

Education Software Installer 2015

SYSTEM ADMINISTRATOR'S GUIDE
FOR MAC OS X OPERATING SYSTEM SOFTWARE

SMART[®]

Product registration

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

Register online at smarttech.com/registration.

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

Serial number:

Date of purchase:

Trademark notice

SMART Notebook, SMART Ink, SMART Response, Senteo, smarttech, the SMART logo and all SMART taglines are trademarks or registered trademarks of SMART Technologies ULC in the U.S. and/or other countries. Mac, Mac OS, OS X, Apple Remote Desktop, Safari and Finder are trademarks of Apple Inc., registered in the U.S. and other countries. Adobe and Flash are either registered trademarks or trademarks of Adobe Systems Incorporated in the U.S. and/or other countries. All other third-party product and company names may be trademarks of their respective owners.

Copyright notice

© 2015 SMART Technologies ULC. All rights reserved. No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system or translated into any language in any form by any means without the prior written consent of SMART Technologies ULC. Information in this manual is subject to change without notice and does not represent a commitment on the part of SMART.

This product and/or use thereof covered by one or more of the following U.S. patents.

www.smarttech.com/patents

04/2015

Contents

Chapter 1: Getting started	1
Computer requirements	2
Installation packages	3
Activation Connectivity	3
Chapter 2: Customizing installation packages	5
Installing SMART Install Manager	5
Using SMART Install Manager	6
Customizing the installation package	8
Removing SMART Install Manager	13
Chapter 3: Deploying the software	15
Deploying the software	15
Activating the software during installation	16
Activating the software after installation	17
Renewing keys	19
Using SMART Product Update to retrieve activation status	22
Chapter 4: Updating the software	25
Chapter 5: Removing the software	27
Appendix A: Languages	31
Appendix B: Installing and maintaining Gallery content	33
Installing Gallery content	33
Modifying Gallery content	38
Changing Gallery content locations	39
Removing Gallery content	42
Index	45

Chapter 1

Getting started

Computer requirements	2
Installation packages	3
Activation Connectivity	3
Using SMART Install Manager	4
Using Activation Wizard	4

This guide explains how to customize and deploy the following software:

- SMART Notebook 15 collaborative learning software
- SMART Product Drivers 12.2
- SMART Ink™ 2.3
- SMART Response® 2015 assessment software
- Handwriting recognition
- SMART Common Files

NOTE

For information on customizing and deploying previous versions of this software, see the appropriate system administrator's guides at smarttech.com/support.

This guide is intended for IT administrators and others experienced with customizing, deploying and administering software on Mac computers in a networked environment. To use this guide, you must:

- Know how to complete basic administrative tasks in Mac OS X operating system software such as working in Terminal
- Have administrative privileges and access to servers
- Have access to the DVD or to the Internet

Computer requirements

 **NOTE**

Operating systems and other third-party software released after this SMART software might not be supported.

Before you install the software, ensure your teachers' computers meet the minimum requirements:

- Intel®Core™ 2 Duo processor or better
- 2 GB of RAM
- Free hard disk space:

Software	Space required
SMART Notebook software	178 MB
Gallery Essentials	544 MB
Lesson Activity Toolkit	111 MB
SMART Product Drivers	188 MB
SMART Ink	24 MB
SMART Response software	211 MB
Handwriting recognition	63 MB (30-60 MB for additional languages)
SMART System Menu	3 MB
SMART Common Files	938 MB
Recommended total free hard disk space	2.3 GB

- Mac OS X 10.8, 10.9 or 10.10 (Yosemite) operating system software
- Adobe® Flash® Player 17 for SMART Notebook software
- Safari application program 4.0.2 or later

- Internet access to download SMART software



IMPORTANT

Some features require access to specific websites. You might need to whitelist those websites if you restrict outbound Internet access. For further information, see [SMART Notebook and SMART Response VE add-ons behave unexpectedly behind a firewall or proxy](#).

Installation packages

There is one installation package (also known as a PKG file) for the Education Software Installer: **esi2015april.pkg**. This installation package is located at the root of the DVD.

Alternatively, you can download the installation package from smarttech.com/administratordownloads.

Activation Connectivity

When you deploy SMART Notebook software, make sure the computers can access SMART's web activation services. Otherwise, the computers will not be able to activate product keys, during or after installation.

The activation web services are accessible at the following URLs:

- <https://activationsservice.smarttech.com/IntegrationCore?WSDL>
- <https://activationsservice.smarttech.com/flexnet/services/ActivationService?WSDL>
- https://webservices.smarttech.com/products/Activation_advanced.asmx?WSDL

When viewed in a web browser, each of the above URLs should display a WSDL document.



NOTE

If these sites are blocked by a proxy in your organization, add the URLs to the proxy's.

SMART Install Manager and Activation Wizard will test these URLs and indicate success or failure. When you use the SMART Install Manager tool, consider that you, as an administrator, may have less restricted access to the Internet than standard users. It is important to install SMART Notebook software on a standard user's computer and use the Activation Wizard connectivity tester to confirm connectivity.

Using SMART Install Manager

Start the connectivity tester by pressing the Check Activation Server button. The tester will appear and show three green check marks to indicate success. SMART Install Manager will also prompt you to use the connectivity tester at the time of publishing customizations.

Using Activation Wizard

In the Activation Wizard you can access the connectivity tester from the Advanced drop-down menu in the lower left of the Activation Wizard. The tester will appear and show three green check marks to indicate success.

See the Activation FAQ for more details and for information about other issues related (smarttech.com/kb/170903).

