



Education Software Installer 2011

Activation

Frequently asked questions

Extraordinary made simple™

SMART™

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One or more of the following patents: US6320597; US6326954; US6741267; US7151533; US7757001; USD612396; USD616462; USD617332; USD636784; Other patents pending.

11/2011

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Chapter 1

Getting started

This document provides answers to frequently asked questions (FAQ) about activating the Education Software Installer. Topics covered include product keys, deploying product keys to multiple computers, entitlements and troubleshooting basic issues. Some of the information in this document is intended for IT administrators and others experienced with deploying software in a networked environment.

For more information on the Education Software Installer, see the *Education Software Installer 2011 system administrator's guide for Windows operating systems* (smarttech.com/kb/160531) or the *Education Software Installer 2011 system administrator's guide for Mac OS X operating system software* (smarttech.com/kb/160532).

For more information on SMART software, go to smarttech.com/support.

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Where do I get a product key for my software?

If you purchase and register eligible SMART hardware products you receive the accompanying software for free. Go to smarttech.com/registration to register your SMART product and receive your software product key.

SMART product	Accompanying software
SMART Board™ interactive whiteboard	SMART Notebook™ collaborative learning software
SMART Board interactive display	SMART Notebook software
SMART Podium™ interactive pen display	SMART Notebook software
SMART Response™ interactive response system	SMART Response software
SMART Document Camera™	SMART Notebook software and Mixed Reality Tools
SMART Table™ interactive learning center	SMART Notebook software and SMART Sync™ classroom management software

i NOTE

You don't need a product key to activate SMART Response software if you have a SMART Response PE, LE or XE interactive response system. Simply connect your SMART Response software receiver to activate your software while the software is in PE, LE or XE mode.

You can purchase other SMART software products and receive product keys for them. Go to smarttech.com/software for more details.

How do I find the activation status of my SMART software?

You can see the activation status and applicable expiry dates of all your installed SMART software in SMART Product Update (SPU). Products with *Installed* status don't require activation. Click **Tools** and then **View Product Keys** in SPU.

■ **To start SPU on a Windows computer**

Start > All Programs > SMART Technologies > SMART Tools > SMART Product Update

■ **To open SPU on a Mac computer**

Applications > SMART Technologies > SMART Tools > SMART Product Update

■ **To start SPU from SMART software**

Help > Check for Updates and Activation

If you don't have SPU installed, find the activation status of your software through the Activation Wizard.

■ **To run the Activation Wizard on a Windows computer**

1. If you have a 32-bit system, run the following command using the command line interface:

```
c:\Program Files\Common Files\SMART Technologies\SMART Product Update\activationwizard.exe --m 10 --v 1 --puid education_bundle
```

OR

If you have a 64-bit system, run the following command using the command line interface:

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Product keys

```
c:\Program Files (x86)\Common Files\SMART Technologies\SMART  
Product Update\activationwizard.exe --m 10 --v 1 --puid education_  
bundle
```

2. Press **Enter**.

The activation status appears.

3. Press **Enter License**.

The activated product keys appear.

■ To run the Activation Wizard for SMART Notebook software and SMART Response software on a Mac computer

1. In *Finder*, browse to **Applications > Utilities**, and then double-click **Terminal**.

The *Terminal* window appears.

2. Type the following command:

```
/Library/Application\ Support/SMART\  
Technologies/activationwizard.app/Contents/MacOS/activationwizard  
--m 10 --v 1 --puid notebook_10a --uipack notebook_10
```

3. Press **Enter**.

The activation status appears.

4. Press **Enter License**.

The activated product keys appear.

■ To run the Activation Wizard for SMART Sync software on a Mac computer

1. In *Finder*, browse to **Applications > Utilities**, and then double-click **Terminal**.

The *Terminal* window appears.

2. Type the following command:

```
/Library/Application\ Support/SMART\  
Technologies/activationwizard.app/Contents/MacOS/activationwizard  
--m 10 --v 1 --puid sync_10
```

3. Press **Enter**.

The activation status appears.

