Hub.Agent

Install Guide

Document Details

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Release Version: Kitchen, Host, and ControlPoint must be on version 2026.1+

Version Release Date: November 2026

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

… or scan the QR code to the left.

Related Documentation

- Using the ControlCenter.Portal Reference Guide: https://links.crunchtime.com/LDRG-UsingControlCenterPortal
- Build a Deployment Package Setup Guide: https://links.crunchtime.com/LDSG-BuildDeploymentPackage

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Hub.Agent Setup

Introduction

Overview

This document describes how to install Hub.Agent. Before you begin, verify the following:

- User has access to ControlCenter.Portal. Downloading the installer from Software and Resources needs Deployment Viewer or Manager permissions. Finding the license key on the Licenses page needs Deployment Viewer or License Viewer permissions or higher. If you see an Access Restricted page after signing in, ask your company administrator to check your ControlCenter role in the Enterprise Portal; see the Using the ControlCenter.Portal Reference Guide.
- User has a Company / Site that they have claimed.
- Site has a Hub.Agent License available to be used during activation.
- The store computer runs a 64-bit edition of Windows, and you have local administrator rights to install. The Windows version, memory, and free disk space follow the requirements of the products you install (Kitchen, Host, and ControlPoint).
- No .NET installation is needed. Hub.Agent includes its own runtime.
- Windows PowerShell 5.1 or newer is present, and your IT team allows it to run scripts. Running PowerShell scripts is blocked by default on some older Windows Server versions. *It is required for Hub.Agent to install and function.*
- Outbound access is open as described in Network Information.
- Future upgrades to Hub.Agent can occur via our Automated Deployment process triggered within ControlCenter.Portal.

Supported Hub.Agent Versions

Crunchtime supports the two most recent Hub.Agent builds. If the store computer has an older build, upgrade it to a supported build before continuing. As of release 2026.46, the supported builds are 923 and 887.

Find Your Build Number

If the store computer has an installed Hub.Agent that is dated more than two versions behind what is visible in ControlCenter, upgrade before continuing.

- **On the store computer:** Start the Hub.Agent installer and read the Version line on the Welcome screen. Click Cancel to leave without installing.
- **In ControlCenter.Portal:** Go to Deployments > Company Inventory > In-Store Products > search Hub.Agent > select Product Name from the Group By filter > select Version from the Secondary Grouping filter.

Process

Hub.Agent must be downloaded, installed, and activated on the customer's device.

Note: The first Hub.Agent installation must be done on the store computer, using the full installation image, a silent install or a Magic Link. After that, upgrades are deployed from ControlCenter.Portal.

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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.

Allow these addresses by name, not by IP address, because the addresses behind the names change. They are used for license activation (licensespring.com), telemetry and package lists (qsr.cloud), commands and check-ins from ControlCenter (amazonaws.com), log shipping, and deployment downloads (ShareFile). If they are blocked, deployments stay Pending, the device looks offline, or the license cannot be validated.

No inbound firewall rule is needed. Ports 7796 and 7797 are used only by programs on the store computer itself. Do not open them on the firewall or to the network.

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

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.

If a wildcard is not an option for the network, the following tables detail requirements by solution.

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 kms.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 kh-crunchtime.sharefile.com crunchtime-kh.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.	443 80	api.licensespring.com saas.licensespring.com

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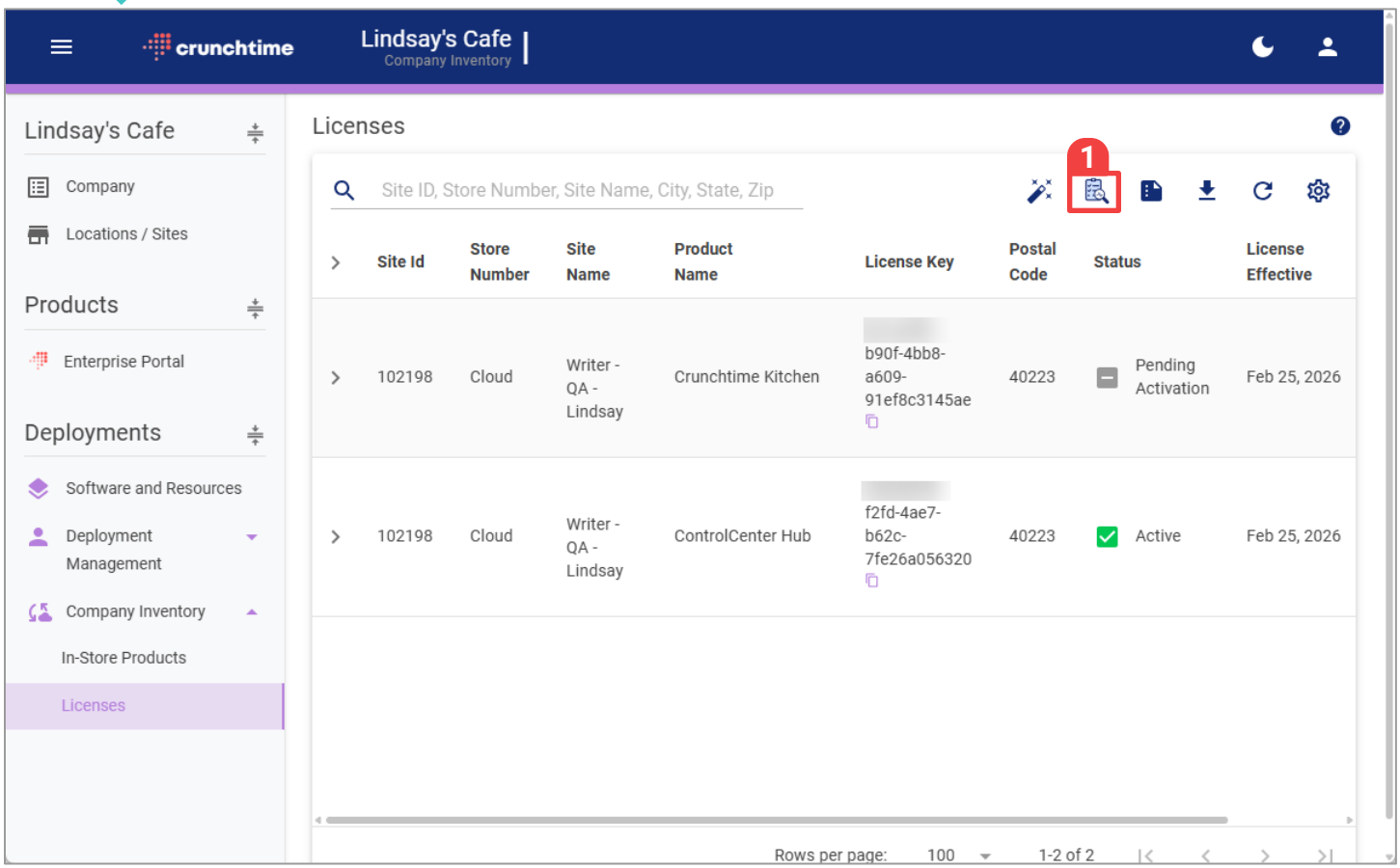
Verify Device Readiness with PrepAgent

Before installing Hub.Agent, your team can run PrepAgent on the store computer. PrepAgent checks two things and saves a report: whether the computer is ready, and whether it can reach the internet addresses Hub.Agent needs. PrepAgent only reads information and makes no changes to the computer.

With PrepAgent, you can confirm that your firewall and computer are ready before installation, rather than discovering problems afterward.

