Connex Client V3

Install Guide

Document Details

Document #: 160_CCIG_260706

Overview

This document provides installation instructions as well as some technical background for the Connex client V3. The Connex client is a local Windows service used to push data from a locally hosted POS to the Connex cloud, which automates data integration between your Point of Sale (POS) system and Net-Chef.

Download the latest version of this document here:
https://links.crunchtime.com/IG-ConnexInstallGuideV3

… or scan the QR code to the left.

Related Documentation

- Domain Allow List: https://links.crunchtime.com/RG-DomainAllowList

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Connex Client Install

Prerequisites

Overview

The Connex installer is built on Windows Installer framework and is distributed to you as an MSI file. Since the Connex installer installs and starts the Connex windows service, you must run the installer from a Windows account with administrative privileges.

Minimum Platform Configuration

Memory	4GB total RAM on the machine, at least 250MB of which should be free when the machine is fully booted and all the programs that normally run on the machine are running.
Disk Space	At least 100MB of free space is recommended
CPU	64 bit processor
Software Operating System	Windows 7, 64-bit or Windows 10, 64-bit
.NET framework	Minimum v4.7.2+ is required

Domain Allow List

The Connex client sends and receives data from servers that are only accessible over the internet. Some of these servers are behind a load balancer. Because the load balancer can add/remove/change IP addresses, it is not safe to specify firewall rules using IP addresses. You can add rules to your firewall(s) that allow for inbound/outbound TCP traffic to the fully qualified domain names listed in the following Reference Guide: https://links.crunchtime.com/RG-DomainAllowList

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Connex Client Install

Prerequisites (Continued)

Authorization Code

The Connex installer requires an authorization code (sometimes referred to as an activation token) to complete installation successfully. The authorization code is used by Connex during installation to identify which Net-Chef location it should send the data to. This code is unique to this particular location and cannot be re-used.

Prior to installation at a location, you will need to request the authorization code from Crunchtime via support@crunchtime.com. The following information must be supplied in your request:

Information	Description	Example
Location Name	Name of the new location.	CrunchCafe - Boston
Location Code	The location code assigned to this location in Enterprise Manager. This must match the location code from Enterprise Manager *exactly*.	10002
Location Time Zone	The time zone observed by this location.	Eastern
DST Observed	Indicate whether this location observes daylight savings time.	Yes (this location *does* observe daylight savings time)
Go-Live Date	This is first date for which Connex will send data to Net-Chef.	6/20/2024
Net-Chef URL	This location's Net-Chef URL.	www.crunchcafe.net-chef.com



Note: Please allow at least two business days between your authorization code request and the location's anticipated go-live date.

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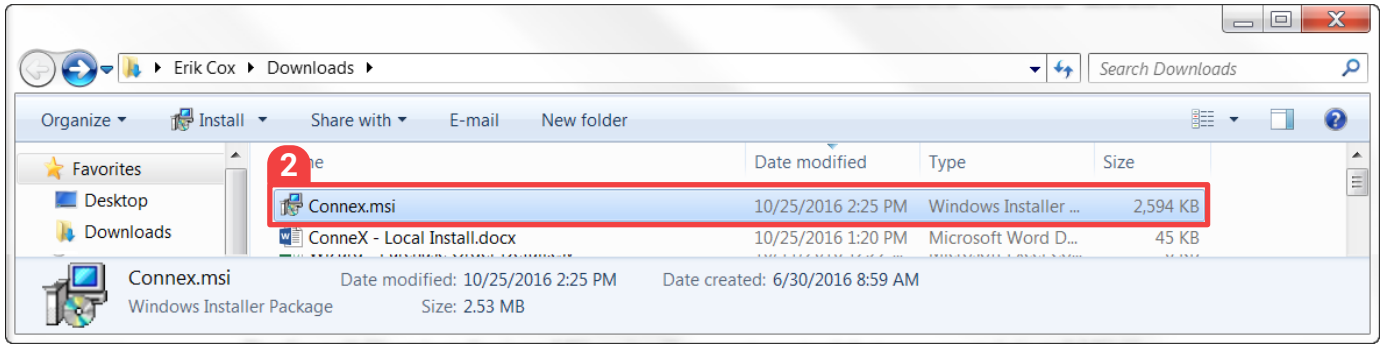
Connex Client Install

Installation

Install

The installation wizard needs to be run on the computer that will be using the Connex service.