4. Press **Enter License**.

The activated product keys appear.

How can I find my product key if I lose it?

There are several places to find your product key:

- In SPU (if you activate your product key on your computer). For more information, see *Product keys* on page 3.
- At smarttech.com/findproductkey.
- In the e-mail you received from either your authorized SMART reseller or SMART Technologies.

Can I recover my product key if I delete it?

You're unable to recover a product key once you delete it from your system. You need to activate the software again in SPU by pressing the **Activate** button beside the product name and then adding the product key to the *Activation* dialog box.

i NOTE

You can open SPU from your *Start* menu (Windows computers) or *Application* menu (Mac computers), or from your application's *Help* menu.

For more information, see *Product keys* on page 3.

When do I reach my activation limit?

You reach your activation limit when you receive a message saying that you've exceeded the activation limit for your product key. You can purchase additional licenses through your authorized SMART reseller (smarttech.com/where).

If I remove and then install my software, do I lose my activation? Does installing the software again count as another activation?

No. You can activate your software as many times as you need, as long as you do so on the same computer.

What's the difference between a product key, an installation ID and an activation key?

You receive a product code when you purchase SMART software or certain SMART hardware products. It enables you to activate licensed SMART software. You can enter your product key into the Activation Wizard during or after the installation to activate the software.

In most cases, you don't need an installation ID or an activation key to activate your software. You need an installation ID and an activation key only if an error occurs or if you manually activate your software.

If you manually activate your software, use the Activation Wizard to generate an installation ID for your product key. The installation ID is associated to the product key and to the computer you used to generate the product key. You're unable to use the same installation ID on multiple computers.

To manually activate your software, you need to provide your product keys and associated installation IDs to SMART by web, phone or e-mail using the Activation Wizard. SMART then gives you an activation key for each product key. Each activation key is associated with a product key and installation ID. You can use the activation key only on the computer that generates the associated installation ID. When you receive the activation key, enter it into the Activation Wizard to complete the activation process.

If I remove and then install my software on the same computer, do I need to activate it again?

You consume a license only when you activate the software. If you remove and install your software on the same computer, you don't need to activate it again because you don't remove the license from the computer when you remove the software. Even if you remove the product key from the computer with the Activation Wizard, and then activate the same product key on the same computer, you don't consume an additional license.

Can I transfer my license from one person or computer to another?

You're unable to transfer a license from one person or computer to another. When you activate SMART software on a computer, you node-lock the license to that computer. Anyone can use the computer. When you activate the software on a second computer, you consume a second license. If

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Product keys

you remove and then install the software, you restore the license without consuming an additional license.

i NOTE

Each product key contains a quantity of licenses including an allowance for reasonable hardware upgrades and replacement. If you think the number of activations for your product key exceeds the maximum due to an unusual number of hardware replacements rather than overuse of the license, contact your authorized SMART reseller (smarttech.com/where) for assistance.

Can I de-activate a license?

You're unable to de-activate a license. However, if you re-purpose a computer, you can re-format the hard drive and remove the license from the computer.

Does using the software in Evaluation mode consume a license?

No. You can try your SMART software for 30 days before you activate it. When you activate the software, you consume a license. If you need to try the software for more than 30 days, you can request an extended trial license through your authorized SMART reseller (smarttech.com/where).

How do I use the different components of SMART Classroom Suite interactive learning software?

When you install the Education Software Installer 2011, you can try different components of SMART Classroom Suite software for 30 days before you activate them with an appropriate product key.

When you purchase SMART Classroom Suite software, you can use a single product key to activate all of the products in the software or you can purchase a product key for an individual product such as SMART Notebook software. SMART Classroom Suite software integrates SMART Notebook software, SMART Sync Teacher software, SMART Response software, SMART Notebook SE software and SMART Sync Student software. It also includes SMART Product Drivers.

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Deploying software product keys to more than one computer

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How do I deploy specific product keys to specific computers?

