Customer Guide to the NCR ATLEOS Download Center for USA and Canada

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Section 1.0 Introduction

The NCR ATLEOS Download Center was established as means for NCR ATLEOS customers to electronically receive updates in accordance with their respective Software Maintenance and Support agreements with NCR ATLEOS.

Banking partners who require access to the DLC should have either a Development or Support License Addendum to their Partner Network Program in place, have SWM or Subscription in place and have completed the necessary Certification in NCRU. For partner requests please seek approval from the SW Partner Manager

Please note that NCR ATLEOS Download Center (DLC) is a separate application from the MyNCR ATLEOS portal service. While it is possible for a user to have accounts on both services, having a MyNCR ATLEOS portal account doesn't necessarily guarantee access will be granted to the Download Center.

As part of NCR ATLEOS efforts to maintain and improve our online security, DLC users are required to first log into the MyNCR ATLEOS portal service to access the Download Center.

For questions regarding user accounts and software access on the NCR ATLEOS Download Center, please contact the Download Center Support staff by emailing SMSUS.Administrator@ncratleos.com.

Please find below the login page for DLC portal.

NCR Atleos Portal

Section 2.0 Registering New DLC User Accounts

Banking partners who require access to the DLC should have either a Development or Support License Addendum to their Partner Network Program in place, have SWM or Subscription in place and have completed the necessary Certification in NCRU. For partner requests please seek approval from the SW Partner Manager
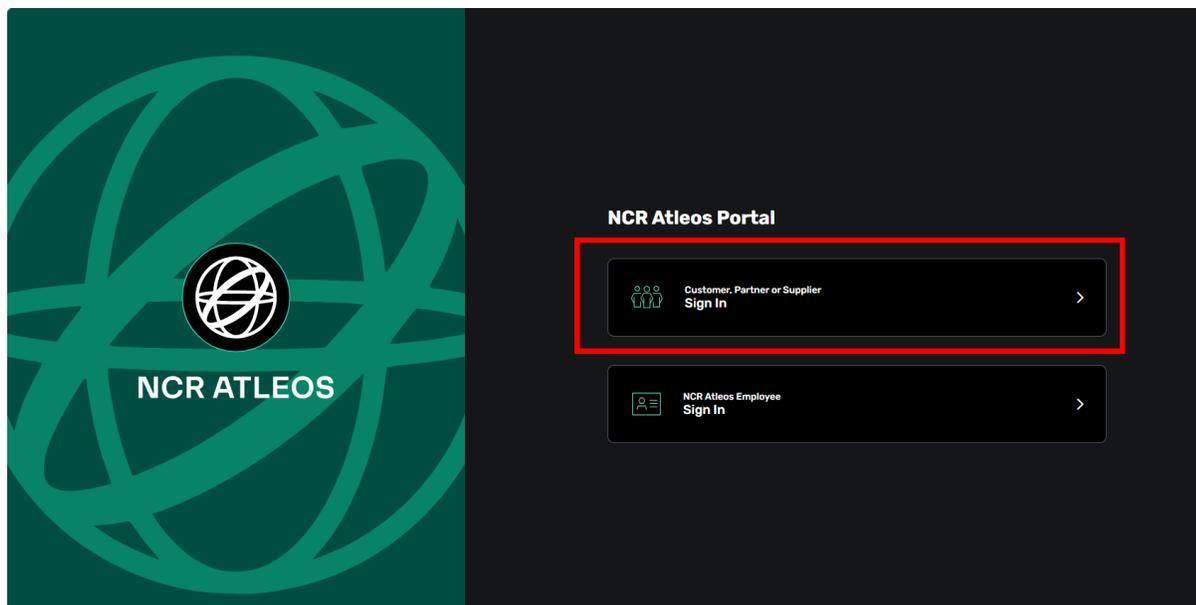
- Each DLC user must register his or her own account,
- Each user account must be associated with only one employee and cannot be associated with groups or departments, and
- Each user is allowed only one active user account per region at a time.

2.1.1 Registering a New MyNCR ATLEOS Portal Account

- If user/customer do not have a MyNCR account. User/customer need to reach out to their respective Customer Admin, to have users/customers set up a DLC account in MyNCR portal.

