Technical FAQ's for Plantronics Software v3.5 +

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General

What are the various tools that can be used to update firmware and what are the pros and cons of each?

Applies to: Plantronics Manager Pro, Plantronics Manager

For the enterprise, we have Plantronics Manager Pro and Plantronics Manager. These cloud based services work in conjunction with the client application, Plantronics Hub. Plantronics Hub connects to one of these two services and identifies any applicable updates. Plantronics Hub can be used by and consumers alike. Additionally we have "My Headset Updater" on www.plantronics.com. This is a web based utility for identifying and applying needed updates.

How does the "client/server" process work with Plantronics Hub and Plantronics Manager/Plantronics Manager Pro? Are updates pushed?

Applies to: Plantronics Manager Pro, Plantronics Manager

When IT deploys an update of any type (SW/FW/Settings), the update becomes "available" to Plantronics Hub. Plantronics Hub will check for deployments on an IT defined schedule. When they are found and identified by Plantronics Hub as applicable, they will be pulled in by Plantronics Hub. The Plantronics server software does not "push" but instead Plantronics Hub "pulls". IT can configure the Polling Interval using values between every 5 minutes to every 24 hours. The default is every 6 hours.

Installation/Connectivity

Do you have an MSI file available for the Plantronics Hub software?

Applies to: Plantronics Hub

Yes both 32 and 64bit MSI's are available from www.plantronics.com/enterpriseSW.

How often does Plantronics Hub check Plantronics Manager for configuration changes?

Applies to: Plantronics Hub

This is called the polling cycle and can be found in the Software Settings area of both solutions. This interval is stored in the spokes.config file and can be configured differently for each user group if needed. The default is every 6 hours.

What is the timeout for the Plantronics Manager and Plantronics Manager Pro?

Applies to: Plantronics Manager Pro, Plantronics Manager

The timeout is set to one hour. After one hour re-authentication is required.

Do I have to use Plantronics Manager or Plantronics Manager Pro to update my firmware and software? Can I use SCCM, Tivoli, etc instead?

Applies to: Plantronics Manager Pro, Plantronics Manager

In Plantronics Manager Pro, during the configuration portion of a software update, you can change the "hosting" location of the update.   You can select to house the update on a web server or another location of your choosing. You are given the opportunity to download the file as well. You can this downloaded update using your own internal tools. Firmware updates, on the other hand, do need to be deployed via Plantronics Manager Pro.

Plantronics Manager is similar. You can deploy software updates using your internal deployment tools but firmware updates need to be placed into the preselected network share.

Does the end user need internet access for call control features?
Applies to: Plantronics Hub

No. The end user can manage device and software settings and gain the call control feature benefits without having internet access. IT will not be able to manage users without internet access and these users will not benefit from update notifications.

Do firmware updates vary by region/country?
Applies to: Plantronics Hub

It could be that a firmware update contains a modification that only applies to a particular region/country but the update is made available to everyone.

How to install and/or run the Plantronics Hub application in a different language
Applies to: Plantronics Hub

Run in a different locale

To specify a different locale when running the Plantronics Hub, run it from the installation folder using the "-lang" command line option, for example,

cd "C:\Program Files (x86)\Plantronics\Spokes3G\PLTSpokes.exe" -lang *<locale>*

Where *<locale>* is one of the installed locales in *<SpokesInstallDir>*/Languages, for example,
pltspokes.exe -lang fr_fr

Install in a different language

To specify an alternative language when installing Plantronics Hub, you can use the "/lang" option, for example,

PlantronicsSpokesInstaller.exe /lang *<locale_id>*

Where *<locale_id>* options are documented at http://msdn.microsoft.com/en-us/goglobal/bb964664.aspx.

We support 22 different languages and the list can be found in our Install Notes for Plantronics Hub.

Upgrading & Updates

Do customizations made to 2.x via PEM remain after the upgrade?
Applies to: Plantronics Manager Pro, Plantronics Manager

Yes and no. Any customizations made to what we called "user preferences" in 2.x, are lost. Also, if you had previously removed certain components from the Spokes install package such as Update Manager or the Control Panel, they will come back as part of the 3.0 upgrade. This functionality can now be managed as

settings in Plantronics Manager/Pro. Device settings such as Bluetooth enablement or bandwidth settings will remain even after the 3.0 upgrade.

