# Crunchtime Host for Windows

**Install Guide**

## Document Details

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## System Requirements

- Operating System: Windows Server 2025, Windows 11, Windows Server 2022, Windows Server 2016 (version 1709), Windows 10 Anniversary Update (version 1607) (x86 and x64), Windows 10 Creators Update (version 1703) (x86 and x64), Windows 10 Fall Creators Update (version 1709) (x86 and x64)
- Processor recommended: 2.8 GHz Pentium 4 or higher
- Ram recommended: 1 GB or greater
- Hard Disk Space: 200 MB for Server Installation
- Video Resolution 1024x768; minimum 32 MB Ram; recommended 64 MB RAM
- Networking: 10/100 Base-T Ethernet Connection
- Prerequisite Software: Microsoft NET version 4.8 or later

## Related Documentation

- Using Crunchtime Host for Windows Reference Guide: https://links.crunchtime.com/CHRG-UsingCrunchtimeHostforWindows
- *The Hub.Agent maintains licensing for both primary and secondary servers via Enterprise*. Install Hub.Agent Guide: https://links.crunchtime.com/HAIG-InstallHubAgent
- *Deployment Packages act as a container that bundles multiple solutions together, allowing users to distribute software or updates to a single location or multiple locations simultaneously*. Build a Deployment Package Guide: https://links.crunchtime.com/LDSG-BuildDeploymentPackage

## Overview

This document explains how to install Crunchtime Host for use.

**Download the latest version of this document here:**

https://links.crunchtime.com/CHIG-InstallCrunchtimeHostforWindows

… or scan the QR code to the left.

# Contents

INSTALL GUIDE


Before You Begin ..... 3
Introduction & System Requirements ..... 3
Network Connectivity Requirements ..... 3
Permissions ..... 7
Crunchtime Layout ..... 7
Installing Crunchtime Host ..... 8
Introduction ..... 8
Folder Structure ..... 11
Network Configuration ..... 14
CrunchtimeNetwork.xml ..... 15
Validation & Registration ..... 16
Network Architecture ..... 16
Manual Registration or Registering a New Server ..... 17
Command Line Parameters ..... 18
Appendix A: Run Server as a Process ..... 20
Modify a Shortcut ..... 20
Date ..... 21
Author ..... 21
Page(s) Changed ..... 21
Changes ..... 21


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# Before You Begin

## Introduction & System Requirements

Crunchtime installation includes Crunchtime Host, Crunchtime Server, and GuestView. Crunchtime Host connects to and shares data through the centralized Crunchtime Server that is driven by Microsoft's SQL Server Express and the .NET 4.8 or later Framework.

Before performing the Crunchtime installation, ensure all hardware meets the minimum system requirements. Keep in mind these requirements apply to stations or computers that are dedicated to Crunchtime applications. Consideration should also be given to the resource needs of other applications when the hardware used is not dedicated to the Crunchtime application suite.

The following table lists the System Requirements for a computer housing: standalone Crunchtime Server, standalone Crunchtime Host, or both Crunchtime Server and Host.

## Network Connectivity Requirements

Crunchtime Host Server and Crunchtime Kitchen require an Enterprise connection to take advantage of full feature functionality. All Enterprise connections are sent via HTTPS/SSL SHA-256 with RSA Encryption.

If your restaurant's network implements additional security, such as network filtering requiring whitelisting, Crunchtime recommends utilizing an asterisk (*) for the following endpoints as the most comprehensive solution:

| Solution | Requirement |
|---|---|
| **Comprehensive Option** | *.qsr.cloud<br>*.dinetime.com<br>*.amazontrust.com<br>*.amazonaws.com<br>*.shareFile.com<br>o.ss2.us<br>s.ss2.us<br>*api.licensespring.com<br>*licensespring.com |

If an asterisk is not an option for the network, the following tables detail requirements by solution.

> **Note**: All Crunchtime Enterprise solutions communicate over Port 443. Port 80 is required for registration. Upon successful registration to enterprise, Port 80 may be turned off.