Chapter 2

Customizing installation packages

Installing SMART Install Manager	5
Using SMART Install Manager	6
Opening an installation package	6
Saving your changes	7
Publishing your changes as a PKG file	7
Customizing the installation package	8
Removing SMART Install Manager	13

SMART Install Manager enables you to customize SMART software installation packages (DMG or PKG files). Publish your customizations as PKG files and then deploy the PKG files to computers in Silent mode.

NOTE

You can deploy modifications in PKG files only in Silent mode.

Installing SMART Install Manager

Install SMART Install Manager from the DVD.

OR

Download and install SMART Install Manager from the SMART Support website.

To install SMART Install Manager from the DVD

1. Insert the DVD in your computer's DVD drive.
2. Browse to **Administrators/Mac** on the *[DVD drive]*, and then click **SMART Install Manager.pkg**.

The SMART Install Manager installation wizard appears.

3. Follow the on-screen instructions.

To install SMART Install Manager from the website

1. Go to smarttech.com/administratordownloads.
2. Scroll to *SMART Notebook collaborative learning software*, click **Choose a version**, and then select **SMART Notebook software > 15 for Mac**.
3. Click **Download SMART Install Manager**, and then click **Download**.
4. Save the **SMART Install Manager.dmg** file to your computer.
5. Double-click the **SMART Install Manager.dmg** file to mount the disk image.
6. Double-click the **SMART Install Manager.pkg** file.

The SMART Install Manager installation wizard appears.

7. Follow the on-screen instructions.

Using SMART Install Manager

After you install SMART Install Manager, you can start it by opening Finder, browsing to **Applications/SMART Technologies**, and then double-clicking **Install Manager**.

With SMART Install Manager, you can do the following:

- Open and customize an installation package.
- Save your changes to the installation package as an XML file.
- Publish your changes to the installation package as a new PKG file.

Opening an installation package

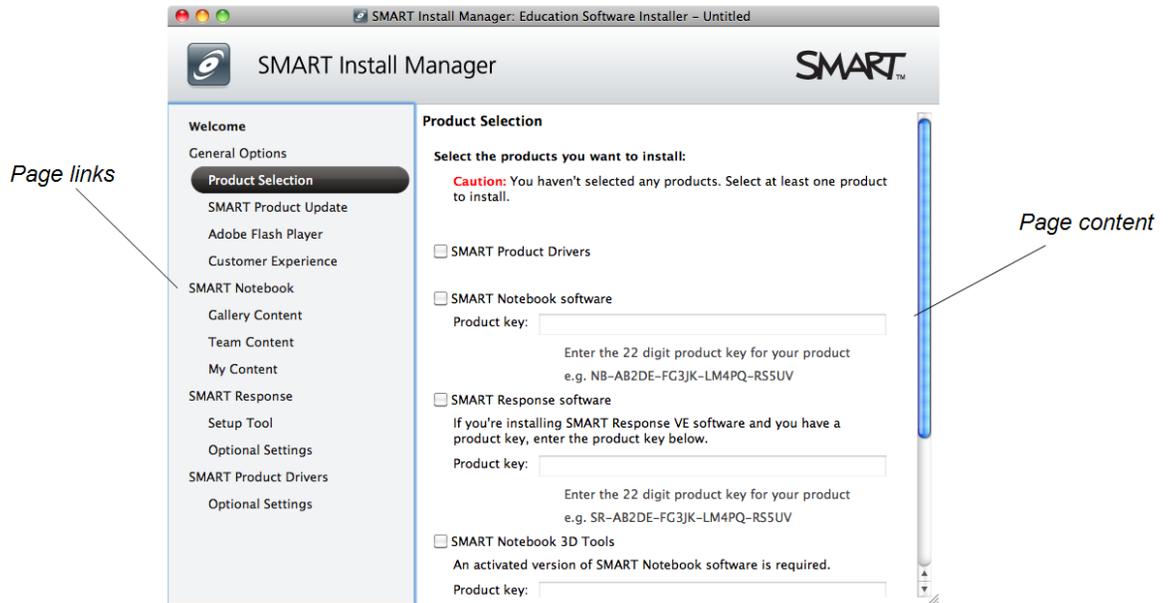
To customize an installation package, drag its DMG or PKG file into the SMART Install Manager window.

Alternatively, you can browse for installation packages on your computer by clicking .

NOTE

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 appears in SMART Install Manager. Customize the installation package using the controls on these pages.



Saving your changes

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

NOTE

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 a PKG file

The final step in using SMART Install Manager to customize an installation package is to publish your changes as a PKG file. To do this, select **File > Publish**, and then use the dialog box to define a location for and create the PKG file.

Customizing the installation package

To customize the installation package, open the **esi2015april.pkg** file in SMART Install Manager (see *Opening an installation package* on page 6), and then set the controls on each page.

Control	Procedure	Notes
General Options: Product Selection		
SMART Product Drivers	Select to install SMART Product Drivers.	
SMART Ink	Select to install SMART Ink.	If you install SMART Ink, you must install SMART Product Drivers. When you select this check box, SMART Install Manager selects SMART Product Drivers automatically.
SMART Notebook software	Select to install SMART Notebook software. Read the two notes regarding SMART's new software licensing, and then select the I acknowledge the above note box located under each note.	 IMPORTANT If you don't select the two license acknowledgment boxes, SMART Notebook software doesn't install.
Product key	Type your 25-character product key for SMART Notebook software.	You can type the product key with or without hyphens. When you type a volume product key, the software activates when you deploy it to your network computers.