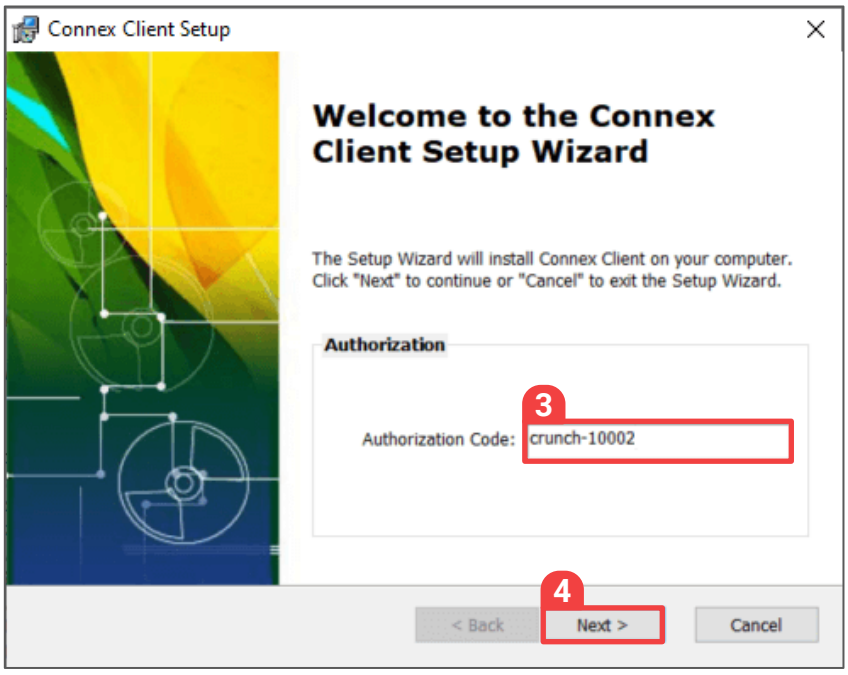
1. To begin, follow the link below to download the appropriate installer:
https://crunchtime.zendesk.com/hc/en-us/articles/6312760404883-ConneX-Installer-Latest-Version



2. Open the installer and run as a Window Administrator. If your user is not a Windows Administrator (or you are not sure), then right-click the .MSI installer and choose *Run as Administrator*.

Note: The Connex service must be run with administration privileges after installation is complete.

3. Enter the provided *Authorization Code*.
4. Select *Next* to continue.



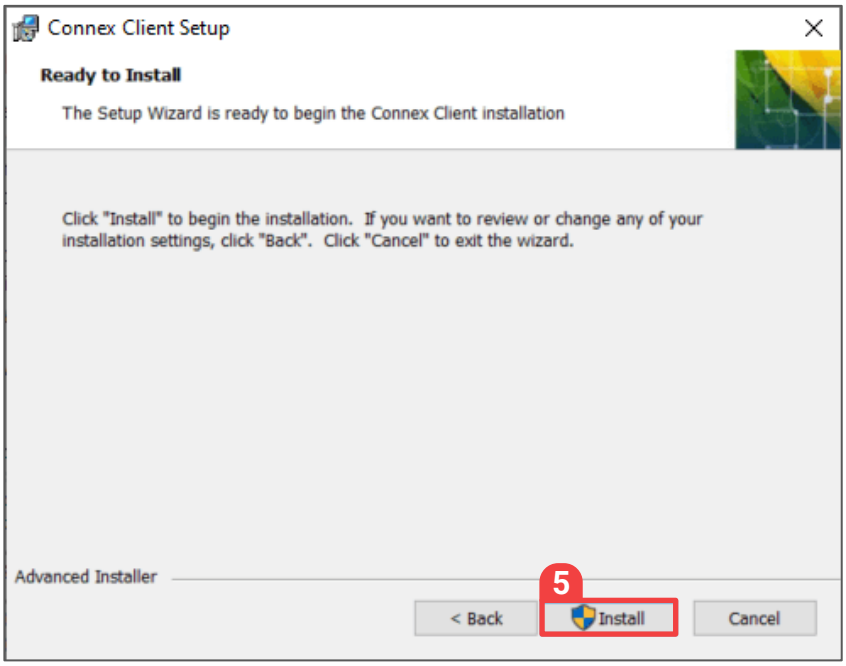
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Connex Client Install

