

# Customer Notification



**Notification No.:** 20181119

**Version:** 1.0

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**Release Date:** November 19, 2018

**Effective Date:** November 19, 2018

**Notification Status:**  Advisory  Mandatory  Announcement

**Classification:**  Firmware  Hardware  Policy/Procedure

**Description:** UBA® Firmware - Security Enhancement

**Hardware:** UBA-1x/2x

**Territory:** United States Dollar (USD)

**Interface:** ID-003, ID-024, ID-028, ID-0G8

**Check Sum:** N/A

**Firmware Version(s):** See affected versions below

**CRC (seed = 0000):** N/A

## Conditions:

JCM Engineering received a report from a Casino claiming the acceptance of suspect counterfeit 2006 Series \$100.00 USD Notes on the UBA-10, UBA-14 and UBA-24 platforms. JCM Engineering performed extensive testing and analysis of the suspect counterfeit notes on all products and verified acceptance of the notes on only the UBA-10, UBA-14 and UBA-24 (USA) platforms. No other JCM products are affected. The following firmware versions will be updated:

Product/Country	Protocol	Firmware Version
UBA-10 (USA)	ID-003	V-2.78-51 (or prior)
UBA-10 (USA)	ID-024	V-2.78-24 (or prior)
UBA-14/24 (USA)	ID-003	V-2.78-39 (or prior)
UBA-14/24 (USA)	ID-024	V-2.78-36 (or prior)
UBA-14/24 (USA)	ID-028	V-2.78-25 (or prior)
UBA-14/24 (USA)	ID-0G8	V-2.80-74 (or prior)

## Resolution:

On or before November 28, 2018, new UBA-10, UBA-14 and UBA-24 (USA) Firmware for all Protocols (ID-003, ID-024, ID-028, ID-0G8) will be released to our OEM Partners to resolve the identified conditions. JCM will work with our OEM partners and regulatory testing agencies to expedite release of the new Firmware versions to the field.

## Notes:

The intent of this announcement is to accurately reflect information available at the time of this writing. This information can change or be modified at any time with no formal notification requirements. Please contact your local JCM Sales Representative or JCM Customer Service at (800) 683-7248 for additional information.