Install Notes for Enterprise Installations of Plantronics Hub™ for Windows and Mac v3.25

Table of Contents

Overview of Plantronics Enterprise software

Plantronics Hub for Windows/Mac

Plantronics Hub is a stand-alone application providing call control, settings management, device firmware update capabilities as well as battery level and mute alerts notifications. Plantronics Hub connects to the cloud-based Plantronics Manager Pro or to a local network share for its IT-directed settings. On an IT-defined schedule, Plantronics Hub will connect to Plantronics Manager, Plantronics Manager Pro or the local network share and download any changes since the last poll. Users have the ability to change non-IT locked settings even when offline.

Plantronics Manager Pro

Plantronics Manager Pro is a multi-tenant application hosted by Amazon Web Services. IT uses Plantronics Manager Pro to configure device and software settings, manage/deploy updates, and gain insights into their environment via available report suites. The enterprise does not have to use Plantronics Manager Pro for users to have all the benefits of Plantronics Hub. If Plantronics Manager Pro is not used by the enterprise, Plantronics Hub will connect to the Plantronics consumer tenant for updates. In this case, Plantronics will notify the end user of software and firmware updates directly and the end user will manage their own configuration.

Plantronics Manager

Plantronics Manager is a multi-tenant application hosted by Amazon Web Services. IT uses Plantronics Manager to configure device and software settings and manage/deploy updates. Configuration changes and updates created in Plantronics Manager are saved to an IT defined network share within the company's network. Plantronics Hub connects to this network share on an IT defined schedule to retrieve updates. Plantronics Hub does not traverse the company's firewall and does not connect to the cloud.

System Requirements –Plantronics Hub

Permissions

Administrative rights are required for the initial installation of this application. Updates to Plantronics Hub leverage the "Plantronics Update Service" process allowing subsequent in-place updates to complete even if the logged in user does not have administrative rights.

Windows Hardware Requirements

CPU

Core 2 Duo or Athlon X2 at 2.4 GHz

Memory

About 160 Mb of Private Working Set

Hard drive

Requires approximately 200 Mb

Mac OS Supported Platforms

MacBook   Pro
MacBook Air iMac
Mac Mini Mac
Pro

Bandwidth Requirements

The bandwidth requirements vary based upon the type of update that is being downloaded from Plantronics Manager/Pro. Settings updates and softphone plugin updates are extremely small in file size. A Plantronics Hub update is larger and consumes more bandwidth than settings updates. Plantronics Hub updates do not have to be deployed from Plantronics Manager/Pro. They can be deployed from a local network server or through typical deployment tools such as Tivoli, SCCM etc. Depending on the entitlements purchased, Plantronics Hub for Windows/Mac may additionally send data for report population in Plantronics Manager Pro.

Software Prerequisites

Uninstall all previous versions of Plantronics Hub as they may be connecting to the Plantronics consumer tenant.

Plantronics Hub for Windows requires Microsoft .net 4.0 and Windows Installer 4.5. Information on Windows Installer 4.5 can be found [here.](#)

 Plantronics Hub for Mac does not have any prerequisites.

Operating Systems

Supported

Windows 7, Windows 8.x (Desktop Mode), Windows 10 (Desktop Mode)
Mac OS versions Catalina (10.15), Big Sur (11.1) and Monterey (12.5.1)

Plantronics Hub for Android and iOS Support

Click here for Plantronics Hub for Android and iOS [requirements](#) .

Virtualized Environments (VDI)

Plantronics Hub now supports certain VDI configurations. For example:

- Microsoft Skype for Business running Windows operating system and in Citrix XenDesktop and XenApp environments
- Certain versions of Cisco Jabber VXME running on Windows operating system and in Citrix XenDesktop environment
- Certain models of HP and Dell Wyse thin terminals as well as normal PCs/laptops re- purposed for VDI
- Support is available regardless of Plantronics Hub being installed or not

For further information on VDI support please contact Plantronics by visiting https://www.poly.com/content/dam/www/products/services/cloud/plantronics-manager-pro/doc/support-for-vdi-en.pdf .

