FREQUENTLY ASKED QUESTIONS

Q HOW DO I KNOW IF THE JABRA DEVICE UPDATER IS RUNNING?

A Search for the process JabraDeviceUpdater.exe in Windows Task Manager.

Q WHY DOES THE JABRA DEVICE UPDATER NOT START-UP ON THE END USER'S PC AFTER I HAVE DEPLOYED THE JABRA MSI PACKAGE?

A There may be several reasons why the Jabra Device updater does not start-up:
The end user's PC has not been restarted after the MSI package was deployed. Restart the end user's PC. Alternatively, manually start Jabra Device Updater located in end user's PC start up folder.
The deployed firmware policies comply with the installed Device Firmware version(s) and will not initiate an update.
NOTE: If you want to downgrade the target Jabra device firmware to an older version, ensure that the option "downgrade devices that have newer firmware" has been selected in the Jabra Xpress online tool.

Q WHY IS MY JABRA DEVICE NOT IN THE LIST OF SUPPORTED DEVICES?

A The Jabra Xpress online tool supports most Jabra USB devices, however some older devices are no longer supported.

Q WHY IS MY PREFERRED JABRA DEVICE FIRMWARE VERSION NOT ON THE LIST?

A Jabra Xpress does not support all out-dated firmware versions

Q WHERE CAN I FIND MORE INFORMATION ON HOW TO USE THE JABRA CUSTOM WMI PROVIDER?

A Refer to the Jabra Xpress User Guide and read the Custom WMI provider chapter.

Q WILL MY CURRENT JABRA DEVICE SETTINGS BE SAVED AFTER A FIRMWARE UPDATE?

A Yes. If you have selected your target device settings to "leave Unchanged" your current Jabra device settings will be saved. By default device settings are preset to "Leave unchanged". Leave unchanged will ensure that the device settings and settings values are not changed.

Q WILL AN EXISTING JABRA PC SUITE BE UNINSTALLED AFTER DEPLOYING AND INSTALLING THE JABRA MSI PACKAGE?

A Yes. Existing versions of Jabra PC Suite on the end-user PC will be uninstalled during the installation of the Jabra MSI package.

Q WHAT ARE THE WEB BROWSER REQUIREMENTS FOR RUNNING JABRA XPRESS?

A Jabra Xpress requires Microsoft Silverlight 5.0 plugin or later. For more details see chapter 2 Jabra Xpress PC requirements in the Jabra Xpress User Manual.

Q IF THE JABRA DEVICE UPDATER IS INTERRUPTED WILL MY JABRA DEVICE BE RECOVERED?

A In most cases, yes. However Jabra UC Voice products (150 & 250) cannot be recovered if interrupted during firmware update. It is recommended not to interrupt the device firmware update procedure for any Jabra devices.

Q SHOULD THE MSI PACKAGE BE UNINSTALLED AFTER DEPLOYMENT AND INSTALLATION?

A It is recommended not to uninstall the MSI package after deployment and installation. If the MSI package is uninstalled the defined Firmware and/or settings policies will no longer be maintained.

Q CAN I FIRMWARE UPDATE MY DEVICES WITHOUT SELECTING ANY PC COMPONENTS?

A Yes. Jabra device firmware are independent of PC components.

Q CAN I DEPLOY THE JABRA WMI PROVIDER ONLY?

A Yes. The WMI provider module is packaged in its own MSI package for deployment.

FREQUENTLY ASKED QUESTIONS

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Q I HAVE DEFINED MY POLICIES AND DEPLOYED AN MSI PACKAGE. WILL THE POLICIES BE MAINTAINED FOREVER?

A Yes. As long as the MSI package is installed on an end-user PC, the defined firmware policies will always be maintained. Depending on the configuration the enforced policies will cover device firmware and/or settings.

Q WILL THE MSI PACKAGE IMPACT END USER'S PC PERFORMANCE AND MEMORY CONSUMPTION?

A Yes, but not significantly. The actual performance/memory usage impact is dependent on the firmware versions and PC components selected for deployment. If a zero footprint is required, the MSI package must be uninstalled after installation. Please note that firmware policies will not be maintained after uninstalling the MSI package.

Q CAN ONE MSI PACKAGE MANAGE FIRMWARE AND SETTINGS FOR SEVERAL JABRA DEVICES?

A Yes. Several devices with different firmware versions and settings configurations can be selected and deployed in one MSI package.

Q CAN I MODIFY AN EXISTING MSI PACKAGE?

A Yes. An existing MSI package can be modified, saved and deployed using Jabra Xpress.

Q DOES JABRA XPRESS SUPPORT WINDOWS 32-BIT AND 64-BIT OPERATING SYSTEMS?

A Yes. Jabra Xpress supports both Windows 32-bit and 64-bit.

Q CAN I DEPLOY A WINDOWS 32-BIT MSI PACKAGE ON A WINDOWS 64-BIT SYSTEM.

A No.

Q CAN JABRA XPRESS SUPPORT WINDOWS 32 AND 64 BIT VERSIONS IN ONE MSI PACKAGE?