If a user doesn't have the specific device plugged in at the time I deploy the firmware update will the user still get it?
Applies to: Plantronics Manager Pro, Plantronics Manager

Yes, the next time the user plugs in the device, Plantronics Hub (during next polling cycle) will identify and pull the update down to the user.

When I deploy a firmware update to my users will all users be notified or only those with the said device?
Applies to: Plantronics Manager Pro, Plantronics Manager

Only users who have that device will be notified. Plantronics Hub will ignore firmware updates that don't apply.

Is there any way to allow Plantronics to directly notify my users of any available updates so that I don't have to be the gatekeeper?
Applies to: Plantronics Manager Pro, Plantronics Manager

Yes, in Plantronics Manager Pro, in Admin > Configure > Update Notifications, IT can select how end users are notified of updates. IT can choose to have updates delivered directly from Plantronics to the end user or from Plantronics to the IT Admin. These options are available for Firmware, Software and Plugin updates.

How often does Plantronics release new software updates?
Applies to: Plantronics Manager Pro, Plantronics Manager

We will apply any updates to Plantronics Manager Pro during our regularly scheduled maintenance window. We anticipate releasing updates approximately once a quarter. We are currently working on modularizing device and softphone support which would allow us to provide support for new devices and softphones without the need to update the Plantronics Hub core application. This work is complete for softphone support but continuing for device support. Until this too is complete, the Plantronics Hub application will need to be updated to gain support of new devices.

Is it possible that all the users could receive an update notification and attempt to download at the same time?
Applies to: Plantronics Manager Pro, Plantronics Manager

Highly unlikely. Every time a system reboots, the Plantronics Hub software will check for updates. This "check for updates" that just occurred will be used as the starting time for the poll cycle. For example, if a system is rebooted at 12:30pm and the poll cycle is set for 1 hour, then this system would look for updates again at 1:30pm. The chances of all systems starting up at exactly the same time and therefore being on the same poll cycle is highly unlikely.

How big are the archive files in Plantronics Manager?
Applies to: Plantronics Manager

All settings modifications and all FW/SW updates are provided as a zip file when downloaded from Plantronics Manager. Firmware updates can range between 35k and 20mb. The majority of our firmware updates are around 3mb. The largest file you would download from Plantronics Manager would be an update to

Plantronics Hub. This would be approximately 45mb. Of course you do not have to use Plantronics Manager as your deployment system for updates to Plantronics Hub. You could download the update from Plantronics.com and deploy from another deployment system.

Infrastructure

Who is the hosting provider?
Applies to: Plantronics Manager Pro, Plantronics Manager
Amazon Web Services

Where is the primary data being stored?
Applies to: Plantronics Manager Pro, Plantronics Manager
Data could potentially be stored in one of three AWS regions. Our AWS regions currently include US, Singapore and Ireland. The various regions provide us the ability to store Spokes data in locations that comply with local regulations. The data may be moved from one AWS region to a different region at the discretion of the Plantronics Support Team during the weekly maintenance window, depending on several factors including cost, latency, and network characteristics between customers' infrastructure and AWS data centers. Moves would be transparent to the customer, and would most likely occur at most once per year.

How is this multi-tenant application architected?
Applies to: Plantronics Manager Pro, Plantronics Manager
Due to privacy and security concerns, we cannot provide much information without a signed NDA. Using these MSDN definitions , our MySQL is "shared database, separate schemas", but our MongoDB is "shared DB, shared schema".

What type of scalability is provided?
Applies to: Plantronics Manager Pro, Plantronics Manager
In terms of scalability for additional computing power, at release, the application should automatically scale out front end capacity on demand. No scaling of the individual EC2 instance's CPU, RAM or storage is performed. Time to implement is in the time frame of minutes using auto scaling.
- SaaS uses horizontal, on demand scaling with load balancing.
- SaaS RDB relies on both replicas and vertical scaling of compute nodes.
- SaaS NoSQL DB relies on horizontal scaling.
- SaaS also supports duplicate deployments into different geographic regions, thus providing "infinite" scaling capabilities

What language is Plantronics Manager, Plantronics Manager Pro, and Plantronics Hub written in?
Applies to: Plantronics Manager Pro, Plantronics Manager
Plantronics Manager & Plantronics Manager Pro is written in Java and Javascript. The Plantronics Hub is written in c, c++, HTML and Javascript.

