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Jabra Suite for Mac - Mass Deployment guide

Revision 5/2016-09-17

Introduction

This guide explains how to customize the Jabra Suite for Mac package and deploy it in an enterprise environment. The sections of the guide have been explained by using Apple Remote Desktop (ARD) as the mass deployment tool.

Once deployed, the Jabra Suite for Mac is installed in the folder \System folder\Library\ and is available to all users on the Mac machine. The instructions in this guide refer to Jabra Suite for Mac, version 2.7.0 or later.

What do you need?

1. [Jabra Suite for Mac.zip](http://www.jabra.com/software-and-services/jabra-suite-for-mac). This file can be downloaded from <http://www.jabra.com/software-and-services/jabra-suite-for-mac>
2. A mass deployment tool such as Apple Remote Desktop or Munki.

Installing Apple Remote Desktop

- 1) Download the Apple remote desktop Admin software from the Appstore (purchase) with version 3.6.1 and download the client software from the app store with version as 3.6.2.
- 2) Install the Apple Remote Desktop Admin software on the Mac from which you will be deploying the Jabra Suite for Mac package.
http://images.apple.com/ca/fr/remotedesktop/pdf/ARD3_AdminGuide.pdf
- 3) Client software for ARD should be installed in the destination machines where the package needs to be deployed. The versions of the client and admin ARD's should match.
- 4) Configure Remote Management services on each destination Mac computer:
 - a. Open System Preferences.
 - b. Click Sharing.
 - c. In the Service list, select Remote Management.
 - d. Click Options.

- 5) Select the following options: Open and quit applications, Change settings, Delete and replace items, Copy items (see picture below).

