

# NCR SECURITY UPDATE

**DATE:** April 18, 2016

**INCIDENT NO:** 2016-04

**REV:** #1

Black Box attacks on ATMs in Germany

## Summary

NCR has received reports of successful “Black Box” attacks on NCR SelfServ (6622 ATMs).

In this mode of attack, the criminal gains access to the internal infrastructure of the ATM. The cash dispenser is disconnected 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.

While model 6622 ATMs were attacked in this case, all ATM models are potentially at risk.

## Guidance and Recommendations:

For SelfServ ATMs:

- Set the dispenser security to PHYSICAL (LEVEL 3) Authentication Levels
- The dispenser software component must be upgraded to the version from XFS 06.03. **This is also mandatory**. This component may be upgraded by either;
  - Upgrade the ATM platform to APTRA XFS 06.03; or
  - For ATMs with older platforms, a Hotfix is available from the NCR Software Download Centre: USB Dispenser Encryption Enhancement 01.01.00
- Other Dispenser Security Authentication levels WILL NOT protect against Black Box attacks. The only protection against Black Box attacks is a combination of Level 3 Authentication **AND** USB dispenser component from APTRA XFS 06.03.

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.
  - Set the dispenser security to PHYSICAL Authentication Levels.

## Contacts

ATM Crime Reporting : [global.security@ncr.com](mailto:global.security@ncr.com)

Self-Service Security Solutions and Best Practice: [NCRSelf-Service.security@ncr.com](mailto:NCRSelf-Service.security@ncr.com)

Further information on this alert: [owen.wild@ncr.com](mailto:owen.wild@ncr.com)

© 2016 NCR Corporation. All rights reserved.

