Build a Deployment Package

Setup Guide

Document Details

Document #: 160_LDSG_260323
Release Version: 2026.x or higher
Version Release Date: May 2026

System Requirements

- Solutions releases 2026.x and beyond
- Deployment Manager user role for Licensing and Deployment
- Beta testers will need to manually navigate to: controlcenter.qsrpolaris.net

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

… or scan the QR code to the left.

User Role Permissions

Role Name	Permissions
Deployment Manager	Ability to build deployment packages, map to sites, monitor deployments, configure tags, view location assignments, and manage all licenses.
Deployment Viewer	Ability to view licenses, monitor deployments, and view location assignments. View-only access to deployment packages.
License Manager	Access to reset and releases licenses, as needed.
License Viewer	View access to licenses only.

Related Documentation

- Install Hub.Agent Guide: https://links.crunchtime.com/HAIG-InstallHubAgent
- Using the ControlCenter.Portal Reference Guide: https://links.crunchtime.com/LDRG-UsingControlCenterPortal

© 2026 Crunchtime - All Rights Reserved

SETUP GUIDE

Building a Deployment Package

Introduction

Deployment Packages act as a container that bundles multiple solutions together, allowing you to distribute software or updates to a single location or multiple locations simultaneously.

Software and Resources

Manually install the Hub.Agent for initial setup using the instructions in this guide. Once installed, the agent maintains licensing via Enterprise. For future server replacements or upgrades, simply include the Hub.Agent in your deployment package; it will automatically authenticate using the Site UID and license itself through the portal.

Deployment Manager User Role

This page varies by user role. Deployment Managers can view all available software and toggle visibility for non-admin users.

(Continued)

© 2026 Crunchtime - All Rights Reserved

Set Visibility for Software

By default, all solutions and folders are hidden (marked with a **question mark**). Visibility options must be changed manually. Options include:

- Visible to All Sites
- Hidden to All Sites
- Filtered to Specific Sites
- Visibility Not Set: This is the default setting applied to new folders until folder visibility is configured by the company. While the setting is in place, the folder is treated as hidden from all sites.



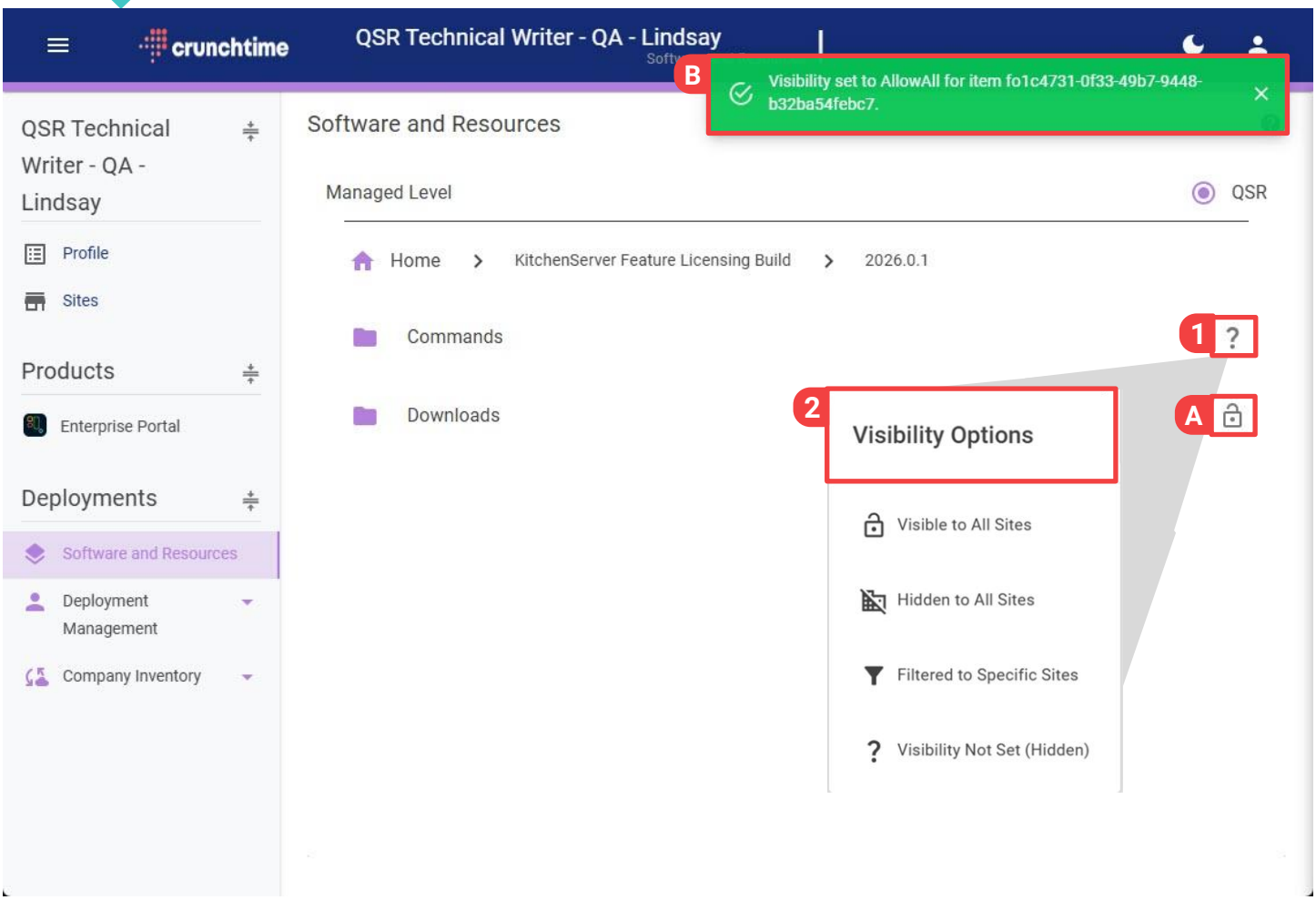
Important: All folders must be set to Visible before starting a build. If any folder remains hidden, the build will not complete successfully.

© 2026 Crunchtime - All Rights Reserved

Deployments

To modify the visibility of software and Hub.Agent, follow these steps:

ControlCenter > Deployments > Software and Resources



1. Click the question mark to edit visibility options for the solution.
2. Select the level of visibility required for the soution.
   - **A** The icon will update.
   - **B** A message displays noting the change.

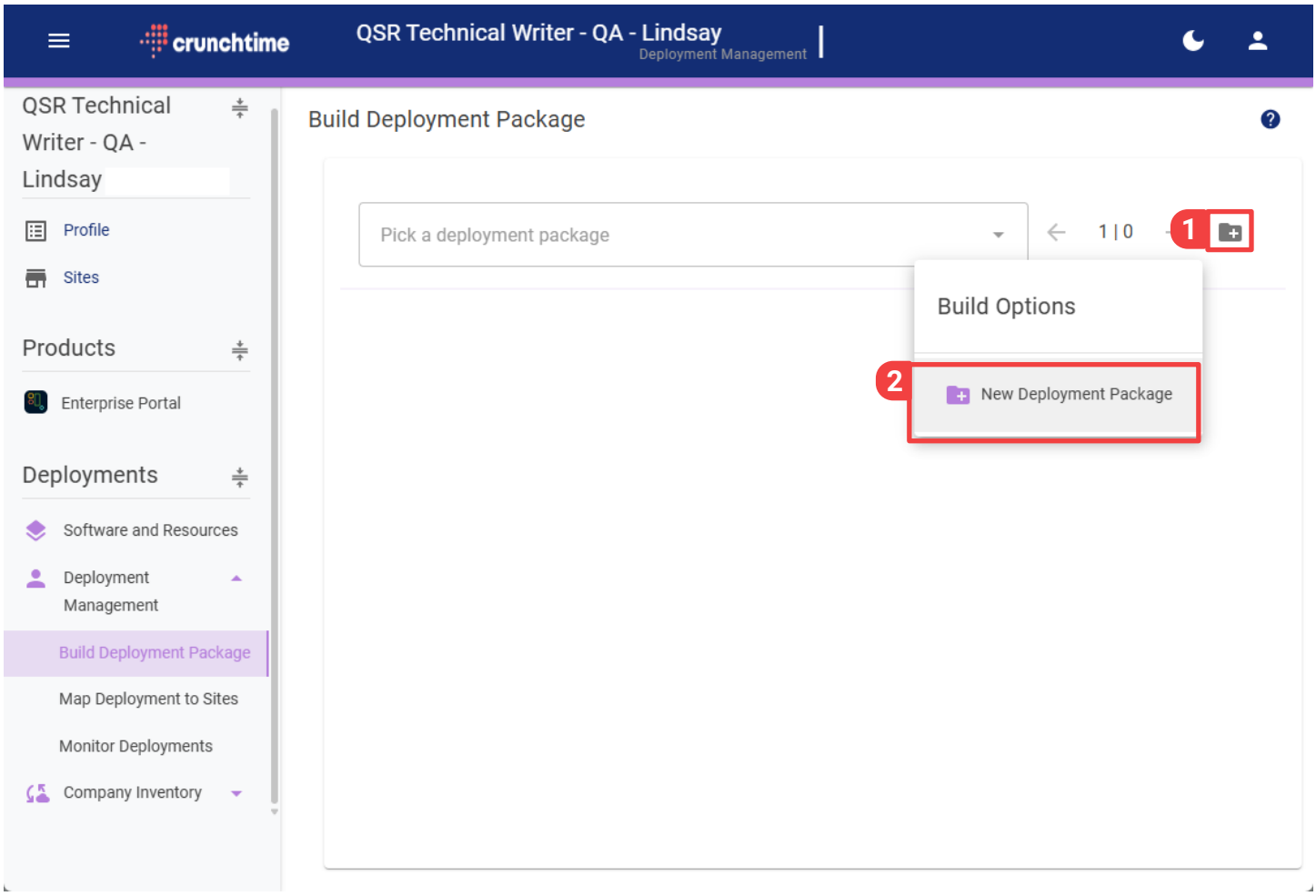
Note: As a full admin user your visibility is to all solutions, commands, and downloads. Creating visibility is required for non-admin users' access.