## Crunchtime Host

| Crunchtime Software | Ports to Open | URLs to Whitelist |
|---|---|---|
| Certificate Revocation is necessary for any connectivity. Individual Whitelist Page Requirements version 2020.x and beyond. | 443 | o.ss2.us<br>s.ss2.us<br>crl.amazontrust.com<br>crl.rootca1.amazontrust.com<br>crl.rootg2.amazontrust.com<br>crl.sca1b.amazontrust.com<br>ocsp.rootca1.amazontrust.com<br>ocsp.rootg2.amazontrust.com<br>ocsp.sca0a.amazontrust.com<br>ocsp.sca1a.amazontrust.com<br>ocsp.sca1b.amazontrust.com<br>ocsp.sca2a.amazontrust.com<br>ocsp.sca3a.amazontrust.com<br>ocsp.sca4a.amazontrust.com<br>crt.rootca1.amazontrust.com<br>crt.sca0a.amazontrust.com<br>crt.sca1a.amazontrust.com<br>crt.sca1b.amazontrust.com<br>crt.sca2a.amazontrust.com<br>crt.sca3a.amazontrust.com<br>crt.sca4a.amazontrust.com<br>crl.rootca2.amazontrust.com<br>crl.rootca3.amazontrust.com<br>crl.rootca4.amazontrust.com<br>crt.rootca2.amazontrust.com<br>crt.rootca3.amazontrust.com<br>crt.rootca4.amazontrust.com<br>crt.rootg2.amazontrust.com<br>ocsp.rootca2.amazontrust.com<br>ocsp.rootca3.amazontrust.com<br>ocsp.rootca4.amazontrust.com<br>x.ss2.us<br>crl.r2m02.amazontrust.com<br>ocsp.r2m02.amazontrust.com<br>crt.r2m02.amazontrust.com<br>crl.r2m03.amazontrust.com<br>ocsp.r2m03.amazontrust.com<br>crt.r2m03.amazontrust.com<br>secretsmanager.us-east-1.amazonaws.com<br>logs.us-east-1.amazonaws.com<br>monitoring.us-east-1.amazonaws.com<br>sns.us-east-1.amazonaws.com<br>sqs.us-east-1.amazonaws.com<br>controlcenter-hub-bff.qsr.cloud<br>qsrautomations.sf-api.com<br>storage-cf-us.sharefile.com<br>qsrautomations.sharefile.com<br>kh-crunchtime.sharefile.com<br>sharefile.com<br>Api.licensespring.com<br>Saas.licensespring.com |

## Crunchtime Host

| | | |
|---|---|---|
| Crunchtime Kitchen | TCP 32768<br>UDP 33536<br>UDP 33537<br>TCP 32880<br>TCP 32897<br>TCP 32890<br>UDP 28672<br>UDP 28673<br>TCP 33024<br><br>If using RDS Clients:<br>UDP 33537 | Port 443<br>https://host-api.dinetime.com<br>https//kitchen-api.dinetime.com<br>https://service-discovery.qsr.cloud<br>https://auth.qsr.cloud<br>https://pos.kitchen.qsr.cloud<br>https://status.kitchen.qsr.cloud<br>https://kitchen-api.qsr.cloud<br>https://capacity.kitchen.qsr.cloud<br>https://notifications.kitchen.qsr.cloud<br>https://connected-clients-ingestion.qsr.cloud<br>https://settings.kitchen.qsr.cloud<br>https://rt.metrics.qsr.cloud<br>https://storage.kitchen.qsr.cloud<br>https://qsr-production-kitchen-storage.s3.amazonaws.com<br>crl.rootca1.amazontrust.com<br>crl.rootg2.amazontrust.com<br>crl.sca1b.amazontrust.com<br>ocsp.rootca1.amazontrust.com<br>ocsp.rootg2.amazontrust.com<br>ocsp.sca0a.amazontrust.com<br>ocsp.sca1a.amazontrust.com<br>ocsp.sca1b.amazontrust.com<br>ocsp.sca2a.amazontrust.com<br>ocsp.sca3a.amazontrust.com<br>ocsp.sca4a.amazontrust.com<br>crt.rootca1.amazontrust.com<br>crt.sca0a.amazontrust.com<br>crt.sca1a.amazontrust.com<br>crt.sca1b.amazontrust.com<br>crt.sca2a.amazontrust.com<br>crt.sca3a.amazontrust.com<br>crt.sca4a.amazontrust.com |
| ControlPoint | Server:<br>TCP 32768<br>TCP 32881<br>UDP 32882<br>UDP 32883<br>TCP 32896<br>TCP 32897<br>Clients:<br>TCP 32878<br>TCP 32879<br>TCP 32880<br>TCP 32888<br>TCP 32889<br>TCP 32890<br>UDP 28572<br>UDP 28672<br>UDP 28673 | |

## Crunchtime Host

| | | |
|---|---|---|
| Crunchtime Host | TCP 443 to Enterprise<br>Base Port 32768<br>TCP 32776 to Clients<br>TCP 32775<br>TCP 32890 to CSK (if applicable) | https://host-api.dinetime.com<br>https://servicediscovery.qsr.cloud<br>https://auth.qsr.cloud<br>https://visit-events-api.dinetime.qsr.cloud<br>https://connected-clients-ingestion.qsr.cloud<br>https://visitpush-api.qsr.cloud<br>https://licenseapi.qsr.cloud<br>https://entcore-settings-api.qsr.cloud/<br>https://gms-precalculatedquotesapi.qsr.cloud/<br>crl.rootca1.amazontrust.com<br>crl.rootg2.amazontrust.com<br>crl.sca1b.amazontrust.com<br>ocsp.rootca1.amazontrust.com<br>ocsp.rootg2.amazontrust.com<br>ocsp.sca0a.amazontrust.com<br>ocsp.sca1a.amazontrust.com<br>ocsp.sca1b.amazontrust.com<br>ocsp.sca2a.amazontrust.com<br>ocsp.sca3a.amazontrust.com<br>ocsp.sca4a.amazontrust.com<br>crt.rootca1.amazontrust.com<br>crt.sca0a.amazontrust.com<br>crt.sca1a.amazontrust.com<br>crt.sca1b.amazontrust.com<br>crt.sca2a.amazontrust.com<br>crt.sca3a.amazontrust.com<br>crt.sca4a.amazontrust.com |
| Crunchtime Go | TCP 32776 (app) plus all Host requirements above | |
| Hub.Agent | 443 | https://api.licensespring.com |
| ScreenConnect Remote Support | 443 | *.screenconnect.com<br>cwa-crunchtime.screenconnect.com |