Control	Procedure	Notes
SMART Response software	Select to install SMART Response software.	If you install SMART Response software, you must also install SMART Notebook software. When you select this check box, SMART Install Manager selects SMART Notebook automatically.
Product key	If you're installing SMART Response software and students use SMART Notebook SE (Student Edition) software or SMART Response VE Internet-enabled devices to answer questions, type your 25-character product key for SMART Response software.	You can type the product key with or without hyphens. When you type a volume product key, the software activates when you deploy it to your network computers.
Delay activation	Select to register the product keys on a system without activating them. Registered keys can be activated when users start SMART Notebook software. If you don't select this setting, the software automatically activates during installation rather than manually after installation.	Delaying activation is useful for uniform deployments that include users who don't use SMART Notebook software. Only users who start SMART Notebook software activate registered keys and consume a license.
Disable the License Status dialog box	Select to prevent the software activation reminder from appearing after SMART Notebook software starts.	When this checkbox is selected, the software activation reminder appears only when the SMART Notebook software trial period expires.
General Options: Installation Options		
Start SMART System Menu at logon	Select to start the SMART System Menu when the user logs on.	

Control	Procedure	Notes
General Options: SMART Product Update		
Install SMART Product Update in Full mode	Select to install SMART Product Update (SPU) in Full mode.	In Full mode, users can view the installed versions of SMART software as well as their product keys, and download and install updates.
Install SMART Product Update in Dashboard mode	Select to install SPU in Dashboard mode.	In Dashboard mode, users can view only the installed versions of SMART software and their product keys.
Do not install SMART Product Update	Select to not install SPU.	
Check for updates	Type the number of days (1 to 60) between SPU checks.	This option is available only if you install SPU in Full mode. By default, SPU checks for product updates every 30 days.
Notify users about SMART product updates	Select to notify users of available SMART product updates.	This option is available only if you install SPU in Full mode.
Reset per-user changes to the previous two settings	Select to remove existing Check for updates and Notify users about SMART product updates values the next time the user runs SPU.	This enables administrators to push new values for these settings to computers and ensures the new values are accepted. Individual users can still modify these settings.
General Options: Customer Experience		
Enable the Customer Experience Program on all devices	Select to automatically enable the Customer Experience Program for all users.	
Disable the Customer Experience Program on all devices	Select to automatically disable the Customer Experience Program for all users.	

Control	Procedure	Notes
SMART Notebook: Gallery Content		
See <i>Installing and maintaining Gallery content</i> on page 33.		
SMART Notebook: Team Content		
Team Content path	Type the path to the Team Content folder, which is a location on your school's network where users can store shared content.	For information on creating a Team Content folder, see <i>Creating or connecting to Team Content folders</i> on page 40.
SMART Notebook: My Content		
My Content path	Type the path to the My Content folder, which is a location on the user's computer where he or she can store individual content.	You can include environment variables in the path (for example, \$(HOME)/My Content).
SMART Notebook: Optional Settings		
Install Adobe Flash Player	Select to install Adobe Flash Player.	Adobe Flash Player 14 or later is required for SMART Notebook software.
SMART Response: Setup Tool		
SMART Response LE	Select to enable students to answer questions with SMART Response LE clickers.	
SMART Response PE	Select to enable students to answer questions with SMART Response PE clickers.	

Control	Procedure	Notes
SMART Response XE	Select to enable students to answer questions with SMART Response XE clickers.	
SMART Response/Senteo	Select to enable students to answer questions with SMART Response or Senteo™ clickers.	
SMART Response VE	Select to enable students to answer questions with SMART Response VE Internet-enabled devices.	
Multiple SMART Response devices in the same class	Select to enable students to answer questions with Senteo, SMART Response, SMART Response LE, SMART Response PE or SMART Response XE clickers. Select Include SMART Response VE to also enable students to answer questions with SMART Response VE Internet-enabled devices.	
SMART Response: Optional Settings		
Start Desktop Menu at log in for all users	Select to start SMART Response software when the user logs on.	
Install the education standards database	Select to install the SMART Response education standards database.	
SMART Product Drivers: Optional Settings		
Start SNMP Agent services at logon	Select to enable SNMP Agent services.	
SMART Ink: Optional Settings		
Start SMART Ink at logon	Select to start SMART Ink when the user logs on.	

Control	Procedure	Notes
Handwriting recognition: Language selection	English is selected by default. You can also select Czech, Danish, German, Hungarian, Spanish, Finnish, French, Italian, Norwegian, Dutch, Polish, Portuguese, Russian, Swedish, and Chinese (Simplified) in addition to English.	

Removing SMART Install Manager

You can remove SMART Install Manager from your computer if you no longer need it. You can do this using SMART Uninstaller or Terminal.

To remove SMART Install Manager using SMART Uninstaller

1. In Finder, browse to **Applications/SMART Technologies**, and then double-click **SMART Uninstaller**.

The *SMART Uninstaller* window appears.

2. Select **Install Manager**, and then click **Remove**.
A dialog box appears, prompting you to confirm the removal.
3. Click **OK**.
4. Type your administrator password, and then click **OK**.

To remove SMART Install Manager using Terminal

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

The *Terminal* window appears.