© 2026 Crunchtime - All Rights Reserved

Build Deployment Package

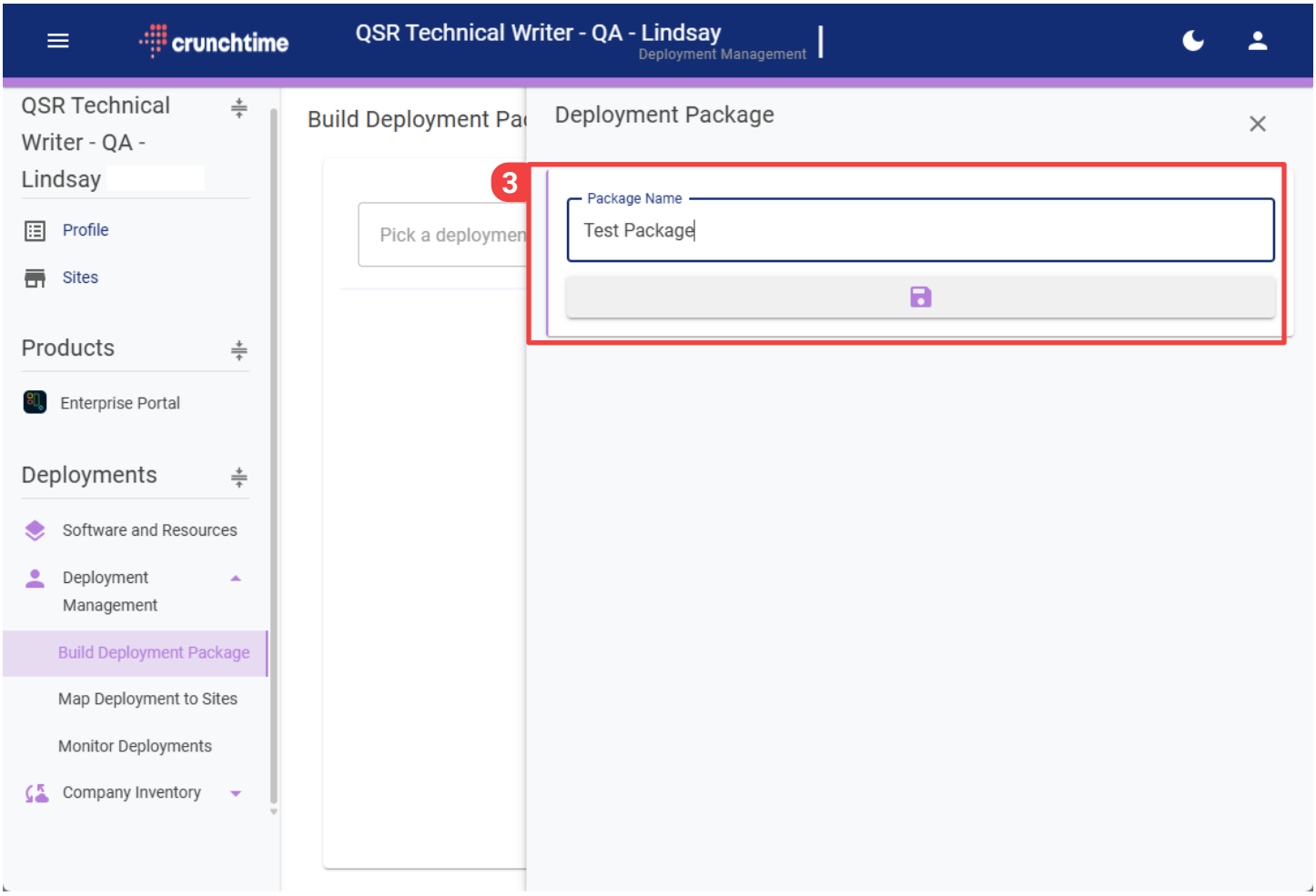
Important: Commands in the deployment package must be visible to the site. See above section for instructions.

Create a New Package



1. Select the Build Deployment Package option from the left menu.
2. Click the *folder icon* next to the package name and choose *New Deployment Package* to start a new build.

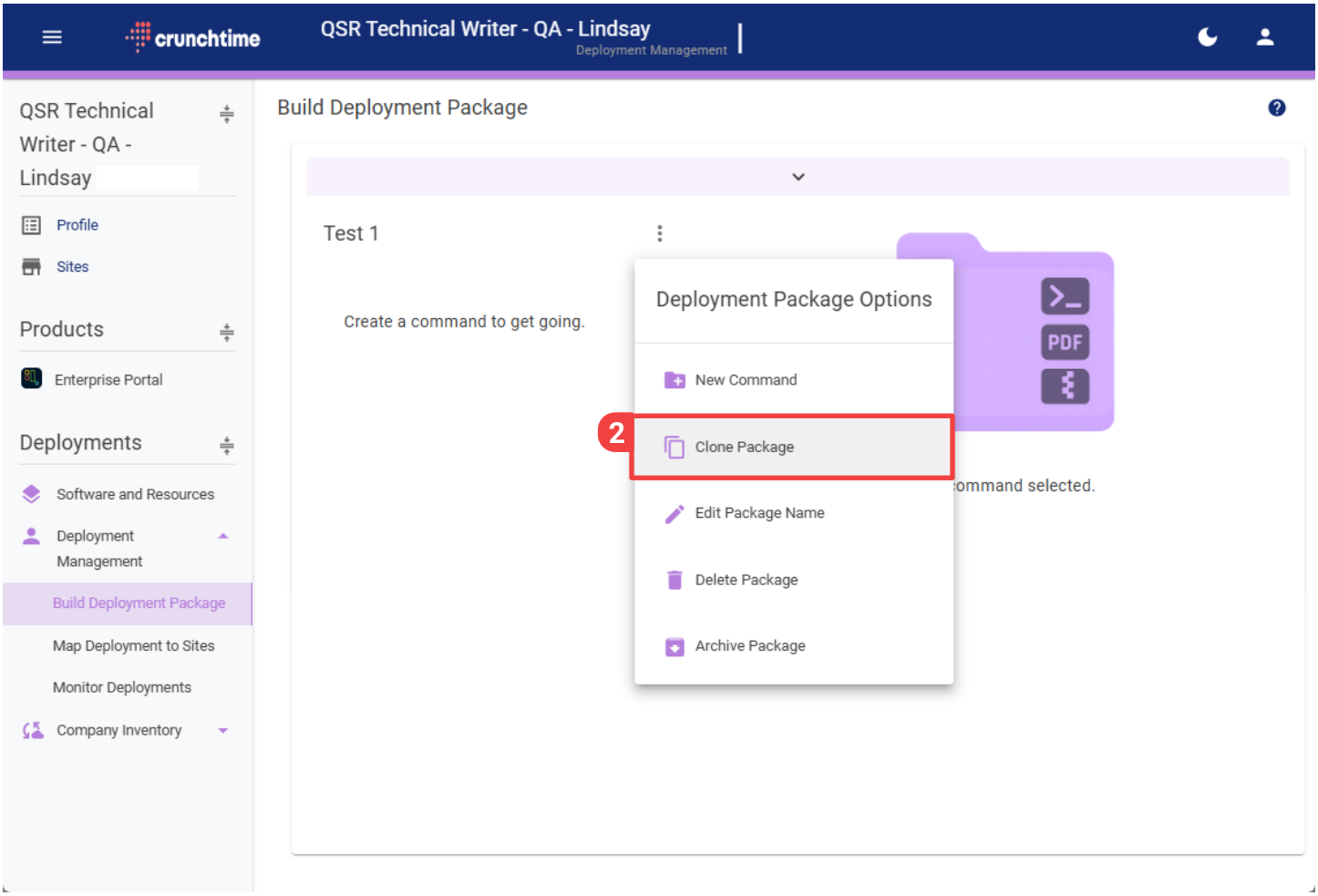
(Continued)