Browser

Plantronics Hub does not have any dependencies on the browser and therefore has no browser requirements.

Network Requirements

Ports & Protocols

Please review Plantronics Manager or Plantronics Manager Pro User Guide for network requirements. User guides are available on https://www.poly.com/us/en/support/enterprise-software .

Softphone and Media Player Compatibility

Plantronics Hub for Windows

- Avaya Aura Agent Desktop v7.0 31.1.13.69
- Avaya Communicator V.2.1.4.84
- Avaya Communicator for Microsoft Lync v6.4.0.9
- Avaya Equinox v3.5.5.113.24
- Avaya one-X Communicator R6.2 SP13 (6.2.13.2)
- Avaya one-X Agent v2.5.12.0
- Avaya IX Workplace
- BroadSoft Communicator v22.3.1.193
- Cisco Webex v41.11
- Cisco IP Communicator V.8.6.6
- Cisco Jabber 11.9.3, 12.5 (32-bit and 64-bit)
- Cisco Unified Personal Communicator (CUPC) V8.6.4
- Genesys PureCloud 8.41.1

- Genesys Workspace Desktop Edition v8.5.126.07
- Genesys Workspace Web Edition v8.5.401.05
- Microsoft Office Communicator R2 3.5 (3.5.6907.268)
- Microsoft Lync 2015 – v15.0.5127.1000
- Microsoft Skype for Business 2016 v16.4834.1000
- Microsoft Teams
- NEC Univerge SP350 v6.11.0.0 and V6.10.0.0
- Shoretel Communicator v14.2 (Additional configuration required for the Shoretel TAPI Driver. Contact your system administrator)
- SwyxIt! v10.40.2694 and v11.10.1.0
- Zoom Meetings v4.4.6

<u>Plantronics Hub for Mac</u>
- Avaya one-X Communicator v2.0.2.3
- Avaya Equinox v3.5.5.112.18
- Cisco Jabber v11.9.3 and 12.5
- Zoom Meetings v4.4.6

<u>Media Players</u>
Windows Media
iTunes

Supported Devices

APU-75
APU-75D
APU-76
BackBeat PRO
BackBeat PRO 2
BackBeat SENSE
Blackwire 200 Series
Blackwire 300 Series
Blackwire 400 Series
Blackwire 500 Series
Blackwire 600 series
Blackwire 700 Series
Blackwire 3210 Series
Blackwire 3215 Series
Blackwire 3220 Series
Blackwire 3225 Series
Blackwire 3300 Series
Blackwire 5210 Series
Blackwire 5220 Series
Blackwire 7225 Series
Blackwire 8225
Calisto 600 Series
Calisto 800 Series

Calisto 3200 Series

Calisto 5200 Series

Calisto 5300 Series

Calisto 7200

Calisto 240

Clarity 340 CS50/60-USB D200

DA45 DA70 DA70-UC DA80 DA90

EagleEye Mini USB Camera EncorePro

500 USB Series EncorePro 700 USB

Series Entera USB

MDA200 Audio Switcher MDA220 USB

MDA400 QD Series

Poly Sync 20

Poly Sync 40

Poly Sync 60

BT700

Savi 400 Series

Savi 700 Series

Savi 7300 Series

Savi 8200 Series

Voyager 3200 Series

Voyager 4200 Series

Voyager 5200 Series

Voyager 6200 Series

Voyager 8200 Series

Voyager Edge Series

Voyager Focus UC

Voyager Focus 2

Voyager 4300

Voyager Legend UC

Voyager Pro UC

Supported Languages

English – US
English – UK (en-GB)
Finnish (fi)
French – Canada (fr-CA)
French (fr)
German (de)
Italian (it)
Japanese (ja)
Korean (ko)
Norwegian (no)
Portuguese – Brazil (pt-BR)
Portuguese – Portugal (pt-PT)
Spanish – Mexico (es-MX)
Spanish – Spain (es-ES)

Swedish (sv)
Turkish (tr)
Chinese – Simplified (zh-CN)
Chinese – Traditional (zh-TW)
Danish (da)
Dutch (nl)
Russian (ru)

Upgrading from Previous Releases

If you are upgrading from Spokes 2.x, you must uninstall Spokes 2.x before installing Plantronics Hub 3.x.Upgrading from Plantronics Hub 3.x to the latest version of Plantronics Hub can be done in place. No uninstall is required.

