## PLEASE THINK BEFORE YOU PRINT



## SMART Response<sup>TM</sup> 2010 System Administrator's Guide

Windows® Operating Systems



## **Product Registration**

If you register your SMART product, we'll notify you of new features and software upgrades.

Register online at www.smarttech.com/registration.

Keep the following information available in case you need to contact SMART Technical Support.

Product Key:	 	 	
Date of Purchage.			

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# Chapter 1 Getting started

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The SMART Response™ interactive response system is an assessment tool that enhances learning. It facilitates summative and formative assessment by enabling teachers to pose a question before, during or after a lesson to find out whether students are on track. Teachers can use the feedback to help shape the rest of their lessons.

Teachers can easily add creativity to questions by combining text with images to make questions more dynamic. SMART Response interactive response system comes with SMART Notebook™ SE (Student Edition) collaborative learning software, and offers 6,000 learning objects that you can easily add to quizzes.

## About this guide

This guide explains how to install SMART Response, SMART Notebook and SMART Product Drivers, and then configure and maintain the installation. This guide is intended for IT administrators and others experienced with installing, configuring and administering Windows® software in a networked environment. To use this guide, you must:

- Know IT terminology such as "registry" and "domain controller"
- Know how to complete basic administrative tasks in Windows operating systems such as opening the Control Panel or modifying the registry
- Have administrative privileges and access to your school's servers
- Have the SMART Response DVD or access to the SMART Support website.

## About SMART Response

You can install SMART Response in one of six modes for use with corresponding student devices or you can install it in Mixed mode where you can use a combination of clickers in the same class. After you install SMART Response on a teacher's computer, the teacher can select a different mode using the SMART Response Setup Tool.

Mode	Description	
SMART Response	Students use SMART Response clickers to enter responses.	SWFZ.
SMART Response PE	Students use SMART Response PE clickers (with texting support) to enter responses.	© 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
SMART Response LE	Students use SMART Response LE clickers to enter responses.	SWART.
SMART Response CE	Students use SMART Notebook SE on their laptop or desktop computers to enter responses.	3 Which country openinged Columbus's voyage?  OA Politique  OB Spain  OD Francio
SMART Response XE	Students use SMART Response XE clickers (with full texting and math expression support) to enter responses.	SART. Not bear a land of the l
SMART Response VE	Students use Internet enabled devices to enter responses.	77 P

## IMPORTANT

After installing the software, you must activate it following the instructions in the user's guide.

To use SMART Response software, teachers must also have SMART Notebook on their computers. If the teachers' computers are connected to SMART Board™ interactive whiteboards or other SMART interactive products, teachers must also have SMART Product Drivers on their computers.

## NOTES

- If your school uses SMART Response with clickers, you must configure the clickers and receivers after installing the software. For more information, see the user's guide for your selected SMART Response mode.
- If your school uses SMART Response CE, students computers need SMART Notebook SE software. For information on installing this program, see the SMART Notebook SE System Administrator's Guide (smarttech.com/kb/092263).

## Computer requirements

## Windows operating systems

- Pentium® III 750 MHz or later processor
- 512 MB of RAM (1 GB recommended)
- 800 MB of free hard disk space for minimum installation (2150 MB for full installation with Gallery collections)
- Windows® XP, Windows Vista® or Windows 7 operating system
- Internet Explorer® Internet browser 6.0 or later
- Adobe® Flash® Player 10 or later
- Adobe Reader® 8.0 or later
- Microsoft® DirectX® technology 8.1 or later (required for SMART Video Player)

Getting started

## I NOTES

- 1 MB = 1024<sup>2</sup> bytes, 1 GB = 1024<sup>3</sup> bytes.
- SMART Response receiver driver software runs on 32-bit operating systems only.
- SMART Response assessment software runs on 32-bit and 64-bit operating systems.
- You're unable to use SMART Response software on Windows computers with Intel® Itanium® processors.

## Chapter 2

## Installing SMART Response

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## Selecting a tool

You can customize the installation packages using one of the following tools:

- Installation wizard
- Command line interface
- SMART Install Manager

Use the installation wizard if you're installing the software on a small number of computers or if teachers and students are responsible for installing software on their own computers.

Use the command line interface if you prefer installing software using a command line interface rather than a GUI installation wizard, or if you use Windows Installer in conjunction with third-party imaging or remote management software to automate installations across your school's network. For more information, see *Using the command line interface* on page 9.

Use SMART Install Manager if you're deploying the software across a large network of teacher computers and prefer to use SMART Install Manager, rather than a command line interface, to customize the installation packages. You can then use third-party software to automate the installation across your school's network. For more information, see *Using SMART Install Manager* on page 18.

#### IMPORTANT

If you choose the command line interface or SMART Install Manager, you must also install the Adobe Flash Player plug-ins on all users' computers (if they aren't already on the users' computers).

## Locating the installation packages

There are four installation packages (also known as MSI files) for SMART Response:

Installation package	File name
SMART Response	SMART Response.msi
SMART Notebook	SMART Notebook.msi
SMART Product Drivers	SMART Product Drivers.msi
Adobe Flash Player plug-in	install_flash_player_10_plugin.msi
	install_flash_player_10_active_x.msi

The SMART Response, SMART Notebook and Adobe Flash Player plug-in installation packages are located on the SMART Response DVD in the **Windows\support** folder.

Alternatively, you can download these packages by going to <a href="mailto:smarttech.com/software">smarttech.com/software</a>, scrolling to the SMART Response interactive response system section, selecting your version from the drop-down list, and then clicking **Show** next to Administrator Downloads.

You can download the SMART Product Drivers installation package from the same page.

## Locating the language files

If you plan to deploy the SMART Response software installation packages in a language other than English (U.S.), ensure the corresponding MST file for that language is in the same folder as the MSI file.

Language	Code	File
English (U.S.)	1033	1033.mst
English (UK)	2057	2057.mst
Arabic	1025	1025.mst
Chinese (Simplified)	2052	2052.mst
Czech	1029	1029.mst
Danish	1030	1030.mst
Dutch	1043	1043.mst
Finnish	1035	1035.mst
French	1036	1036.mst
German	1031	1031.mst
Greek	1032	1032.mst
Hungarian	1038	1038.mst
Italian	1040	1040.mst
Korean	1042	1042.mst
Norwegian	1044	1044.mst
Polish	1045	1045.mst
Portuguese (Portugal)	2070	2070.mst
Portuguese (Brazil)	1046	1046.mst
Russian	1049	1049.mst
Spanish (Spain)	1034	1034.mst
Spanish (Mexico)	2058	2058.mst
Swedish	1053	1053.mst
Turkish	1055	1055.mst

The MST files are located on the SMART Response DVD in the **Windows\hwr** folder.