- If a user already has an account on the MyNCR ATLEOS portal, the following steps should be followed to login MyNCR ATLEOS portal account:
1. Open a web browser and go to NCR ATLEOS Atleos Portal
2. Click on the "Customer, Partner or Supplier" Tab in the DLC Portal
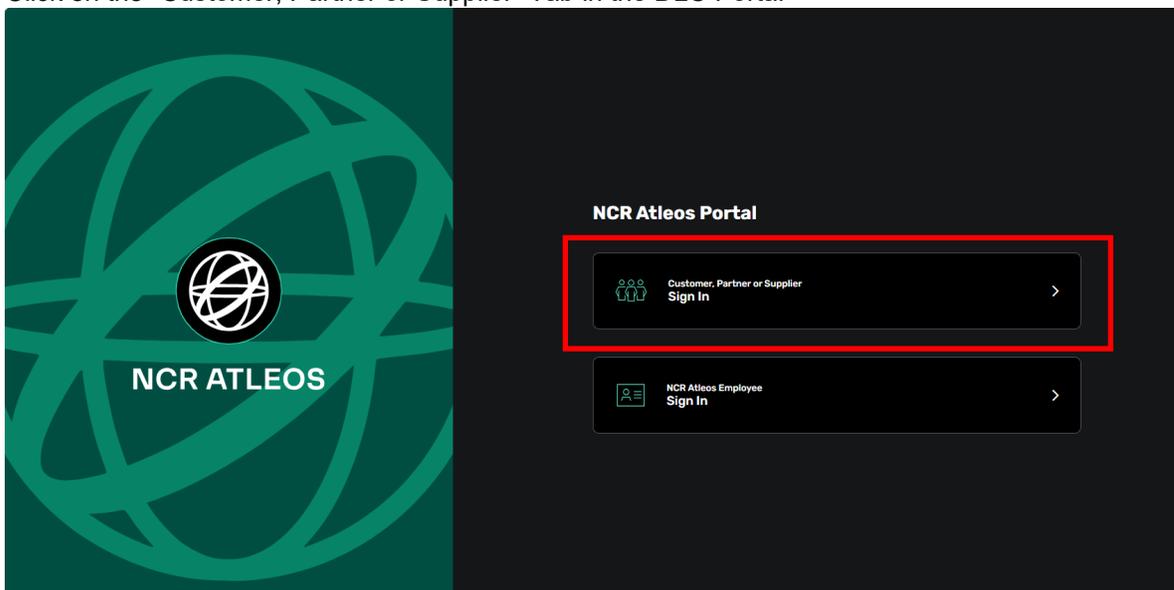
3. Enter DLC user credentials
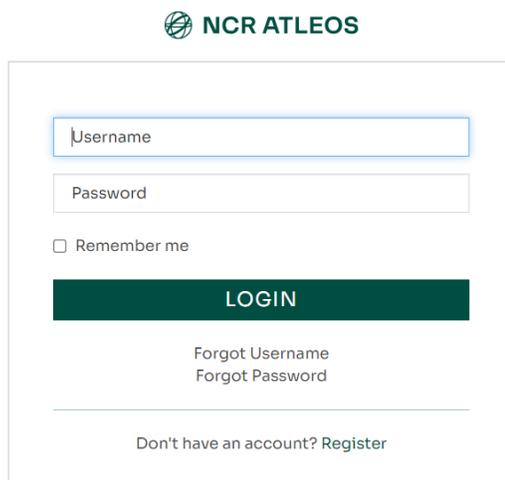
2.1.2 Registering a New DLC Account from a MyNCR ATLEOS Portal Account
A user with an active MyNCR ATLEOS Portal account can follow these steps to register on the DLC. The resulting DLC account will be linked to the user's MyNCR ATLEOS portal account. Some information will automatically be copied from the user's MyNCR ATLEOS portal account to the new DLC user account.

1. Log onto his or her MyNCR ATLEOS Portal account at NCR Atleos Portal
2. Click "My Support Link -0360"

My Support Link:

3. Click on the "NCR Download Center Registration" link.

NCR Download Center

The NCR Download Center is a tool for our entitled NCR customers and partners that provides access to software updates and patches downloadable from the site directly to your computer.

