Crunchtime Kitchen

Install Guide

Document Details

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System Requirements

See requirements in the System Requirements section below.

Related Documentation

- Using Crunchtime Kitchen Builder Reference Guide: https://links.crunchtime.com/CKRG-UsingCrunchtimeKitchen
- *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 Kitchen.

Download the latest version of this document here:

https://links.crunchtime.com/CKIG-InstallCrunchtimeKitchen

… or scan the QR code to the left.

INSTALL GUIDE

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Before You Begin

Introduction

Crunchtime Kitchen is a graphical restaurant kitchen automation system that allows you to customize the routing and display attributes of every item and every order on each Kitchen Display Client screen. With Crunchtime Kitchen, you also have access to real-time speed of service information.

This guide discusses the applications you can install, including any prerequisite requirements. Keep in mind that 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 Crunchtime applications. All prerequisite software versions shown in this document are specific to a Crunchtime installation.

> **Note:** Crunchtime recommends that you be logged into your PC with an administrative account before beginning the Kitchen (or any other Crunchtime application) installation.

Network Connectivity Requirements

Crunchtime Host 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 *.dinetime.com *.amazontrust.com *.amazonaws.com *.sharefile.com o.ss2.us s.ss2.us *api.licensespring.com *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. Within Crunchtime software, port 80 is required for registration. Upon successful registration to Enterprise, port 80 may be closed for the listed Crunchtime URLs (*qsr.cloud, *dinetime.com). However, port 80 is still required for the Certificate Revocation List URLs included in the table below and must remain open for those endpoints. For best results, Crunchtime recommends allowing outbound traffic on port 80.

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Crunchtime Software	Ports to Open	URLs to Whitelist
Certificate Revocation necessary for any connectivity. Individual Whitelist Page Requirements version 2020.x and beyond.	443 80	o.ss2.us s.ss2.us crl.amazontrust.com crl.rootca1.amazontrust.com crl.rootg2.amazontrust.com crl.sca1b.amazontrust.com ocsp.rootca1.amazontrust.com ocsp.rootg2.amazontrust.com ocsp.sca0a.amazontrust.com ocsp.sca1a.amazontrust.com ocsp.sca1b.amazontrust.com ocsp.sca2a.amazontrust.com ocsp.sca3a.amazontrust.com ocsp.sca4a.amazontrust.com crt.rootca1.amazontrust.com crt.sca0a.amazontrust.com crt.sca1a.amazontrust.com crt.sca1b.amazontrust.com crt.sca2a.amazontrust.com crt.sca3a.amazontrust.com crt.sca4a.amazontrust.com crl.rootca2.amazontrust.com crl.rootca3.amazontrust.com crl.rootca4.amazontrust.com crt.rootca2.amazontrust.com crt.rootca3.amazontrust.com crt.rootca4.amazontrust.com crt.rootg2.amazontrust.com ocsp.rootca2.amazontrust.com ocsp.rootca3.amazontrust.com ocsp.rootca4.amazontrust.com x.ss2.us crl.r2m02.amazontrust.com ocsp.r2m02.amazontrust.com crt.r2m02.amazontrust.com crl.r2m03.amazontrust.com ocsp.r2m03.amazontrust.com crt.r2m03.amazontrust.com secretsmanager.us-east-1.amazonaws.com logs.us-east-1.amazonaws.com monitoring.us-east-1.amazonaws.com sns.us-east-1.amazonaws.com sqs.us-east-1.amazonaws.com controlcenter-hub-bff.qsr.cloud qsrautomations.sf-api.com

