

ENCOR

- Hardware Setup Guide,
- NCR RealPOS XR6 (Class 7603)
- Version 1.0.0.0
-
-



ENCOR Hardware Setup Guide, NCR RealPOS XR6

Date of Issue	Product ID Num.	Part Number	Brief Description
December 2017	45002/092	89000920	1.0.0.0 Release

©Copyright NCR Corporation 1995-2017
All rights reserved

This publication is protected by federal copyright law. This document and its contents are the proprietary, confidential information and property of NCR Corporation ("NCR"). Unauthorized disclosure, reproduction, distribution or use of this document and/or its contents in any form is strictly prohibited. No part of this publication may be reproduced or transmitted into any human or computer language in any form or by any means, stored in a retrieval system, transmitted, redistributed, translated or disclosed to third parties, or de-compiled in any way including, but not limited to, photocopy, photograph, electronic, mechanical, magnetic or manual without the express written permission of NCR or its licensors, if any. This document, notwithstanding the above, may be distributed in electronic or printed form by NCR to personnel who are employed by either (a) a licensee and end user of the subject system of this document or (b) personnel from an authorized NCR Channel Partner or Solution Provider of the subject system of this document. All copies of this document so distributed and/or so authorized, shall contain a full copy of this copyright notice.

NCR has prepared this document as a guide to the proper installation, operation, customization and/or maintenance of NCR products. The drawings and specifications contained herein are the property of NCR and/or its licensors.

NCR endeavors to ensure that the information in this document is correct and fairly stated but does not accept liability for any error or omission. NCR makes no representation or warranties with respect to the contents hereof, and specifically disclaims any implied warranties of merchantability or fitness for a particular purpose or non-infringement. No commitments by NCR or its suppliers are made by or from this documentation which is provided for information only.

Development of NCR products and documentation is continuous: NCR reserves the right to revise this publication and to make changes at any time to the contents hereof or to the products herein described or discussed without notice and without any obligation for NCR to notify any person or organization of such revision or changes. Information published in this document will likely be superseded, and it is recommended that users regularly check for updates and newer versions.

The trademarks NCR, Retailix, StoreNext, ISS45, ScanMaster, R10, ACS, PocketOffice, RPO, RBO, ABO, Connected Payments, ServerEPS, Connected Services, Connected Loyalty, WinEPS and all other NCR product names are registered trademarks or trademarks of NCR; all other trademarks or registered trademarks are the property of their respective owners. Third-party products, services, or company names referenced in this document may be trademarked or copyrighted by their respective owners, and are for identification purposes only. Copyrights, trademarks and license agreements shall be governed and construed in accordance with the laws of the State of New York and the Federal Arbitration Act, and shall benefit NCR, its successors, and assigns.

Address comments and corrections regarding this document to:

Attn: Software Program Director
NCR
797 Commonwealth Drive
Warrendale, PA 15086

Table of Contents

- Chapter 1: Installing ENCOR on NCR XR6..... 1-1
 - 1.1 Configure Bios and POSReady 7 on NCR XR6 (7603) POS for ENCOR..... 1-1
 - 1.2 Windows Settings 1-1
 - 1.2.1 Setting the Administrator’s password 1-3
 - 1.3 UPDD Install..... 1-5
 - 1.4 Install NCR Retail Platform Software for Windows (OPOS)..... 1-11
 - 1.5 Installing NCR printer drivers (IONetworks)..... 1-19
 - 1.6 Installing Device Profiles 1-23
 - 1.7 Additional setup information: 1-27
 - 1.8 Programming the 78xx Scanners 1-28

Revision Record

Issue	Date	Remarks
A	Dec 2017	First issue

Chapter 1: Installing ENCOR on NCR XR6

1.1 Configure Bios and POSReady 7 on NCR XR6 (7603) POS for ENCOR

1. Check the BIOS settings to ensure that the network : IBA GE Slot 00C8 v15XX is disabled and under Boot Device Priority that the first device is set to the HDD. If the Network boot is enabled, the boot time of the POS will be considerably longer.
2. The NCR XR6 (7603) comes preloaded with POSReady 7 SP1. For the out-of-box setup, only attach the keyboard, mouse, and monitor. After initial power up, follow directions on the screen to set up.
3. Accept the license terms.
4. Windows will now finalize your settings. Select **Restart now** to reboot.
5. The POS will auto login as user NCR and no password.
6. Review your time and date settings screen. Select your time zone. Set the date and time.

1.2 Windows Settings

7. Click **Start**, type "**secpol.msc**" in the search area, and press **Enter**. In the left list, select **Local Policies**, and then open **Security Options**.
8. In the right pane:
 - a) Set "Accounts: Administrator account status" to **Enabled**.
 - b) Set "Interactive logon: Do not display last user name" to **Enabled**.
 - c) Set "Interactive logon: Do not require CTRL + ALT + DEL" to **Disabled**.
Set "User Account Control: Admin Approval Mode for the Built-in Administrator account" to **Disabled**.
 - d) Set "User Account Control: Behavior of the elevation prompt for administrators in Admin Approval Mode" to **Elevate without Prompting**.

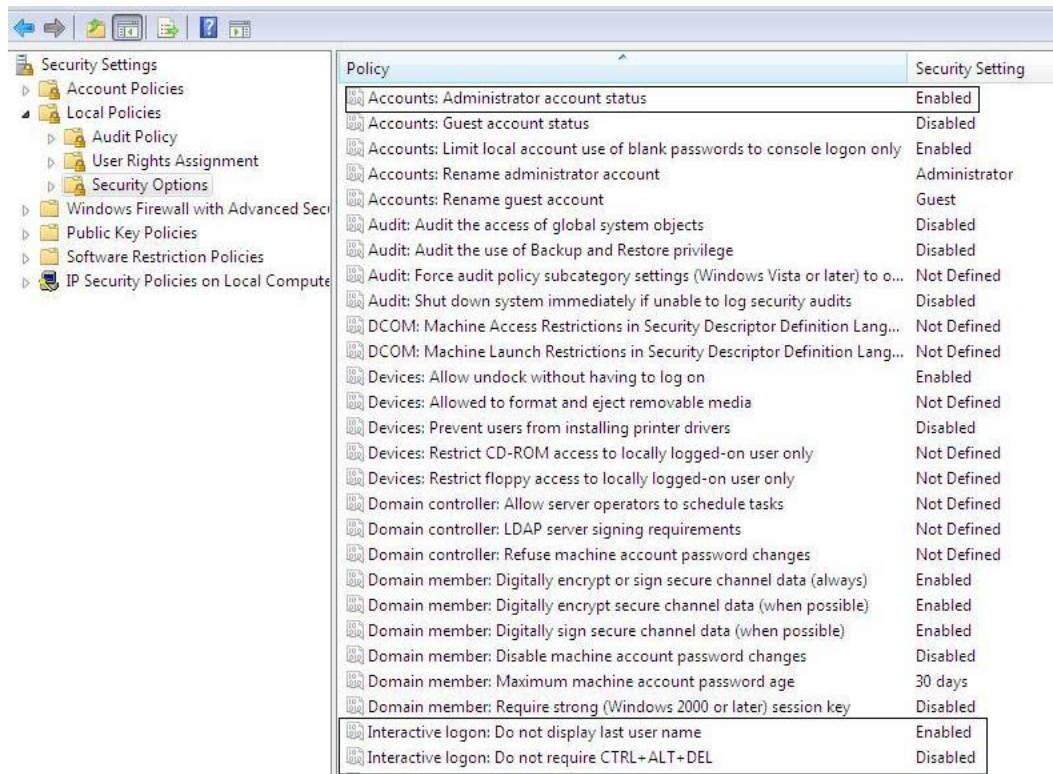


Figure 1-1. Installing ENCOR - Windows Settings

9. Next, double click the **User Rights Assignment** under Security Settings, and double click **Log on as a service**. Click **Add User or Group**, type in **Administrator**, and click the **Check Names** button. Click **Ok**, click **Apply** (click **Ok** if an error occurs), click **Ok** and close `secpol.msc`.
10. Disable auto login. Run `Regedit`, go to `HKEY_LOCAL_MACHINE\Software\Microsoft\Windows NT\CurrentVersion\Winlogon`, and set the `AutoAdminLogon` value to **0**.

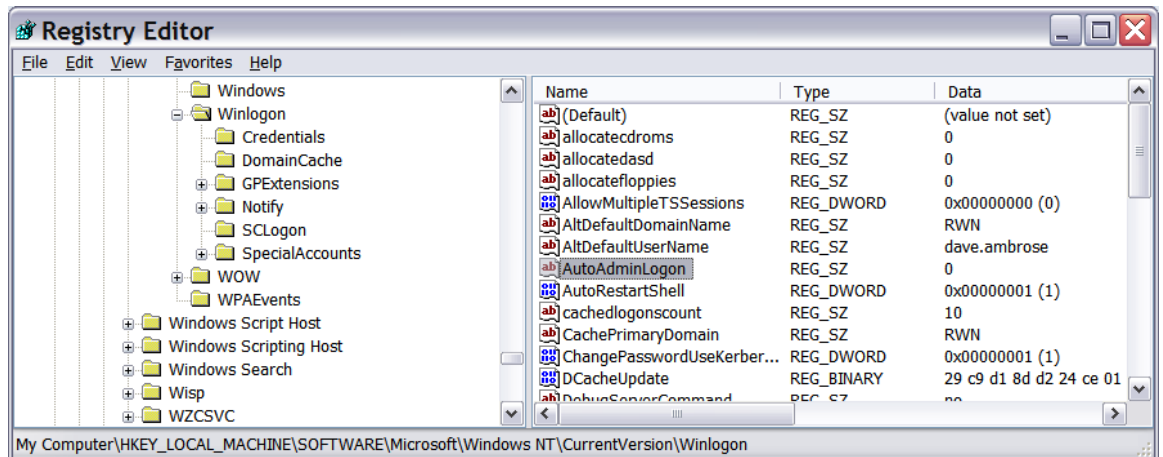


Figure 1-2. Installing ENCOR - Registry Editor AutoAdminLogon Value

11. Log off and log back in as the Administrator (no password required yet).

1.2.1 Setting the Administrator's password

12. Click Start and open Control Panel. Change "View by" to small icons.
13. Select **User Accounts**.
14. Click **Create a password for your account**.
15. Make the password the same as the administrator password on the server.
16. Enter a hint if so desired. Click **Create password**. *Do not forget this password or you may have to reinstall Windows 7!*
17. You should be back at the "Make changes to your user account" screen. Close the Control Panel.
18. Reboot and log back in as the administrator with the new password.
19. Click **Start** and open Control Panel. Change "View by" to small icons if not already set.
20. Under Windows Update, click **Change Settings**.
 - a) Click the drop-down arrow and select **Never check for updates**.
 - b) Click **OK**.
 - c) Return to the main Control Panel.
21. Click **Power Options**.
 - a) Click the down arrow by **Show additional plans**.
 - b) Click High Performance.
 - c) (Optional) Default settings will cause the monitor to turn off after 15 minutes of inactivity. You can change this by going to Change Plan Setting and adjusting display options.
 - d) Return to the main Control Panel.
22. Click Network and Sharing Center.
 - a) Click Change adaptor settings.
 - b) Right click the Local Area connection and click Properties.
 - c) Click the **Configure** button, and verify/set that all options under Power Management are unchecked.
 - d) Click **OK**.
 - e) Right click the Local Area connection and click Properties.
 - f) Highlight **Internet Protocol Version 4** and click **Properties**. Fill in the IP address information. Click **OK**. Click **Close**.
 - g) Return to the Network and Sharing Center.
23. Click **Change advanced sharing settings**.
 - a) Ensure that options "Turn on network discovery" and "Turn on file and printer sharing" are turned on.
 - b) Scroll down and turn off Password protected sharing. Do this for both the Home and Work and Public sections.
 - c) Click **Save changes**.
 - d) Return to the Control Panel.