Installing SMART Response

If you want to support handwriting recognition in a language other than English, you must download and install the installation package for the language:

File	Product code value
myscript hwr (arabic).msi	{978A47F7-B01C-4E6B-8ED7-9C48DA5ED5D9}
myscript hwr (chinese).msi	{1C08E9A9-AC34-41C1-82AE-28D052DBC500}
myscript hwr (danish).msi	{5CAADAA8-39A6-44D4-A189-19A5DDB704AF}
myscript hwr (dutch).msi	{FFE8B367-7349-406F-A583-F2795A0A0548}
myscript hwr (finnish).msi	{7762637E-C185-4252-8FE9-72BC095AB47C}
myscript hwr (french).msi	{9A960F35-C1DA-4FC0-B802-EAFF4179FDB0}
myscript hwr (german).msi	{415CD877-0970-4CB6-B178-1E72F7DC60E7}
myscript hwr (greek).msi	{DBBEDE5D-3342-4C13-ABA1-E35DA1147ED5}
myscript hwr (hungarian).msi	{FB4F5116-0220-4296-B888-CBAFE6A6B9C0}
myscript hwr (italian).msi	{0E5F9A13-4C27-4CE4-9E29-69223EE08FCF}
myscript hwr (japanese).msi	{B693FD69-0E52-4BD6-B2BA-59EC10BB4BEF}
myscript hwr (korean).msi	{5CBF713D-6EC6-4BDF-9B40-6338AC0D1C1A}
myscript hwr (norwegian).msi	{12A35C25-B07E-4481-B1A0-B36892C07491}
myscript hwr (polish).msi	{909E3219-72DE-40A3-9162-E653CBEBABF2}
myscript hwr (portuguese).msi	{727822B6-9BF7-41C0-AB57-8EE6E21814D9}
myscript hwr (russian).msi	{1F2282B4-7A07-4AD1-BFCF-C58F37E3EC2C}
myscript hwr (spanish).msi	{EDAC6E0D-F93B-4B80-9377-F57D3BB5E6B1}
myscript hwr (swedish).msi	{EB61ED3F-8C2F-4D3D-81BE-CA16DA87D515}
myscript hwr (turkish).msi	{319B07E6-4D8A-4A7F-BC38-BA39C4BADF4F}
Adobe Flash Player plug-ins	
install_flash_player_10_ plugin.msi	{D85A1A59-DC52-4D13-9445-EF3F379D4DB5}
install_flash_player_10_active_x.msi	{FFB768E4-E427-4553-BC36-A11F5E62A94D}

## Chapter 3

# Using the command line interface

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The installation packages contain all of the information Windows Installer requires to install or remove SMART Response software, SMART Notebook software and SMART Product Drivers. Run the MSI files from a command prompt to start Windows Installer and install or modify the software using available properties and parameters.

## IMPORTANT

- When you enter paths in the procedures below, use Universal Naming Convention (UNC) paths.
- If you're using the Windows Vista or Windows 7 operating system, you must open a Command Prompt window in Elevated mode with full administrator rights.

## Installing or upgrading the software

You can install or upgrade SMART Response software, SMART Notebook software and SMART Product Drivers as well as handwriting recognition in languages other than English and the Adobe Flash Player plug-ins by following the instructions in this section.

## To install or upgrade SMART Response software

- 1. Open a Command Prompt window.
- 2. Type the following command:

```
msiexec /i "[Path]\SMART Response.msi" [Properties] [Parameter]
Where:
```

- [Path] is the path to the SMART Response.msi file.
- [Properties] is a set of properties you can include to customize the installation. See
   SMART Response properties on page 45.
- o [Parameter] is the installation parameter. See Parameters on page 54.
- 3. Press ENTER.

Windows Installer installs or upgrades SMART Response software.

#### To install or upgrade SMART Notebook software

- 1. Open a Command Prompt window.
- 2. Type the following command:

```
msiexec /i "[Path]\SMART Notebook.msi" [Properties] [Parameter]
Where:
```

- [Path] is the path to the SMART Notebook.msi file.
- [Properties] is a set of properties you can include to customize the installation. See
   SMART Response properties on page 45.
- o [Parameter] is the installation parameter. See Parameters on page 54.
- 3. Press ENTER.

Windows Installer installs or upgrades SMART Notebook software.

Using the command line interface

## To install or upgrade SMART Product Drivers

- 1. Open a Command Prompt window.
- 2. Type the following command:

```
msiexec /i "[Path]\SMART Product Drivers.msi" [Properties]
[Parameter]
```

#### Where:

- [Path] is the path to the SMART Product Drivers.msi file.
- [Properties] is a set of properties you can include to customize the installation. See
   SMART Response properties on page 45.
- o [Parameter] is the installation parameter. See Parameters on page 54.
- 3. Press ENTER.

Windows Installer installs or upgrades SMART Product Drivers.

## To install handwriting recognition in a language other than English

- 1. Open a Command Prompt window.
- 2. Type the following command:

```
msiexec /i "[Path]\[File]" /q
```

## Where:

- [Path] is the path to the handwriting recognition MSI file.
- [File] is the name of the handwriting recognition MSI file for the desired language. See
   Locating the language files on page 7.
- 3. Press ENTER.

Windows Installer installs handwriting recognition in the specified language.



This can take several minutes with no indication of activity or completion.

Using the command line interface

## To install the Adobe Flash Player plug-ins

- 1. Open a Command Prompt window.
- 2. Type the following command:

```
msiexec /i "[Path]\install_flash_player_10_plugin.msi" -install Where [Path] is the path to the install_flash_player_10_plugin.msi file.
```

- 3. Press ENTER.
- 4. Type the following command:

```
msiexec /i "[Path]\install_flash_player_10_active_x.msi" -install
Where [Path] is the path to the install_flash_player_10_active_x.msi file.
```

5. Press ENTER.

Windows Installer installs the Adobe Flash Player plug-ins.

## **I** NOTE

This can take several minutes with no indication of activity or completion.

## Removing the software

In addition to installing or upgrading SMART Response software, SMART Notebook software, SMART Product Drivers and the Adobe Flash Player plug-ins, you can remove them in Silent mode using Windows Installer.

## To remove SMART Response software

- 1. Open a Command Prompt window.
- 2. Type the following command:

```
msiexec /x "[Path]\SMART Response.msi" /q
```

Where [Path] is the path to the SMART Response.msi file.

3. Press ENTER.

Windows Installer removes SMART Response software.

## NOTE

This can take several minutes with no indication of activity or completion.

Using the command line interface

## To remove SMART Notebook software

- 1. Open a Command Prompt window.
- 2. Type the following command:

```
msiexec /x "[Path]\SMART Notebook.msi" /q
```

Where [Path] is the path to the SMART Notebook.msi file.

3. Press ENTER.

Windows Installer removes SMART Notebook software.

**I** NOTE

This can take several minutes with no indication of activity or completion.

## To remove SMART Product Drivers

- 1. Open a Command Prompt window.
- 2. Type the following command:

```
msiexec /x "[Path]\SMART Product Drivers.msi" /q
```

Where [Path] is the path to the SMART Product Drivers.msi file.

3. Press ENTER.

Windows Installer removes SMART Product Drivers.

**I** NOTE

This can take several minutes with no indication of activity or completion.

Using the command line interface

## To remove a handwriting recognition language

- 1. Open a Command Prompt window.
- 2. Type the following command:

```
o msiexec /x "[Path]\myscript hwr ([Language]).msi" /q
```

Where [Path] is the path to the handwriting recognition MSI file and [Language] is the name of the handwriting recognition MSI file for the installed language (see Locating the language files on page 7).

OR

o msiexec /x [Product Code] /q

Where [Product Code] is the product code value for the installed language (see Locating the language files on page 7).

3. Press ENTER.

Windows Installer removes the handwriting recognition language.

## I NOTE

This can take several minutes with no indication of activity or completion.

## To remove the Adobe Flash Player plug-ins

- 1. Open a Command Prompt window.
- 2. Type one of the following commands:

```
    msiexec /x "[Path]\install_flash_player_10_plugin.msi" /q
    Where [Path] is the path to the install_flash_player_10_plugin.msi file.
    OR
```

- $\circ$  msiexec /x {D85A1A59-DC52-4D13-9445-EF3F379D4DB5} /q
- 3. Press ENTER.
- 4. Type one of the following commands:

```
    msiexec /x "[Path]\install_flash_player_10_active_x.msi" /q
    Where [Path] is the path to the install_flash_player_10_active_x.msi file.
    OR
```

Using the command line interface

#### 5. Press ENTER.

Windows Installer removes the plug-ins.



## NOTE

This can take several minutes with no indication of activity or completion.