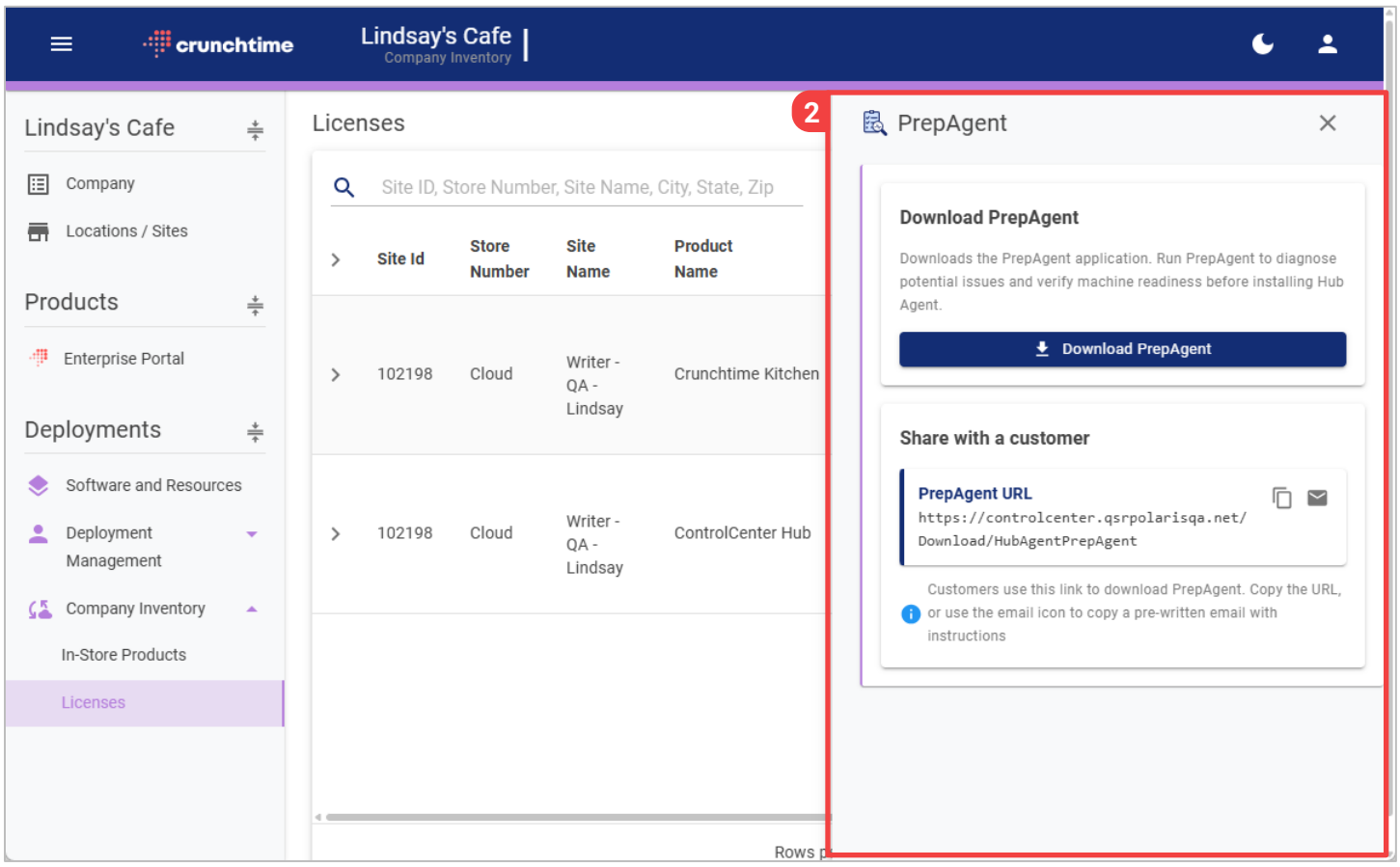
Get PrepAgent

ControlCenter.Portal > Deployments > Company Inventory > Licenses



Captured November 11, 2026

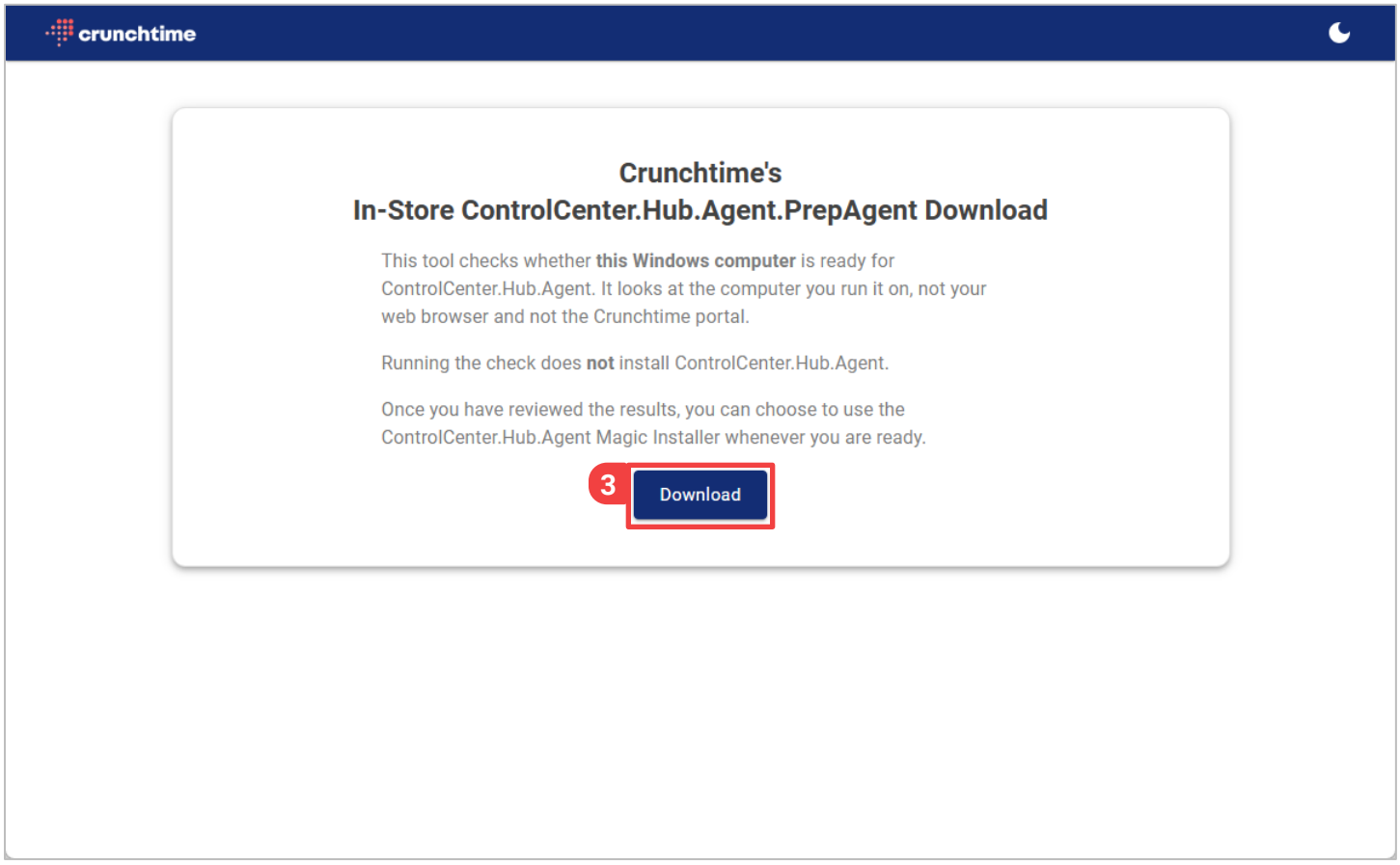
1 Click the *PrepAgent icon*.



Captured November 11, 2026

2 Select a PrepAgent download option.

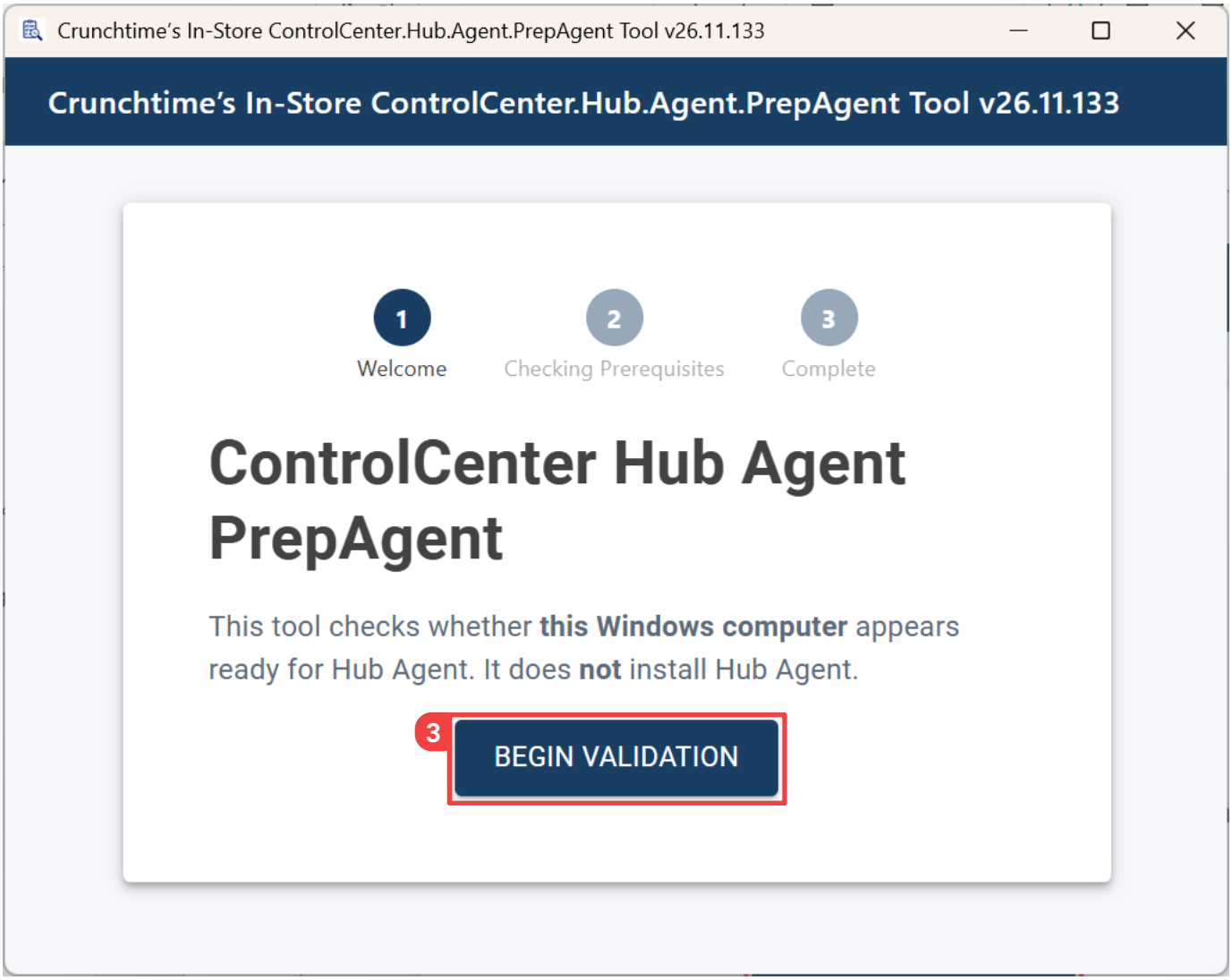
- Open the download page directly by clicking the *Download PrepAgent* button.
- Copy the link to share the download page with stores.
- Copy invite text to paste into an email to stores.



Captured November 11, 2026

3 Click Download on the download page. The page does not require sign-in, so anyone you send the link can download PrepAgent.

Run PrepAgent



Captured November 11, 2026

1. Unzip the downloaded file. It contains the PrepAgent program and a short README with technical instructions, including optional command-line settings. Most users can simply double-click the program.
2. Double-click the PrepAgent program. It runs without installing anything.
3. Click *Begin Validation* on the Welcome screen. PrepAgent checks the computer only and does not install Hub.Agent.
4. Wait while PrepAgent runs its checks. This usually takes under a minute. Each check appears under a heading and shows a green check mark when it passes.

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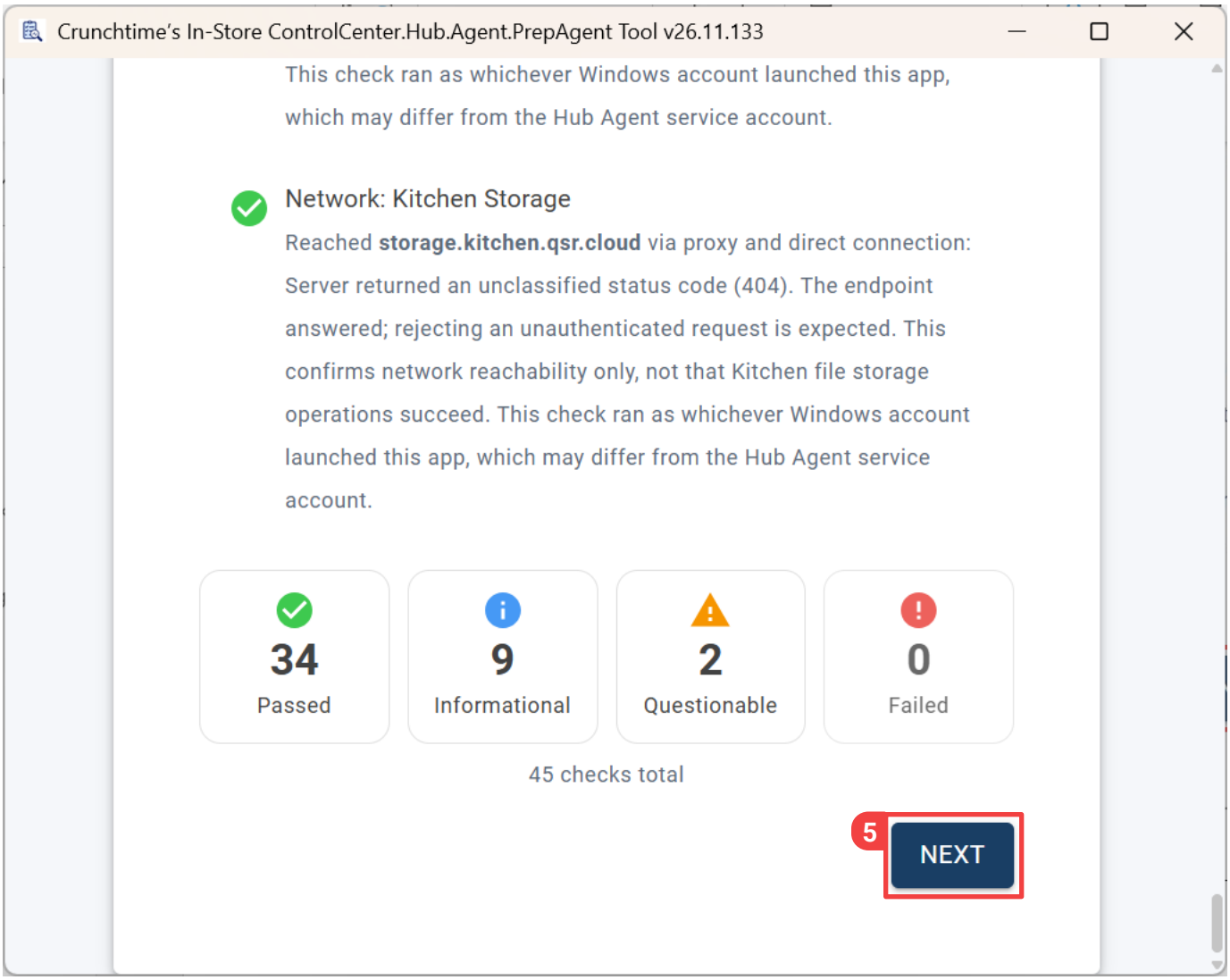
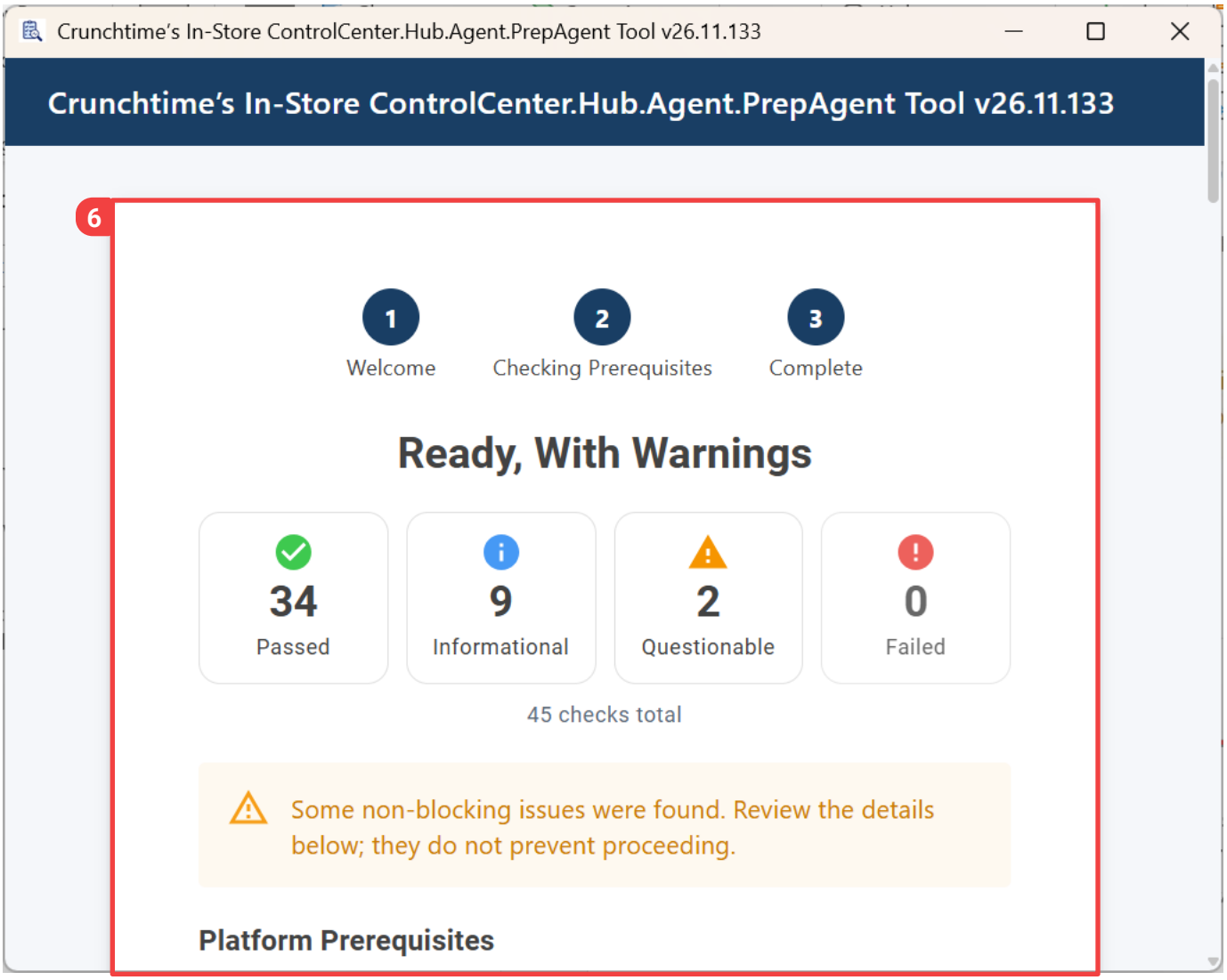