24. Click **Date and Time**.

- a) Uncheck **Notify me when the clock changes**.
- b) Return to the Control Panel.

25. Click **Action Center**.

- a) Change Action Center settings.
- b) Uncheck any items, i.e. Windows Update, Firewall, etc., that you do not want Windows to pop notification messages. (It is recommended to uncheck all.)
- c) Click **OK**.
- d) Return to Control Panel.

26. Click **Windows Firewall**.

- a) Click **Turn Windows Firewall on or off**.
- b) Turn off both private and public firewall options.
- c) Click **Ok**.
- d) Return to Control Panel.

27. Click **Display**.

- a) Select **Adjust Resolution** and set to 800 X 600 on all monitors.
- b) Click **Apply**.
- c) Click to keep changes.
- d) Click through warnings.
- e) Click **OK**.
- f) Close the Control Panel.

28. If the computer name or workgroup name needs to be changed, click **System**.

29. Click **Advanced system settings**.

30. Under the Computer name tab, domain and workgroup settings, click **Change setting**. If prompted for a reboot, accept and let the system reboot to update its settings.

Note:

For security reasons, you may want to delete the NCR users.

POSReady 7 should now be ready for software installation.

1.3 UPDD Install

31. The XR6 uses the Touch Base Drivers_05_01_1134 located in `c:\Install\Drivers\Touch`. Double click to install touch driver.
32. Calibrate both screens (if using dual screens) by clicking on **Calibrate** as shown below. Follow directions on the screen and set as indicated on screens below.
33. Click **Install**.



Figure 1-3. UPDD Install

34. Click **Close**.



Figure 1-4. UPDD Install Successful

35. Click **Start > All Programs > UPDD**. To calibrate, click on **Calibrate**.

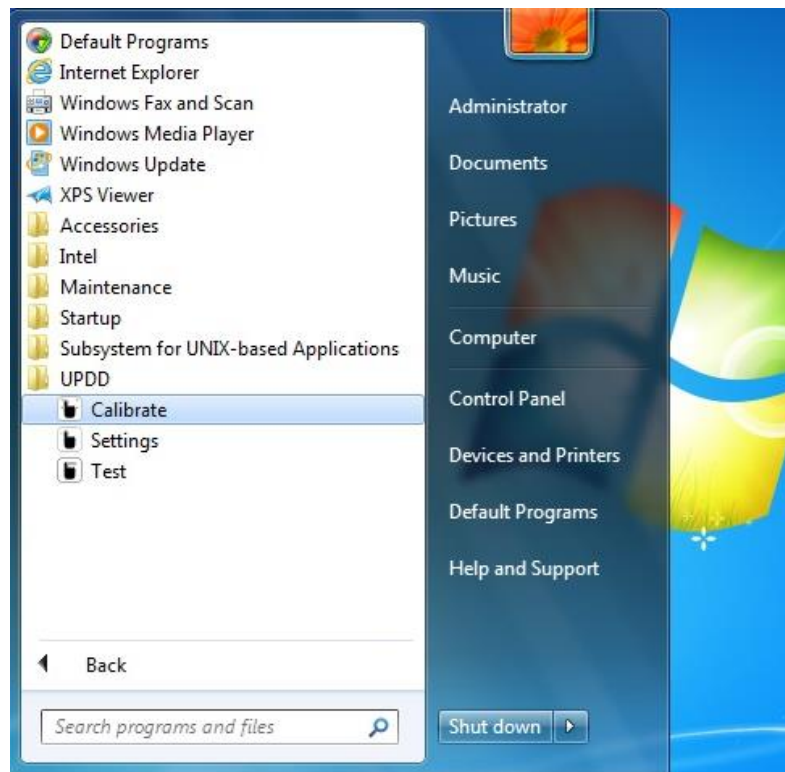


Figure 1-5. Calibrate UPDD

36. Follow the instructions on screen. *Be sure not to touch the screen when instructed not to.*



Hampshire Touch, TSHARC-12/10 on Whole Desktop

Please touch the center of each cross as it appears
Hold the touch until the circle changes to dark blue