2. Type the following command:

```
sudo "/Applications/SMART Technologies/SMART Uninstaller.app/  
Contents/Library/LaunchServices/com.smarttech.uninstallHelper" -i  
com.smarttech.instllmgr10
```

3. Press RETURN.
4. Type your administrator password, and then press RETURN.

Chapter 3

Deploying the software

Deploying the software	15
Activating the software during installation	16
Activating the software after installation	17
Renewing keys	19
Renewing keys in unattended mode	20
Renewing keys in user interface mode	21
Enabling and disabling automatic renewal of keys	21
Using SMART Product Update to retrieve activation status	22

After you customize the software with SMART Install Manager, you can deploy PKG files to the computers on your network.

NOTE

You might need to manually activate the software after you deploy it.

Deploying the software

There are many methods for deploying software installation packages. The following are two common methods:

- Use Apple Remote Desktop software to manage your software installations.
- Use Terminal to install customized software on each computer.

NOTE

For more information on using Apple Remote Desktop software, refer to the documentation you received with the software.

To deploy SMART software using Apple Remote Desktop software

1. Copy the PKG file that you created with SMART Install Manager to a server that is accessible to all the computers you want to install the software on.

2. Using Apple Remote Desktop software on the server, select the computers that you want to update.
3. Select **Install Packages**.
A dialog box appears.
4. Drag the PKG file to the *Packages* box in the dialog box.
5. Click **Install**.
The software installs on the selected computers.

To deploy SMART software using Terminal

1. In Finder, browse to **Applications/Utilities**, and then double-click **Terminal**.
The *Terminal* window appears.
2. Type the following command:

```
sudo installer -target / -pkg "[Path]/[File name].pkg"
```

Where

- *[Path]* is the path to the PKG file.
- *[File name]* is the name of the PKG file.



NOTE

This command installs only SMART Notebook software, SMART Product Drivers and SMART Response software if you haven't customized the PKG file using SMART Install Manager.

3. Press RETURN.
4. Type your administrator password, and then press RETURN.

Activating the software during installation

If you want to activate SMART Notebook software during deployment, you can use either of the following recommended practices, depending on your deployment method:

- **System imaging:** If you use system imaging, do not activate the software before you freeze the image. You can use the Delayed Activation feature to register your product key on the system before freezing it. After the image is deployed, SMART Notebook software, will prompt you to activate the registered product key. (see *Delay Activation procedure* in the table under *Customizing the installation package* on page 8).

- **Network deployment:** If you use a network deployment tool such as Apple Remote Desktop, you can specify your product key normally in Install Manager or by using command-line parameters. Activation will occur during installation on each individual computer.

Activating the software after installation

There are two situations in which the software doesn't activate completely:

- **Imaging a computer:** Activation is linked to the hardware identifier of the computer on which the software is installed and activated. If you clone a hard drive image with installed and activated software, you must activate the software on each cloned computer.
- **Reverting a computer to an earlier state:** If you use system recovery or protection software that periodically restores the computer to an earlier state, you might need to activate the software before locking the computer so that the activation record is not cleared each time the computer is restored.

Run the activation wizard while the computer is connected to the network, or complete the following procedure to activate the software on each computer.

NOTE

SMART Product Drivers don't require activation.

To activate SMART software after installation

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  
--puid education_bundle --uipack education_bundle --m=4 --v=3 --pks  
"[Product keys]" --a
```

- *[Optional flags]* are optional flags you can include to configure the activation wizard.

Flag	Purpose
--monitor=[Number]	Specify the monitor to display the activation wizard.
--proxy=[Host:Port]	Specify the proxy host and port number to use for activation.
--proxyuser=[User]	Specify the proxy user name to use for activation.
--proxypassword=[Password]	Specify the proxy password to use for activation.
--locale=[Code]	Display the activation wizard user interface in a specific language, where <i>[Code]</i> is your language code.

- Where *[Product keys]* are one or more software product keys separated by commas.
3. Press RETURN.
 4. Type your administrator password, and then press RETURN.

To activate only SMART Response software after installation

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  
--puid response_15 --uipack response_3 --m=4 --v=3  
--pks "[Product keys]" --a
```

- *[Optional flags]* are optional flags you can include to configure the activation wizard.

Flag	Purpose
--monitor=[Number]	Specify the monitor to display the activation wizard.
--proxy=[Host:Port]	Specify the proxy host and port number to use for activation.
--proxyuser=[User]	Specify the proxy user name to use for activation.
--proxypassword=[Password]	Specify the proxy password to use for activation.
--locale=[Code]	Display the activation wizard user interface in a specific language, where <i>[Code]</i> is your language code.

- Where *[Product keys]* are one or more software product keys separated by commas.
3. Press RETURN.
 4. Type your administrator password, and then press RETURN.



NOTE

This command is applicable only if you're running SMART Response software in VE mode (where students answer questions with Internet-enabled devices). Instructions for activating all other modes are included in the SMART Response documentation.

Renewing keys

If your school has purchased maintenance or subscription licenses, SMART software attempts to renew the keys automatically on a scheduled basis before and after the keys' expiry dates. However, you can choose to explicitly renew the keys at a specified time. You can also choose to disable automatic renewal in situations where you don't want the keys on a computer to be renewed (because, for example, you're planning to retire the computer).

 **TIP**

The activation wizard user interface distinguishes between maintenance and subscription licenses:

- Maintenance licenses are labeled with “Valid for versions released before *[Date]*”.
- Subscription licenses are labeled with the expiration date of the key.

Renewing keys in unattended mode

To renew all keys

Run the following command:

```
/Library/Application\ Support/SMART\ Technologies/  
activationwizard.app/Contents/MacOS/activationwizard --m=15 --v=3  
--renewal-mode all
```

To renew all keys associated with a single product

Run the following command:

```
/Library/Application\ Support/SMART\ Technologies/  
activationwizard.app/Contents/MacOS/activationwizard --m=15 --v=3  
--renewal-mode product --puid=[Product]
```

Where *[Product]* is **response_15** or **education_bundle**.

