OTC Kiosk Tablet System Requirements & Reference Guide

Release 4.13.1

Bureau of the Fiscal Service OTC Kiosk Tablet System Requirements and Reference Guide Last Updated 11/2025

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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 features and the OTC Kiosk Tablet specifications. Additional requirements are necessary for OTC Kiosk Tablet Check Capture and Card Processing. Refer to the "Check Capture" and the "OTC Kiosk Tablet Card Processing" section for more information.

Hardware Requirements

The following hardware is necessary to operate the OTC Kiosk Tablet:
- **Tablet:** Microsoft - Surface Pro (recommended)
- **PIV/CAC Reader:** Identiv SCR 3310 (recommended)
- **Stand:** Viozon Surface Pro (recommended)
- **Printers:**
    - Any Windows printer that supports 8.5"x 11" paper or an 80mm 3.125in printer (optional) for receipt printing
- **Keyboard:** Cherry J86-4400 Vandal-Proof Keyboard (recommended)
- **Check Scanners:** (For Check Processing Only): RDM EC9100i, RDM EC9600i, RDM EC9700i, Panini I:Deal, or Panini VisionX
- **Card Reader:** (For Card Processing Only): Verifone MX925 and M440
- **Hub:** Ethernet/USB
- **Additional hardware:** Surge protector with six outlets

Operating System and Java Environment

The following Operating Systems and Java Environments are supported by the OTC Kiosk Tablet:
- **Windows 11 and 10** (OTC Kiosk supports the 64-bit version of the operating system)
    - Note: Windows 10 comes pre-installed on the Microsoft Surface Pro Tablet
- **Java 8, 11, 17, or 21.** OTCnet supports:
    - JDK distributions from Oracle (paid licenses)
    - JDK and JRE distributions from Adoptium and Amazon Corretto (open source licenses)
- The OLB v2.7.0.1 requires Java 11, 17, or 21 (JDK or JRE). It is not compatible with Java 8.

System Requirements

The following are requirements necessary to operate the OTC Kiosk:
- **Web Browsers:**
    - Microsoft Edge (Version 79 or higher)
        - **Note:** Chrome must be in "Kiosk mode"
        - **Zoom:** Must be set at 100% zoom.
    - Google Chrome (Chrome) (OTC Kiosk supports 64-bit)
        - **Note:** Chrome must be in "Kiosk mode"
        - **Zoom:** Must be set at 100% zoom.
- **Internet Options Security Settings**:
    - **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
- **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 Tablet is 2736x1824.
- **Java Versions:** Java versions 8, 11, 17, or 21 are necessary for check processing and card processing. OTCnet supports JDK distributions from Oracle and JDK/JRE distributions from Adoptium and Amazon Corretto.

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 OTCnet Credentials to access the online system.
- **Access to OTCnet**: OTCnet Online can only be accessed using PIV, PIV-I, CAC or ID.me. Users who were issued PIV or CAC credentials must use their PIV/CAC credentials to access OTCnet. Users who were not issued (or whose organization cannot issue) PIV, PIV-I or CAC credentials must use ID.me to access OTCnet. Note that users issued with PIV or CAC credentials are not authorized to use an ID.me account to access OTCnet.
- **New users (PIV/CAC)**: New users to OTCnet who are PIV/CAC users must perform the following steps to gain access to OTCnet:
    1. Access https://www.otcnet.for.fiscal.treasury.gov using the PIV/CAC option on the OTCnet login page. If this is the first time the user has accessed any Fiscal Service system, service or application using their PIV/CAC credentials, they will be prompted to enter their email address, and once entered, an authorization code will be sent to this email address. The code must be entered to create their Fiscal Service CAIA identity; the user will see the following message: "***An entitlement request has been submitted to enable privileged access to OTCnet***".
    2. After performing step 1, the user must contact their OTCnet PLSA or LSA and ask them to assign the authorized OTCnet role(s) and high-level OTCnet organization(s) to their Fiscal Service CAIA identity.
    3. Once the PLSA/LSA informs the user that they have completed step 2, the user must log into OTCnet again: https://www.otcnet.for.fiscal.treasury.gov. Upon doing so, the user will see the message: "***Thank you for logging into OTCnet. You have completed the steps to request access to the application.***"
    4. After the user completes step 3, they must contact their PLSA/LSA again, and ask them to assign the authorized OTCnet roles and endpoints to their OTCnet account. Once the PLSA/LSA completes this task, the user will have full access to OTCnet. After access is gained, the user will receive an email titled **"Welcome to OTCnet."**

