

ATM & ITM Banking Software Support

Submitting a Software Support Incident



Contacting Customer Support

Your organization should designate a few support representatives responsible for opening cases with NCR Software Support, and receiving maintenance information. They must have the appropriate technical skills and product training to work with NCR Support Engineers in resolving open issues. These support contacts will be your interface to NCR Software Support, and should be notified of all issues that surface within your organization. They will escalate issues to NCR Software Support as necessary.

Logging an Incident with NCR ATM & ITM Banking Software Support

Software Support Incidents can be reported using one of the following methods

- **NCR @ Your Service (Web Based)**

This is the preferred method of submission, other than for Priority 1 incidents, which should be reported via telephone where possible for immediate attention. Details of **NCR @ Your Service** can be found via this [link](#).

If you require access to NCR@YS, then please contact your account or service manager.

If you do not have access to NCR@YS, then you can still view the status of your open incidents online via this [link](#). You will need to know your Master Customer Number (MCN) in order to use this feature.

- **Email**

Emails (containing attached Characterization form) should be sent to **Banking.NCRSoftwareSupport@ncr.com**

- **Telephone**

You can reach NCR Software Support by calling **1-800-262-7782**. Select Option 2 to report a software problem, followed by 2 to report an issue on an ATM product solution, or 3 if your issue is for Interactive Teller or USN.

Telephone should be used to report Priority 1/Production down situations.

The characterization information and logs you provide during incident submission can have a significant impact on how quickly we can diagnose and resolve your issue.

Please be prepared to share a completed characterization form as part of your incident submission. An online copy of this characterization document can be downloaded from this [link](#).

In addition, we will request standard logs be provided following submission (we will provide a link where you can upload the logs). The logs to be provided are dependant upon the product/solution where the issue is being seen. Details of which logs are to be provided are contained within the characterization document.