 **NOTE**

This command renews all keys associated with the specified product.

To renew specific keys

Run the following command:

```
/Library/Application\ Support/SMART\ Technologies/  
activationwizard.app/Contents/MacOS/activationwizard --m=15 --v=3  
--renewal-mode product --puid=[Product] "[Product keys]"
```

Where

- *[Product]* is **response_15** or **education_bundle**.
- Where *[Product keys]* are one or more software product keys separated by commas.

Renewing keys in user interface mode

To renew all keys associated with a single product

Run the following command:

```
/Library/Application\ Support/SMART\ Technologies/  
activationwizard.app/Contents/MacOS/activationwizard --m=16 --v=3  
--renewal-mode product --puid=[Product] --uipack=[UI pack]
```

Where

- *[Product]* is **response_15** or **education_bundle**.
- *[UI pack]* is the corresponding UI pack for the selected product (**response_3** or **education_bundle**).



NOTE

This command renews all keys associated with the specified product.

To renew specific keys

Run the following command:

```
/Library/Application\ Support/SMART\ Technologies/  
activationwizard.app/Contents/MacOS/activationwizard --m=16 --v=3  
--renewal-mode product --puid=[Product] --uipack=[UI pack]  
"[Product keys]"
```

Where

- *[Product]* is **response_15** or **education_bundle**.
- *[UI pack]* is the corresponding UI pack for the selected product (**response_3** or **education_bundle**).
- Where *[Product keys]* are one or more software product keys separated by commas.

Enabling and disabling automatic renewal of keys

To enable automatic renewal of specific keys

Run the following command:

```
/Library/Application\ Support/SMART\ Technologies/  
activationwizard.app/Contents/MacOS/activationwizard --m=17  
--puid=[Product] --v=3 --auto-renew "[Product keys]"
```

Where

- *[Product]* is **response_15** or **education_bundle**.
- Where *[Product key]* is the software product key.

To disable automatic renewal of specific keys

Run the following command:

```
/Library/Application\ Support/SMART\ Technologies/  
activationwizard.app/Contents/MacOS/activationwizard --m=17  
--puid=[Product] --v=3 --no-auto-renew "[Product keys]"
```

Where

- *[Product]* is **response_15** or **education_bundle**.
- Where *[Product keys]* are one or more software product keys separated by commas.

To disable automatic renewal on a computer

Run the following command:

```
/Library/Application\ Support/SMART\ Technologies/  
activationwizard.app/Contents/MacOS/activationwizard --m=18 --v=3  
--no-auto-renew
```

To enable automatic renewal on a computer

Run the following command:

```
/Library/Application\ Support/SMART\ Technologies/  
activationwizard.app/Contents/MacOS/activationwizard --m=18 --v=3  
--auto-renew
```

Using SMART Product Update to retrieve activation status

You can use SMART Product Update (SPU) from the command line to retrieve information on SPU settings and activation status. You could use this in scripts with industry standard execution tools to retrieve information on your network's computers.

 **NOTES**

- **OutputFile.txt** is the file in which you record the results. The path to this file can be absolute or relative. When specifying a path to a folder, make sure you have write permissions to that folder.
- The **2> /dev/null** command suppresses any messages that appear on the Standard Error output stream.
- [OPTIONS] is used for the following optional parameters:
 - **--format [FORMAT]**
Valid values for [FORMAT] are: CSV, JSON or XML. The JSON and XML format provides full details, and CSV formats provide basic information.
 - **--key [KEY]**
This parameter is used to narrow down the returned results. The appropriate format for this parameter is JSON or XML.
- The 64-bit version of this command uses the same options and parameters as the 32-bit version.

 **To use SMART Product Update to retrieve activation status**

Run the following command:

```
"/Application/SMART Technologies/SMART Tools/SMART Product  
Update.app/Contents/MacOS/SMART Product Update" --query [OPTIONS] >  
OutputFile.txt 2> /dev/null
```


Chapter 4

Updating the software

SMART periodically releases updates to its software. These updates add new features and resolve issues.

Go to smarttech.com/software to download the latest updates.

To update software

1. Download the DMG file from the website.
2. In Finder, browse to and double-click **Applications/SMART Technologies/Install Manager**.

The *SMART Install Manager* window appears.

3. Open the DMG file you downloaded in step 1 in SMART Install Manager (see *Opening an installation package* on page 6).
4. Customize the file by setting the controls on each page.

OR

Apply customizations that you previously created for an earlier version and saved in an XML file (see *Saving your changes* on page 7) by selecting **File > Import**, browsing to the XML file, and then clicking **Open**.

5. Publish your customizations as a PKG file (see *Publishing your changes as a PKG file* on page 7), and then deploy the PKG file to computers on your network (see *Deploying the software* on page 15).

Chapter 5

Removing the software

After deploying SMART software, you can use SMART Uninstaller, Apple Remote Desktop software or Terminal to remove the software.

NOTE

For more information on using Apple Remote Desktop software, refer to the documentation you received with the software.

To remove software using SMART Uninstaller

1. In Finder, browse to and double-click **Applications/SMART Technologies/SMART Uninstaller**.
2. Select the software you want to remove.

