

Announcement

RBO End of Support

July 28, 2017

NCR support for RBO is scheduled to end on December 31, 2017. Telephone support, software updates, development and ongoing certifications will be discontinued after that date.

As described in planning and roadmap discussions for POS and back-office products, NCR RBO resources are redeploying to ABO development and support.

Since the beginning of this year, the prices quoted on annual RBO software maintenance renewals have been pro-rated for termination at the end of 2017.¹

END-OF-SUPPORT CONDITIONS

After the RBO end-of-support:

- Channel Partner RBO Level 3/Level 4 support and maintenance will no longer be available.
- Level 1 → Level 4 support will no longer be available to users that previously opted for direct NCR support.
- Channel Partners may continue to offer Level 1 and Level 2 support to end-users. However:
 - The Channel Partner is expressly responsible to inform users in all such cases that Level 3/Level 4 support from NCR to the Channel Partner has ended and is no longer available.
 - NCR will accept no responsibility for any claim whatsoever made to any customer or third party by a Channel Partner regarding availability of RBO support, software maintenance, advice, additional RBO software licenses etc. beyond the end-of-support date.
- NCR may continue to provide, for an unspecified period, the following items via website access to Authorized Channel Partners:
 - RBO user manuals, technical reference guides and system documentation
 - RBO technical bulletins
 - RBO maintenance upgrades (existing)
- NCR may also continue for an unspecified period to license additional RBO components and options. Any such additional license sales would be provided:
 - On an “as-is” basis as a service to existing RBO users only.
- All RBO software, code, documentation and other materials will remain without exception the copyrighted and exclusive intellectual property of NCR.

... continued ...

¹ A small number of RBO renewal agreements were erroneously sent with dates extending into 2018. NCR is processing revised agreements and will credit the pro-rated amount paid for 2018 support in these cases.

REPLACEMENT PRODUCTS FOR RBO

ABO and ENCOR are the replacement products for RBO:

- Since May of 2015, NCR has offered a favorable program for RBO users to migrate to ABO. This offer will continue through 2017 only, so Channel Partners should ensure that any RBO users take advantage by ordering and shipping the ABO migration by December 31, 2017. ²
 - New RBO→ABO migration pricing provides the ABO migration from RBO systems with DSD or without DSD at the same price.
 - [Click here](#) for the migration program announcement.
- Sites with RBO that migrate POS to ENCOR will continue to be eligible for the ENCOR back-office credit (\$1,000 in 2017/2018), providing that site was registered for RBO support through 2017. So even if the customer orders the ENCOR migration in 2018 or 2019, the site will still be eligible for a credit because RBO was still registered on its December 31 end-of-support date.
 - [Click here](#) for the ENCOR quick-reference pricing sheet including the special credits and offers.

As always, please contact NCR regarding any special circumstances requiring special treatment.

² The RBO system must be on NCR software maintenance to qualify for the ABO migration.