NCR SECURITY UPDATE

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Black Box attacks on ATMs in Italy

Summary

NCR has responded to reports of successful "Black Box" attacks on through the wall Personas ATMs in Italy.

Historically, free-standing ATMs from all manufacturers installed in retail establishments, commercial and bank lobby locations have been shown to be at higher risk to Black Box attacks due to the criminal being able to gain to the top box. However, this is not exclusively an in-lobby type attack.

In this mode of attack, the criminal cuts holes in the fascia to access the internal infrastructure of the ATM. The cash dispenser is disabled from the ATM system, and an external electronic device (the "Black Box") is connected to the dispenser. This device sends commands to the dispenser which results in an unauthorized dispense of cash from the ATM. As we have previously advised, this is another example of aged ATM architectures being targeted by the criminal.

Guidance and Recommendations:

For SelfServ ATMs:
- Set the dispenser security to PHYSICAL (LEVEL 3) Authentication Levels
- Other Dispenser Security Authentication levels WILL NOT protect against Black Box attacks

For Personas ATMs:
- Fleet modernization is an important part of staying secure. Modern architectures, containing modern technologies are critical in the defense against criminals.   **NCR recommendation is for all customers to plan their strategic migration to newer and more secure models of ATMs**
- During this transition, NCR has made available the Personas Dispenser Encryption Enhancement. This solution will provide enhanced encryption that will reduce the risk from Black Box attacks.

Contacts

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