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Crunchtime Software	Ports to Open	URLs to Whitelist
Certificate Revocation necessary for any connectivity. Individual Whitelist Page Requirements version 2020.x and beyond.	443 80	storage-cf-us.sharefile.com qsrautomations.sharefile.com kh-crunchtime.sharefile.com sharefile.com api.licensespring.com Saas.licensespring.com
Crunchtime Kitchen	TCP 32768 UDP 33536 UDP 33537 TCP 32880 TCP 32897 TCP 32890 UDP 28672 UDP 28673 TCP 33024	Port 443 https://host-api.dinetime.com https//kitchen-api.dinetime.com https://service-discovery.qsr.cloud https://auth.qsr.cloud https://pos.kitchen.qsr.cloud https://status.kitchen.qsr.cloud https://kitchen-api.qsr.cloud https://capacity.kitchen.qsr.cloud https://notifications.kitchen.qsr.cloud https://connected-clients-ingestion.qsr.cloud https://settings.kitchen.qsr.cloud https://rt.metrics.qsr.cloud https://storage.kitchen.qsr.cloud https://qsr-production-kitchen-storage.s3.amazonaws.com crl.rootca1.amazontrust.com crl.rootg2.amazontrust.com crl.sca1b.amazontrust.com ocsp.rootca1.amazontrust.com ocsp.rootg2.amazontrust.com ocsp.sca0a.amazontrust.com ocsp.sca1a.amazontrust.com ocsp.sca1b.amazontrust.com ocsp.sca2a.amazontrust.com ocsp.sca3a.amazontrust.com ocsp.sca4a.amazontrust.com crt.rootca1.amazontrust.com crt.sca0a.amazontrust.com crt.sca1a.amazontrust.com crt.sca1b.amazontrust.com crt.sca2a.amazontrust.com crt.sca3a.amazontrust.com crt.sca4a.amazontrust.com

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Crunchtime Software	Ports to Open	URLs to Whitelist
ControlPoint	Server: TCP 32768 TCP 32881 UDP 32882 UDP 32883 TCP 32896 TCP 32897 Clients: TCP 32878 TCP 32879 TCP 32880 TCP 32888 TCP 32889 TCP 32890 UDP 28572 UDP 28672 UDP 28673	

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Crunchtime Software	Ports to Open	URLs to Whitelist
Crunchtime Host	TCP 443 to Enterprise Base Port 32768 TCP 32776 to Clients TCP 32775 TCP 32890 to Kitchen (if applicable)	https://host-api.dinetime.com https://servicediscovery.qsr.cloud https://auth.qsr.cloud https://reporting.dinetime.com https://visit-events-api.dinetime.qsr.cloud https://connected-clients-ingestion.qsr.cloud https://visitpush-api.qsr.cloud https://licenseapi.qsr.cloud https://entcore-settings-api.qsr.cloud/ https://gms-precalculatedquotesapi.qsr.cloud/ crl.rootca1.amazontrust.com crl.rootg2.amazontrust.com crl.sca1b.amazontrust.com ocsp.rootca1.amazontrust.com ocsp.rootg2.amazontrust.com ocsp.sca0a.amazontrust.com ocsp.sca1a.amazontrust.com ocsp.sca1b.amazontrust.com ocsp.sca2a.amazontrust.com ocsp.sca3a.amazontrust.com ocsp.sca4a.amazontrust.com crt.rootca1.amazontrust.com crt.sca0a.amazontrust.com crt.sca1a.amazontrust.com crt.sca1b.amazontrust.com crt.sca2a.amazontrust.com crt.sca3a.amazontrust.com 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 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.

Suite Integration Specific URLs

Suite addition	URLs to whitelist
Operations Execution	https://entcore-task-management-api.qsr.cloud

System Requirements

Before performing the Kitchen installations, ensure all your hardware meets the following minimum system requirements.

Kitchen Server

Component	Requirement
Operating System	Windows 10 Anniversary Version (1607) or later Windows Server 2016 Windows Server 2019 Windows 11 Windows Server 2022
Processor	2.8 GHz Pentium 4 or higher
Physical Memory (RAM)	8 GB
Storage	2 GB for Server Installation 20 GB for Speed Of Service Data + Logs
Prerequisite Software	Microsoft .NET version 4.8 or later **Note:** *Installer will automatically install if not detected and the Bin Editor component is included during installation. Kitchen Server does not require .NET.*
Networking	10/100 baseT Ethernet Connection Access to a POS or other system with Crunchtime integration support

Note: Crunchtime Kitchen Server requires Microsoft VC++ 2015 - 2022 Runtime. To ensure proper installation run Windows Update, apply all outstanding updates, and restart before running KitchenServerSetup.exe.

Note: Minimum requirements assume: 100 orders per hour with an average of 10 items per transaction, using the Kitchen default data set configuration/features provided with the installation media for both Quick Serve and Table Service applications. Minimum hardware requirements for KitchenServer include support for Crunchtime Host integration but assume the system is solely dedicated to KitchenServer; additional system resources or components may be required in scenarios where the system is shared with other Crunchtime or third-party applications, services, or interfaces. Storage requirements for logging assume: default retention periods for Speed of Service (30 days) and general logging (7 days).