    The PLSA/LSA may assign the new user's roles and endpoints in advance by using the "Import User" functionality in the OTCnet application in lieu of completing Steps 3-4.
- **New users (ID.me)**: New users to OTCnet who are existing or new ID.me users must perform the following steps to gain access to OTCnet:
    1. Access https://www.otcnet.for.fiscal.treasury.gov using the ID.me option on the OTCnet login page. If the user does not have an existing ID.me account, they must click on the "**Create an ID.me account"** link on the ID.me login page to create their ID.me account, ensuring that they use their work email to create the account. ID.me account creation requires selecting an MFA option (see table below) and performing identity proofing. Identity proofing is a one-time process requiring the user to enter their SSN and to submit a picture/scan of a valid government ID (e.g. a passport or driver's license) and a selfie photo to confirm the user's identity. Upon successful ID.me account creation (for new ID.me users) or successful authentication (for existing ID.me account users), the user will see the following message: "***An entitlement request has been submitted to enable privileged access to OTCnet***".
    2. After completing step 1, the user must follow steps 2 through 4 detailed in the "**New users (PIV/CAC)**" section.

OTC Kiosk Tablet Specs

- Tablet - Core i5 1035G4 / 1.1 GHz - Win 10 Pro - 8 GB RAM - 128 GB SSD 12.3" touchscreen 2736 x 1824 - Iris Plus Graphics - Bluetooth, Wi-Fi - platinum - commercial.

OTCnet Local Bridge (OLB) System Requirements

Installing the OLB
Upon installation, the OLB application is configured to use Java Runtime Environment (JRE) or Java Development Kit (JDK). The OLB is compatible with JRE/JDK versions 11, 17 or 21. OLB version 2.7.0.1 is not compatible with Java 8.

If you recently upgraded to Windows 11 or Windows 10 and the OLB desktop icon no longer successfully starts the OLB, reinstall the OLB before attempting to restart the OLB. You will need to reconfigure the OLB startup property file with the JRE location if you are using an external (i.e., workstation installed) JRE with the OLB.

For more information and step-by-step guidance on how to download and install the OLB, visit the following:

- OTCnet Local Bridge (OLB) Information and Resources:
  https://fiscal.treasury.gov/otcnet/local-bridge-information-resources.html
- OTCnet Training Website - Printable Job Aids and simulations for downloading, installing, and starting the OLB (Modules 2.1, 8.1):
  https://fiscal.treasury.gov/otcnet/training/wbt/content/course_OTC/menu_all.htm

Upgrading the OLB
The newest OLB (v2.7.0.1) requires Java 11, 17, or 21 to run the upgraded version. OLB v2.7.0.1 is not compatible with Java version 8. It is strongly recommended that you have the latest OLB version installed on your workstation, if possible. Older OLB versions will still be supported by older Java versions.

For more information and step-by-step guides on how to upgrade the OLB, visit the following webpages:

- Download, Install, and Upgrade the OTCnet Local Bridge (OLB) Application Training Module:
  https://fiscal.treasury.gov/otcnet/training/wbt/content/MOD08/08.01/story.html
- Upgrade the OTCnet Local Bridge (OLB) Application Printable Job Aid:
  https://fiscal.treasury.gov/otcnet/training/wbt/content/_resources/PJA/pja_upgrade_olb_app.pdf
- OTCnet Local Bridge (OLB) Application FAQ:
  https://fiscal.treasury.gov/files/otcnet/OTCnetLocalBridge(OLB)RolloutFrequentlyAskedQuestions.pdf

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. A Windows Administrator (who is logged onto the OTCnet workstation as a workstation administrator) must perform the following tasks to comply with the Check Processing requirements:

- **Install Scanner Drivers:** A Scanner Driver and Firmware (provided in an installation file) must be installed on the workstation. Instructions for obtaining and installing the installation file and further information can be found in the Technical Reference Guide.
- **Assistive Technology (AT) Users:** The terminal needs to be configured to allow receipt printing automatically in check processing.

Section 508 of the Rehabilitation Act of 1973 requires federal agencies to ensure their information technology is accessible to individuals with disabilities. There may be subtle differences in the users' experience based on the choice of assistive technology, but OTCnet is designed and developed to produce the best possible experience for the largest possible audience.

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 3.0 or 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					
Scanner Models[1]	Operating System	Firmware	OLB Compatibility	Microsoft Visual C++ Redistributable Package	Microsoft .NET Framework
RDM EC7000i RDM EC9100i RDM EC9600i RDM EC9603 RDM EC9700i Panini MyVision X Panini Vision X Panini Vision 1 Panini I:Deal	Windows 11, Windows 10	4.3.0, 4.4.0[2]	2.6.0.3 2.6.0.5 2.7.0.1	VC++ 2010 (x86) SP 1	4.5.2 or newer

Download Links:
Microsoft Visual C++ 2010 SP1 (x86): https://www.microsoft.com/en-us/download/details.aspx?id=26999

Note: Firmware 4.3.0 and 4.4.0 are only compatible with OLB versions 2.3.0 and above.
Firmware 4.4.0 is required for the RDM EC9600i and EC9700i scanner models.