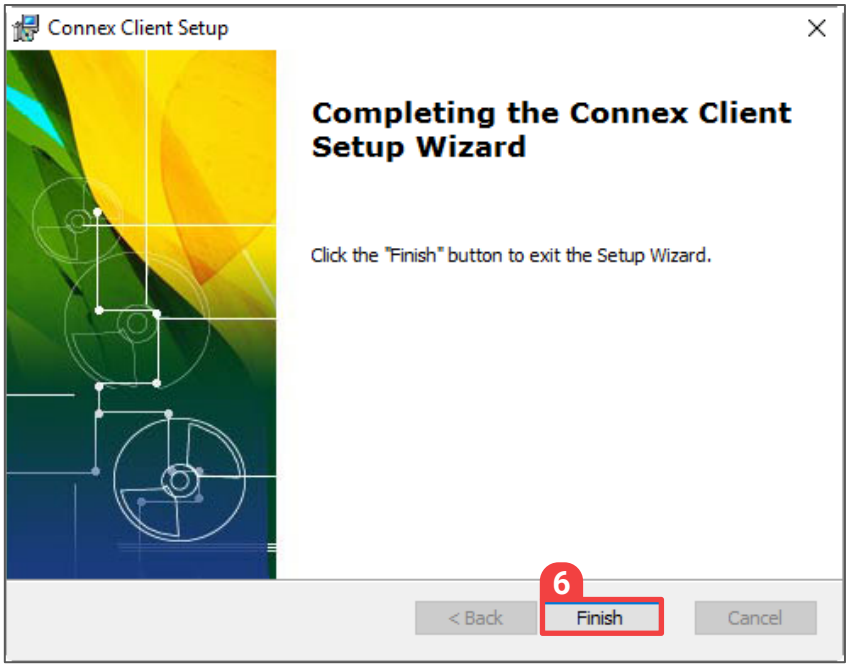
Installation (Continued)

Install (continued)

5 When the Ready to Install screen apperas, select *Install* to start the installation.



6 Select *Finish* to exit the installation wizard.



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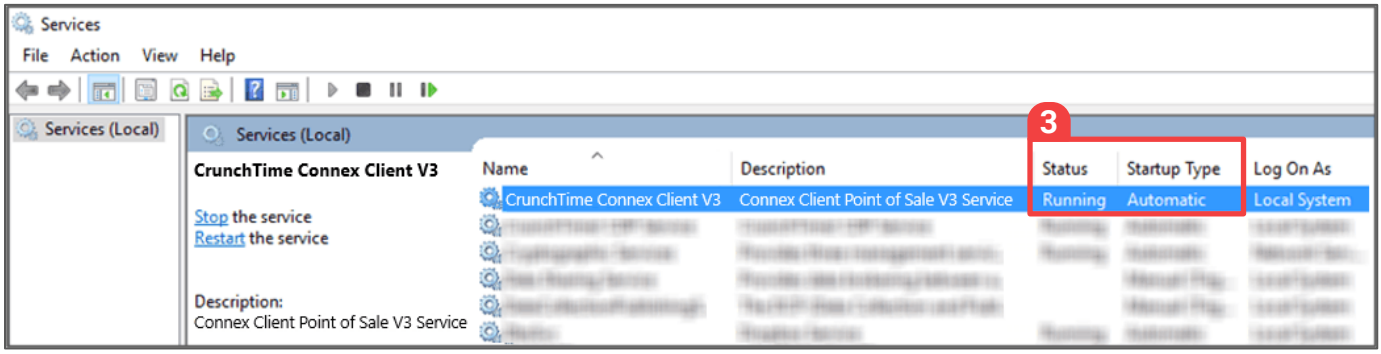
Connex Client Install