A No.

Q CAN THE JABRA DEVICE UPDATER RUN ON AN END-USER PC WITHOUT ANY END-USER INTERACTION?

A Yes. When creating the MSI package in Jabra Xpress select 'auto start'. Please note that a few preconditions must be met, such as the selected Jabra devices must be powered on and connected via Bluetooth, USB or docked in a headset base.

Q WILL END-USERS BE NOTIFIED WHEN THE JABRA DEVICE UPDATER IS ABOUT TO START?

A Yes. End-users will be notified prior to a Jabra device firmware update.

Q I CANNOT FIND MICROSOFT LYNC IN THE LIST OF JABRA PC SUITE COMPONENTS.

A Microsoft Lync does not need a dedicated driver from Jabra.

Q CAN I UPDATE DEVICE SETTINGS WITHOUT UPDATING THE DEVICE FIRMWARE VERSION ?

A Yes. In the Jabra Xpress Configuration pane, under Selected devices, select 'leave unchanged' for the firmware version. This will ensure that the installed end user devices will not be firmware updated.

Q CAN I UPDATE DEVICE FIRMWARE WITHOUT UPDATING DEVICE SETTINGS?

A Yes. In the Jabra Xpress Configuration pane, under Selected devices, all device settings values should be set to leave unchanged. If not, click the 'Set all to leave unchanged' button.

Q CAN I UPDATE A DEVICE WITHOUT DISTURBING THE END USER?

A Yes. In the Jabra Xpress Configuration pane, under Select Jabra device update options, select 'Do not update devices in this time interval' and set the 'From' and 'To' time. Updates will not trigger during the defined time interval, nor will the end user be disturbed.

FREQUENTLY ASKED QUESTIONS

Q CAN I DECIDE THE DISPLAY LANGUAGE FOR JABRA DEVICES WITH A BASE STATION DISPLAY?

A Yes. In the Jabra Xpress Configuration pane, under Selected devices, select the region (e.g. North America, Japan), then select the desired display language.

Q HOW DO I UNINSTALL THE WMI PROVIDER FROM THE END USER'S PC?

A The WMI Provider is distributed in its own MSI package which can be uninstalled using the standard deployment option (uninstall).

Q WHY CAN'T I PROTECT MY DEVICE SETTINGS?

A Not all Jabra devices offer settings protection.

Q WHY CAN'T I PROTECT ALL SETTINGS FOR MY DE VICE?

A Not all settings can be protected. Typically, critical settings are supported for settings protection.

Q WHY CAN'T I CONFIGURE ANY DEVICE SETTINGS FOR MY DEVICE?

A Not all Jabra devices offer device settings configuration.

Q DOES JABRA XPRESS REQUIRE THE END USER TO BE LOGGED IN BEFORE AN UPDATE CAN START?

A Yes. Device updates are considered a critical event. The end user will always be notified about an upcoming device update. This requires the end user to be logged in.

Q CAN A DEVICE UPDATE START WITHOUT THE NEED FOR AN END USER'S CONFIRMATION?

A Yes, but only if the deployment option 'start updates automatically' has been selected. If selected the update will start automatically after 5 minutes.

Q WHY DOES MY WMI QUERY FAIL TO REPORT JABRA DEVICE STATUS INFORMATION ?

A The Jabra WMI provider must be installed before running the WMI query script

Q HOW DO I FULLY REMOVE JABRA SOFTWARE COMPONENTS AFTER AN UPDATE?

A Uninstall the MSI package after the update. NOTE: The device firmware and/or settings policies will no longer be enforced.

Q WHY CAN'T I DOWNLOAD THE MSI PACKAGE I HAVE CONFIGURED USING THE JABRA XPRESS ONLINE TOOL?

A Ensure that Internet Explorer version 8 has been configured to enable 'Automatic prompting for file downloads'.

Q WHY DOES ONLY ONE OF MY JABRA DEVICES GET UPDATED?

A Jabra Device Updater only supports one connected device. In order to ensure a successful Settings update for all devices, follow these steps:
1. Only one device can be connected to the PC USB ports. Disconnect/reconnect the first device to the PC USB port in order to initialize the settings update sequence (will take less than 5 seconds).
2. Disconnect the first device and connect additional devices in turn to the PC USB port in order to initialize the Settings update sequence (will take less than 5 seconds).
3. Verify that the devices have been updated with the desired settings values (Use Jabra Control Center or the device MMI for settings verification).

Q HOW DO I ENFORCE A MINIMUM DEVICE FIRMWARE VERSION FOR ALL DEVICES IN MY ORGANISATION?

A In the Jabra Xpress configuration pane, select the target device minimum firmware version. Be sure not to select 'Downgrade devices that have newer firmware'.

Q IS JABRA XPRESS SUPPORTING WINDOWS 8?

A Yes. Jabra Xpress is supporting Windows 8. However the Windows 8 Start screen is not supporting notification to end users of a coming device update event. The notification window is only launched in the Windows 8 desktop mode.