Captured November 11, 2026

5 Click *Next* on the Checking Prerequisites screen.



Captured November 11, 2026

6 Read the result on the Complete screen. It provides a summary and a count of checks passed, informational, warnings, and fails.

Understand the Results

Result	What it means
Ready	All checks passed. You can continue to install Hub.Agent.
Ready, With Warnings	No checks failed, but PrepAgent found items to review. Open each warning for details. Some warnings may not be real problems. For example, running without administrator rights prevents the installation folder test, and running again as an administrator gives a definitive answer.
Action Required	One or more checks failed. Resolve them before installing Hub.Agent. Open each failed check for an explanation of what PrepAgent noticed and what to do next.

Individual checks are marked as follows:

- **Green check mark:** Passed.
- **Informational:** Shown for your reference. No action is needed.
- **Orange warning:** A recommended item is missing or could not be confirmed. For example, an address used for logs, metrics, or messaging.
- **Red:** A required item failed. Hub.Agent cannot work without it, such as licensing, security keys, or the ControlCenter service.

What PrepAgent Checks

Group	What it checks
The computer	64-bit Windows and Windows edition, administrator rights, an interactive desktop session, the built-in browser component, memory, free disk space, a pending restart, and the computer clock is correct. Memory and disk space are shown for information only. A pending restart shows as a warning.
Folders	The installer can write to the places where Hub.Agent installs.
Local ports	Ports 7796 and 7797 are free. These ports are used only inside the computer, so you do not need to open them on the firewall.
Software	Windows PowerShell 5.1 or newer, allowed to run scripts. PrepAgent may show a ".NET 9 not found" message. This does not matter, because Hub.Agent includes what it needs.
Internet access	For each address in the firewall allow-list, whether the computer can find it, connect to it, and receive a trusted response. If a proxy, web filter, or certificate change is in the way, PrepAgent tells you.

Note: PrepAgent rates some addresses, such as ShareFile, as informational and does not test every address on the list. Allow all of the addresses in the Network Information section, even if PrepAgent does not flag them.

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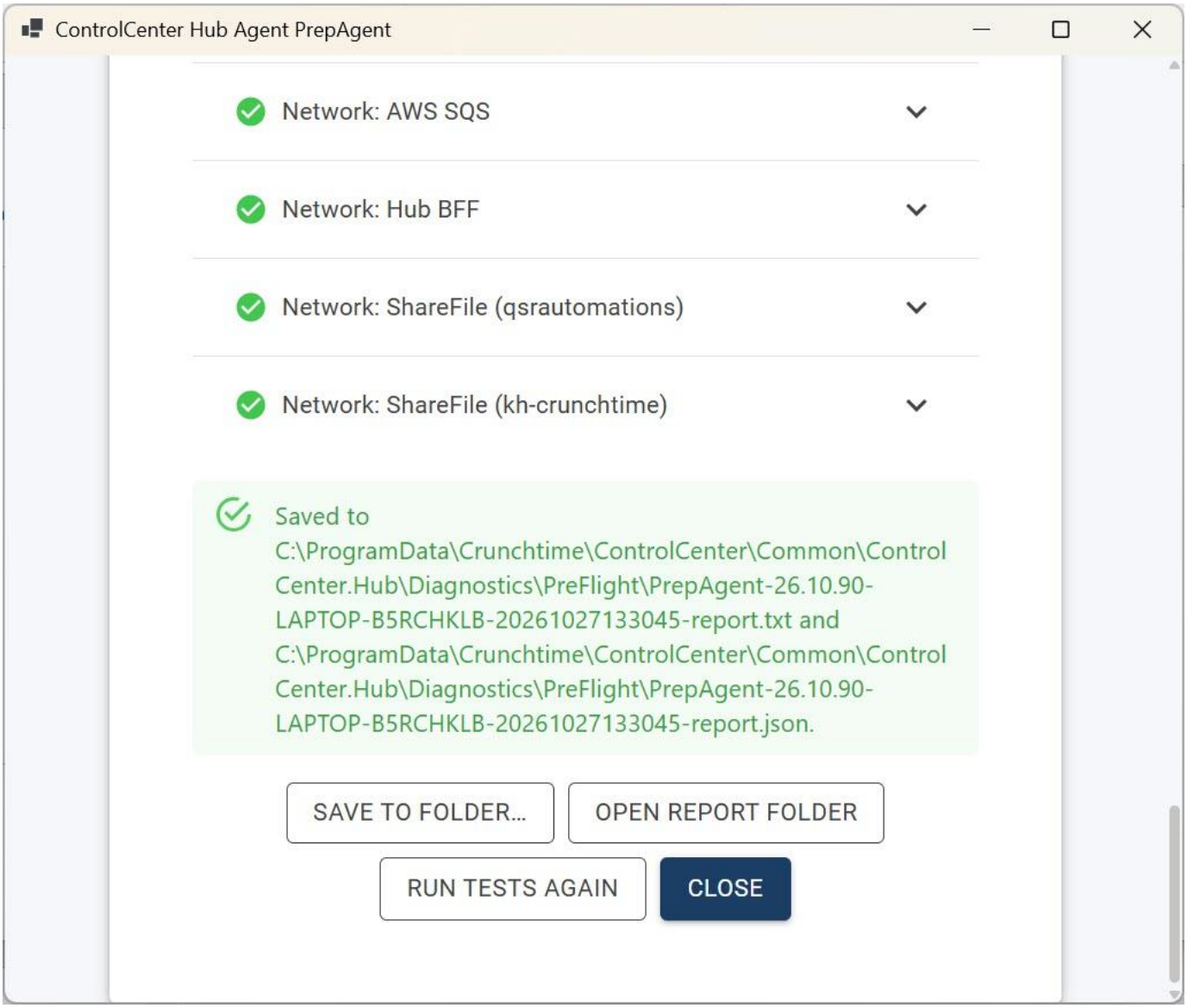
Find Your Report



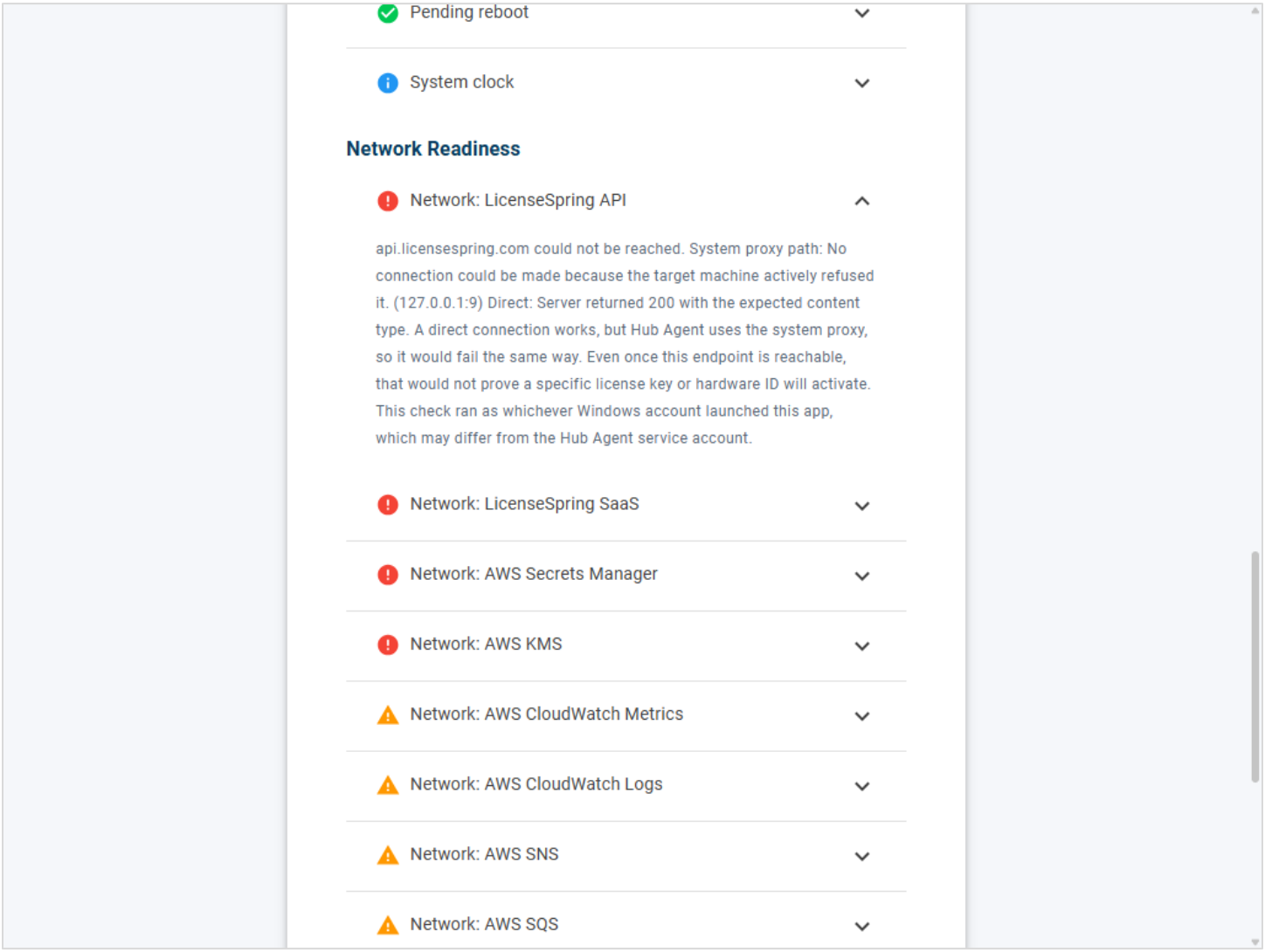
Captured November 11, 2026

PrepAgent saves a report automatically each time it runs. The report is a text file and a data file (JSON). The final screen shows where the files were saved and offers these buttons:

- **Save to Folder:** Saves a second copy of the report to the location you choose.
- **Open Report Folder:** Opens the folder that contains the saved report.
- **Run Tests Again:** Runs all checks again.
- **Close:** Closes PrepAgent.