## **Examples**

This example installs SMART Response software with default settings in Silent mode:

```
msiexec /i "\\Installs\SMART Response\SMART Response.msi" /q
```

This example installs SMART Notebook software in Silent mode, specifying central locations on the school's network for Gallery content and the **Team Content** folder:

```
msiexec /i "\\Installs\SMART Notebook\SMART Notebook.msi" NETWORK
CONTENT=1 CONTENT TARGET PATH="\\server\qallery\" TEAM CONTENT
PATH="\\server\teamcontent\" /q
```

This example installs SMART Notebook software and the Geography and History categories of the Gallery Essentials collection in Silent mode:

```
msiexec /i "\\Installs\SMART Notebook\SMART Notebook.msi" FULL
GALLERY="" GEOGRAPHY CONTENT=1 HISTORY CONTENT=1 /q
```

This example installs SMART Notebook software in Silent mode, enabling the Customer Experience Program by default:

```
msiexec /i "\\Installs\SMART Notebook\SMART Notebook.msi" CUSTOMER
LOGGING=2 /q
```

This example installs SMART Product Drivers, displaying the installation wizard in German:

```
msiexec /i "\\Installs\SMART Product Drivers\ SMART Product
Drivers.msi" TRANSFORMS="1031.mst" /qb
```

## Chapter 4

## **Using SMART Install Manager**

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SMART Install Manager allows you to customize SMART software installation packages (also known as MSI files) by publishing MST files. You can then install the MSI and MST files on computers using third-party imaging or remote management software.

## Installing SMART Install Manager

You can install SMART Install Manager from the included DVD.

OR

You can download and install SMART Install Manager from the smarttech.com/software website.

## To install the software from the DVD

1. Insert the DVD in your computer's DVD drive. A dialog box appears.

## I NOTE

If the dialog box doesn't appear, browse to and open **[DVD Drive]\CDBrowser.exe** in Windows Explorer.

 Click Administrator Preparation and Tools, and then click Install SMART Install Manager.

The SMART Install Manager installation wizard appears.

Using SMART Install Manager

- 3. Follow the on-screen instructions.
- 4. Click Install.

Windows Installer installs SMART Install Manager.

#### To install the software from the website

- 1. Go to smarttech.com/software.
- Scroll to the SMART Response interactive response system section, select your version from the Choose a product drop-down list, and then follow the on-screen instructions to download the Install Manager.exe file to your computer.
- 3. Double-click Install Manager.exe.

The SMART Install Manager installation wizard appears.

- 4. Follow the on-screen instructions.
- 5. Click Install.

Windows Installer installs SMART Install Manager.

## **Using SMART Install Manager**

After you install SMART Install Manager, shortcuts to the software appear on the desktop and in the Start menu under All Programs > SMART Technologies > SMART Install Manager.

With SMART Install Manager, you can do the following:

- · Open an installation package
- Save your changes to the installation package
- Publish your changes to the installation packages as an MST file

## Opening an installation package

To customize an installation package, open its MSI file in SMART Install Manager by doing one of the following:

- Select File > Open
- Click
- Drag the MSI file into the SMART Install Manager window

Alternatively, you can search for installation packages on your computer by clicking , or on CDs or DVDs by clicking.

Using SMART Install Manager

## 🚺 TIP

All installation packages you've previously opened in SMART Install Manager appear in the *Unmodified Packages* tab.

After you open an installation package, a set of pages for that installation package appear in SMART Install Manager:



Customize the installation package using the controls in *Customizing the SMART Response* installation package on next page.

## Saving your changes

After customizing an installation package, you can save your changes as an XML file by selecting **File > Save As**. When you next start SMART Install Manager, you can load the XML file by selecting **File > Open**, or by opening the MSI file, and then selecting **File > Import**.

## •

TIP

All XML files you create or open in SMART Install Manager appear in the *Modified Packages* tab of the *Welcome* page.

## Publishing your changes as an MST file

The final step in using SMART Install Manager to customize an installation package is to publish your changes as an MST file. Do this by selecting **File > Publish**, and then using the dialog box to define

Using SMART Install Manager

a location for and create the MST file.



#### TIP

Publish the MST file in the same network location as the MSI file.

## Customizing the SMART Response installation package

Open the SMART Response.msi file in SMART Install Manager (see Using SMART Install Manager on page 18), and then complete the following procedures.

## To set installation options

1. Click Installation Options.

The Installation Options page appears.

2. In the Installation directory box, type the path to your preferred folder for SMART Response software.

## I NOTE

If you don't include this property, Windows Installer installs SMART Response software in C:\Program Files\SMART Technologies\SMART Response.

- 3. In the *Product key* box, type your school's 22-character product key for SMART Response software.
- 4. Select the Install Notebook Software only check box to install SMART Notebook SE software only.
- 5. Click Activation Options.

The Activation Options page appears.

6. In the Registry file box, type the path to the SMART Response software registry file.

#### To configure SMART Product Update (SPU)

1. Click SMART Product Update (SPU) Options.

The SMART Product Update (SPU) Options page appears.

2. Select the Install SMART Product Update check box to install SPU.

Using SMART Install Manager

3. In the *Check for updates* box, type the number of days between SPU checks.

## **I** NOTE

By default, SPU checks for product updates every 30 days. You can set SPU to check for product updates at intervals of one to 60 days.

4. Select the **Notify users about SMART product updates** check box to notify the teacher when product updates are available.

## To add the SMART Response icon to the notification area when the teacher logs on

1. Click Desktop Menu Configuration.

The Desktop Menu Configuration page appears.

Select the Start Desktop Menu at log in for all users check box to add the SMART Response icon to the notification area when the teacher logs on.

## To set the certificate file and ports for SMART Response CE

1. Click Optional Configuration Settings.

The Optional Configuration Settings page appears.

2. In the *Certificate file* box, type the path to the certificate file for SSL digital certificate encryption.

OR

Click **Browse**, and then use the dialog box to browse to and select the certificate file.

3. In the *File port* box, type the port number for the file data channel.

OR

In the File port box, type \* to use a random port number for the file data channel.

## **I** NOTE

The default port is 23458.

4. In the Secure Base port box, type the port number for the encrypted data channel.

OR

In the Secure Base port box, type \* to use a random port number for the encrypted data channel.

## NOTE

The default port is 23457.

## To select the SMART Response mode

1. Click SMART Response Setup Tool.

The SMART Response Setup Tool page appears.

- 2. Select one of the following options:
  - o SMART Response LE clickers
  - o SMART Response PE clickers
  - SMART Response XE clickers
  - SMART Response/Senteo clickers
  - SMART Response VE (beta)
  - SMART Notebook SE
  - Any SMART Response clicker

## I NOTE

You can change modes after installation using the SMART Response Setup Tool (see *About SMART Response* on page 2).

# Customizing the SMART Notebook installation package

Open the **SMART Notebook.msi** file in SMART Install Manager (see *Using SMART Install Manager* on page 18), and then complete the following procedures.

## To set installation options

1. Click Installation Options.

The Installation Options page appears.

2. In the *Installation directory* box, type the path to your preferred folder for SMART Notebook.

## **I** NOTE

If you don't specify a folder, Windows Installer installs the program in %PROGRAMFILES%\SMART Technologies\SMART Notebook.

3. In the *Product key* box, type your school's 22-character product key for SMART Notebook software.

Using SMART Install Manager

## To configure SPU

1. Click SMART Product Update (SPU) Options.

The SMART Product Update (SPU) Options page appears.

- 2. Select the Install SMART Product Update check box to install SPU.
- 3. In the Check for updates box, type the number of days between SPU checks.

## **I** NOTE

By default, SPU checks for product updates every 30 days. You can set SPU to check for product updates at intervals of one to 60 days.

4. Select the **Notify users about SMART product updates** check box to notify the student when product updates are available.

## To specify content folders

1. Click Team Content.

The Team Content page appears.

2. In the *Team Content path* box, type the path to the **Team Content** folder.

## NOTE

A **Team Content** folder is a location on your school's network where teachers and students can store shared content. See *Installing and maintaining Gallery content* on page 29.

3. Click My Content.

The My Content page appears.