Note: Network infrastructure, configuration, and other variables can affect the overall performance of your Crunchtime Kitchen system. Network must be properly configured to route TCP (and for some POS configurations, UDP) traffic between all Crunchtime Kitchen endpoints (POS, DisplayClient, KitchenServer, etc.). VLANs and other network segmentation and segregation are fully supported when properly configured.

QSR Display Client

Component	Requirement
Operating System	QSR xCeed Image QSR XPe Image QSR WES7 Image Windows 10 Anniversary Version (1607) or later Windows Server 2016 Windows Server 2019 Windows 11
Processor	Pentium III compatible or higher Minimum: 266 MHz
Physical Memory (RAM)	Minimum: 256 MB
Storage	Microsoft CRuntime Library version 8.0 Microsoft CRuntime Library version 8.0 service pack 1

Note: Please contact your Crunchtime representative to discuss recommendations for alternate system configurations.

Enterprise Kitchen Requirements

Enterprise Crunchtime Kitchen requires prerequisite work surrounding license and database configuration. Sites must be configured manually in the Portal to have Kitchen access. Send site requests to your Crunchtime Account Manager or Support. The following information must be supplied for each site:

Site Information	User Information
Site Name	Contact First Name
Store ID	Contact Last Name
Address	Contact Phone
City	Contact Email
State	
ZIP	
Phone	
Time Zone	
Meal Period Information (for Reporting)	

Note: Once this information is collected for each site, Enterprise Services, in conjunction with your Crunchtime Account Manager and/or Support, creates the site(s) in Portal. Once created, your Account Manager will provide you with the Site Information and Registration Codes.

Path Directories

Full Path Directory

64-bit Operating Systems	
Windows 10 **Server 2016** **Server 2019** **Windows 11** **Server 2022**	C:\Program Files (x86)\QSRAutomations\ConnectSmart\ KitchenServer\Bin ***Note:*** *Contains the Kitchen Server and Bin Editor.*
	C:\ProgramData\QSR Automations\ConnectSmart\KitchenServer\ClientInstalls\DisplayClient ***Note****: Contains the Win32, WinCE, and Android versions of Display Client*
	C:\Program Files (x86)\QSRAutomations\ConnectSmart\Common\Bin ***Note:*** *Contains the ConnectSmart Network Configuration tool and the ConnectSmart Registration utility.*

Note: The Kitchen installation path can be changed to an alternative path or drive. Once the desired root path is entered, Crunchtime will automatically append a QSRAutomations\ConnectSmart folder structure. *All data files will still be written to the C:\ProgramData\QSR Automations\ConnectSmart folder.* To change the installation path following an installation, the existing products must be uninstalled.

Data File Location by Operating System

All data files and folders are contained within this directory: C:\ProgramData\QSR Automations\ConnectSmart

Note: The data directories (regardless of operating system) are hidden by default, so it is possible you will need to 'unhide' these directories to see the data files.

Installing Kitchen Server

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

Note: Prior to running the installer, it is recommended to shut down ControlPoint and Crunchtime Host if they are running on the same machine.

Introduction

The Kitchen Server powers all Kitchen applications. When the Kitchen Server starts, all of its XML settings are obtained from the KitchenServer\Data folder. When client applications are started, they connect to the Kitchen Server and receive their respective XML settings directly from the Kitchen Server.

Note: In order to use Display Clients, you must run the Kitchen Server.

