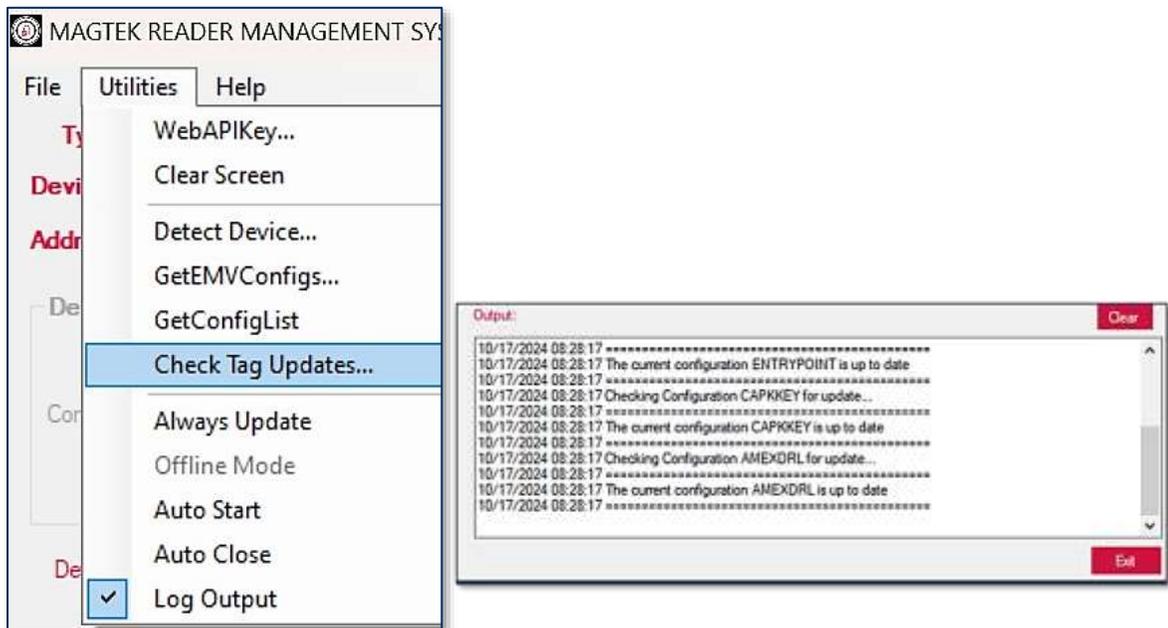
- **GetEMVConfigs:** This feature is only available on MagneSafe devices and is not supported on DynaFlex or DynaProx devices. It retrieves device information and logs the data.



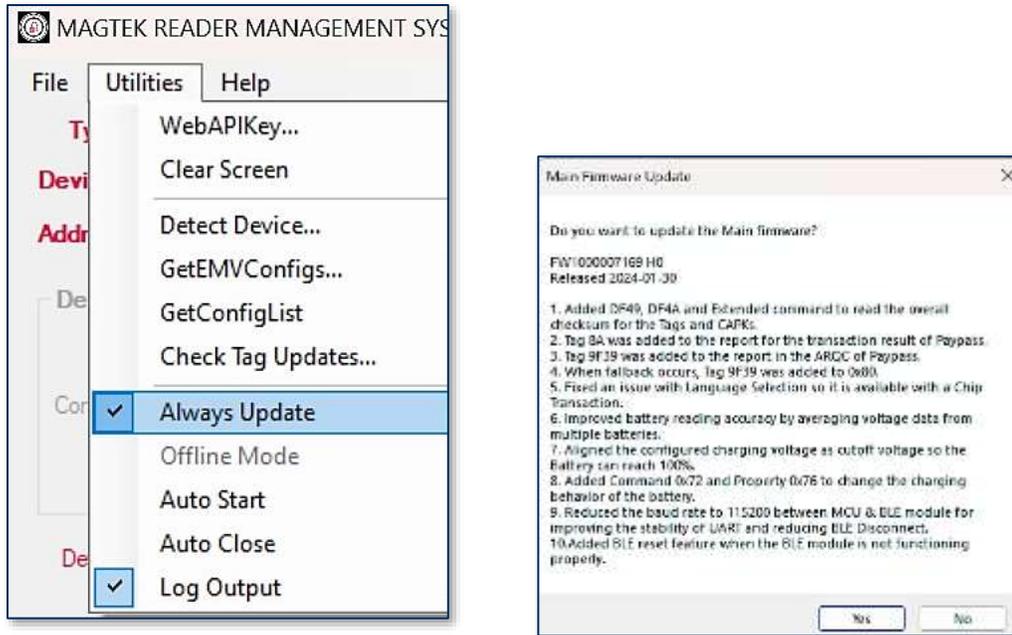
- **GetConfigList:** This button performs the same function as the **Check Config** button in the graphical user interface (GUI). It retrieves the device's current configuration and populates all available configurations in the Configurations dropdown tab.



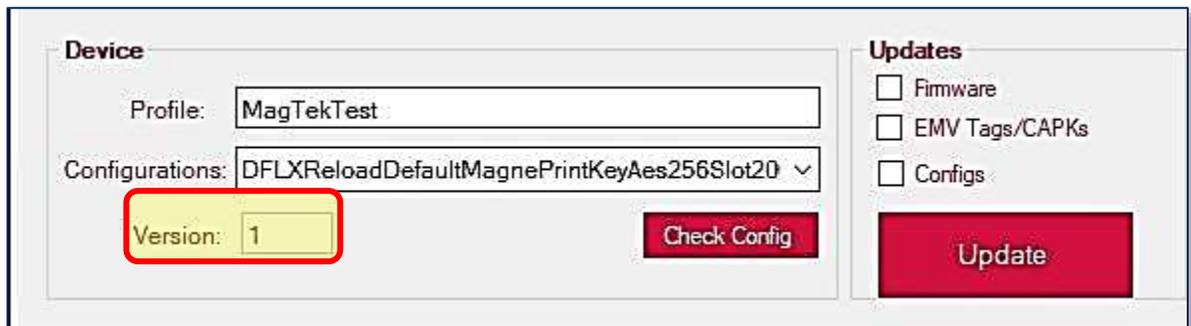
- **Check Tag Updates:** this button will check if the current EMV Tags and CAPKs are up to date and report the results in the output log.



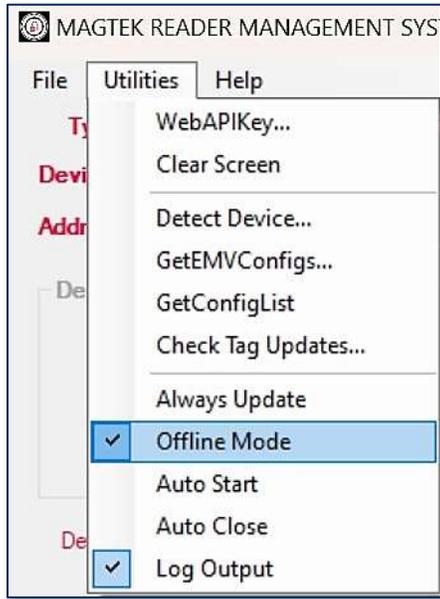
- **Always Update:** When this button is selected, the device will automatically update if its configuration version is lower than the version indicated in the Version field in the GUI. Selecting this button will suppress the “Yes/No” popup dialog (see image below) when an update is available.