4. In the My Content path box, type the path to the My Content folder.

## NOTE

A **My Content** folder is a location on the teacher's computer where he or she can store individual content.

#### To configure the Customer Experience Program

1. Click Customer Experience.

The Customer Experience page appears.

Using SMART Install Manager

2. Click **Allow users to participate in the Customer Experience Program** to allow the teacher to enable or disable the Customer Experience Program.

OR

Click **Enable the Customer Experience Program on all computers** to enable the Customer Experience Program for the teacher automatically.

## To configure the Optional Settings

1. Click Optional Settings.

The Optional Settings page appears.

2. Select the **Install print capture driver** check box to include the Print Capture Driver in the installation.

## I NOTE

The Print Capture Driver is a printer driver that allows teachers to import content from other programs into SMART Notebook

- 3. Select the Install Notebook Plugin IE Helper Object check box to install the plugin.
- Select the Install SMART Document Camera drivers check box if you're using a SMART Document Camera.

## Customizing the SMART Product Drivers installation package

Open the **SMART Product Drivers.msi** file in SMART Install Manager (see *Using SMART Install Manager* on page 18), and then complete the following procedures.

## To set the installation options

1. Click Installation Options.

The Installation Options page appears.

2. In the *Installation directory* box, type the path to your preferred folder for SMART Product Drivers.



If you don't specify a folder, Windows Installer installs the program in %PROGRAMFILES%\SMART Technologies\SMART Product Drivers.

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## To configure SPU

1. Click SMART Product Update (SPU) Options.

The SMART Product Update (SPU) Options page appears.

- 2. Select the Install SMART Product Update check box to install SPU.
- 3. In the Check for updates box, type the number of days between SPU checks.

## **I** NOTE

By default, SPU checks for product updates every 30 days. You can set SPU to check for product updates at intervals of one to 60 days.

4. Select the **Notify users about SMART product updates** check box to notify the student when product updates are available.

## To configure post-installation options

1. Click **SMART Tools**.

The SMART Tools page appears.

- Select the Start SMART Tools at logon check box to start SMART Tools each time the teacher logs on.
- 3. Click Tablet PC Support.

The Tablet PC Support page appears.

4. Select the **Enable Tablet PC Support** check box to use Tablet PC functionality with the SMART Board interactive whiteboard without having to connect a Tablet PC.

## NOTES

- This check box only applies to the Windows Vista and Windows 7 operating systems only. It has no effect on other operating systems.
- If you clear this check box, users won't have touch support at the Windows logon screen.
- 5. Click SNMP Agent.

The SNMP Agent page appears.

Select the Start Simple Network Management Protocol (SNMP) Agent check box to
enable remote monitoring and control of your SMART products and projectors from a central
location using SMART SNMP Agent.

## Deploying the installation package

After publishing MST files for the teacher and student installation packages, you can install these installation packages using Group Policy-based software deployment or other software management tools.

## I NOTE

These procedures vary depending on your version of Windows operating system and your system preferences.

## To deploy an installation package

- 1. Copy the MST file and the MST file you published using SMART Install Manager to \\[Domain Controller]\] NETLOGON, where [Domain Controller] is your school's domain controller.
- 2. Open the Control Panel.
- 3. Double-click Administrative Tools.
- 4. Double-click Active Directory® Users and Computers.

The Active Directory Users and Computers window appears.

5. Right-click your school's domain, and then select Properties.

The *Properties* dialog box appears.

6. Click the **Group Policy** tab, and then click **Edit**.

The Group Policy Object Editor dialog box appears.

- 7. Browse to and open Computer Configuration\Software Settings.
- 8. Right-click **Software Installation**, and then select **New > Package**.
- 9. Browse to and select the MSI file from step 1.
- 10. In the *Deploy Software* section, click **Advanced**, and then click **OK**.
- 11. Click the Modifications tab, and then click Add.
- 12. Browse to and select the MST file from step 1.
- 13. Click **OK** to apply the MST file to the MSI file.
- Close all open windows and dialog boxes.

The next time each computer on the domain starts, it automatically installs the software in Silent mode with the customizations defined in the MST file.

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## To remove a deployed installation package

- 1. Open Control Panel.
- 2. Double-click Administrative Tools.
- 3. Double-click Active Directory Users and Computers.

The Active Directory Users and Computers window appears.

4. Right-click your school's domain, and then select **Properties**.

The *Properties* dialog box appears.

5. Click the **Group Policy** tab, and then click **Edit**.

The Group Policy Object Editor dialog box appears.

- 6. Browse to and open Computer Configuration\Software Settings\Software Installation.
- 7. Right-click the software you want to remove, and then select **All Tasks > Remove**.
- 8. Select Immediately uninstall the software from users and computers, and then click OK.

The next time each computer on the domain starts, it automatically removes the software.

## Chapter 5

# Installing and maintaining Gallery content

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## Gallery content includes the following:

- Gallery Essentials, which is a collection of educational photos and other images, audio files, and Adobe Flash Player compatible files
- Lesson Activity Toolkit, which contains objects teachers can use to create their own lesson activities

Gallery content is accessible from the Gallery tab in SMART Notebook software.

This chapter explains how to install and maintain Gallery content.

## Installing Gallery content

Typically, you install Gallery content on each computer. However, you can install Gallery content in a central location and then configure SMART Notebook to refer to that location. This is ideal for environments where hard disk space on teacher and student computers is limited.

## **Downloading Gallery content**

Download Gallery content to a folder on your school's network following the procedure in this section, and then install the content on each computer from this folder.

OR

Download the content from the SMART website during installation.

## To download Gallery content

- 1. Open the SMART Notebook installation package in SMART Install Manager.
- 2. Click Gallery Content.

The Gallery Content page appears.

- 3. Click Install the Gallery on each computer.
- 4. Click **Download**, and then follow the on-screen instructions.

## Configuring Gallery content using command line interface

If you're installing the software using the command line interface, include the following properties in the installation package customizations:

## • CONTENT\_SOURCE\_PATH

Value	Enter this value to:
[Path]	Specify the path to the folder on your school's network that contains the
	Gallery Essentials and Lesson Activity Toolkit folders (if you downloaded
	the Gallery Essentials and Lesson Activity Toolkit collections).

## • CONTENT\_TARGET\_PATH

Value	Enter this value to:
[Path]	Specify the path to the folder where you want to install the Gallery content
	(if you don't want to use the default folder
	%ALLUSERSPROFILE%\Application Data\SMART Technologies).

If you want to install the full Gallery Essentials collection, include **FULL\_GALLERY=1** in the installation package customization. Alternatively, specify which categories you want to install by including the following properties in the installation package customization:

Gallery Essentials category	Property
Administration and Evaluation	ADMIN_CONTENT=1
Arts	ARTS_CONTENT=1
English and Language Arts	ENGLISH_CONTENT=1
Geography	GEOGRAPHY_CONTENT=1
History	HISTORY_CONTENT=1
Mathematics	MATH_CONTENT=1
People and Culture	PEOPLE_CONTENT=1
Science and Technology	SCIENCE_CONTENT=1
Special Needs	SPECIAL_CONTENT=1
Sports and Recreation	SPORTS_CONTENT=1

If you want to install the Lesson Activity Toolkit collection, include **LAT\_CONTENT=1** in the installation package customization.

# Configuring Gallery content using SMART Install Manager

If you're installing the software using SMART Install Manager, complete the procedure in this section to configure Gallery content.

## ■ To configure Gallery content using SMART Install Manager

- Open the SMART Notebook installation package in SMART Install Manager. See Using SMART Install Manager on page 18.
- 2. Click Gallery Content.

The Gallery Content page appears.