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)
- A compatible card reader
- The following table lists the Card Processing hardware that is compatible with the OTC Kiosk Tablet:

Card Processing Requirements	
Operating System	Windows 11, Windows 10
Browser	Chrome, Microsoft Edge (Version 79+)
Firmware	N/A (firmware is not needed for Card Processing)
Card Processing Terminal Supported[3]	Verifone M440
Receipt Printer	Any printer that supports 8.5"x 11" paper or 80mm 3.125in printer for receipt printing (Optional)
OLB Version	2.6.0.5 2.7.0.1
OLB Compatible External JRE Required	JRE 8[4], JRE 11 64bit, JRE 17, JRE 21

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[1] All RDM devices are no longer available for sale. Existing devices will remain compatible with OTCnet.
[2] Firmware 4.3.0 and 4.4.0 are only compatible with OLB versions 2.3.0 and above. Firmware 4.4.0 is required for the RDM EC9600i and EC9700i scanner models. We recommend upgrading to the latest firmware and OLB version.
[3] Verifone MX925 devices are no longer for sale but will remain compatible with OTCnet.
[4] JRE 8 is not compatible with OLB v2.7.0.1.

Additional System Requirements for Verifone Devices

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

Existing Verifone MX925 users will need to upgrade to OLB v2.6.0.2 and above to continue using existing card terminals. For more information on upgrading the OLB, please refer to the section above titled "Upgrading the OLB".

Note: The port setting information below is the latest information obtained from Verifone but is subject to change. Agencies should confirm with Verifone regarding the production port settings for their Verifone terminal device before deploying in production.

- **Port Setting for TruRating on Verifone Devices:**
    - URL: https://service-v2xx.trurating.com/api/servicemessage
    - IP Address: N/A
    - Port: 443
- **Port Setting for Dynamic Currency Conversion on Verifone Devices:**
    - URL: https://dhsus.fexcodccapps.com
    - IP Address: 98.129.19.224
    - Port: N/A

Additional System Requirements for 80 Millimeter (3.125 Inch) Receipt Printer Devices

Additional drivers may need to be installed for 80mm (3.125 in) receipt printer devices. Please refer to the vendor of your selected printer to determine additional driver information.

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 or 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

- Root Certificates: The following certificates must be installed in the certificate store on your workstation. These certificates are normally installed by default with the operating system. If they do not exist or have been removed, you will need to have your agency install/re-install the certificates:
    - Entrust OV TLS Issuing RSA CA 2 – install in "Intermediate Certification Authorities" certificate store on the local machine.
    - Sectigo Public Server Authentication Root R46 (cross-signed root) – install in "Intermediate Certification Authorities" certificate store on the local machine.
    - Sectigo Public Server Authentication Root R46 (standard root) – install in "Trusted Root Certification Authorities" certificate store on the local machine.
    - USERTrust RSA Certification Authority (standard root) – install in "Trusted Root Certification Authorities" certificate store on the local machine.
- The following certificate must be manually installed: RDM Update Root Certification

OTC Kiosk Lockdown

- Lockdown of the kiosk tablet is strongly recommended for the OTC Kiosk Tablet to ensure the protection of the tablet device. Customers will not be able to deviate from the OTCnet Kiosk application within the tablet.

- It is recommended to use one of the following lockdown applications. These lockdown applications are compatible with the OTC Kiosk application and the latest version of the OLB.

Recommended Kiosk Lockdown Options

Sitekiosk	Netkiosk imperi Pro
https://www.provisio.com/web/us/products/windows-kiosk-software-sitekiosk	https://netkiosk.co.uk/free-kiosk-software-for-windows-10-11-macos-7-xp-netkiosk/

Check Capture

- **Scanner Drivers (installation file):** Scanner driver and Firmware (provided in an installation file) must be installed on the workstation.
- When users upgrade their firmware, we recommend installing the required VC++ redistributable package and rebooting their computer before upgrading their firmware and launching the OLB.

  Instructions for downloading and installing the installation file can be found in the OTCnet Printable Job Aids, Module 7.3:

  - Download Firmware
  - Install Firmware

For More Information
To learn more, email us at FiscalService.OTCDeployment@citi.com, or call 703-377-5586.