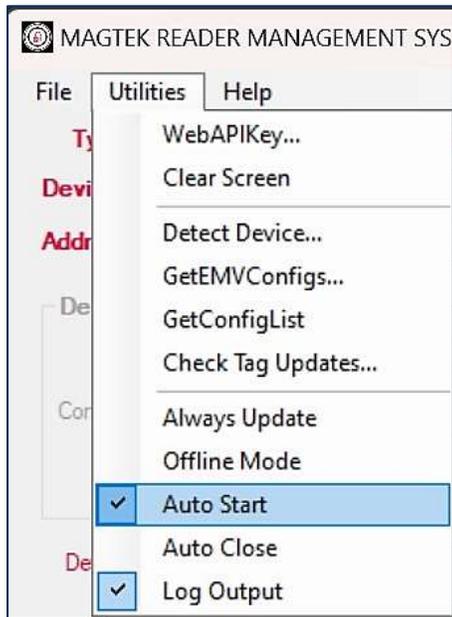
The RMS application keeps track of configuration versions in the GUI by indicating a value in Version field as illustrated below. The user may enter 0 in this field to force an update.



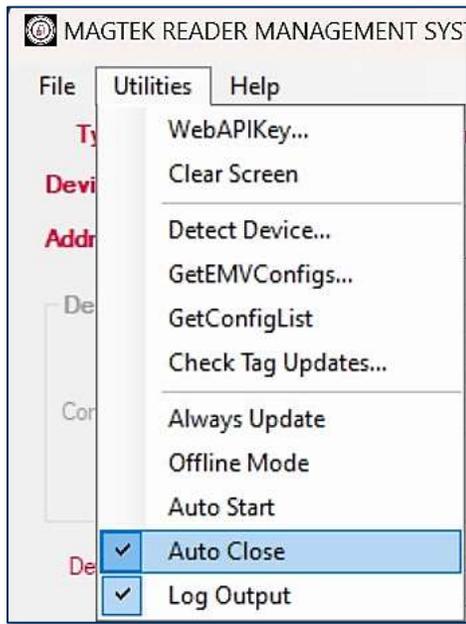
- **Offline Mode (MagneSafe Devices Only):** This button should be selected when the user **does not** want the RMS application to retrieve firmware or configuration data from external Online sources. The user must make prior arrangements with Magensa to obtain the relevant files and instructions needed for Offline Mode to work properly. This button does not work with DynaFlex/DynaProx devices.



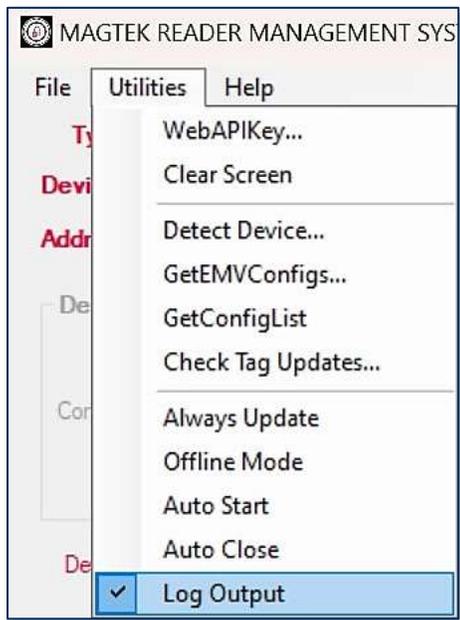
- **Auto Start:** When this button is selected, the RMS application will automatically start after launching the application.



- **Auto Close:** When this button is selected, the application will automatically close when all updates are complete.

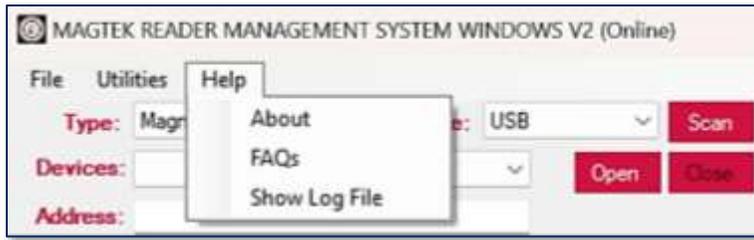


- **Log Output:** When this button is selected, it will enable RMS to store output details in a log file. To see the Log, the user can go to **Help** tab and select the **Show Log** button. For more details about the Help tab, see **3.2.3 Help**.

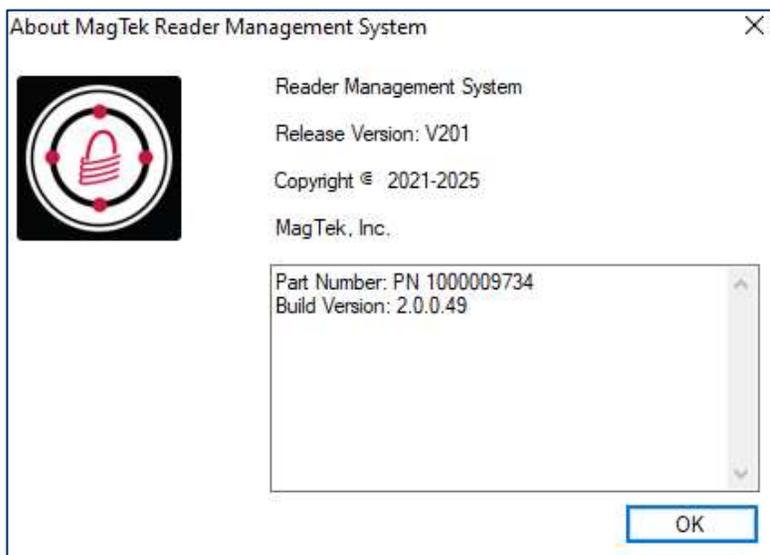
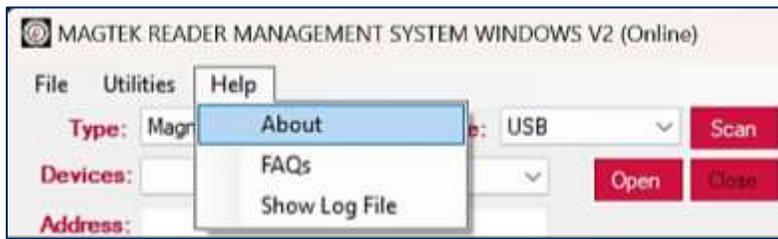


3.2.3 Help

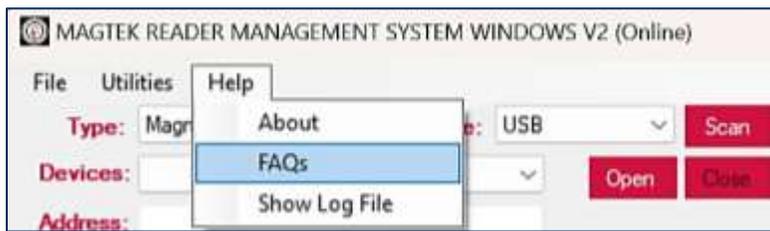
The Help Tab contains the **About**, **FAQs** and **Show Log File** options.



