SUBJECT:	TECHNICAL BULLETIN: 24-02A
TRITON CONNECT SECURITY	DATE: MAY 17, 2024

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TRITON CONNECT (TC) SECURITY

In light of recent developments with some remote monitoring programs, our customers have requested information on Triton Connect.

1. For security reasons, the following items cannot be changed through Triton Connect:
   - ✧ Host Address/phone number
   - ✧ Denomination amount
   - ✧ Cassette quantities
   - ✧ User permissions at ATM
   - ✧ ATM Ethernet Configuration

2. Communication Security:
   - ✧ Call Back is an option in the Triton Connect set up on the ATM. If Call Back is enabled, when Triton Connect contacts the ATM, the ATM will hang up and call Triton Connect back before data is exchanged. This feature is designed to prevent unauthorized systems from contacting your ATM through the communication line. This function is always enabled when using SSL and when performing a software download.
   - ✧ For additional security, an access code is programmed at both ATM and TC. If this code does not match when a call is initiated from TC, the ATM will always call back.
   - ✧ Call Back is always performed when SSL is enabled.
   - ✧ ATM enforces SSL for Triton Connect if enabled for host processing.

If you have questions regarding this Technical Bulletin, please contact Technical Support at 1-228-575-3100, option 3 or toll free in the U.S. / Canada 1-800-259-6672, option 3. Visit www.triton.com for additional information. For all ATM parts, repair, and training needs, visit www.atmgurus.com.