Installation Steps

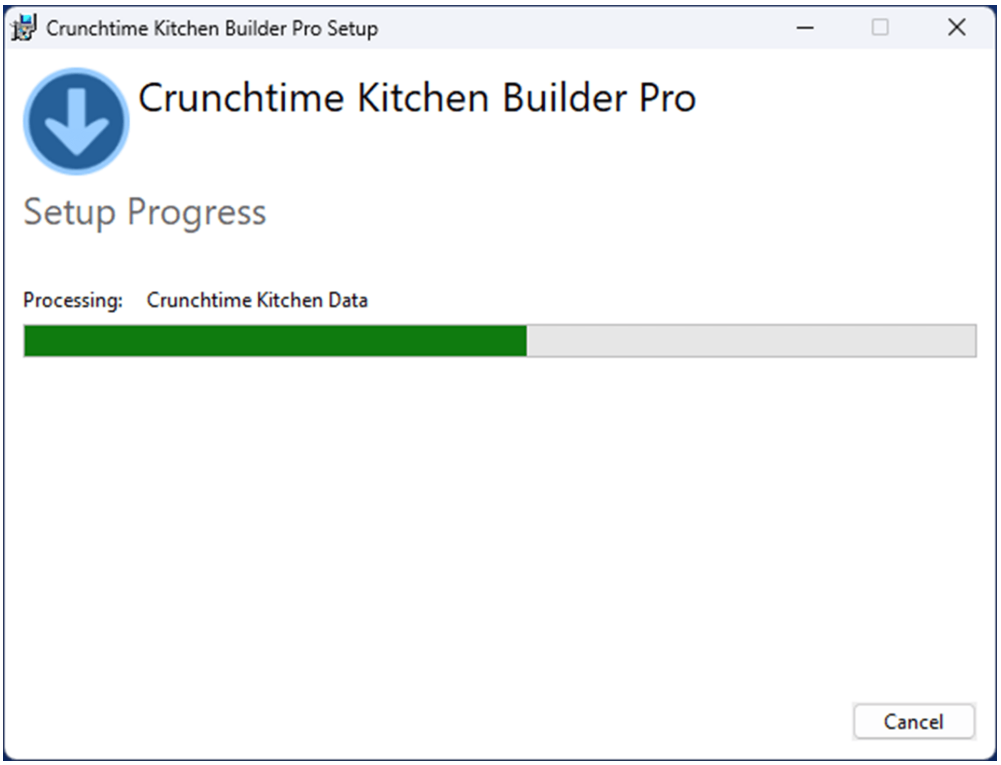
1. Download the full installation image. Once downloaded, unzip the full installation image onto the desktop.
2. Right-click on the **KitchenServerSetup.exe** and select Run as administrator. The ConnectSmart Kitchen Server installer screen will appear.



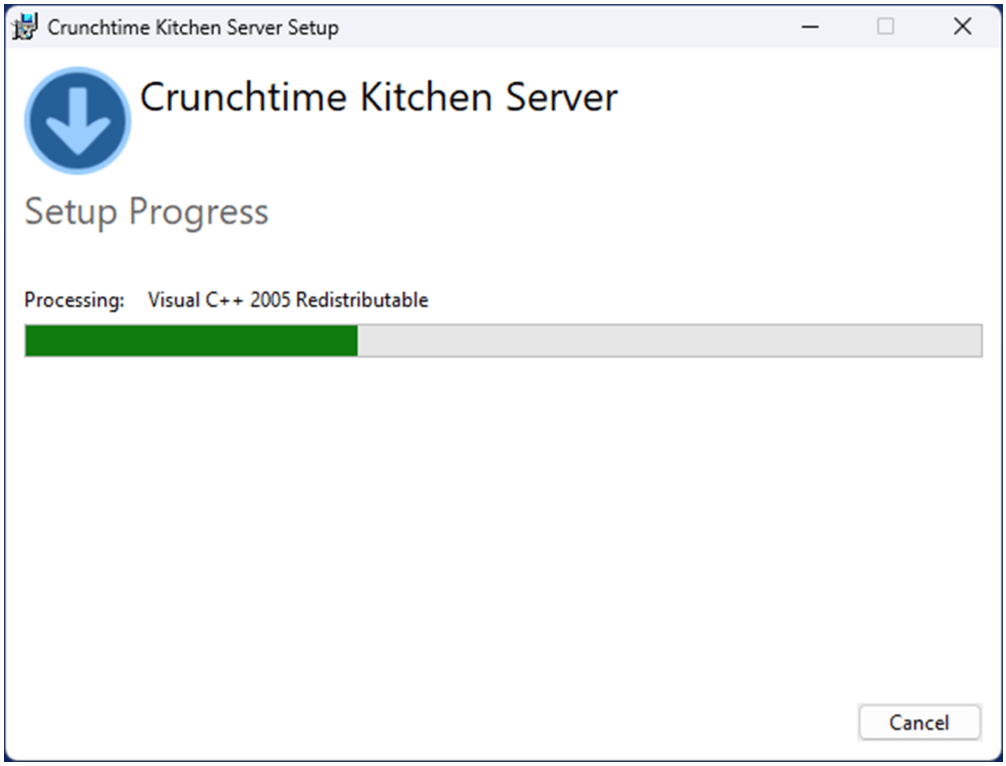
3. Select **Install Kitchen Server**.

Note: As of Kitchen 6.2, the KitchenServerSetup.exe will install all files, except Kitchen Builder and Report Viewer. Kitchen Builder and Report Viewer can be accessed via their own separate installers.