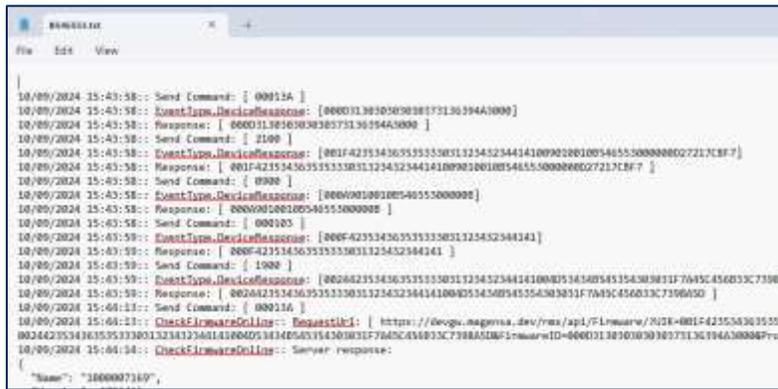
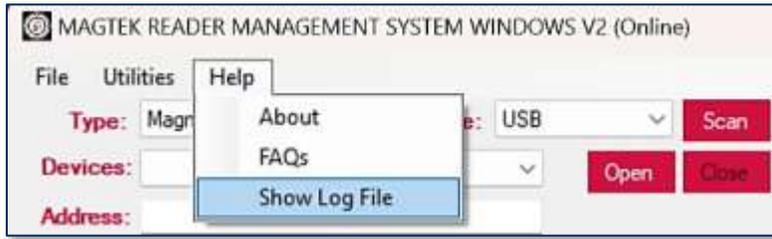
- **About**: this button displays a window with the name of the application, the version, and application PN number.



- **FAQs**: this button takes the user to the MagTek.com support page.



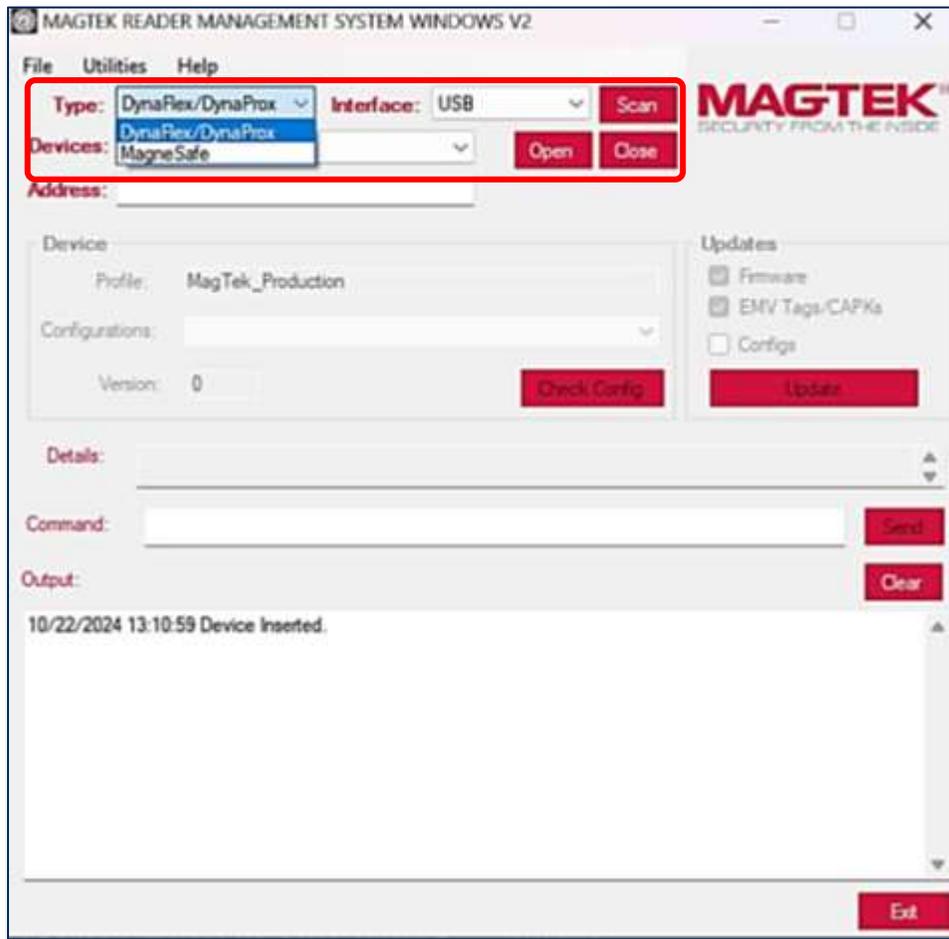
- **Show Log File:** this button displays txt file log of events only when a device is connected, and the Log Output button is checked in the Utilities Tab. This information is tied directly to the device serial number.