The NCR software solutions currently supported on this site include:

- Advanced Checkout Solution
- Advanced Store
- Americas Aptra
- Aptra

If you do not see a specific product listed, it may be in the process of being added to the site. You may inquire with your account manager or NCR Software Support for further information.

In order to gain access to the NCR Download Center, users must submit a registration form and have their account request approved. Once approved, a link to the site will appear on your 'My Support Link' menu.

If you desire access to the NCR Download Center application, use the link below to access the registration form, fill it out completely and submit it. Your request will be processed within 2 business days, and you will be notified if it has been approved.

If you already have an NCR Download Center account and would like it linked to your NCR@YS account and accessible via My Support Link use the My Support Link Feedback to request the set up. Just think, that would be one less login and password to remember.

Continue to registration request form

4. While following the steps to register a new account, the name of the NCR ATLEOS Sales Representative or NCR ATLEOS Account Manager to the employee's company needs to be listed in the 'NCR ATLEOS ContactName' field.

5. The street address of the company's primary location or headquarters needs to be listed in the address fields.

6. The employee should select the correct value in the 'Country' field – for example:
- Employees of a company located in the United States of America should select 'US' in the country field, a
- Employees of a company located in the Canada should select 'Canada' in the country field.

Products you would like access to and are currently licensed for

☐ 1614/1615 (S600)	☐ 1647 (EPC5)	☐ 1659 (N4000)
☐ 1925 (KC5)	☐ 7602 (XR4)	☐ 7702/7603 (XR7/XR6)
☐ 7703/7607(XR7+/XR8)	☐ 7736 (CX8)	☐ 7746 (PX10/PX15)
☐ 7772 (CX7)	☐ 7773 (CX5)	☐ 7776 (CX3)
☐ 7779 (Aava Tablet)	☐ ACS 6.1 for RP3-P10	☐ ACS 7.0 for Beuhlers
☐ ACS 7.0 for Smart & Final	☐ ACS 7.0 for Stater Bros Markets	☐ ACS 7.1 for Save Mart Supermarkets
☐ Advanced Checkout Solution 6.0	☐ Advanced Checkout Solution 6.1	☐ Advanced Checkout Solution 6.2
☐ Advanced Checkout Solution 7.0	☐ Advanced Checkout Solution 7.1	☐ Advanced Store 5
☐ Advanced Store 6	☑ Americas Activate Enterprise	☑ Americas APTRA Edge
☑ Americas APTRA Edge Standard Interface	☑ Americas APTRA XFS & Win7/Win10 Bundle	☑ Americas ImageMark Archive
☑ Americas Interactive Client - US Networks	☑ Americas Interactive Teller	☑ Americas Security Updates
☑ Americas Windows7 SP1 Updates	☐ Canada's Standard Activate (CSA) - DCP	☐ Canada's Standard Activate (CSA) - Everlink
☐ Cometlake BIOS UEFI	☐ Debenhams	☐ DSW
☐ Estoril BIOS	☐ Express	☐ Interactive Teller
☐ Kalpana	☐ Kingsway BIOS	☐ NCR IBC SDK
☐ NCR IBServer - distribution	☐ NCR Interactive Banker Demo	☐ NCR Interactive Expert
☐ NCR Secure Enhanced OS Hardening	☐ NCR Secure Hard Disk Encryption	☐ NCR Secure™ Remote Dispenser Protection
☐ NDC Enterprise	☐ NDC Enterprise Builder	☐ Non-License Addon
☐ Pocono BIOS Toolkit	☐ REI	☐ Remote BIOS Update
☐ Riverside BIOS	☐ Roundy's Supermarkets	☐ Skylake_Kabylake BIOS
☐ Solidcore Family 6.x	☐ Toys R Us	☐ Vocalizer Embedded - Partner
☐ Vocalizer Embedded - PS	☐ Vocalizer for Automotive - Partner	☐ Vocalizer for Automotive - PS
☐ Williams-Sonoma	☐ Windows 10 IoT Enterprise	☑ Windows Embedded POSReady 7 Pro
☑ XFS for Windows 10		

7. Select at least one software product whose will updates will be needed.

8. After the new registration has been submitted, a DLC administrator will review the account and send an email notice once that account has been activated.