3 Give your new package a descriptive name and click the *Save icon*.

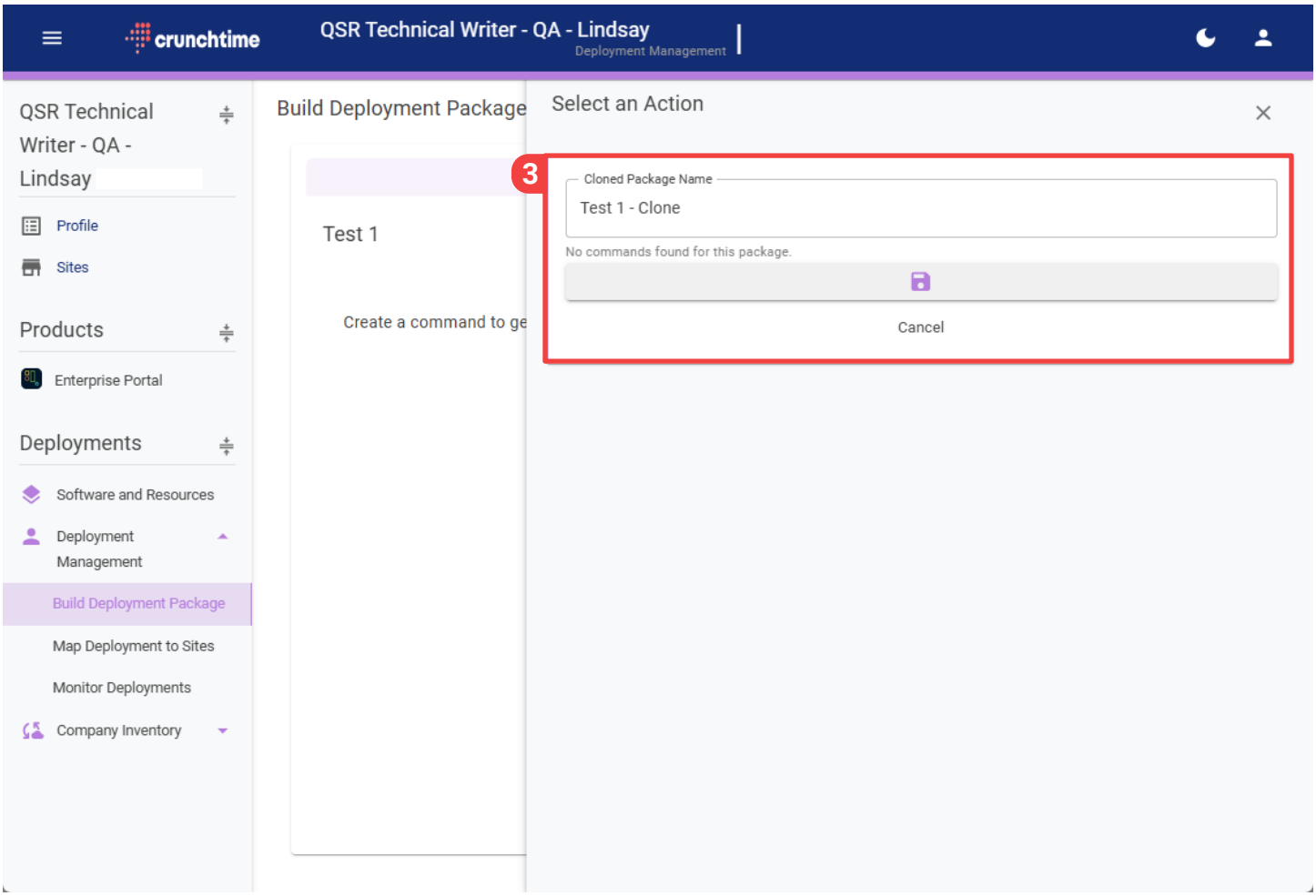
(Continued)

Clone an Existing Package



1. Select an existing package from the deployment package dropdown.
2. Click the *three-dot menu* next to the package name above the commands and choose *Clone Deployment Package*. This creates an editable copy you can modify without impacting the original.

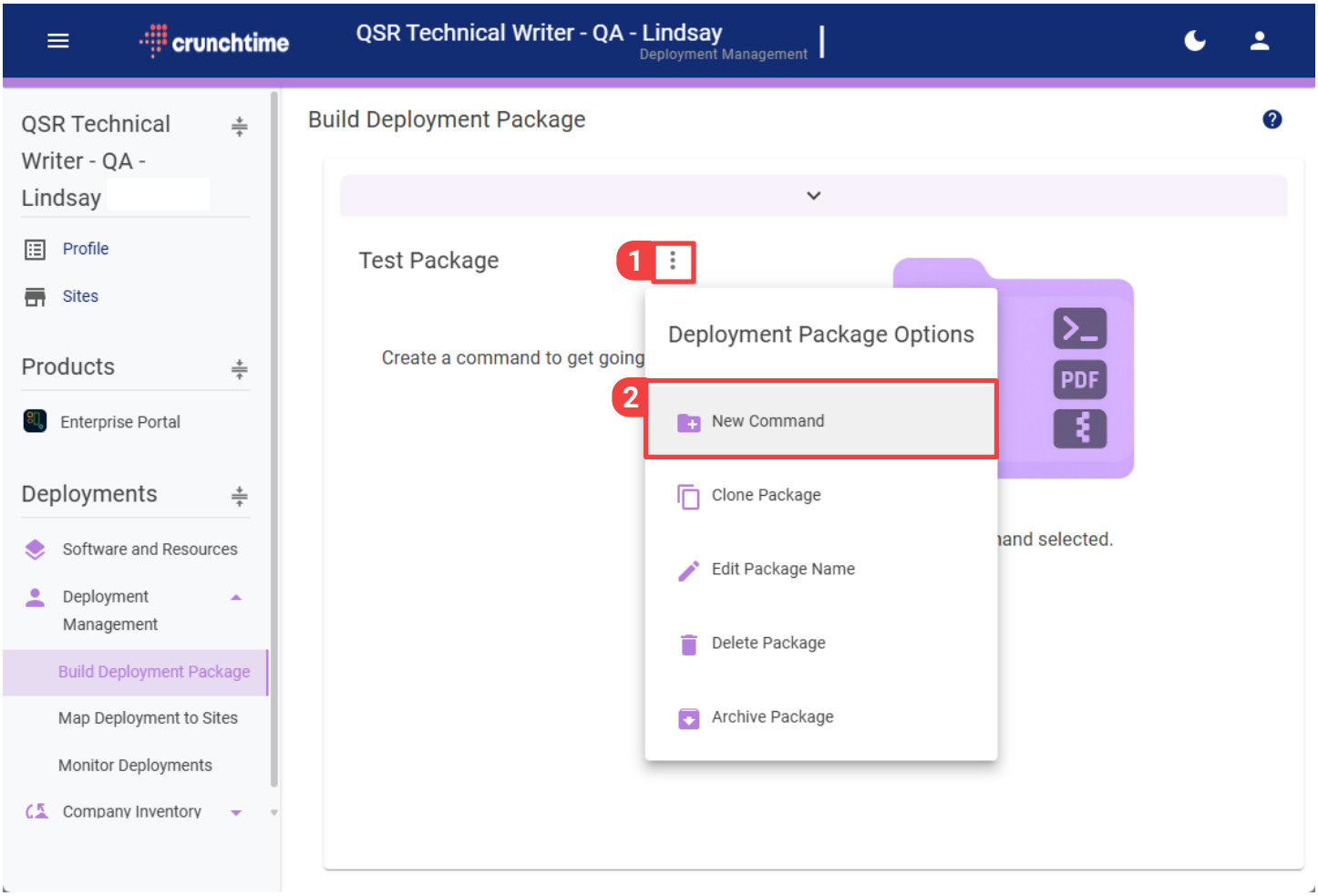
(Continued)