4 User Instructions (DynaFlex/DynaProx)

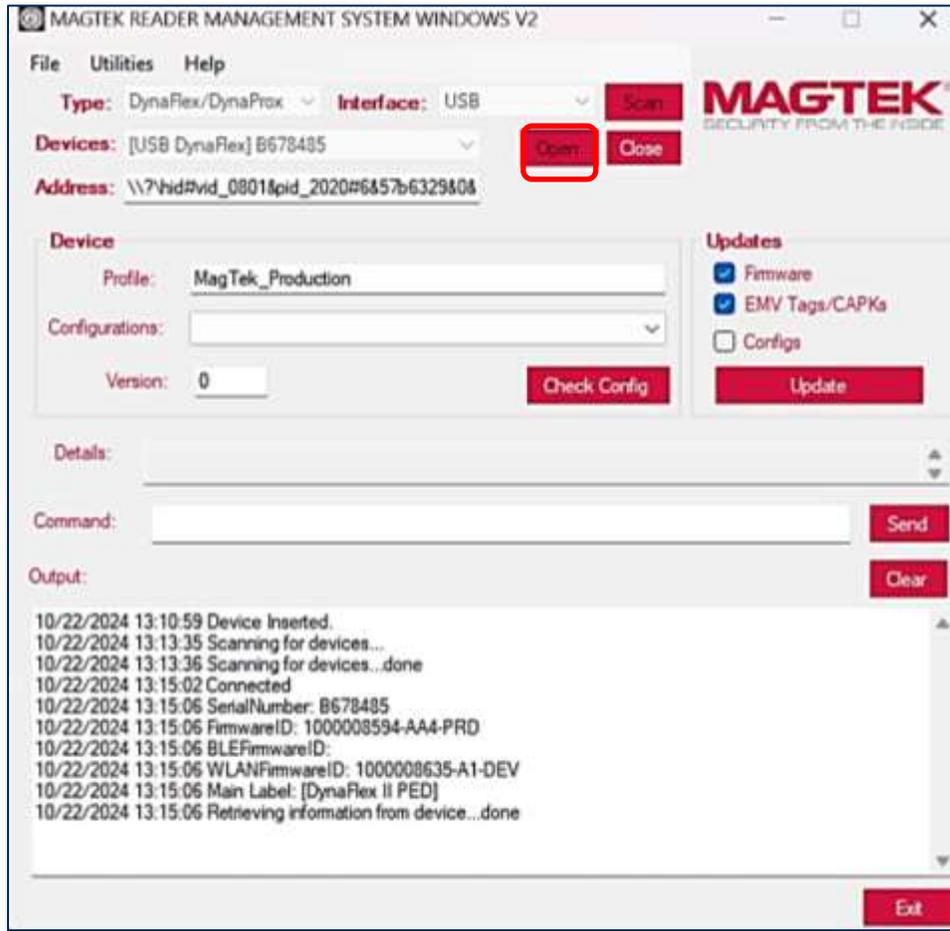
4.1 Connect to a PC

Select the device Type and Interface before connecting the device to your Windows PC. This application has no auto scan feature, the user must click **Scan** when ready to scan for devices.



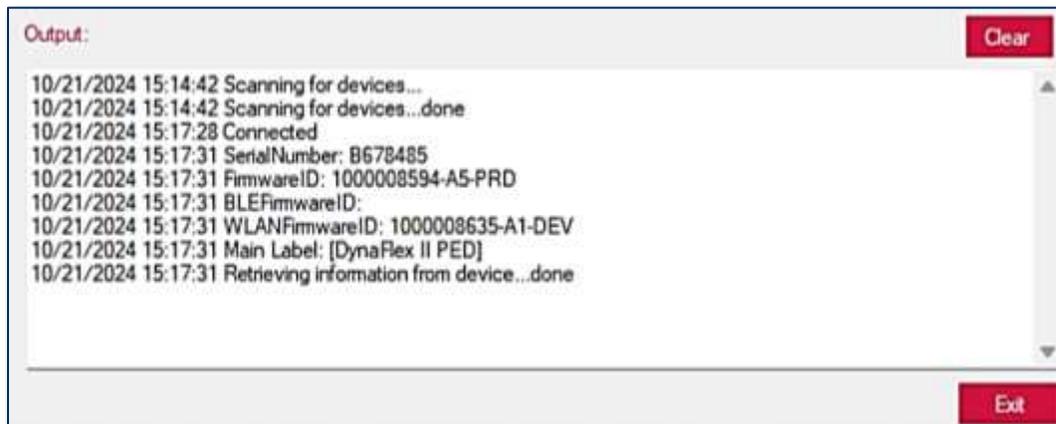
4.1.1 Open Device

After scanning for a device is complete, click **Open**.



4.1.2 Device Output

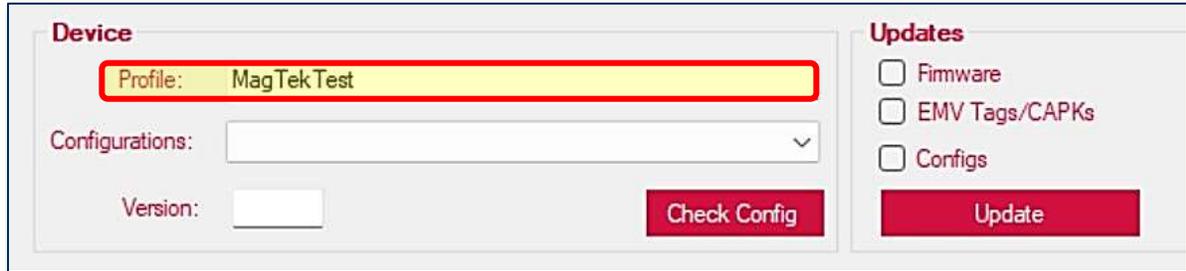
When successfully opened, the device will display data such as the serial number and firmware ID number at the bottom of the window in the **Output** field. This information will be necessary when contacting MagTek Support.



4.2 Profile Name

Find the "Profile Name" field. The default Profile Name is set to "MagTekProd," for production devices. It controls access to files used in MagTek's standard production deployments.

Note: the examples provided in this document will use the "MagTekTest" profile.



The screenshot shows a configuration window with two main sections: "Device" and "Updates". In the "Device" section, the "Profile:" field is highlighted with a red box and contains the text "MagTekTest". Below it is a "Configurations:" dropdown menu and a "Version:" input field. A red "Check Config" button is located to the right of the version field. In the "Updates" section, there are three checkboxes: "Firmware", "EMV Tags/CAPKs", and "Configs", all of which are unchecked. A red "Update" button is located below these checkboxes.

If you want to customize your RMS profile, you will need to contact your sales representative to create a unique profile.

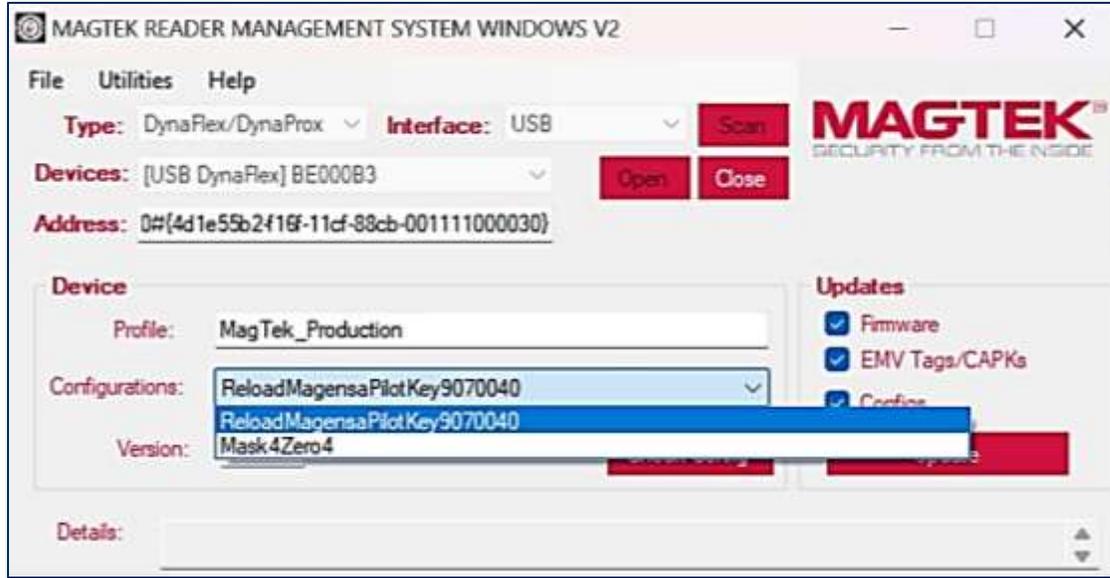
4.2.1 Check Configuration

The RMS application allows users to check a device's current configuration and change it. The profile will dictate which configurations auto populate in the dropdown Tab. To check the configuration of a device, click **Check Config**.