Figure 1-6. UPDD Calibration In Progress

37. Under **Control Panel > Pointer Devices:**

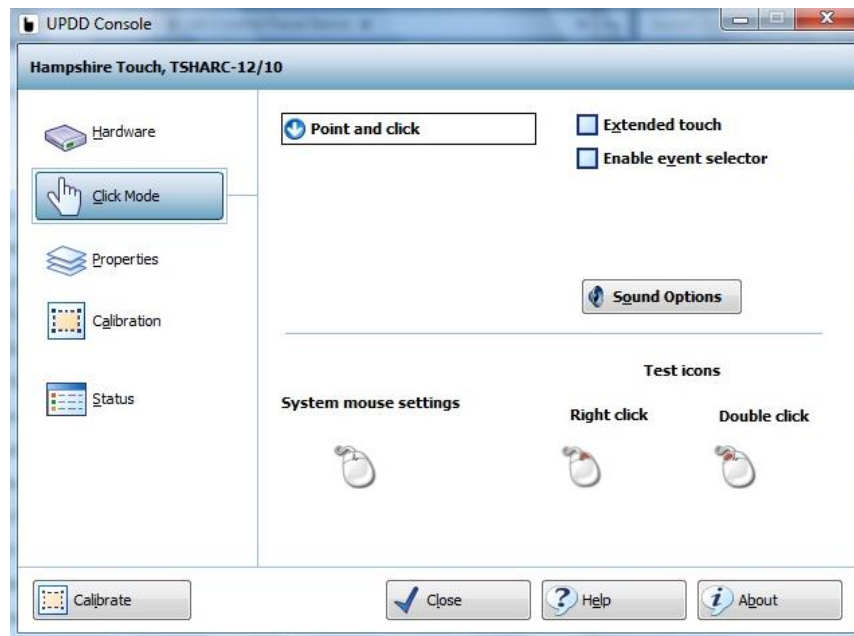


Figure 1-7. UPDD Console

38. Under Control Panel > Pen & Touch, turn off options as indicated below.

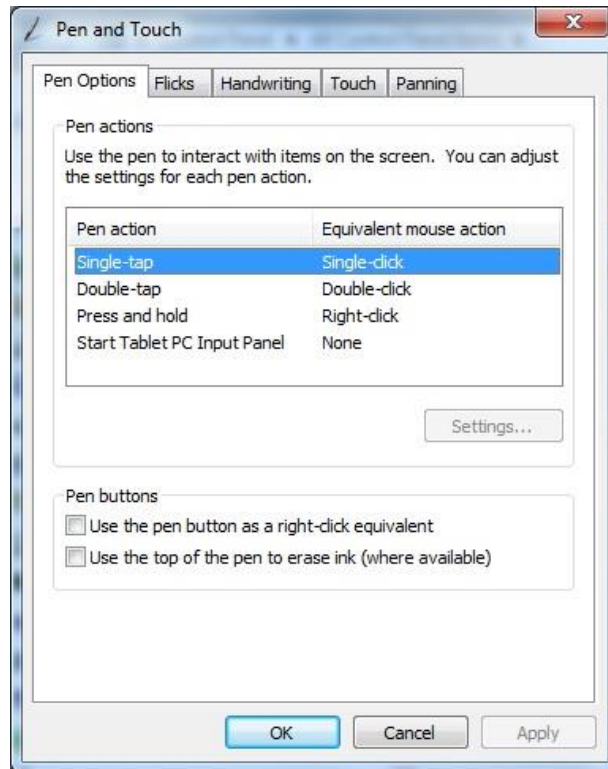


Figure 1-8. Pen and Touch - Pen Options Tab

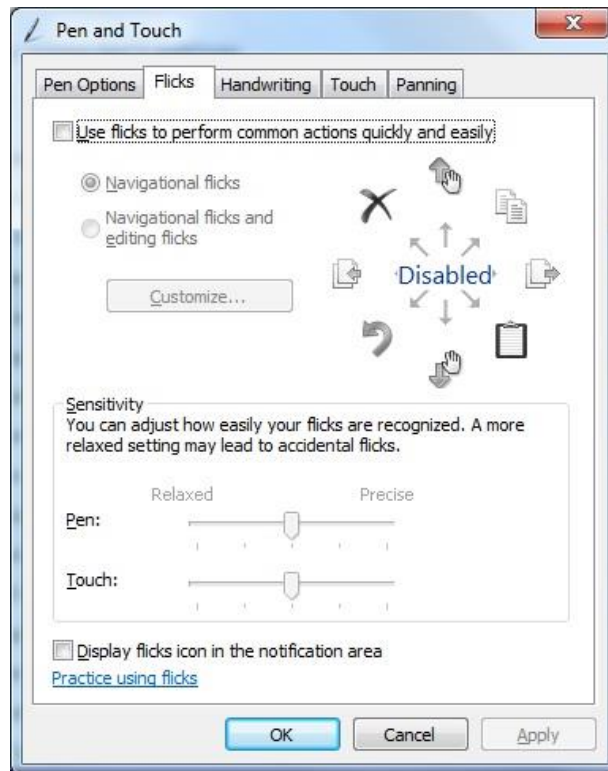


Figure 1-9. Pen and Touch - Flicks Tab

39. Delete handwriting data when prompted.

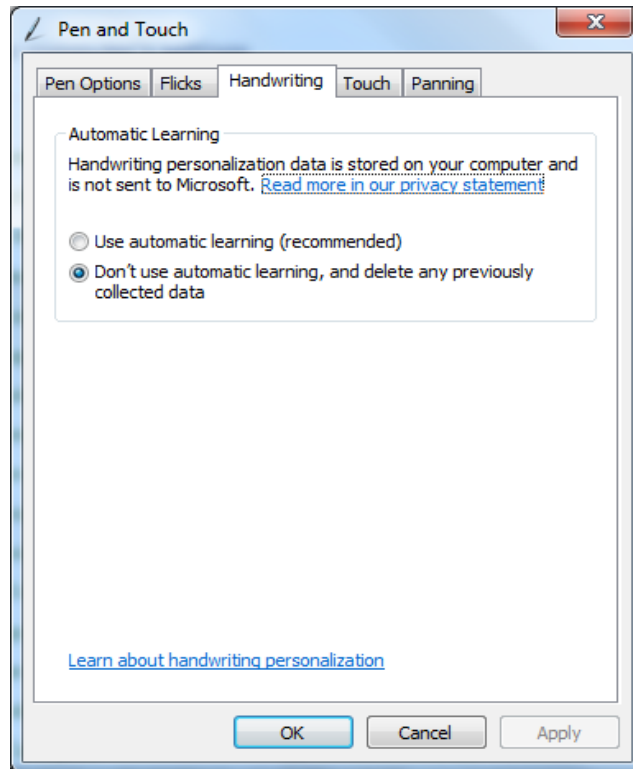


Figure 1-10. Pen and Touch - Handwriting Tab

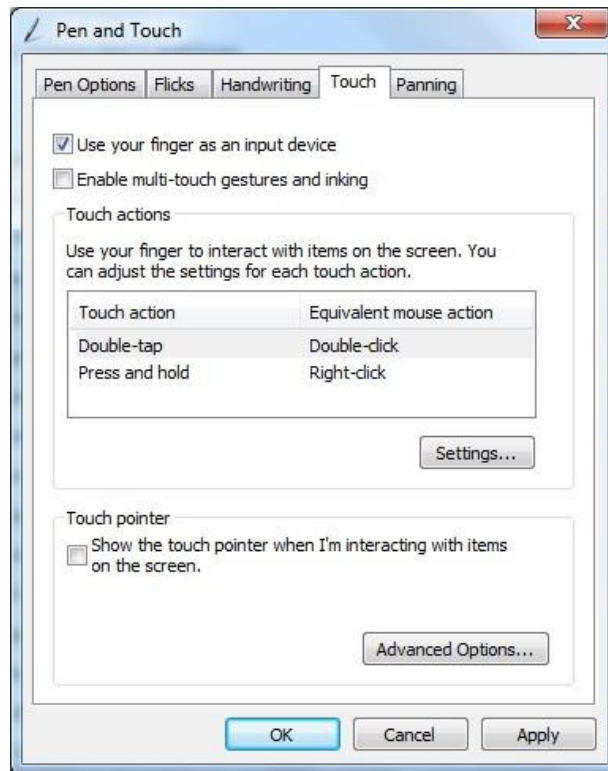


Figure 1-11. Pen and Touch - Touch Tab

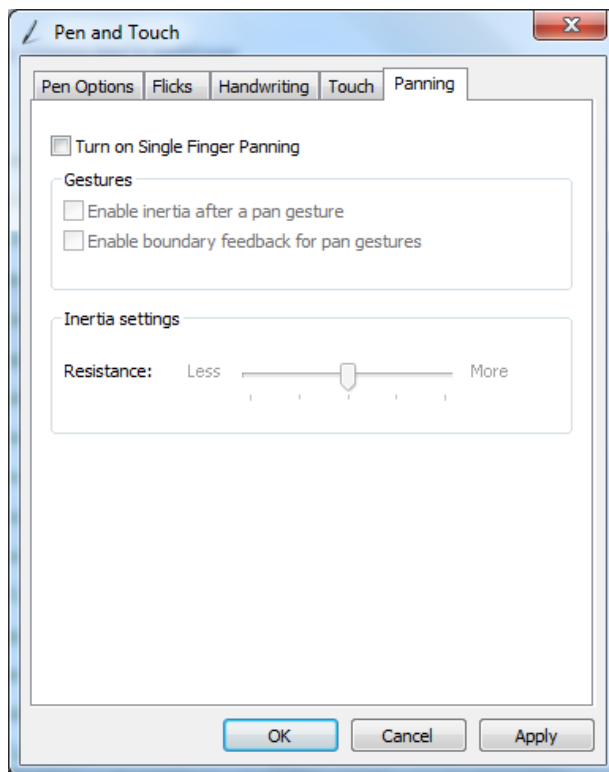


Figure 1-12. Pen and Touch - Panning Tab

40. Click on the **Playback** tab. Click on **Speakers**, click on **Properties**, and click on the **Enhancements** tab and **Disable All** sound effects. Do the same for any other speakers listed.

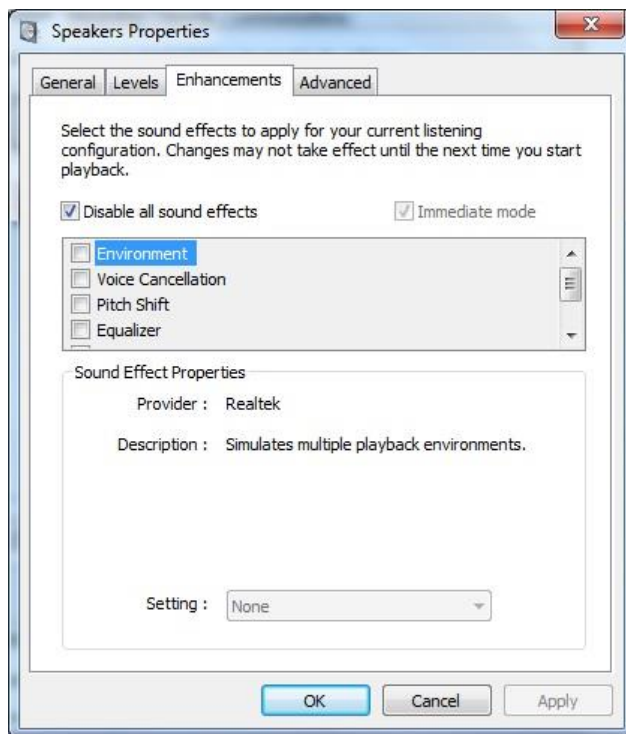


Figure 1-13. Speakers Properties - Enhancements Tab

1.4 Install NCR Retail Platform Software for Windows (OPOS)

41. Obtain the Retail Platform Software for Windows version 4060.zip from the Channel Partners website. Create the folder RPSW under `C:\Install\Drivers` and copy the install files to that folder. Also, download the `ENCORNCROPOS.REG` and place it in the RPSW folder as well.
42. Right click the **Retail Platform Software for Windows.exe** and click **Run as administrator**. The installation starts.