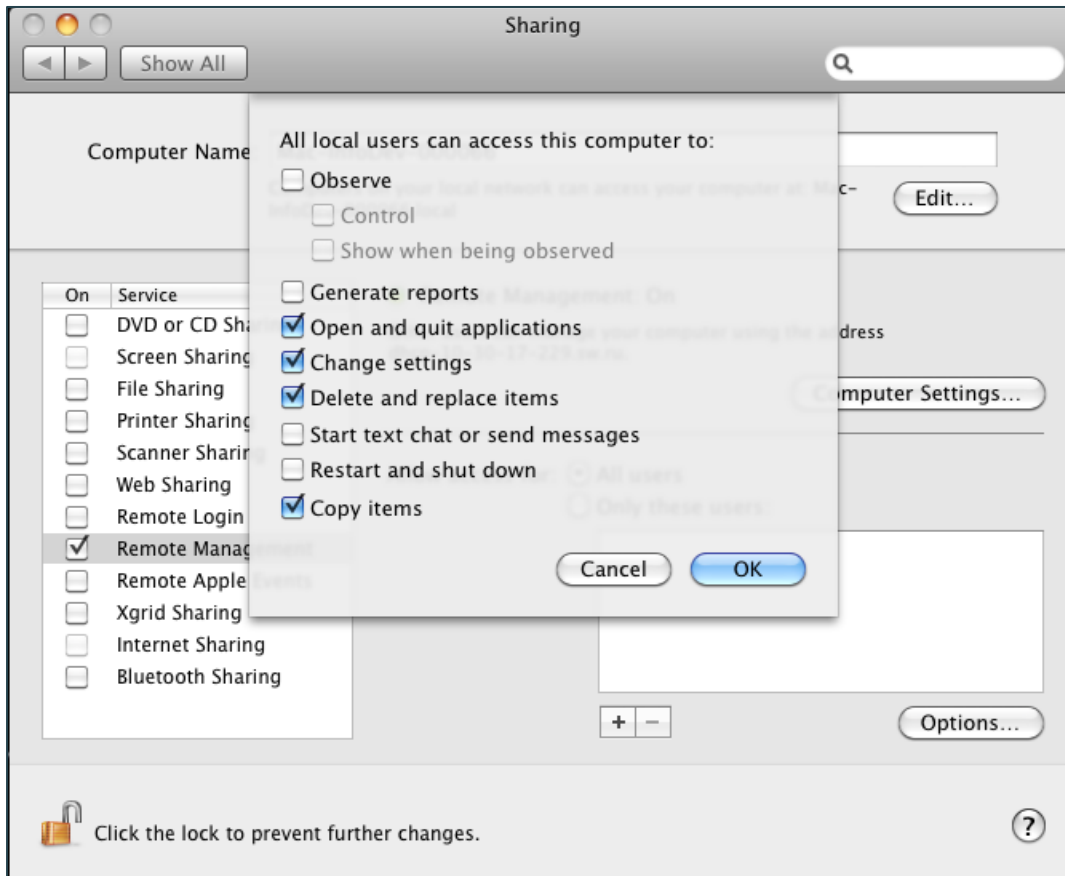


Fig 1: Configure Remote Management

- 6) Click OK.
- 7) Close System Preferences.

The apple remote desktop software should be installed in the server from which the admin needs to deploy the package. Mac computers to which you will be deploying the software should have a matching version of the Apple Remote Desktop client software installed.

User Accounts and Remote Desktop

When you add clients to a computer list, you need to authenticate with a user account that is specified as being allowed to manage the computer using Remote Desktop. This can be a local user of that computer that you specify using the Access Privileges button in the Sharing Pane of System Preferences when configuring Remote Desktop access manually.