The screenshot shows the "MAGTEK READER MANAGEMENT SYSTEM WINDOWS V2" application window. The window title bar includes "File", "Utilities", and "Help" menus. The main interface features a "Type:" dropdown set to "DynaFlex/DynaProx" and an "Interface:" dropdown set to "USB". Below these are "Devices:" and "Address:" fields. The "Device" section shows "Profile:" set to "MagTek_Production" and "Configurations:" set to "ReloadMagensaPilotKey9070040". A "Version:" input field contains the number "1". A red "Check Config" button is positioned to the right of the version field. The "Updates" section has three unchecked checkboxes: "Firmware", "EMV Tags/CAPKs", and "Configs", with a red "Update" button below them. The "Details:" field displays "Reload Magensa Pilot DES2-DUKPT Key (9070040) For DynaFlex and DynaProx Devices". At the bottom, there is a "Command:" input field with a "Send" button, an "Output:" area with a "Clear" button, and an "Exit" button at the very bottom right. The output area shows two lines of text: "10/22/2024 13:29:45 Checking for configuration list..." and "10/22/2024 13:29:45 Checking for configuration list...done".

A list of available configurations will appear in the Details field.

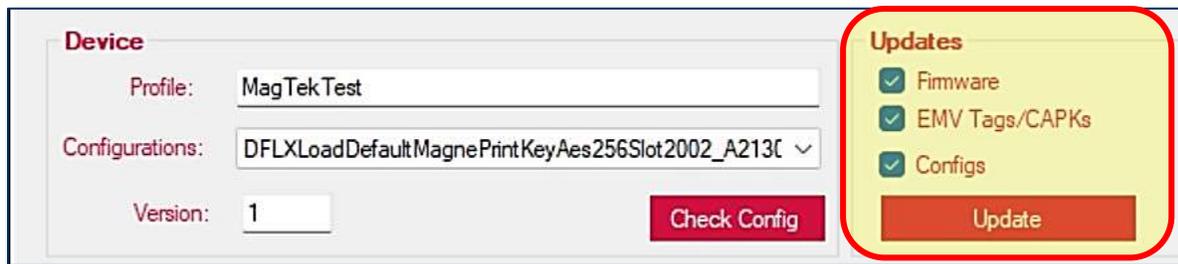


- When working with a customer created Profile, the user should have knowledge of the configuration list. Their organization is involved in the Profile creation with Magensa. The end operator should be told ahead of time which configuration to select.
- When working with a public MagTek Profile, the user may have to consult MagTek Support to determine the function of specific configurations.

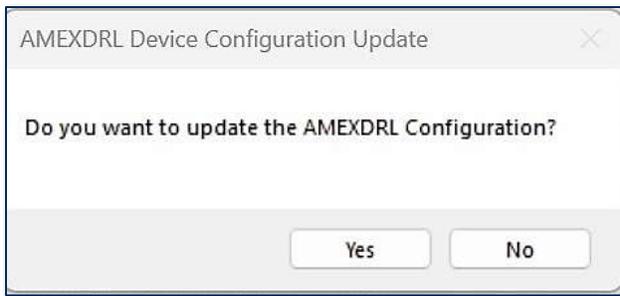
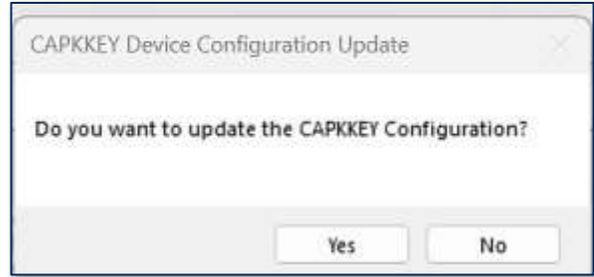
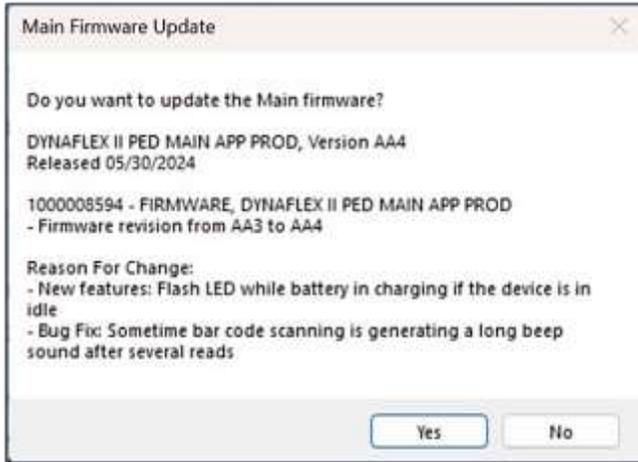
4.3 Updates

When a MagTek reader is connected, the user can press the **Update** button to update the device's Firmware, EMV Tags and/or Certificate Authority Public Keys (CAPKs).

The user can check which updates the device will receive. Once the updates have been checked, press **Update**.



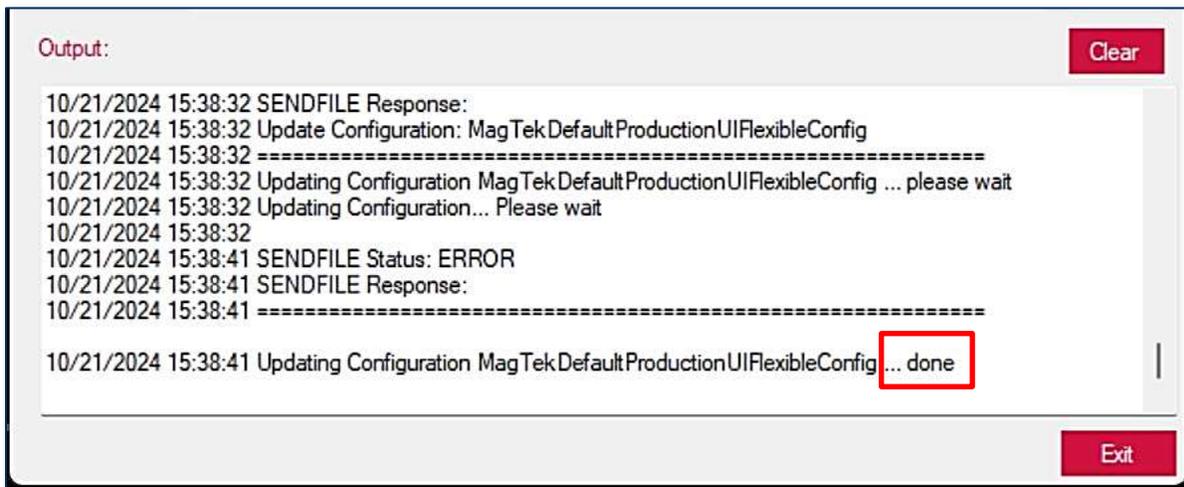
Note: Do not press **UI Buttons** or disconnect the device while firmware updates are in progress. The user will be prompted to click **Yes** or **NO** for each update that will be performed.