Figure 1-14. Retail Platform Software - Installation Begins

43. The machine type is detected. Click **Confirm** (don't change the other drop downs).



Figure 1-15. Retail Platform Software Installation - Machine Type Detected

44. Click **Next** at the Welcome screen.

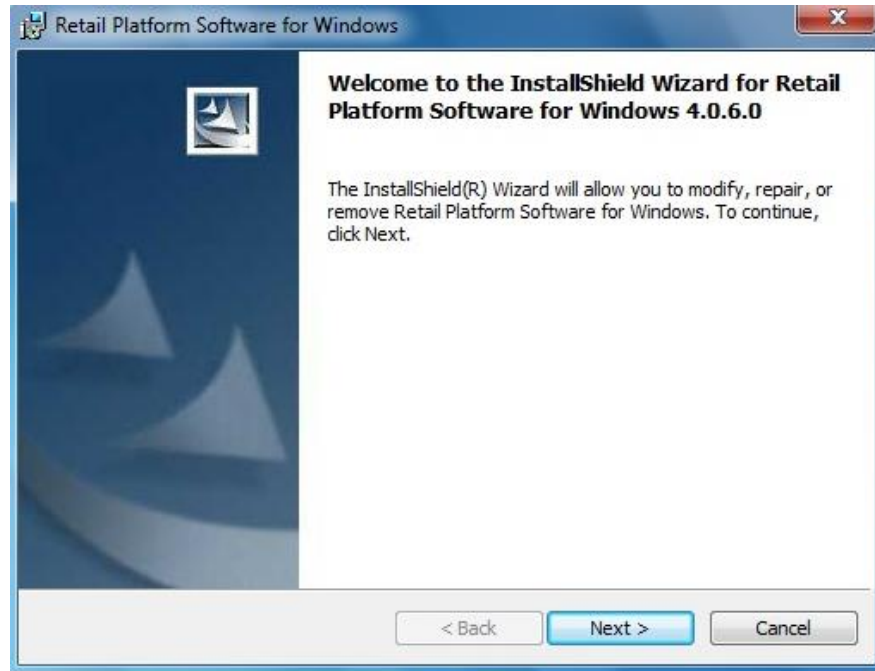


Figure 1-16. Retail Platform Software - Welcome

45. Click the **I accept the terms...** box, and click **Next**.



Figure 1-17. Retail Platform Software - License Agreement

46. At the Setup Type screen select **Standard** and click **Next**.

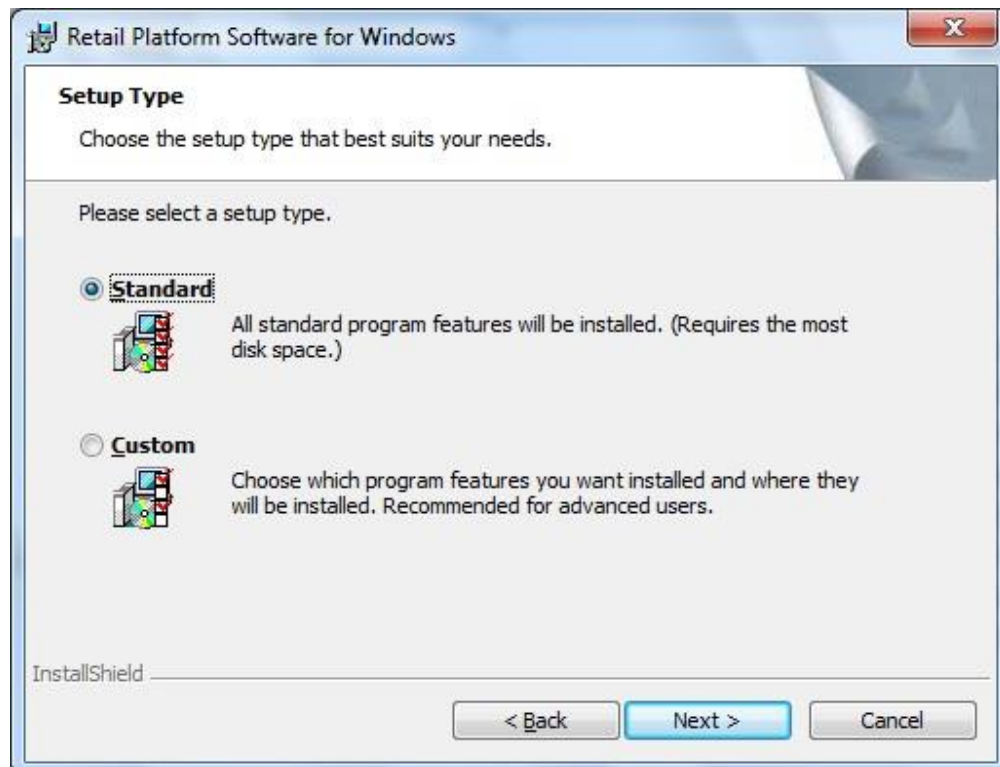


Figure 1-18. Retail Platform Software - Setup Type

47. At the Control Object Warning screen select **OPOS Committee Common Controls** and click **Next**.

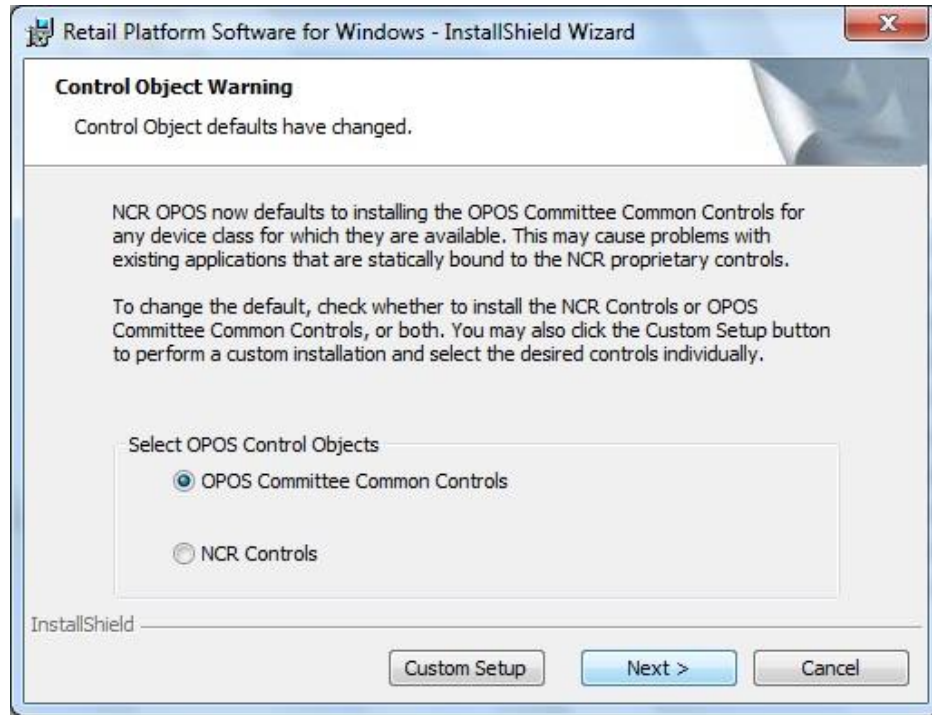


Figure 1-19. Retail Platform Software - Control Object Warning

48. At the Retail Control Options screen, select **Install Default Profiles** and click **Next**.

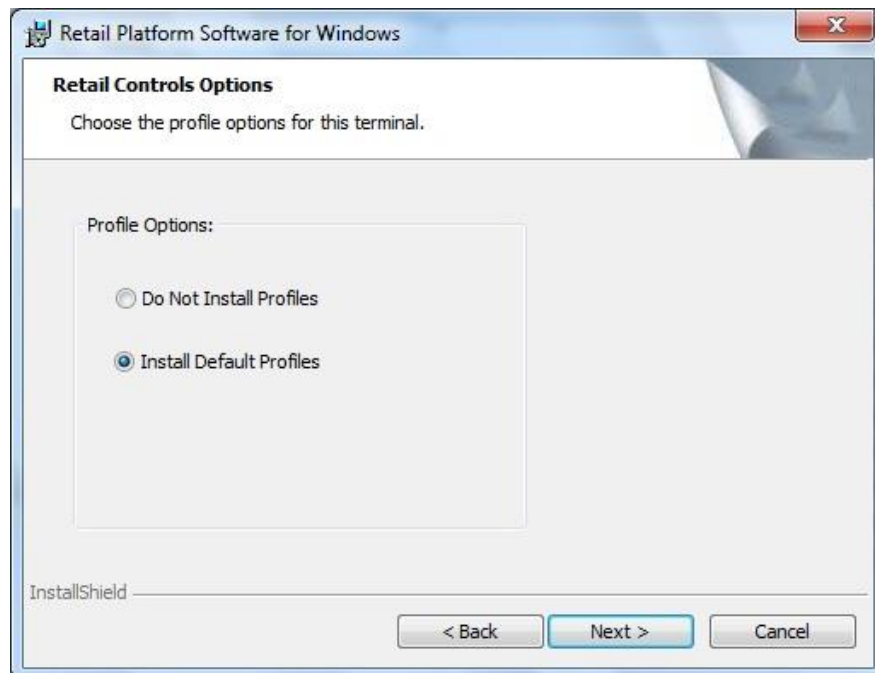


Figure 1-20. Retail Platform Software - Retail Controls Options

49. At the Retail Systems Manager Options screen, select **Local Only** and click **Next** unless you are using an RSM server for remote management, in which case chose **Managed by RSM Server** and answer the additional questions on the screen.



