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System and Configuration Requirements

This document provides system and configuration requirements for the use of OTC Kiosk Tablet for Check Capture and Card Processing.

OTC Kiosk Tablet General Requirements

This section details the system and configuration requirements necessary to use all OTC Kiosk functionality. Additional requirements are necessary for OTC Kiosk Tablet Check Capture and Card Processing. Refer to the “OTC Kiosk Check Capture Requirements” and the “OTC Kiosk Tablet Card Processing” section for more information.

Hardware Requirements

The following hardware is necessary to operate the OTC Kiosk:

- **Tablet**: Microsoft - Surface Pro
- **Stand**: Viozon Surface Pro
- **Printer**: LaserJet A4
- **Keyboard**: Cherry J86-4400 Vandal-Proof Keyboard
- **Check Scanner** (For Check Processing Only): RDM EC9100i
- **Card Reader** (For Card Processing Only): Verifone MX925 Terminal
- **Hub**: Ethernet/USB
- **Additional hardware**: Surge protector with six outlets

Operating System

The following Operating System is supported by the OTC Kiosk Tablet:

- **Windows 10** (OTC Kiosk supports the 64-bit version of the operating system)
  - Note: Windows 10 comes pre-installed on the Tablet
- **Zoom**: Must be set at the default (200% zoom).

System Requirements

The following are requirements necessary to operate the OTC Kiosk:

- **Web Browser**: Internet Explorer 11 (OTC Kiosk supports 64-bit)
  - Note: Internet Explorer must be in “Kiosk mode”
- **Internet Options Security Settings**:
  - To ensure the highest level of security, the “**Use TLS 1.2**” option must be enabled for all workstations using Internet Explorer browser.
  - Device Encryption: It is highly advised to turn on device encryption using Windows operating system BitLocker. For details instructions, click or copy and paste the following link: https://support.microsoft.com/en-us/help/4028713/windows-10-turn-on-device-encryption
  - “**Use SSL 2.0**”, “**Use SSL 3.0**”, and “**Use TLS 1.1**” may need to be enabled if any of these settings are required for other applications or web sites.
- **Ports**: Router/Firewall Administrators must ensure and verify that outbound ACL (Access Control List) has complete https access, on port 443.
- **Workstation Memory**: 2 GB physical memory is required; 4 GB is recommended.
- **Free Disk Space**: 128 GB of free disk space is required.
- **Window Resolution**: The recommended minimum resolution for the OTC Kiosk is 2736x1824.

Other Requirements

- **Windows Profile**: Must have a Windows Profile to access the online system.
- **OLB Credentials**: Kiosk Operator must have OLB Credentials to access the online system.
- **OTCnet Credentials**: Kiosk Operator must have their OTCnet Credentials to access the online system.
- **Email Address**: Kiosk Operator must have access to a unique email address to change their initial OTCnet passwords and access the online system.
OTCnet Local Bridge (OLB) System Requirements

OLB Prerequisites
Agencies are required to change their **IE configuration settings** prior to running the OLB application. Assistance may be required from the Agency’s information technology (IT) team and these actions may need to be performed via group policy. These prerequisites are applicable to OTCnet Online and the OTCnet Kiosk application.

**Agencies Change Their IE Configuration Settings**

A. **Local Intranet:** If the “**Automatically detect intranet network**” option or the “**Include all local (intranet) sites not listed in other zones**” option is enabled (checked) under the “**Sites**” button in the **Local Intranet** zone, follow the steps below to configure your IE settings:
   - Ensure the “**Display Intranet sites in Compatibility View**” option is disabled (unchecked).
   - Enable **Protected Mode** in the **Trusted Sites** and **Local Intranet** zones.
   - Add the OTCnet URL (i.e., *.otcnet.fms.treas.gov* and *.otcnet.for.fiscal.treasury.gov* as a site in the Local Intranet Zone. Please ensure other OTCnet specific websites, such as [www.otcnet.fms.treas.gov](http://www.otcnet.fms.treas.gov) or qai.otcnet.fms.treas.gov are not included.
     - **Please Note:** In December 2020, *.otcnet.fms.treas.gov* will be retired and replaced with *.otcnet.for.fiscal.treasury.gov*

B. **Compatibility View Settings:** If checked, uncheck the **Display Intranet Sites in Compatibility View** checkbox under the **Compatibility View Settings**.

Installing the OLB
Unless your Agency requires OTCnet to use an external JRE, it is recommended to use the default configuration, which includes a built-in JRE with the OTCnet Offline/OLB applications. We recommend using the built-in JRE as agency IT teams may need to modify the location of the JRE in the startup property files for the OLB or OTCnet Offline application when the external JRE is updated. With the built-in JRE, Agency IT teams will not need to modify the startup property files for the OLB or OTCnet Offline applications.

OTC Kiosk Tablet Check Processing Requirements
This section outlines additional requirements necessary to perform the OTC Kiosk Check Processing/check scanning. These requirements are only necessary if OTCnet is used for check processing/check scanning.

**Additional System Requirements**
The following system requirements are necessary for using OTC Kiosk Tablet Check Processing. These requirements must be performed by a Windows administrator (a user who is logged onto the workstation as a workstation administrator):

- **Scanner Drivers (.MSI installation file):** Scanner driver and Firmware (provided in an .MSI installation file) must be installed on the workstation. Instructions for obtaining and installing the .MSI file will be provided in a separate document. Further information is provided below in the Technical Reference Guide.

