



NCR Banking: Adobe Flash EOL

Frequently Asked Questions

Can you provide a brief summary of the situation?

Answer: NCR has software products that use Adobe Flash. Adobe announced in 2017 they will 'End of Life' Flash on December 31, 2020. After this date, they will stop distributing and updating Flash. In addition, they announced in July 2020 that flash-based content will be blocked from running in Adobe Flash Player after the EOL Date. This means content that uses flash will no longer run after this date.

Customers using NCR applications that use Flash need to take action before the EOL date to resolve the issue, to ensure their systems are not negatively impacted.

We have defined the requires steps to resolve the issue and are working with our customers to ensure there is no negative impact from this action taken by Adobe.

Can you provide a short timeline to better understand the situation?

Answer: Below is a short timeline to understand the situation:

- **1996:** Adobe Flash Launched - Used for web video and audio, animations, web sites
- **2008:** HTML5 Launched - Functionality replaces flash, more powerful, easier for developers to use, much more secure
- **2017:** Flash Player EOL Announcement - Adobe announces end of support for flash after Dec 31, 2020
- **2020 June:** Adobe Flash Player 'Time Bomb' Announcement – Adobe adds code to block Flash-based content from running after Dec 2020
- **2020 Dec 31:** Official Adobe End of Life
- **2020 Dec 31:** Microsoft is ending support for Adobe Flash Player on their browsers

What is Adobe Flash, and how is it used?

Answer: Adobe Flash is computer software for using content created on the Adobe Flash platform, including viewing multimedia content, executing Internet applications, and streaming audio and video. Flash Player can run from a web browser as a browser plug-in or on supported mobile devices. Adobe has provided a landing page with detailed information about their discontinuation.

Why is Adobe discontinuing Flash?

Answer: Adobe Flash was first introduced nearly 25 years ago, in 1996.

The primary function was to view and stream video and audio content.

Adobe Flash functionality has been replaced by technologies including HTML5, which provide a much more reliable and secure method to create and share video and audio content.

How can I get more information on the discontinuation of Adobe Flash?

Answer: Adobe, Microsoft and Wikipedia have provided a landing page with detailed information about the impact of the discontinuation of Adobe Flash. To access:

- Go to the website www.adobe.com/products/flashplayer
 - Select the option End-of-life Info on the menu bar
- Wiki site on Flash - https://en.wikipedia.org/wiki/Adobe_Flash
- Microsoft site <https://blogs.windows.com/msedgedev/2020/09/04/update-adobe-flash-end-support/>

What if I do nothing?

Answer: If you are running a version of software that uses Adobe Flash, the animations and any related image and audio scripts will not run after December 31, 2020.

In addition, given Adobe will not issue Flash Player updates or security patches after the EOL Date, your flash-based content may not perform properly, and you may be exposing your systems and financial institution to increased risk of security issues and vulnerabilities.

What actions do I need to take to take?

Answer: The key steps we strongly recommend taking include the following:

- 1) Audit Your NCR Applications – Record the applications and versions you are running for any software that may be impacted
- 2) Select Resolution – Based on the audit information, determine what actions are required
- 3) Implement Resolution – Perform the required actions to resolve the issue

NCR has created a package of information for the impacted applications to guide you through this process. If you have not already received this information, please see the “Who do I contact for more information” section in this FAQ.

How do I determine if I may be impacted?

Answer: NCR has provided detailed information to our customers to determine if you may be impacted and, if so, how to resolve the Adobe Flash issue. If you would like access to this information, please see the “Who do I contact for more information” section in this FAQ.

Can you clarify if this just means that the Flash software won't be supported post Dec 31st, or will it actually be uninstalled and not found on the application after this date?

Answer: The Adobe EOL date is 31 December 2020. There will be different scenarios depending on Operating System versions. It will range from a W10 Update in early 2021 that will remove Flash, to other updates that will restrict operation without deinstallation.

Who do I contact for more information?

Answer: Please reach out to any of the following:

- Your NCR or NCR Partner Representative: Our NCR and partner teams have been briefed and trained on how to resolve the Adobe Flash discontinuation and can guide you through the process.
- Email: Send an email to NCR.AdobeEOL@ncr.com with your contact information, and the applications and versions you are running that may be impacted.