Figure 1-21. Retail Platform Software - Retail Systems Manager Options

50. At the Event Log Wrapping screen, click **Next**.

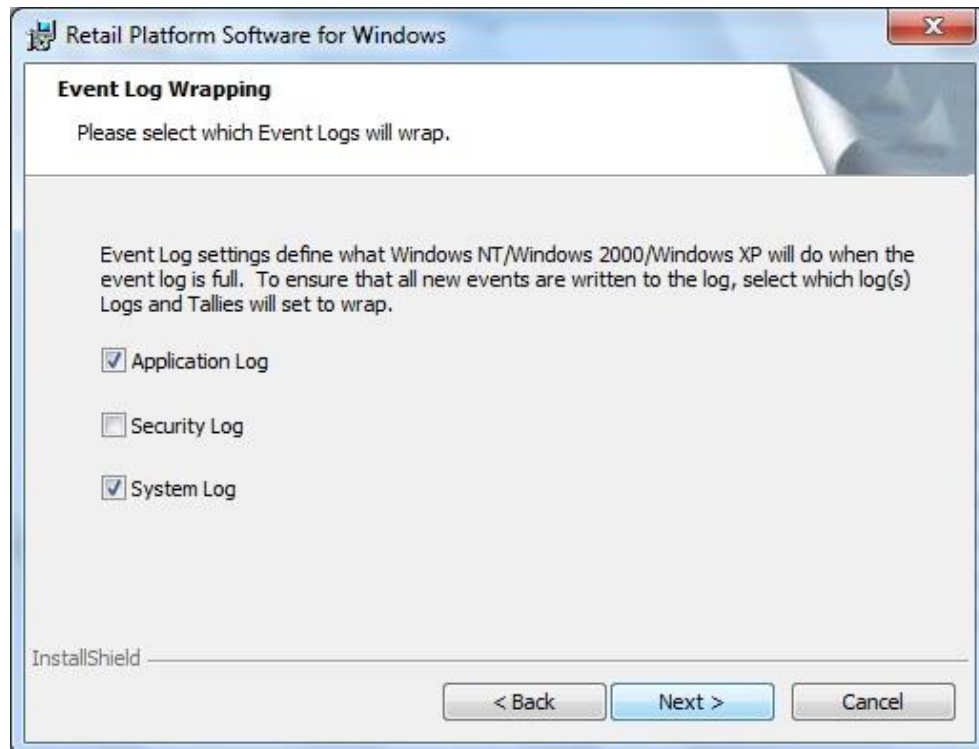


Figure 1-22. Retail Platform Software - Even Log Wrapping

51. At the Security Setting Options screen, select **Modify security settings** and click **Next**.



Figure 1-23. Retail Platform Software - Security Setting Options

52. At the Ready to Install the Program screen, click **Install**.

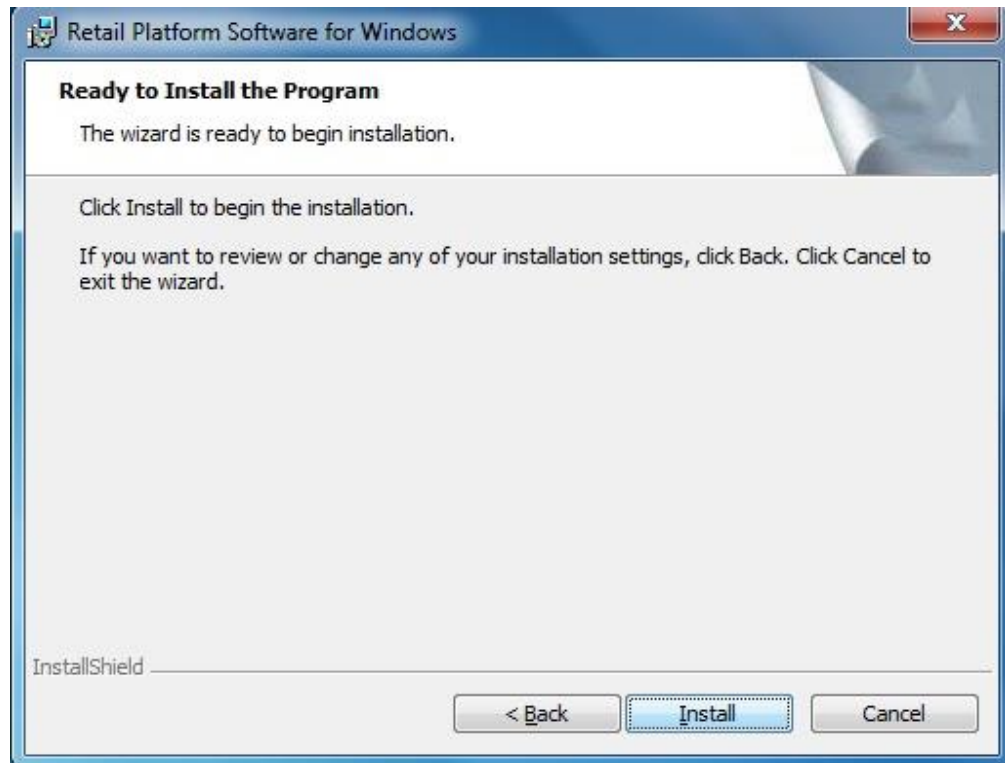


Figure 1-24. Retail Platform Software - Ready to Install

53. RSM is installed.



Figure 1-25. Retail Platform Software - Installation Begins

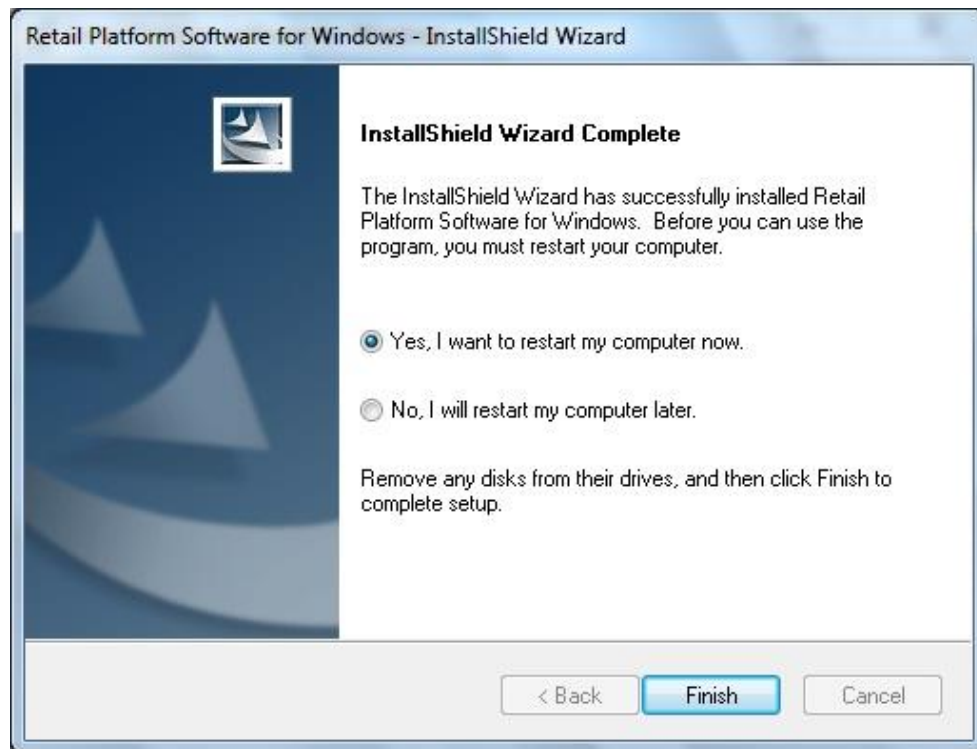


Figure 1-26. Retail Platform Software - Installation Complete

54. At this point, attach the USB devices, i.e., POS printer, scanner. The cash drawer is to be plugged into the cash drawer port on the XR6 (7603) motherboard regardless of which printer is used.
55. At the restart message box click **Yes**.
56. At the completed screen click **Finish**.
57. After reboot, log on as administrator.
58. Do not attempt to set up your devices at this point. That will be explained later in this document.

1.5 Installing NCR printer drivers (IONetworks)

If you are using an Epson TM-6000III/IV USB printer, install the Epson OPOS and set up the printer via the Epson utility.

59. Click **Start** and go to the Control Panel. Click **Device Manager**.

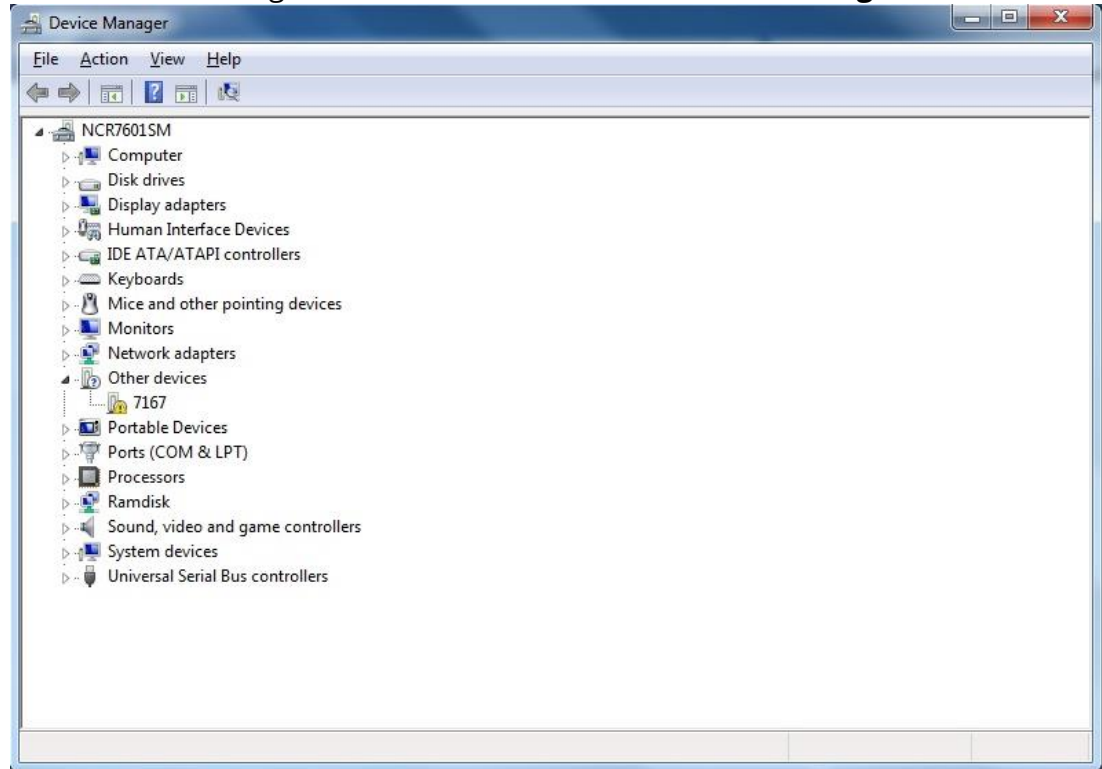


Figure 1-27. Device Manager

60. Under Other devices, right click the device (i.e., **7167**) with the yellow exclamation mark and click **Update Driver Software**.

