

# PRODUCT

## NCR PC and Platform Program

MB-PL-1047, Issue 58d

May 13, 2019

Note: This issue 58d withdraws all the PC configurations while replacement releases are completed. The boards and CPUs have reached the end of their life cycles and are no longer available. The Xeon-based Server configurations remain available.

Issue 58c withdraws the RAID1/Windows 7 Professional configuration: The motherboards supporting RAID1 with Windows 7 are no longer available. In addition, some of the shipments with Windows 7 Pro (32- or 64-bit) may require Channel Partners to load this O/S due to the October 2018 implementation of additional Microsoft restrictions regarding vendor handling of OEM Embedded Microsoft Windows 7.

Issue 58b corrected the RAM for the LaneHawk Controller to 4GB. Issue 58a corrected the SSD capacity for the three PC-class machines to 256GB. Only the server-class machines are shipped with the higher-capacity drives. We apologize for the error. Issue 58 lowered prices on some of the PC and Server line. Also — instead of withdrawing Windows 7 Professional downgrades on October 31 as previously announced — Microsoft has offered extended availability but at an increased price and with some handling and loading restrictions. PC/Server platforms listed and shipped with a factory-loaded downgrade option for Windows 7 Professional have slight price increases as a result. General information regarding Microsoft downgrade/migration rights (for NCR POS e-box devices) has been added to this bulletin for your convenience.

In the previous Issue 57, all desktop versions were re-released as compact mid-tower products, including a new RAID1 hybrid server with Windows 10. Solid-state drives are used for all storage except on the largest RAID10 4x1TB server. PC units are licensed with Windows 10, while Microsoft Server 2016 is provided on server-class machines, and all units may be shipped with downgraded O/S versions to ensure compatibility with the current Channel POS releases. Changes of significance since the previous Issue are highlighted in **RED**.

NCR offers these ~~PCs and~~ Server-class machines as platforms for ISS45, ScanMaster, ACS 7.0, LaneHawk and other applications. To minimize cost, special volume-based prices offer lower prices to Channel Partners for orders of 20+ or 100+ machines.

These machines ship with certified operating system images to support ScanMaster and ISS45, and are normally compatible with ACS/ACS-IR. Channel Partner margins are protected because these products cannot be “shopped” on the Internet.

The branded server and PC line currently includes four primary models. Additional details can be found in the Configuration Notes for the individual listings starting on Page 3.

### 1. **Compact Mid-Tower PCs** — for general use as store controllers or workstations:

- Intel Pentium G4400 3.3GHz, 8GB (8Gx1) RAM (2 slots), **256GB** solid-state disk storage (SSD), 24x SATA DVD-RW, Keyboard and Mouse
- Uses the In Win BK623 compact chassis (12.7 x 5.5 x 10.8 inches)
- Available with Windows 10, or can be shipped downgraded to Windows 7 Professional 32-bit or 64-bit.
- No O/S version also available for use as a LaneHawk controller (use Linux) and 256GB SSD. Second network interface card (NIC) provided.



### 2. **Compact Server Class Mid-Tower** — with Xeon CPU and Microsoft Server O/S:

- Intel Xeon E3 1230V5; 8GB (1 x 8GB) DDR-4 2400MHz RAM (4@ total slots); RAID1 configuration: 2 x 512GB SSD; 24x SATA DVD-R/W; USB Keyboard; USB Mouse.
- Uses the In Win BK623 compact chassis (12.7 x 5.5 x 10.8 inches)
- Licensed for Microsoft Server Standard 2016, but ships installed with Microsoft Server Standard 2012 R2 64-bit operating system downgrade for POS software application compatibility.

### 3. **RAID10 Server with 4-drive array** — Xeon CPU and Microsoft Server O/S:

- Intel Xeon E3 1230V5; 16GB (2 x 8GB) DDR-4 2400MHz RAM (4@ total slots); RAID10 configuration: 4 x 1TB SATA HDD; 24x SATA DVD-R/W; USB Keyboard; USB Mouse.
- SuperMicro CSE-731i-300B chassis provides 2@ 5.25-inch drive bays, 4@ 3.5-inch fixed drive bays; 4@ full-height and full-length expansion slots. 14.25 x 7.25 x 16.75 inches.
- Licensed for Microsoft Server Standard 2016, but ships installed with Microsoft Server Standard 2012 R2 64-bit operating system downgrade for POS software application compatibility.