NOTES

- Some SMART software is dependent on other SMART software. For example, if you select **SMART Notebook**, SMART Uninstaller removes SMART Response software automatically because SMART Response software is dependent on SMART Notebook software.
- SMART Uninstaller automatically removes any supporting software that is no longer used. If you choose to remove all SMART software, SMART Uninstaller automatically removes all supporting software, including itself.

TIPS

- To select more than one application, hold down **SHIFT** or **COMMAND** while selecting the applications.
- To select all software applications, click **Select All**.

3. Click **Remove**, and then click **OK**.
4. If prompted, enter a user name and password with administrator privileges, and then click **OK**.
SMART Uninstaller removes the selected software.
5. Close SMART Uninstaller when done.

To remove software using Apple Remote Desktop software

1. Using Apple Remote Desktop software on the server, select the computers that you want to update.
2. Click **UNIX**.
A dialog box appears.
3. If you want to remove all SMART software, type the following command:

```
"/Applications/SMART Technologies/SMART Uninstaller.app/  
Contents/Resources/uninstall" --all
```



NOTE

This command removes all SMART software from 2012 or later.

OR

If you want to remove select SMART software, type one of the following commands:

- SMART Notebook software

```
"/Applications/SMART Technologies/SMART Uninstaller.app/  
Contents/Resources/uninstall" -i com.smarttech.notebook10
```



NOTE

If any SMART Notebook dependent software, such as SMART Response software, is installed, the above command removes it automatically.

- SMART Product Drivers

```
"/Applications/SMART Technologies/SMART Uninstaller.app/  
Contents/Resources/uninstall"  
-i com.smarttech.boardDrivers.pkg
```

- SMART Response software

```
"/Applications/SMART Technologies/SMART Uninstaller.app/  
Contents/Resources/uninstall" -i com.smarttech.senteo1
```

4. Under *Run command as*, click **User**, and then specify the root user.
5. Click **Send** to remove the software from your network computers.

To remove all SMART software using Terminal

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

The *Terminal* window appears.

2. Type the following command:

```
sudo "/Applications/SMART Technologies/SMART Uninstaller.app/  
Contents/Resources/uninstall" --all
```

3. Press RETURN.
4. Type your administrator password, and then press RETURN.



NOTE

This command removes all SMART software from 2012 or later.

To remove select SMART software using Terminal

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

The *Terminal* window appears.

2. Type the following command:

```
sudo "/Applications/SMART Technologies/SMART Uninstaller.app/  
Contents/Resources/uninstall" --list
```

3. Press RETURN.

A list of available package IDs appears.

4. Type the following command:

```
sudo "/Applications/SMART Technologies/SMART Uninstaller.app/  
Contents/Resources/uninstall" -i [Package ID]
```

Where *[Package ID]* is the ID of the package you want to remove.



NOTE

You can type multiple instances of *-i [Package ID]* to remove multiple packages in the same command. For example:

```
sudo "/Applications/SMART Technologies/SMART Uninstaller.app/  
Contents/Resources/uninstall" -i com.smarttech.notebook10  
-i com.smarttech.boardDrivers.pkg
```

CHAPTER 5
REMOVING THE SOFTWARE

5. Press RETURN.
6. Type your administrator password, and then press RETURN.

Appendix A

Languages

The following table presents the languages supported by each product in the Education Software Installer:

Language	SMART Notebook	SMART Product Drivers	SMART Response	SMART Ink
English (U.S.)	✓	✓	✓	✓
English (UK)	✓	✓	✓	✓
Czech	✓	✓	✓	✓
Chinese (Simplified)	✓	✓	✓	✓
Danish	✓	✓	✓	✓
Dutch	✓	✓	✓	✓
Finnish	✓	✓	✓	✓
French	✓	✓	✓	✓
German	✓	✓	✓	✓
Italian	✓	✓	✓	✓
Hungarian	✓	✓	✓	✓
Norwegian	✓	✓	✓	✓
Polish	✓	✓	✓	✓
Portuguese (Brazil)	✓	✓	✓	✓
Russian	✓	✓	✓	✓
Spanish (Spain)	✓	✓	✓	✓
Swedish	✓	✓	✓	✓

Appendix B

Installing and maintaining Gallery content

Installing Gallery content	33
Installing Gallery content on each computer from a folder on your school's network	34
Downloading Gallery content	34
Configuring Gallery content using SMART Install Manager	35
Installing Gallery content in a central location	36
Downloading Gallery content	36
Configuring Gallery content using SMART Install Manager	38
Modifying Gallery content	38
Changing Gallery content locations	39
Starting the software in Administration mode	39
Changing the location of the My Content folder	39
Creating or connecting to Team Content folders	40
Connecting to an RSS feed	42
Removing Gallery content	42

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.

You can access Gallery content from the *Gallery* tab in SMART Notebook software.

Installing Gallery content

There are three options for installing Gallery content.

Option	Description
1	Install Gallery content on each user's computer from a folder on your school's network.

Option	Description
2	Install Gallery content in a central location, and then configure the software to refer to that location.

 **TIP**

Option 2 is ideal for environments where hard disk space on computers is limited.

Installing Gallery content on each computer from a folder on your school's network

Downloading Gallery content

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

 **NOTE**

To download Gallery content from the DVD, you must have Gallery Setup on your computer. Gallery Setup is included with SMART Install Manager, SMART Notebook software and SMART Notebook SE (Student Edition) software.

To download Gallery content from the DVD

1. Insert the DVD in your computer's DVD drive.
2. If the DVD browser appears, close it.
3. In Finder, select the DVD (under *Devices*), and then browse to the **Content/Gallery Essentials** folder.
4. Double-click **SMARTEssentials.gallerycollection**.

