NCR APTRA EDGE 10 *End of Support*

Q: **WHEN WILL APTRA EDGE 10 SOFTWARE SUPPORT BE DISCONTINUED?**

A: NCR will discontinue supporting APTRA Edge 10 Dec. 31, 2023.

Q: **WHAT IS THE REPLACEMENT SOFTWARE FOR EDGE 10?**

A: Activate Enterprise is the current software platform, which replaces Edge 10 and all previous versions of NCR's APTRA software.

Q: **WHAT SHOULD I DO IF MY ATMs ARE STILL RUNNING EDGE OR HAVE NOT BEEN UPGRADED TO WINDOWS 10?**

A: **If your ATMs are currently running APTRA Edge software**, contact MVP at sales@mvpatm.com or call 1-877-708-7722 to initiate the upgrade process to Activate Enterprise.

If your ATMs are still running Edge 10 but you have NCR's software subscription, we can assist you in obtaining / loading the current Activate Enterprise software. The subscription includes migration rights.

If your ATMs have not been upgraded to Windows 10, reach out to us at sales@mvpatm.com for a quote (this may include additional hardware). Activate Enterprise is only available via NCR software subscription.

Q: **SHOULD I CONTACT MY NETWORK ABOUT MOVING TO ACTIVATE ENTERPRISE?**

A: Yes. Your network will need to coordinate and most likely create a project to have specific Activate Enterprise settings loaded.

Q: **WHAT IF I DO NOT UPGRADE TO ACTIVATE ENTERPRISE BEFORE DEC. 31?**

A: Your ATMs will continue to run on APTRA Edge, but there will be limited support provided by NCR and your network for the outdated software platform.

Your ATMs will be vulnerable to fraudulent activity and system crashes that may lead to loss of crucial data.

No future products and/or innovative features will be compatible with your ATMs:
- All support for new hardware and innovations will only be included with Activate Enterprise.
- APTRA Edge is not designed for digital and cloud-based environments.