#### CONFIGURATION AND INSTALLATION

Before loading ISS45 V8 on a RAID server make sure to check the end-to-end “recipes” provided by NCR Channel Partner Technical Support specific to these current servers in the [NCR Installation Guides](#) for these products.

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# Configuration and Pricing

## PCs

### PCs: LaneHawk Controller

PIN	Description	List Price	Install Price	Maint Price
7952-0094-0007	— NCR Mid-Tower Compact PC, LaneHawk PC, P-G4400, 4GB RAM, 256GB SSD, Dual NIC, Hardware-Only (no O/S)	\$704	\$195	\$255

Partner Net Price: \$528.

[Pricing and Release Notes](#) ▶ ▶ Partner Net Price: \$528. Withdrawn: No additional orders can be accepted.. ◀

### PCs: Compact Windows PCs

PIN	Description	List Price	Install Price	Maint Price
7952-0094-1007	— NCR Mid-Tower Compact PC, P-G4400, 8GB RAM, 256GB SSD, Windows 10	\$902	\$195	\$255

Partner Net Price: \$676.

[Pricing and Release Notes](#) ▶ ▶ Partner Net Price: \$676. Withdrawn: No additional orders can be accepted.. ◀

7952-0094-3207	— NCR Mid-Tower Compact PC, P-G4400, 8GB RAM, 256GB SSD, Windows 10 → 7 Pro 32-Bit	\$965	\$195	\$255
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Partner Net Price: \$747.

[Pricing and Release Notes](#) ▶ ▶ Partner Net Price: \$747. Withdrawn: No additional orders can be accepted.. ◀

7952-0094-6407	— NCR Mid-Tower Compact PC, P-G4400, 8GB RAM, 256GB SSD, Windows 10 → 7 Pro 64-Bit	\$1,044	\$195	\$255
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Partner Net Price: \$783.

[Pricing and Release Notes](#) ▶ ▶ Partner Net Price: \$783. Withdrawn: No additional orders can be accepted.. ◀

### RAID1 Controller: Compact Windows

PIN	Description	List Price	Install Price	Maint Price
7952-0095-1007	— NCR Mid-Tower Compact Controller, RAID1, Core i5 , 8GB RAM, 2x512 SSD, Windows 10 → 7 Pro 64-Bit	\$1,663	\$195	\$300

This item now withdrawn and no further orders can be accepted. There is no immediate replacement.

Partner Net Price: \$1,247.

[Pricing and Release Notes](#) ▶ ▶ Partner Net Price: \$1,247. Withdrawn: No additional orders can be accepted. This item now withdrawn and no further orders can be accepted. There is no immediate replacement.. ◀

### RAID1 Server: Compact Chassis

PIN	Description	List Price	Install Price	Maint Price
7952-0096-1607	— NCR Mid-Tower Compact Server, RAID1, Xeon E3, 8GB RAM, 2x512 SSD, Microsoft Server 2016 → 2012 R2 64-Bit	\$2,949	\$195	\$350

