

# **PORTAL BEST PRACTICES**

## **Portal Endpoints to be Whitelisted**

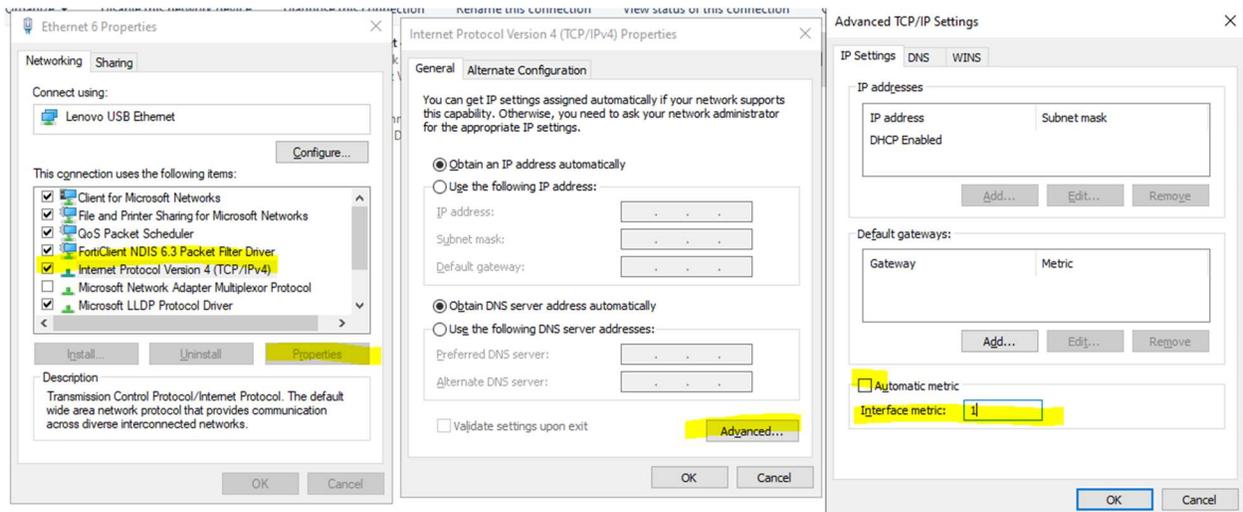
For this section, please open and review the PDF attachment labeled '2020 ALL QSR Software Install Specs\_Ports\_Whitelist Requirements'. This document contains the required endpoints to be whitelisted for each product as well as those needed for all software version 2020 and beyond.

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)



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.

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

Incorrect time will also cause Portal communication issues as the Portal knows what the time should be from the device sending the request. The error you will see in the KitchenServer.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.