Configuration

How does Plantronics Hub know which tenant to connect to?
Applies to: Plantronics Manager Pro, Plantronics Manager

Starting with 3.5, we have introduced installation parameters for the installation of Plantronics Hub. Simply passing the appropriate values to the Plantronics Hub installer will populate the underlying Spokes.config file. The parameters vary based upon the chosen solution. Please review the Plantronics Manager and the Plantronics Manager Pro Admin Guides for specifics.

Does the Plantronics Hub software run at start up and if so, is it a service or a process?

Applies to: Plantronics Hub

The Plantronics Hub software does run at start up as a process on a Windows system. The process, PLTHub.exe can be found on the Process tab in the Windows Task Manager.

How are permissions controlled in Plantronics Manager and Plantronics Manager Pro?

Applies to: Plantronics Manager Pro, Plantronics Manager

Plantronics Manager can have only a single Admin. The Primary Admin in Plantronics Manager Pro can create additional administrator accounts.

Where are the configuration files located?

Applies to: Plantronics Hub

Windows

SpokesUser.config: C:\Users\<username>\AppData\Local\Plantronics
Spokes.config: C:\ProgramData\Plantronics\Spokes3G

Mac

Plantronics Manager/Pro support for Macs coming in next release.

What is the difference between the SpokesUser.config and the Spokes.config file?

Applies to: Plantronics Hub

SpokesUser.config file location: C:\Users\<username>\AppData\Local\Plantronics or %appdata%
Spokes.config file location: C:\ProgramData\Plantronics\Spokes3G
The Spokes.config file contains all of the default IT settings. The SpokesUser.config file is a copy of the Spokes.config. A SpokesUser.config file is created for each user profile on the system but only once that user has plugged in a device. Any changes made by the end user to the settings initially propagated by IT are stored in this custom user file.

Does Plantronics Manager/Plantronics Manager Pro need to connect to my LDAP server?

Applies to: Plantronics Manager Pro, Plantronics Manager

No, it does not. Plantronics Manager & Plantronics Manager Pro do not directly connect to your LDAP or Active Directory servers. This information is passed to, and used by, the Plantronics Hub application for the purpose of user group identification. If the LDAP information is not populated, the Plantronics Hub application will attempt to auto-discover your LDAP server
User groups in both Plantronics solutions are based upon LDAP queries. The creation of these user groups require a group name and a corresponding LDAP query. These LDAP queries are copied to the end users system in the form of JSON files. The Plantronics Hub application uses this LDAP information to run a query on the logged in user to determine that users LDAP attributes and to which group they might belong.

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How often does the Hub client query LDAP?
Applies to: Plantronics Hub
LDAP is queried each time the Hub software starts up. Also, during the normal poll cycle, if changes to any of the ldap groups in Plantronics Manager has been detected, an LDAP query is initiated.

In Plantronics Manager I have to create a file share. Does it have to support anything in particular? What type of permissions does it need assigned?
Applies to: Plantronics Manager
The file share needs to support the CIFS protocol, the native file sharing protocol. All Plantronics Hub users need to have read access to the network share.

Can the Usage Data and Logging Level be set via installation parameters?
Applies to: Plantronics Hub
No, they cannot. These can be set from the Plantronics Manager Pro and Plantronics Manager interface.

In the troubleshooting details of Plantronics Hub it is showing "System" for the tenant name. What is that?
Applies to: Plantronics Hub
The "system" tenant is our consumer tenant. This is the default for Plantronics Hub if no parameters are passed during the install of Plantronics Hub.

I can't seem to provide a custom name for my deployment package. Why did this change?
Applies to: Plantronics Manager Pro, Plantronics Manager
That is true. We added the Admin Notes field for IT to provide custom information about the deployment and opted to keep the deployment name consistent. This proves beneficial when attempting to troubleshoot deployment issues.

How do I enable "smart presence" in Plantronics Hub 3.5?
Applies to: Plantronics Manager Pro
Starting with 3.5, you will notice that the OC/Lync and Lync 2013 entries in the softphone plugin list have been merged. There is just a single entry now for OC/Lync. If Plantronics Hub identifies either of these products as running, it will display a green checkmark indicating a connected state. To enable smart presence the following criteria must be met:
- Lync 2013 installed and Hub shows green check mark for connected state
- Plantronics Hub > Aware for Lync enabled
- Plantronics Hub > Target softphone set to Lync 2013

With this configuration, Lync dial tone will be disabled.