4. Select **license terms** or go to https://www.qsrautomations.com/eula-mssa/ to view the terms and conditions.
5. Read the End User License Agreement and Master Software Subscription Agreement carefully.
6. After reading the agreements, select **I agree to the license terms and conditions**.
7. Select **Install**. The Setup Progress screen appears.



Note: If Microsoft Visual C++ 2015 – 2022 is not already installed on your PC, it will be installed automatically.



8. Continue Kitchen setup.

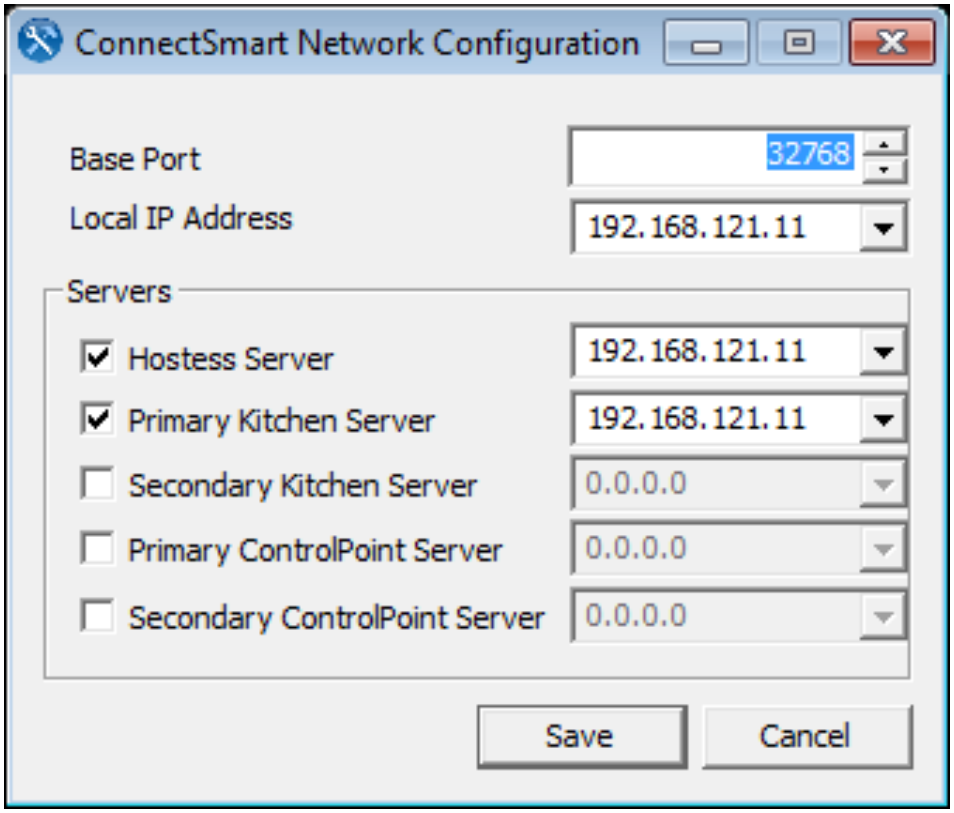
Note: Kitchen installs RDS Minimal, which does not include RDS Console since RDS Console is not needed if you are running ControlPoint 3.0, which will manage RDS.

9. Select **Close** once the **Setup Successful** screen appears upon completion of the Kitchen Server installation.



Network Configuration Manager

1. Open the Network Configuration application. Found here: C:\Program Files(x86)\QSRAutomations\ConnectSmart\ KitchenServer\Common\Bin



2. Accept the default **Base Port**: 32768.

3. Select the IP address that will be used by the Kitchen Server service and drag it into the **Local IP Address** field. All available IP addresses for the host computer where the software is being installed are listed. If a particular IP address is not listed, manually enter it into the **Local IP Address** field.

Note: The IP address for the Local IP address and Primary Kitchen Server address should be the same.

Note: If an invalid IP address is entered, a warning icon will appear next to the IP address.

4. Select **Save**.

Appendix A: 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.