**Note:** If there are further limitations due to the whitelisting by URL endpoints, you may need to set up a proxy outside the firewall to route the traffic through.

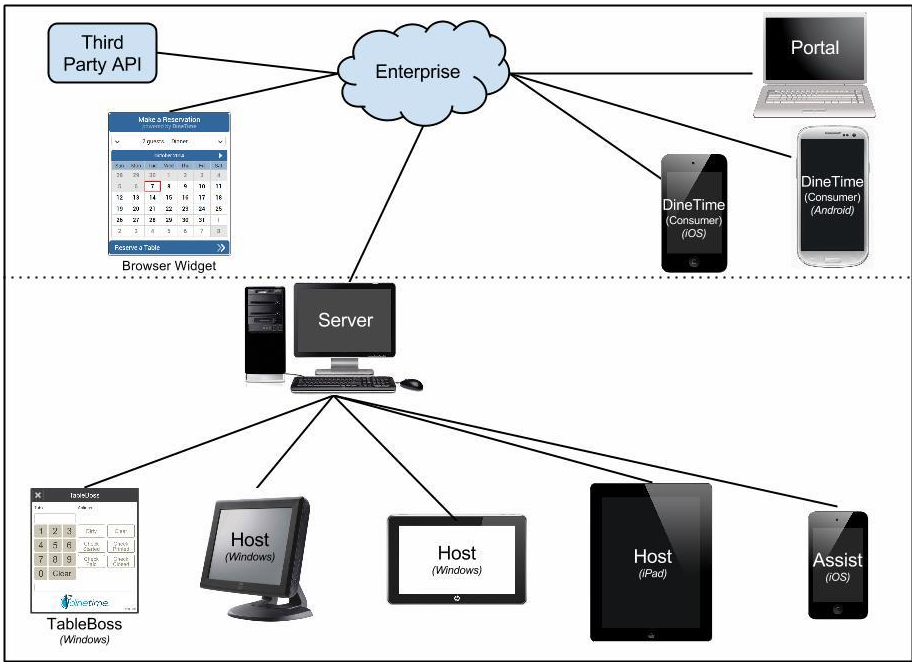
# Permissions

Crunchtime recommends that you are logged into your PC using an administrative account prior to installing any Crunchtime application. If you have not been granted administrator rights for the PC where the Crunchtime application will be installed, right-click the program (.exe file) and select Run as administrator.

# Crunchtime Layout

The following diagram shows the connectivity between the Crunchtime suite of products. It applies to customers using an in-store Crunchtime Server.

**Note**: Crunchtime requires outbound communication via Port 443 TCP to: https://host-api.dinetime.com.



# Installing Crunchtime Host

**Note**: If you're using Hub.Agent to automatically install Crunchtime Host, skip the installation instructions in this guide.

## Introduction

To use Crunchtime Host, Crunchtime Server must be installed and running. With the Crunchtime installation, both Host Client and Server can be installed at once.

The Crunchtime Server installation will install all of the necessary Crunchtime Server application components (including, SQL Express 2012 SP4, or SQL Server 2022, depending on the operating system). Typically, the Crunchtime Server is installed on a computer that resides in the restaurant's management office.

Crunchtime recommends you be logged into your PC with an administrative account before beginning Crunchtime installation.

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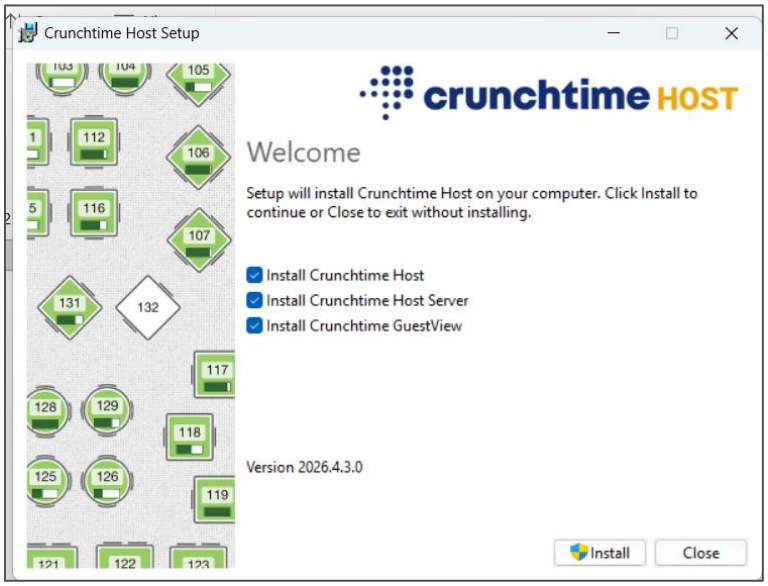
## Installation Steps

