PORTAL BEST PRACTICES

Portal Endpoints to be Whitelisted

For this section, please open and review the PDF attachment labeled '2020 ALL QSR Software Install Specs_Ports_Whitelist Requirements'. This document contains the required endpoints to be whitelisted for each product as well as those needed for all software version 2020 and beyond.

On the bottom of page 2 are the wildcards should you opt to whitelist according to those. This will cover any future additions to current endpoints added using the same domains. Beginning on page 3 each product and their required endpoints are separately listed.

Disable All Unused Network Adapters and set the Metric on the Adapter in use by QSR

To ensure constant communication with the Portal it is recommended 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 QSR.

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 lower right-hand corner. On the 'IP Settings' tab, at the bottom of the window, deselect 'Automatic metric' and enter a 1 in the 'Interface metric' box once illuminated. (screenshot below)

	t	70 C W	
tworking Sharing	General Alternate Configuration	IP Settings DNS WINS	
onnect using:	You can get IP settings assigned automatically if your network supports	IP addresses	
P Lenovo USB Ethernet	this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.	IP address	Subnet mask
<u>C</u> onfigure	Obtain an IP address automatically		
his connection uses the following items:	O Use the following IP address:	Add.	Edit Remove
Gilen in the Microsoft Networks File and Printer Sharing for Microsoft Networks	IP address:		Eastern transfer
Gos Packet Scheduler Gos Packet Scheduler	Sybnet mask:	Default gateways:	
Internet Protocol Version 4 (TCP/IPv4)	Default gateway:	Gateway	Metric
Microsoft Network Adapter Multiplexor Protocol Microsoft LLDP Protocol Driver	Obtain DNS server address automatically		
· · · · · · · · · · · · · · · · · · ·	○ Use the following DNS server addresses:		
Install Uninstall Properties	Preferred DNS server:	A <u>d</u> d	Edi <u>t</u> Re <u>m</u> ove
Description	Alternate DNS server:	Automatic metric	
Transmission Control Protocol/Internet Protocol. The default wide area network protocol that provides communication across diverse interconnected networks.	Validate settings upon exit	Interface metric: 1	
OK Cancel	OK Cancel		

The error you will see in the KitchenServer.log file if Portal communication is broken due to an unused network adapter not being disabled is "Error MachineOrProductNotRegistered". You will likely see this repeated in the log file every 60 seconds as that is how often Portal Communication is attempted. The fix here is to disable all unused network adapters and set the metric on the adapter in use by QSR. Close QSR License Manager and restart the KitchenServer service. If the site license code remains unchanged, generate a new Portal registration code, register the site and the restart the KitchenServer service to kick off Portal communication again.

If the site license code has changed, a new license request should be submitted to the Validation team (validation@qsrautomations.com) to have the new license created. A new registration code must be generated from the Portal and, once you have received confirmation the new license is ready for sync, restart the KitchenServer service to immediately sync down the updated license file.

<u>Confirm Correct Time Zone, Daylight Savings Time (DST) setting, then Manually Adjust the</u> <u>Clock - In That Order</u>

Incorrect time will also cause Portal communication issues as the Portal knows what the time should from the device sending the request. The error you will see in the KicthenServer.log file if the time is preventing proper Portal communication is "Error AuthenticationTimeOutOfRange". To correct this, first select the proper time zone. Next, ensure the proper DST setting. Last, once you have confirmed proper time zone and DST setting and clock is still off, manually change the time on the clock. Once this is completed, you should simply need to restart the KitchenServer service and the site should immediately begin syncing again and any updated license file should sync.