New Installations of Plantronics Hub for Windows

Plantronics Hub for Windows can be installed manually using the Plantronics Hub install file or through any deployment tools such SCCM, KACE, Tivoli etc. If you plan to make Plantronics Hub part of your system image, please be sure to read the Plantronics Manager/Pro user guide for the proper way to build your image. Updates to Plantronics Hub will be available from Plantronics Manager/Pro. IT can choose to use Plantronics Manager/Pro as the deployment mechanism for these updates or can deploy using in-house deployment tools. Please see the Plantronics Manager/Pro user guide for information on installing Plantronics Hub for Windows in an enterprise environment. In order for Plantronics Hub for Windows to connect to your enterprise tenant, you must download Plantronics Hub for Windows from within your tenant. The version found within your tenant is customized for your tenant. The generic MSI found on Plantronics.com will cause Plantronics Hub to connect to the Plantronics consumer tenant.

  The Plantronics Hub application installs a Plantronics icon that is typically available in the bottom right notification area of Windows. By default, this icon will install in the overflow area. To get the full benefit of this icon (battery status, update notifications, mute alerts, etc), the default behavior will need to be modified using the steps below:

--Select Start > Control Panel
--In the Search dialog type Notification
--Select the Customize Notification Icons link
--Locate the Plantronics Software/Plantronics Hub entry and use the dropdown to select "Show icon and notifications" and select OK.
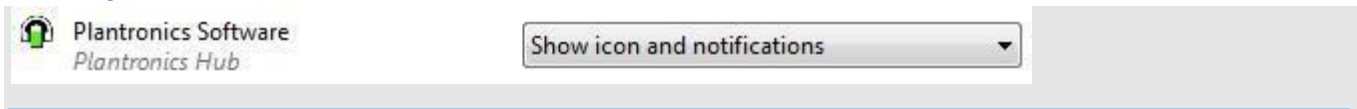
Plantronics Hub also installs a desktop icon by default. To install the Plantronics Hub on a Microsoft Windows operating system without creating a desktop shortcut, use the normal method of deploying via Microsoft Installer (*.msi) with command-lineparameters.

HIDEDESKTOPSHORTCUT=1

Following is an example command line for installation without creating a desktop shortcut:

```
msiexec /i PlantronicsHubInstaller_x32.msi HIDEDESKTOPSHORTCUT=1
```

When upgrading Hub from an older version, use of this parameter in the command line installation will remove the existing shortcut from the desktop.

New Installations of Plantronics Hub for Mac

Plantronics Hub for Mac can be installed manually using the Hub dmg file. Please see the Plantronics Manager/Pro user guide for information on installing Plantronics Hub for Mac in an enterprise environment.

Uninstalling Plantronics Hub for Windows

Uninstalling Plantronics Hub for Windows can be done manually from the Windows Control Panel or through group policy or any deployment tools. Device settings that were customized will remain intact as those settings are saved to the device. The uninstall of Plantronics Hub will remove the files that direct Plantronics Hub to the proper tenant. To ensure that Plantronics Hub connects to the proper tenant during a re-install, ensure the MSI was downloaded from within the tenant.

Possible Files Remaining on System When Using the Plantronics Hub exe

After cancelling an install or uninstalling Plantronics Hub for Windows using.exe, some files may remain and require manual removal. Use the following search parameters to locate the Plantronics files that can safely be removed:

- OldMHUUninstaller_*.log
- Plantronics_Hub_Software_*.log

Below are examples of the files that you may find on your system.

