NCR ATM SECURITY UPDATE

DATE: October 5, 2017   **INCIDENT NO:** 2017-09   **REV:** #1

New Black Box Attack Variation in Mexico

Summary

NCR has been responding to ATM cash out attacks on customers in Mexico. In our investigation of this attack, we have discovered that a modified Black Box attack was successful. We have no reports of this type of attack outside of Mexico

In this new attack, free standing ATM models were targeted. Criminals accessed the top box to connect a Black Box controller. Additionally, criminals opened the ATM front door and removed the dispenser shutter to provide physical access to the safe. Endoscope technology was then inserted through the cash exit opening in the safe to manipulate sensors in the dispenser to simulate physical authentication. This simulation was then used to enable the Black Box for the purposes of unauthorized cash dispense.

NCR has released an emergency update to the dispenser firmware that blocks the simulation. We have not seen any successful attacks on units with the updated firmware.

NCR will release a general global update for the currency dispenser in January 2018 which will contain enhancements to the physical authentication options. This update will be included in all future releases of NCR APTRA XFS platform software.

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General Guidance and Recommendations

NCR advises that all customers should be ready to upgrade to the global update in January, 2018. This update should be considered as a necessary level of platform software to prevent Black Box attacks, including this new, more intrusive attack type.

For any customer who may be concerned about an immediate threat of Black Box attack, NCR will make the emergency dispenser firmware update available on demand.

For any customer who has NOT configured Level 3 Physical Authentication contrary to NCR's guidance, those ATMs are already unprotected against Black Box attacks - with or without the update.

This update is not applicable for Personas ATMs due to limitations in the capabilities of this older technology. NCR continues to advise that customers plan a migration to newer models of ATMs to ensure they are able to deploy the most current security solutions.

Contacts

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Further information on this alert please contact Charlie Harrow or Owen Wild

Please refer any media inquiries or questions to Aaron Gould

Link to Security Alerts Archive

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Information on the 5th Annual NCR Fraud & Security Summit -
9 October 2017 London

Please consider joining NCR for our upcoming Fraud and Security Executive Workshop.   This is a full-day interactive session, where NCR leads an in-depth discussion on trends, strategies and defenses to help protect customers from theft and fraud**.** Click here to access and share the [online registration form](#).

For more information on the event and planned agenda, [click here.](#)

RBR presents ATM & Cyber Security 2017 –
10-11 October 2017

NCR is a Gold Level Sponsor of this event, which focuses on physical and logical ATM security. We will be exhibiting at **Booth 9**, and introducing a keynote presentation with Wells Fargo. NCR will be hosting a private, onsite security workshop during the event.

More information on the event can be found [here.](#)

Please contact [Silvia Chiaravalli](#) if you are interested in attending.