

**Ingenico iPP320 v.4 & iPP350 v.4 Product Notice**  
**by Ingenico Inc. (“Ingenico” or “Ingenico Group”)**  
*Mandatory SDK updates for the iPP320 v.4 & iPP350 v.4*

*Alpharetta, GA, August 22, 2019* — This Product Notice is intended to guidance on the mandatory SDK updates for the Ingenico iPP320 v.4 (“iPP320v4”) and Ingenico iPP350 v.4 (“iPP350v4”).

**Executive Overview**

The iPP320v4 and iPP350v4 have recently received a hardware update in production which requires changes to the Telium 2 SDK. All iPP320v4 and iPP350v4 require the use of the Telium 2 SDK 9.28.0.

**Issue Summary**

Ingenico applied a required engineering change to the iPP320v4 and iPP350v4 devices which updates a hardware component. The upgrade of this component required an update to the security profile (3\_E770D) which cannot be downgraded. The security profile only accepts software packages containing the Telium 2 SDK v9.28.00 and higher. Attempts to load software containing an older Telium 2 SDK will result in a software download error.

**Impact**

All newly manufactured iPP320v4 and iPP350v4 devices are affected by this engineering change order. The impacted devices include the following device part numbers:

- IPP320-31P3495A
- IPP320-31P3497A
- IPP320-31P3833A
- IPP350-31P3491A
- IPP350-31P3493A

**Resolution**

Customers are required to upgrade the RBA or UIA solution to an acceptable version, as noted below. The resolution to this change is for all software packages loaded on the impacted iPP3XX devices use/contain Telium 2 SDK v9.28.00 or higher, as noted below.

Telium SDK/Custom Application Customers

In connection with the use of the above impacted devices, Customers that write their or use their own Telium 2 applications must update their software and solutions to use Telium 2 SDK v9.28.00 or higher. Ingenico recommends using the latest Telium 2 SDK v9.32.00 or higher.

### RBA Customers

Ingenico has reviewed previous releases of RBA and determined RBA v20 is the minimum version of RBA that can be loaded on the iPP3XX devices with updated security profiles. Customers on older versions of RBA (i.e. v19 and below) should upgrade to RBA v23 as soon as possible.

### UIA Customers

Ingenico has reviewed previous releases of UIA and determined UIA v18 is the minimum version of UIA that is to be loaded on the iPP3XX devices with the updated security profiles. Customers on older versions of UIA (i.e. v17 and below) should upgrade to UIA v19 as soon as possible.

**I am here to help and assist with the above issue and how it impacts you.**

**Please contact me and we can discuss next steps.**

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