9. If the "NCR ATLEOS Download Center" link hasn't been activated on the user's portal after one business day, that user should report the issue to SMSUS.Adminstrator@ncratleos.com.
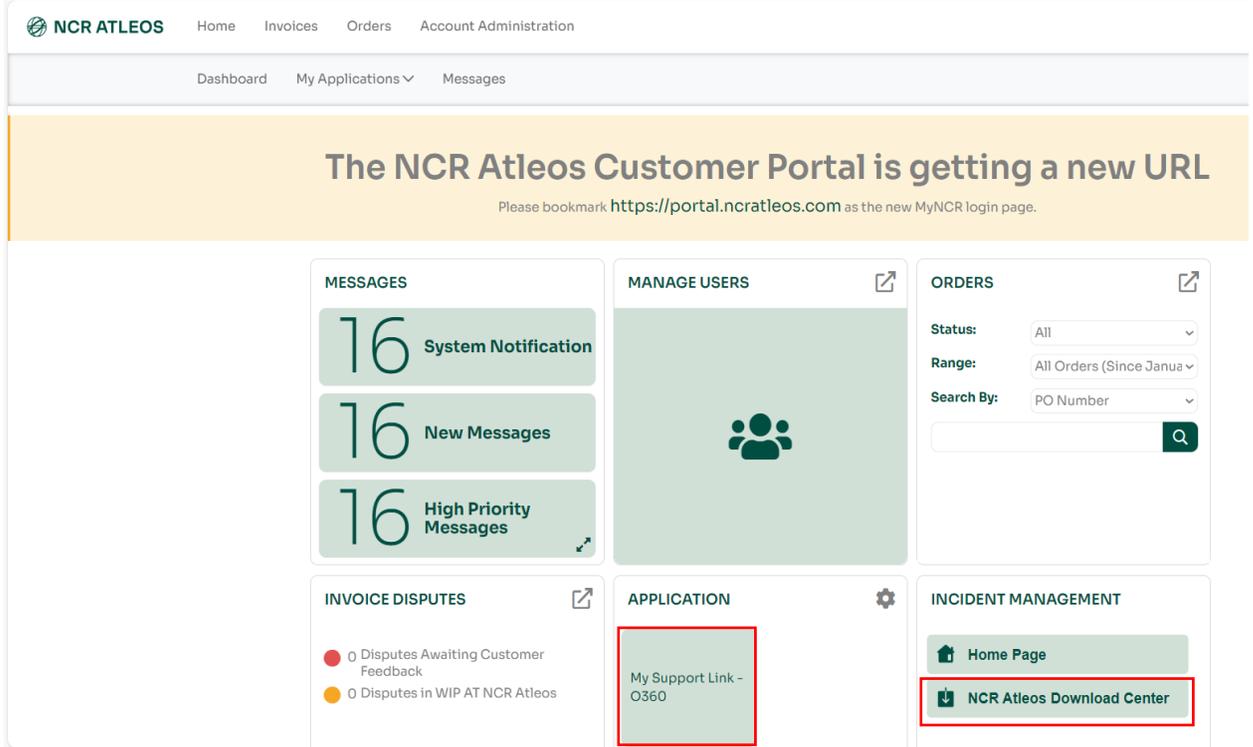
2.1.3 Accessing the Download Center
After the "NCR ATLEOS Download Center" link has been activated, the