



## Requirements for a Successful Stratacache DMB Installation

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If you are a **SICOM POS** Customer:

### Pre-install checklist:

**Reach out to SICOM **two weeks** before the install for pricing integration**

a) Ensure that 'SICOM' has been added to the POS Vendor field in MDM by contacting [GBSRequest@rbi.com](mailto:GBSRequest@rbi.com)

b) Confirm with SICOM at [sic.installadmin@xenial.com](mailto:sic.installadmin@xenial.com) that the cloud menu has been enabled

**Reach out to SICOM **two weeks** before the install for OCU integration.**

Please reach out to the activations team at [sic.installadmin@xenial.com](mailto:sic.installadmin@xenial.com) to configure the OCU feed (SICOM would charge a onetime fee of \$150 for this)

192.168.2.236 (port 7000) for Lane 1 OCU; 192.168.2.239 (port 7001) for Lane 2 OCU

Please complete this [form](#) to confirm adherence to the STRATACACHE Network Requirements or to share the non-standard IP range used at your store.

**Reach out to your firewall vendor **one week** before the install and use the master ticket below**

Share the Stratacache Network document that you received in the welcome package with your firewall vendor and confirm that all network configs are implemented including enabling DHCP as well as whitelisting IPs and ports for the OCU to work in the middle panel of the main 1X3 ODMB

**Netsurion Service Desk**  
[techsupport@netsurion.com](mailto:techsupport@netsurion.com)  
800-559-8157  
Master Ticket number 600752

**Nuarx Service Desk**  
[nuarxinc.com/support/](http://nuarxinc.com/support/)  
877-556-8279  
Master Ticket number 593009

### Installation Process:

Please be aware that Stratacache MP + Cable kits are prepped and shipped specific per location. It is important to refrain from swapping or using equipment ordered for one restaurant at another location

**Installation requirements** – call Stratacache Activation to “Check In” to have a ticket created. *Stratacache BK DMB Activation- 877-338-7683, option 2 / [support.bkc@stratacachedmb.com](mailto:support.bkc@stratacachedmb.com)*  
After you have the Stratacache equipment installed and fully cabled, you will need to contact Stratacache support to “Check Out” to Provision the installation. Without successfully checking out, Stratacache would be unable to remotely connect to the media players and unable to provide any support or troubleshooting. Any additional costs incurred due to failure of checking out for all self-install would be at the expense of the franchisee.



## Requirements for a Successful Stratacache DMB Installation

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If you are an **NCR POS** Customer:

### Pre-install checklist:

**Reach out to NCR **three weeks** before the install for pricing and OCU integration**

a) Reach out to the Lee Park at [Lee.Park@ncr.com](mailto:Lee.Park@ncr.com) or +1 770-299-6667 and ask him to upload Stratacache orders on My NCR. Once uploaded, please approve the orders asap.

b) For pricing integration, NCR will create marker PLUs, apply changes in CFC to push pricing to the media players and download price publisher on the Aloha server (onetime fee of \$50 and an increase of \$3 for the monthly maintenance fee)

c) For OCU integration, NCR will enter IP information in CFC and set up the POS to send the OCU data to the media players for a onetime fee of \$199. Standard IP and Port info below.

192.168.2.236 (port 5557) for Lane 1 OCU; 192.168.2.239 (port 5557) for Lane 2 OCU

Please complete this [form](#) to confirm adherence to the STRATACACHE Network Requirements or to share the non-standard IP range used at your store.

**Reach out to your firewall vendor **one week** before the install and use the master ticket below**

Share the Stratacache Network Document that you received in the welcome package with your firewall vendor and confirm that all network configs are implemented including enabling DHCP as well as whitelisting IPs and ports for the OCU to work in the middle panel of the main 1X3 ODMB

**Netsurion Service Desk**  
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**Nuarx Service Desk**  
[nuarxinc.com/support/](http://nuarxinc.com/support/)  
877-556-8279  
Master Ticket number 593009

### Installation Process:

Please be aware that Stratacache MP+ Cable kits are prepped and shipped specific per location. It is important to refrain from swapping or using equipment ordered for one restaurant at another location

**Installation requirements**— call Stratacache Activation to “Check In” to have a ticket created. *Stratacache BK DMB Activation- 877-338-7683, option 2 / [support.bkc@stratacachedmb.com](mailto:support.bkc@stratacachedmb.com)*  
After you have the Stratacache equipment installed and fully cabled, you will need to contact Stratacache support to “Check Out” to Provision the installation. Without successfully checking out, Stratacache would be unable to remotely connect to the media players and unable to provide any support or troubleshooting. Any additional costs incurred due to failure of checking out for all self-install would be at the expense of the franchisee.