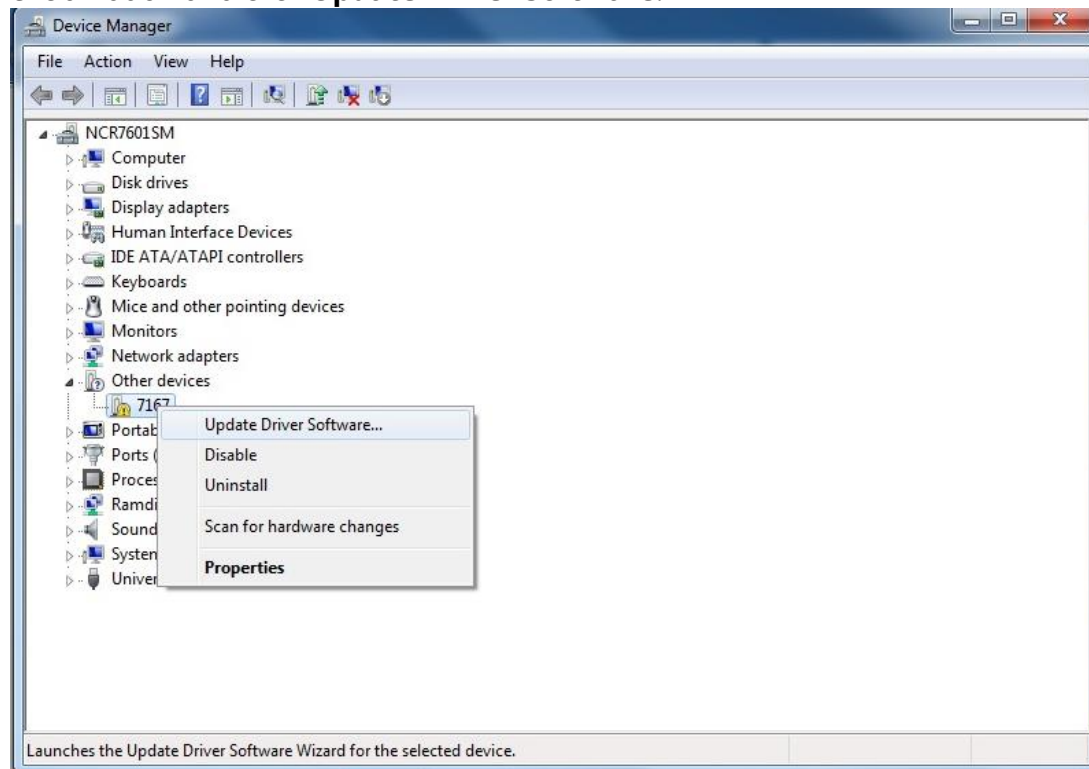


Figure 1-28. Device Manager - Update Driver Software

61. Click **Browse my computer for driver software**.

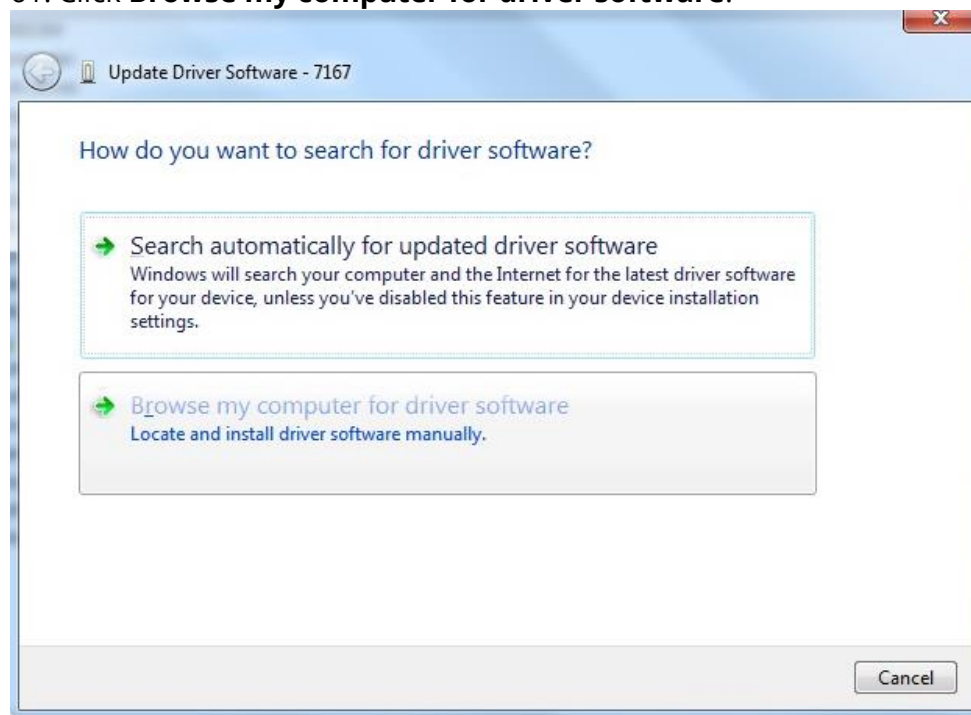


Figure 1-29. Update Driver Software - 7167

62. Browse to `C:\Install\Drivers\IONetworks` and click **OK**.

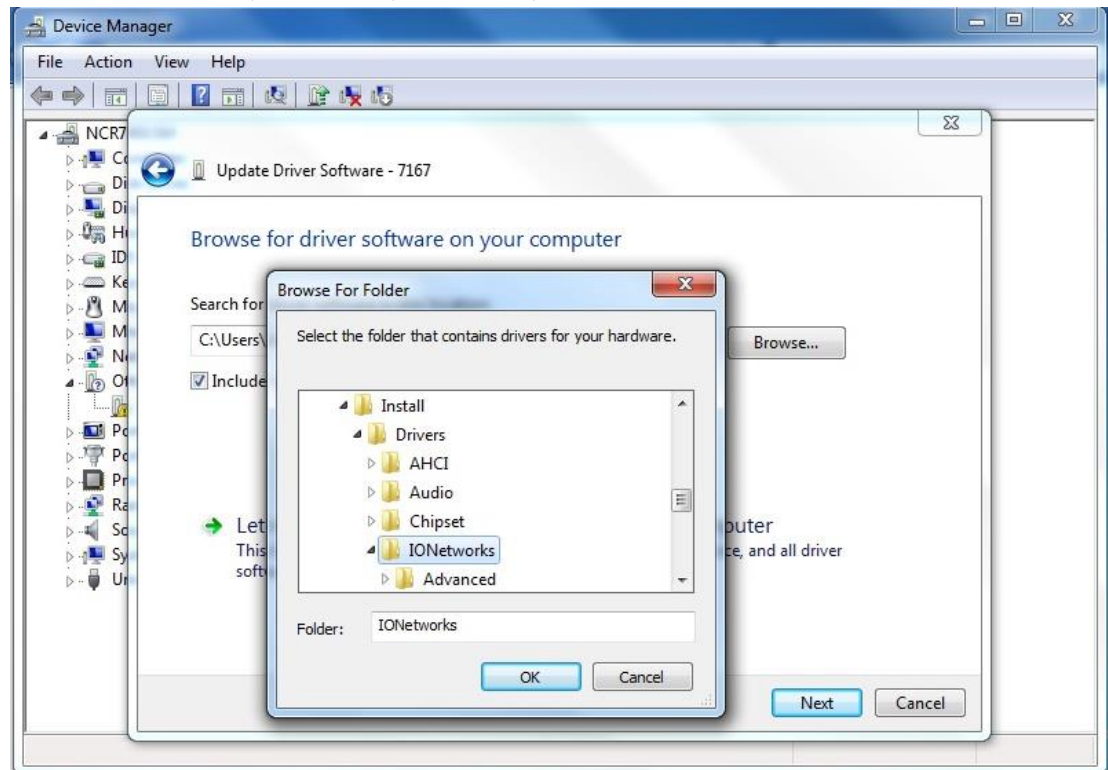


Figure 1-30. Update Driver Software - Browse For Folder

63. Click **Next** at the following screen.

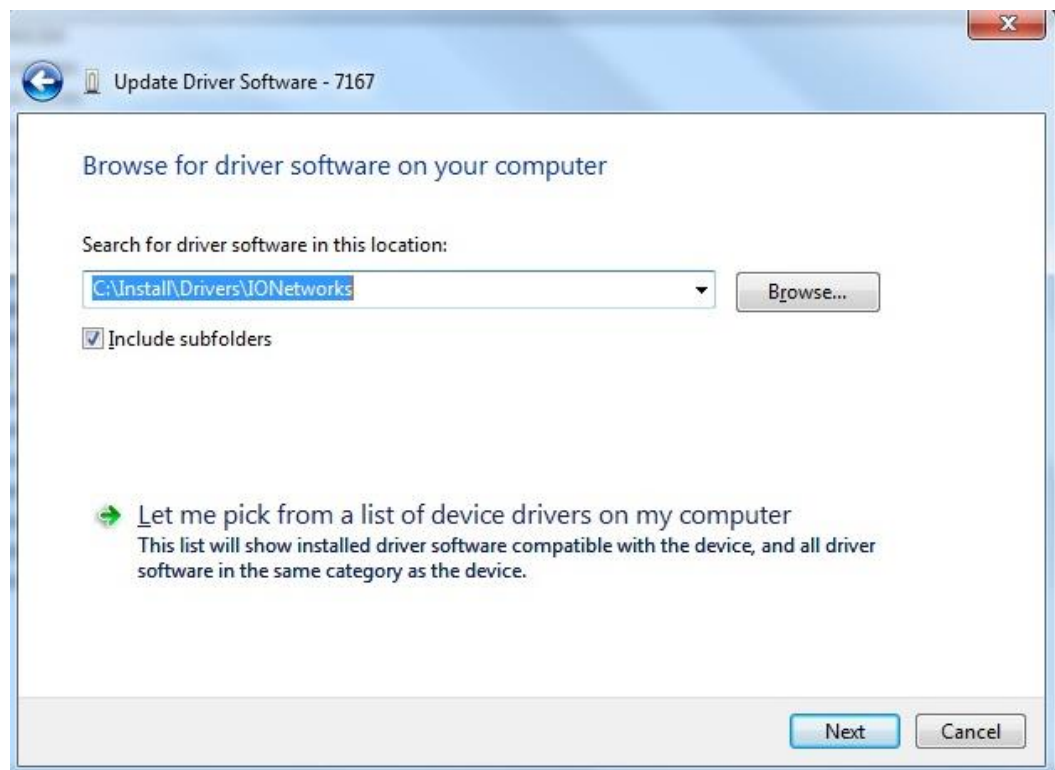


Figure 1-31. Update Driver Software - Next

64. At the following screen click **Close**.

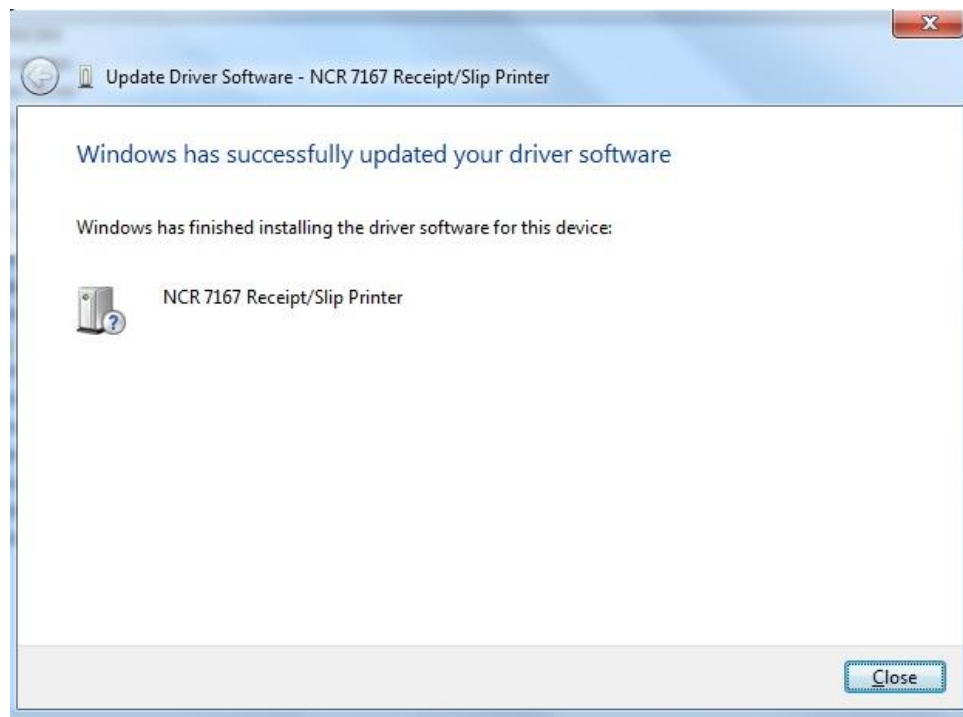


Figure 1-32. Update Driver Software - Success

65. Go back to Device Manager and repeat the same steps for the EPIC Port device.

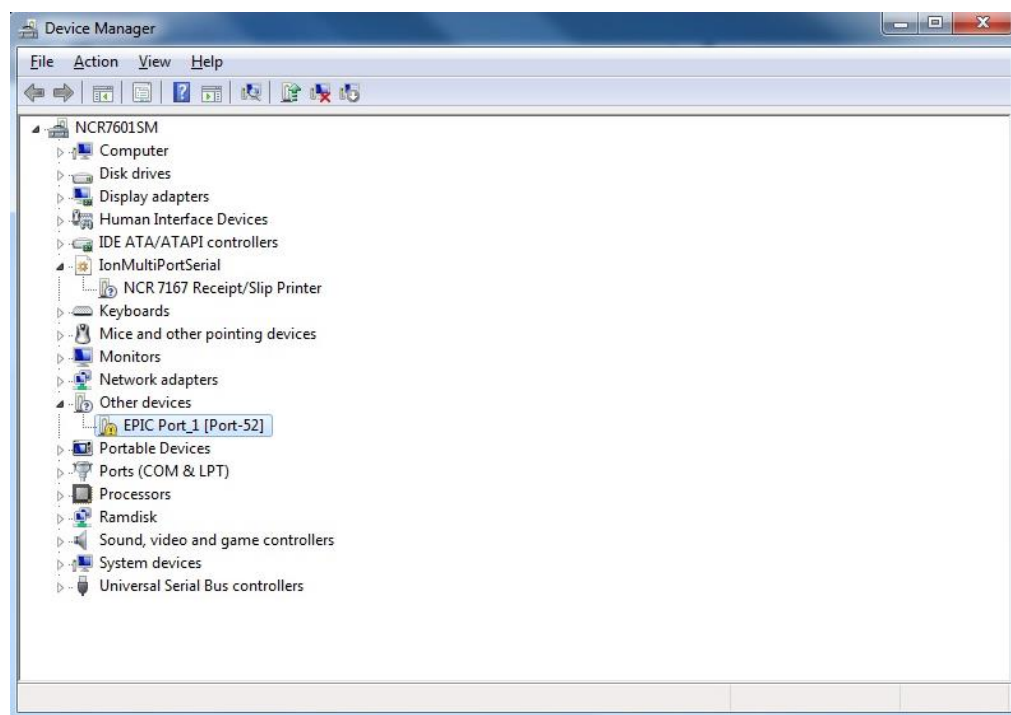


Figure 1-33. Device Manager - EPIC Port Device

66. Close Device Manager and Control Panel.

1.6 Installing Device Profiles

67. From the C:\Install\Drivers\RPSW folder on the POS, double click ENCORNCRPOPOS.reg.

**** DYNAKEY HARDWARE IS NOT CURRENTLY SUPPORTED UNLESS RUNNING DYNAKEY WITH FULL TOUCH LAYOUT ****

NOTE:

If you ever uninstall NCR RSM(OPOS) and reinstall, it will be necessary to go to the C:\Install\Drivers\RPSW folder on the POS and double click ENCORNCRPOPOS.reg to reinstall the correct device profiles. The Device settings will also need to be redone to match the attached devices.