portal user can then access the Download Center by:
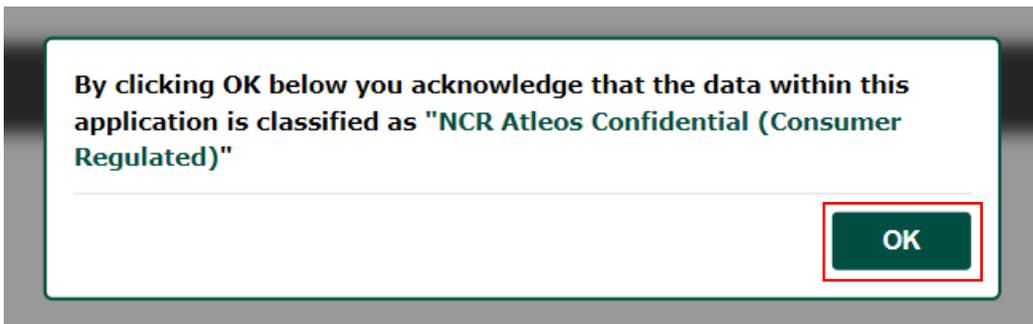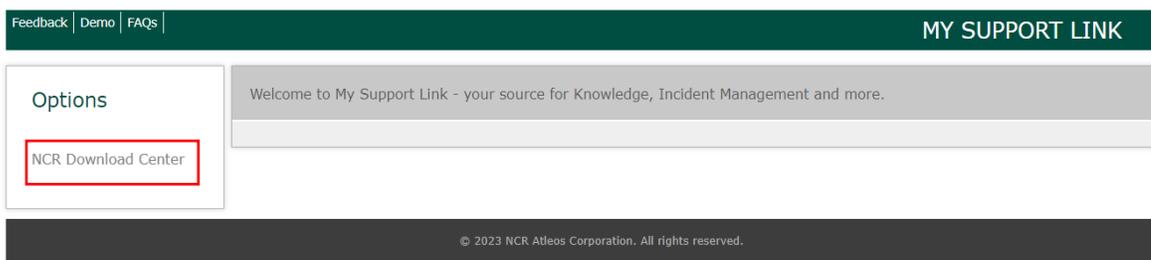- Logging into the MyNCR ATLEOS portal by clicking NCR ATLEOS Atleos Portal
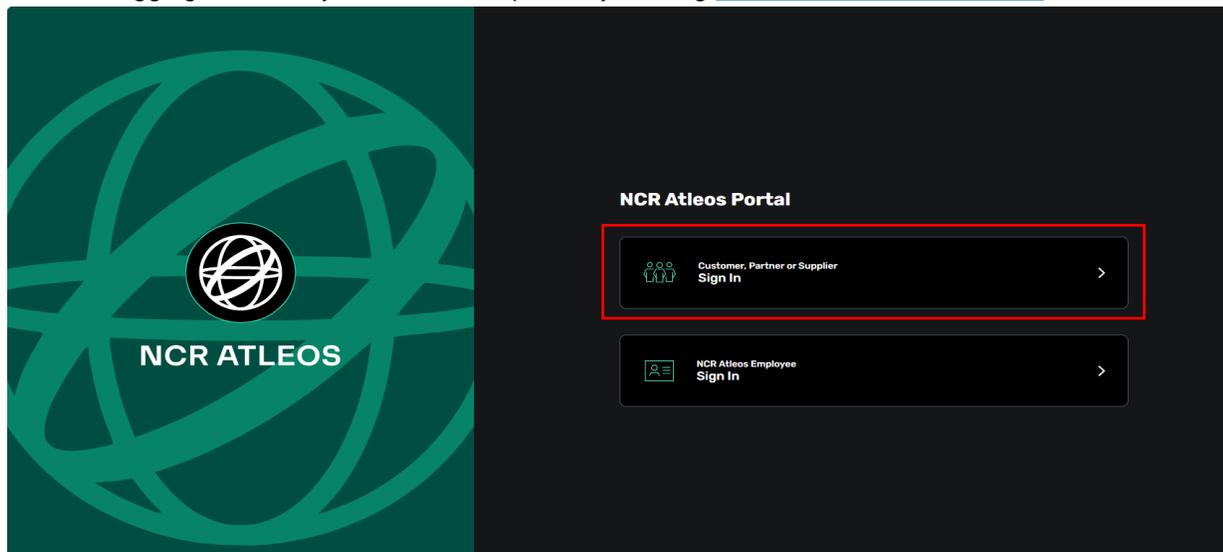
- Clicking "My Support Link" (or "Incident Management",) and then