3 Name your new cloned package and click the *Save icon*.

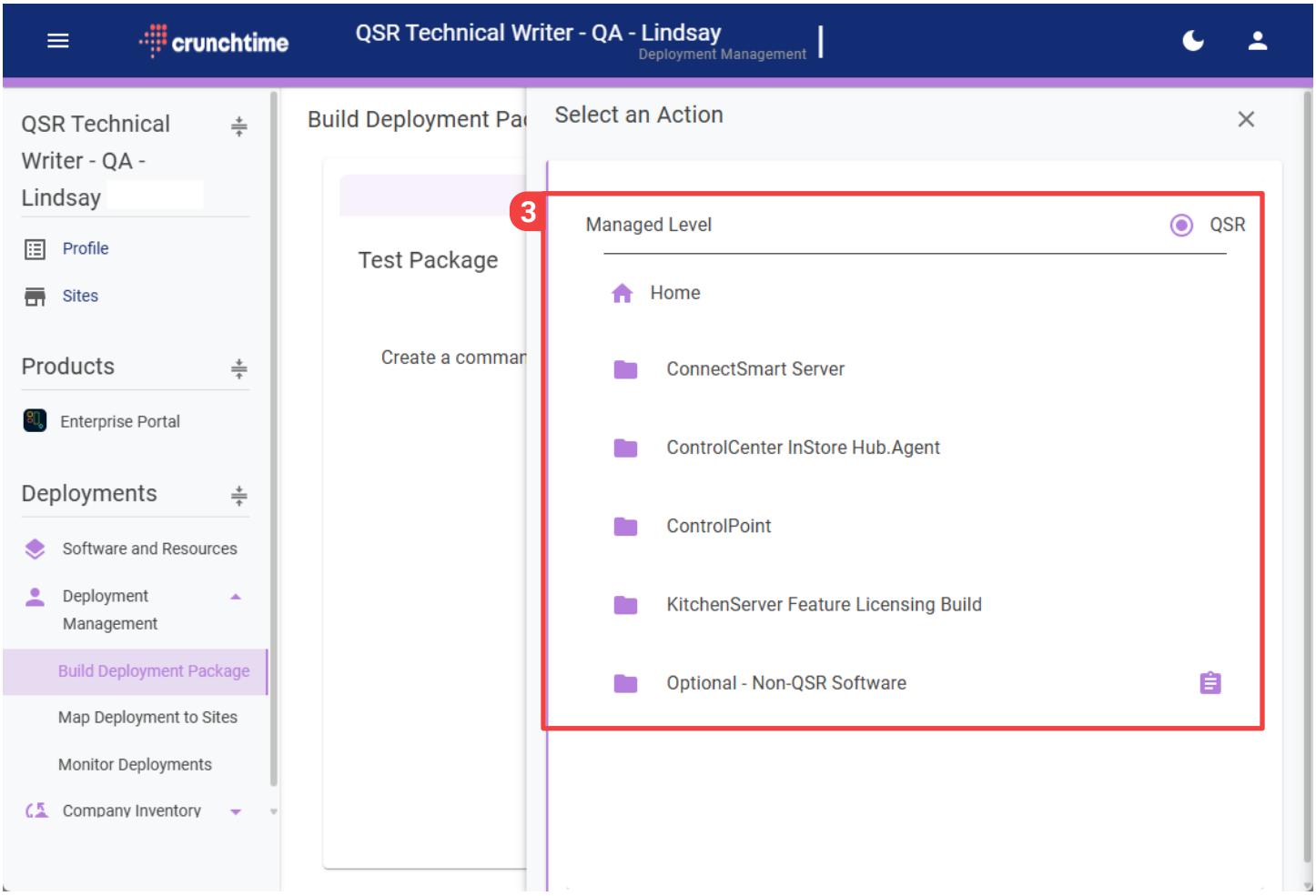
Adding and Managing Commands

Once a deployment package is created, you can add and manage commands within it.



1. Click the *three-dot menu* next to the package name.
2. Select the *New Command* button.

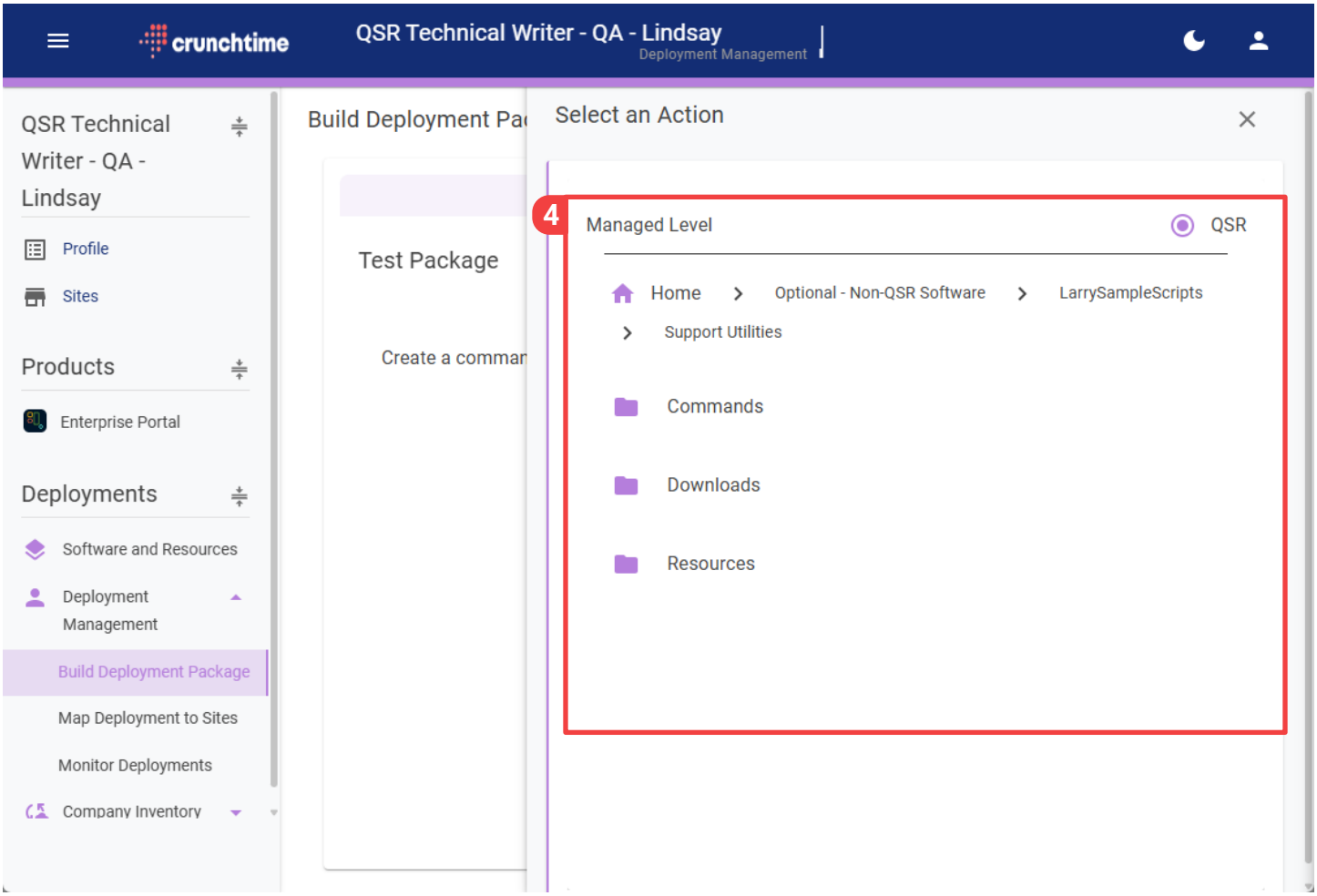
(Continued)



3 Select an item from one of the following areas:

- QSR Managed: This section is for artifacts uploaded by QSR support teams. The structure is organized by: Product > Application > Version. Within each version, there are separate folders for Commands, Resources, and Downloads.
- Company Managed (customer): This area contains the customer's own unique configurations and datasets, such as files for "Kitchen" and "ControlPoint."