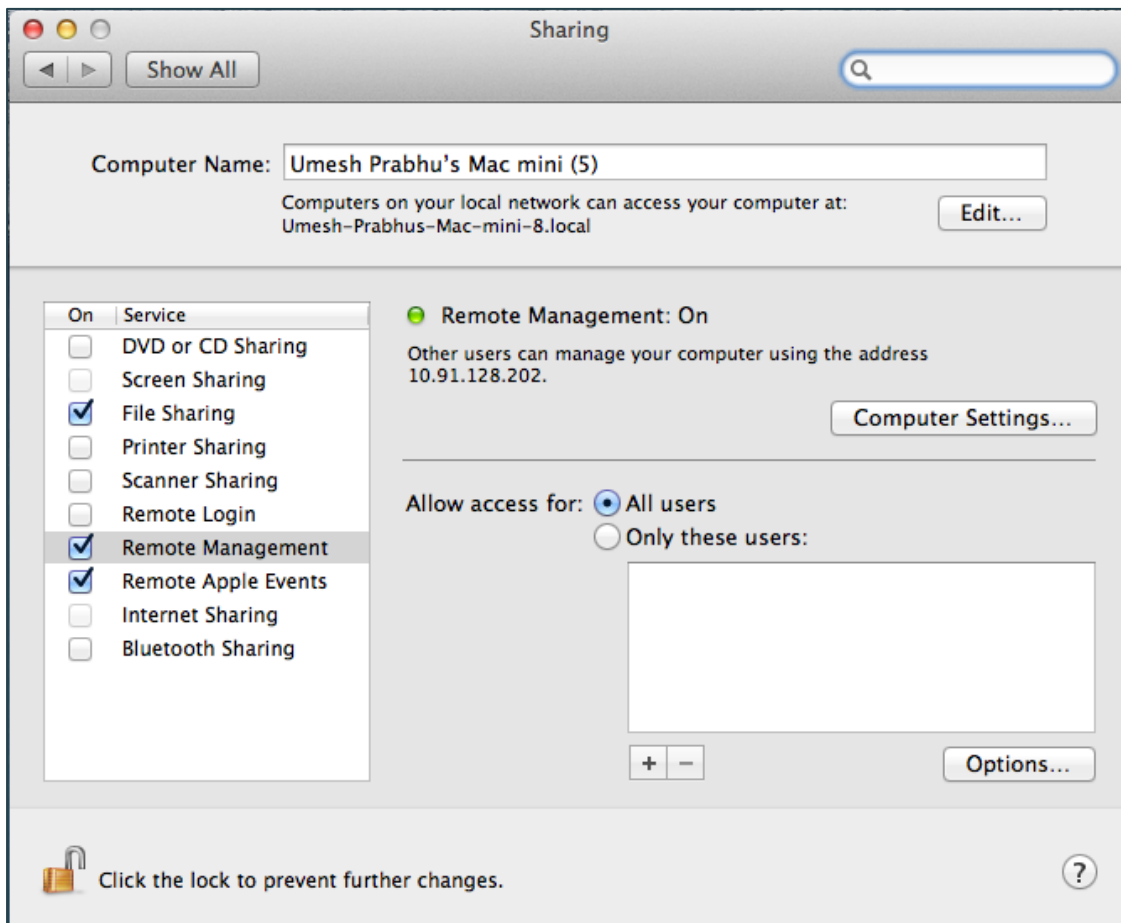


Fig 2: Configure User Accounts

If "All users" is selected in allow access options, the package (standard or customized) can be deployed to any logged-in users of client PCs.

If "Only these users" is selected in the allow access options, the package (standard or customized) can be deployed to only specific users (specified in the list) of client PCs.

Contents of Jabra Suite for Mac.zip

The “Jabra Suite for Mac.zip” package consists of the following files:

1. [Jabra Suite for Mac.dmg](#) – This is the package used to install Jabra Suite for Mac. Also contains com.jabra.prefsettings.plist used for configuring Jabra Suite for Mac.
2. [Uninstall Jabra Suite for Mac.dmg](#) – This is the package used to uninstall Jabra Suite for Mac

How to install Jabra Suite for Mac package using ARD tool?

This section explains how to deploy the Jabra Suite for Mac package in Mac computers.

Step 1: Extract the contents of [Jabra Suite for Mac.zip](#) into a local directory.

Step 2: Open the [Jabra Suite for Mac.dmg](#) file, which will mount the dmg file in Finder.

Step 3: Copy the [Jabra Suite for Mac.pkg](#) into a local directory.

Step 4: Set the User Account settings in the Client PC’s as discussed in the section [User Accounts and Remote Desktop](#).

Step 5: On the source Mac, open the Finder and click *Applications > Remote Desktop* to display the main window of Apple Remote Desktop.

Step 6: Select a computer list in the Remote Desktop window. Select one or more computers in the selected computer list.

Step 7: Choose *Manage > Install Packages*. Select the [Jabra Suite for Mac.pkg](#) file to install from the local directory. Alternatively, you can drag an installer package on to the package list window.

Step 8: Select the installation parameters as required and click on *Install*.