Note: The computer name is part of the report file name, and the signed-in username appears inside the report. Keep this in mind before emailing a report.

Fix Problems and Run Again



Captured November 11, 2026

1. Open each warning or failed check and read the explanation.
2. Make the suggested change. For example, if a licensing address cannot be reached, update your firewall or proxy so that the address is allowed.
3. Click **Run Tests Again**. Repeat until the result shows **Ready** or **Ready, With Warnings** with only warnings you understand.

Note: Hub.Agent uses the computer's proxy settings. If PrepAgent reports that a proxy is blocking an address, Hub.Agent would be blocked in the same way. It is best to fix the proxy before installing.

Advanced: Run Without a Window

IT teams that manage many stores can run PrepAgent from a script, with no window. Run it from a command line with the following options:

```
--unattended --output <folder>
```

PrepAgent saves the two report files in the folder you specify and returns a number that your script can read:

Number	Meaning
0	Ready
1	Ready, With warnings
2	Action required

Note: If Hub.Agent is already installed on the computer, PrepAgent shows its two local ports as “in use by an existing Hub.Agent.” This is expected when you are upgrading.

Next Step

When PrepAgent displays a result you are comfortable with, continue to Download Full Installation Image to install Hub.Agent.

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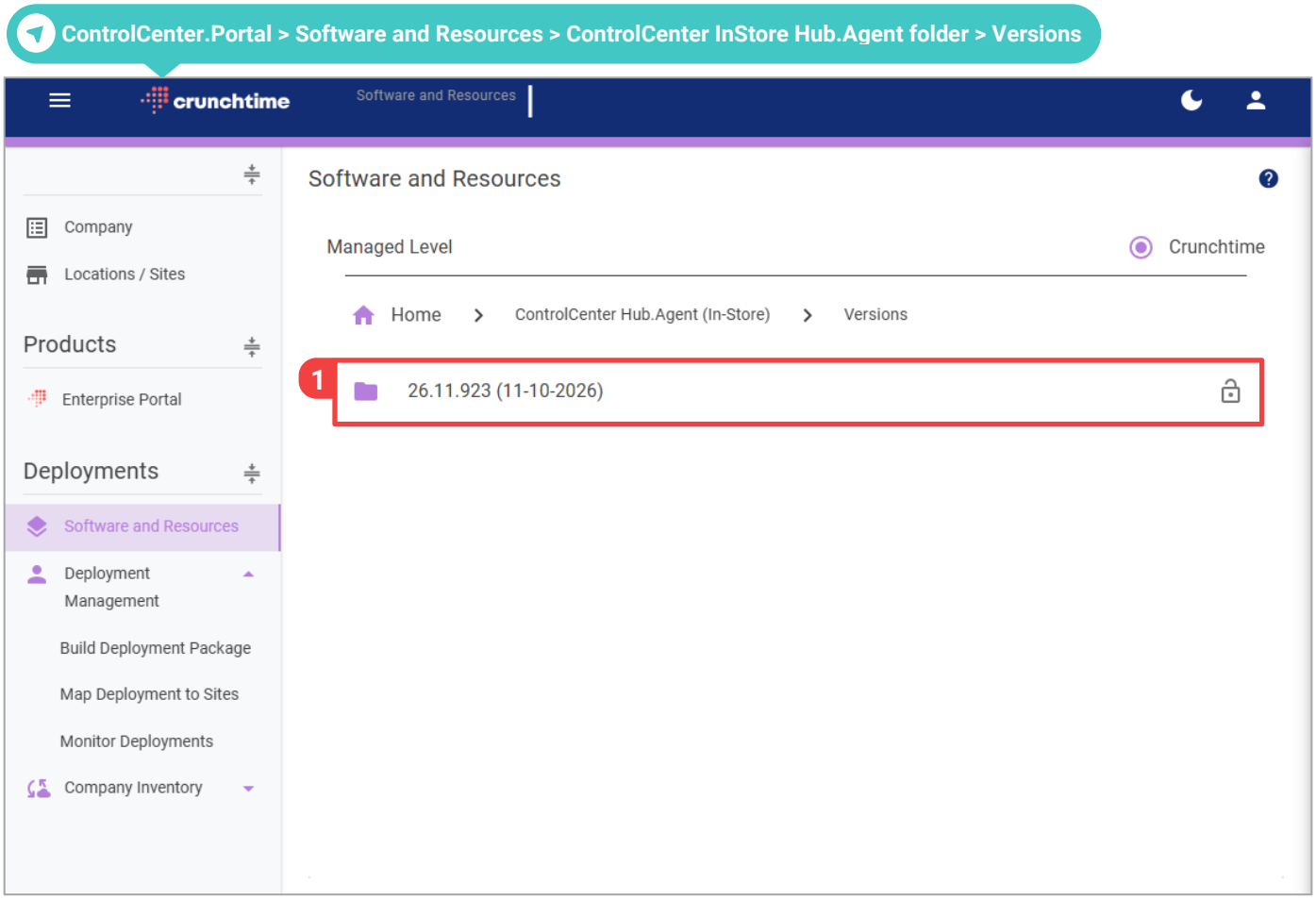
INSTALL GUIDE

Hub.Agent Setup

Download Full Installation Image

Select the Version

To begin, navigate to ControlCenter.Portal via https://controlcenter.qsr.cloud or by using the 9-dot switcher in Enterprise Portal.



Captured November 13, 2026

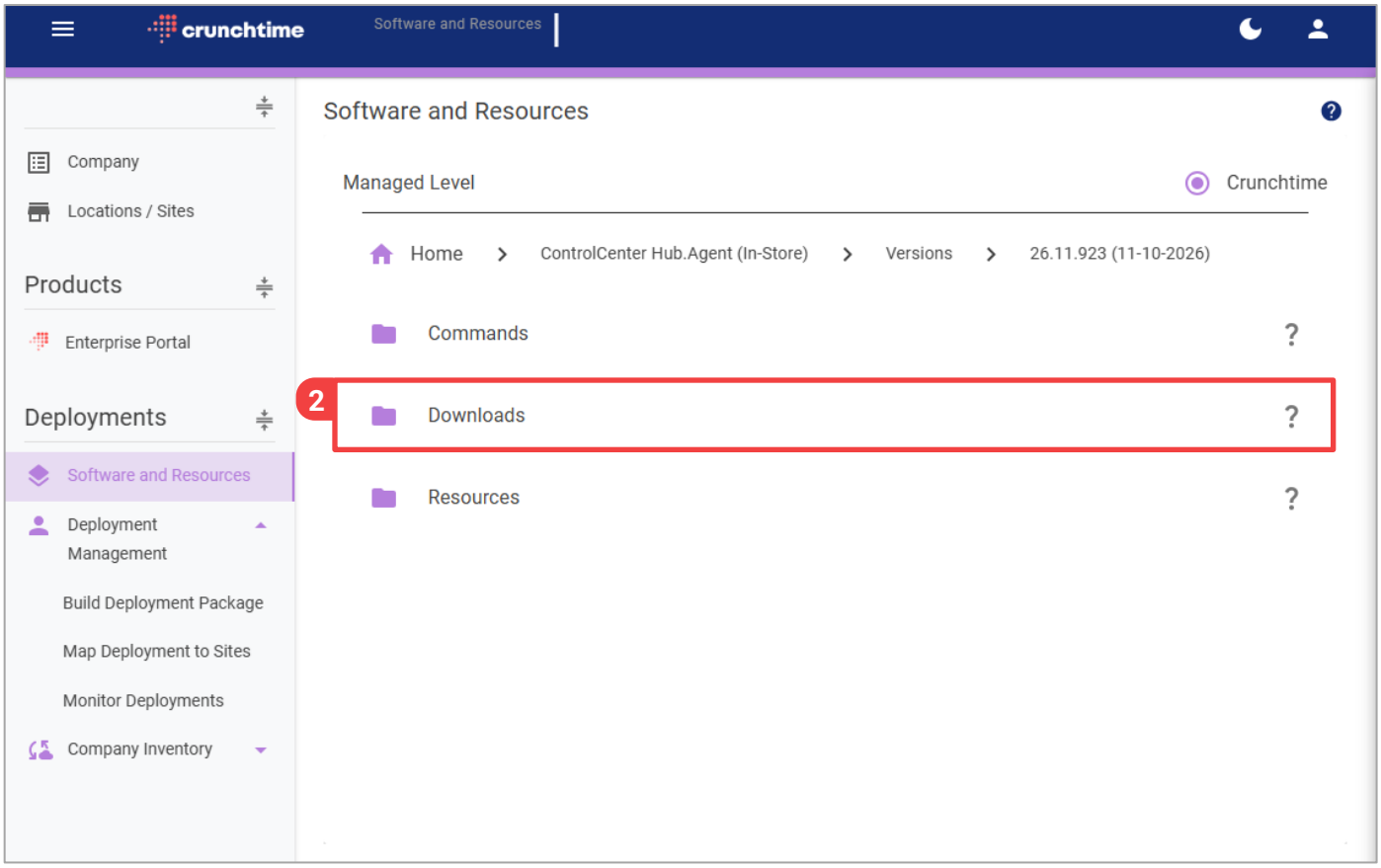
1. Select the desired version of Hub.Agent (this will usually be the most recent version, use the date as reference).

Note: If the store computer has an installed Hub.Agent that is dated more than two versions behind what is visible in ControlCenter, upgrade before continuing.

(Continued)

Hub.Agent Setup

Download Full Installation Image (Continued)



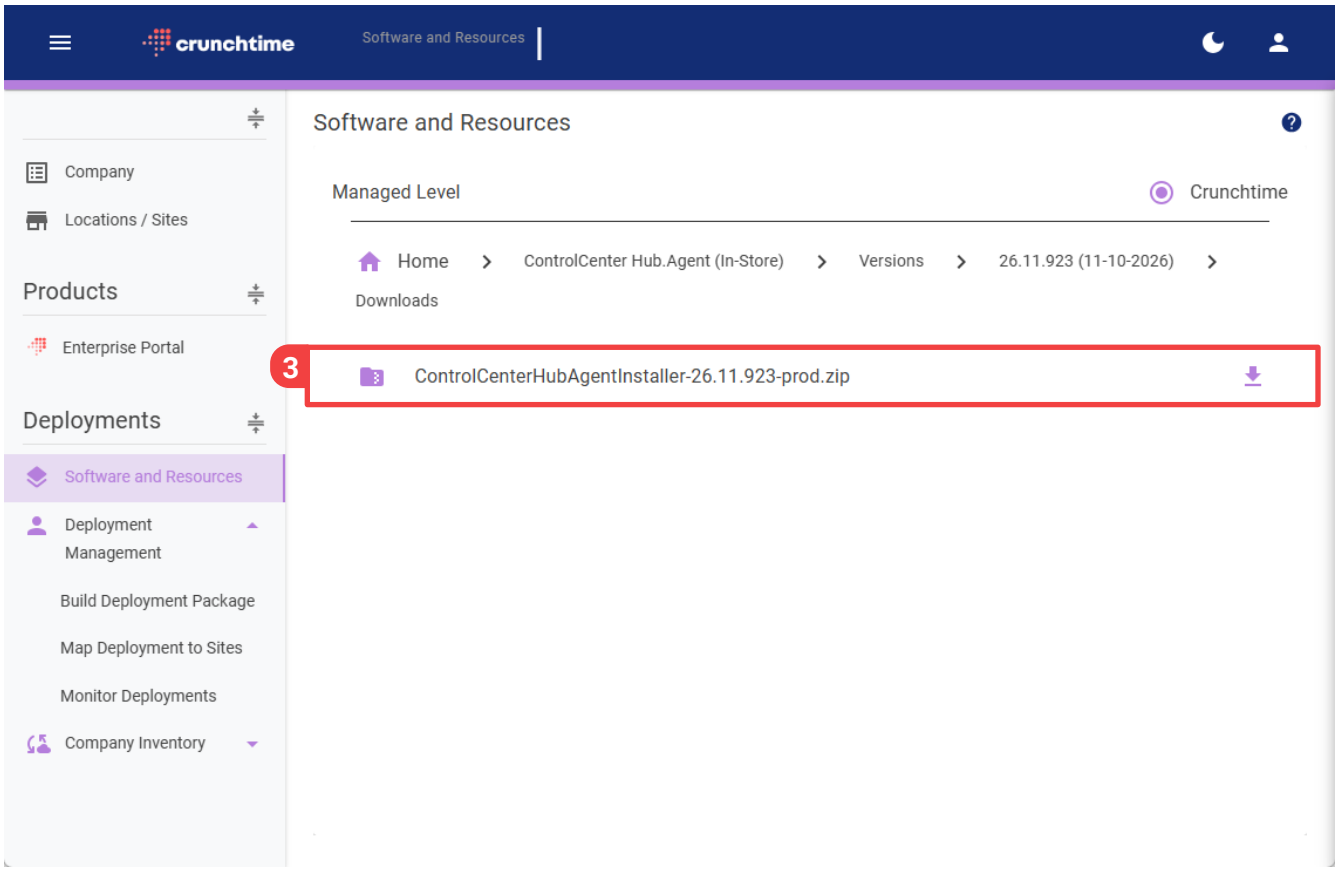
Captured November 13, 2026

2 Select the *Downloads* folder.

(Continued)