4.3.1 Updates Successful

When the update process is complete, the Details field will display: **...done** indicating the update is successful.

Note: The Details and Output field will display both successful updates and any failures when verifying update status.



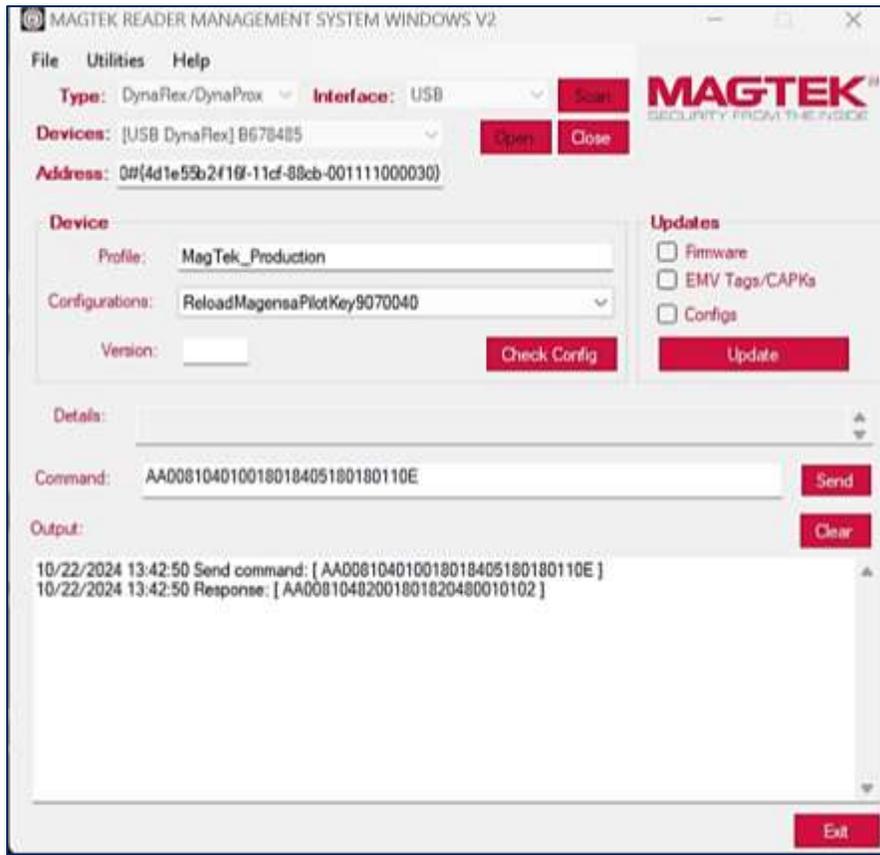
4.4 Commands

Navigate to the Command field to enter a command.

- Please see the individual device's Programmer's Manual for a full list of Commands.

4.4.1 Valid Command

When a valid command is entered, the Output field will return a response command that can be cross-referenced with a known response command to verify functionality. Command Request and Response examples can be found in the individual device's Programmer's Manuals.



Be sure to enter a Valid HEX String with no spaces between the bits, the application will not recognize Hex strings with spacing between bits.



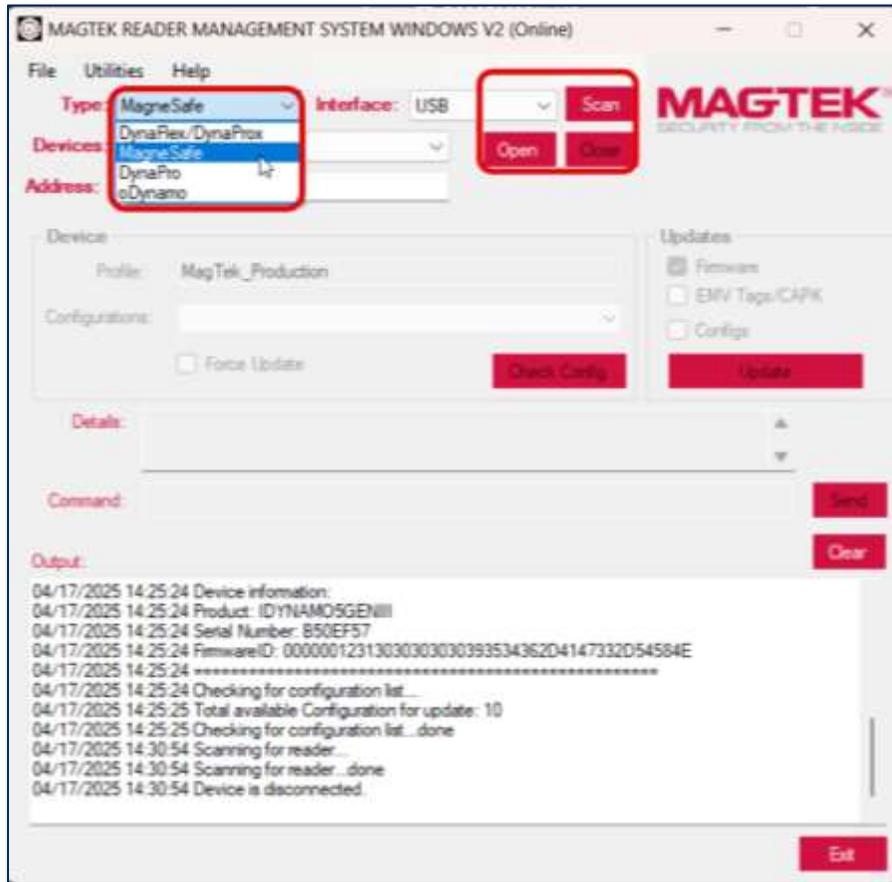
4.5 Exit

Press the **Exit** button to close the application.