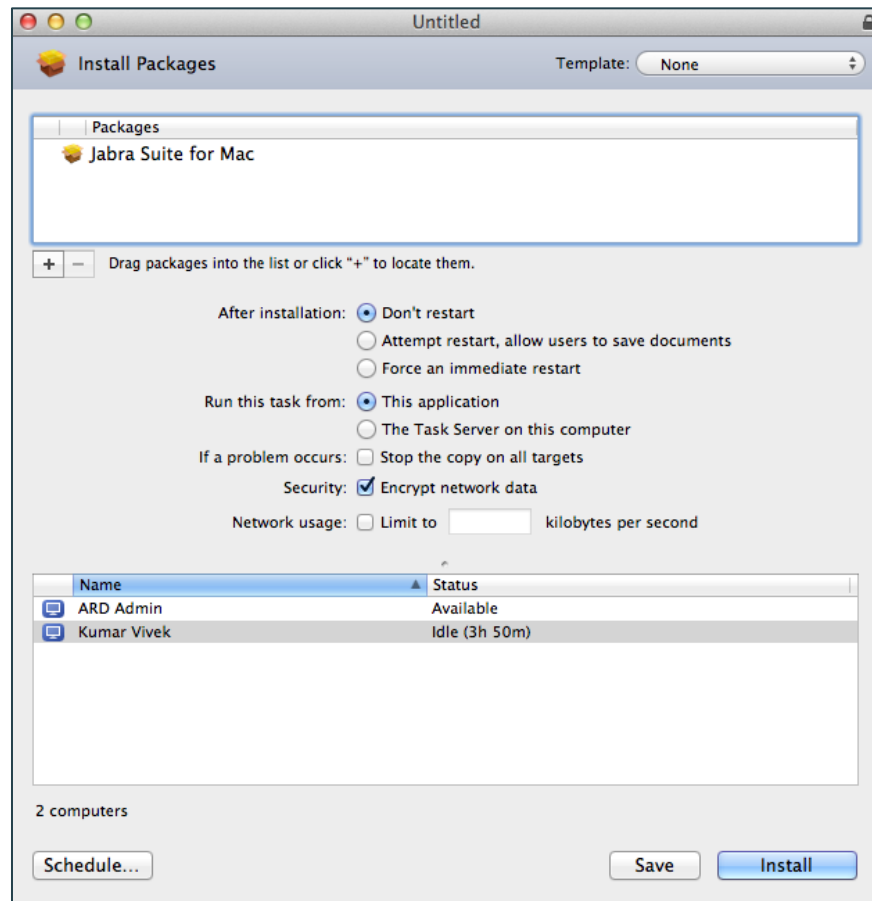


Fig 3: Deploying Package

How to customize Jabra Suite for Mac deployment package using ARD tool?

This section explains how to customize various software components and user preferences for deployment of the Jabra Suite for Mac.

There are two kinds of customizations possible with the Jabra Suite for Mac

1. Customize user preferences.
2. Customize various software components.

Steps to deploy:

Step 1: Extract the contents of [Jabra Suite for Mac.zip](#) into a local directory.

Step 2: Open the [Jabra Suite for Mac.dmg](#) file, which will mount the dmg file in Finder.

Step 3: Copy the [com.jabra.prefsettings.plist](#) and [Jabra Suite for Mac.pkg](#) into a local directory.

Step 4: [Customize the user preferences](#)

The user preferences can be updated in the "[com.jabra.prefsettings.plist](#)" file.

Once the package is deployed, individual users can modify these settings through the Jabra Suite for Mac UI.

The following preferences can be customized.

[Contents of com.jabra.prefsettings.plist](#)

```
<?xml version="1.0" encoding="UTF-8"?>
<!DOCTYPE plist PUBLIC "-//Apple//DTD PLIST 1.0//EN"
"http://www.apple.com/DTDs/PropertyList-1.0.dtd">
<plist version="1.0">
<dict>
  <key>AutoUpdate</key>
  <string>TRUE</string>
  <key>FwuVersionCheck</key>
  <string>FALSE</string>
  <key>JMSVersionUpdateXMLURL</key>
  <string>http://www.jabra.com/macsuite/JMSVersionUpdate.xml</string>
  <key>JabraDataCheck</key>
  <string>TRUE</string>
  <key>NextCheckUpdateDate</key>
  <string>2015-09-23 06:51:47 +0000</string>
  <key>PresenceUpdateEnabled</key>
  <string>FALSE</string>
  <key>PresenceUpdateSelected</key>
  <string>FALSE</string>
  <key>ShowBatteryStatus</key>
  <string>TRUE</string>
  <key>checkUpdateButton</key>
  <string>TRUE</string>
  <key>jabraStatusMenu</key>
  <string>TRUE</string>
  <key>jabrapreferredSP</key>
```

```
<string>Microsoft Lync & Skype for Business</string>
<key>pListVersion</key>
<string>2.4.58</string>
<key>pauseITune</key>
<string>TRUE</string>
<key>prefPaneTabIndex</key>
<string>0</string>
<key>uninstallButton</key>
<string>TRUE</string>
</dict>
</plist>
```

Open the [com.jabra.prefsettings.plist using the TextEdit and](#) modify the parameters you would like to customize by setting TRUE/FALSE and save the changes.