Hub.Agent Setup

Download Full Installation Image (Continued)



Captured November 13, 2026

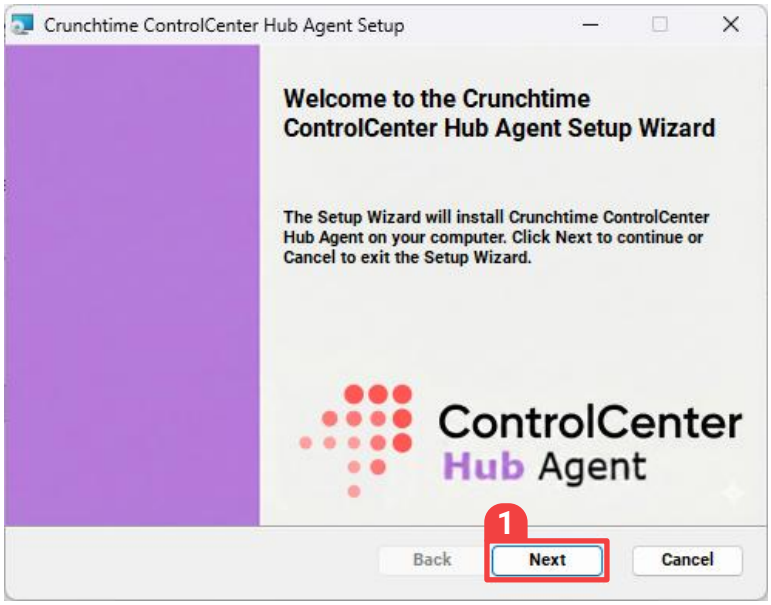
3. Download the zip file.
4. Once downloaded, unzip the full installation image onto the desktop.
5. Double-click to open the installer.

Note: If you receive a “Windows protected your PC” pop-up, select *Run anyway*.

Hub.Agent Setup

Complete Installation

Follow the on-screen prompts



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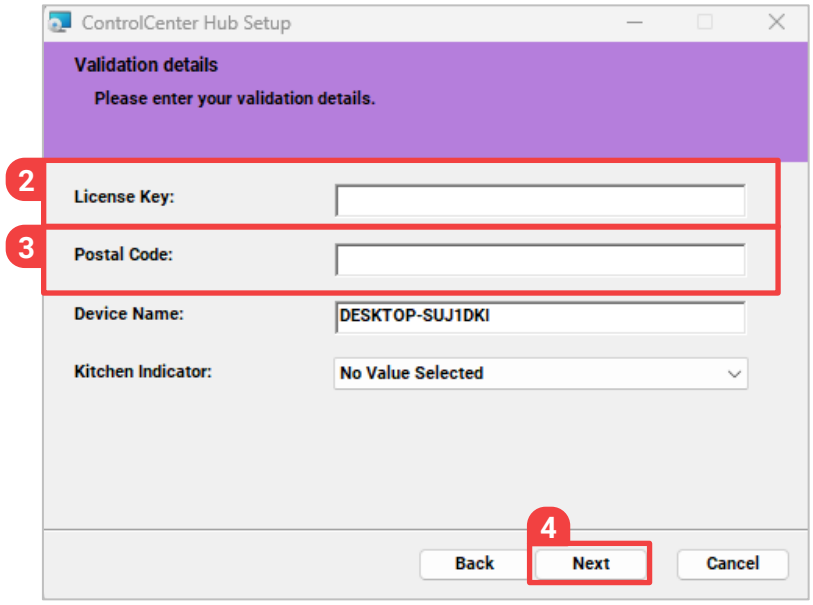
1. Click *Next* to continue.

(Continued)

Hub.Agent Setup

Complete Installation (Continued)



Captured November 11, 2026

2 Enter the store's *License Key*. The License Key can be found in the ControlCenter.Portal by navigating to Deployments > Company Inventory > Licenses.

Important: You must use the ControlCenter Hub License Key.

3 Enter the store's *Postal Code*.

- The postal code entered here must match the postal code associated with the license.
- The Device Name defaults to the computer name.
- [Optional] Indicate if the device is a primary or secondary Kitchen device.

4 Click *Next*.

(Continued)

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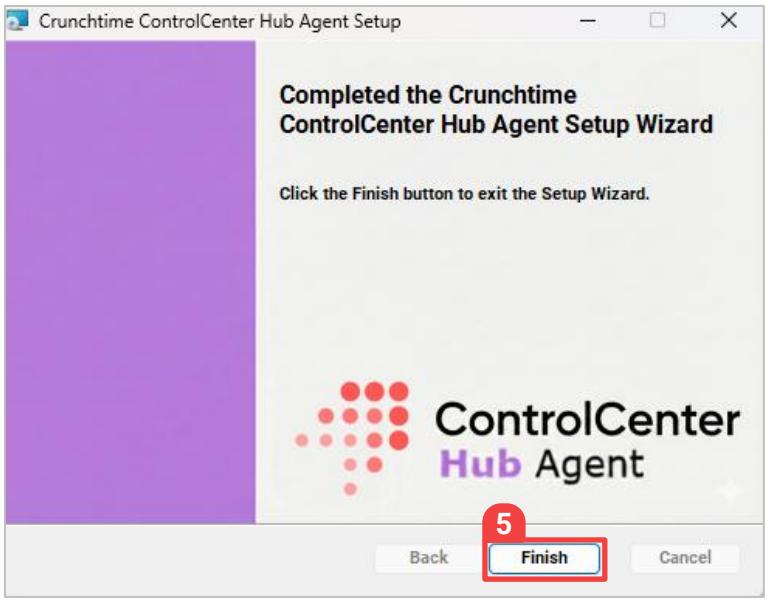
Hub.Agent Setup

Complete Installation (Continued)



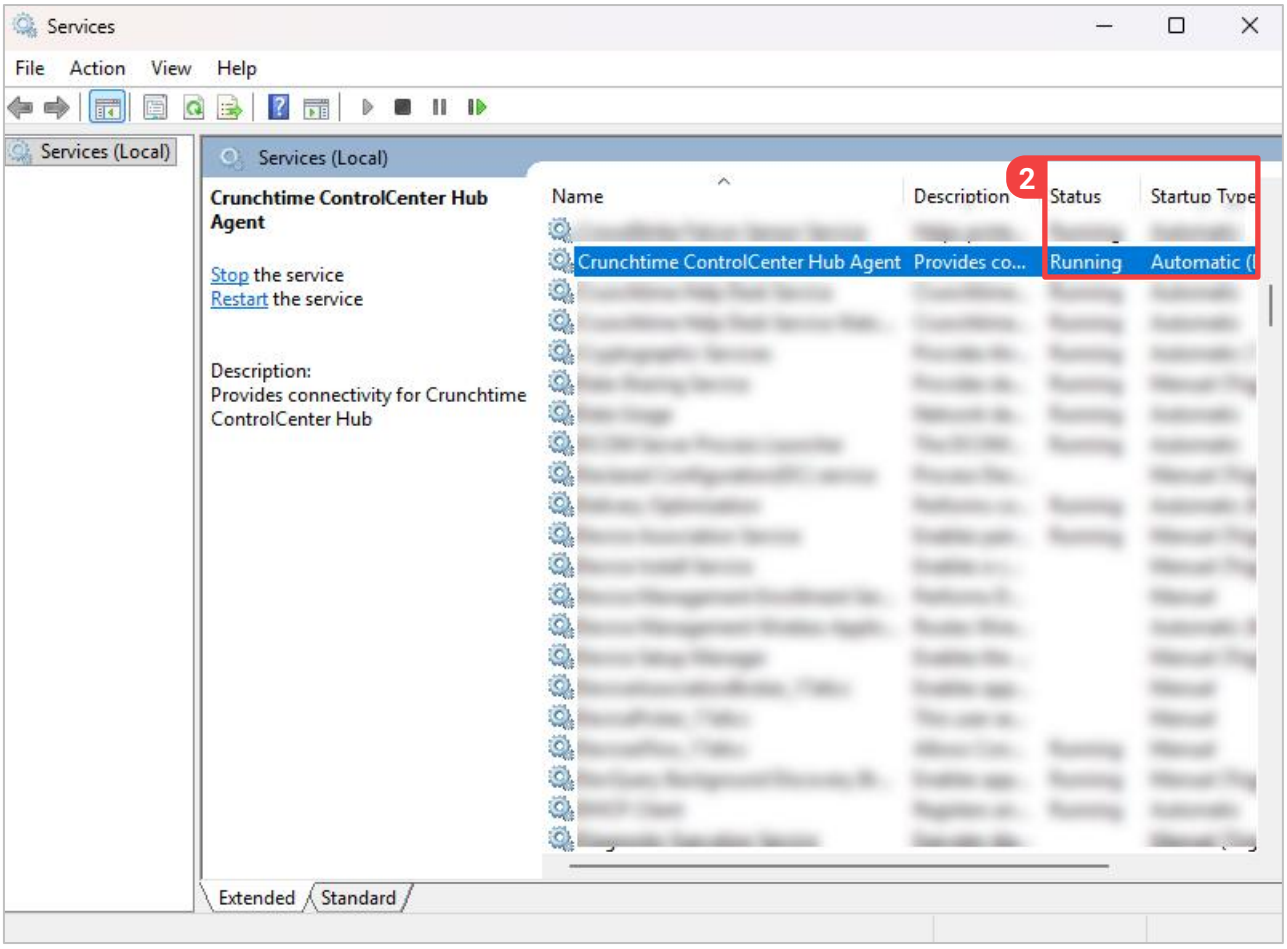
Captured November 11, 2026

5 Click *Finish* to exit the installation wizard.

Important: Once your location has been updated using ControlCenter and Hub.Agent for upgrades, the legacy QSR License Manager will no longer show valid licensing information. That will be housed in ControlCenter for reference.