#### RAID1 XEON 2x512 SSD

Currently Shipping: Intel Xeon E3 1230V5; 8GB (1 x 8GB) DDR-4 2400MHz RAM (4@ total slots); RAID1 configuration: 2 x 512 SSD; 24x SATA DVD-R/W; USB Keyboard; USB Mouse. ◻-In Win BK623 compact chassis provides 1@ 5.25-inch external-access drive bay, 1@ 3.5-inch external-access drive bay, 1@ 2.5-inch/3.5-inch internal fixed drive bay; 4@ full-height expansion slots. Dimensions: 12.7 inches (323 mm) high x 5.5 inches (140 mm) wide x 10.8 inches (276 mm) deep. 300-Watt power supply. ◻-Ports include 2 USB 2.0 ports (rear); 2 USB 3.0 ports (rear) 2 USB 2.0 ports (front) 2 USB 3.0 ports (front); 1 VGA port, one COM/RS-232 port (DB9M); dual Ethernet controller I210-AT. ◻-Licensed for Microsoft Server Standard 2016, but ships installed with Microsoft Server Standard 2012 R2 64-bit operating system downgrade for POS software application compatibility. Includes media. ◻-ISS45 and ScanMaster are both planned for 64 bit server compatibility. See Release List on Channel Partner Support Site for release plans and dates. ◻-Three (3) year warranty provided with fulfillment directly to the Channel Partner from the manufacturer. ◻-Replaces withdrawn item SNSV-R1-64

Partner Net Price: \$2,212. Certified with ISS45 and ScanMaster. This is a preferred selection. May require reload from backup media.

## RAID10 Server: Expandable Chassis

PIN	Description	List Price	Install Price	Maint Price
7952-0097-1607	<b>— NCR Tower Server, RAID10, Xeon E3, 16GB, 4x1TB HDD, 16G RAM, Microsoft Server 2016 → 2012 R2 64-Bit</b>	\$2,980	\$250	\$600
	<div style="border: 1px solid black; padding: 2px; display: inline-block;"><b>RAID10 XEON 4x1TB</b></div> <p>Currently Shipping: Intel Xeon E3 1230V5; 16GB (2 x 8GB) DDR-4 2400MHz RAM (4@ total slots); RAID10 configuration: 4 x 1TB SATA HDD; 24x SATA DVD-R/W; USB Keyboard; USB Mouse. ¶-SuperMicro CSE-731i-300B chassis provides 2@ 5.25-inch drive bays, 4@ 3.5-inch fixed drive bays; 4@ full-height and full-length expansion slots. Dimensions: 14.25 inches (362 mm) high x 7.25 inches (184 mm) wide x 16.75 inches (425 mm) deep. ¶-Ports include 2 USB 2.0 ports (rear); 2 USB 3.0 ports (rear) 2 USB 2.0 ports (front); 1 VGA port, one COM/RS-232 port (DB9M); dual Ethernet controller I210-AT. ¶-Licensed for Microsoft Server Standard 2016, but ships installed with Microsoft Server Standard 2012 R2 64-bit operating system downgrade for POS software application compatibility. Includes media. ¶-ISS45 and ScanMaster are both planned for 64 bit server compatibility. See Release List on Channel Partner Support Site for release plans and dates. ¶-Three (3) year warranty provided with fulfillment directly to the Channel Partner from the manufacturer. ¶-Replaces withdrawn item SNSV-R10-64-WS12</p>			Partner Net Price: \$2,235.

## Standard Flat-Panel Monitors: 17-Inch Models

PIN	Description	List Price	Install Price	Maint Price
7952-K472-V001	<b>— Retalix 17-Inch Flat Panel Monitor, VGA Only, Includes Power and Interface cable, Black</b>	\$179		\$50
	<div style="border: 1px solid black; padding: 2px; display: inline-block;"><b>STD 17-Inch VGA</b></div> <p>Product shipped subject to change without notice. StoreNext will ship the same physical product with each order, however. ¶-Currently shipping 1280 x 1024 native resolution, 2000:1 dynamic contrast ratio, 300 cd/m2 brightness, 5 ms response time, Energy Star® and TCO'03 compliance, 3-year parts and labor limited warranty, internal power supply, external dimensions 14.8" W x 6.3" D x 14.6" H</p>			Partner Net Price: \$117.
7952-K472-V002	<b>— Retalix 17-Inch Flat Panel Monitor, VGA/DVI, Includes Power Cable, No Interface Cable, Black</b>	\$199		\$50
	<div style="border: 1px solid black; padding: 2px; display: inline-block;"><b>DVI/VGA 17</b></div> <p>Currently shipping: 17-inch diagonal, VGA or DVI interface, 1280 x 1024, 250 CD/m2, 100000000:1 ratio (dynamic), 5 ms, black color. Includes power cable. VGA or DVI Interface cable not included.</p>			Partner Net Price: \$127.