EXE Remnants

Name
C:\Users\Tester\AppData\Local\Temp
OldMHUUninstaller_20170126190851.log
OldMHUUninstaller_20170126190851_0_OldMHUUninstallerMSI.log
OldMUHHninstaller_20170126192051.log
OldMUHHninstaller_2017012619205_0_OldMHUUninstallerMSI.log
Plantronics_Hub_Software_20170126190809.log
Plantronics_Hub_Software_20170126190809_1_PLTHUB_x64.log
Plantronics_Hub_Software_20170126192003.log
Plantronics_Hub_Software_20170126192003_0_PLTHUB_x64.log

Possible Files Remaining on System When Using the Plantronics Hub MSI's

After cancelling an install or uninstalling Plantronics Hub for Windows with 32/64 bit MSI, some files may remain and require manual removal. Below are examples of the files that you may find on your system.

MSI Remnants

	/Users/<user>/Library/Application Support/Plantronics/Plantronics Hub/Plantronics/Spokes.config
	/Users/<user>/Library/Application Support/Plantronics/Plantronics Hub/Plantronics/Spokes.config
	/Users/<user>/Library/Application Support/Plantronics/Plantronics Hub/Plantronics/Spokes.config

Plantronics Created Registry Entry

Plantronics also creates a key called System ID in:

HKEY_LOCAL_MACHINE\SOFTWARE\PLANTRONICS

This key is used to uniquely identify the Plantronics Hub user and is not deleted when Plantronics Hub for Windows is uninstalled. This key prevents a user from being duplicated in the Plantronics Manager Pro database if there is an uninstall and then re-install of Plantronics Hub. Removing this registry key and reinstalling Hub will cause this user to be created a second time in the Plantronics Manager Pro database and it is therefore recommended that the registry key NOT be removed by Hub users who are part of an enterprise tenant using Plantronics Manager Pro. This key in not collected for consumer tenants.

For more details, please see the Plantronics Privacy Policy.
https://www.poly.com/us/en/legal/privacy/privacy-policy

Uninstalling Plantronics Hub for Mac

Drag the Plantronics Hub icon from the Applications folder to the trash.

Possible Files Remaining on System Following an Uninstall

Additional folders, sub-folders and files may require manual removal. Navigate to the following location to remove them:

Name:	Full path: %@
Plantronics	/Users/>user</Library/Application Support/Plantronics
Plantronics Hub	/Users/>user</Library/Application Support/Plantronics/Plantronics Hub
PLTScheduledUpdates directory	/Users/>user</Library/Application Support/Plantronics/Plantronics Hub/Plantronics
ScheduledUpdates.json	/Users/>user</Library/Application Support/Plantronics/Plantronics Hub/Plantronics
Logs	/Users/>user</Library/Application Support/Plantronics/Plantronics Hub/Plantronics/Logs

Spokes.log.txt	/Users/>user</Library/Application Support/Plantronics/Plantronics
Plantronics	/Users/>user</Library/Application Support/Plantronics/Plantronics Hub/Plantronics
NotificationsSchedule.json	/Users/>user</Library/Application Support/Plantronics/Plantronics
SpokesUser.config	/Users/>user<a/Library/Application Support/Plantronics/Plantronics
updateData.json	/Users/>user</Library/Application Support/Plantronics/Plantronics
Plantronics-Inc..Plantronics-Hub.plist	/Users/>user</Library/Preferences/Plantronics-Inc..Plantronics-Hub.plist
FWUpgrade	/Users/>user</Library/Application Support/Plantronics/Plantronics Hub/Plantronics/FWUpgrade
Spokes.config	/Users/<user>/Library/Application Support/Plantronics/Plantronics Hub/Plantronics/Spokes.config
com.PlantronicsUpdateService.plist	/Library/LaunchDaemons/com.PlantronicsUpdateService.plist
SpokesUpdateService	/usr/local/libexec/SpokesUpdateService
PltDaemon.log	/var/log/PltDaemon.log

Possible Files Remaining on System When Plantronics Hub for Mac Is Cancelled Cancelling during an installation of Plantronics Hub for Mac may leave the "Plantronics Software" disk image still mounted.

Manually eject the Plantronics Software disk image by dragging it to the trash.