Hub.Agent Setup

Confirm Service is Running



Captured November 11, 2026

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

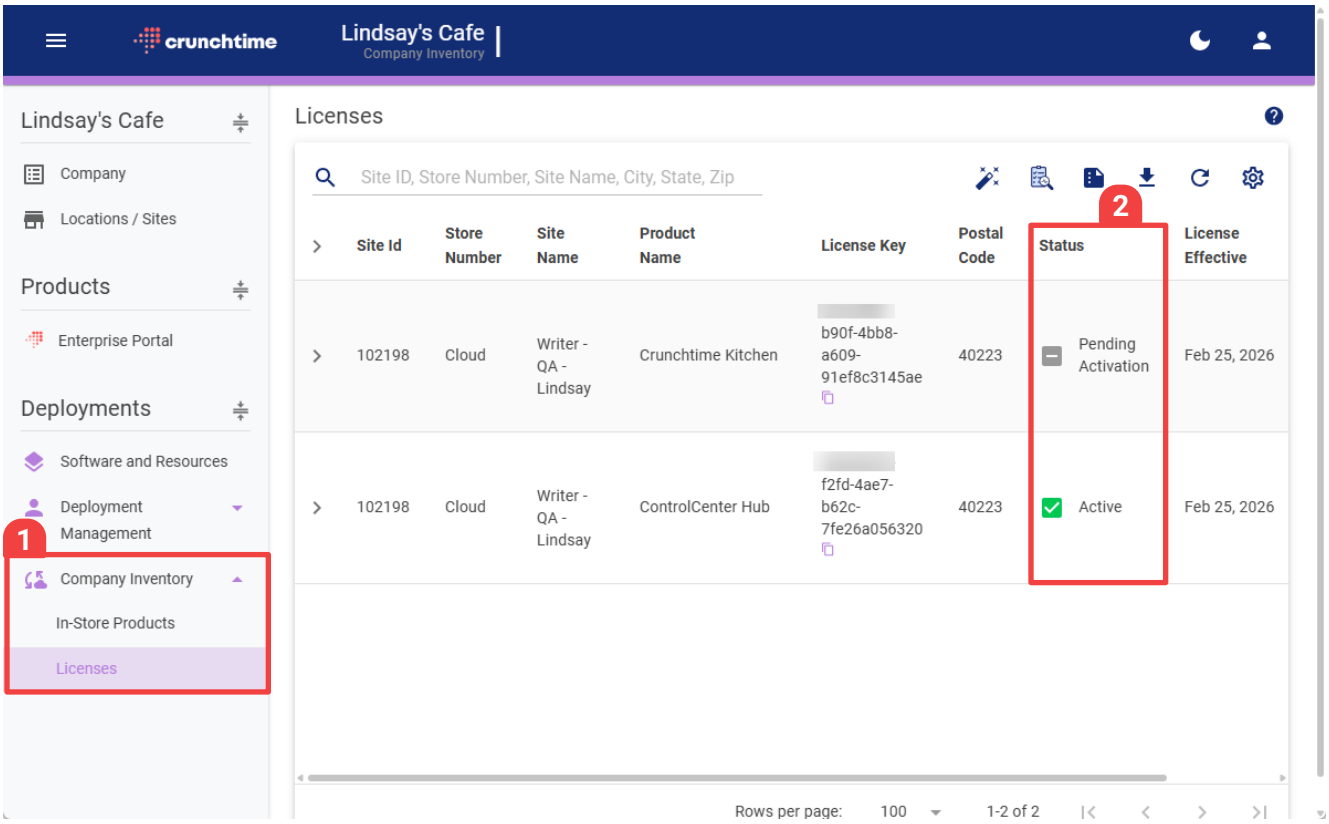
1. Navigate to *Windows Services*.
2. Confirm the status of the Crunchtime ControlCenter Hub.Agent is *Running* and the Startup Type is *Automatic*.

Hub.Agent installs two Windows services: **Crunchtime ControlCenter Hub Agent** and **Crunchtime ControlCenter Hub Agent Watchdog**. The Watchdog restarts the agent if it stops. Confirm both services show Running. The agent's Startup Type is Automatic, and the Watchdog's is Automatic (Delayed Start).

Daily logs are in C:\ProgramData\Crunchtime\ControlCenter\Common\ControlCenter.Hub\Logs and are kept for 14 days.

Hub.Agent Setup

Confirm Service is Running (Continued)



Captured November 11, 2026

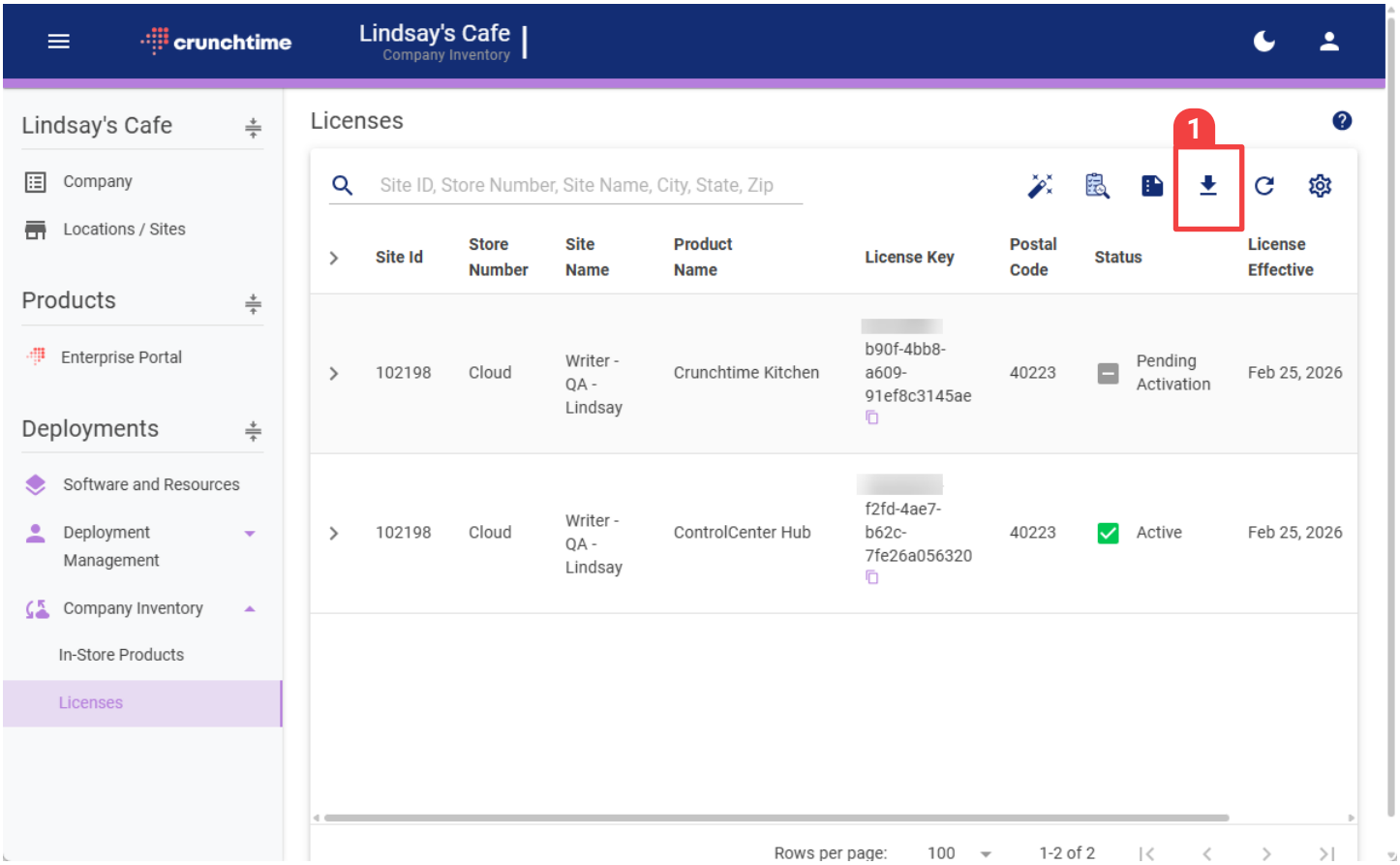
Additionally, you can check the status in the ControlCenter.Portal.

1. Navigate to the ControlCenter.Portal and select *Deployments* > *Company Inventory* > *Licenses*.
2. Verify the Status of the license is *Active*.

Appendix

Silent Installs

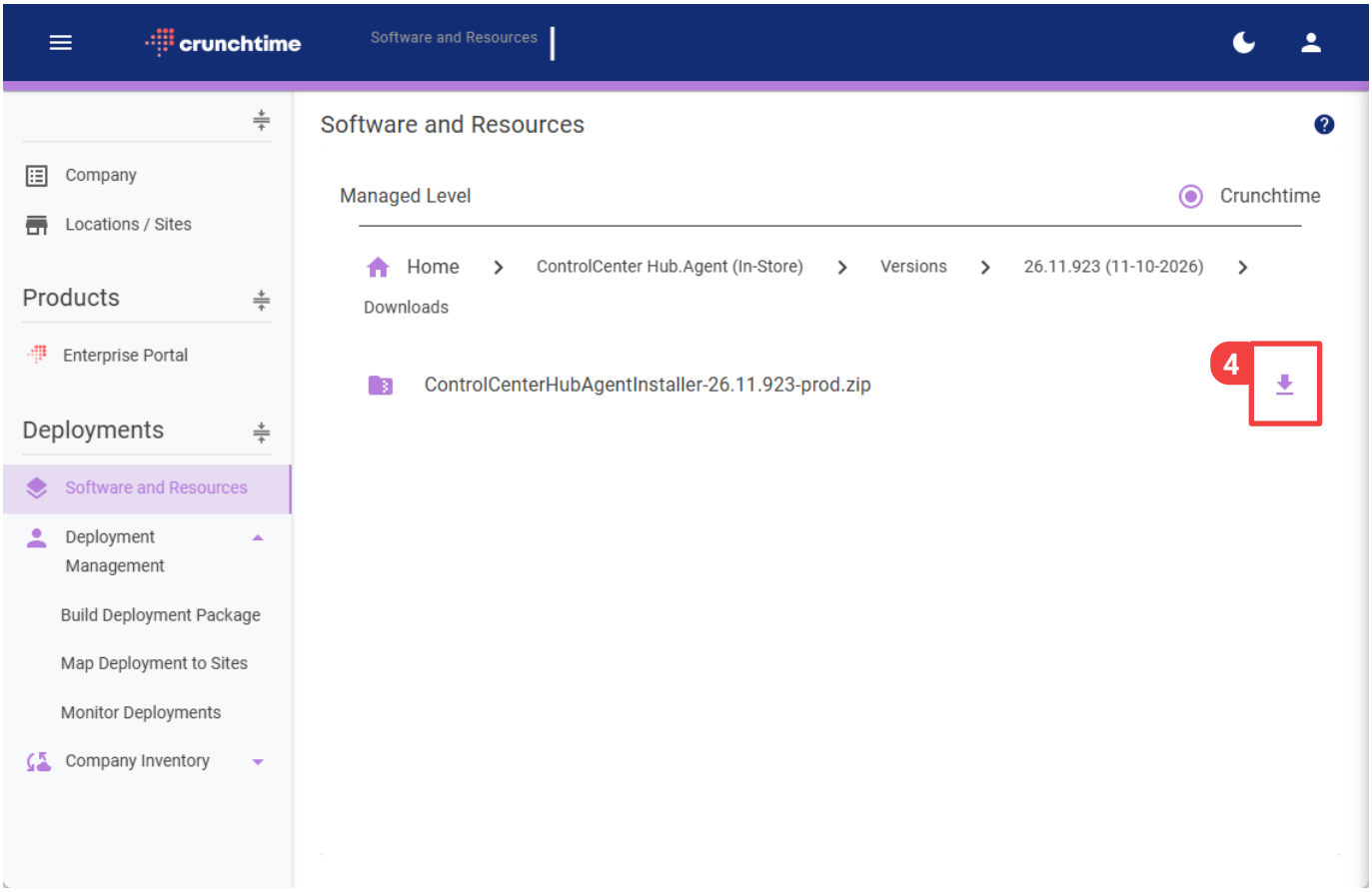
A Silent Install script can be used to deploy Hub.Agent on primary and secondary servers for the initial installation. This can use your current MDM or remote desktop solution to assign Hub.Agent to both primary and secondary servers.



Captured November 11, 2026

1. Navigate to the Licenses page and click the download icon. This will create a .csv file that contains the appropriate license key and postal code for each location. This will be required to apply the Hub.Agent to the server.

2. From the ControlCenter.Portal, download an MSI file to be used with each script at each server.
3. Navigate to: Deployments / Software and Resources / ControlCenter InStore Hub / InStore Hub.Agent / Versions / (version folder) / Downloads / ControlCenterHubAgentInstaller (newest date) prod.zip.



Captured November 13, 2026

4 Download the file for use in the script.

- Command line to silent install ControlCenter.Hub.Agent
- c:\windows\system32\msiexec.exe /i C:\Users\<user>\Downloads\ControlCenterHubAgentInstaller-<version>\ControlCenterHubAgentInstaller-<version>.msi /qb /l*v c:\work\InStoreHub\Install-$(get-date -f yyyy-MM-dd-HHmmss).log LICENSEKEY="<ControlCenter Hub license key>" POSTALCODE="<postal code>" IAcceptQSRLicenseTerms=1

Note: License Key and Postal Code for this installation MUST use the values from the ControlCenter Hub.