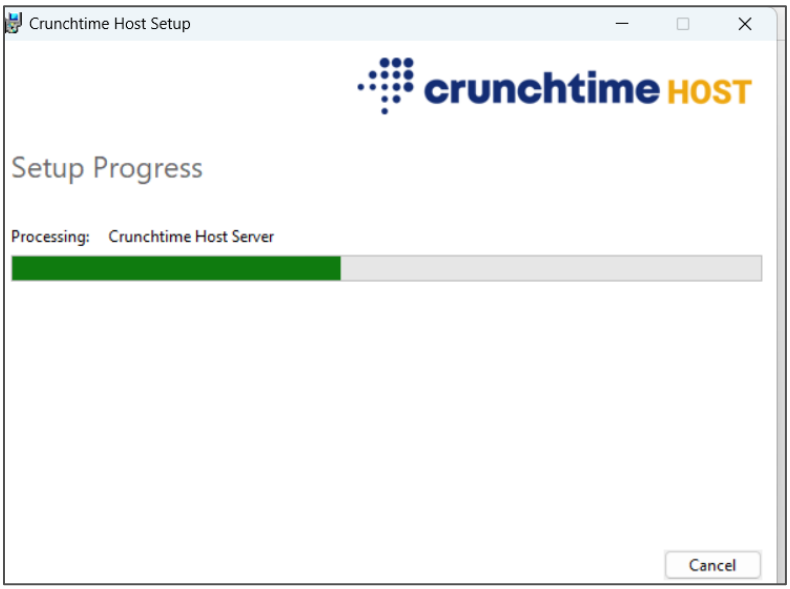
1. Unzip the installation files to display the CrunchtimeSetup.exe.
2. Right click and select “Run as Administrator.”
3. Run CrunchtimeSetup.exe to begin installation. The installer Welcome screen appears.




4. Select the Install Crunchtime Host and Install Crunchtime Host Server checkboxes. You may also install Crunchtime GuestView.

**Note**: Crunchtime Host can be installed on a single machine without also installing Crunchtime Server on that particular machine. For example, once Crunchtime Server has been installed on the back-of-house (management) computer, you might opt to install Crunchtime Host on the front-of-house (host stand) computer. To achieve this, select ONLY the “Install Crunchtime Host” option when running the installer on the front-of-house computer.

5. Select Install. Setup may take several minutes to complete (SQL Server and .NET Framework 4.8 also are also being installed). To quit the setup, select Cancel.


Crunchtime Host Setup
crunchtime HOST
Setup Progress
Processing: Crunchtime Host Server
Cancel




6. Select Close on the Setup Successful dialog screen.

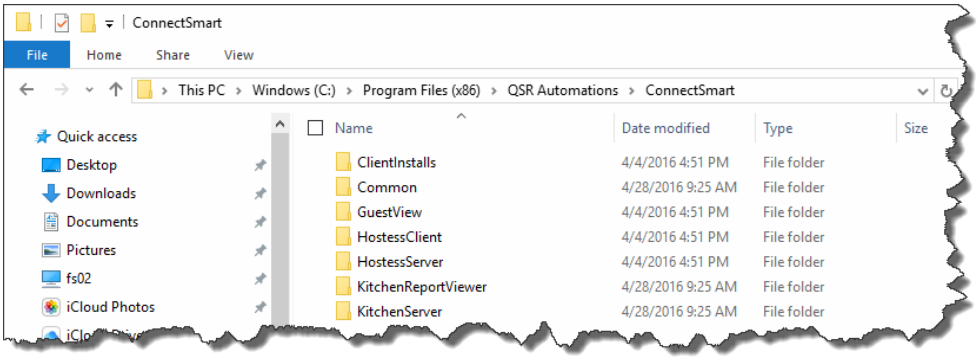
**Note**: If, for any reason the setup fails, the Setup Successful message shown above is replaced with Setup Failed and a link to open the Crunchtime log file appears.

## Folder Structure

The following illustrations show installation locations for Crunchtime-related folders.

