NCR ATM Security Update

DATE: January 16, 2020 **INCIDENT NO:** 2020-02 **REV:** #1

Important Updates and Actions required relating to Microsoft Security Patch Updates KB4530734 & KB4530692 for Windows 7

This alert only affects customers who have ATMs running Windows 7.

In Alert 2020-01, NCR had advised Microsoft has 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 *Don't Remind Me Again* or *Remind Me Later* is selected. If *Remind me later* is selected, then the full-screen notification will re-occur in 3 days for that user.

If the full-screen notification is presented, the ATM application will still function in the background. However, the consumer or user will not be able to see the expected screens as the full-screen notification has sole enforced focus.

Guidance and Recommendations for Windows 7 ATMs:

To prevent the full-screen notification being displayed, the following registry key should be created:

[HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion\EOSNotify]

"DiscontinueEOS"=dword:00000001

The addition of this registry setting will prevent the full-screen notification occurring.

The following is an example of a cmd file that will achieve this via the Windows "reg add" command which could then be deployed remotely via Software Distribution.

```
reg add "HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion\EOSNotify" /v
DiscontinueEOS /t REG_DWORD /d 1 /f
```

Customers who **have not deployed** December 2019 and/or January 2020 Microsoft Security Updates	Customers should deploy the above registry change onto their Windows 7 ATMs as soon as possible prior to deploying the Microsoft Security Updates. This will prevent the full-screen notification occurring. If the December & January patches are applied prior to updating the registry then there is a risk that the full-screen notification will be observed prior to the registry being added. No reboot is required.
Customers who **have deployed** December 2019 and/or January 2020 Microsoft Security Updates	Customers should deploy the above registry change onto their Windows 7 ATMs as soon as possible. If the full-screen notification is currently showing on the screen following the deployment of the registry change then a reboot should be initiated immediately. If the full-screen notification is currently not showing on the screen, then no reboot is required.
Customers **who cannot distribute** the script by remote distribution	If the full-screen notification is being presented on an ATM where software distribution is not possible, then the Customer Engineer (CE) will require a PC keyboard if the ATM does not have touch screen capability. The steps to be taken by the CE are as follows: 1. On the full-screen notification, the CE should select Don't Remind Me Again using the Tab key to highlight that option and then press Return 2. Deploy the registry changes using your normal update procedures 3. Reboot the ATM. If the ATM has touch screen capability, a first line staff can select Don't remind me again until a CE is available to deploy the script on the ATM. Whilst this would remove the full-screen notification immediately, it is not a permanent solution. A CE would still be required to apply the registry update to the ATM.

Contacts

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

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