Note: The command line parameter will need to correspond with the version number you are trying to install.

Components of this command line

Component	Description
`msiexec.exe /i`	Tells Windows to run the **Installer Tool** and **Install** (/i) the specified file.
`"...\ControlCenterHub...msi"`	The full file path to the installer file on your computer.
`/qb`	Runs the installation with a **Basic UI**. Users will see a progress bar, but no interactive prompts or "Next" buttons will appear.
`/l*v "...\Install-$(...).log"`	Creates a **Verbose Log** file. This records every detail of the installation process, which is helpful for troubleshooting if something goes wrong.
`LICENSEKEY="..."`	Automatically applies your unique **License Key** so you don't have to enter it manually.
`POSTALCODE="..."`	Sets the **Postal Code** associated with the installation location.
`IAcceptQSRLicenseTerms=1`	Programmatically confirms that you **Accept the License Terms** (1 = True).

5. MSI installer using the command line parameters created SetupConfig.XML file in C:\Program Files\Crunchtime\ControlCenter\ControlCenter.Hub
6. KitchenIndicator field is optional and can be left as “No Value Selected” at this time.

When using both Kitchen and Host, Hub.Agent generates two license keys.

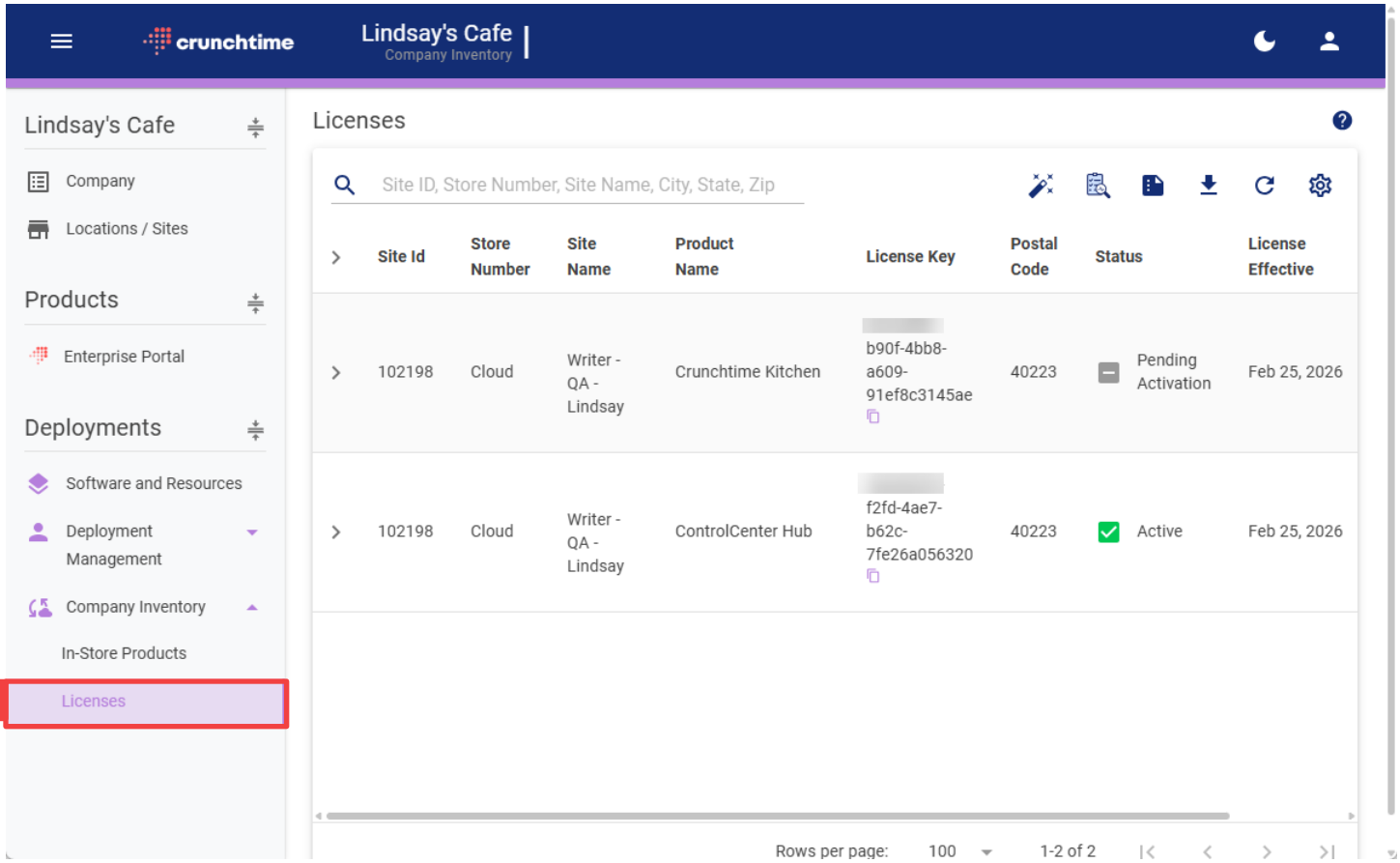
How to apply them depends on your server setup:

- **Same Server:** Use **only ONE key** for both products.
- **Different Servers:** Use **both keys** (one for the Kitchen server and one for the Host server).

Confirm installation per server

1. From the Server, verify logging messages by reviewing the ControlCenter.Hub\Logs file located in C:\ProgramData\Crunchtime\ControlCenter\Common\ControlCenter.Hub\Logs. This will show that Hub.Agent was successfully activated.

In ControlCenter



Captured November 11, 2026

1. Navigate to ControlCenter.Portal > Deployments > Company Inventory > Licenses.
2. Licenses will transition to status = “Active” upon successful deployment and installation through the silent install process.

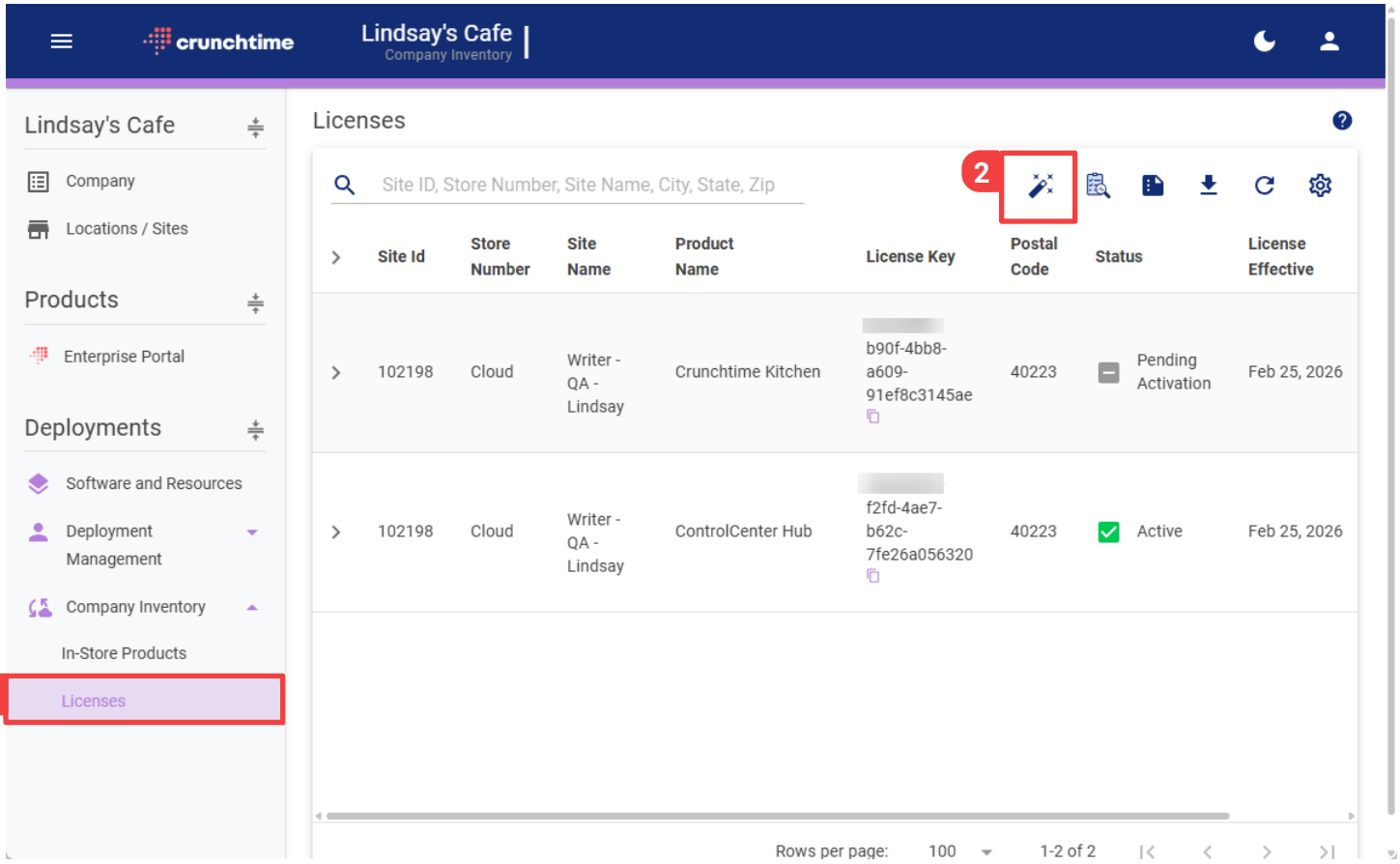
If a secondary server is in use, repeat the process for both devices.

Once Hub.Agent is deployed and installed the first time, future installs for the same location will only require upgrade deployments for both servers from ControlCenter.

Replacing the store computer? A license can be active on one device at a time. Before you install Hub.Agent on a replacement computer, ask a user with License Manager permissions to reset the license on the Licenses page. See the Using the ControlCenter.Portal Reference Guide.

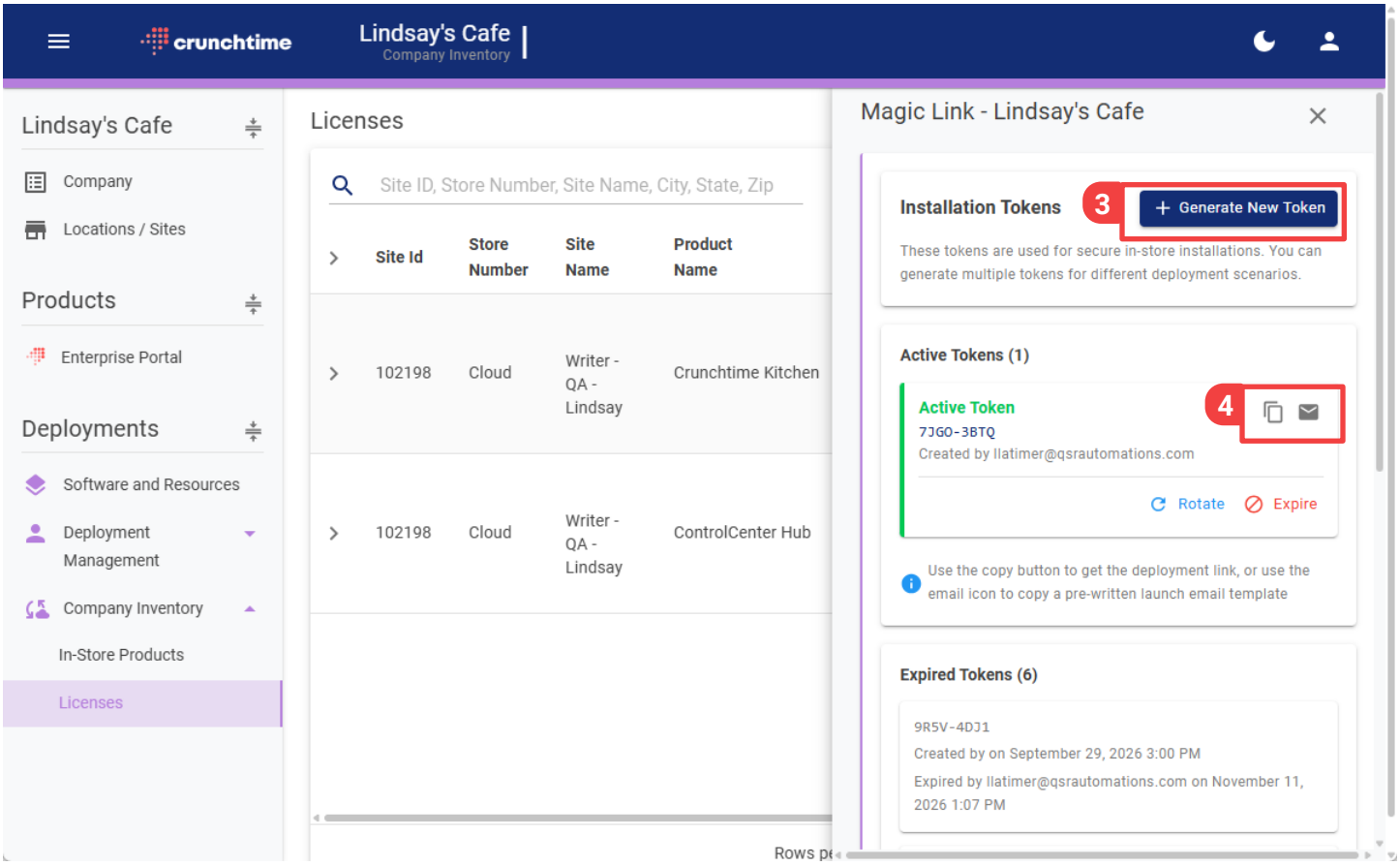
Generate and Send an Installation Token (Deployment Manager or License Manager)

A user with Deployment Manager or License Manager permissions can generate installation tokens. If you do not see the magic wand icon, contact Technical Support.