AutoUpdate – TRUE/FALSE

Enable/Disable automatic check for updates for Jabra Suite for Mac. When enabled, updates will be checked weekly.

pauseITune – TRUE/FALSE

Automatically pause iTunes when receiving softphone calls. iTunes will need to be manually resumed after the call.

jabraStatusMenu – TRUE/FALSE

Add Jabra status to the menu bar.

uninstallButton – TRUE/FALSE

Enables/disables "Uninstall" button in the Jabra Suite for Mac UI.

checkUpdateButton – TRUE/FALSE

Enables/disables "Check for updates" button in the Jabra Suite for Mac UI.

JabraDataCheck – TRUE/FALSE

Will send the EQUATEC Analytics data to the server when enabled.

FwuVersionCheck – TRUE/FALSE

Enables/disables firmware downgrade.

ShowBatteryStatus – TRUE/FALSE

Enables/disables battery percentage in the menu bar. This feature helps to see the percentage of battery status of connected Jabra Audio devices

PresenceUpdateEnabled – TRUE/FALSE

Enables/disables automatic presence status update of softphones so that the other users can see the status.

PresenceUpdateSelected – TRUE/FALSE

Selects/deselects to automatically change the presence status of softphones so that the other users can see the status.

Step 5: Customize the components

Generation of the XML file:

Open the terminal and execute the below command to list all the attributes (components) of Jabra Suite for Mac.

```
installer -showChoiceChangesXML -target / -pkg Jabra| Suite| for| Mac.pkg>mychoices.txt
```

As an admin create a mychoices.xml file from the TextEdit and copy the generated attributes to the file as shown below.

```
<?xml version="1.0" encoding="UTF-8"?>
<!DOCTYPE plist PUBLIC "-//Apple//DTD PLIST 1.0//EN"
"http://www.apple.com/DTDs/PropertyList-1.0.dtd">
<plist version="1.0">
<array>
<dict>
    <key>attributeSetting</key>
    <integer>1</integer>
    <key>choiceAttribute</key>
    <string>selected</string>
    <key>choiceIdentifier</key>
    <string>jabrasametimeintegration</string>
</dict>
<dict>
    <key>attributeSetting</key>
    <integer>1</integer>
    <key>choiceAttribute</key>
    <string>selected</string>
    <key>choiceIdentifier</key>
```

```
        <string>com.jabra.sametime</string>
</dict>
<dict>
    <key>attributeSetting</key>
    <integer>1</integer>
    <key>choiceAttribute</key>
    <string>selected</string>
    <key>choiceIdentifier</key>
    <string>com.jabra.plugin</string>
</dict>
<dict>
    <key>attributeSetting</key>
    <integer>1</integer>
    <key>choiceAttribute</key>
    <string>selected</string>
    <key>choiceIdentifier</key>
    <string>com.jabra.skype</string>
</dict>
<dict>
    <key>attributeSetting</key>
    <integer>1</integer>
    <key>choiceAttribute</key>
    <string>selected</string>
    <key>choiceIdentifier</key>
    <string>jabraui</string>
</dict>
<dict>
    <key>attributeSetting</key>
    <integer>1</integer>
    <key>choiceAttribute</key>
    <string>selected</string>
    <key>choiceIdentifier</key>
    <string>com.jabra.preferencepane</string>
</dict>
<dict>
    <key>attributeSetting</key>
    <integer>1</integer>
    <key>choiceAttribute</key>
    <string>selected</string>
    <key>choiceIdentifier</key>
    <string>com.jabra.appservice</string>
</dict>
<dict>
    <key>attributeSetting</key>
    <integer>1</integer>
    <key>choiceAttribute</key>
```

```
<string>selected</string>
<key>choiceIdentifier</key>
<string>com.jabra.menubar</string>
</dict>
<dict>
  <key>attributeSetting</key>
  <integer>1</integer>
  <key>choiceAttribute</key>
  <string>selected</string>
  <key>choiceIdentifier</key>
  <string>com.jabra.avaya</string>
</dict>
<dict>
  <key>attributeSetting</key>
  <true/>
  <key>choiceAttribute</key>
  <string>selected</string>
  <key>choiceIdentifier</key>
  <string>com.jabra.bria</string>
</dict>
<dict>
  <key>attributeSetting</key>
  <integer>1</integer>
  <key>choiceAttribute</key>
  <string>selected</string>
  <key>choiceIdentifier</key>
  <string>jabrafirmwareupdater</string>
</dict>
<dict>
  <key>attributeSetting</key>
  <integer>1</integer>
  <key>choiceAttribute</key>
  <string>selected</string>
  <key>choiceIdentifier</key>
  <string>com.jabra.firmwareapp</string>
</dict>
<dict>
  <key>attributeSetting</key>
  <integer>1</integer>
  <key>choiceAttribute</key>
  <string>selected</string>
  <key>choiceIdentifier</key>
  <string>com.jabra.kext</string>
</dict>
<dict>
  <key>attributeSetting</key>
```

```

<integer>1</integer>
<key>choiceAttribute</key>
<string>selected</string>
<key>choiceIdentifier</key>
<string>com.jabra.kextoldos</string>
</dict>
</array>
</plist>

