

Date: February 13, 2018
To: All Clients
Subject: Security Standards for Verifone Standalone Terminals
Product: POS Terminal Connectivity & Functionality
Action: Review and Take Action

Security Standards for Verifone Standalone Terminals

PCI 3.2 requires Heartland to use strong cryptography and security protocols to protect cardholder data processing over the internet. To be in compliance with this requirement, Heartland is implementing standards for IP processing including utilization of TLS 1.2 protocol, SHA-2 certificates, and secure cipher suites.

There are two dates to be aware of related to these standards for Verifone standalone terminals:

Effective March 27, 2018, merchants using IP connectivity on any Verifone Vx510, Vx570, and Vx610 terminals must be on Commserver v3.98 to support SHA-2 requirements. Terminals on older versions of Commserver will not be able to process transactions via IP and will be limited to dial-up only. These terminals will either need to be downloaded or replaced with newer models (such as the Verifone VX520 or VX680) to meet this requirement.

Effective December 31, 2018, merchants using IP connectivity on Verifone VX520 and VX680 terminals must be on the latest operating system and Commserver version to support secure cipher suite requirements. Terminals on older versions of Commserver will not be able to process transactions via IP and will be limited to dial-up only. Verifone Vx510, Vx570, and Vx610 terminals are unable to support the secure cipher suite requirements, and merchants using IP connectivity on these models will therefore either need to replace their terminals with newer models or be limited to dial-up only.

Since a download to the Verifone Vx510, Vx570, and Vx610 terminals is just a temporary fix, it is strongly recommended that merchants consider replacing these terminals with VX520 or VX680 devices instead.

Your account representative will be contacting you to provide you with a list of locations which need to receive these updates and to help coordinate next steps.

Please contact Heartland with any questions.