Captured November 11, 2026

1. Navigate to the Licenses page in ControlCenter.Portal.
2. Click the magic wand icon (Magic Link – In-Store Deployment). The Installation Tokens panel lists your company's tokens. You can have several, for different deployment scenarios.



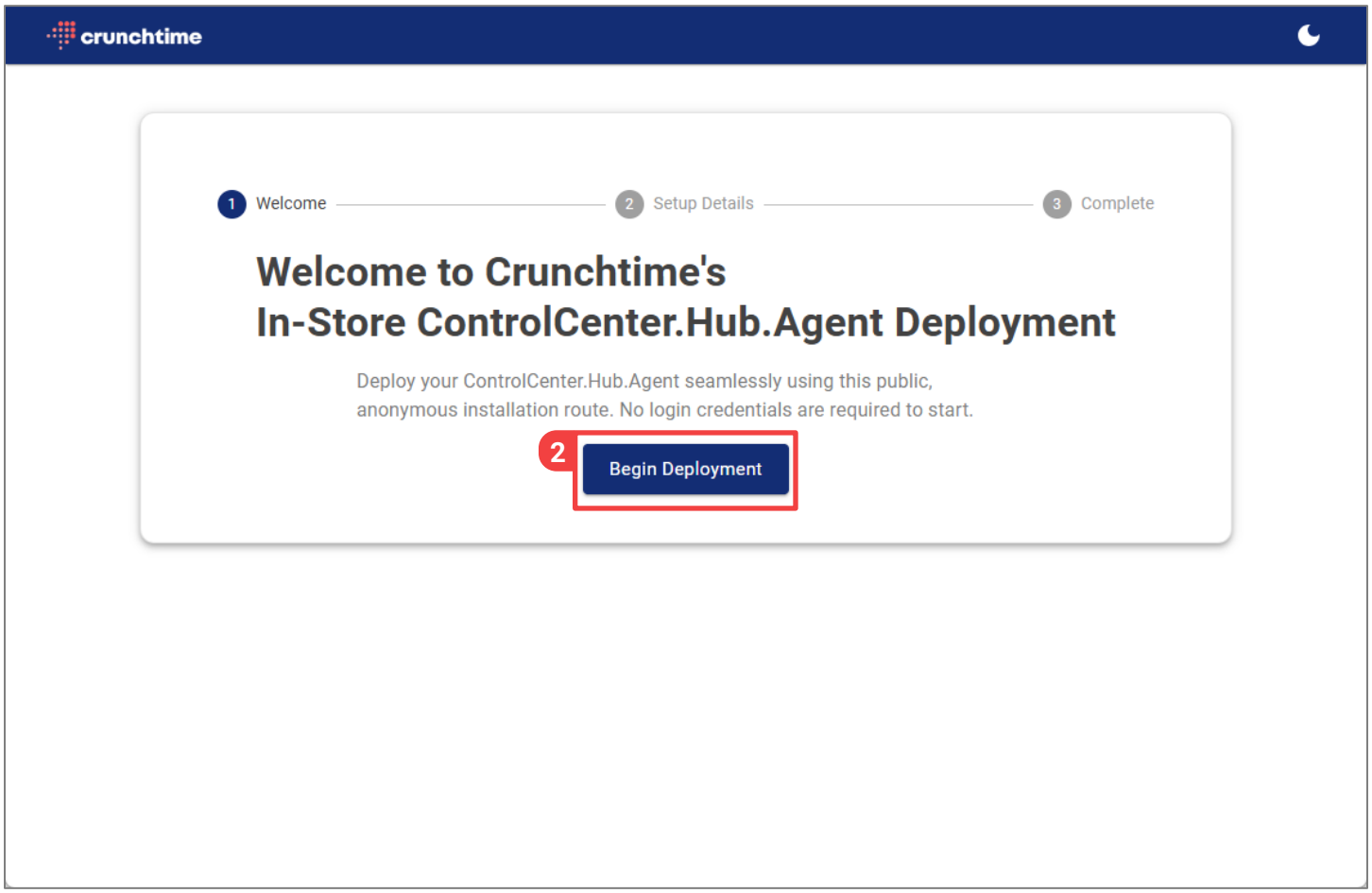
Captured November 11, 2026

3 Click the *Generate New Token* button. A token in a nine-character format (for example, AB12-CD34) appears, with the name of the person who created it.

4 Click the copy icon to copy the deployment link, or the email icon to copy a ready-made launch email to your clipboard. The Portal does not send the email, so paste it into your own message. Use Rotate to replace a token with a new one (the old token expires) or Expire to retire it.

5. Send the link to your store managers, or whoever will perform the installation. The package this link produces contains the store's license key, so share it only with the people installing.

Install Hub.Agent (Store Manager / End User)



Captured November 11, 2026

1. Open the invitation email and click the deployment link to open it in your browser. This starts the guided deployment.
2. Click *Begin Deployment*.

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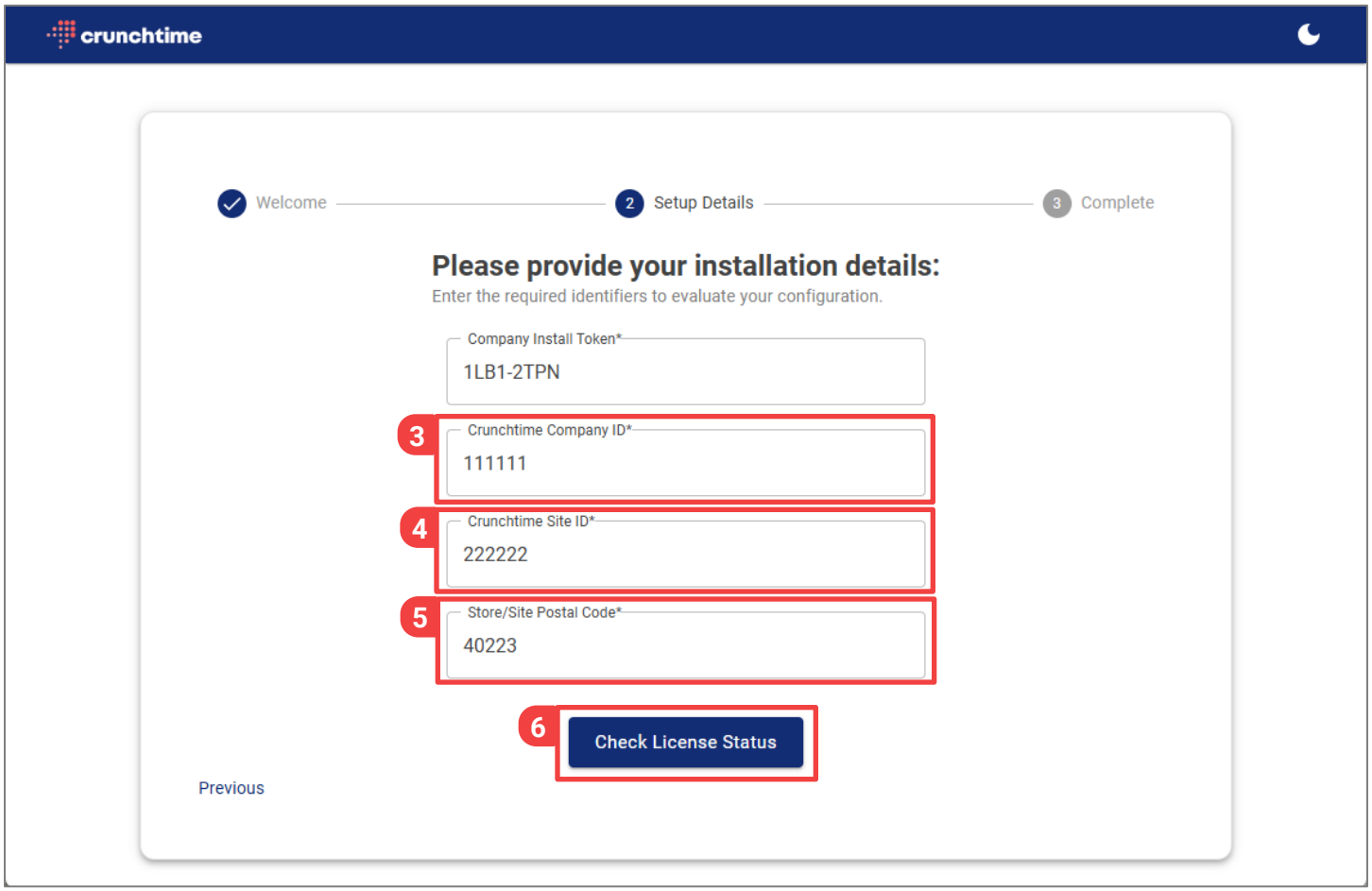

Captured November 11, 2026

3. Enter your *Company ID*. The Company Install Token is filled in when you open the link from the email.
4. Enter the *Site ID* of the site you want to deploy Hub.Agent to.
5. Enter the *Store/Site Postal Code*.
6. Click *Check License Status*. The page finds the site, looks up its ControlCenter Hub license, and checks that the postal code matches. When everything matches, an installation package downloads automatically.
7. Unzip the downloaded package (it will be in your Downloads folder by default).
8. Launch the HubAgent.bat file by double-clicking it, then select Run.

Note: If a previous installation is detected, you may be prompted to clean up the existing installation first. Selecting **Yes** will uninstall the existing version and start fresh. Most customers performing a first-time install won't see this prompt.

9. Press any key to continue. The MSI installer file will download automatically.
10. Review the prefilled installation details, then click Next to begin installation.
11. Wait for installation to complete. Hub.Agent will finish installing and automatically start its services.
12. Confirm the services are running. A confirmation message will display once installation is successful. Once you see the completion message, Hub.Agent is fully installed and running.

Troubleshooting the installation page

Invalid Company ID / Site ID combination. The Company ID and Site ID do not match a site. Check both values.

No valid Hub Agent license is available based on supplied site information. The site has no ControlCenter Hub license, or the postal code differs from the license's.

Unable to resolve license key. LicenseSpring api is unavailable. The license service cannot be reached. Check that the network allows the licensing addresses listed in Network Information, then try again.

If the problem continues, contact Technical Support.

Note: You have the option to view the installation log. You can view the last 100 lines of the log file to verify the installation.

Alternative: Offline Installation via USB

If you'd rather not download the installation package over the network, you can create it on a USB drive instead. You can then use the USB drive to install Hub.Agent without a network connection for the download.

Note: A network connection is still required at some point to authenticate Hub.Agent, even when using the USB installation method. This option is primarily useful for speeding up the process when network bandwidth is limited.