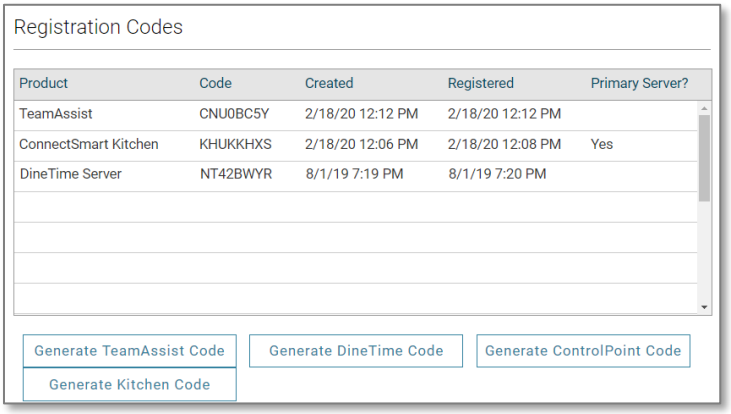
- *.qsr.cloud
- *.dinetime.com
- *.amazontrust.com
- o.ss2.us
- s.ss2.us

Registering Crunchtime Kitchen

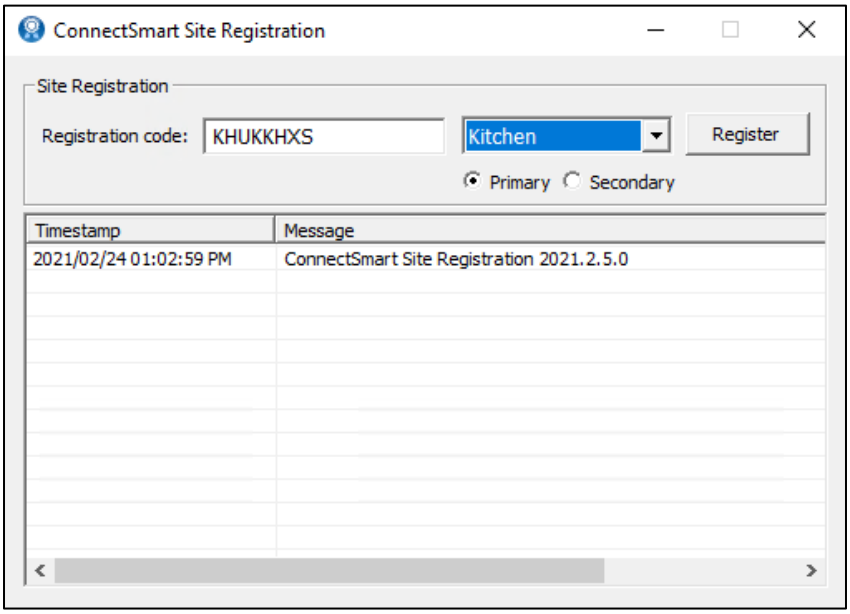
Enterprise Version

All registrations are completed at the Site level in Company Portal.

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 Kitchen Code**. The code will appear.
4. Copy the generated code.
5. Navigate to the ConnectSmart Site Registration Utility and paste the code in the **Registration code** field.
6. Select **Kitchen** from the drop-down menu.
7. Select either the Primary or Secondary radio button, depending on whether you intend to us this Kitchen instance as your main system or backup.
8. Enter the Code and select **Register**. A message appears indicating a successful or unsuccessful registration.



Note: Kitchen Server must be restarted at the site for changes to take effect. A successful registration generates the DineTimeEnterprise.xml file here:

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

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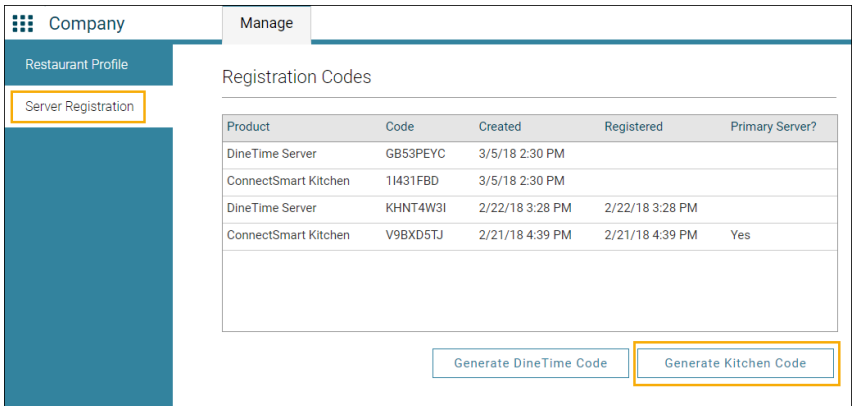
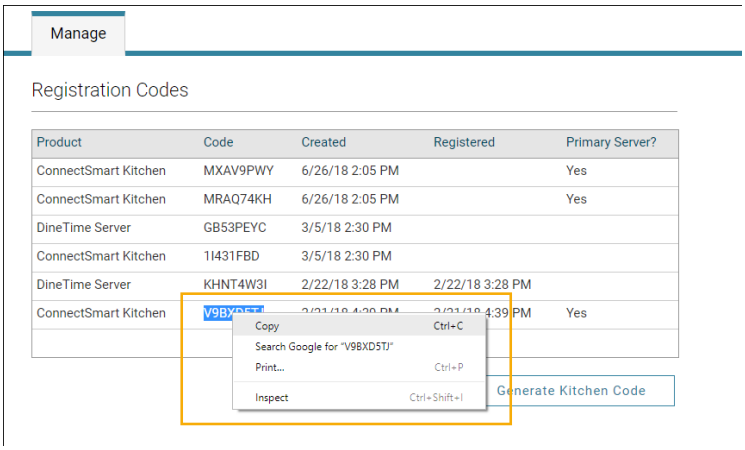
Registering with the Command Line

