

# Ingenico iSC 250 Errors

## Datacap Configuration not found or incorrect.

- The device does not have the datacap forms loaded, or the RBA, or the End-to-End Encryption loaded on the device. Please contact your pinpad vendor.
- If the device boots up with "lane closed" then this confirms that the datacap forms were not loaded. The device should say "Welcome" when programmed properly.
- <http://www.datacapsystems.com/ingenico-isc250>

## Not certified for '0526' kernal

- Must update the dsiEMVX

## Encryption should not be enabled

- Each pinpad has an option for encrypted or non-encrypted. You need to select the correct device from the device list that matches the encryption of the device. Generally Worldpay(Mercury) is encrypted, and all others are not.
- ie there will be an **Ingenico is250 Rapid Connect E2E** and a **Ingenico is250 Rapid Connect** (no E2E)

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