Installation (Continued)

Confirm Service is Running

Once the installation is complete, you will need to confirm the service is running using the following steps:

1. Open the Control Panel.
2. When installation completes, navigate to *Windows Services*.



3. Confirm the status of the Connex client is *Running* and the startup type is *Automatic (Delayed Start)*.

Common Install Issues

1. If you receive a message for an Invalid Authorization Code during installation, assure that the code you used is the one given to you for the specific Location you are installing to. If it is, and you continue to receive this message, contact support@crunchtime.com for further assistance. The Authorization Code is long and contains 2 tildes (~~) in the middle – the entire code is to be entered including the tilde characters.
2. If after the install the service is not running:
   - Antivirus software may be blocking the services from running.
   - The user does not have appropriate Windows Admin permissions to run the installer.
   - The install may have failed to complete successfully.
3. If the service is running but data isn't being sent to Connex:
   - Data may not be in the expected folder.
   - DB permissions are incorrect (Connex may not have the correct server host, username, or password)

Alert: If you're unable to identify the issue, please send connex-installer.log file to support@crunchtime.com for further assistance. These logs can be found in the *C:\ProgramData\CrunchTime\ConnexClient\Logs* folder.

Antivirus Software

In rare cases, certain anti-virus software will falsely flag one of the Connex executables as malware. If this occurs, you will need to configure your anti-virus so it will no longer raise alerts for the Connex software. Most anti-virus vendors support whitelisting of specific files to avoid these false positives.

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Connex Client Install

Reinstallation

Overview

In some instances, you may need to reinstall the Connex client. The options are to either install over the existing client or complete a “clean install” by uninstalling the client prior to completing the reinstall.

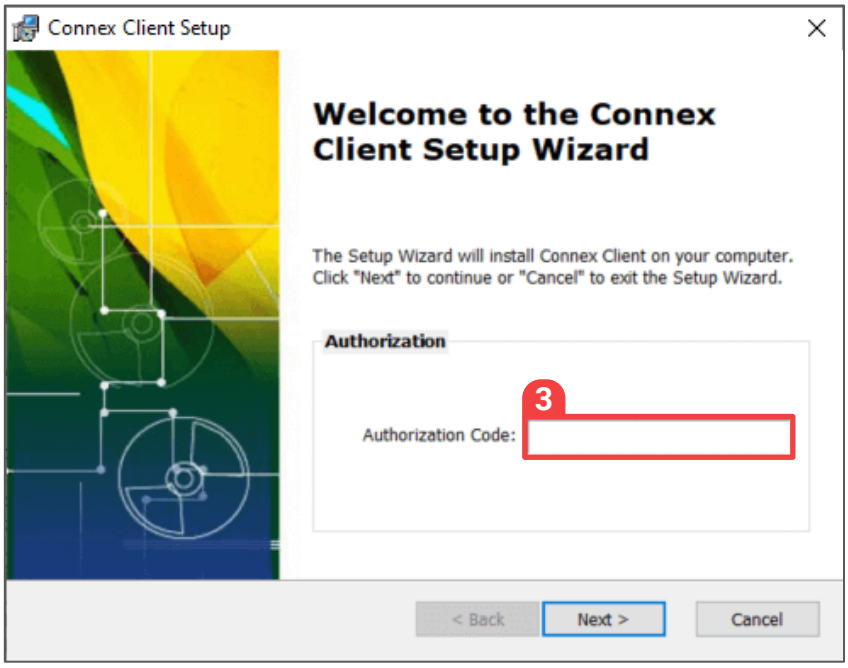
Install Over Existing Client

Use the following steps to install a new Connex client over the existing client:

1. Follow the link below to download the appropriate installer:
   https://crunchtime.zendesk.com/hc/en-us/articles/6312760404883-Connex-Installer-Latest-Version
2. Run the installer as before (do NOT uninstall first).

