

NCR ATM Security Update

DATE: January 15, 2020

INCIDENT NO: 2020-01

REV: #1

Important Updates and Actions required relating to Microsoft Security Patch Updates

For Customers still running Windows 7

Microsoft included a functionality change within the December 2019 and January 2020 patches for Windows 7. Starting on January 15, 2020, a full-screen notification will appear that describes the risk of continuing to use Windows 7 Service Pack 1 after it reaches end of support on January 14, 2020. The notification will remain on the screen until a user interacts with it.

The full-screen notification is triggered upon the following events:

- On workstation unlock
- At log on
- On connection to a user session (Remote Desktop Login)
- Every day between 12:00 p.m. (Noon) and 1:00 p.m., unless *Remind Me Later* is selected. If *Remind me Later* is selected, then the full-screen notification will reoccur in 3 days for that user

NCR is currently working to determine a reliable method of preventing this full-screen notification from occurring while allowing security patches from December onward to be applied.

If you have not done so already, NCR's recommendation is that you do not install December 2019 or January 2020 Microsoft Patches for Windows 7 at this point.

A further update email will follow with details of NCR's recommendations once the analysis is complete. We will provide an update on this within the next 24 hours.

Any customer who has deployed the December patch and experiencing this situation is advised to contact NCR through their regular support channels.

Contacts

ATM Crime Reporting: Global.Security@ncr.com

Self-Service Security Solutions and Best Practice: NCRSelf-Service.security@ncr.com

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