68. Open an Explorer window and navigate to the C:\Program Files\NCR\USB Keyboard folder. Highlight the four Set programs, right click, and select **Send to > Desktop create shortcut**.
69. Go to the desktop, highlight the four new shortcuts, right click, and select **Cut**.
70. Click **Start**, click **All Programs**, right click **Startup**, and select **Open** from the drop-down menu.
71. Paste the shortcuts into the right panel.
72. Verify that the shortcuts are in the Startup.

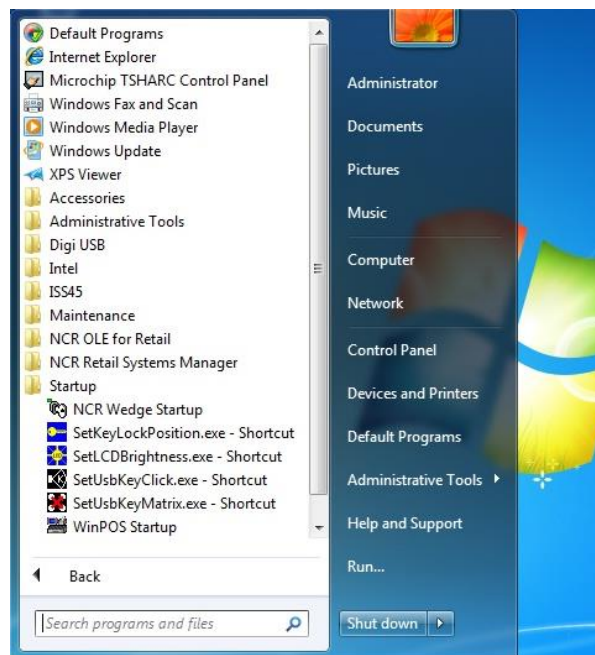


Figure 1-34. Startup - Shortcuts

The following devices profiles were installed by the ENCORNCRPOPOS.REG file:

- NCRCashDrawer.1
- NCRMICR.1

- NCRPOSPrinter.1
- NCRScale.7872
- NCRScanner.7872
- NCR ToneIndicator.1.

Other profiles were installed via the RSM install but only those listed above are currently supported by **ENCOR**. Changing to other profiles will cause device failures in **ENCOR**.

Some of the above profiles should work as is; however, some profiles (such as NCRPOSPrinter.1, NCRScale.7872, and NCRScanner.7872) may need to be changed depending on which printer or scanner/scale is attached to the POS. It is not the intention of this guide to document how to use the RSM LE setup. Information on this can be found on the NCR website. That said, the device setup is straight forward, and the following screen provides an example on device setup.

73. Run RSM LE and configure your devices.

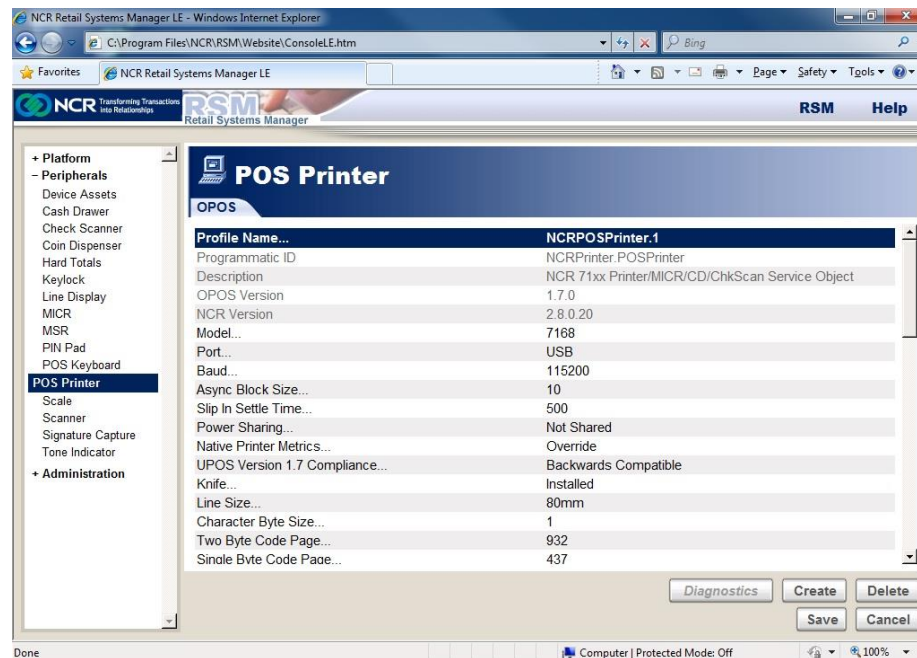


Figure 1-35. RSM LE - Device Configuration

74. Once you have chosen the correct profile (see choices above), you normally will only have to choose the correct model number of your device. Always select **USB** as your port. For the 7168 printer, there are some additional settings to choose (single or double sided printing). If you want double sided printing, go to the Two Sided Thermal Mode option and select **Double sided Automatic Split Receipt**. (This requires special printer paper).

75. Now that the OS, network, and device drivers are installed and configured, run the SN - Prerequisite Installer to install the required dot net.

76. After the reboot, you are now ready for the **ENCOR WinPOS** install. See the Install guide on the website.

Use the following corresponding screens when doing the install. These are the only ones that are different.

77. Dynakey is not currently supported. Select **Touch Menu Panel**.

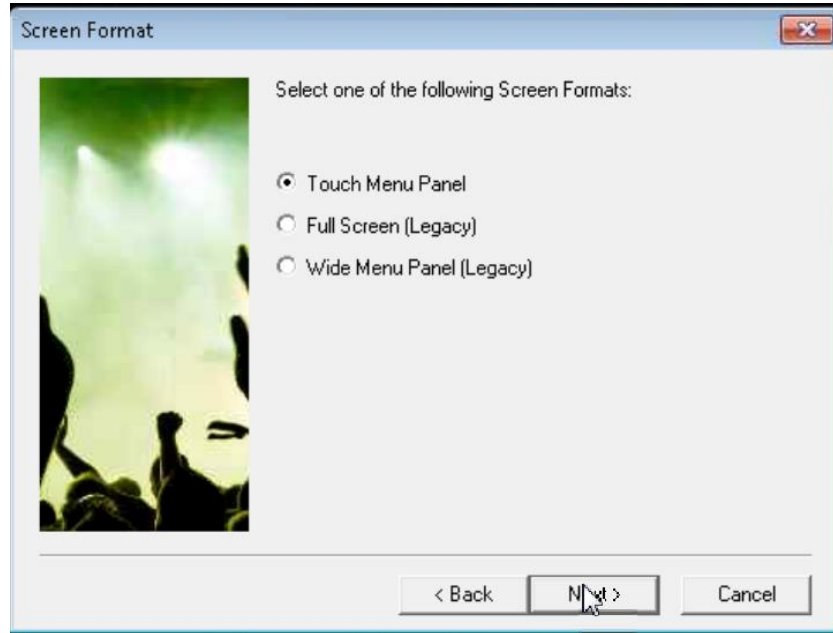


Figure 1-36. ENCOR Install - Screen Format

78. If using dual monitors, select the following. Otherwise, select **Single Screen**.

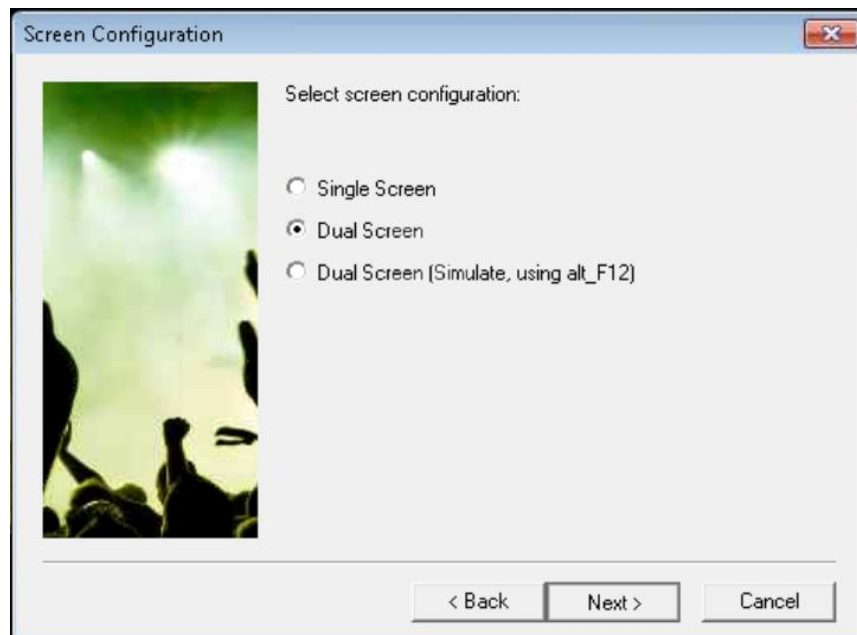


Figure 1-37. ENCOR Install - Screen Configuration

79. Under Hardware Type select **Standard POS**.

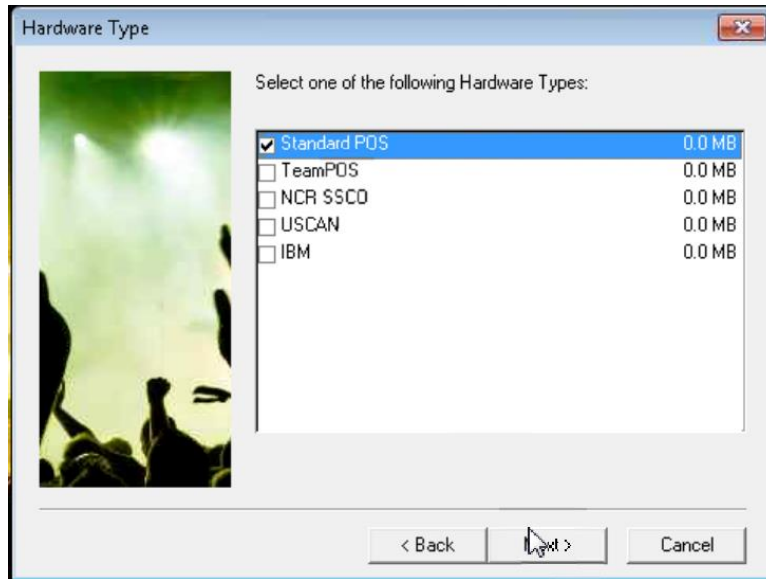


Figure 1-38. ENCOR Install - Hardware Type

80. Depending on the installed devices, set up the following OPOS devices in the FrontOffice POS Configuration. If using the Epson TM-H6000IIIU/IVU, install the Epson OPOS using the `ADK268E.exe` and set it to be TM-H6000IIIU for the printer and the MICR:

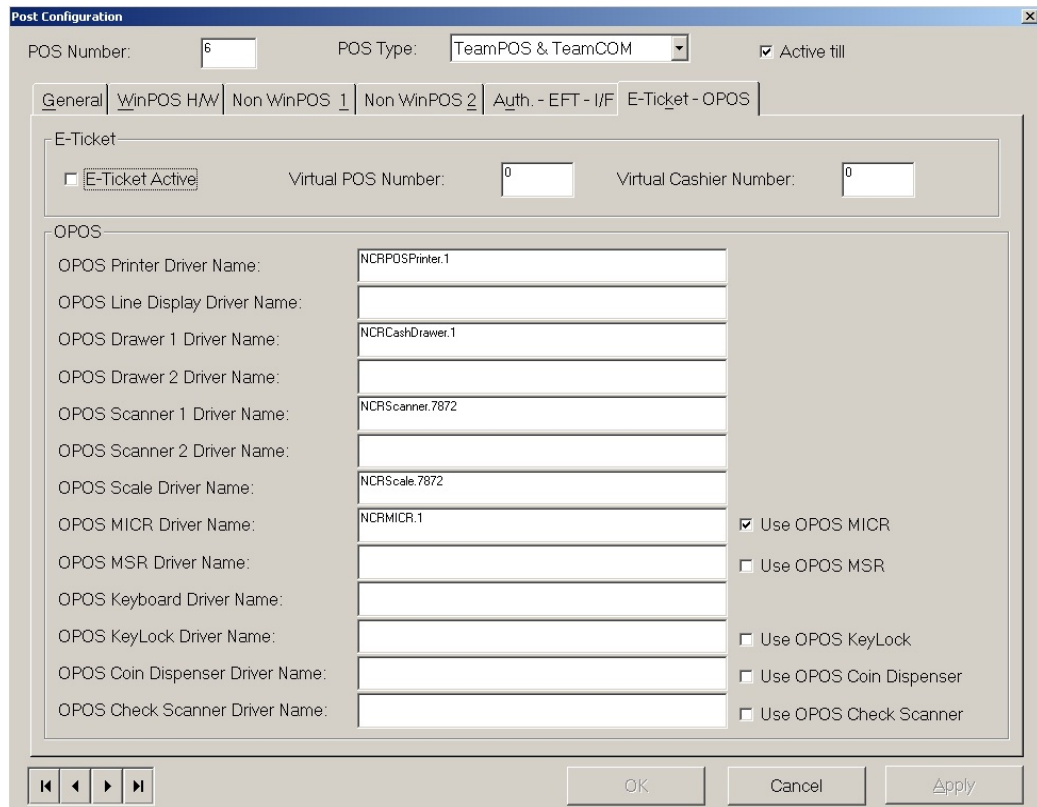


Figure 1-39. ENCOR Install - Post Configuration

1.7 Additional setup information:

- **Printers** – Set or build appropriate templates for check writing.
- **Menusys .mac** – It is the Dealer's responsibility to set up the menusys.mac file to meet the customer's requirements.
- **Keyboard programming** – It is the Dealer's responsibility to configure keyboard programming as required.

1.8 Programming the 78xx Scanners

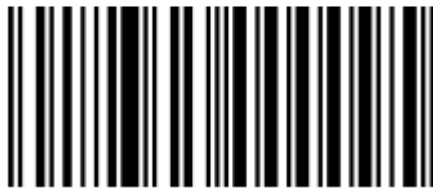
Following are the scan tags and sequences to program the 78xx scanners. Once the OPOS devices are set up and programmed, the POS should be ready for use.

78XX Scanner programming tags:

To Program the 7874 / 7878 for **ENCOR**

(Start)

Reset



Default

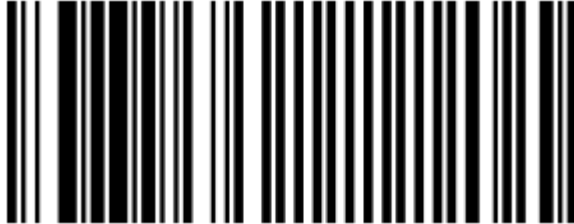


Programming Mode

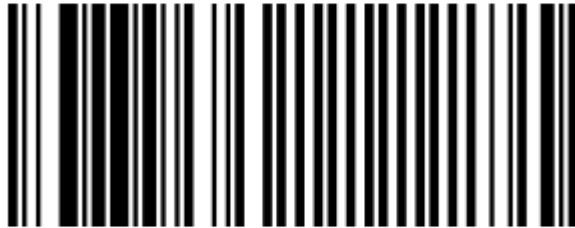


(Set to USB Communication Protocol)

Hex 1



Hex 0

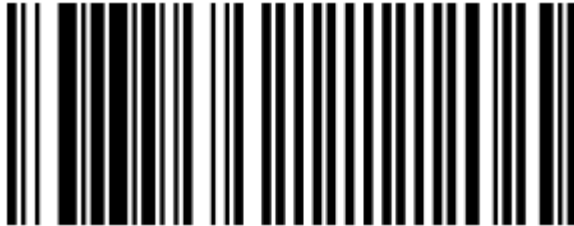


Hex D

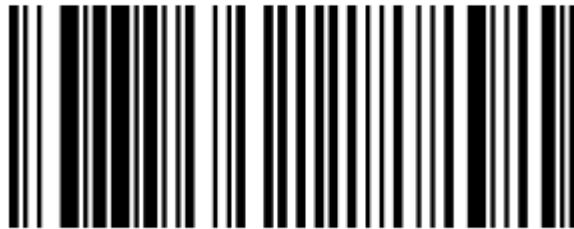


(Enable periodical codes)

Hex 1



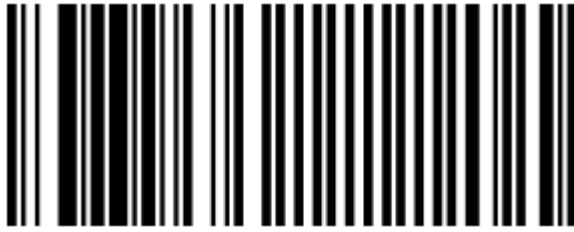
Hex 3



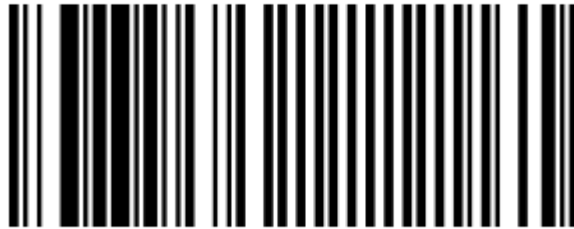
Hex E



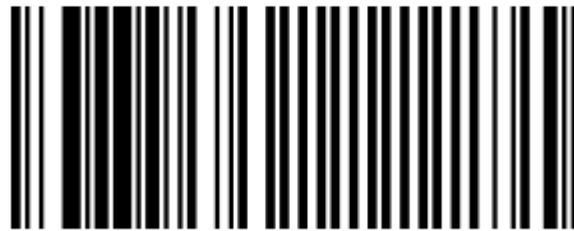
Hex 1



Hex 2

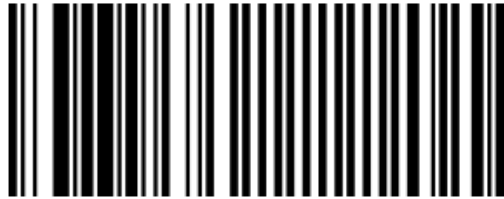


Hex 0



(Enable Code 128)

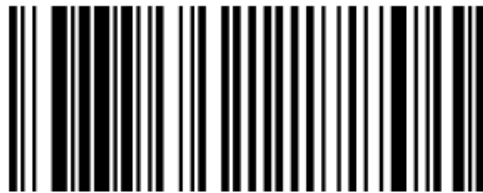
Hex 1



Hex 7



Hex A

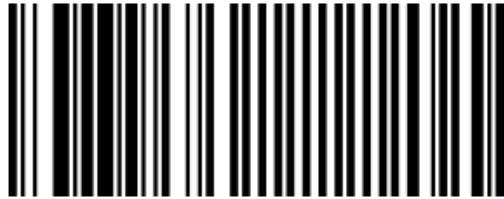


Hex 1



(Enable DataBar)

Hex 1



Hex 8



Hex A

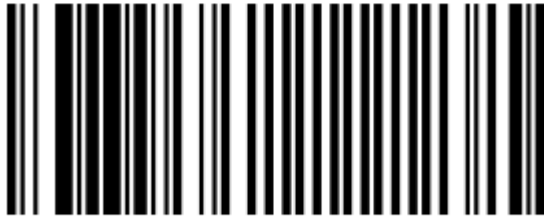


Hex 3



(Finish)

Save and Reset





© NCR Corporation, 2017

NCR endeavors to ensure that the information in this document is correct and fairly stated but does not accept liability for any error or omission.

The development of NCR products and services is continuous and published information may not be up to date. It is important to check the current position with NCR. This document is not part of a contract or license, save insofar as may be expressly agreed.

NCR Corporation
2651 Satellite Blvd.
Duluth, GA 30096

P/N 89000920
PIN 45002/092