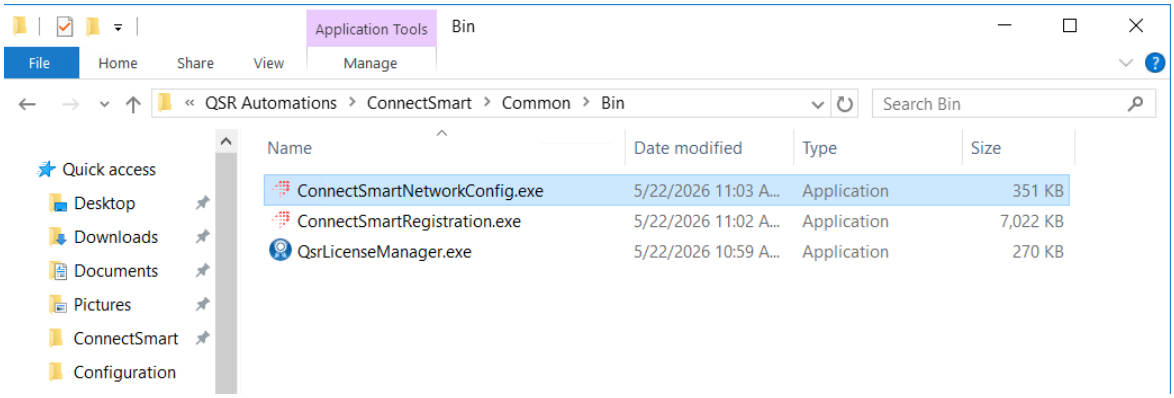
### C:\Program Files (x86)\QSR Automations\ConnectSmart

This is where you will find the following folders: Common, HostessClient, and HostessServer.




Crunchtime folders – showing GuestView also installed

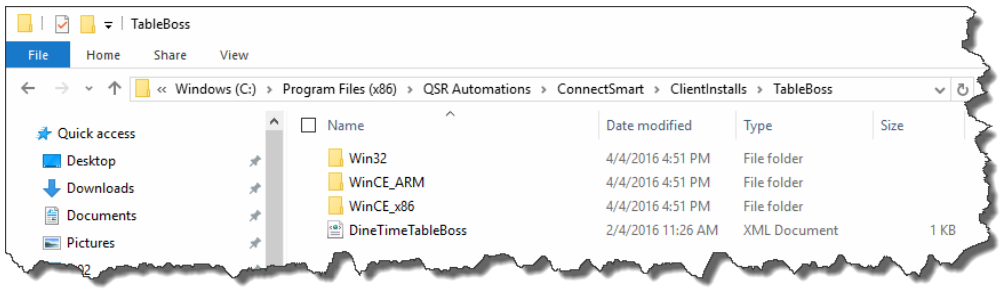
C:\Program Files (x86)\QSR Automations\ConnectSmart\Common\Bin




Common - Bin applications

C:\Program Files (x86)\QSR Automations\ConnectSmart\ClientInstalls\TableBoss

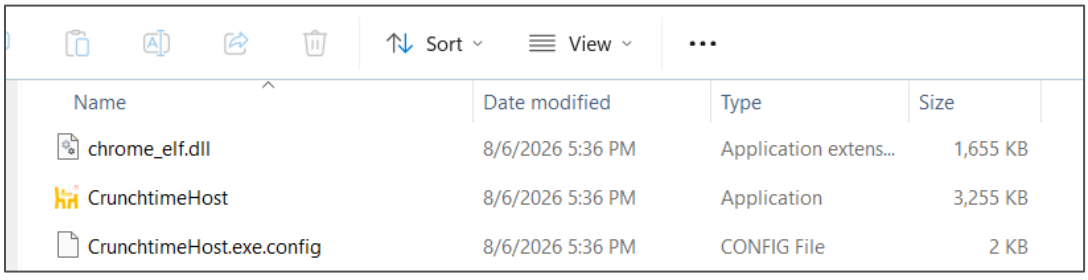
This is where you will find the ClientInstalls folder containing the Table Boss application.




ClientInstalls - Table Boss application

C:\Program Files (x86)\QSR Automations\ConnectSmart\HostessClient

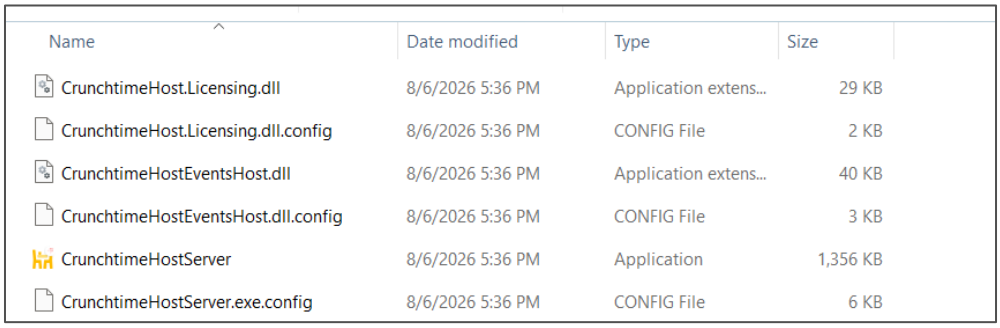
This is where you will find the Client and its .dll files.