(Continued)

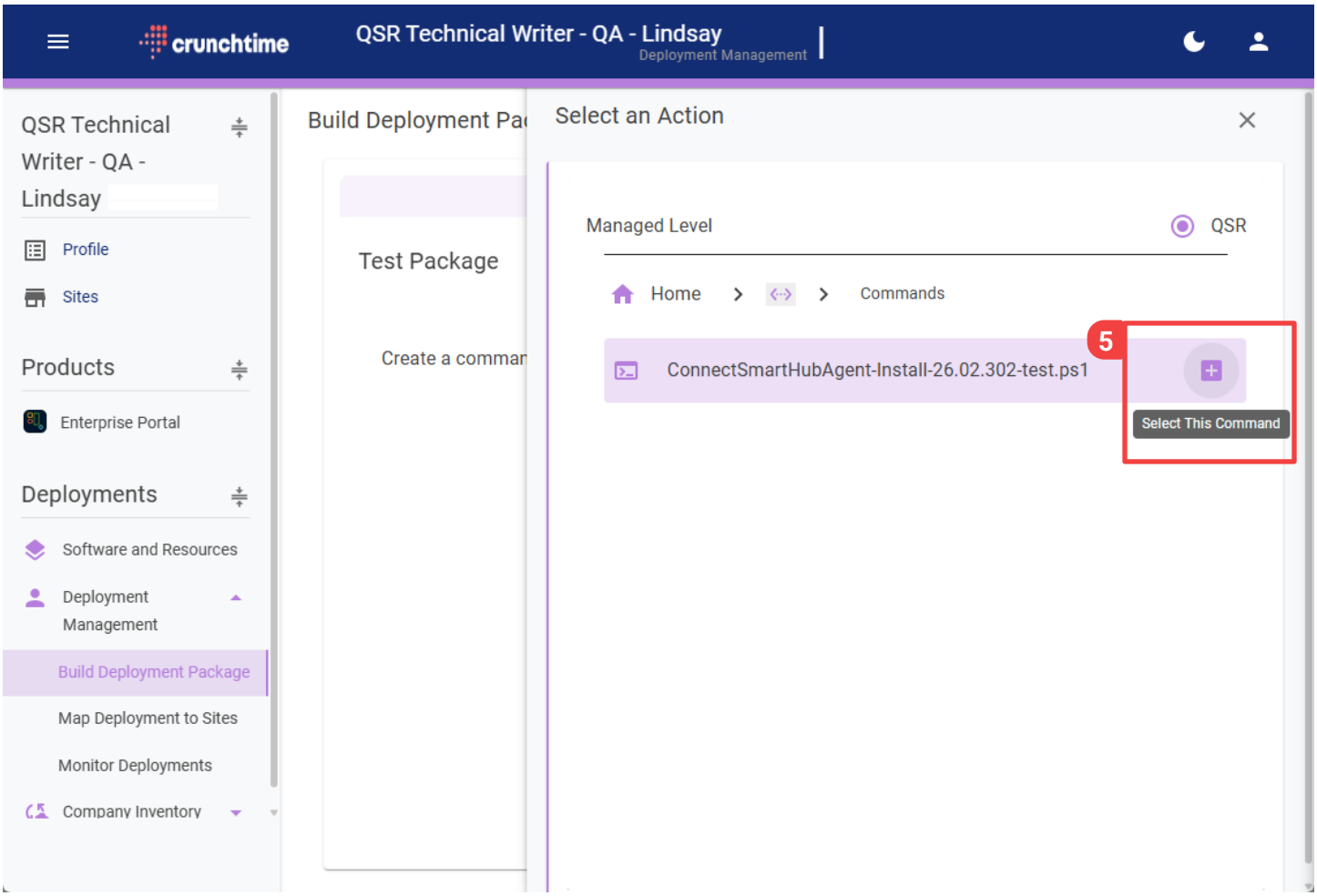


4 Select a command. A command can be one of the following:

- Commands: Contains a command script to install, upgrade, or manage a product on a remote device.
- Downloads: Provides the option to download the software and require manual installation on the server.
- Resources: Contains all documentation available for the solution (like a PDF).

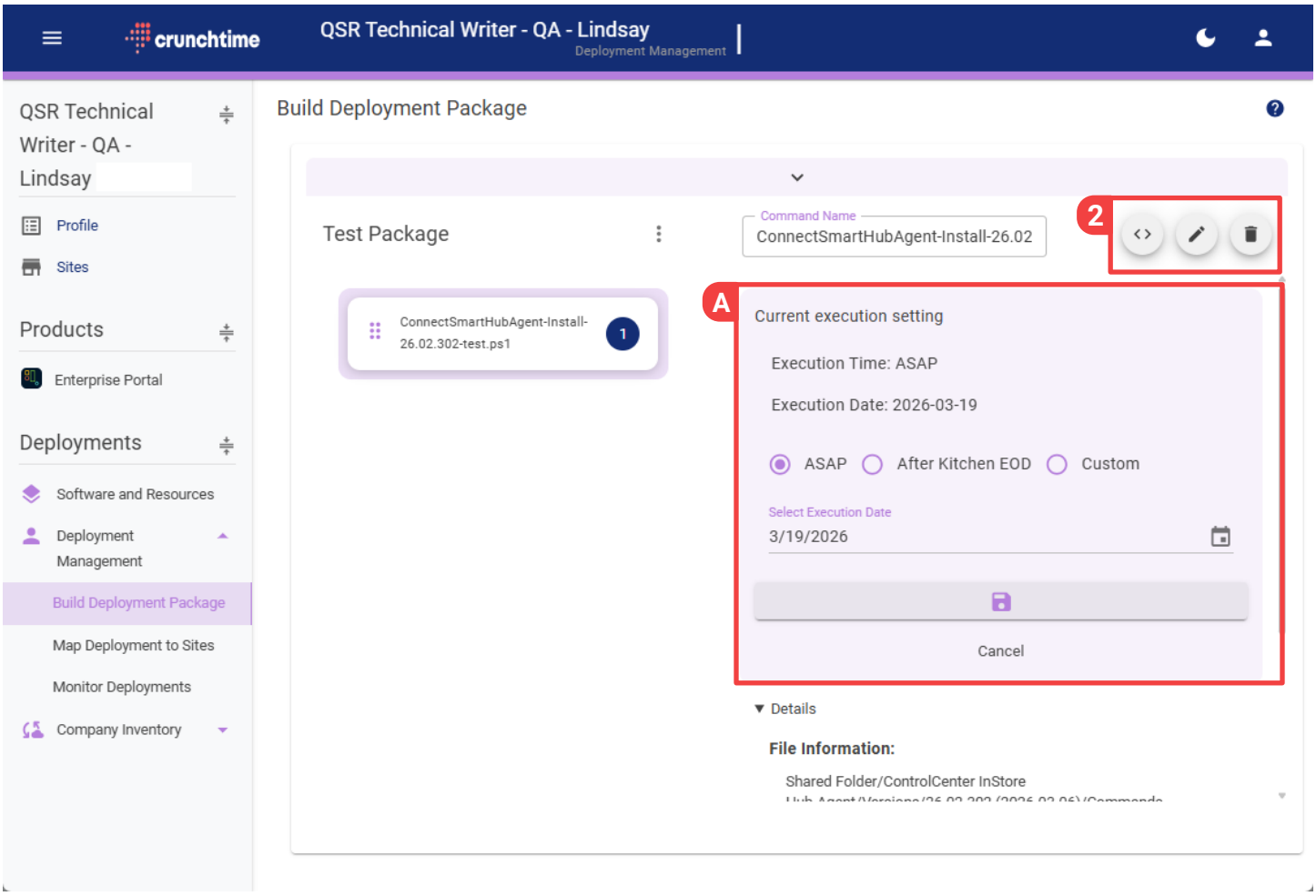
Note: If your Company Deployment Manager has hidden a folder from view it will not show in this area.

(Continued)



5 Click the *Select This Command* button once you've chosen your desired command.

(Continued)



