SMART Product Drivers 12 and SMART Ink 5

BASIC INSTALLATION AND ADMINISTRATION GUIDE
FOR OS X OPERATING SYSTEM SOFTWARE
Contents

Chapter 1: Getting started ......................................................... 1
   Computer requirements ..................................................... 1
   Performing a basic software installation ................................ 2

Chapter 2: Customizing the software ........................................... 5
   Using SMART Install Manager ........................................... 5
   Updating SMART Product Drivers 12 and SMART Ink 5 ............... 8
   Removing SMART Install Manager ...................................... 9

Chapter 3: Deploying the software ............................................. 11
   Deploying the software .................................................... 11

Chapter 4: Uninstalling the software .......................................... 13
   Using SMART Uninstaller ................................................ 13
   Using Apple Remote Desktop ............................................ 14
   Using Terminal ............................................................ 15

Appendix A: Languages ........................................................ 17
Chapter 1

Getting started

Computer requirements  ........................................................................................................... 1
Performing a basic software installation .................................................................................. 2
   Downloading the installer .................................................................................................... 2
   Installing the software ......................................................................................................... 2

This guide explains how to customize and deploy the stand-alone version of SMART Product Drivers 12 and SMART Ink® 5.

NOTE

For information about using the SMART Learning Suite Installer to customize and deploy SMART software, see the SLS 17 system administrator’s guide for macOS and OS X operating system software (smarttech.com/kb/171151).

This guide is for IT administrators and others who customize, deploy and administer software on networked Mac computers. To perform the procedures in this guide, you will need:

- Knowledge of basic administrative tasks in macOS and OS X operating system software, such as working in Terminal
- Administrative privileges and access to servers
- Access 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, make sure the computers meet the minimum requirements:

<table>
<thead>
<tr>
<th>Supported operating systems</th>
<th>OS X 10.12 macOS Sierra</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>OS X 10.11 El Capitan</td>
</tr>
<tr>
<td></td>
<td>OS X 10.10 Yosemite</td>
</tr>
<tr>
<td>Minimum processor</td>
<td>Intel® Core™ 2 Duo</td>
</tr>
<tr>
<td>Minimum RAM</td>
<td>2 GB (4 GB for UHD displays)</td>
</tr>
<tr>
<td>Minimum hard disk space</td>
<td>3 GB</td>
</tr>
</tbody>
</table>

Performing a basic software installation
Follow the instructions below to download and install SMART Product Drivers 12 and SMART Ink 5.

**NOTE**
IT administrators can use SMART Install Manager to deploy the software over a network. See Chapter 2: Customizing the software on page 5 and Chapter 3: Deploying the software on page 11 for further information.

Downloading the installer
You can download the installer from the SMART website.

To download the installer from the website
1. Go to smarttech.com/software.
2. Click **Choose a version** under SMART Product Drivers and Ink, and then select the latest version of the software for your operating system.
3. Click **Download**.
   - The Save As window opens.
4. Save the file to a temporary location on your computer.

Installing the software
After you download the installer file, run the file to install the software.
To install the software using the installer

1. Double-click the `smart_product_drivers.dmg` file you downloaded in the previous procedure.
   The **Install SMART Product Drivers** installation package dialog opens.

2. Double-click the **Install SMART Product Drivers** icon.
   The **This package will run a program to determine if the software can be installed** dialog opens. Click **Continue**.

3. The **Welcome** dialog opens. Click **Continue**.

4. If you accept the terms in the software license agreement, click **Agree**.
   OR
   If you don’t accept the terms in the software license agreement, click **Disagree**.

5. Select the check box if you want to join the Customer Experience Program, and then click **Continue**.

6. Select the software you want to install.

   **NOTE**

   **SMART Product Drivers** and **SMART Ink** are selected by default. Handwriting recognition (English) is selected by default. You can select other languages if you want handwriting recognition in other languages.

7. Select the disk on which you want to install the software, and then click **Continue**.

8. If you selected **SMART Product Drivers** in step 6, select **Start SMART System Menu at log in** to start the **SMART System Menu** when you first log on to your computer.

9. Click **Continue**.

10. Click **Install**.
    A dialog box appears, prompting you for your name and password.

11. Type your name and password, and then click **OK**.
    The installer installs the software you selected in step 6.
Chapter 2

Customizing the software

Using SMART Install Manager ................................................................. 5
Smart Install Manager controls ............................................................. 6
Updating SMART Product Drivers 12 and SMART Ink 5 ......................... 8
Removing SMART Install Manager ......................................................... 9

Use SMART Install Manager to customize the software.

