

# NCR PARTNER EDUCATION

## ENCOR Front Office / POS Channel Partner Certification Course

**Dates:** Monday July 22 – Friday July 26

8:30 a.m. – 5:00 p.m. (Friday's class ends about 4:00 p.m. after completion of the certification test and packing up hardware)  
If flying into Plano, travel on Sunday, July 21.

**Location:** NCR Plano, Texas Office

6100 TENNYSON PARKWAY  
SUITE 150, 130, 120  
PLANO, Texas 75024

**Audience:** Partner community who will need to support and configure ENCOR for their customers, the end-user.

**Purpose:** This five-day class prepares the Solution Provider to provide installation and ongoing support services for ENCOR front office / POS. The course will provide deep understanding of how to use and configure the solution, how the retailer will typically use the solution, and how to support end user clients who use the solution.

**Prerequisites:** None

**Outline:** Day 1

- Introductions
- Review Agenda
- System Architecture
- Hardware Configuration
- Controllers MFS1
- Terminal
- Peripherals
- Software Configuration
- Controller O/S
- SQL 2008 Workgroup Editions
- Terminal O/S
- Third Party (i.e. PcAnywhere, Anti-virus, Winzip etc.)
- ENCOR 1.0.0.0
- OPOS for POS Devices
- System Build
- O/S The O/S will not be built in class. Please have it pre-loaded per the instructions below
- SQL This will be loaded in class
- ENCOR Install
- Databases
- ENCOR Install for the POS

### Days 3 - 5

- Backup / Restore
- SQL
- Database and QDX files
- ENCOR
- Utilities
- SQLMNT
- Patches / Upgrades
- Services Monitoring
- ENCOR v 1.0.2.0 Application Tour
- Options
- Features
- Menus
- Screens
- End of Day
- Store Opening
- Menusys.mac setup
- Promotions
- Advanced Member Promotions
- Enhanced
- Group
- Level
- Credits
- Safe and Cashier Balancing
- Course Summary & Q&A Session
- Class Test - you must pass the test to receive ENCOR certification.

### **Requirements:**

Each new Solution Provider is required to establish an in-house lab solution with NCR hardware. The lab solution will be used for solution training, testing and solution management. Solution hardware should consist of components that will be generally sold in the region. Lab hardware should be pre-purchased and on-site when the on-boarding process begins. You must supply a known working PC model that you currently can install ENCOR on. It is recommended that you use an NCR Certified Server.

This policy is to limit the amount of support time diagnosing system problems that are OS/hardware related so that we can provide good support and response to customers using validated hardware. All NCR PCs are Server 2012 R2/Server and/or 2008 R2/Windows 7 certified. NCR validates ENCOR for proper operation on these PCs and will continue to release technical support data regarding specific configuration and setup information on these PCs.

### **Staging PC before class Very Important!!**

Load your Operating System O/S only!

**MFS** – Load the O/S using the following document from the NCR Channel Partners Website located under ISS45 Manuals: ISS45 Version 8.1.8.0 Office Installation Guide - Overview for Windows 7 # 89000839.

**DO NOT install SQL 2008 Workgroup!** We will go through the proper procedure for installing SQL in class.

**POS** – Bring an NCR POS (7600, 7601, 7603, 7606, 7607, 7702) that you will use in class. Do not load/install anything except the pre-installed operating system. Stop here the rest will be loaded as part of the class.

- Windows 7 media w/ license numbers
- SQL Workgroup media w/ license numbers
- You will need to submit SKIF so your lab HASP will be available for the training. ENCOR Software will be supplied. A way to recover Server OS is advised just in case. SQL media will be supplied without licensing. If you have licensing, please bring that with you.

**Server Products:** These are some of the hardware items to bring. The important point here is to bring the hardware configuration that you will be selling.

- Validated units from NCR (see reference bulletin MB-PL-1047, 1047-54.pdf) or known working server model for MFS1.
- External Hub
- 2 LAN Cables
- Monitor
- Keyboard
- Mouse

**POS Hardware:** These are some of the hardware items to bring. The important point here is to bring the hardware configuration that you will be selling.

- NCR 7600, 7601, 7603, 7606, 7607 or 7702
- Displays: 5967, 5968 or non-touch customer monitor
- Printer: NCR 7167 or 7168
- Keyboard:
- Full Touch with 5968 Touch display
- Also bring a PC keyboard and mouse for loading software.

## Certifications:

The final course day is comprised of a two-part certification test. Computers and open notes are allowed, and students must pass each of the two test sections to achieve certification:

- The lab section of the certification test requires each student to work through a checklist of tasks to install, configure, maintain, and support an ABO Store deployment. Each task must be successfully completed. Although there is no strict time limit, this section may require several hours to complete.

- The written (multiple choice) portion of the certification test follows the lab section. The time limit is one hour, and a score of at least 80% is required to pass.

**Authorizations:** Solution Providers with Certified graduates of this course will be Authorized to provide ENCOR support.

**Tuition:** \$1,795 per student

**Registration:** Email your CAM to register.  
You will receive a Statement of Work (“SOW”) to sign, which will act as your registration and is required to hold a seat.  
Registration deadline is Friday June 28th.

**Nearby Hotels:** **Aloft Plano**  
6853 North Dallas Parkway  
Plano, Texas 75024  
214.474.2520  
[Aloft Plano Website](#)

**Holiday Inn Express Hotel and Suites Dallas North**  
3101 Dallas Pkwy  
Plano, Texas 75093  
972.403.1112  
[Holiday Inn Express Hotel and Suites Dallas North Website](#)

**TownePlace Suites Dallas Plano**  
5005 Whitestone Ln  
Plano, Texas 75024  
469.969.0953  
[TownePlace Suites Dallas Plano](#)