Client files

### C:\Program Files (x86)\QSR Automations\ConnectSmart\HostessServer

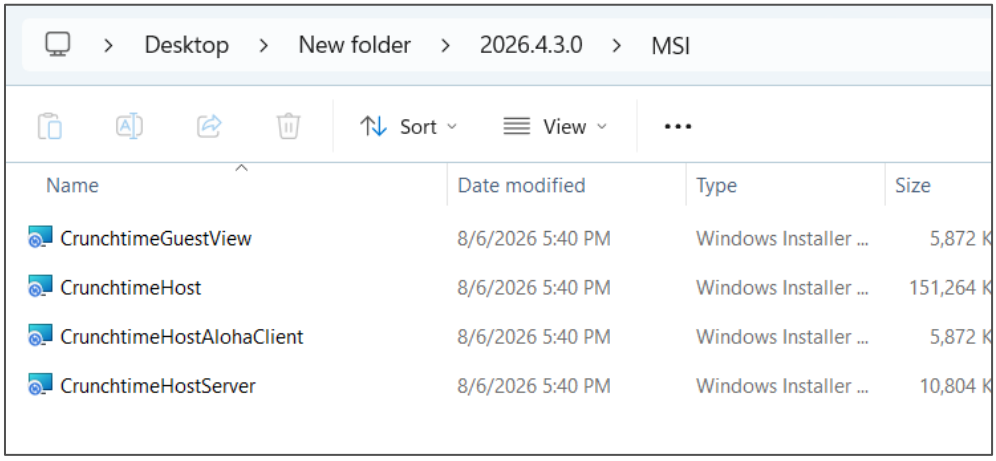
This is where you will find the Crunchtime Host Server and its .dll files.




Server files

### C:\Program Files (x86)\QSR Automations\ConnectSmart\GuestView

This is where you will find GuestView and its .dll files.

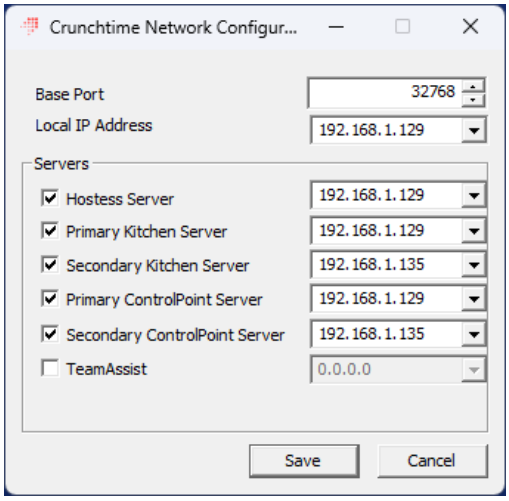



GuestView files

**Note**: If using a 64-bit operating system, Crunchtime is installed to the Program Files (x86) folder. If using a 32-bit operating system, Crunchtime is installed to the Program Files folder.

## Network Configuration

Once Crunchtime has installed, the Crunchtime Network Configuration utility must be run.




Network Configuration for Crunchtime Server

1. Accept the default 32768 for the Base Port. All available IP addresses on the host computer where the software is being installed are listed. The IP address for the Local IP address and Primary Crunchtime Server address should be the same.

**Note**: If more than one IP address is listed, select the one that will be used by the Crunchtime Server service. If the IP address that will be used is not listed, enter it manually into the Local IP Address field.

2. Select Save.

### ConnectSmartNetwork.xml

An xml data file is required when defining the local IP address for the client to use a particular instance of Crunchtime Host. Additionally, it defines the IP address of the Crunchtime Server so a connection can be established.

The ConnectSmartConfig.exe must be run separately from the Crunchtime installation process. The ConnectSmartNetwork.xml file used by Crunchtime Host will be located here: C:\Program Data\QSR Automations\ConnectSmart\Common\Data folder.

**Note**: If you already have Crunchtime Host installed, and are upgrading to a more recent version, the Crunchtime Host installer will recognize that the ConnectSmartNetwork.xml file already exists. The IP fields in the ConnectSmart Network Configuration application will be pre-populated with the IP addresses previously configured from the existing installation.

**Note**: Any time new settings are configured in Crunchtime, both Crunchtime Server (HostessServer.exe) and Crunchtime Host (HostessClient.exe) must be restarted for the changes to take effect on Crunchtime Host.