```

Set the setting "attributeSetting" as "1" or "0" based on whether it needs to be installed.

Component Name		Description	Value to be set
Jabraui		Installs UI components. (Mandatory)	attributeSetting must be 1 always.
com.jabra.preferencepane		Installs preference pane. (Mandatory)	attributeSetting must be 1 always.
com.jabra.appservice			attributeSetting must be 1 always.
com.jabra.menubar		Installs the menu bar(Mandatory)	attributeSetting must be 1 always.
com.jabra.skype		Installs Skype Integration component. (Optional)	attributeSettings should be 1 for installation and 0, otherwise.
Jabrasametimeintegration	com.jabra.sametime	Installs IBM Sametime component. (Optional)	attributeSettings should be 1 for installation and 0, otherwise.
	com.jabra.plugin	Installs Jabra plug-in for IBM Sametime. (Optional)	attributeSettings should be 1 for installation and 0, otherwise.
com.jabra.avaya		Installs Avaya	attributeSetting

		Integration component. (Optional)	s should be 1 for installation and 0, otherwise.
com.jabra.bria		Installs Bria Integration component. (Optional)	attributeSettings should be 1 for installation and 0, otherwise.
jabrafirmwareupdater	com.jabra.firmwareapp	Installs Jabra Firmware Updater component(Mandatory)	attributeSettings should be 1 for installation and 0, otherwise.
	com.jabra.kext	Installs Jabra Kext module (Mandatory) on 10.9	
	com.jabra.kextoldos	Installs Jabra Kext module (Mandatory) on 10.7 and 10.8	

Step 6: Set the User Account settings in the Client PC's as discussed in the section [User Accounts and Remote Desktop](#)

Step 7: On the source Mac, open the Finder and click *Applications > Remote Desktop* to display the main window of Apple Remote Desktop.

Step 8: Click on "All Computers" option in the menu and select the computers in the list, where the package needs to be installed.

Step 9: Click the Copy Items button.

Step 10: Drag the [Jabra Suite for Mac.pkg](#) file into the top field or click the + button to locate the file.

Step 11: Add the Installer [mychoices.xml](#) file to the list.

Step 12: Add the customized [com.jabra.prefsettings.plist](#) file to the list.

Step 13: Place the files to the [/private/tmp](#) directory. They will be deleted automatically the next time the computer is restarted.