The *Select a Gallery* dialog box appears.

5. Select the Gallery collection you want to install, and then click **OK**.

Gallery Setup starts.

6. In the *Content* tab, select the categories you want to include and clear the categories you don't want to include.

7. In the *Languages* tab, select the language packs you want to include and clear the language packs you don't want to include.



TIP

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

8. In the *Installation folder for Gallery content* box, type the path to the folder where you want to store the Gallery collection.
9. Click **Next**.
Gallery Setup installs the selected Gallery collection.
10. Click **Finish**.
11. Repeat steps 3 to 10 for the Lesson Activity Toolkit (**Content/Lesson Activity Toolkit/Lesson Activity Toolkit.gallerycollection**).

To download Gallery content from the Internet

1. Open the software installation package in SMART Install Manager.
2. Click **Product Selection**.
The *Product Selection* page appears.
3. Select **SMART Notebook**.
4. Click **Gallery Content**.
The *Gallery Content* page appears.
5. Click **Install the Gallery on each computer**.
6. Click **Download**, and then select the location to download the Gallery content to.
7. Click **Choose** to start the download.
8. Click **Close** when the download is complete.

Configuring Gallery content using SMART Install Manager

Complete the procedure in this section to configure Gallery content.

To configure Gallery content using SMART Install Manager

1. Open the software installation package in SMART Install Manager.
2. Click **Product Selection**.
The *Product Selection* page appears.
3. Select **SMART Notebook** (and any other products you want to install).

4. Click **Gallery Content**.

The *Gallery Content* page appears.

5. Click **Install the Gallery on each computer**.
6. In the *Source location* box, type the path to the folder on your school's network that contains the Gallery content (if you downloaded Gallery collections to your school's network).
7. In the *Destination location* box, type the path to the location on each computer where you want to install the Gallery collections (if you don't want to use the default folder **/Library/Application Support/SMART Technologies/SMART Notebook Galleries/SMART Technologies**).
8. Clear the Gallery collections you don't want to install.
9. Publish your changes as a PKG file, and then deploy the PKG file.

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 from the DVD or the Internet to that location by performing one of the procedures in this section.

NOTE

To download Gallery content from the DVD, you must have Gallery Setup on your computer. Gallery Setup is included with SMART Install Manager, SMART Notebook software and SMART Notebook SE.

To download Gallery content from the DVD

1. Insert the DVD in your computer's DVD drive.
2. If the DVD browser appears, close it.
3. In Finder, select the DVD (under *Devices*), and then browse to the **/Content/Gallery Essentials** folder.
4. Double-click **SMARTEssentials.gallerycollection**.
The *Select a Gallery* dialog box appears.
5. Select the Gallery collection you want to install, and then click **OK**.
Gallery Setup starts.

6. In the *Content* tab, select the categories you want to include and clear the categories you don't want to include.
7. In the *Languages* tab, select the language packs you want to include and clear the language packs you don't want to include.



TIP

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

8. In the *Installation folder for Gallery content* box, type the path to the folder where you want to store the Gallery collection.
9. Click **Next**.
Gallery Setup installs the selected Gallery collection.
10. Click **Finish**.
11. Repeat steps 3 to 10 for the Lesson Activity Toolkit (**/Content/Lesson Activity Toolkit/Lesson Activity Toolkit.gallerycollection**).

To download Gallery content from the Internet

1. Open the software installation package in SMART Install Manager.
2. Click **Product Selection**.
The *Product Selection* page appears.
3. Select **SMART Notebook**.
4. Click **Gallery Content**.
The *Gallery Content* page appears.
5. Click **Share Gallery content with all computers from a common network location**.
6. If you want to download the Gallery Essentials collection, click **Install** beside *Essentials for Educators*, and then follow the on-screen instructions.
7. If you want to download the Lesson Activity Toolkit collection, click **Install** beside *Lesson Activity Toolkit*, and then follow the on-screen instructions.

Configuring Gallery content using SMART Install Manager

Complete the procedure in this section to configure Gallery content.

To configure Gallery content using SMART Install Manager

1. Open the software installation package in SMART Install Manager.
2. Click **Product Selection**.

The *Product Selection* page appears.
3. Select **SMART Notebook** (and any other products you want to install).
4. Click **Gallery Content**.

The *Gallery Content* page appears.
5. Click **Share Gallery content with all computers from a common network location**.
6. In the *Gallery location* box, type the path to the folder on your school's network that contains the Gallery content.
7. Publish your changes as a PKG file, and then deploy the PKG file.

Modifying Gallery content

After installing the software, you can modify Gallery content using Gallery Setup.

To run Gallery Setup

1. In Finder, browse to **Applications/SMART Technologies/SMART Tools**.
2. Double-click **Gallery Setup**.
3. Type your administrator password, and then click **OK**.

The *Select a Gallery* dialog box appears.
4. Select the Gallery collection you want to modify, and then click **OK**.

Gallery Setup starts.
5. In the *Content* tab, select the categories you want to include and clear the categories you don't want to include.
6. In the *Languages* tab, select the language packs you want to include and clear the language packs you don't want to include.



TIP

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

7. In the *Installation folder for Gallery content* box, type the path to the folder where you want to store the Gallery collection.
8. Click **Next**.
Gallery Setup updates the selected Gallery collection.
9. Click **Finish**.