- 3. Click Install the Gallery on each computer.
- 4. In the *Source location* box, type the path of the folder on your school's network that contains the Gallery content (if you downloaded Gallery collections to your school's network).
- In the Destination folder box, type the path of the location on each computer where you want to
  install the Gallery collections if you don't want to use the default folder
  (%ALLUSERSPROFILE%\Application Data\SMART Technologies).
- 6. Clear the check boxes of the Gallery collections you don't want to install.
- 7. Publish your changes as an MST file, and then deploy the MSI and MST files.

## Installing Gallery content in a central location

## **Downloading Gallery Content**

To place and use Gallery content in a central location on your school's network, you must first download the content to that location by performing the procedure in this section.

## To download Gallery content

1. Open the SMART Notebook installation package in SMART Install Manager. See *Using SMART Install Manager* on page 18.

Installing and maintaining Gallery content

#### 2. Click Gallery Content.

The Gallery Content page appears.

- 3. Click Share Gallery content with all computers from a common network location.
- 4. Click **Browse** in the *Share Gallery Content* area, and then specify a network location accessible to all users.
- 5. If you want to download the Gallery Essentials collection, click **Install** beside *Essentials for Educators*, and then follow the on-screen instructions.
- 6. If you want to download the Lesson Activity Toolkit collection, click **Install** beside *Lesson Activity Toolkit*, and then follow the on-screen instructions.

## Configuring centralized Gallery content using the command line interface

If you're installing the software using the command line interface, include the following properties in the SMART Notebook installation package customizations:

#### • NETWORK CONTENT

Value	Enter this value to:
1	Refer to Gallery content in a central location specified in the CONTENT_
	TARGET_PATH property.

#### **I** NOTE

Because you include this property with a value of 1, Windows Installer ignores the CONTENT\_SOURCE\_PATH, FULL\_GALLERY and \*\_CONTENT properties.

#### • CONTENT\_TARGET\_PATH

Value	Enter this value to:	
[String]	Specify the path to the folder on your school's network that contains the	
Gallery Essentials and Lesson Activity Toolkit folders.		

## Configuring centralized Gallery content using SMART Install Manager

If you're installing the Gallery content using SMART Install Manager, complete the procedure in this section to configure Gallery content.

#### ■ To configure Gallery content using SMART Install Manager

- Open the SMART Notebook installation package in SMART Install Manager. See Using SMART Install Manager on page 18.
- 2. Click Gallery Content.

The Gallery Content page appears.

- 3. Click **Share Gallery** content with all computers from a common network location.
- 4. In the *Gallery location* box, type the path of the folder on your school's network that contains the Gallery content.
- 5. Publish your changes as an MST file, and then deploy the MSI and MST files.

## Modifying Gallery content

After installing the software, you can modify Gallery content using Gallery Setup. This program is available under **%PROGRAMFILES%\Common Files\ SMART Technologies\SMART Product Update**, and you can run it from a graphical user interface or the command line.

#### To run Gallery Setup from a graphical user interface

- In Windows Explorer, browse to %PROGRAMFILES%\Common Files\SMART Technologies\SMART Product Update.
- 2. Double-click Gallery Setup.exe.

The Select a Gallery dialog box appears.

- 3. Select the Gallery collection you want to modify, and then click **OK**.
  - Gallery Setup starts.
- 4. In the *Content* tab, select the check boxes of the categories you want to include and clear the check boxes of the categories you don't want to include.

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5. In the *Languages* tab, select the check boxes of the language packs you want to include and clear the check boxes of the language packs you don't want to include.

#### TIP

To see the language pack names in English, clear the **Show native names** check box.

- 6. In the *Installation folder for Gallery content* box, type the path to the folder where you want to store the Gallery collection.
- 7. Click OK.

Gallery Setup updates the selected Gallery collection.

8. Click Finish.

#### To run Gallery Setup from the command line

- 1. Open a Command Prompt window.
- 2. Type the following command:

```
"[Path]\Gallery Setup.exe" [Command] [Flags] [Parameters]
```

#### Where:

• [Path] is the path to the Gallery Setup.exe file.

#### I NOTE

The default path is **%PROGRAMFILES%\Common Files\SMART Technologies\SMART Product Update**.

- o [Command] is a command (see Gallery Setup commands on next page).
- [Flags] is one or more optional flags for the command (see Gallery Setup flags on page 37).
- [Parameters] is one or more parameters for the command (see Gallery Setup parameters on page 38).

#### NOTES

- For example commands, see Example Gallery commands on page 39.
- Gallery Setup doesn't support Windows Installer options.
- 3. Press ENTER.

Gallery Setup updates the selected Gallery collection.

### Gallery Setup commands

The following table defines available commands for Gallery Setup:

Command	Purpose	Notes
downloadall	Download the entire Gallery collection to a source folder.	
downloadsome	Download specific categories of the Gallery collection to a source folder.	Specify which categories you want to download using the <b>c parameter</b> .
installall	Install the entire Gallery collection from the source folder to the destination folder.	<ul> <li>If you omit thesource parameter, Gallery Setup doesn't use a default path unless you provide the allowdownload flag.</li> <li>If you omit thedestination parameter, Gallery Setup uses the default path defined in the Gallery collection's configuration.</li> </ul>
installsome	Install specific categories of the Gallery collection from the source folder to the destination folder.	<ul> <li>If you omit thesource parameter, Gallery Setup doesn't use a default path unless you provide the allowdownload flag.</li> <li>If you omit thedestination parameter, Gallery Setup uses the default path defined in the Gallery collection's configuration.</li> <li>Specify which categories you want to download using thec parameter.</li> </ul>
uninstall	Remove the installed Gallery collection.	
register	Define the location of Gallery content.	Use this command with the  destination andconfiguration  parameters, or with theguid  parameter.

Gallery Setup flags
The following table defines available flags for Gallery Setup:

Flag	Purpose	Notes
remote	Prevent Gallery Setup from registering itself with SMART Notebook.	This disables the <b>Check for Updates</b> feature and prevents users from updating the content.
verbose	Output progress of operations to standard output when working in command line mode.	
overrideproxy	Set Gallery Setup to ignore default (system-wide or previously set) proxy settings where applicable, and use a proxy specified by theproxy parameter (server:port format), using a user name and password provided by theusername andpassword parameters.	You can set a user name and password withoutoverrideproxy, and still use it for authentication with the default proxy.
allowdownload	Download the Gallery collection from the default URL specified in the configuration.	Use this flag with theinstallall or installsome parameters when you omit thesource parameter.
forcedest	Share Gallery content across users.	

### Gallery Setup parameters

The following table defines available parameters for Gallery Setup:

Parameter	Value	Purpose	Notes
source	[Path]	Define the path to a local or network folder where the Gallery content is stored before installation.	If you omit this parameter, the installation program uses the default URL from the Gallery configuration, as specified by theguid orconfiguration parameters.
destination	[Path]	Define the path to a local or network folder where Gallery Setup installs the Gallery content.	If you omit this parameter, Gallery Setup uses this default path found in the computer's registry:  %ALLUSERPROFILES%\Application Data\SMART Technologies\Gallery Essentials.
configuration	[Path]	Define the full path to a gallerycollection file, including the file name.	If you omit this parameter, you must provide the <b>guid</b> parameter to specify a known Gallery collection.
guid	[Identifier]	Specify a known Gallery collection to work with.	A Gallery collection is known if Gallery Setup has already opened its .gallerycollection file. In this situation, use this parameter instead of the configuration parameter.
c	[Alias]	Download or install the category of the Gallery collection identified by [Alias].  Use this parameter with thedownloadsome andinstallsome commands.	You can include severalc parameters in a single command. Valid [Alias] values for the Gallery Essentials collection are:  o admin arts english geography history math people science special sports

Parameter	Value	Purpose	Notes
ui	N/A	Specify the user interface level.  Use this parameter to show a progress indicator and error messages. If you don't include this parameter, Gallery Setup works silently without a user interface.	<ul> <li>Useregister with the downloadall or downloadsome parameters to display the full user interface.</li> <li>Useregister with theinstallall orinstallsome parameters to display a minimal user interface.</li> </ul>