Viewing and Editing Command Details

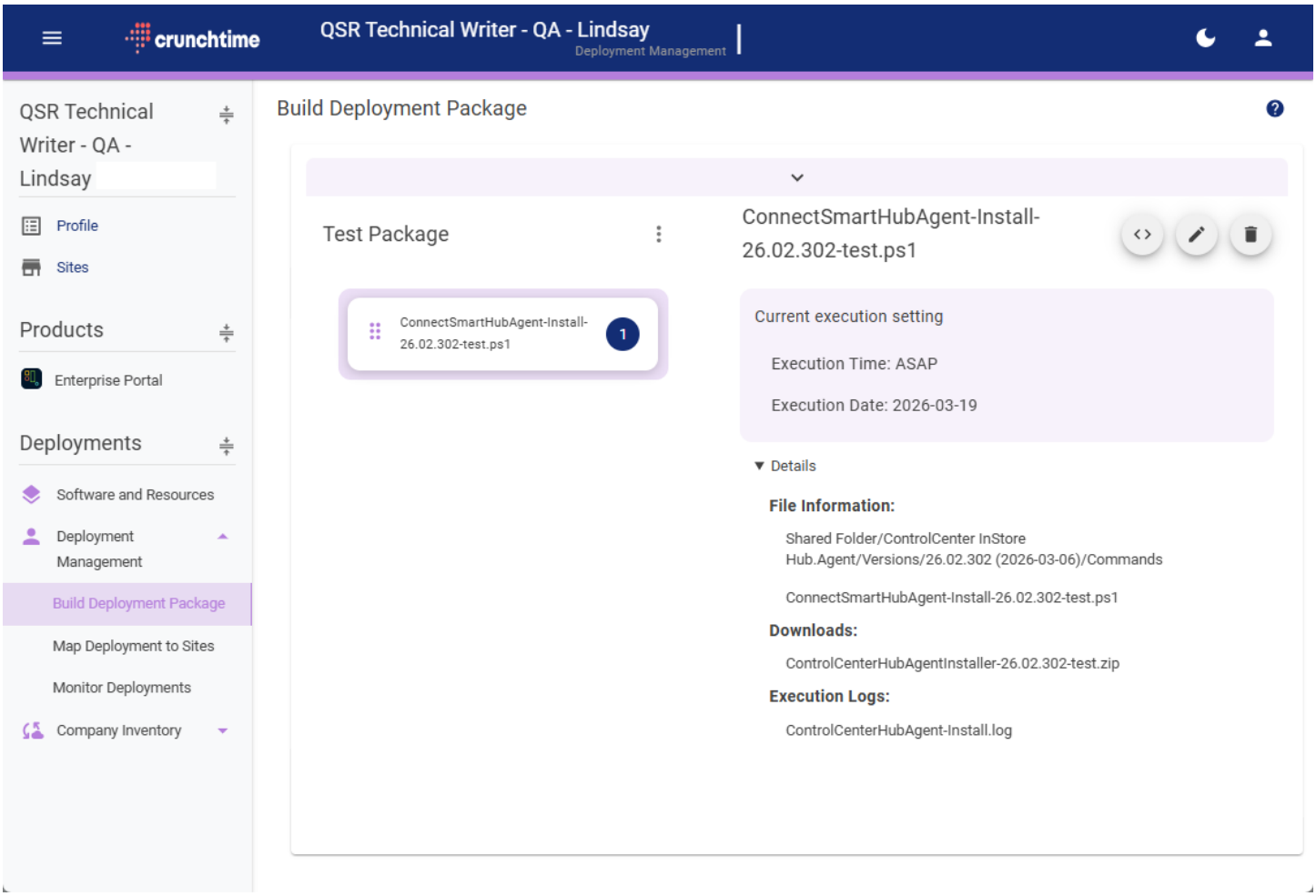
1. Click anywhere on a command card to open the command detail panel.

2. View the command's settings by clicking on one of the buttons in top right corner. You can *Edit*, *Delete*, or *View*.

   A The **Current execution setting** controls the timing for when the command will run at the destination and can be managed from the Edit screen. Select to have the command process on the destination device:

   - ASAP: As Soon As Possible
   - After Kitchen EOD: Upon completion of the local instance of Kitchen's EOD
   - Custom: Between specific local time hours (Destination device's time)

(Continued)



Customer Managed Parameters: A command may contain Customer Parameters. These are fields in which a customer provides values to be used as script parameters at command execution time.

Reordering Commands: Once commands are added, you can change their execution sequence by dragging and dropping the command cards. Click the *Drag icon* (six dots icon) on the left side of the command.

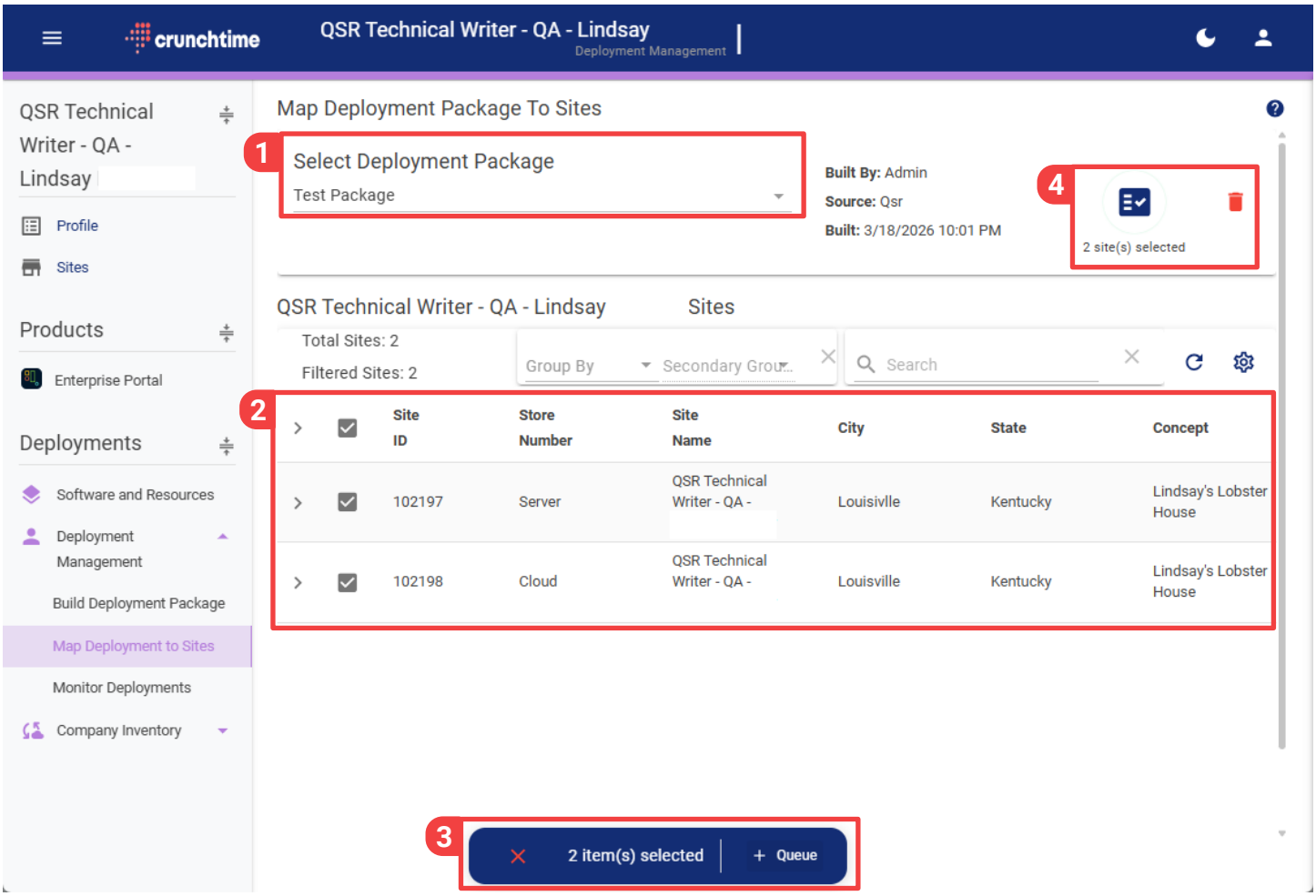
Deployment packages are used on the **Map Deployment Packages to Sites** page.

SETUP GUIDE

Map Deployment Packages to Sites

Overview

The process involves selecting a deployment package, choosing the target sites, validating the deployment, and selecting specific devices.

