Plantronics WMI Provider

User Guide

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Overview

Who should use this? Customers of Plantronics Manager who want programmatic access to some of the data produced by the Plantronics Hub client should install Plantronics WMI provider.

In the Plantronics Manager configuration, Plantronics Hub does not send any data to the cloud. Asset management data, update status, and other information is not available in report form as is the case with Plantronics Manager Pro.

What does it do? The Plantronics WMI provider extends the data available in the Windows WMI database for Plantronics USB devices. The WMI database natively collects some pieces of data for any USB connected device but with the Plantronics WMI provider deployed to the end users systems, additional data points are collected and available for query.

This is the start of your concept.

What is it? The Plantronics WMI provider is an application written in C++ and is available as an MSI.

What type of data is available?
- **Basic device information** Plantronics device data such as name, product ID, serial number, type (dongle or corded) etc. Basic event information is also available such as device
- **Device Event Information** Plantronics device event data such as attachment information and associated timestamp
- **Device Settings/Update Information** Status of settings updates (Plantronics device)
- **Device Firmware/Update Information** Firmware update status and firmware version, old and new (Plantronics device)

Installation

System Requirements

- Administrator rights (for installation)

- Windows OS 7 or higher

The Plantronics WMI Provider is available as an MSI file from the Plantronics Enterprise Software Page. All Windows MSI installation options are supported. It is recommended that this be deployed using your system's management software. The application installs as a service and runs at system startup. It can be removed from the Windows app/features management console.

Querying the Plantronics Provider Data Store

Plantronics USB devices are queried using the custom WMI provider classes in the namespace "root\Plantronics." The following WMI Queries (WML) can be used to query Plantronics USB devices.

Sample queries	How to query Plantronics WMI provider
All Plantronics USB devices (connected and/or disconnected)	select * from Plantronics_USBDevice
Get all Plantronics USB devices connected to the USB	select * from Plantronics_DeviceEventLog where Connected=True
Get all Plantronics USB devices not connected to the USB	select * from Plantronics_DeviceEventLog where Connected=False
Get all Plantronics corded products	select * from Plantronics_USBDevice where Corded=true
Get all Plantronics USB devices where FW upgrade succeeded	select * from Plantronics_FWUpdate where UpdateStatus="Succeeded"
Get all Plantronics USB devices where FW upgrade failed	select * from Plantronics_FWUpdate where UpdateStatus="Failed"
Get all Plantronics USB devices where device configuration succeeded	select * from Plantronics_DeviceSettingsUpdate where UpdateStatus="Succeeded"
Get all Plantronics USB devices where device configuration failed	select * from Plantronics_DeviceSettingsUpdate where UpdateStatus="Failed"

The following sections list all of the data captured by the WMI Provider. Under the namespace " root\Plantronics, " Plantronics WMI provider registers four classes (instance providers).

1   Plantronics_USBDevice
The Plantronics_USBDevice class captures the following data:

Property	Data type	Description
ID	uint64	[Key]
PID	uint64	Product ID
ProductName	string	Product Name
SerialNumber	string	Serial number
Corded	boolean	True if the headset is attached with a cord, false otherwise, such as when connected with a dongle

2   Plantronics_DeviceEventLog
The Plantronics_DeviceEventLog class captures the following data:

Property	Data type	Description
ID	uint64	[Key]
DeviceID	uint64	Points to the appropriate device in Plantronics_USBDevice table
Event	string	Can be "Attached" or "Detached"
Timestamp	uint64	Timestamp of device event log
DevicePath	string	Device path

3   Plantronics_FWUpdate
The Plantronics_FWUpdate class captures the following data:

Property	Data type	Description
ID	uint64	[Key]
DeviceID	uint64	Points to the appropriate device in Plantronics_USBDevice table
UpdateStatus	string	Can be "Failed" or "Succeeded"
OldVersion	string	Old firmware version
NewVersion	string	New firmware version
Timestamp	uint64	Timestamp of firmware update

4   Plantronics_DeviceSettingsUpdate
The Plantronics_DeviceSettingsUpdate class captures the following data:

Property	Data type	Description
ID	uint64	[Key]
DeviceID	uint64	Points to the appropriate device in Plantronics_USBDevice table
UpdateStatus	string	Can be "Failed" or "Succeeded"
Timestamp	uint64	Date and time of update

Support