NCR ATM SECURITY UPDATE

DATE: September 14, 2018   **INCIDENT NO:** 2018-10   **REV:** #1

Critical Platform Component Update for S1 and S2 Currency Dispenser

Summary

NCR is releasing a critical APTRA XFS platform firmware component update for both the S1 and the S2 dispensers. This update contains the following changes that are required for protection against Black Box attacks.

- The firmware download mechanism has been changed.
- The remote software update mechanism has been changed.

NCR's long-standing recommendation has been to configure NCR ATM Currency Dispensers to Level 3 Physical Protection. For all NCR customers who have configured Level 3 Protection as a protection against Black Box attacks on S1 and S2 dispensers, this firmware upgrade is **__critical__** to support that protection. Customers should deploy this update **as soon as possible**.

NCR is not aware of any attacks to date exploiting these mechanisms. However, NCR believes that attacks are possible if the ATM currency dispensers are not updated.

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Release Description:

In the APTRA XFS Dispenser Security Update 01.00.00, changes have been made to the underlying firmware and software update mechanisms in the S1 and S2 dispenser to mitigate potential risks of Black Box attacks. Any customer who has already correctly configured their S1 and S2 dispensers to protect against Black Box attacks must also deploy this platform software update. NCR recommends that this update be applied as soon as possible. These platform components will download new firmware to the dispenser.

The minimum configuration for Black Box protection is as follows:

1. Configure Dispenser Protection to Level 3, Physical.
2. Configure Dispenser Authentication to Sequence 2 (for S1) and Sequence 1 (for S2).
3. Update dispenser firmware using **APTRA XFS Dispenser Security Update 01.00.00** (as described in this alert)

See reference 2 for installation and configuration information.

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Applicability:

This critical update is for S1 and S2 Currency Dispensers configured with Level 3 Physical Protection. The update is compatible with all supported APTRA XFS versions (currently APTRA XFS 06.03.00 and later).

Release Contents Versions:

This firmware update to the S1 and S2 Currency Dispensers is released as an APTRA XFS platform update package.

APTRA XFS Dispenser Security Update 01.00.00

The versions are:
- S1: USBCurrencyDispenser 04.01.01, firmware 0x0167
- S2: USBMediaDispenser 03.04.00, firmware 0x0118

How to obtain this software:

This critical update is available on the Software Download Center on September 14, 2018. It will also be included in the next APTRA XFS platform release, and APTRA XFS for Windows 10. NCR Channel Partners should go through normal software release channels.

References:

1.**Security is Not an Option White Paper: Dispenser Security Solution**
2. **APTRA XFS Security Update Package 01.00.00** Release Notes

Customers who would like additional guidance as to their current state of security deployment and how it aligns with NCRs' best practices are encouraged to sign up for the ATM Security Assessment.

Please contact your NCR Account Manager if you have any questions or need additional information.

Contacts

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