Reminder: The client should be installed by a Windows Administrator. If your user is not a Windows Administrator (or you are not sure), right click the .MSI installer and choose *Run as Administrator*.

3 Leave the *Authorization Code* **blank** and follow the prompts to complete the install.



Clean Install

Use the following steps to perform a clean install:

1. Uninstall the existing client (instructions on next page).
2. Re-install the Connex service using the install instructions.

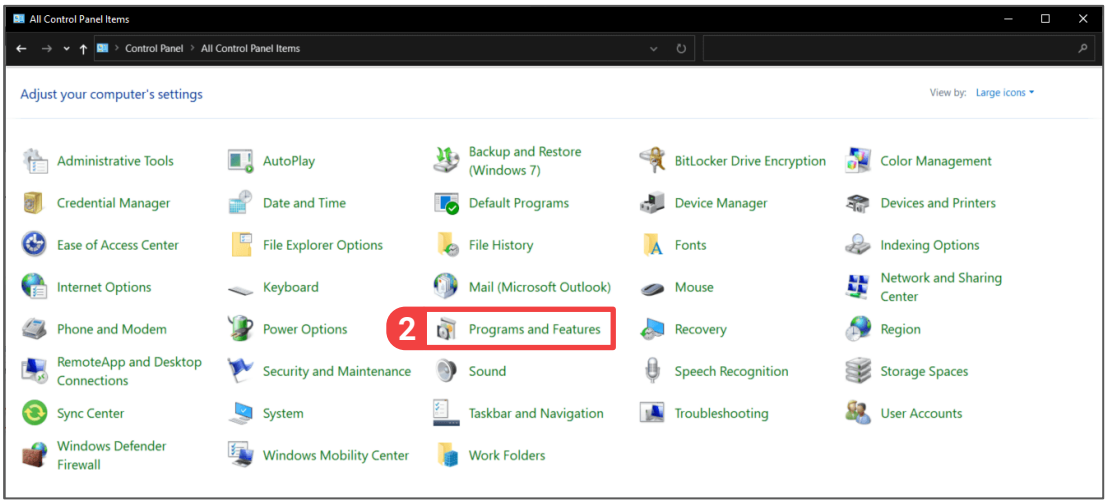
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Connex Client Install

