

# Announcement

## ENCOR Channel Partner Lab Systems

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Issue 4

NCR is processing orders for ENCOR lab/demo system licenses to enable Channel Partners to work with the ENCOR system.

Channel Partner Lab/Demo Systems are normally provided at no-charge, 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 LAB SYSTEMS

1. Choose a current ISS45 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 current ENCOR SKIF from the Channel Partner Support website: On the front page menu, click on [Software Key Information Form \(SKIF\)](#) to get the ZIP file with the latest ENCOR SKIFs.
3. For ISS45 or ScanMaster Demo/Lab key upgrades, use your company name along with "Demo/Lab" in the 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, clicking the small blue box at the top of the SKIF will provide some line-by-line instructions and notes. Of particular importance:
  - Use the "Migrating to ENCOR" SKIF option (Row 7) and select the 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 add these items to your P.O. if desired (see the ENCOR SKIF for PIDs and prices). These items use third-party intellectual property with royalties, and NCR is not able to provide them at no charge. If the key you specify **does** have SIL and/or Solidcore already licensed, then your ENCOR key will continue to enable these items.
  - If your Dealership never sold ISS45 or ScanMaster (so you have no lab/demo keys to migrate) write "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.
5. Send your order to NCR Channel Partner Order Entry with your purchase order.
  - It's easiest to use the ENCOR SKIF+Order Form as your purchase order – just unclick the box on Row 48 or the Order Form tab and put your information at the top – this will be your P.O.
  - If you choose to use your own in-house P.O. form, all the items on the ENCOR Order Form must appear on your own P.O. with exactly the same part numbers and pricing.
6. NCR will verify your order send an email upgrade to enable ENCOR on the HASP.
  - The resulting HASP key will run ENCOR only. It will no longer support ISS45 or ScanMaster.

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- When using the file (email) to upgrade the key from ISS45 or ScanMaster to ENCOR, the ENCOR version of the HASP key upgrade application must be used. The key upgrade application used to upgrade ISS45 or ScanMaster HASPs will not work.

## DETAILS

- **Timing** — ENCOR lab/demo system upgrade requests are individually created and approved by ENCOR Support. Turnaround times for these requests may not be immediate, depending upon anticipated increased demand for Support resources.
- **Authorized ENCOR Channel Partners** — to receive an ENCOR lab license, the Channel Partner must be either:
  - Authorized for ENCOR, or
  - Authorized for both ISS45 and ABO
  - Getting the key(s) to support attendance at an ENCOR training course.
- **For Channel Partners Only** — Lab/Demo system licenses and keys are provided for use in Channel Partner facilities only. They may not be loaned or provided to third parties or customers under any circumstances.
- **Need a lab for an end-user customer?** — NCR will provide ENCOR key upgrades to existing valid ISS45 and ScanMaster customer labs. New ENCOR customer labs — that are not migrating existing ScanMaster or ISS45 customer lab licenses and keys — will be managed via an Exception with special customer pricing for these labs. Contact your NCR CAM in these cases.