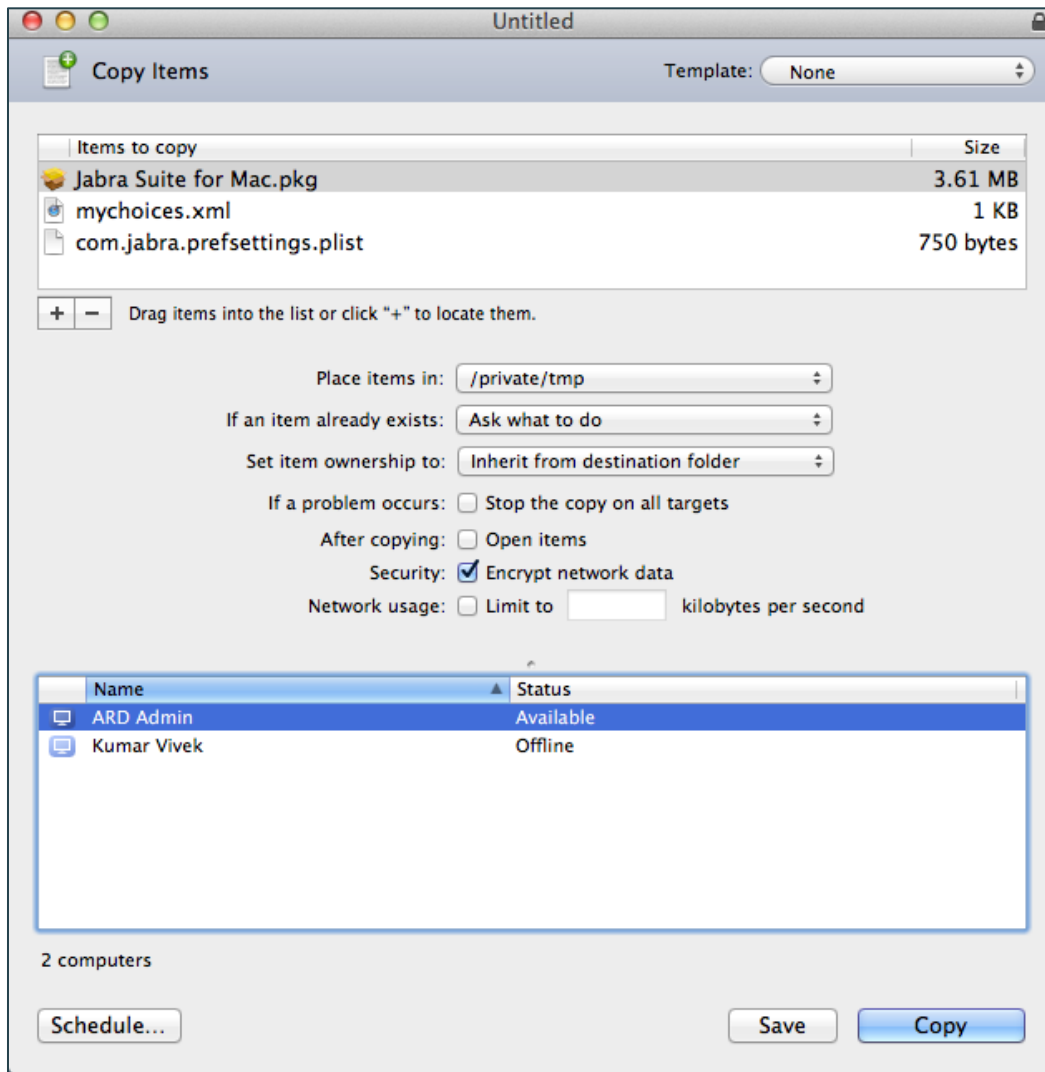


Fig 4: Copy Contents to Deploy

Step 14: Click the Copy button to transfer the files to the remote computers.

Step 15: After files have been distributed to the remote computers, click on the Send UNIX Command button.

Step 16: Enter a list of commands to send to the machines including the command to install the [Jabra Suite for Mac.pkg](#) file using the Installer choices file (one line):

```
installer -pkg "/private/tmp/Jabra Suite for Mac.pkg" -target / -applyChoiceChangesXML
"/private/tmp/mychoices.xml"
```

Step 17: Run the command as root since the installer requires administrative privileges.