**Check Capture Hardware/Scanner Requirements**
The following hardware requirements are necessary for using the OTC Kiosk Check Processing:

- Access to a printer from the workstation where you will be using the OTC Kiosk Tablet for Check Processing.
- The compatible check scanner connected to the workstation with an available USB 2.0 port.
- The following table lists the hardware that is compatible with the OTC Kiosk Tablet. The table also indicates which version of the driver and Firmware is required for each combination of hardware and operating system.
Check Processing Scanner Requirements

<table>
<thead>
<tr>
<th>Scanner Model</th>
<th>Operating System</th>
<th>Firmware</th>
<th>OLB Compatibility</th>
<th>Microsoft Visual C++ Redistributable Package</th>
<th>Microsoft .NET Framework</th>
</tr>
</thead>
<tbody>
<tr>
<td>RDM EC9100i</td>
<td>Windows 10</td>
<td>4.2.0*</td>
<td>2.1.0</td>
<td>VC++ 2015-2019 (x86)</td>
<td>4.5.2</td>
</tr>
</tbody>
</table>

*Firmware 4.2 will be released and replace version 4.1 for OTCnet Online. We recommend as a best practice to upgrade to the latest version of firmware.

There is one prerequisite VC++ redistributable package that is required to be installed prior to using 4.2.0:


OTC Kiosk Tablet Card Processing Requirements

This section outlines additional requirements necessary to perform the OTC Kiosk Card Processing. These requirements are only necessary if OTCnet is used for Card Processing. Additional system and configuration requirements are necessary to utilize OTCnet Card Processing, which is available for users accepting credit, debit, and gift card pay types.

Card Processing Hardware Requirements

The following hardware requirements are necessary for using the OTC Kiosk Tablet Card Processing:

- Access to a printer from the workstation where you will be using the OTC Kiosk Tablet for Check Processing (This printer can be the same printer used for Check Processing).
- The compatible card reader (Verifone MX 925 terminal)
- The following table lists the Card Processing hardware that is compatible with the OTC Kiosk Tablet:

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<thead>
<tr>
<th>Operating System</th>
<th>Windows 10</th>
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<tbody>
<tr>
<td>Browser</td>
<td>IE 11</td>
</tr>
<tr>
<td>Firmware</td>
<td>N/A</td>
</tr>
<tr>
<td>Card Processing Terminal Supported</td>
<td>Verifone MX925 Terminal</td>
</tr>
<tr>
<td>OLB Version</td>
<td>2.1.0</td>
</tr>
<tr>
<td>OLB External JRE Supported (optional)</td>
<td>JRE 11 64bit</td>
</tr>
</tbody>
</table>

Additional System Requirements for Verifone Devices

The following system requirements are necessary to use OTCnet Card Processing.

- **Port Setting for TruRating on MX Devices:**
  - URL: [https://service-v2xx.trurating.com/api/servicemessage](https://service-v2xx.trurating.com/api/servicemessage)
  - IP Address: N/A
  - Port: 443

- **Port Setting for Dynamic Currency Conversion on MX Devices:**
  - URL: [https://dhsus.fexcodccapps.com](https://dhsus.fexcodccapps.com)
  - IP Address: 98.129.19.224
  - Port: N/A
OTC Kiosk Tablet Bandwidth Requirements
This section provides the minimum internet connectivity recommendations for setting up and using the OTC Kiosk Tablet.

**Bandwidth**
- A 1.2 MBPS connection is recommended to download the OTC Kiosk Scanner Firmware
- A 512 KBPS connection is recommended to use the OTC Kiosk Online application

Technical Reference Guide
This section provides further information to your Agency System Administrator on the system and configuration requirements needed for the online use of the OTC Kiosk Tablet. **Check Scanning and Check Processing requirements are only necessary if the OTC Kiosk Tablet is used for Check Processing/Check Scanning.** Your agency's OTCnet Point of Contact (POC) has the Deployment Specialist's contact information, should you require assistance.

OTC Kiosk General Requirements
- **Entrust Root Certificate:** The following two certificates must be installed in the certificate store on your workstation. These certificates are normally installed by default with the operating system and/or Internet Explorer. If they do not exist or have been removed, you will need to have your agency install/re-install the certificates:
  - [Entrust Certification Authority - L1K](#) – install in "Intermediate Certification Authorities" certificate store on workstation
  - [Entrust Root Certification Authority - G2](#) – install in “Trusted Root Certification Authorities” certificate store on workstation
- **Internet Options Security Settings:** "Use TLS 1.2" must be enabled in the advanced tab of Internet Options for all user profiles on the workstation. Multiple TLS (Transport Layer Security) versions may be available in your browser settings and at least one of these is normally enabled by default. You must ensure "Use TLS 1.2" is enabled to access both ITIM and OTCnet from the same browser. If the workstation is using Internet Explorer browser, "Use TLS 1.2" must be enabled to ensure the highest level of security to use OTCnet.

Check Capture
- **JavaScript must be enabled in browser:** If you cannot add the OTCnet URL to the Trusted Sites Zone, or if your organization does not enable JavaScript in the Trusted Sites Zone for workstations, you will need to enable JavaScript in all Zones for all user profiles on each OTC Kiosk workstation to use Check Processing.
- **Scanner Drivers (.MSI installation file):** Scanner driver and Firmware (provided in an .MSI installation file) must be installed on the workstation. Instructions for obtaining and installing the .MSI file can be found in the OTCnet Web Based Training, Module 6.3: [Download and Install Firmware](#).

For More Information
To learn more, email us at [FiscalService.OTCDeployment@citi.com](mailto:FiscalService.OTCDeployment@citi.com), or call 703-377-5586.