## WARRANTY AND SUPPORT FOR BRANDED PC AND SERVER ITEMS

To minimize Channel Partner up-front cost but provide security on higher-priced products, the warranty for the branded PCs is one (1) year, and the warranty on the server-class machines is three (3) years. These warranties are parts-only and do not include any on-site service.

- Warranty fulfillment, out-of-box failures and post-warranty parts are available to Channel Partners directly with NCR's OEM vendor, Equus.
- Channel Partners should call **800-576-7929** for warranty and out-of-box failures on the branded PCs and servers. Do not use this number for any other purposes, and do not call any other numbers for reporting warranty or out-of-box failures on these products.
- Tell the Equus telephone representative that you are "with StoreNext/Retalix/NCR."
- Out-of-box failures will be handled as a whole-unit or part replacement as most appropriate. For example, a DOA machine will likely be replaced in full, but a faulty RAM module will be replaced as a component part.
- Warranty parts will be provided on a component basis.
- Post-Warranty parts will be available for purchase from Equus.

## WARRANTY AND SUPPORT FOR ACER PCS — LEGACY PRODUCTS FROM ACER

Channel Partners contact Acer directly for product warranty and repair on legacy Acer hardware. Acer's special Premier Care toll-free number for StoreNext/Retalix/NCR Channel Partners (better response time) is **866-679-2237** — reference Acer Reseller **#767476** when you call.

According to Acer, Premier Care Channel Partners (that's you) may also email issues and questions to [Resellers@tx.acer.com](mailto:Resellers@tx.acer.com). Some of the key benefits to Premier Care program include (1) dedicated US-based organization with advanced technical and administrative support providing customer service solutions, (2) toll-free Priority Access, (3) spare parts ordering (see below), (4) Depot repair service requests and (5) access to SPL lookup via <http://secure.tx.acer.com/SPL>.

This telephone number (**866-679-2237**) can also be used for ordering spare parts. Make sure that you are talking to the spares desk, and reference the above Premier Care reseller number (#767476) to ensure you get the lowest price. Acer has now affirmed its policy to sell spare parts at discounted prices directly to Channel Partners — the only exception being for those parts such as hard disk drives, RAM, and other products that are also sold as "hardware options" on currently-shipping models. In that case, Channel Partners must purchase these items from a distributor. All other spare parts and parts from older models will be provided.

## MICROSOFT PLATFORM RULES

**IMPORTANT:** [See the Update](#) on the Channel Partner Support Site regarding Microsoft Embedded Operating Systems for POS devices.

Several Microsoft policies and practices affect purchases of Microsoft embedded operating system platforms:

- Microsoft requirements mandate the following regarding embedded operating systems such as POSReady 7, POSReady 2009 or WePOS.
  - These products are available from NCR as license-only releases
  - These products are shipped embedded with POS terminals only
  - These products must be factory pre-loaded by NCR on their supplied platforms— there are no third-party installer options for embedded operating systems

- These licensed products cannot be made available separately, other than field upgrade licenses
- A Certificate of Authenticity (COA) sticker is affixed to the unit when shipped,
- An End User License Agreement (EULA) is shipped with the item, unless an electronic license (see below) has been provided,
- A recovery CD-ROM (see PIN below) is normally available to replace the operating system in case of disk failure, warranty replacement, etc. One recovery CD-ROM per POS system may be ordered if desired.
- The recovery CD-ROM can also be used as the upgrade CD-ROM contingent upon license purchase.
- NCR has provided a copy of the current SQL Workgroup Edition media to all Channel Partners in good standing - this is considered an embedded product for ISS45 V8 and NCR may distribute it to Channel Partners as such.
- Channel Partners should read the [SQL Licensing Update](#), provided January 31, 2015, with many changes in the way that ISS45 SQL Embedded licenses are counted and priced. See the Channel Partner Support website.
- NCR will make no attempt to compete with gray market or illegal software occasionally offered via Web channels. Very low prices are sometimes found on software with "No COA."
  - Channel Partners must avoid "No COA" software: this software designation cannot be used legally for business use.
  - Anywhere Microsoft is used for commercial purposes a "Certificate of Authorization" (COA) is required. This is provided with all POS terminals sold by NCR as a sticker on the terminal.
  - Channel Partners who would remarket "No COA" Windows systems are selling grocers a license that they cannot legally use, and could as such be liable for fraud.
- NCR is releasing a separate Reference Bulletin to fully describe the Microsoft embedded OEM licensing provided with NCR POS terminal products as Bulletin 1243. Please see the NCR Channel Partner Support Website (Reference Bulletins) for this document.