Organize each type of computer in groups, and then manage the computers at the group level. For example, in Active Directory, organize SMART Notebook software classrooms into one Organizational Unit (OU) and SMART Response software classrooms in another OU, and then use SMART Install Manager to create an installation customization for each OU.

How do I push multiple product keys during installation?

There are different methods of pushing multiple product keys when you install the software on multiple computers.

■ To push multiple product keys during installation on a Windows computer

- Use SMART Install Manager to select the products you want to install using their product keys.

OR

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Deploying software product keys to more than one computer

- Use the command line to deploy the installation and properties, and then provide the correct Property ID for the product keys you have.

For more information, see the *Education Software Installer 2011 system administrator's guide for Windows operating systems* (smarttech.com/kb/160531) or the *Education Software Installer 2011 system administrator's guide for Mac OS X operating system software* (smarttech.com/kb/160530).

■ To push multiple product keys during installation on a Mac computer

- Use SMART Install Manager to generate a new metapackage (.mpkg) installer that contains the product keys.
- OR
- Run a script to run the Activation Wizard in silent mode. With this method, you can activate both SMART Notebook software and SMART Response software product keys in a single command. You require a separate command installer containing the product key to activate a SMART Sync Teacher software product key.

Should I activate my software before or after imaging?

If you use the image for backup, you need to activate your software before imaging. You can then use the image to restore the software on the same computer. If you use the image for mass deployment, you need to activate the SMART Notebook software before imaging and activate the other software after deployment.

For more information, see the *Education Software Installer 2011 System administrator's guide for Windows operating systems* (smarttech.com/kb/160531) or the *Education Software Installer 2011 System administrator's guide for Mac OS X operating system software* (smarttech.com/kb/160530).

How do I deploy a product key when I install software on Windows computers?

■ To deploy a product key to a Windows computer

1. Start **SMART Install Manager**, and then enter the product keys for the software that you want to activate.

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Deploying software product keys to more than one computer

2. Push out the SMART Education Software 2011.msi with the generated .mst file to install and activate the products.

OR

Use the command line properties pushed out with the SMART Education Software 2011.msi project and provide the product key to activate the software during the installation.

Product	Property ID=[Product Key]
SMART Notebook software	NB_PROD_KEY=[Notebook Product Key]
SMART Response software	RESP_PROD_KEY=[Response Product Key]
SMART Sync Teacher software	SYNC_PROD_KEY=[Sync Product Key]

After you complete the installation, read the next question for details on deploying only a product key to multiple network computers.

How do I deploy only a product key after I install software on multiple network computers?

To deploy a product key to network computers after you install the software, create and push a script or batch file that triggers the following command line:

```
c:\Program Files\Common Files\SMART Technologies\SMART Product
Update\activationwizard.exe" --puid [product ID] --m=[Value] --v=1 --a
[Optional flags] --pk [Product key]
```

For more information, see Chapter 3 of the *Education Software Installer 2011 system administrator's guide for Windows operating systems* (smarttech.com/kb/160531) or the *Education Software Installer 2011 system administrator's guide for Mac OS X operating system software* (smarttech.com/kb/160530).

How do I mix and match my product keys?

■ To mix and match product keys during deployment

See *Deploying software product keys to more than one computer* on page 9.

CHAPTER 3

Deploying software product keys to more than one computer

■ To mix and match product keys after installation of the ESI

See the *Education Software Installer 2011 System administrator's guide for Windows operating systems* (smarttech.com/kb/160531) or the *Education Software Installer 2011 System administrator's guide for Mac OS X operating system software* (smarttech.com/kb/160530).

■ To mix and match product keys after installation of a SMART software product

Start your SMART software, and then select **Help > Check for updates and activation**.

SPU starts and you can use the **Activate** button corresponding to each software to enter product keys.

Can I find out how many activations I've used?

You're unable to track how many activations you've used. When you reach your activation limit, you receive a message saying that you've exceeded the activation limit for your product key. You can purchase additional licenses through your authorized SMART reseller (smarttech.com/where).