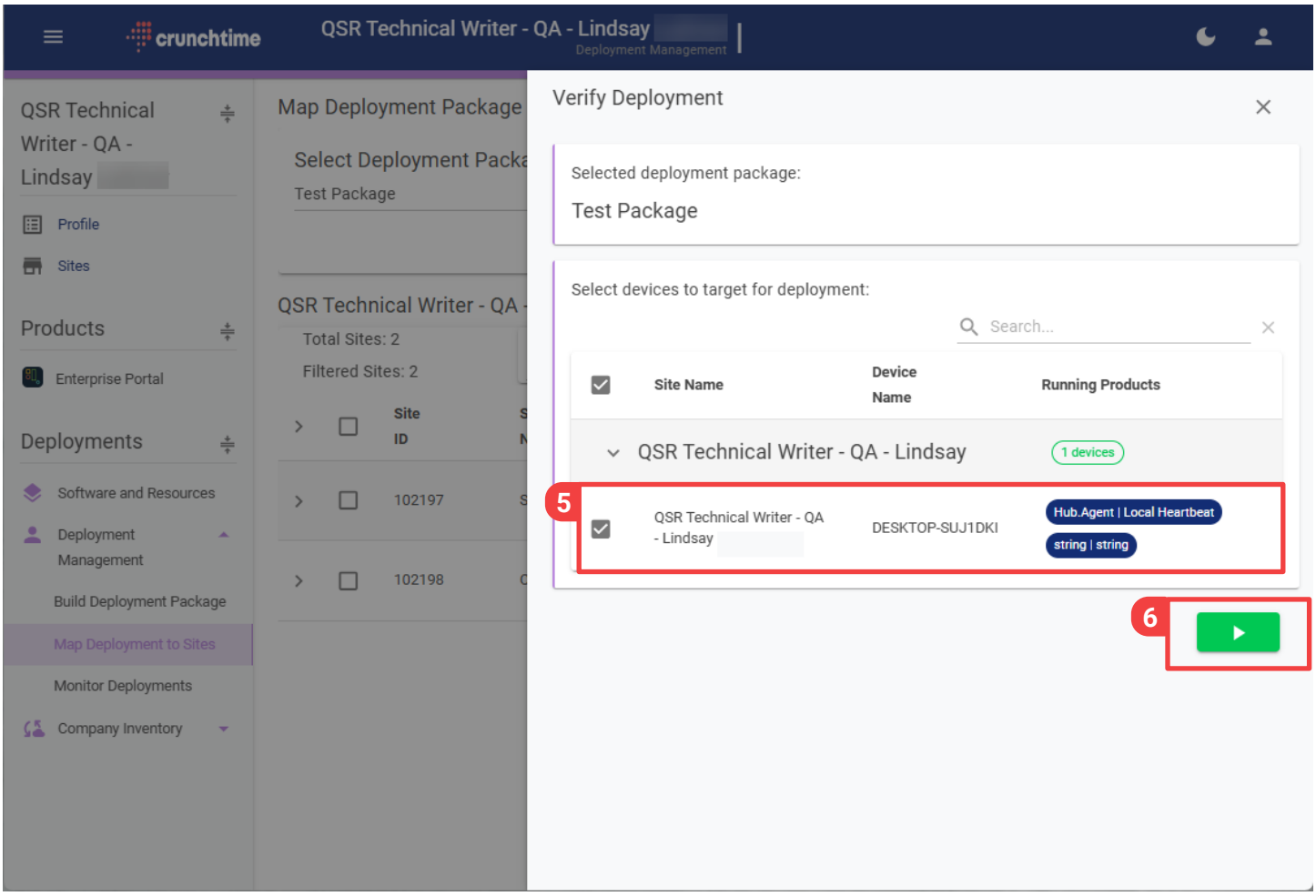


1. Choose the deployment package you want to use from the **Select Deployment Package** drop-down menu.
2. Once a package is chosen, select at least one site for deployment.

Note: You can refine this list using the available filtering and grouping options to find the sites you need. Information on filtering or grouping sites can be found on the Sites page. Continue adding sites to your Destination List by repeating site selection with various filters or groups until all desired targets are included. Only new and unique sites will be added.

3. Click the *Queue* button to add selected sites to your Destination List.
4. Clicking the pulsating button to open a slide out drawer to verify the deployment or click the *trash can icon* to clear the Destination List.

(Continued)



Validation will identify:

- **Ineligible Sites:** This section will showcase any selected sites that cannot receive the deployment package. Once you have reviewed the list of sites, click the *trash can* button to remove the Ineligible Sites**.** *If all selected sites were determined to be eligible, this section will not be shown.*
    - The **Reason** column explains why they are ineligible. Common reasons are:
        - **Not eligible for selected deployment package**: This means that at least one of the commands in the deployment package is not visible to the site.
        - **No devices assigned:** This means there is no device at that site to receive the deployment (Hub.Agent has not been installed or has not been activated for any devices at the site).
        - **No Command packages configured:** This means the deployment package is empty (no command packages have been added).
- **Eligible Sites:** This lists all the selected sites that are ready for deployment. For each eligible site, you can see the device(s) assigned to it and the products running on that device. *This is your final chance to confirm your selections and identify the specific device(s) for each site.*

5 Select the device to target deployment.

6 To proceed with the deployment, click the *green play* button or *Deploy icon*.

Deployment status can be tracked on the **Monitor Deployment** page.

© 2026 Crunchtime - All Rights Reserved

SETUP GUIDE

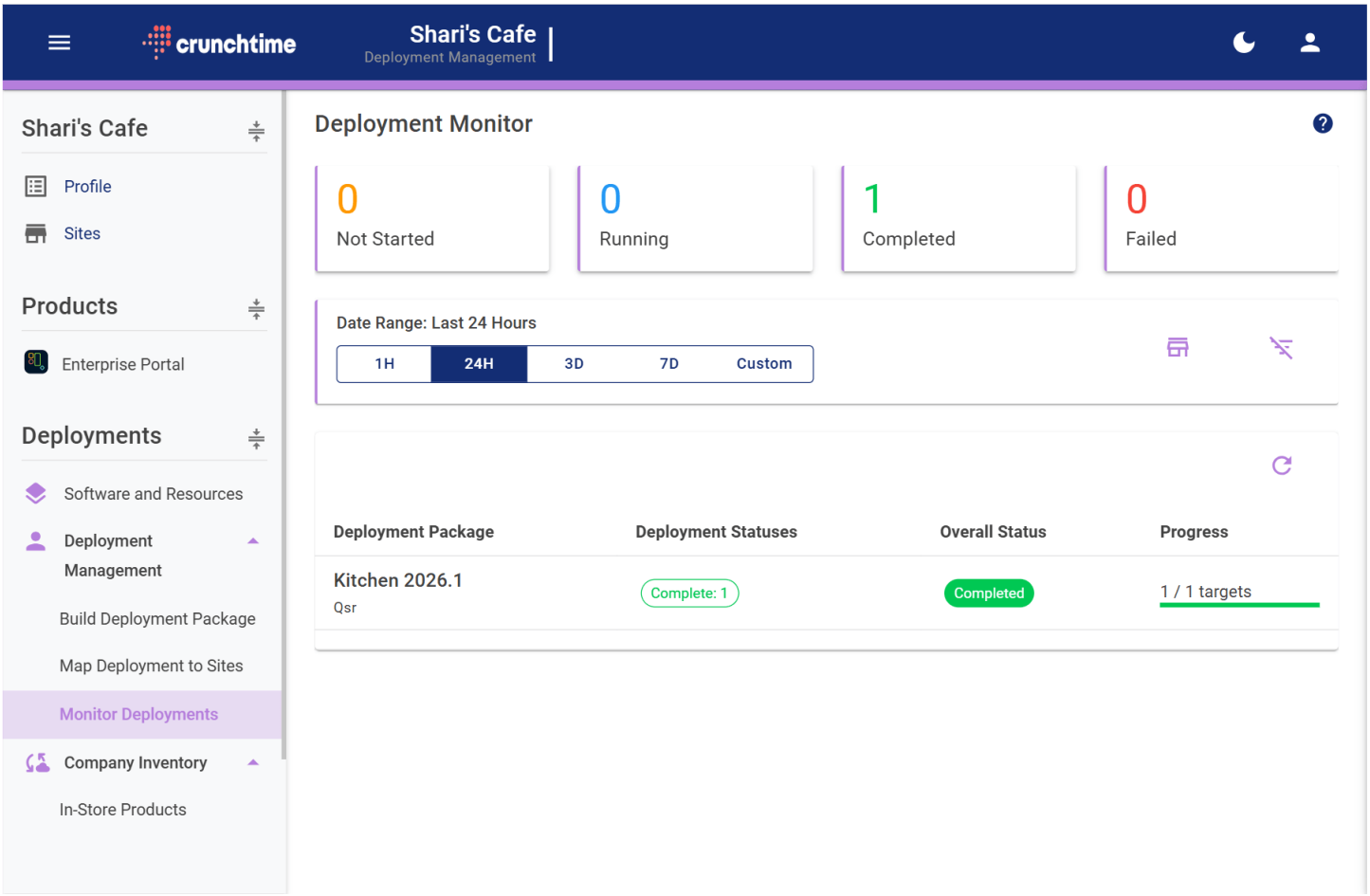
Monitor Deployments

Overview

The **Monitor Deployments** page gives you real-time visibility into the status of all your deployments. It's the central hub for confirming successful deployments and troubleshooting any failures.

Key Features

- **Real-time Updates:** The page automatically refreshes to show the live status of deployments as they progress.
- **Deployment Summary:** At the top of the page, you'll see a quick summary of deployments that are **Not Started**, **In Progress**, **Failed**, and **Completed**.
- **Deployment List:** The main table lists all deployments, showing the **Package** name, overall **Status**, **Progress**, who it was **Built By**, and when it was **Queued**.



(Continued)

How to Use It

Viewing a Deployment's Status and Details

- The main table will list all your deployments.
- The **Status** showcases if a deployment is **Completed**, **In Progress**, or **Failed**.
- The **Progress** indicator will show how many of the destination devices have been processed
- Each deployment can be expanded to view the individual destination results.
- By clicking on a device, you can individually view each command status and logs from that command.
- Click on the **Logs** link in the **Actions** column for the details regarding that command's execution. This will provide detailed logs to help you review results and resolve any issues.