5 User Instructions (MagneSafe)

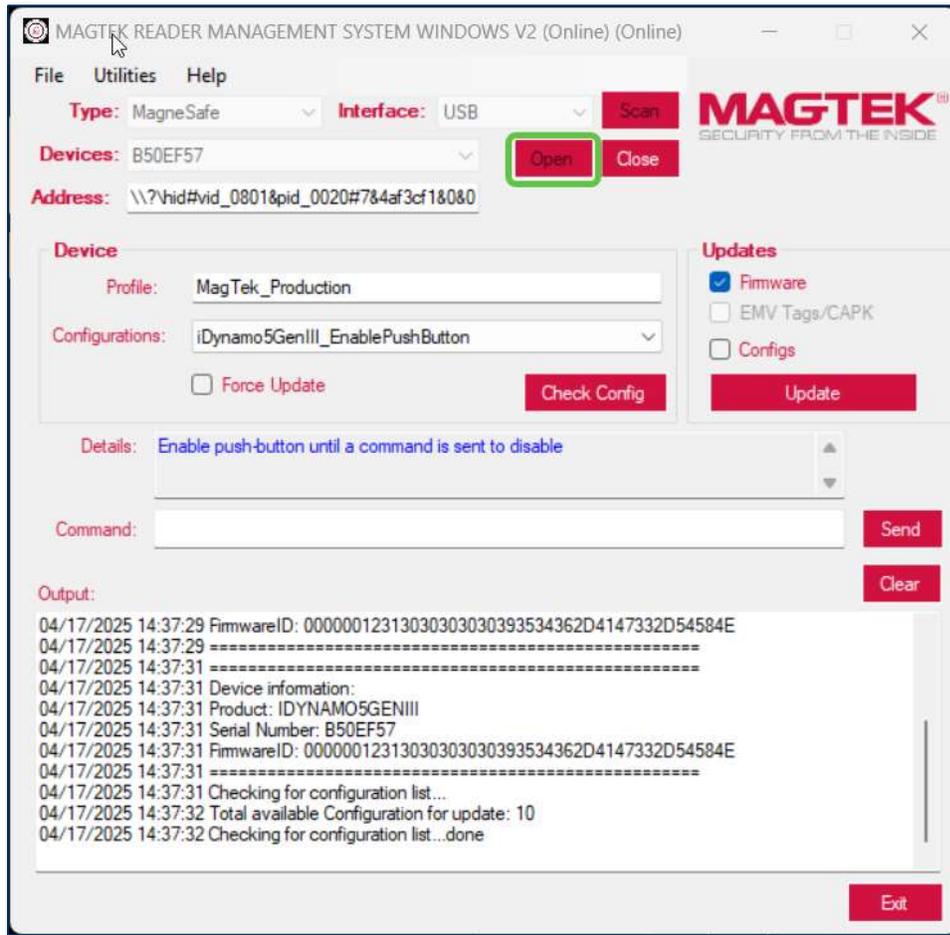
5.1 Connect to a PC

Select the device Type and Interface before connecting the device to your Windows PC. This application has no auto scan feature, the user must click **Scan** when ready to scan for devices.



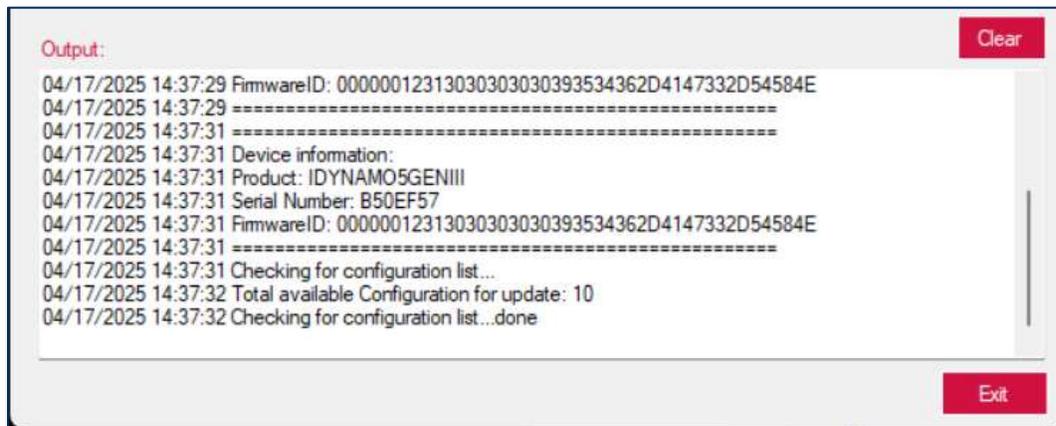
5.1.1 Open Device

After scanning for a device is complete, click **Open**.



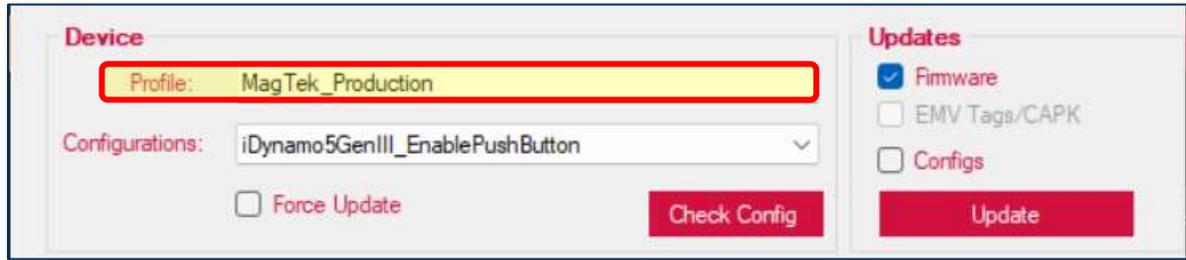
5.1.2 Device Output

When successfully opened, the device will display data such as the serial number and firmware ID number at the bottom of the window in the **Output** field. This information will be necessary when contacting MagTek Support.



5.2 Profile Name

Find the "Profile Name" field. The default Profile Name is set to "MagTek_Production," for production devices. It controls access to files used in MagTek's standard production deployments.

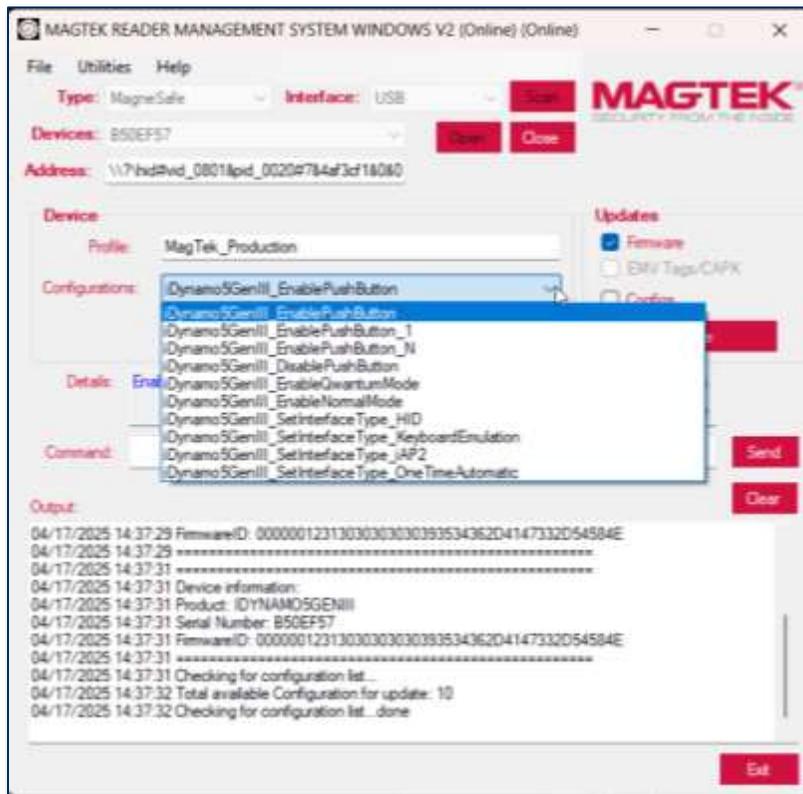


If you want to customize your RMS profile, you will need to contact your sales representative to create a unique profile.