If you think you received this message in error, contact SMART support and have your product key ready.

How do I push out a hardware activated SMART Response software key?

To push out activation for SMART Response, activate SMART Response software on one computer, and then export the activation information to be pushed out with the software. End users won't have to activate SMART Response software on their computers.

For more information, see *SMART Response Isn't Activated after an Administrative Installation* (smarttech.com/kb/137003).

Can I use the activation key from a manual activation on multiple computers?

You're unable to use the activation key from a manual activation to activate the software on multiple computers. When you perform a manual activation, you need to provide a product key as well as a unique installation ID, and then use the combination of the product key and unique installation ID to

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Deploying software product keys to more than one computer

generate a unique activation key. You can use this activation key only on the computer that generates the unique installation ID.

Can I check the activation status of my SMART products across my network?

You're currently unable to track the activation status of your SMART products installed across a network. SMART is developing a tool that includes this feature.

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Entitlements

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What updates am I entitled to?

The Education Software Installer contains free updates for SMART Notebook software, SMART Response software and SMART Notebook Math Tools software. You can also purchase updates to SMART Sync software and SMART Classroom Suite software from your authorized SMART reseller (smarttech.com/where) and install them with the Education Software Installer.

What can I install on a computer that isn't connected to an interactive whiteboard?

SMART Notebook software	You can install the software on your computer and activate it with the product key you received when you registered your SMART Board interactive whiteboard.
SMART Response software	You can install the software on your computer. However, if you have a competing touch product, you must purchase an additional SMART Notebook software license to do so.
SMART Notebook Math Tools software	You can install the software on your home computer and activate it with a take-home product key and an associated SMART Notebook software product key. To learn how to find your take-home product key, see <i>How do I find my take-home product key for SMART Response software?</i> on page 18.
Mixed Reality Tools for the SMART Document Camera	You can install the software on your home computer and activate it with a take-home product key and an associated SMART Notebook software product key. To learn how to find your take-home product key, see <i>How do I find my take-home product key for SMART Response software?</i> on page 18.

TIP

You can use the trial versions of SMART Notebook software, SMART Notebook Math Tools software and Mixed Reality Tools for a limited time without installing and activating the software.

What can I install on my home computer?

SMART Notebook software	You can install the software on your computer and activate it with the product key you received when you registered your SMART Board interactive whiteboard.
SMART Response software	You can install the software on your home computer and activate it with a take-home product key. To learn how to find your take-home product key, see <i>How do I find my take-home product key for SMART Response software?</i> on the next page.
SMART Response CE interactive response software or SMART Response VE system	You can install the software on your home computer and activate the software or the system with a take-home product key you received when you purchased your SMART Response system. To learn how to find your take-home product key, see <i>How do I find my take-home product key for SMART Response software?</i> on the next page.
SMART Classroom Suite software	You can install the software on your home computer and activate it with the take-home product key you received when you purchased your SMART Classroom Suite software. The take-home product key is different than the school product key. To learn how to find your take-home product key, see <i>How do I find my take-home product key for SMART Response software?</i> on the next page.
SMART Notebook Math Tools software	You can install the software on your home computer and activate it with a take-home product key. The take-home product key is different than the school product key. To learn how to find your take-home product key, see <i>How do I find my take-home product key for SMART Response software?</i> on the next page.
Mixed Reality Tools for the SMART Document Camera	You can either use the 90-day trial version of Mixed Reality Tools or install and activate it on your home computer with a take-home product key and an associated SMART Notebook software product key. To learn how to find your take-home product key, see <i>How do I find my take-home product key for SMART Response software?</i> on the next page.

How do I find my take-home product key for SMART Response software?

■ To find your take-home product key

1. Connect your SMART Response software receiver.
2. Click on SMART Response software desktop menu > **About SMART Response > Description.**
3. The product key is located under **License Code** , i.e. SNT10xxxxxxxxxxxxx.