ConnectSmartRegistration.exe has the ability to run from the command line and perform product registration. To register using the Command Line, complete the following steps:

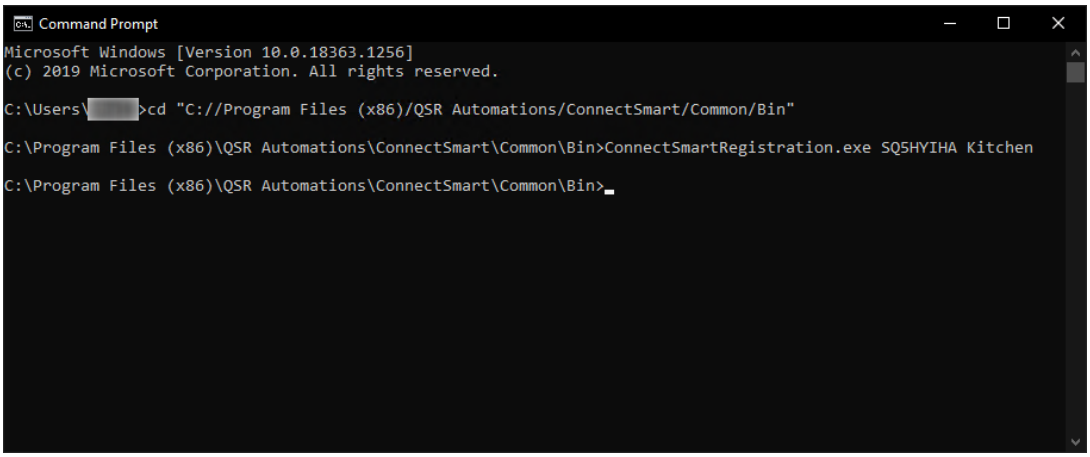
1. Navigate to Enterprise Portal and log in to your account.
2. Navigate to: Company **>** Site- desired site **>** Manage **>** Server Registration.



3. Select Generate Kitchen Code.
4. Select either Primary Server or Secondary Server.
5. Select Generate.
6. A new line entry will appear for Crunchtime Kitchen Server providing the Enterprise Registration Code and the date it was generated. Copy this code.



7. Run ConnectSmartRegistration.exe with the command line options to make it perform registration:



   - ConnectSmartRegistration.exe <registration code> <product> or ConnectSmartRegistration.exe {RegistrationCode} <product> /pm /secondary
   - For example: ConnectSmartRegistration.exe UL5LW1U7 Kitchen or ConnectSmartRegistration.exe {RegistrationCode} Kitchen /pm /secondary for a secondary server.
8. Refresh the page in Portal and confirm there is a date time stamp listed in the Registered column to ensure registration is completed.

How to Register Using /pm

To register KitchenServer via command line with the /pm switch, generate a new primary KitchenServer registration code, then open a command prompt with administrator privileges.

1. Type cd C:\Program Files (x86)\QSR Automations\ConnectSmart\Common\Bin and hit Enter.
2. Run ConnectSmartRegistration.exe RegistrationCode Kitchen /pm (where “RegistrationCode” is the code you just generated).
3. Open DineTimeEnterprise.xml and verify that the Kitchen product has both an EnterpriseToken and EnterpriseID. You can also check Portal and/or the ConnectSmartRegistration.log file to verify successful registration.