# Validation & Registration

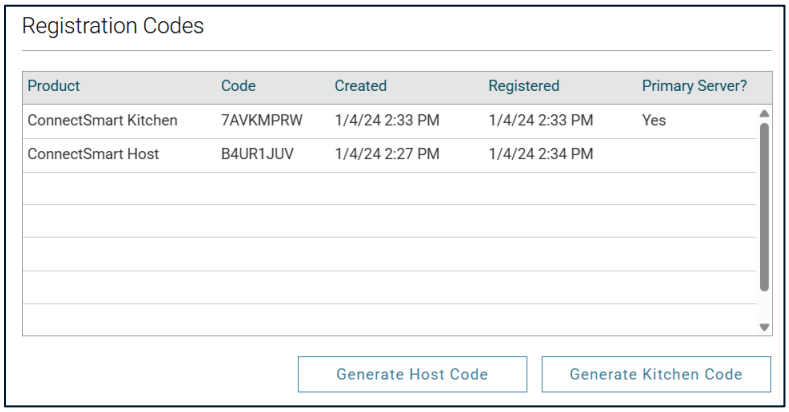
## Network Architecture

All whitelisting requirements are detailed earlier in this guide. The most comprehensive method would be the use of asterisks. All Crunchtime Enterprise connections are sent via HTTPS://SSL SHA-256 with RSA Encryption.

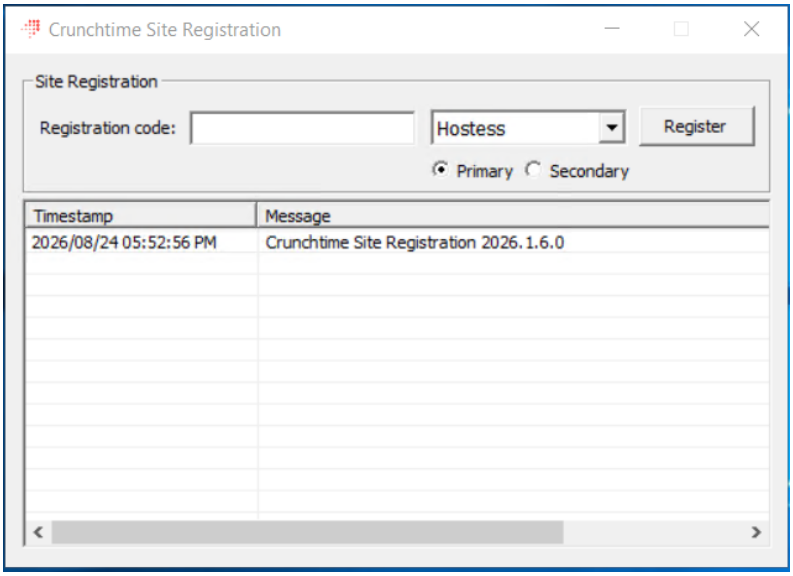
*.qsr.cloud
*.dinetime.com
*.amazontrust.com
*.amazonaws.com
*.shareFile.com
o.ss2.us
s.ss2.us
*api.licensespring.com
*licensespring.com

## Manual Registration or Registering a New Server

1. Navigate to: https://portal.qsr.cloud and log in to your account.
2. Navigate to: Company **>** Site- desired site **>** Manage **>** Server Registration.




3. Select Generate Host Code. The code will appear.
4. Copy the generated code.
5. Return to the Crunchtime Site Registration Utility and paste the code in the Registration code field.
6. Select Hostess from the drop-down menu.

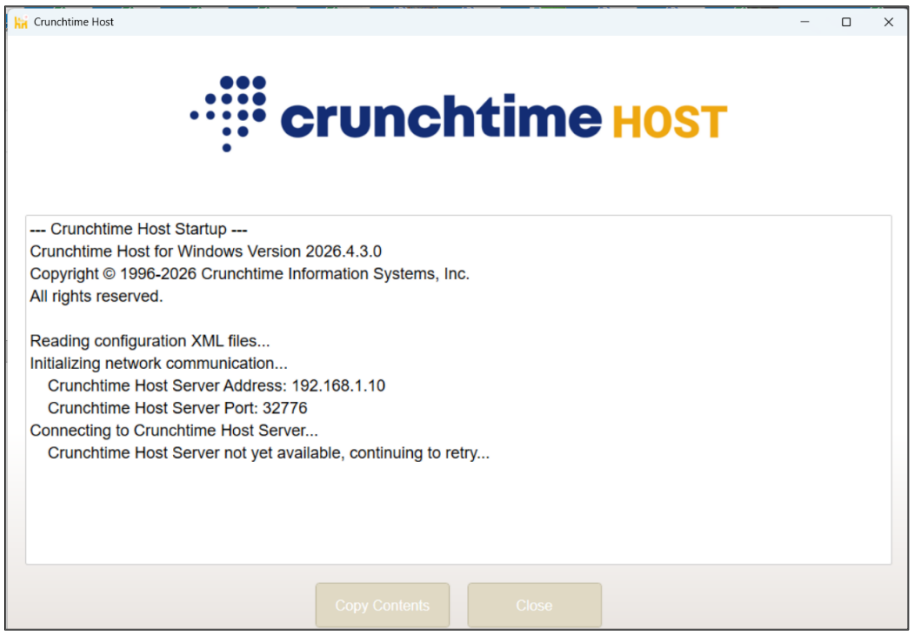



7. Select Register. A message appears indicating a successful or unsuccessful registration.

A successful registration generates the DineTimeEnterprise.xml file here:

- C:\ProgramData\QSR Automations\ConnectSmart\Common\Data

**Note**: Once Crunchtime Host has been fully installed, validated, and registered, start Crunchtime Server. If you receive an error upon application startup, an "unknown error occurred during startup" message will appear. Select Copy Contents and paste the content from this window elsewhere. This information can be sent to Crunchtime Support to aid in troubleshooting.