#### Example Gallery commands

#### **Downloading a Gallery collection**

Use the following command to copy a Gallery collection from a specific source folder to a common destination folder:

```
"[Path]\Gallery Setup.exe" --downloadall --destination "[Path]" -- configuration "[Path]"
```

#### Downloading certain categories of a Gallery collection

Use the following command to copy only certain categories of a Gallery collection from a specific source folder to a common destination folder:

```
"[Path]\Gallery Setup.exe" --downloadsome --destination "[Path]" -- configuration "[Path]" --c "[Alias 1]" --c "[Alias 2]"
```

#### Installing a Gallery collection

Use the following command to install a Gallery collection from the default source (as defined in the .gallerycollection file) to a specific destination folder:

```
"[Path] \Gallery Setup.exe" --installall --allowdownload --destination
"[Path]" --configuration "[Path]"
```

#### Installing certain categories of a Gallery collection

Use the following command to install certain categories of a Gallery collection from the default source (as defined in the .gallerycollection file) to a specific destination folder:

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```
"[Path]\Gallery Setup.exe" --installsome --remote --source "[Path]" -- allowdownload --destination "[Path]" --configuration "[Path]" --c
"[Alias 1]" --c "[Alias 2]"
```

#### Registering installed Gallery collections with SMART Notebook

If you've installed Gallery collections to a network location, use the following command to register the Gallery content with SMART Notebook on each user's computer:

```
"[Path]\Gallery Setup.exe" --register --remote --forcedest --
destination "[Path]" --configuration "[Path]"
```

#### Removing a Gallery collection

Use the following command to remove the Gallery Essentials collection:

```
"[Path]\Gallery Setup.exe" --uninstall --guid gallery.smarttech.com
```



To automate the removal of a Gallery collection, you can use the command in a batch file as a startup script.

## **Changing Gallery content locations**

After installing the software, you can do the following:

- · Change the location of the My Content folder
- Create or connect to a Team Content folder
- Connect to an RSS feed

#### Starting SMART Notebook in Administration mode

Before you can maintain content folders in SMART Notebook software, you must start the program in Administration mode.

#### ■ To start SMART Notebook software in Administration mode

- 1. Open a Command Prompt window.
- 2. Type "[Path] Notebook.exe" /admin where [Path] is the path to the SMART Notebook program folder, and then press ENTER.
  - I NOTE

The default path is %PROGRAMFILES%\SMART Technologies\ SMART Notebook.

SMART Notebook software starts in Administration mode.

### Changing the location of the My Content folder

The My Content folder is a location where teachers and students can store content for their individual use.

You can specify the location of the My Content folder during installation. If you don't specify a location, the default location is **%APPDATA%\SMART Technologies\Gallery\My Content**.

You can change the location of the My Content folder after installation.

#### To change the location of the My Content folder

- 1. Start SMART Notebook software in Administration mode. See *Changing Gallery content locations* above.
- 2. Open the Gallery tab.

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3. Click Show additional Gallery actions, and then select Administration: Content Locations.

The Administration: Content Locations dialog box appears.

4. Click Browse.

The Browse For Folder dialog box appears.

- 5. Browse to and select the new **My Content** folder, and then click **OK**.
- 6. Click Close.
- 7. Close SMART Notebook software.

#### Creating or connecting to Team Content folders

All SMART Notebook users can create new content and save it in their My Content folders. To allow users to share content, you must create or connect to a **Team Content** folder.

▼ TIP

If you create a Team Content folder on a computer's hard disk, the folder is available to users of that computer only. However, if you create a Team Content folder on a server, the folder is available to all connected users.

#### To create a new Team Content folder

- 1. Start SMART Notebook software in Administration mode (see Changing Gallery content locations on previous page).
- 2. Open the Gallery tab.
- 3. Click Show additional Gallery actions, and then select Administration: Content Locations.

The Administration: Content Locations dialog box appears.

4. Click Create New.

The Browse For Folder dialog box appears.

5. Browse to and select the folder you want to designate as a **Team Content** folder, and then click OK.



NOTE

SMART Notebook adds an imsmanifest.xml file to the Team Content folder after you click **OK**. This file identifies the folder as a Team Content folder.

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- 6. Click Close.
- 7. Close SMART Notebook software.

#### To connect to an existing Team Content folder

- Start SMART Notebook software in Administration mode (see Changing Gallery content locations on page 41).
- 2. Open the Gallery tab.
- Click Show additional Gallery actions, and then select Administration: Content Locations.

The Administration: Content Locations dialog box appears.

4. Click Add Existing.

The Browse For Folder dialog box appears.

- 5. Browse to and select the **Team Content** folder, and then click **OK**.
- 6. Click Close.
- 7. Close SMART Notebook software.

#### To disconnect a Team Content folder

- 1. Start SMART Notebook software in Administration mode (see *Changing Gallery content locations* on page 41).
- 2. Open the Gallery tab.
- Click Show additional Gallery actions, and then select Administration: Content Locations.

The Administration: Content Locations dialog box appears.

4. Select the folder in the *Team Content* list, and then click **Remove**.

#### **IMPORTANT**

If you installed the Gallery Essentials and Lesson Activity Toolkit collections, folders for those collections appear in the *Team Content* list. Do not remove these folders from the list, or users will not be able to access these collections.

- 5. Click Close.
- 6. Close SMART Notebook software.

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#### Connecting to an RSS feed

You can connect to a public or private RSS feed to send information to your school's SMART Notebook users through the **Gallery** tab.

RSS is a format for delivering regularly changing web content. Many news-related websites, blogs and other publishers broadcast their content as RSS feeds.

#### To connect to an RSS feed

- 1. Start SMART Notebook software in Administration mode (see *Changing Gallery content locations* on page 41).
- 2. Open the Gallery tab.
- 3. Click **Show additional Gallery actions**, and then select **Administration: Content Locations**.

The Administration: Content Locations dialog box appears.

- 4. Type the URL of the RSS feed in the Online Resources box.
- 5. Click Close.
- 6. Close SMART Notebook software.

# Appendix A Windows Installer reference

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The SMART Response installation packages contain all of the information that Windows Installer requires to install or remove the SMART Response components. Run the MSI files from a command prompt to start Windows Installer and install or modify the software using available properties and parameters.

## **SMART** Response properties

The following are properties for the SMART Response installation package:

Property	Values	Notes
General propert	ies	
INSTALLDIR	[String]: The path to your preferred folder for SMART Response software.	If you don't include this property, Windows Installer installs SMART Response software in C:\Program Files\SMART Technologies\SMART Response.
ISX_ SERIALNUM	[String]: The 22-character product key you received from SMART.	This property is only applicable if you're installing SMART Response software in SMART Response CE mode.

Property	Values	Notes
TRANSFORMS	[String]: A language MST file for the installation (see Locating Language Files).	Ensure the specified MST file is in the same folder as the MSI file.
		This property defines the language of the installer's user interface and the installed software's icons and shortcuts. It doesn't define the installed software's user interface language. The installed software uses the computer's operating system language if it's supported, or English (U.S.) if not.
SMART Respons	se interactive response system properties	
RESPONSE_ MODE	1: Install the software in SMART Response mode. (Students enter responses using SMART Response clickers.)  2: Install the software in SMART Response CE mode. (Students enter responses using SMART Notebook SE software.)  4: Install the software in SMART Response LE mode. (Students enter responses using SMART Response LE clickers.)  8: Install the software in SMART Response PE mode. (Students enter responses using SMART Response PE clickers.)  16: Install the software in SMART Response XE mode. (Students enter responses using SMART Response XE clickers.)  32: Install the software in SMART Response VE mode. (Students enter responses using SMART Response VE clickers.)  64: Install the software in Mixed mode. (Students enter responses using SMART Response VE clickers.)	You or the user can change the mode after installation using the SMART Response Setup Tool.
RESPONSE_	Response XE, PE or LE clickers.)  [String]: The path to the SMART Response	Contact SMART Support for
ACTIVATION	software registry file.	details.
		This property is only applicable if you're installing SMART Response software in one of the hardware modes.

Duna sa sarta :	Value	Nata
Property  LAUNCH_ RESPONSE_ DESKTOP_ MENU	1 (default): Add the SMART Response icon to the notification area when the user logs on.  [Null]: Don't add the SMART Response icon to the notification area when the user logs on.	Notes
CERTIFICATE_ FOLDER	[String]: The path to, and file name of, the security certificate for Diffie-Hellman encryption.	This property is only applicable if you're installing SMART Response software in SMART Response CE mode.
FILE_PORT	[String]: The port you want to use to receive assessment information from SMART Notebook SE software.	This property is only applicable if you're installing SMART Response software in SMART Response CE mode.
SECURE_ BASE_ PORT	[String]: The secure port you want to use to receive assessment information from SMART Notebook SE software.	This property is only applicable if you're installing SMART Response software in SMART Response CE mode.
SMART Product	Update properties	
INSTALL_SPU	1 (default): Install SMART Product Update.  [Null]: Don't install SMART Product Update.	
SPU_TIME_ FRAME	[Integer]: The time in days between SMART Product Update checks.	By default, SMART Product Update checks for product updates every 30 days. You can set it to check for product updates at intervals of one to 60 days. This property is only applicable if you install SMART Product Update.
PRODUCT_ NOTIFICATION	(default): Notify the user when updates are available from SMART Product Update.  [Null]: Don't notify the user when updates are available from SMART Product Update.	This property is only applicable if you install SMART Product Update.

## **SMART Notebook properties**

The following are properties for the SMART Notebook installation package:

Property	Values	Notes			
General properties	General properties				
INSTALLDIR	[String]: The path to your preferred folder for SMART Response software.	If you don't include this property, Windows Installer installs SMART Response software in C:\Program Files\SMART Technologies\SMART Response.			
ISX_ SERIALNUM	[String]: The 22-character product key you received from SMART.	This property auto populates the <i>Product Key</i> box in the activation wizard if you choose not to include the <b>ACTIVATE_LICENSE</b> property.			
ACTIVATE_ LICENSE	Register the product key and automatically activate the software.  [Null] (default): Register the product key but not automatically activate the software.	You must include the ISX_ SERIALNUM property for this property to work.			
CREATE_ DESKTOPICONS	(default): Include a shortcut to SMART     Response software on the desktop.  [Null]: Don't include a shortcut to SMART     Response software on the desktop.				
CUSTOMER_ LOGGING	<ul> <li>0: Disable the Customer Experience Program.</li> <li>1: Allow the user to enable or disable the Customer Experience Program.</li> <li>2: Enable the Customer Experience Program.</li> </ul>				

Property	Values	Notes
TRANSFORMS	[String]: A language MST file for the installation (see Locating Language Files).	Ensure the specified MST file is in the same folder as the MSI file.
		This property defines the language of the installer's user interface and the installed software's icons and shortcuts. It doesn't define the installed software's user interface language. The installed software uses the computer's operating system language if it's supported, or English (U.S.) if not.
SMART Notebook	k software properties	
NETWORK_ CONTENT	See Installing and Maintaining Gallery Content.	
CONTENT_ SOURCE_PATH	See Installing and Maintaining Gallery Content.	
CONTENT_ TARGET_PATH	See Installing and Maintaining Gallery Content.	
FULL_GALLERY	See Installing and Maintaining Gallery Content.	
*_CONTENT	See Installing and Maintaining Gallery Content.	
TEAM_ CONTENT_ PATH	[String]: Specify the path to the Team Content folder.	A <b>Team Content</b> folder is a location on your school's network where users can store shared content.
		For information on creating a  Team Content folder, see  Creating or Connecting to  Team Content Folders.
		You must specify a path to an existing folder in this property.

Property	Values	Notes
MY_CONTENT	[String]: Specify the path to the My Content folder.	A <b>My Content</b> folder is a location on the user's computer where he or she can store individual content.
		You can include environment variables in the path.
		This property is useful if you want to store content in a shared network folder so users can access their <b>My Content</b> folder from any computer on the network.
PRINT_ CAPTURE	1 (default): Install the Print Capture Driver. [Null]: Don't install the Print Capture Driver.	The Print Capture Driver is a printer driver that allows teachers to import content form other programs.
ENABLE_	1 (default): Enable a 30-day trial of SMART Notebook Math Tools.	
MATH_TRIAL	O: Disable the 30-day trial of SMART  Notebook Math Tools.	
INSTALL_ DOCCAM_ DRIVERS	<ul><li>1 (default): Install document camera drivers.</li><li>0: Don't install document camera drivers.</li></ul>	This property is useful for turning off the drivers if they conflict with other drivers on the computer.
NBPLUGIN_ INSTALLED	<ul> <li>1 (default): Turns on the Notebook Plugin IE Helper object on 32-bit systems.</li> <li>0: Turns off the Notebook Plugin IE Helper object on 32-bit systems.</li> </ul>	If your computer's IE registry keys are locked, you can use this property to disable the installation of the plugin. The installation can fail if the registry keys are locked.
<b>SMART Product</b>	Update properties	
INSTALL_SPU	1 (default): Install SMART Product Update. [Null]: Don't install SMART Product Update.	
SPU_TIME_ FRAME	[Integer]: The time in days between SMART Product Update checks.	By default, SMART Product Update checks for product updates every 30 days. You can set it to check for product updates at intervals of one to 60 days. This property is only applicable if you install SMART Product

Property	Values	Notes	
PRODUCT_ NOTIFICATION	1 (default): Notify the user when updates are available from SMART Product Update.	This property is only applicable if you install SMART Product	
	<b>[Null]</b> : Don't notify the user when updates are available from SMART Product Update.	Update.	
Internet access p	roperties		
ACC	0: Disable Internet access.		
	1: Enable Internet access only for Gallery Setup.		
	2: Enable Internet access only for Language Setup.		
	3: Enable Internet access only for Gallery Setup and Language Setup.		
	<b>4</b> : Enable Internet access only for SMART Product Update.		
	<b>5</b> : Enable Internet access only for Gallery Setup and SMART Product Update.		
	<b>6</b> : Enable Internet access only for Language Setup and SMART Product Update.		
	<b>7</b> : Enable Internet access for everything except the Customer Experience Program.		
	8: Enable Internet access only for the Customer Experience Program.		
	<b>9</b> : Enable Internet access only for Gallery Setup and the Customer Experience Program.		
	<b>10</b> : Enable Internet access only for Language Setup and the Customer Experience Program.		
	<ol> <li>Enable Internet access for everything except SMART Product Update.</li> </ol>		
	<b>12</b> : Enable Internet access only for SMART Product Update and the Customer Experience Program.		
	13: Enable Internet access for everything except Language Setup.		
	<b>14</b> : Enable Internet access for everything except Gallery Setup.		
	<b>15</b> (default): Enable Internet access for everything.		

## **SMART Product Drivers properties**

The following are properties for the SMART Product Drivers installation package:

Property	Values	Notes			
General properties					
INSTALLDIR	<b>[String]</b> : The path to your preferred folder for SMART Response software.	If you don't include this property, Windows Installer installs SMART Response software in C:\Program Files\SMART Technologies\SMART Response.			
TRANSFORMS	[String]: A language MST file for the installation (see Locating Language Files).	Ensure the specified MST file is in the same folder as the MSI file.  This property defines the language of the installer's user interface and the installed software's icons and shortcuts. It doesn't define the installed software's user interface language. The installed software uses the computer's operating system language if it's supported, or English (U.S.) if not.			
SAVE_ SETTINGS	1: Retain configuration settings when removing the software.  [Null] (default): Don't retain the configuration settings when removing the software.				
SMART Product	SMART Product Drivers properties				
LAUNCH_ BOARD_TOOLS	1 (default): Start SMART Product Drivers after the installation.  [Null]: Don't start SMART Product Drivers after the installation.				
TOOLS_ STARTUP_ GROUP	1 (default): Start SMART Tools when the user logs on.  [Null]: Not start SMART Tools when the user logs on.				

Property	Values	Notes
ENABLE_ TABLETPC_ SUPPORT	1 (default): Use Table PC functionality with the SMART Board interactive whiteboard without connecting a Tablet PC.  [Null]: Not use Tablet PC functionality with the SMART Board interactive whiteboard without connect a Tablet PC.	This property is only applicable for the Windows Vista or Windows 7 operating system. It has not effect on other operating systems.  If you specify [Null], users won't have touch support at the Windows logon screen.
START_ SNMP_ SERVICE	1: Enable SMART SNMP Agent, allowing you to remotely monitor and control your SMART products and projectors from a central location.  [Null] (default): Disable SMART SNMP Agent.	For more information on SMART SNMP Agent, see the SMART SNMP Agent Administrator's Guide (document 128702).
SMART Product	Update properties	
INSTALL_SPU	1 (default): Install SMART Product Update.  [Null]: Don't install SMART Product Update.	
SPU_TIME_ FRAME	[Integer]: The time in days between SMART Product Update checks.	By default, SMART Product Update checks for product updates every 30 days. You can set it to check for product updates at intervals of one to 60 days. This property is only applicable if you install SMART Product Update.
PRODUCT_ NOTIFICATION	1 (default): Notify the user when updates are available from SMART Product Update.  [Null]: Don't notify the user when updates are available from SMART Product Update.	This property is only applicable if you install SMART Product Update.
Internet access p	properties	
ACC	<ol> <li>Disable Internet access.</li> <li>Enable Internet access only for Language Setup.</li> <li>Enable Internet access only for SMART Product Update.</li> <li>Enable Internet access for everything except SMART Product Update.</li> <li>Enable Internet access for everything except Language Setup.</li> <li>(default): Enable Internet access for everything.</li> </ol>	

## **Parameters**

The following are the standard Windows Installer parameters:

Parameter	Use		
/q	Hide the installation wizard.		
	i NOTE		
	This is Silent mode.		
/qb	Show a basic installation wizard.		
/qb!	Show a basic installation wizard without a Cancel button.		
/qb+	Show a basic installation wizard with a dialog box signaling the end of the installation.		
/qb+!	Show a basic installation wizard without a <i>Cancel</i> button but with a dialog box signaling the end of the installation.		
/qr	Show a reduced installation wizard.		
/qf	Show the full installation wizard, including a dialog box signaling the end of the installation or the <i>Fatal Error</i> , <i>User Exit</i> or <i>Exit</i> dialog box.		
/qn	Hide the installation wizard and the dialog box signaling the end of the installation.		
/qn+	Hide the installation wizard but show the dialog box signaling the end of the installation.		

### Appendix B

# Removing previous versions of software

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SMART recommends that you remove any previous version of SMART Response and SMART Notebook software before installing new versions.

When you remove a previous version of SMART Response or SMART Notebook software, the uninstall process may leave behind registry entries, preventing you from installing new versions.

If you have problems installing SMART Response or SMART Notebook software after removing an earlier version, download and run the Windows Installer Cleanup utility.

#### CAUTION

Use caution when you open the Windows registry editor. If you incorrectly modify the Windows registry, you can damage your computer's operating system. Back up your registry before performing the following procedures.

## Removing previous versions of SMART Response software

SMART uses the Windows Installer 3.1 installation utility to install SMART Response software. You can use standard Windows Installer user interaction parameters when removing previous versions of the software. See *Parameters* on page 54.

## Performing a default removal of SMART Response software from a command line

Before you can perform the following procedures, you must obtain the product code for your version of SMART Response software. You can find your product code value in the following table:

Version	Product code value
1.0.52.0	{7CA593A5-D1C0-4729-8D10-AC2037589649}
1.0.70.1	{7CA593A5-D1C0-4729-8D10-AC2037589649}
1.0.77.3	{7CA593A5-D1C0-4729-8D10-AC2037589649}
1.0.92.4	{55703158-2749-48C0-A563-935E7D825D20}
2.0.97.0	{BDB1F637-C890-4B86-A5A7-D20D8DBE176B}
2.1.307.0	{CFD7DD74-42F9-4B50-AFCD-1E0B0F5ABBA4}
2.2.591.1	{7A63D2B1-DE99-4DB3-93E7-8FDEDD49E3E3}
2.5.39.0	{DO4D1BAC-D63F-498F-B613-FB7BCF2F6C52}

#### **I** NOTES

- Versions 2.0.97.0 and earlier were referred to as Senteo assessment software.
- Include braces—"{" and "}"—when entering a product code value in the following commands.

To silently remove a previous version of SMART Response software, use the /x and /q options.

#### For example:

