Error: Pin XLate when authorizing debit cards

Summary:

Pin XLate error is returned when attempting to process a debit card.

Cause:

This indicates an issue with the encryption on the pin pad.

Solution:

Contact the processor or company that encrypted the pin pad. If assistance is needed, contact your Counterpoint business partner, or the NCR Account Manager.

Online URL: https://counterpoint.knowledgebase.co/article.php?id=150