- Click on acknowledgement popup screen

- Clicking "NCR ATLEOS Download Center".

2.2 Additional Notes Regarding DLC Account Registration

A new Download Center user account won't be accessible until the account has been reviewed and activated by a DLC administrator.

Selecting the incorrect Country during DLC registration can and will delay that account's approval.

The NCR ATLEOS Contact Name field in a new account's User Profile should list the NCR ATLEOS Account Manager or NCR ATLEOS Sales Representative who is working with that user's company. The name listed in the NCR ATLEOS Contact Name field can be changed after the account has been activated.

During registration process, the user will need to select at least one software update in the "Products you would like access to and are currently licensed for" section of the registration.

Please note that:
- Most of the production ATM software updates available to North American customers begin with "Americas" (for example, 'Americas Security Updates'.)
- The products to which a user can access will be determined by their Partner Network Agreement and subsequent Development or Support License Addendums (For example, when a Partner Network Program covers access to Edge products on the DLC, an employee of that company can select access to some or all the products that begin with "Americas APTRA Edge".)
- Some software products may require additional authorization before access can be granted by the DLC administrators. In such cases, the DLC administrators will the request the authorization. A notice will be emailed to the respective users after the access has been granted.
- If desired, a user can select fewer products to access than is allowed by that's Partner Network Agreement and subsequent Development or Support License Addendums Users can use the "Contact Us" link to request changes to their software access after their accounts have been activated. (See section 4.2 "*Changing Access to Software Products*".)
- Some software products aren't available on the Download Center and must be purchased from NCR ATLEOS separately.
- Please contact your NCR ATLEOS Sales Representative to order software that isn't available on the Download Center.

2.2.1 Email Address in DLC Account's User Profile

After a new account has been activated on the Download Center, it's important to verify your account lists the correct email address since the notifications of when new DLC updates are available automatically be sent to that address.

If your email address changes and your Download Center account is linked to a MyNCR ATLEOS portal account, it may be necessary to first update the email address in the portal account; then, if the address doesn't automatically update in your DLC account, please use MyNCR ATLEOS' "Need MyNCR ATLEOS Portal Help?" link to submit a request to have to the change pushed down to your DLC account. (See section 6.0 "*Requesting Assistance*".)

While group email addresses aren't allowed in DLC accounts, a user can set up email rules to forward the Download Center's automatic notifications to co-workers so long as the recipients are limited to direct employees of the user's company.

If your personal business email address changes after your DLC account has been activated, please be sure update the email address listed in your Download Center account. (see section 4.1 "*Changing User Profile Information".*)

Section 3.0 Downloading Updates from the Download Center

3.2 Downloading DLC Files
1. Log onto the NCR ATLEOS Download Center.
2. Select Download Software on left menu
3. Select a file to download by checking the box to the left of the update. (It's recommended to download one file at a time.)

   a. Click on the '**Download'** button

b. When presented with the End User Agreement (EUA,) click '**Accept**'.

3. The selected file will be downloaded and available in the Download folder

Section 4.0 Updating DLC User Accounts

Download Center users can make changes to their accounts after those accounts have been approved and activated. All DLC users are responsible for keeping the information in their respective user profiles accurate and up to date.

4.1 Changing User Profile Information

- Log into the NCR Atleos Download Center.
- Click the 'My Profile' link listed on the left side of the screen.
- Any of the fields that aren't greyed out on the User Profile screen made be changed. Update the information in the User Profile fields as needed.
- Unless instructed to do so by a DLC administrator, *never* change the value in Country field. Changing the value in the Country field may interfere with your ability to access the software products and/or access to the Download Center itself.
- If you have the option to change your username and decide to change it, please be sure that the new username incorporates your real name for tracking purposes. Attempts to change a username to a group or generic username will be rejected. (see *"Linked Accounts"* below)


Linked Accounts:

When a Download Center user account is linked to a MyNCR ATLEOS portal account, some fields in the DLC account's user profile will be "greyed out" and can't be changed by the user. The corresponding fields in the user's MyNCR ATLEOS portal account will need to be updated. If updates to the MyNCR ATLEOS account's user profile aren't propagated to the linked DLC user profile automatically, it may be necessary to request assistance from the MyNCR ATLEOS portal administrators. (See section "*6.0 Requesting Assistance*".)

After the changes to your DLC User Profile are submitted, those changes will be reviewed by an administrator. Your DLC account won't be accessible during this review process. If the administrator approves the update to your user profile, your DLC account will be returned to active status and a notice will be sent to your email address. If the update is declined, the updated fields may have to be changed back to their previous values.

