

# Error: No -DKEY on Pin Pad

## Summary:

Error: No -DKEY on Pin Pad

Err no dkey

## Cause:

This typically indicates an issue with the encryption on the PinPad. Either the encryption has been blown or it never existed. This can happen as a result of a power failure or by unplugging / plugging in the PIN Pad before it was properly powered down.

## Solution:

- Check with the PIN Pad merchant or processor to ensure it was sent encrypted properly for the merchant and processor. If the device was purchased from NCR, contact your Account representative for assistance if needed. Have the part number available.

Online URL: <https://counterpoint.knowledgebase.co/article.php?id=219>