

Error "Failure - Payment: Unsupported entry mode (Q) returned" processing EMV transactions on a Bluefin device

Summary:

Error "Failure - Payment: Unsupported entry mode (Q) returned" processing EMV transactions on a Bluefin Ingenico device.

Cause:

BlueFin shipped a device configured for entry mode Q which is not supported in older versions of Uniterm.

Solution:

Upgrade UniTerm to 9.9.0 which added support for this new configuration or ask Bluefin to reconfigure devices to disable entry mode Q.

Support for Uniterm 9.9.3 was added in Counterpoint 8.5.6.5. Prior to that, Counterpoint supported Uniterm 9.7 (as of 8.5.6.4_003). Merchant will need to either upgrade to 8.5.6.5 or have BlueFin reconfigure the devices.

Online URL: <https://counterpoint.knowledgebase.co/article.php?id=1271>