

# Troubleshooting Tamper Protection Errors & Suspected Key Issues

## Summary:

For **all Tamper Protection Errors** follow steps below and then provide details to Account Managers. see steps below.

For **suspected key issues with Equinox and Ingenico**, see steps below.

NCR Voyix is tracking these incidents to identify root causes and prevent future occurrences.

## Solution:

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### **Tamper Protection Errors: Applies to all device manufacturers and models.**

If a device displays a **Tamper Protection Error**:

1. The device is considered **bricked** and must be **RMA'd**.
2. Collect and submit the following to Account Managers for ongoing investigation of cause.
  - Device Serial Number
  - PO details (or copy of the PO)
  - RMA number

## **Channel Sales and Account Managers**

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## **Ingenico & Equinox Suspected Key Issues**

1. Verify the injected keys using the steps below.
2. Take a photo of the key screen.
3. If the key is missing or incorrect:
  - Create a SNOW ticket.
  - RMA the device.
4. Collect and submit:
  - Key screen photo
  - Device Serial Number
  - PO details (or copy of the PO)
  - RMA number

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## **Steps for Ingenico Lane Devices**

To view injected keys:

1. Press **F**.
2. Enter **2634**.
3. Select **TSA**.
4. Select **4 - DUKPT KSN**.

Verify:

- **Slot 4** = SecurePay P2P Key
- **Slot 5** = Voyix Connect P2P Key

If the keys are incorrect, take a photo and RMA the device.

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### **Steps for Equinox Luxe Devices**

To view injected keys:

1. Press and hold the button below the **7** key until you hear a beep.
2. Press the same button **two more times**.
3. Select **Setup**.
4. Navigate to **System Utils > Encryption Keys**.

Verify:

- **Slot 31** should contain the **Voyix Connect P2P Key**.

If the key is incorrect or missing, take a photo and RMA the device.

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Online URL: <https://counterpoint.knowledgebase.co/article.php?id=1433>