JOB AID

Whitelisting Network and Getting Started

Job Aid

Document Details

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System Requirements

- Compatible browsers are: Chrome*, Edge, Firefox, Safari
- For additional requirements, refer to each solutions full Installation Guide.

** Google Chrome is the preferred browser for accessing the Crunchtime solution.*

Related Documentation

- Crunchtime Kitchen Install Guide: https://links.crunchtime.com/CHIG-InstallCrunchtimeKitchen
- Crunchtime Host Install Guide: https://links.crunchtime.com/CHIG-InstallCrunchtimeHostforWindows
- ControlPoint Install Guide: https://links.crunchtime.com/CPIG-ControlPointInstallServerandClient

Overview

This document provides an overview of installation requirements for all Crunchtime Kitchen, Host, and ControlPoint solutions.

Download the latest version of this document here:

https://links.crunchtime.com/JA-KH-Installation

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Network Information

Ports to Open and Websites to Whitelist

The Crunchtime platform requires an Enterprise Connection to take advantage of full feature functionality. All Enterprise connections are sent via HTTPS/SSL SHA-256 with RSA Encryption.

All Kitchen & Host Software	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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Kitchen & Host 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 storage-cf-us.sharefile.com qsrautomations.sharefile.com kh-crunchtime.sharefile.com sharefile.com

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Kitchen & Host Software	Ports to Open	URLs to Whitelist
Certificate Revocation necessary for any connectivity. Individual Whitelist Page Requirements version 2020.x and beyond.		Api.licensespring.com Saas.licensespring.com
Crunchtime Kitchen, ControlPoint, Crunchtime Host	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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Kitchen & Host 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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Kitchen & Host 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 CSK (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 80	*.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.

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Suite Integration Specific URLs

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

Support Requirements

The Kitchen Host Support team uses ConnectWise ScreenConnect for remote support. This solution provides a secure connection over port: 443 (TCP) and 80 (TCP) for outbound traffic.

If your network uses strict firewall filtering or deep packet inspection (DPI) please ensure the IT team whitelists the two URL's above to prevent any service and support interruptions

Note: For UK Installations, upon installation of Kitchen and Host the ScreenConnect Agent will be added to your Server for use by the Support Team. This is a silent process that requires no action from the team. Once installed there will be a new headset icon in the system tray.

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Minimum Required Server Recommendations

Crunchtime recommends using a stand-alone Windows Server for the Kitchen and Host solutions. The minimum requirements are just a minimum: if using the single Server for multiple solutions, please increase the processor, storage, and ram for best performance.

Crunchtime Kitchen

Component	Requirement
Operating System	Windows 10 Anniversary Version 1607 or later Windows Server 2016 Windows Server 2019 Windows Server 2022 Windows 11
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 for use with Bin Editor. Kitchen Server does not require .NET.
Networking	10/100 base T Ethernet Connection Access to a POS or other system with Integration Support.

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ControlPoint Server

Component	Requirement
Operating System	Windows Server 2008 – 32 and 64 bit Windows 10 Windows Server 2016 Windows Server 2019 Windows Server 2022
Processor	Minimum 1.5 GHz, Recommended 2 GHz or faster
Physical Memory (RAM)	Minimum 1 GB RAM Recommended: 2 GBRAM or greater
Hard Disk Space	20 GB
Prerequisite Software	Microsoft .NET 4.7 C++ Runtime 2010

ControlPoint Client Requirements

Component	Requirement
Operating System	Windows Server 2008 – 32 and 64 bit Windows 10 Windows Server 2016 Windows Server 2019
Processor	Minimum 1.5 GHz, Recommended 2 GHz or faster
Physical Memory (RAM)	Minimum 1 GB RAM Recommended: 2 GBRAM or greater
Hard Disk Space	2 GB (available for installation)
Prerequisite Software	Microsoft .NET 4.7 C++ Runtime 2010
Display	1024x768 (minimum)

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Crunchtime Host

Component	Requirement
Operating System	Windows Server 2025 Windows Server 2022 Windows Server 2016 (Version 1709) Windows 11 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	2.8 GHz Pentium 4 or higher
Physical Memory (RAM)	1 GB

Component	Requirement
Storage	200 MB for Server Installation
Prerequisite Software	Microsoft .NET version 4.8 or later

Host-Only Requirements

Component	Requirement
Video	1024x768 resolution Minimum: 32 MB RAM Recommended: 64 MB RAM

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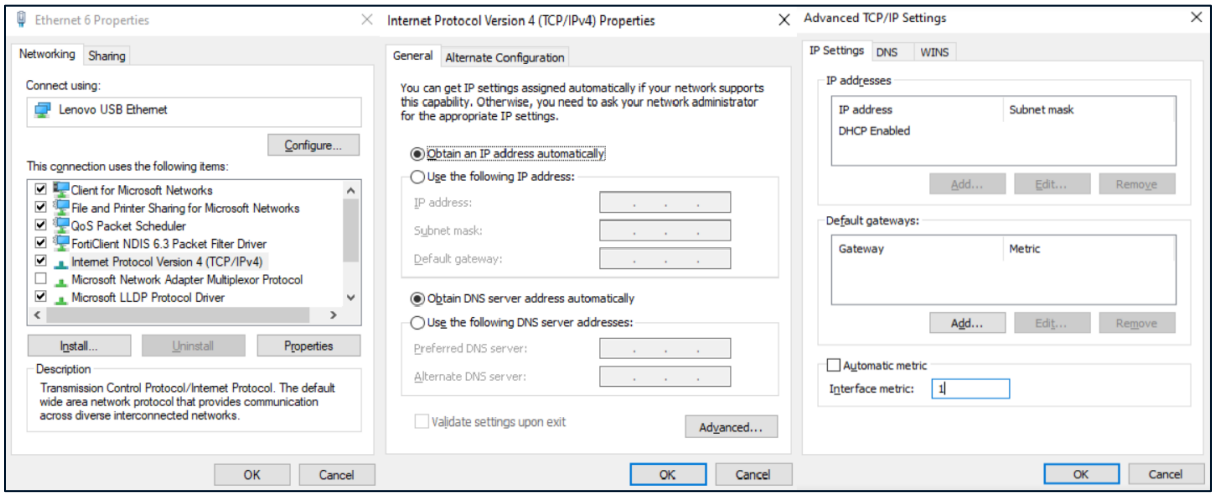
Network Adaptor Best Practices

Disable all unused network adapters and set the metric on the adapter in use by Crunchtime Server Solutions to ensure constant communication with the Portal. It is recommended that all unused network adapters, WAN miniports included, in Windows Device Manager be disabled. It is also recommended to set the metric to 1 on the network adapter being used by Crunchtime. To do this, navigate to the adapter properties, select **Internet Protocol Version 4 (TCP/IPv4)** and click on **Properties**. On the **General** tab, click on **Advanced** in the lower right-hand corner. On the bottom of the window of the **IP Settings** tab, deselect **Automatic metric** and enter a **1** in the **Interface metric box** once illuminated. See screenshot below.



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