



Jabra Xpress for Linux

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1. How do I know if the Jabra device updater is running?

On thin clients the Jabra Device Updater (JDU) is not a long running service. An IT administrator has to schedule execution of the JDU, usually through a management system.

2. Why does the Jabra device updater not start up on the thin clients after I have deployed the Jabra device updater package?

On thin clients the Jabra Device Updater (JDU) is not a long running service. Instead an IT administrator must schedule execution of the JDU, usually through a management system.

3. Why is my Jabra device not in the list of supported devices?

Jabra Xpress for thin clients supports a subset of devices popular in a large corporate setting. View the product data sheet at Jabraxpress.Jabra.com for the latest list of supported Jabra devices.

4. Why is my preferred Jabra device firmware version not on the list?

Jabra Xpress does not support all older firmware versions. New versions are added as they are thoroughly qualified for enterprise use.

5. If the Jabra device updater is interrupted will my Jabra device be recovered?

Yes. All devices can be recovered by a new firmware update. Sometimes a device may need a power toggle before a recovery from interrupted update can succeed. When this happens, devices powered from the USB bus needs to be unplugged and plugged, and self-powered devices must have the external power supply toggled. It is strongly recommended not to interrupt the device firmware update procedure for any Jabra devices.

6. Will my current Jabra device settings be saved after a firmware update?

Yes. If you have set 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.

7. I have defined my policies and deployed to local server. Will the policies be maintained forever?

Yes. As long as the xpress archive is deployed on the local server, and the JDU is scheduled to run at suitable intervals, the defined policies will always be maintained. Depending on the configuration the enforced policies will cover device firmware and/or settings.

8. Can one xpress archive manage firmware and settings for several Jabra devices?

Yes. Several devices with different firmware versions and settings configurations can be selected and deployed in one xpress archive.

9. Can i modify an existing xpress archive?

Yes. An existing xpress archive can be modified, saved and deployed using Jabra Xpress.

10. Can the Jabra device updater run without any end user interaction?

Yes. In fact, on thin client systems this is the only mode of operation. In order to prevent a race for USB ports, any USB forwarding to virtual desktop systems must be shut down before invoking the JDU. It is therefore recommended that JDU is scheduled for execution outside normal working hours when no end user is present, and with the virtual desktop services shut down.

11. Will end users be notified when the Jabra device updater is about to start?

No. See the answer to the previous question.