

Technical Bulletin CS-20-14

EMM Managed Configuration Settings Advisory

Note: This Technical Bulletin (TB) is not generally applicable to 92/95/96-series customers who are using the Spectralink Application Management (SAM) server for Spectralink app configuration.

This technical bulletin is an advisory notice for 95/96-series customers regarding additional Spectralink app configuration settings being presented in EMM managed configuration screens. This is as a result of new Spectralink apps being published to the Google Play Store to support 92-series devices. A brief explanation of managed configuration is provided on page 2.

System Affected

Spectralink Versity 9540/9553/9640/9653 products

Description

Customers using an EMM for managed configuration of Spectralink apps may periodically observe new Spectralink app settings (i.e. configuration parameters) being presented in the EMM that were not previously displayed. These changes are likely due to new Spectralink app versions being published to the Google Play store.

On November 2nd 2020, Spectralink shall publish new Spectralink apps versions in the Google Play Store. These app versions support the new 92 series device and 95/96-series devices. These apps include new features with additional app settings. As a result of publishing these new app versions, EMMs may present new configuration parameters in their managed configuration UI screens for these Spectralink apps. Unless a customer is using 92-series devices it is recommended to leave these new app settings as their default value in the EMM.

These new app settings should not affect 95/96-series devices until the 95/96-series Android 10 release is available (est. early Q1 2021). The new version of the Spectralink apps support Android 10 and later, and will not install on 95/96-series devices running software releases 1.x (i.e. Android 8.1). The Google Play Store shall retain the last published Android 8.1 Spectralink

app version. By retaining the Android 8.1 version it allows 95/96-series devices to update to that final Android 8.1 app version.

An administrator might be concerned about side-effects from an EMM pushing these new app settings to 95/96-series devices with older app versions installed. However [Spectralink apps ignore any unsupported app configuration parameters passed by the EMM.](#)

In a mixed fleet environment, i.e. a customer has both 92 and 95/96-series devices, 92-series devices will have the app version that supports the new parameters passed by the EMM, and the 95/96-series devices will have app versions that ignore these parameters.

If administrators wish to review the new Spectralink app settings, please consult the 92-series release notes and application administration guide on the Spectralink Support [website](#). New app settings apply to the following apps: Device, Logging, and PTT.

Note: If new Spectralink app settings appear in EMM managed configuration screens, this likely indicates a new app version has been published and to consult either 92-series or 95/96-series webpages on the Spectralink Support [website](#) for release notes and/or additional documentation. Also, new Spectralink app versions may require updated Spectralink platform software, i.e. underlying OS and associated software, to fully support new features. Therefore when new apps are published it is important to ensure the platform software is updated as necessary in a timely manner.

What is Managed Configuration?

In simple terms, [managed configuration](#) (also known as appconfig, application restrictions or managed app configuration) is an Android management feature that enables EMM administrators to remotely configure an app's settings, and is widely supported by EMMs. It eliminates the time-consuming step of physically touching devices and manually entering an app's settings via device UI.

The EMM allows an administrator to configure the desired app settings via the EMM user-interface, and the EMM pushes the settings to the intended device(s). The installed app processes the received settings data and configures itself appropriately. An app must support this configuration mechanism, including specifying the available settings in an XML file inside the app itself. All Spectralink apps support managed configuration.

For apps posted on the Google Play Store, most EMMs use Google Play APIs to determine an app's available settings. These APIs allow the EMM to display the settings (i.e. configuration parameters and allowed values) in a user-friendly manner. Without using the APIs, administrators face with entering "key-value pairs" as text strings which can be error-prone and difficult to troubleshoot. When using these APIs for this purpose, the APIs reflect the data from latest app version published to the Play Store.

