PLAYipp
Technical details

The Sync process

PLAYipp was created with two base concepts in mind, ease of use and security. Since network security is often vital in the customer's daily operations they have to trust that PLAYipp doesn't spread viruses or house any kind of security risks. This must be ensured while the product is still easy to use and install. To achieve these goals the following principle was instated:

A Player (unit) must never receive any kind of data, no exceptions.

The units fetch the data they need instead of having it pushed to them. This ensures that PLAYipp can deliver a secure service without letting any functionality suffer. To make this work, all units connect to the PLAYipp server, where it (securely) receives all the information it needs; what should be played, when it should play etc.

Remote support

To further ensure both security and ease of use for the users, a support tool has been implemented that enables remote support to all PLAYboxes. With the help of this system, the support team can quickly be of assistance if anything should happen, no matter where your units are physically located.

Internet & downtime

The units are connected to the Internet when they fetch updates and media, but they continue to show downloaded material even if the Internet connection is temporarily unavailable.

Network

Wi-Fi: The Players support Wi-Fi encrypted with WPA-psk, WPA2-psk (recommended) and WEP. They also support unencrypted Wi-Fi.

Wired: For a more solid connection you are recommended to connect the Player to a wired Internet connection.

Proxy: The Players support using a proxy server. You just need to supply your proxy information (URL and port number).

IP: The Player can use a static IP address or DHCP. For static IP – supply your IP address (including netmask, gateway and at least one DNS server).

Encryption: All customer data is sent encrypted through HTTPS.

Technical information

A PLAYbox is a small computer running a tailored Linux-distribution while the PLAYports runs a custom version of Android – both with the in house-created PLAYipp-software. The units are built from the ground up around a secure Linux kernel, and all unnecessary network services are removed.

The units never receive data via PUSH or similar services; rather they fetch all data through HTTPS. This makes the system robust and secure. The built in one-click-update function of the unit software ensures that the units are always up to date with the latest security updates and PLAYipp software versions.

Servers

The PLAYipp servers are located in Gävle and Stockholm. Backup of customer data is being made every 30 minutes. Even if the servers would suffer downtime, your Players will continue to work as usual.

Ports

The Players use the following outbound TCP-ports to connect to our server:

• 80 – HTTP: To let the unit show web pages as media objects and to set the time.
• 443 – HTTPS: To contact the server and download information and media.

Port 80 and 443 must at least be open to the address span of: 192.165.76.0/24 and 192.165.77.0/24 (192.165.76.0 - 192.165.77.255)

Contact

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