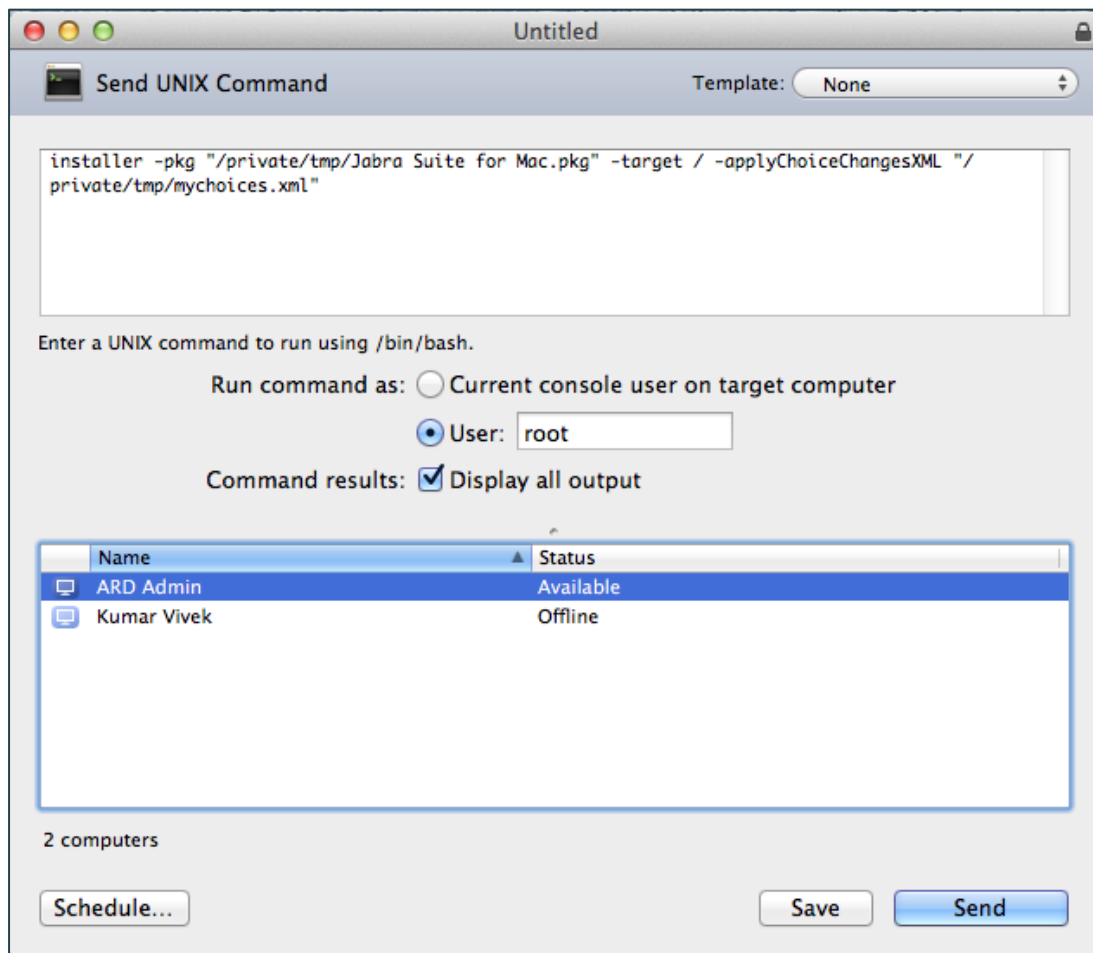


Fig 5: Deploying Package Using UNIX Commands

Step 18: Click the Send button to execute the UNIX command on the remote computers.

How to un-install Jabra Suite for Mac?

Deploy the Uninstall Jabra Suite for Mac.dmg package using the Apple remote Desktop tool. Installation of this dmg file will uninstall Jabra Suite for Mac. The steps to uninstall the package are similar to the section [Installation using ARD](#) described in this document.