## MIGRATION RIGHTS

1. **Migration Rights explanation:** Microsoft licensing rules can provide "Migration Rights" that allow the end user to temporarily use a downgrade of the operating system to another operating system within the original operating system's "family," then upgrade back to the purchased version within 24 months.
  - a. Migration Rights can be provided that allow ACS users, for example, to purchase POSReady 7 now, but downgrade to POSReady 2009 until they are ready to upgrade to a POSReady 7-compatible version of ACS. Migration Rights allow the user to restore the original POSReady 7 load when desired.
  - b. Migration Rights are not available across Microsoft product families. For example, users cannot purchase Windows 7 Professional Embedded and obtain Migration Rights to downgrade to a POSReady-type operating system, or the other way around.
  - c. Where Migration Rights are not available (like the example in (b) above) the user can still purchase an Embedded License Kit from NCR that will provide the desired product at a lower cost than the standard price for an off-the-shelf purchase in the open market. This requires, however, purchasing both licenses for the same product at the same time at initial delivery.

2. **Summary:** To accomplish the operating system changes for the user:
  - a. Order the POS hardware with an initial operating system.
  - b. Along with that order, submit the request for the appropriate "Migration Rights" to allow operating system changes within the same Microsoft product "family" (see below about families).
  - c. Order the operating system media to enable loading the correct software and drivers for that machine during the downgrade/upgrade process.
  - d. Order a new/final operating system license in "kit" form if a migration will be needed to an O/S outside the initial operating system's "family."
3. **Ordering the e-box hardware:** When the Channel Partner orders the NCR RealPOS hardware product, an operating system license and Certificate of Authenticity (COA) sticker are provided for the operating system purchased with the e-box.
  - a. For example order RealPOS 82XRTs with Microsoft Windows POSReady 7 Embedded. POSReady 7 is in the same "family" as POSReady 2009 for example, so Migration Rights may be requested and apply to this situation.
4. **Requesting Migration Rights:** When the e-boxes are ordered, the Channel Partner must request Migration Rights on behalf of the end user.
  - a. The Channel Partner should attach a separate sheet to the P.O. as follows:

"[**End-User Name**] would like to request with their purchase of [**Final Software Version**] the ability to use Migration Rights to deploy [**Temporary Software Version**] for a period of time for their POS terminals before switching to [**Final Software Version**]."
  - b. Order Entry will forward this Migration Rights request to ScanSource with the order, and ScanSource will relay the Migration Rights request to NCR Solutions Management.
5. **Order the Media:** The Channel Partner should order these items along with the e-boxes. You will find the right part numbers (like D370-xxxx-xxxx) in the Software section of the various Pricing and Configuration bulletins. There is no charge for these media items, and a single copy can be used to manage all affected e-boxes:
  - a. Downgrade media — for the operating system code you intend to deploy temporarily
  - b. Upgrade media — for the operating system code that matches the O/S as originally licensed and shipped. The e-boxes will arrive with this O/S, but it will be overwritten by the temporary downgraded O/S from the media in (a) above, so this media will restore the original O/S when required.
  - c. Partition management — and loading software media (NCR Partition Image Application), which is a bootable CD-ROM that supports loading Windows and Linux OS recovery images.