Tips

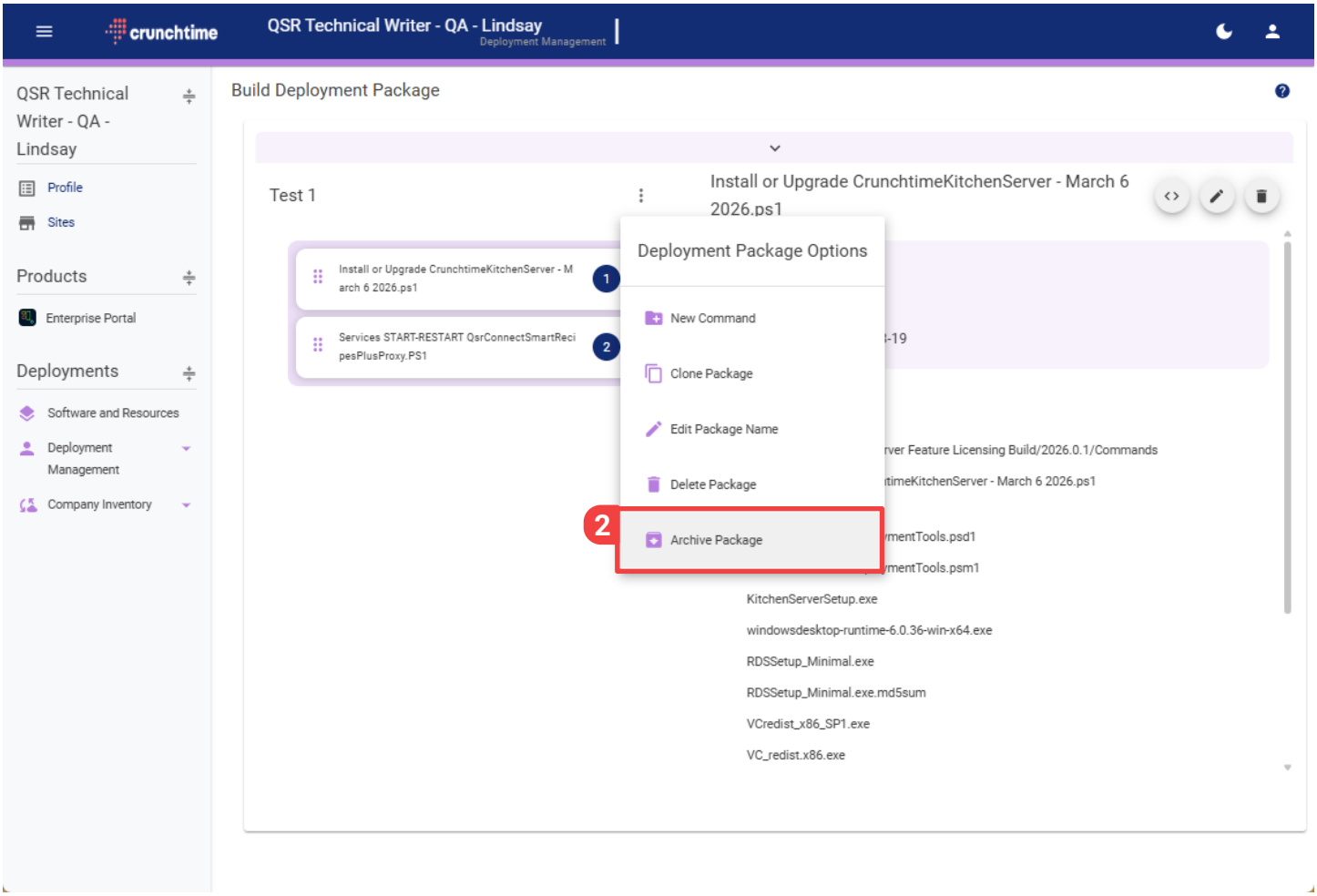
- Use the **Date Range** filters at the top of the page to narrow down your search for past deployments.
- If you're looking for a specific deployment, use the **Search** bar to quickly find it by name.
- The **Actions** column for each deployment step provides a quick way to access the logs for that specific command.

© 2026 Crunchtime - All Rights Reserved

Archiving a Deployment Package

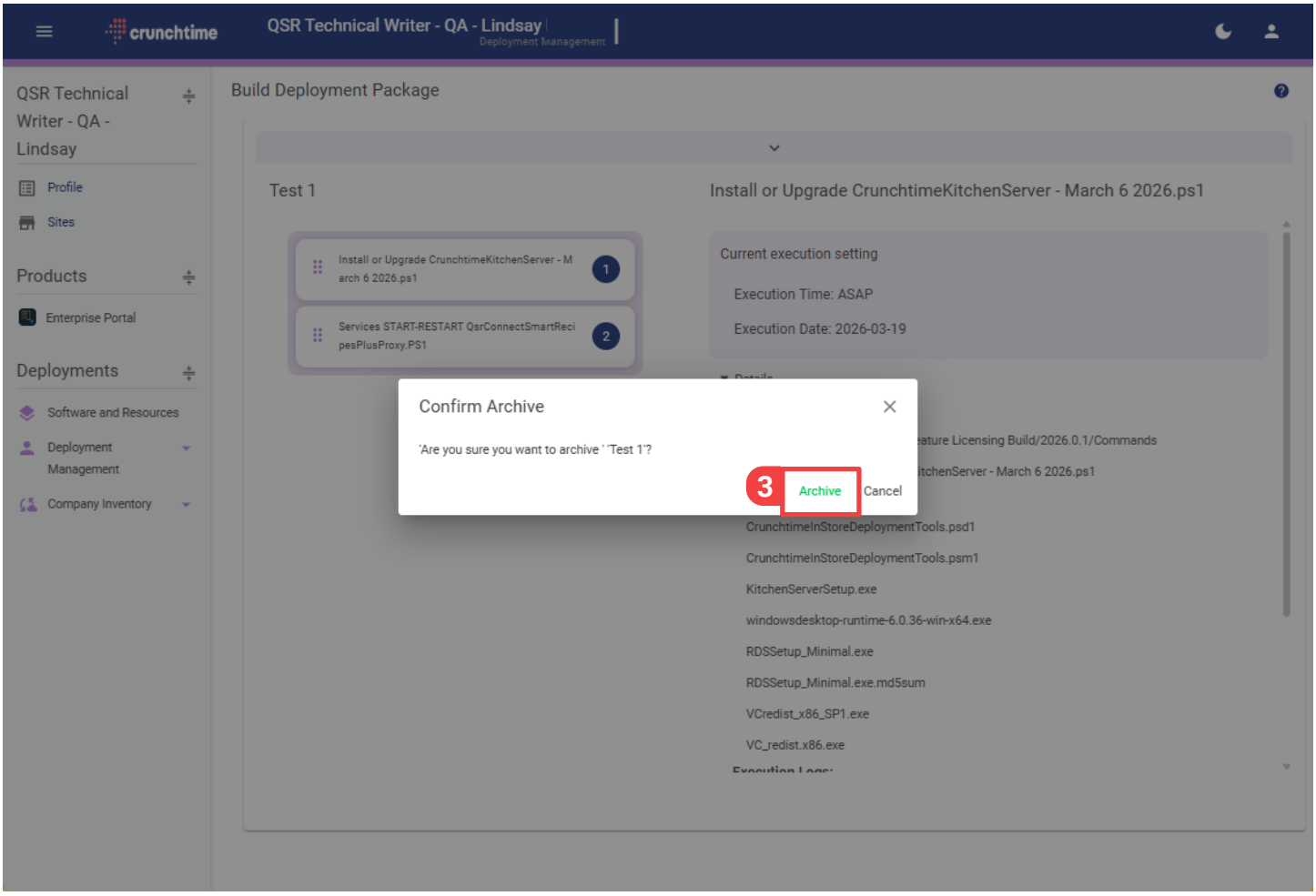
Overview

Deployment Managers have the ability to archive deployment packages. *This is an optional step*.



1. Select the package you wish to archive from the deployment package dropdown.
2. Click the *three-dot menu* next to the package name above the commands and choose *Archive Package*.

(Continued)



3 Click *Archive*.

Change Log

Date	Author	Page(s) Changed	Changes
260513	Lindsay Latimer	All	Updated dates and cleaned up formatting.
260323	Lindsay Latimer	All	Revised additional sections. Added QR code and links.
260317	Lindsay Latimer	All	Revised formatting and added deployment details.
260316	Shari MC	ALL	Revised drafts
260227	Shari Mc	All	Created initial Setup Guide for Deployment

WHEN ADDING AN ENTRY:

Right-click on the top row and insert a row ABOVE the top row.

Important: When printing to PDF for distribution, avoid printing this final Change Log page.

© 2026 Crunchtime - All Rights Reserved