TECHNICAL SERVICE BULLETIN

Date: June 1, 2022   No. 08155

To: Hyosung Retail ATM Distributors and Technicians

From: Hyosung Technical Support Department

Subject: CDU Binding Feature

This bulletin is to remind our customers about the CDU (Cash Dispensing Unit) binding feature available on our WinCE 6.0 and WinCE 7.0 Retail ATMs.

When CDU binding is enabled, the dispenser board will only accept commands from the mainboard on the ATM and prevents certain jackpotting attacks. When the mainboard is replaced, error code 400BC is generated on the ATM and the CDU encryption sequence needs to be performed to clear the error. When the CDU board is replaced, error code 400BC is generated if that CDU board was installed on an ATM with CDU binding enabled. If you're installing a CDU board that didn't have CDU binding enabled on it previously, the CDU encryption process is not necessary.

The CDU binding option was released in AP V06.01.23 on 02/22/16 but was not enabled by default. CDU binding is now "enabled" by default in AP V06.02.10, which was released on 02/18/22. Please be aware that this setting will not change if you are upgrading software. If you previously have CDU binding disabled, it will remain disabled when you upgrade to AP V06.02.10 software. You must manually change the setting to Enabled.

Note: This recommendation is specific to CDUs with WinCE 6.0 and WinCE 7.0 Retail ATMs. FI Machines and Retail ATMs running MP2S Retail are secured to their GCDU/HCDUs using a different encryption method.

Based on feedback from our customers, those who choose not to enable CDU binding choose to do so because of the following reasons:

1. If/when a customer performs a software OS & BL format and upgrade the encryption "handshake" between the mainboard and dispenser board is lost and requires vault access because the encryption reset has to be performed on the CDU.
2. If the mainboard on the ATM is replaced, vault access is required because

the CDU encryption reset needs to be performed.

We strongly recommend that customers enable this CDU binding option on all their WinCE 6.0 and WinCE 7.0 ATMs to prevent against specific jackpotting attacks. This is one of the most secure ways to protect your ATMs.

Additionally, we are adding new features to our upcoming releases to make it easier for our RMS (MoniView) software customers to remotely enable the CDU Binding setting. Utilizing the new features will require both the software on the ATM and the MoniView software to be updated first. If you are a licensed MoniView customer, please request MoniView v03.04.02.01 from SoftwareOrders@nhausa.com. The Retail software version required on the ATM to support this new feature is WinCE 06.02.11.

Contact Technical Support at 1-877-Hyosung (496-7864) or utilize the customer portal https://hyosungamerica-support.atlassian.net/servicedesk/customer/portals if you have any questions concerning the information in this notice.