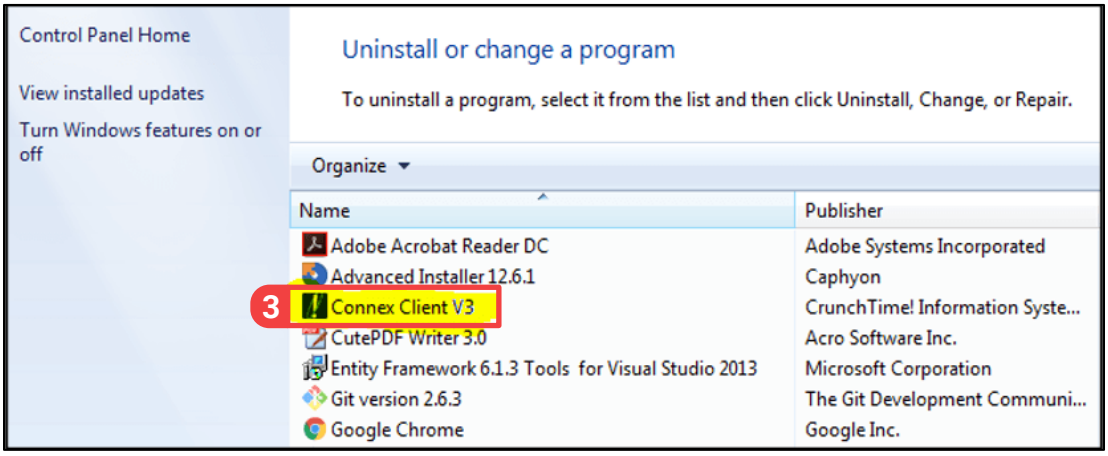
Uninstallation

Uninstall

1. Open the Windows *Control Panel*.



2. Select the *Programs and Features* menu.
3. Within the list installed programs, find the Connex Client program as highlighted below:



4. Right-click on the Connex Client V3 row and select *Uninstall*. This will run the Connex uninstaller.
5. After the uninstaller is complete, open Windows Explorer and confirm the following:
   - The Crunchtime directory no longer exists in *C:\Program Files(x86)*. If it does, delete it and all sub-folders manually.

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Connex Client Install

Command Line Options

Overview

The Connex Client installer supports any tool that can remotely install Microsoft Software Installer (MSI) files. In addition, we support a few command line options. The examples below use MSIEXEC, which is a Windows tool for command line installation of MSI files. The '/i' option installs a product (in this case the Connex installer).

Alerts: When using command lines to complete a new install, the location's authorization code *must* be included in the command line, or the commands will fail to execute. If you are installing the client for an existing location, the authorization code is not required. In the examples below, the authorization code is shown as "crunch~~10002".

Quiet Install

The commands */quiet* or */qn* will disable installer prompters, allowing for silent installation of the Connex client.

Example:

```
msiexec /q /i ConnexN.N.NN.msi AUTH_CODE='crunch~~10002'
BASE_URL='https://onprem-c.ct-connex.com'
```

(where N.N.NN = the Connex version number)

Logging

The Connex client writes specific installation information to the "C:\ProgramData\CrunchTime\ConnexClient\Logs\connex-installer.log" file.

In addition, MSIEXEC itself can write its own log information.
To do this, use: /L*V "<path to write the msiexec log file>" in the command line.

Example:

```
msiexec /q /i ConnexN.N.NN.msi AUTH_CODE='crunch~~10002'
BASE_URL='https://onprem-c.ct-connex.com' /L*V "c:\temp\msi.log"
```

(where N.N.NN = the Connex version number)

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Connex Client Install

Heartbeat

Overview

The first command performed each time the services “wakes up” to do work is to call the Connex Server. This command communicates the connection between the PC where the Connex client is installed and the Connex cloud. This command returns the work to be performed for that execution. Connex tracks the time of the last successful connection and can generate an optional report of all locations that have not reported data.

If you would like to receive this alert, please provide the email addresses (distribution groups are acceptable) for those who should receive the alert. To begin receiving this alert, please provide a single email address (distribution groups are acceptable).

Note: If you wish to change or stop this alert, please contact support@crunchtime.com.

Troubleshooting Tips

If you see locations listed on the report, this may indicate a number of possible problems:

- The computer may not be working.
- The Crunchtime Service may not be running.
- The computer may not be connected properly to the internet.
- The Crunchtime Software may be blocked by anti-virus software.
- The Crunchtime server addresses may be getting blocked.
  - Please check connectivity by browsing to https://onprem-c.ct-connex.com from the POS where Connex is installed.

  If you DON'T see the message: “Missing Authentication Token”, then please do the following:
  - Check the internet connection.
  - Check the firewall configuration to ensure that traffic from the POS to https://onprem-c.ct-connex.com is permitted.
- The *connex-config-core.json* file may be corrupted or blank
  - If this happens, uninstall and reinstall.
- The Connex directory may be corrupted; the required executable or other files may have been deleted.
  - If you find, this try to uninstall and reinstall
    - If the uninstall fails, then delete the directory and reinstall.

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