Can I use a hardware-activated SMART Response software product key on multiple computers or do I need a receiver in each room?

You can use the same SMART Response software key on multiple computers. If you have a SMART Response PE, LE or XE system, SMART Response software automatically activates when you connect your SMART Response receiver. Once you connect your receiver, you can obtain a product key and use it to activate your software on multiple computers. For more information, see *Activating SMART Response software* in the *SMART Response 2011 Interactive response system user's guide* (smarttech.com/kb/170000).

Can I share my product key with teachers at different schools?

SMART Response software	If you share the software with another school, you can share the product key with the other school.
SMART Notebook Math Tools software	You can purchase product keys by quantity and distribute them. However, your school or district might have guidelines on the distribution of the software and product keys.
SMART Sync software, SMART Classroom Suite software, SMART Response CE software	You're unable to share these product keys with other schools.

Is a product key licensed to a computer or a user?

SMART software product keys are licensed to a computer. When you enter a SMART software product key and activate the software, you node-lock the license to the computer that you installed the software on and anyone can use it. If you want to activate the software on a second computer, you need a second license.

i NOTE

Product keys typically support multiple licenses.

How many times can I activate my SMART software?

Every SMART software product key comes with a set quantity of licenses. Each time you activate a product key on a different computer, you consume a license. If you re-activate a product key on the same computer, you don't consume an additional license. When you consume every license, you receive a message saying that you've exceeded the maximum activation limit for your product key.

There isn't a way to determine how many unconsumed licenses remain. SMART encourages system administrators to track licenses and the computers that use them. You can purchase additional licenses through your authorized SMART reseller (smarttech.com/where).

Why doesn't SMART Notebook Math Tools software work when I enter my SMART Notebook Math Tools software product key?

SMART Notebook Math Tools software is an add-on product for SMART Notebook software. SMART Notebook Math Tools software requires its own product key (prefix NM-) for activation. SMART Notebook software requires its own product key (prefix NB-) for activation. To activate both SMART Notebook software and SMART Notebook Math Tools software, you need to enter and activate both product keys. To activate only SMART Notebook software, you need to activate only its product key.

Why doesn't Mixed Reality Tools work when I enter my Mixed Reality Tools product key?

Mixed Reality Tools is an add-on product for SMART Notebook software. Mixed Reality Tools requires its own product key (prefix MR-) for activation. SMART Notebook software requires its own product key (prefix NB-) for activation. To activate both Mixed Reality Tools and SMART Notebook software, you need to enter and activate both product keys. To activate only SMART Notebook software, enter its product key.

How do I activate Mixed Reality Tools?

Mixed Reality Tools is an add-on product for SMART Notebook software. You can activate Mixed Reality Tools either by launching the software while a SMART Document Camera is connected or by entering a Mixed Reality Tools product key (prefix MR-). Neither the SMART Document Camera product key nor the Mixed Reality Tools product key activates SMART Notebook software. You need to activate SMART Notebook software with its own product key (prefix NB-).

What is the correct product key for my SMART software?

Every SMART software product key contains either a five-character or a two-character prefix that identifies its type. Most keys activate a single product while a few activate a suite of products.

Product key prefix	SMART software
SNT10	SMART Response software and SMART Notebook software (activated by connecting a SMART Response receiver)
MR	Mixed Reality Tools
NB	SMART Notebook software
NM	SMART Notebook Math Tools software
MT	SMART Notebook Math Tools software (also activates SMART Notebook software)
MH	SMART Notebook Math Tools software (take-home key)
NS	SMART Notebook SE software

CHAPTER 4

Entitlements

Product key prefix	SMART software
SC	SMART Classroom Suite software (also activates SMART Notebook software, SMART Response software, SMART Sync software and SMART Notebook SE software)
SR	SMART Response software (activates SMART Notebook software and SMART Notebook SE software)
SS	SMART Sync software
TH	SMART Notebook Math Tools software (take-home key)
RT	SMART Response software (also activates SMART Notebook software)

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Troubleshooting

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How do I activate my SMART software using the Activation Wizard?

