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Technical FAQ Paper

HeadSetup™ Pro Manager

Hosting, security, data storage and business continuity

SENNHEISER

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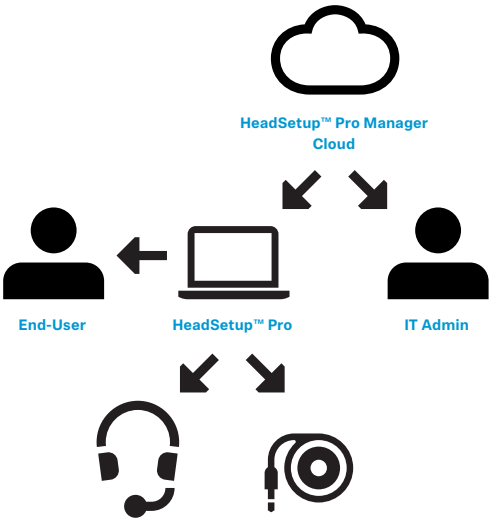
Company Name : DesktopTeamActivity
Tenant Name : TeamActivityTenant
Configuration Details
Plant Name
Type
Description
Settings
Desk Phone mode
Feature
Desk Phone Mode
Setting
Description
Wireless settings
Feature
Radio Range
Setting
Description
Call Answering
Audio Quality
Long Range
Select modes to get call control with your desk phone setup.
Narrowband Desk Phone
Manual Hook
Best - Super wideband
Adjust radio range to avoid interference.
Audio settings
Feature
Setting
Description
Switches
Auto Limiter
ON
Auto Hook answers calls via headset unlock. Past link establishes a permanent audio link between headset and base station, for fast response.
Select audio quality depending on talk time and density requirements. Music is always ultra-wideband with the exception of "best" mode where it is fullband quality.
Force the desk phone into narrowband if needed and enjoy a better quality on other audio sources.
EU/US Limiter
ON
Set a limit to the headset volume to protect your hearing.
Automatically route PC audio to headset when activity is detected.
Ringtone 2
Select the ringtone of the base station.
Device Name
Manage Device
Manage Updates
Manage User
Configuration
Reports
SDW S 8S MS EU
Back To List



Introduction

Sennheiser HeadSetup™ Pro Manager is a cloud-based enterprise SaaS (Software as a service) from Sennheiser Communications A/S.

It provides asset, update and configuration management as well as reporting capabilities for Sennheiser headsets and speakerphones.

Solution Overview

The solution consists of two versions:

- HeadSetup™ Pro – The client application installed locally on each computer managing the end-user's headsets or speakerphones.
- HeadSetup™ Pro Manager – The IT administrator version hosted in Microsoft Azure.

Hosting Provider, Location & Scalability

Who is the hosting provider?
Microsoft Azure cloud.

Where is the solution hosted?
The solution is hosted and the data is stored in 1 of the 17 Microsoft Azure regions. This region is Northern Europe (Ireland).

What type of infrastructure is used?
HeadSetup™ Pro Manager is a SaaS (Software as a service) solution. It uses Microsoft Azure cloud services and Microsoft Azure SQL/NoSQL databases, with Microsoft operating all infrastructure, nonapplication software, and all typical SaaS services, such as backup and encryption of stored data.

Sennheiser has no access to the underlying Microsoft Azure platform, either hardware or software. The Sennheiser solution is designed to fully leverage the capabilities of the existing Microsoft cloud platform.

How is scalability of the solution achieved?
The solution is scaled by using Microsoft Azure scale-in and scale-out capabilities for the Azure cloud service platform and Azure SQL/NoSQL databases.

Data Access, Encryption & Security

How is the data segregated?
Customer data is stored on a multitenant basis. This means that customers share databases with customer data logically segregated.

How is the data encrypted?
Data is encrypted both in transition and at rest (inactive data stored in databases).

- In transition – All network traffic between the solution entities is secured through TLS1.2 with 256-bit AES encryption If enabled in browser.
- At rest - Encrypted with 256-bit AES using “Azure Transparent Data Encryption.”

How is the data backed up?
The data is automatically backed up by Microsoft Azure and can be restored up to 14 days back.

Who can access the data?
Data can be accessed by the tenants after logging into HeadSetup™ Pro Manager. Sennheiser restricts internal access to the data on a need-to-know basis for operating, supporting, developing, and monitoring the solution.

Has the security of the solution been reviewed by a 3rd party?
Yes, the most recent review took place in April 2016. The solution was assessed against OWASP top 10, SANS top 25, and other security vulnerability rosters using commercial tools such as Acunetix and manual testing. All relevant issues were fixed before the release.

What ports are used between HeadSetup™ Pro/ HeadSetup™ Pro Manager?

Microsoft Azure Cloud	
Ports	**Comment**
443	Network traffic - Default internet port for secure traffic https
443	Logging – HeadSetup™ , Pro & Frontend analytics. Default internet port https

HeadSetup™ Pro authentication at HeadSetup™ Pro Manager.
As part of distributing the end-user client to a user, an account-specific encrypted file is deployed and stored on the end-user PC. This allows the client to connect to the appropriate tenant account.

Data Collection

What data is collected?
The data collected can be divided into the four main parts below (with examples).

Auto-collected data for the solution to operate
- Device information, eg ID, FW version.
- Computer information, such as operating system and type, model.
- Call information, such as number of calls and duration.
- Softphone information such as softphone name, version and usage for reports.

Personal identifying data
- Name
- Email
- Telephone number
- Ip Address
- Mac Address
- Machine name

Company data
- Tenant data entered during registration e.g. email, company name and country
- User data retreived when available; Officename, country and city

Error logging
- Unexpected behavior and usage of Sennheiser products to provide support and improve overall product line

Timestamps
- Timestamps are collected on the system of the users and the devices. This is used to determine the usage of the system and create reports. These timestamps have an accouracy of 2 hours.

Reports & APIs

What type of reports are provided?
Sennheiser offers a number of prebuilt reports that are accessed via the HeadSetup™ Pro Manager web interface.

Can a tenant access the data directly?
No, this is currently not supported.

Business Continuity & Disaster Recovery

Does the solution offer disaster recovery?
Solution and data can be recovered unless both the backup data and live data are destroyed simultaneously in the Microsoft data center. Microsoft Azure offers geo-replication that would mitigate this theoretical risk.

Support
For further information on Sennheiser HeadSetup™ Pro Manager or support questions, please contact Sennheiser Communications A/S at hsuphelp@senncom.com