Using SMART Install Manager
Use SMART Install Manager to customize SMART software installation packages by publishing PKG files. You can then use the PKG files to deploy the SMART software to computers.

To download and install SMART Install Manager
1. Go to downloads01.smarttech.com/software/installmanager/mac/2.0.41.0/smart_install_manager.dmg.
2. Save the installer file to your computer.
3. Double-click the installer file.
   The SMART Install Manager installation wizard appears.
4. Follow the on-screen instructions.

To customize SMART Product Drivers 12 and SMART Ink 5 using SMART Install Manager
1. Start SMART Install Manager.
2. Drag the installation package to the SMART Install Manager window.
3. Set the controls on each page (see SMART Install Manager controls on the next page).
4. Select File > Publish.
   A dialog box appears.
5. Browse to the location where you extracted the complete installer or the installation package.
6. Type a name for the PKG file, and then click **Save**.

7. Close SMART Install Manager.

### SMART Install Manager controls

<table>
<thead>
<tr>
<th>Control</th>
<th>Procedure</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General Options: Product Selection</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SMART Product Drivers</td>
<td>Select to install SMART Product Drivers.</td>
<td>[N/A]</td>
</tr>
<tr>
<td>SMART Ink</td>
<td>Select to install SMART Ink.</td>
<td>[N/A]</td>
</tr>
<tr>
<td>Handwriting recognition: Language selection</td>
<td>English is selected by default. You can also select Czech, Danish, German,</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Spanish, Finnish, French, Italian, Norwegian, Dutch, Portuguese, Russian,</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Swedish, and Chinese (Simplified) in addition to English.</td>
<td></td>
</tr>
<tr>
<td><strong>General Options: SMART Product Update</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Install SMART Product Update in Full mode</td>
<td>Select to install SMART Product Update (SPU) in Full mode.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>In Full mode, users can view the installed versions of SMART software and</td>
<td></td>
</tr>
<tr>
<td></td>
<td>their product keys, and download and install updates.</td>
<td></td>
</tr>
<tr>
<td>Install SMART Product Update in Dashboard mode</td>
<td>Select to install SPU in Dashboard mode.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>In Dashboard mode, users can view the installed versions of SMART software</td>
<td></td>
</tr>
<tr>
<td></td>
<td>and their product keys but can’t download and install software.</td>
<td></td>
</tr>
<tr>
<td>Do not install SMART Product Update</td>
<td>Select to not install SPU.</td>
<td>[N/A]</td>
</tr>
</tbody>
</table>
## Control

<table>
<thead>
<tr>
<th>Control</th>
<th>Procedure</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check for updates</td>
<td>Type the number of days (1 to 60) between SPU checks.</td>
<td>This option is available only if you install SPU in Full mode. By default, SPU checks for product updates every 30 days.</td>
</tr>
<tr>
<td>Notify users about SMART product updates</td>
<td>Select to notify users of available SMART product updates.</td>
<td>This option is available only if you install SPU in Full mode.</td>
</tr>
<tr>
<td>Reset per-user changes to the previous two settings</td>
<td>Select to remove existing Check for updates and Notify users about SMART product updates values the next time the user runs SPU.</td>
<td>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.</td>
</tr>
</tbody>
</table>

### General Options: Customer Experience

<table>
<thead>
<tr>
<th>Control</th>
<th>Procedure</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enable the Customer Experience Program on all devices</td>
<td>Select to enable the Customer Experience Program for all users.</td>
<td>[N/A]</td>
</tr>
<tr>
<td>Disable the Customer Experience Program on all devices</td>
<td>Select to disable the Customer Experience Program for all users.</td>
<td>[N/A]</td>
</tr>
</tbody>
</table>

### SMART Product Drivers: Optional Settings

<table>
<thead>
<tr>
<th>Control</th>
<th>Procedure</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start SMART System Menu at logon</td>
<td>Select to start the SMART System Menu when the user logs on.</td>
<td>[N/A]</td>
</tr>
<tr>
<td>Start Simple Network Management Protocol (SNMP) agent</td>
<td>Start Simple Network Management Protocol (SNMP) agent</td>
<td>[N/A]</td>
</tr>
</tbody>
</table>

### SMART Ink: Optional Settings

<table>
<thead>
<tr>
<th>Control</th>
<th>Procedure</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start SMART Ink at logon</td>
<td>Select to start SMART Ink when the user logs on.</td>
<td>[N/A]</td>
</tr>
</tbody>
</table>
### Updating SMART Product Drivers 12 and SMART Ink 5

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

Go to [smarttech.com/software](http://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 (see *Chapter 2: Customizing the software* on page 5).
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 by selecting **File > Import**, browsing to the XML file, and then clicking **Open**.
5. Publish your customizations as a PKG file, and then deploy the PKG file to computers on your network.
Removing SMART Install Manager

If you no longer need SMART Install Manager installed on your computer, you can use SMART Uninstaller or Terminal to remove it.