4.2 Changing Access to Software Products

- Log onto the NCR Atleos Download Center.
- Hover your mouse pointer over the 'Contact Us' link and click on "Send Email".
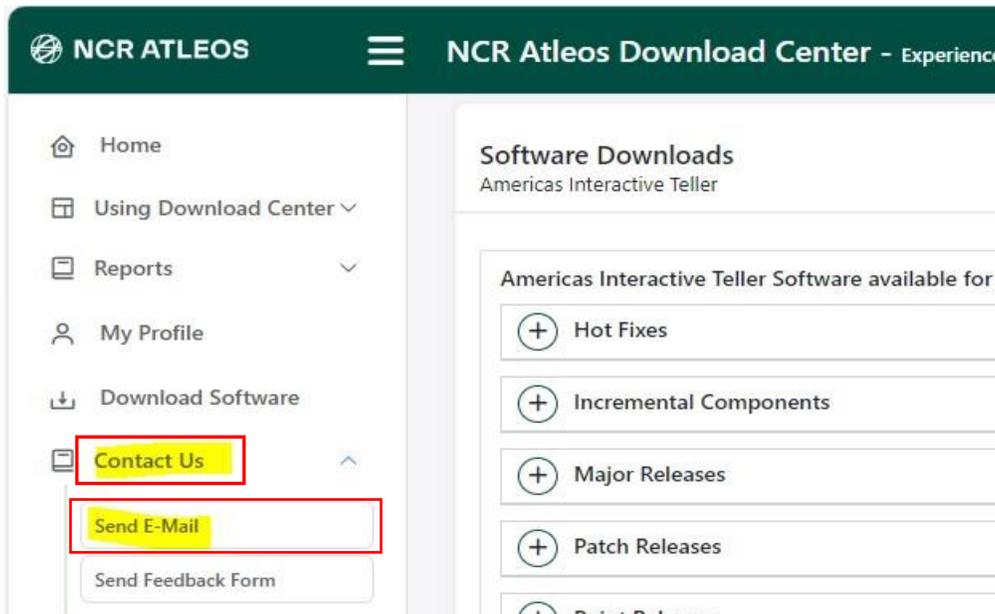
- List "**Change/Additional Software Access**" in the 'Subject' field.
- In the "How Can We Help You?" box, please let us know that you'd like changes made to the software products you can access on the Download Center, and list which additional products you'd like to access and/or list which products you don't need to access any longer.

- Click the 'Send' link.

The request for access to additional software will be reviewed by an administrator. Access to additional software will be subject to authorization and/or verification of a customer's Software Maintenance and Support contract. If approved, the additional access will be granted, and a notice will be sent to the user's email address.

Section 5.0 Troubleshooting Guide

Not Receiving Email Notifications
If you feel you haven't been receiving notifications from the Download Center, please log into your Download Center account and verify the correct email address is listed in the User Profile. (Please see section 2.2.1 "*Email Address in DLC Account's User Profile*".) Also, please verify that your company's email server isn't blocking email from @ncratleos.com and that emails from @ncratleos.com aren't being sent your email account's junk email (aka SPAM) folder.

Reach out NCR ATLEOS Admin.

Section 6.0 Requesting Assistance

When requesting assistance, please include specific information regarding the issue to help ensure the quickest resolution. For example, if there's a problem retrieving a specific file from the Download Center, please list the name of that file in your request as opposed simply stating that you're unable to download files. If asked for additional information, please reply with the requested information as soon reasonably possible so that proper assistance can be provided in a timely fashion.

For assistance with access to the NCR ATLEOS Download Center and with downloading updates, please contact the NCR ATLEOS Download Center Support via email at SMSUS.Administrator@ncratleos.com. Assistance may also be requested from Download Center Support via the "Contact Link" (as described in section "*4.2 Changing Access to Software Products*".)   Please note that the Download Center Support is unable to assist with troubleshooting customer hardware issues.

If you've registered a MyNCR ATLEOS portal and are unable to remember your password, please go to the portal login page (NCR Atleos Portal) and click the "Forgot Password" link.

For assistance with technical installation issues or to report issues with software after installation, please contact NCR ATLEOS Global Support via email at NCRAtleos.SoftwareSupport@ncratleos.com or call directly at: (832) 308-4674
For assistance with Activate Interactive Teller software, please contact NCR ATLEOS' AIT Support via email at NCR Software Support, Financial Teller NCRAtleos.SoftwareSupport@ncratleos.com or call directly at: (832) 308-4674

For assistance with selecting updates for your respective systems or for ordering NCR ATLEOS software that isn't available on the Download Center, please contact your NCR ATLEOS Account Manager / Sales Representative.