

Announcement

ENCOR Lab and Demo Systems

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Issue 5

NCR provides Channel Partners with ENCOR lab/demo system licenses to enable effective ENCOR sales and support.

Channel Partner Lab/Demo Systems are normally provided at no-charge,¹ but they must remain in the Channel Partner's offices at all times — they cannot be provided to customers or any other third parties.

HOW TO GET ENCOR DEMO/LAB SYSTEMS

1. Choose a current ISS45 or ScanMaster lab key to upgrade to ENCOR. The HASP key you choose must be an ISS45 Lab/Demo key assigned to your company.
 - HASP keys that were created for end-user licenses will not be upgraded for ENCOR lab use and all such orders will be declined.
2. Get the ENCOR SKIF/Order Excel from the Channel Partner Support website: On the site's front page menu, click on [Software Key Information Form \(SKIF\)](#) to get the ZIP file with the current ENCOR SKIF.
3. Enter your company name, adding "Demo/Lab" in the SKIF's Store Name field, then the address and Channel Partner information as usual. For example: "Wonderful POS Inc. Demo/Lab" or "Wonderful POS Inc. Demo/Lab #2"
4. For detailed advice on completing a lab/demo SKIF, click the small blue box at the top of the SKIF will provide line-by-line instructions and notes. Of particular importance:
 - Specify the "**Migrating to ENCOR**" option (Row 7 on the ENCOR SKIF) and select the appropriate system option on Row 8.
 - If the current ISS45 lab license for the HASP key you selected does not already include the SIL interface or Solidcore, you may purchase these items if desired.
 - Because these items use third-party intellectual property with royalties, NCR is not able to provide SIL or Solidcore at no charge. If the HASP key you specify **does** have SIL and/or Solidcore already licensed on that key, then your new ENCOR Demo/Lab key can continue to enable these options at no additional cost.
 - If your company never sold ISS45 or ScanMaster (so you have no ISS45 or ScanMaster lab/demo keys to migrate) enter "**Initial Lab Key**" in the Key Number box (Row 51).
 - Do **not** use a key number for a license created for a customer/commercial key. That will cause the order to be declined.
 - All ENCOR labs and systems are single-key/single-MFS. NCR will migrate one key of a dual-key ISS45 set to ENCOR if desired, leaving the other ISS45 key as-is.

¹ Charges for the HASP keys may apply.

5. Send the ENCORA SKIF/Order to the usual NCR Channel Partner Order Entry desk.
 - It's easiest to use the ENCORA SKIF/Order as your purchase order: Just unclick the box on Row 48 on the Order Form tab and enter your address information at the top – this is the only P.O. you'll need.
 - If you choose to order using also your own in-house P.O. form, all the items on the ENCORA Order Form must appear on your own P.O. with exactly the same part numbers and prices.
6. NCR will verify your order send an email upgrade to enable ENCORA on the HASP that you designated.
 - The resulting HASP key will run ENCORA only. It will no longer support ISS45 or ScanMaster.
 - When using the file (email) to upgrade the key from ISS45 or ScanMaster to ENCORA, the ENCORA version of the HASP key upgrade application must be used. The key upgrade application used to upgrade ISS45 or ScanMaster HASPs will not work.

CHANNEL PARTNER DEMO/LAB DETAILS

- **Timing** — ENCORA lab/demo system upgrade requests are individually created and approved by NCR upon receipt of the ENCORA SKIF/Order.
- **SMS/SWM** — Channel Partners are not charged software maintenance for ENCORA demo/lab licenses.
- **Authorized ENCORA Channel Partners** — to receive ENCORA demo/lab licenses and keys, the Channel Partner must be:
 - Authorized for ENCORA, or
 - Authorized for both ISS45 and ABO, or
 - Requesting the key(s) to support attendance at an ENCORA training course.
- **For Channel Partners Only — Lab/Demo system licenses and keys are provided for use in Channel Partner facilities only. Channel Partner lab licenses and keys may not be loaned or provided to third parties or customers under any circumstances.**
- **Need a lab for an end-user customer?** — That's the next section below!

ENCORA HQ Lab Licenses and Keys for End-User Customers

NCR will also provide licenses and keys to end-user customers for testing and training use in their HQ labs.

- For customers migrating their chains to ENCORA from ISS45, ACS-IR or ScanMaster, NCR will migrate their existing legacy HQ Lab licenses and keys to ENCORA at no charge.
- Customers without a valid legacy HQ Lab license may purchase the ENCORA Customer Lab license. NCR's fee for a customer lab license is \$1,000 to the Channel Partner for the first ENCORA HQ Lab license, and \$500 per ENCORA system for additional HQ Lab licenses for that customer.
- All customer HQ Lab licenses must be authorized via an NCR Exception. Channel Partners should contact their CAMs to request the Exception from NCR.
- Customer HQ Lab licenses are ordered and sold via the Channel Partner, not directly with the end user.

CUSTOMER HQ LAB DETAILS

- Each new ENCOR Customer HQ Lab license and key will provide :
 - Licensed connections for 2 @ POS lanes
 - Licensed connections for 2 @ Workstations
 - Licenses for all available ENCOR interfaces and options with the Exception of SIL and/or Solidcore.
 - If desired, SIL and/or Solidcore may be purchased at the servicing Channel Partner's normal prices and discounts. Customers whose legacy HQ Lab licenses already include SIL and/or Solidcore will receive them with their migrated ENCOR HQ Lab license at no additional charge.
- Only the first customer HQ Lab license will count for software maintenance. SMS/SWM for the second, third etc. HQ Lab licenses will be waived.
- Existing ISS45 or ScanMaster keys specified for migration to ENCOR must be for a valid HQ Lab license already recorded and designated as a lab key for that customer in NCR's license records.
 - All customer lab key requests will be validated against NCR license records. ISS45 or ScanMaster keys that were issued for commercial licenses or Channel Partner demo/lab keys that were (illegally) provided unlicensed by the Channel Partner will not migrate.
 - That said, reasonable accommodations can normally be made.
- Customer lab licenses or keys may never be upgraded or repurposed for — or relocated to enable — commercial use, or to operate live store transactions for shoppers.