You have the option of using the Activation Wizard for either automatic or manual activation. If the computer isn't connected to the Internet or your firewall is blocking the SMART server, you're unable to use the automatic activation option.

i NOTE

If you have a firewall that blocks access to the SMART server, SMART recommends you configure a proxy that allows you to access the server (<https://webservices.smarttech.com>).

If you manually activate your software, you can use one of three methods in the Activation Wizard. SMART recommends using the methods in the following order:

1. Self-serve web portal
Open the web portal, and then copy and paste activation strings.

2. E-mail

Generate an e-mail message. You will receive an e-mail reply containing your activation string.

i NOTE

You won't receive an immediate response as e-mails are processed manually.

3. Contact SMART Technical Support

Contact SMART Technical Support and give them your activation strings to receive your activation key over the phone.

i NOTE

If you want to activate multiple product keys, you need to provide an Installation ID string for each product key. You'll receive an activation key for each product key. If you activate the software on multiple computers, each computer has a unique Installation ID for each product key and requires an activation key for each installation ID.

Why isn't my software activating?

You require an Internet connection to automatically activate your software and access the SMART server (<https://webservices.smarttech.com>). Ensure that you're connected to the Internet and that your firewall and proxy settings allow you to access the SMART server.

Why is my product key invalid?

There are several reasons why your product key might be invalid:

- You entered an incorrect product key. Check the spelling of the product key or copy and paste the key.
- You didn't activate the correct SMART software. Ensure that you're activating the correct SMART software.
- The product key identifier (prefix) is incorrect. For a list of these identifiers, see *Entitlements* on page 15.
- Your SMART Response software is in the incorrect mode. When you activate SMART Response software, ensure the software is in the correct mode.
- Your installation might be corrupted. Remove and then install your SMART software.

What happens if I expand my purchase from SMART Notebook software to SMART Classroom Suite software?

When you purchase SMART Classroom Suite software, you receive a new product key that activates every component of the suite. You can use it on a computer where you've already activated SMART Notebook software but you're unable to return the SMART Notebook software product key.

Why does the *Activating...* bubble appear in the system tray?

The *Activating...* bubble appears when your software doesn't activate successfully. You have a 90-day grace period while your system periodically attempts to activate the software. The bubble stops appearing once the activation succeeds. To check the activation status of your SMART software, start SPU. Contact SMART Support (smarttech.com/contactsupport) if the bubble appears every day.

Why does the activation status of my SMART software say it expires 90 days after I activate it?

This happens with certain product keys when the software doesn't activate successfully during the 90-day trial. Try activating the software again either automatically or manually. For more information, see *How do I activate my SMART software using the Activation Wizard?* on page 23.

How do I activate SMART Response software?

See *Activating SMART Response software* in the *SMART Response 2011 Interactive Response system user's guide* (smarttech.com/kb/170000).

How do I activate a SMART Response VE system?

See *Activating SMART Response software* in the *SMART Response 2011 interactive response system user's guide* (smarttech.com/kb/170000).

Why didn't my SMART Response software activate when I connected the receiver?

Before you connect your SMART Response receiver to your computer, ensure that the hardware and software services are running. If the services are running, your computer detects your SMART Response receiver when you connect the receiver to the computer. If the services aren't running or the receiver's device drivers aren't installed, you're unable to automatically activate SMART Response software.

Why does a trial window appear after I enter my SMART Notebook software product key?

The trial window displays trial information for SMART Notebook software, SMART Notebook Math Tools software and SMART Mixed Reality Tools. SMART Notebook Math Tools software and Mixed Reality Tools are add-ons for SMART Notebook software, and each requires its own product key. SMART Notebook software works as expected when you activate it but you're unable to use SMART Notebook Math Tools software until you activate it. If you don't activate it, SMART Notebook Math Tools software continues to display the trial window until the trial period expires or the trial window is disabled.

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