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 the software in Administration mode

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

To start SMART Notebook software in Administration mode

1. In Finder, browse to **/Applications/Utilities**, and then double-click **Terminal**.
The *Terminal* window appears.
2. Type the following command:

```
sudo /Applications/SMART\ Notebook/Notebook.app/Contents/  
MacOS/Notebook -admin
```

3. Press RETURN.
4. Type your administrator password, and then press RETURN.

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 **/Library/Application Support/SMART Technologies Inc/Gallery/My Content**.

To change the location of the My Content folder after installation

1. Start the software in Administration mode (see *Starting the software in Administration mode* on the previous page).
2. Click the **Gallery** tab.
3. Click the **Click here for more Gallery options** icon , and then select **Administration: Content Locations**.

The *Administration: Content Locations* dialog box appears.

4. Click **Browse**.
The *Open* dialog box appears.
5. Browse to and select the new **My Content** folder, and then click **Open**.
6. Click **Close**.
7. Close the software.

Creating or connecting to Team Content folders

All 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 only to users of that computer. However, if you create a **Team Content** folder on a server, the folder is available to all users on the school's network with read and write access to the folder.

To create a new Team Content folder

1. Start the software in Administration mode (see *Starting the software in Administration mode* on the previous page).
2. Click the **Gallery** tab.
3. Click the **Click here for more Gallery options** icon , and then select **Administration: Content Locations**.

The *Administration: Content Locations* dialog box appears.

4. Click **Create New**.
The *Open* dialog box appears.

5. Browse to and select the folder you want to designate as a **Team Content** folder, and then click **Open**.
6. Click **Close**.
7. Close the software.

To connect to an existing Team Content folder

1. Start the software in Administration mode (see *Starting the software in Administration mode* on page 39).
2. Click the **Gallery** tab.
3. Click the **Click here for more Gallery options** icon , and then select **Administration: Content Locations**.

The *Administration: Content Locations* dialog box appears.

4. Click the + button.
The *Open* dialog box appears.
5. Browse to and select the **Team Content** folder, and then click **Open**.
6. Click **Close**.
7. Close the software.

To disconnect a Team Content folder

1. Start the software in Administration mode (see *Starting the software in Administration mode* on page 39).
2. Click the **Gallery** tab.
3. Click the **Click here for more Gallery options** icon , 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 the – button.



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 the software.

Connecting to an RSS feed

You can connect to a public or private RSS feed to send information to your school's SMART Notebook software and SMART Notebook SE 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 the software in Administration mode (see *Starting the software in Administration mode* on page 39).
2. Click the **Gallery** tab.
3. Click the **Click here for more Gallery options** icon , 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 the software.

Removing Gallery content

You can use Apple Remote Desktop software or Terminal to remove Gallery content.

To remove Gallery collections using Apple Remote Desktop software

1. Using Apple Remote Desktop software on the server, select the computers that you want to update.
2. Click **UNIX**.

A dialog box appears.

3. For each Gallery collection you want to remove, type the appropriate command:

- Gallery Essentials

```
"/Applications/SMART Technologies/SMART Uninstaller.app/  
Contents/Resources/uninstall" -i gallery.smarttech.com
```

- Lesson Activity Toolkit

```
"/Applications/SMART Technologies/SMART Uninstaller.app/  
Contents/Resources/uninstall"  
-i fd16a709-8b28-4662-b5bd-63dc86eeb34e.com
```

4. Under *Run command as*, click **User**, and then specify the root user.
5. Click **Send** to remove the Gallery collections from your network computers.

To remove Gallery collections using Terminal

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

The *Terminal* window appears.

2. Type the following command:

```
sudo "/Applications/SMART Technologies/SMART Uninstaller.app/  
Contents/Resources/uninstall" --list
```

3. Press RETURN.

A list of available package IDs appears.

4. Type the following command:

```
sudo "/Applications/SMART Technologies/SMART Uninstaller.app/  
Contents/Resources/uninstall" -i [Package ID]
```

Where *[Package ID]* is the ID of the Gallery collection you want to remove.



NOTE

You can type multiple instances of *-i [Package ID]* to remove multiple packages in the same command.

5. Press RETURN.
6. Type your administrator password, and then press RETURN.

Index

A

activation 9, 17
Administration mode 39
Adobe Flash Player 11
Apple Remote Desktop software 15, 27

C

Chinese 31
computer imaging 17
Customer Experience Program 10
Czech 31

D

Danish 31
database 12
DMG files 25
downloads 3
Dutch 31

E

education standards database 12
English 31

F

Finnish 31
Flash See Adobe Flash Player
French 31

G

Gallery content
 changing location of 39
 installing 33
 modifying 38
Gallery Essentials 33
German 31

H

Hungarian 31

I

imaging 17
Install Manager See SMART Install
 Manager
Italian 31

L

Lesson Activity Toolkit 33

M

My Content folder 11, 39

N

Norwegian 31

P

PKG files 3, 7, 15, 25

INDEX

Polish 31
Portuguese 31
prerequisites
 knowledge 1
product key 8
protection software 17

R

renewable activations 19
Russian 31

S

serial number See product key
SMART Ink 8
SMART Install Manager
 customizing 8
 downloading 5
 installing 5
 removing 13
 using 6
SMART Notebook 8
SMART Product Drivers 8
SMART Product Update 10
SMART Response 9
SMART Response LE 11
SMART Response PE 11
SMART Response VE 12
SMART Response XE 12
SNMP 12
Spanish 31
Swedish 31
system recovery software 17

T

Team Content folders 40
Terminal 15, 17-18, 27

U

updates 25

X

XML 7

SMART TECHNOLOGIES

smarttech.com/support

smarttech.com/contactsupport

smarttech.com/kb/170901