

Plantronics WMI Provider

User Guide

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Using the Plantronics WMI Provider

The Plantronics WMI Provider provides a means for an IT Administrator to get more robust and standardized programmable access to the data that Plantronics Hub produces.

Use the Plantronics WMI Provider to:

- Collect data from Plantronics devices, including basic device information and information about events indicating the arrival or removal of a device.
- Collect data from the Windows Event repository, including information about whether firmware updates failed or succeeded.

Installing the Plantronics WMI Provider

Plantronics hosts the release of a new product, firmware or software update, and notifies the IT Administrator for the tenant. The IT Administrator deploys the WMI Provider by downloading the file from Plantronics Manager and placing the file in the network file share location.

For these updates to be successful, install the WMI Provider on end user's computers. The flow is briefly described below:

- 1 Download and configure the deployment archive.
Plantronics sends the Plantronics WMI Provider to the tenant, or the tenant can download the Plantronics WMI Provider installer from www.plantronics.com/us/support/pm-enterprise-support/index.jsp. The IT Administrator uses Plantronics Manager to create a deployment archive package for the WMI Provider.
- 2 Deploy the Plantronics WMI Provider.
Move the Plantronics WMI Provider deployment archive to the directory specified as the "Network Share" during installation of Plantronics Hub. For more information about installing and configuring Plantronics Hub, or about creating deployment archives, read the "Plantronics Manager Quick Start Guide."

The deployment can be sent as "Advertise" or "Silent." If sent as "Advertise," the end user will be notified about the update and have to manually install it using Plantronics Hub. If sent as "Silent," during its next poll cycle, Plantronics Hub will locate the new deployment and begin the installation process.

- 3 Run a WMI Query.
On enterprises that have deployed Plantronics WMI Provider, an IT Administrator can get an overview of installed Plantronics USB devices and their firmware version by executing a WMI query against the custom provider. Example queries are provided in Querying Plantronics USB Devices.

Querying Plantronics USB Devices

Plantronics USB devices are queried using the custom WMI provider classes in the namespace "root\Plantronics."

Querying with Plantronics WMI Provider Classes

Windows supplies a standard set of WMI Providers such as Win32_PnPEntity and Win32_USBControllerDevice that can be used to query USB devices. However, those providers do not provide all the information about Plantronics USB devices. Our custom provider supplies additional data about Plantronics USB devices to WMI so an IT Administrator can use WMI Queries (WQL) to get information about Plantronics USB devices.

The following sections list all of the data captured by the WMI Provider. Under the namespace root\Plantronics, Plantronics WMI Provider registers four classes:

```
Plantronics_USBDevice
Plantronics_DeviceEventLog
Plantronics_FWUpdate
Plantronics_DeviceSettingsUpdate
```

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
FirmwareVersion	string	Version of firmware on the device
Corded	boolean	True if the headset is attached with a cord, False otherwise, such as when connected with a dongle.

Plantronics_DeviceEvent Log

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
Connected	boolean	True if the headset is connected to the computer using a USB corded connection, False otherwise.
Timestamp	uint64	Timestamp of device event log
DevicePath	string	String that uniquely identifies the device. The system-supplied USB hub driver registers instances of USB devices to notify the system and applications of the presence of attached USB devices.

Plantronics_FWUpdate

The Plantronics_FWUpdate class captures the following data:

Property	Data type	Description
ID	uint64	[Key]
UpdateStatus	string	Returns whether the update from the old firmware version to the new firmware version completed successfully or not. If not, returns "Failed", if yes, returns "Succeeded".
OldVersion	string	Old firmware version
NewVersion	string	New firmware version
Timestamp	uint64	Timestamp of firmware update

Plantronics_DeviceSettings Update

The Plantronics_DeviceSettingsUpdate class captures the following data:

Property	Data type	Description
ID	uint64	[Key]
DeviceID	uint64	Points to the appropriate device in the Plantronics_USBDevice table.
UpdateStatus	string	Returns "Succeeded" if the device settings update succeeded, otherwise returns "Failed".
Timestamp	uint64	Date and time of update

Sample WMI Queries of Plantronics USB Devices

The following WMI Queries (WML) are used to query Plantronics USB devices.

Sample queries**How to query Plantronics WMI provider**

Get all Plantronics USB devices (connected and/ or disconnected)

```
select * from Plantronics_USBDevice
```

Get all Plantronics USB devices where the headset is connected to the computer using a USB corded connection

```
select * from Plantronics_DeviceEventLog where Connected = True
```

Get all Plantronics USB devices not connected to the computer using a USB corded connection

```
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 the firmware update succeeded

```
select*from Plantronics_FWUpdate where UpdateStatus = "Succeeded"
```

Get all Plantronics USB devices where the firmware update 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"
```

More Information

- ["Plantronics Manager Quick Start Guide"](#)
- ["Plantronics Manager Administrator Guide"](#)
- [Plantronics Enterprise Software Support](#)

Support

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**Support in English*

For warranty details, go to plantronics.com/warranty.

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