```
CORRECT

msiexec.exe /x "[Path to the .msi file]\SMART Response.msi"

/q

OR

msiexec.exe /x [Product Code] /q
```

## Using third-party imaging or remote management software

The following procedure shows how to remove SMART Response software using Windows operating systems' Group Policy-based deployment software. For information on removing software using your organization's third-party imaging or remote management software, see the software's documentation.

#### i

#### NOTE

This procedure may vary depending on your version of Windows operating system and your system preferences.

#### To remove a deployed installation package

- 1. Open the Control Panel.
- 2. Double-click Administrative Tools.
- 3. Double-click Active Directory Users and Computers.

The Active Directory Users and Computers window appears.

4. Right-click your school's domain, and then select **Properties**.

The *Properties* dialog box appears.

5. Click the Group Policy tab, and then click Edit.

The Group Policy Object Editor dialog box appears.

- Browse to and open Computer Configuration\Software Settings\
   Software Installation.
- 7. Right-click the software you want to remove, and then select All Tasks > Remove.
- 8. Select Immediately uninstall the software from users and computers, and then click OK.

The next time each computer on the domain starts, it automatically removes the software.

## Appendix C

## **Customer support**

## Online information and support

Visit <u>www.smarttech.com/support</u> to view and download user's guides, how-to and troubleshooting articles, software and more.

### **Training**

Visit <u>www.smarttech.com/trainingcenter</u> for training materials and information about our training services.

## **Technical support**

If you experience difficulty with your SMART product, please contact your local reseller before contacting SMART Support. Your local reseller can resolve most issues without delay.



#### NOTE

To locate your local reseller, visit www.smarttech.com/wheretobuy.

All SMART products include online, telephone, fax and e-mail support:

Online www.smarttech.com/contactsupport

Telephone +1.403.228.5940 or

Toll Free 1.866.518.6791 (U.S./Canada)

(Monday to Friday, 5 a.m. – 6 p.m. Mountain Time)

Fax +1.403.806.1256

E-mail support@smarttech.com

## Shipping and repair status

Contact SMART's Return of Merchandise Authorization (RMA) group, Option 4, +1.866.518.6791, for shipping damage, missing part and repair status issues.

#### APPENDIX C

Customer support

## General inquiries

Address SMART Technologies

3636 Research Road NW Calgary, AB T2L 1Y1

**CANADA** 

Switchboard +1.403.228.5940 or

Toll Free 1.866.518.6791 (U.S./Canada)

Fax +1.403.228.2500

E-mail info@smarttech.com

## Warranty

Product warranty is governed by the terms and conditions of SMART's "Limited Equipment Warranty" that shipped with the SMART product at the time of purchase.

## Registration

To help us serve you, register online at <a href="https://www.smarttech.com/registration">www.smarttech.com/registration</a>.