## Command Line Parameters

The following is a sample command-line parameter to silently install or upgrade Host and Server using Registration Code "A1B2C3D4":

Crunchtime.exe /q InstallHost=1 InstallServer=1 SqlServer=SQLPC SqlInstance=QSRTEST SqlDatabase=Training SqlPassword=Crunchtime1234! SqlSaPassword=ConnectSmart1234! EnterpriseRegistrationCode= A1B2C3D4 =1

This command-line parameter enables the following:

- Silently install Crunchtime Server and/or Crunchtime Host.
- Install a Crunchtime SQL Database to a remote Database server.
- Pass a ConnectSmartRegistration Code from the command line.
- Accepts the Crunchtime License agreement (required).

**Note**: This should only be used for new installs and/or upgrades. Do not re-run the silent installer on the same version (e.g. attempt to set/update the registration code).

If you need to update the Crunchtime registration code following the installation, use the Crunchtime Registration tool as follows:

- C:\Program Files (x86)\QSR Automations\ConnectSmart\Common\Bin\ CrunchtimeRegistration.exe A1B2C3D4

**Note**: When performing a silent install using command line parameters, the install may not actually be silent, depending on the user account permissions level.

## Accepted Command Line Parameters

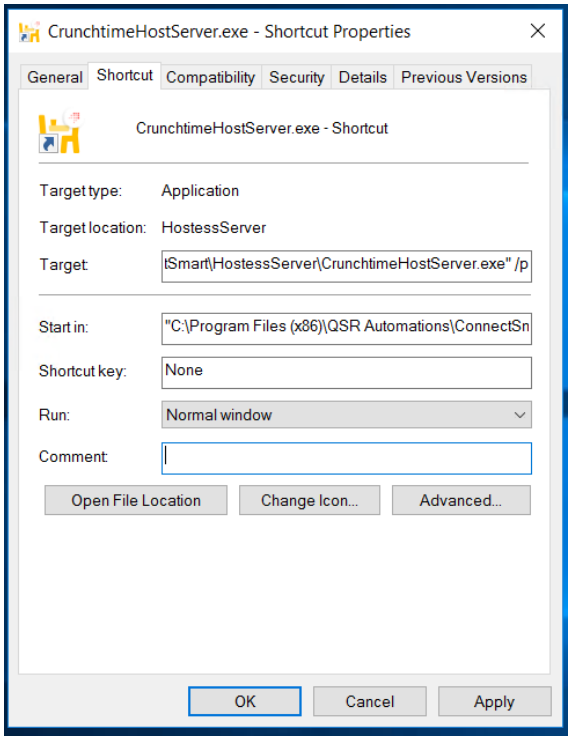
| Parameter | Action |
|---|---|
| /q | Install silently, without UI |
| InstallHost=<#> | Flag whether or not to install Crunchtime Host<br>Default = "1" (true); Acceptable values are "0" or "1" |
| InstallServer=<#> | Flag whether or not to install Crunchtime Server<br>Default = "1" (true); Acceptable values are "0" or "1" |
| EnterpriseRegistrationCode= <RegistrationCode> | Perform registration with Crunchtime Enterprise using provided <RegistrationCode> |
| SqlUser=<UserName> | Set SQL username for Crunchtime Server<br>Default = “sa” |
| SqlPassword=<Password> | Set SQL password for Crunchtime Server |
| SqlSaPassword=<Password> | Set SQL “sa” password (used only when installing a SQL instance as part of Crunchtime Setup) |
| SqlServer=<Server> | Set SQL server address/host<br>Default = “.” on the local machine. If set to anything other than “.”, SQL software will not be installed by the setup, and must already exist with appropriate permissions at the specified server |
| SqlInstance=<Instance> | Set SQL instance name<br>Default = “QSR01” |
| SqlDatabase=<Database> | Set SQL database name<br>Default = “Hostess” |
| SqlUseWindowsAuthentication= <#> | Flag whether to use Windows (integrated) authentication instead of SQL authentication (user/password)<br>Default = “0” (false, use SQL authentication); Acceptable values are "0" or "1" |
| /q/repair | Reinstall silently or repair installation |

# Appendix A: Run Server as a Process

## Modify a Shortcut

If for any reason you need to run the service as a process, follow these steps:

1. Right-click the desired file (e.g. CrunchtimeHostServer.exe, KitchenServer.exe, etc.).
2. Select Create Shortcut.
3. Right-click the recently created shortcut and select Properties. The Properties form appears.




4. Append /p to the Target field path, located on the Shortcut tab of the Properties form, to run the application as a process.

**Note**: Ensure a space exists between the ".exe" and the /p.