5.2.1 Check Configuration

The RMS application allows users to check a device's current configuration and change it. The profile will dictate which configurations auto populate in the dropdown Tab. To check the configuration of a device, click **Check Config.**

A list of available configurations will appear in the Details field.

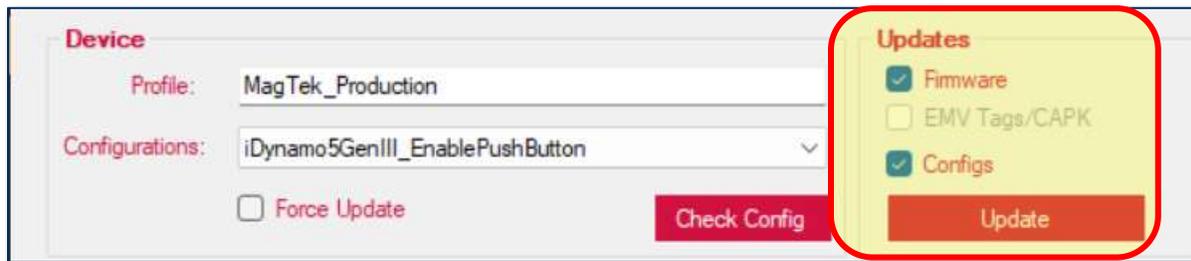


- When working with a customer created Profile, the user should have knowledge of the configuration list. Their organization is involved in the Profile creation with Magensa. The end operator should be told ahead of time which configuration to select.
- When working with a public MagTek Profile, the user may have to consult MagTek Support to determine the function of specific configurations.

5.3 Updates

When a MagTek reader is connected, the user can press the **Update** button to update the device's Firmware and Configs.

The user can check which updates the device will receive. Once the updates have been checked, press **Update**.

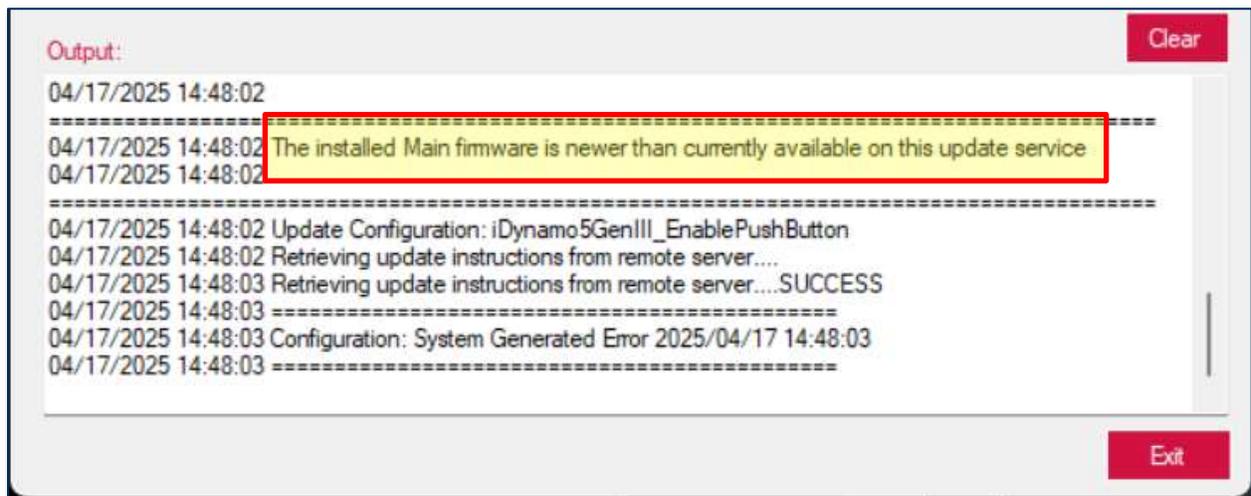


Note: Do not press **UI Buttons** or disconnect the device while firmware updates are in progress.

5.3.1 Update Status

When the update process is complete, the Details field will display: **The installed Main firmware is newer than currently available on this update service.** If the current configuration is up to date.

Note: The Details and Output field will display both successful updates and any failures when verifying update status.



5.4 Exit

Press the **Exit** button to close the application.

Appendix A Glossary of Terms

- API – Application Programming Interface
- EMV –Europay, MasterCard® and Visa®
- FAQs – Frequently Asked Questions
- KSN - Key Serial Number
- MUT - MagTek Update Token
- SDK – Software Developer’s Kit
- SN - Serial Number
- UIK - Unique Identifier Key

Appendix B Related Documentation

To view or download any of the documents mentioned in this manual, visit <https://www.magtek.com/support>.

B.1 Installation and Operation Manuals

D99820020-DYNAMAG DUO INSTALLATION AND OPERATION MANUAL

D998200382- DYNAFLEX FAMILY OF PRODUCTS THREE-WAY SECURE CARD READER AUTHENTICATORS INSTALLATION AND OPERATION MANUAL

D998200595- DYNAFLEX II GO SECURE CARD READER AUTHENTICATOR INSTALLATION AND OPERATION MANUAL

D998200110- EDYNAMO INSTALLATION AND OPERATION MANUAL

D998200321- IDYNAMO 6 INSTALLATION AND OPERATION MANUAL

D998200614- IDYNAMO 5 GEN III SECURE CARD READER INSTALLATION AND OPERATION MANUAL

D998200257- TDYNAMO INSTALLATION AND OPERATION MANUAL

D998200203- DYNAMAG DUO INSTALLATION AND OPERATION MANUAL

D998200104- DYNAPAD INSTALLATION AND OPERATION MANUAL

D998200265- DYNAWAVE INSTALLATION AND OPERATION MANUAL

B.2 Programmers Manuals

D998200383-DYNAFLEX PRODUCTS THREE-WAY SECURE CARD READER AUTHENTICATORS PROGRAMMER'S MANUAL (COMMANDS)

D998200489-DYNAPROX PRODUCTS EMV CONTACTLESS/NFC CARD READERS PROGRAMMER'S MANUAL (COMMANDS)

D998200597-DYNAFLEX II GO SECURE CARD READER PROGRAMMER'S MANUAL (COMMANDS)

D998200115-EDYNAMO PROGRAMMER'S MANUAL (COMMANDS)

D998200324-IDYNAMO 6 PROGRAMMER'S MANUAL (COMMANDS)

D998200226-TDYNAMO PROGRAMMER'S MANUAL (COMMANDS)

D998200587-IDYNAMO 5 GEN III SECURE CARD READER PROGRAMMERS MANUAL (COMMANDS)

D998200176-DYNAMAG / MAGNESAFE V5 INTELLIHEAD USB / MAGNESAFE V5 READERS USB PROGRAMMER'S MANUAL (COMMANDS)

D998200173-DYNAPAD PROGRAMMER'S MANUAL (COMMANDS)

D998200215- DYNAWAVE PROGRAMMER'S MANUAL (COMMANDS)

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