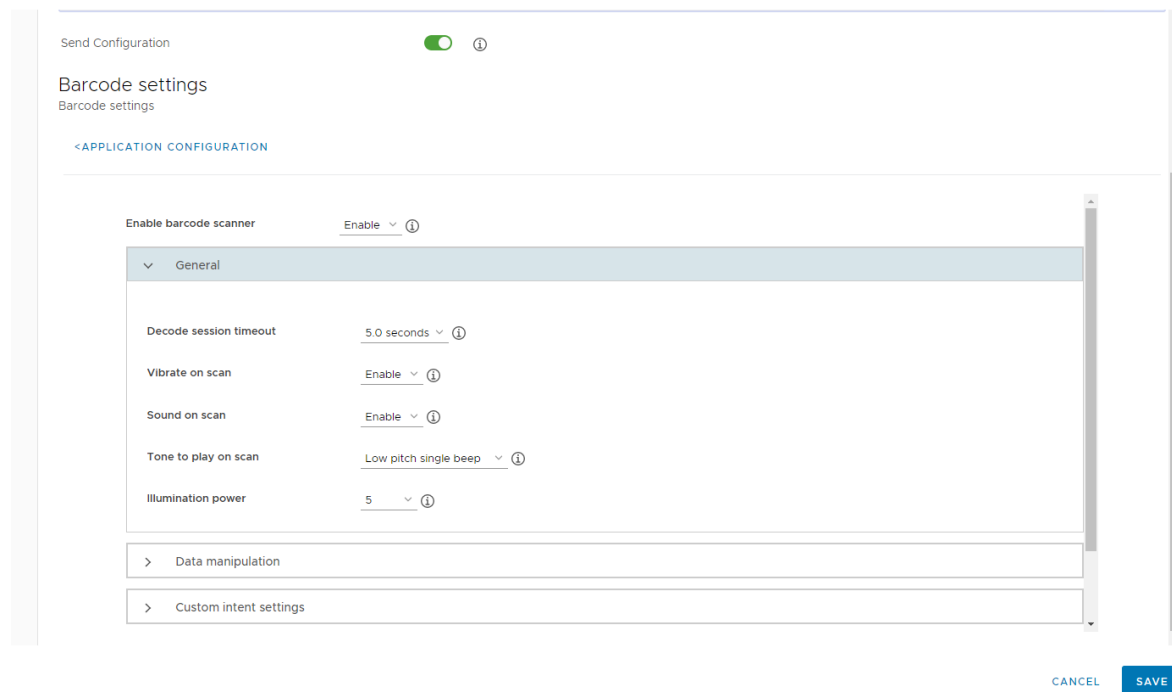


Figure 1 – Example of Spectralink app settings in an EMM Managed Configuration screen

How does this apply to SAM server deployments?

Generally this does not meaningfully apply administrators using Spectralink Application Management (SAM) servers.

An administrator using a SAM server, would only use EMM managed configuration for setting the “SAM Client” app configuration. Thus an administrator would not use EMM managed configuration for most Spectralink apps, and would not be aware of settings changing in the EMM screens as a result of Google Play Store app updates (as described in the section above).

Whereas many EMMs dynamically update the managed configuration settings presented to an administrator, customers using a SAM server will need to explicitly upgrade the SAM server software to configure new features available in new app versions.

Document Status Sheet

Document Control Number: CS-20-14

Document Title: EMM Managed Configuration Settings Advisory

Revision History: I01 – Released Oct 22, 2020
I02 – Released
I03 – Released

Date: *October 28, 2020*

Status: Draft Issued Closed

Distribution Status: Author Only Internal Partner Public

Copyright Notice

© 2020 Spectralink Corporation All rights reserved. Spectralink™, the Spectralink logo and the names and marks associated with Spectralink's products are trademarks and/or service marks of Spectralink Corporation and are common law marks in the United States and various other countries. All other trademarks are property of their respective owners. No portion hereof may be reproduced or transmitted in any form or by any means, for any purpose other than the recipient's personal use, without the express written permission of Spectralink.

All rights reserved under the International and pan-American Copyright Conventions. No part of this manual, or the software described herein, may be reproduced or transmitted in any form or by any means, or translated into another language or format, in whole or in part, without the express written permission of Spectralink Corporation.

Do not remove (or allow any third party to remove) any product identification, copyright or other notices.

Android is a trademark of Google LLC.

Notice

Spectralink Corporation has prepared this document for use by Spectralink personnel and customers. The drawings and specifications contained herein are the property of Spectralink and shall be neither reproduced in whole or in part without the prior written approval of Spectralink, nor be implied to grant any license to make, use, or sell equipment manufactured in accordance herewith.

Spectralink reserves the right to make changes in specifications and other information contained in this document without prior notice, and the reader should in all cases consult Spectralink to determine whether any such changes have been made.

NO REPRESENTATION OR OTHER AFFIRMATION OF FACT CONTAINED IN THIS DOCUMENT INCLUDING BUT NOT LIMITED TO STATEMENTS REGARDING CAPACITY, RESPONSE-TIME PERFORMANCE, SUITABILITY FOR USE, OR PERFORMANCE OF PRODUCTS DESCRIBED HEREIN SHALL BE DEEMED TO BE A WARRANTY BY SPECTRALINK FOR ANY PURPOSE, OR GIVE RISE TO ANY LIABILITY OF SPECTRALINK WHATSOEVER.

Warranty

The *Product Warranty and Software License and Warranty* and other support documents are available at <http://support.spectralink.com>.

Contact Information

US Location

+1 800-775-5330

Spectralink Corporation
2560 55th Street
Boulder, CO 80301
USA

info@spectralink.com

Denmark Location

+45 7560 2850

Spectralink Europe ApS
Bygholm Soepark 21 E Stuen
8700 Horsens
Denmark

infoemea@spectralink.com

UK Location

+44 (0) 20 3284 1536

Spectralink Europe UK
329 Bracknell, Doncastle Road
Bracknell, Berkshire, RG12 8PE
United Kingdom

infoemea@spectralink.com