**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 opens.

2. Select Install Manager, and then click Remove.
   
   A dialog box appears, prompting you to confirm the removal.

3. Click OK.

4. Type the 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 opens.

2. Enter the following command in Terminal window:

   ```
   sudo "/Applications/SMART Technologies/SMART Uninstaller.app/
   Contents/Library/LaunchServices/com.smarttech.uninstallHelper" -i
   com.smarttech.installmgr10
   ```

3. Click RETURN.

4. Type the administrator password, and then press RETURN.
Chapter 3

Deploying the software

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

NOTE

You might need to activate the software manually 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 to manage the software installations.
- Use Terminal to install customized software on each computer.

NOTE

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

To deploy SMART software using Apple Remote Desktop

1. Copy the PKG file that you created with SMART Install Manager to a server that is accessible to all the computers on which the software will be installed.
2. Using Apple Remote Desktop 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 is installed 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. Enter the following command in the Terminal window:

```
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**
   
   A custom PKG file created with SMART Install Manager is compatible only with the installer command line or with tools such as Apple Remote Desktop.

3. Click RETURN.

4. Enter the administrator password, and then click RETURN.
Chapter 4
Uninstalling the software

Using SMART Uninstaller .................................................................13
Using Apple Remote Desktop ..........................................................14
Using Terminal ..................................................................................15

If you no longer need SMART Product Drivers 12 and SMART Ink 5 installed on your computer, you can use SMART Uninstaller, Apple Remote Desktop or Terminal to uninstall the software.

Using SMART Uninstaller

To uninstall SMART Product Drivers 12 and SMART Ink 5 using SMART Uninstaller

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

2. Select the software you want to uninstall.

   **NOTES**
   - Some SMART software is dependent on other SMART software. If you remove software that other software depends on, SMART Uninstaller automatically removes the dependent software automatically.
   - SMART Uninstaller automatically uninstalls supporting software that is no longer in use. If you uninstall all SMART software, SMART Uninstaller automatically uninstalls all supporting software, including itself.

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

3. Click Remove, and then press OK.
CHAPTER 4
UNINSTALLING THE SOFTWARE

4. If prompted, enter a user name and password with administrator privileges, and then click **OK**. SMART Uninstaller uninstalls the selected software.

5. Close SMART Uninstaller when done.

Using Apple Remote Desktop

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

**To uninstall SMART Product Drivers 12 and SMART Ink 5 using Apple Remote Desktop**

1. Using Apple Remote Desktop on the server, select the computers that you want to update.

2. Click **UNIX**.

   A dialog box appears.

3. If you want to uninstall all SMART software, enter the following command:

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

**NOTE**
This command uninstalls all SMART software from 2012 or later.

OR

If you want to uninstall select SMART software, enter one of the following commands:

- SMART Product Drivers

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

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

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

### Using Terminal

#### To uninstall all SMART software using Terminal

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

   ```shell
sudo "/Applications/SMART Technologies/SMART Uninstaller.app/
Contents/Resources/uninstall" --all
```
3. Click *RETURN*.
4. Type the administrator password, and then press RETURN.

**NOTE**

This command uninstalls all SMART software from 2012 or later.

#### To uninstall select SMART software using Terminal

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

   ```shell
sudo "/Applications/SMART Technologies/SMART Uninstaller.app/
Contents/Resources/uninstall" --list
```
3. Click **RETURN**.

   A list of available package IDs appears.

4. Enter the following command:

   ```bash
   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 uninstall.

   **NOTE**

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

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

5. Click **RETURN**.

6. Enter the administrator password, and then click **RETURN**.
Appendix A

Languages

The following are the languages supported by SMART Product Drivers 12 and SMART Ink 5:

- English (U.S.)
- English (UK)
- Czech
- Chinese (Simplified)
- Danish
- Dutch
- Finnish
- French
- German
- Italian
- Hungarian
- Norwegian
- Polish
- Portuguese (Brazil)
- Russian
- Spanish
- Swedish