Validating Crunchtime Kitchen

Note: The primary Kitchen Server handles licensing for any secondary server(s).

Note: If no license file exists, the software will automatically run in demo mode. Demo mode has the following restrictions in the Kitchen Server:

- There is no persistence, redundancy, or Enterprise connectivity. Kitchen Server shuts down after two hours.
- A message appears in the Display Client notifying the user they are running demo mode.

Note: As of Kitchen 6.2, Printer Stations will no longer count against the total license count.

Enterprise Version

License validation will occur automatically during Kitchen Server start up. Kitchen will request license information from Hub.Agent, and once received, will run as expected. A restart is not required.

Note: If Kitchen is configured for a secondary server, the primary Kitchen Server will automatically send its license file information to the secondary server. Secondary servers do not require a separate license.

Silent Installs

You can run a silent install/upgrade on Crunchtime Kitchen. The following is a sample command-line parameter to silently install/upgrade Crunchtime Kitchen:

- KitchenServerSetup.exe /q InstallKitchenServer=1 InstallBinEditor=1 IAcceptQSRLicenseTerms=1

Note: Setting them to =0 instead of =1 will not install that particular component.

The following is a sample command-line parameter to silently install/upgrade KitchenBuilder:

- KitchenBuilderSetup.exe /q InstallKitchenBuilder=1 IAcceptQSRLicenseTerms=1

The following is a sample command-line parameter to silently install/upgrade ReportViewer:

- ReportViewerSetup.exe /q InstallReportViewer=1 IAcceptQSRLicenseTerms=1

Silent Installs Commands for Crunchtime Kitchen

- InstallKitchenServer=<0,1> : command line param to control installation of KitchenServer (Default Value=1)
- InstallBinEditor=<0,1> : command line param to control installation of BinEditor (Default Value=1). If set to 0 then .NET 4.8 will not be included during installation.
- RDSPath=<Overriden RDS install path> : command line param to override the default RDS installation path (Default: c:\QsrAuto\RDS)
- IAcceptQSRLicenseTerms=<0,1> : command line param to accept EULA, which must be accepted to install applications (Default Value=0).

Silent Installs Commands for KitchenBuilder

- InstallKitchenBuilder=<0,1> : command line param to control installation of KitchenBuilder (DefaultValue=1)
- IAcceptQSRLicenseTerms=<0,1> : command line param to accept EULA, which must be accepted to install applications (Default Value=0)

Silent Installs Commands for ReportViewer

- InstallReportViewer=<0,1> : command line param to control installation of ReportViewer (DefaultValue=1)
- IAcceptQSRLicenseTerms=<0,1> : command line param to accept EULA, which must be accepted to install applications (Default Value=0)

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Command Line Product Registration

Command line product registration can be performed during a silent install. Enter the following command line parameters:

- EnterpriseRegistrationCode="Registration code"
  - The registration code is generated here: Site Portal | Manage | Server Registration.
- RegistrationCommand="Kitchen"

The following parameters are designed to give you more control during setup:

- `/secondary`: Registers the instance as a secondary server.
- `/pm`: Assigns a permanent MAC address.

These parameters can be used as the 3rd or 4th arguments in **any order**. Additionally, you can use the `/help` parameter to quickly view all available usage information.

Usage Example:

```
ConnectSmartRegistration.exe {RegistrationCode} Kitchen /pm /secondary
```

Auto-Upgrade: Windows & Android Display Clients

Users can automatically upgrade Windows and Android display clients from within Portal. This allows DisplayClient to automatically install the newest Windows and/or Android version.

Note: Display Client 1.2 and Kitchen 6.1 and higher are required to auto-upgrade.

1. Navigate to: Portal **>** ConnectSmart **>** System **>** System.
2. Opt to **Automatically Upgrade Display Clients** for: **Windows** and/or **Android**.
3. Click **Update** to save your changes.

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New Installations located here:

- C:\ProgramData\QSRAutomations\ConnectSmart\KitchenServer\ClientInstalls\DisplayClient

Appendix B: Open Source References

This product contains open source software components covered by the following licenses.

CrashRpt

https://code.google.com/p/crashrpt/

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Libogg

http://www.xiph.org/ogg/

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Jpeg Library

http://www.infai.org/jpeg/

In Plain English:

- We don't promise that this software works. (But if you find any bugs, please let us know!)
- You can use this software for whatever you want. You don't have to pay us.
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okhttp

https://github.com/square/okhttp

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libphonenumber

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