Is "smart presence" available in Plantronics Hub 3.5 for OC/Lync 2010?
Applies to: Plantronics Manager Pro, Plantronics Manager
No. There is no way to enable smart presence for OC/Lync 2010 in Hub 3.5

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Functionality

How does Plantronics Hub identify non-PLT devices?
Applies to: Plantronics Manager Pro

Starting with 3.5, Plantronics Hub can identify non-PLT devices and send that information to Plantronics Manager Pro. This requires that Plantronics Hub be installed on the systems you want to be inventoried. Plantronics Hub will look at all HID devices that expose the Telephony Page (0xB). Devices that are determined to be a Telephony device with a VID (Vendor ID) not equal to Plantronics (0x47F) are inventoried and data sent to Plantronics Manager Pro.

I've created a custom group and I noticed the users I added to this group are also in the "All Users" group. Which group will take precedence?
Applies to: Plantronics Manager Pro, Plantronics Manager

Custom groups will take precedence over the "All Users" group.

Security

Is the data encrypted in transit between my company and AWS? Is the data encrypted when stored in AWS?
Applies to: Plantronics Manager Pro, Plantronics Manager

Data is encrypted in transit. Data is not encrypted at rest, but is protected using two-factor authentication. "Data at Rest" is an IT term referring to inactive data which is stored physically in any digital form (e.g. databases, data warehouses, spreadsheets, archives, tapes, off-site backups, mobile devices etc.).

What ports/protocols are used by Plantronics Manager Pro?
Applies to: Plantronics Manager Pro

The client connects to the server using port 443, SSL. In addition, the Plantronics Hub needs secure access to the following URL's during authentication. The URL's used vary based upon the region:

US

https://system-api.plantronicsmanager.com

https://<tenant>.plantronicsmanager.com

Europe

https://system-api.plantronicsmanager-eu.com

https://<tenant>.plantronicsmanager-eu.com

Asia

https://system-api.plantronicsmanager-ap.com

https://<tenant>.plantronicsmanager-ap.com

How is the backup data stored? Is the data in raw files or encrypted format? Who has access to this backup data?
Applies to: Plantronics Manager Pro, Plantronics Manager

Backup data is transmitted from AWS to a 3rd party data center, and is encrypted during transit. The data is not encrypted at rest, but is protected using two-factor authentication. Plantronics support staff has access to the data as required for support purposes only.

Additional Security Information can be found in the Security White Paper

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Troubleshooting

How do I know what tenant the Hub client is attempting to connect to:
Applies to: Plantronics Hub

From the Plantronics Hub client, select Help > Support and expand the Troubleshooting Details section. All connection information can be found in this location.

Some or all users are not showing up in the Plantronics Manager Pro tenant. What could be the problem?
Applies to: Plantronics Manager Pro, Plantronics Manager

1. Is the system connected to the internet? Make sure they can get to a website
2. Are you looking at the Admin users? An Admin user (shown in bold) in Plantronics Manager will never have any associated devices. The count for an Admin user will always be zero. Regular end users (those shown with a username followed by a number) are the only user type with associated devices.
3. Has a device been plugged into this system? For authentication to occur and the user to appear in the tenant, a device must get plugged in. The authentication process will attempt to use the device serial number (assuming there is one) so it needs to see a device before the process can be started.
4. Are they getting authenticated but pointing to the wrong tenant perhaps? Look at the Support section of Plantronics Hub for details.
5. Ensure that the user can get to an https website from their system. Use www.plantronics.com/ssltest for testing. Ensure port 443 is not blocked.
6. Did this same system/user combo already connect at some point to the wrong tenant? Once the Plantronics Hub software connects to a tenant a user specific configuration file is created. If a connection to a tenant had happened previously, perhaps to the Plantronics consumer tenant, then this file would exist and Plantronics Hub could get confused. Stop the Plantronics Hub process (PLTHub.exe), locate the delete the file called spokesuser.config found in C:\Users\<username>\AppData\Local\Plantronics or %appdata%. Restart the Plantronics Hub process by opening Plantronics Hub from the Start Menu.

How can I easily tell if the Hub software has successfully connected to a tenant?
Applies to: Plantronics Manager Pro, Plantronics Manager

From the Plantronics Hub client select Help > Support and expand the troubleshooting details section. All connection information is housed in this area.

How can you force the Plantronics Hub client to check for updates?
Applies to: Plantronics Manager Pro, Plantronics Manager

The only way to force this is by stopping the PLTHub.exe process. This can be done by right clicking on the Plantronics Hub icon in the bottom right and select Quit or by stopping the process from the Task Manager in Windows and then reopening Plantronics Hub