

PLEASE THINK BEFORE YOU PRINT

Release Notes

SMART Sync™ 2009

About These Release Notes

These release notes summarize the changes in SMART Sync™ 2009 classroom management software service pack 8, as well as earlier versions of SMART Sync 2009.

Product Information

SMART Sync 2009 (formerly SynchronEyes™) is easy-to-use classroom management software that allows teachers to monitor and control their students' computers while facilitating chat, file sharing and group collaboration.

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SMART Sync 2009 SP8 Updates

About This Release

Service pack 8 enhances SMART Sync's wireless support and introduces other improvements.

NOTE

This service pack is available as part of SMART Classroom Suite™ 2009 SP1.

Software Component Version Numbers

Component	Version	Date (if applicable)
SMART Sync Teacher	8.1.143.8	
SMART Sync Administrator Tool	8.1.143.8	
SMART Sync Class List Server	8.1.143.8	
SMART Sync Student	8.1.143.8	
SMART Sync Student Configuration Tool	8.1.143.8	

Computer Requirements

Teacher and Administrator Computers

- Pentium® III 600 MHz processor
- 256 MB of RAM
- 100 MB of free hard disk space
- Windows® XP, Windows Vista® or Windows 7 operating system
- 800 × 600 or higher resolution display with 16-bit color quality
- Internet Explorer® Internet browser version 5.0 or later
- DirectX® technology version 7.0a or later

Student Computers

- Pentium III 500 MHz processor
- 128 MB of RAM
- 55 MB of free hard disk space
- Windows XP, Windows Vista or Windows 7 operating system
- 600 × 480 or higher resolution display with 16-bit color quality
- Internet Explorer Internet browser version 5.0 or later
- DirectX technology version 7.0a or later

Network

- 10 Mbps TCP/IP network interface adapter

Highlights

- SMART Sync 2009 SP8 features improved support for wireless environments. Teachers and students in wireless environments will notice improved performance and fewer disconnections.
- When you observe, control or broadcast a student's desktop, SMART Sync displays the student's desktop on your screen at a specific image quality and frame rate for optimal network performance. You can adjust the image quality and frame rate for your network or, alternatively, choose to display the student's desktop as the highest possible image quality and frame rate.
- You can include SMART Notebook™ SE in application blocking rules even if you don't have this application installed on your computer. In addition, SMART Sync 2009 SP8 includes a new default application blocking rule that allows you to block all applications on students' computers except SMART Notebook SE.
- You can set the language for SMART Sync Teacher and SMART Sync Student using the SMART Language Setup utility.
- Administrators can customize SMART Sync Student properties when deploying the software's installation package (MSI file). The SMART Sync Student Configuration Tool is still available if you want to customize these properties after installation or create a **SyncClient.ini** file to deploy to other student installations.

Resolved Issues

- If a student presses ALT+TAB while his or computer is locked, the Task Switcher no longer appears on the screen. Similarly, if the student presses START while his or her computer is locked, the Start menu no longer appears on the screen.

Known Issues

There are no new known issues in this service pack.

SMART Sync 2009 SP7 Updates

About This Release

Service pack 7 resolves a number of issues present in earlier releases.

Software Component Version Numbers

Component	Version	Date (if applicable)
SMART Sync Teacher	8.1.107.7	December 15, 2009
SMART Sync Administrator Tool	8.1.107.7	December 15, 2009
SMART Sync Class List Server	8.1.107.7	December 15, 2009
SMART Sync Student	8.1.107.7	December 15, 2009
SMART Sync Student Configuration Tool	8.1.107.7	December 15, 2009

Computer Requirements

No changes from previous releases.

Highlights

There are no new features in this service pack.

Resolved Issues

- Corrects an installation error (1722 error) when installing SMART Sync Teacher on a computer where Google™ applications are installed.
- Corrects an issue with local teacher Block Internet rules becoming Allow Only rules.
- Corrects an issue with computer lab class lists that use hostnames to identify computers.
- Corrects an issue on Class List Server with a connected student's computer entering hibernation mode and then not reconnecting when coming out of hibernation.
- Corrects an issue with students not connecting to the correct teacher, if they're connecting by Teacher ID when there are more than two teachers on the network.
- Corrects an issue with a student opening a transferred file with a file extension longer than three characters being prompted to select the program, rather than the file opening automatically.

- Corrects an issue with a teacher using SMART Sync 2009 in Portuguese having systems issues when exiting Show Media in Full Screen mode.
- Corrects an issue with a student using SMART Sync 2009 in Mexican Spanish experiencing systems issues while using Collaboration.
- Corrects a Spanish translation error in the interface. “Questions” are now correctly translated as “Preguntas”.
- Corrects a wording issue in the Teacher Program’s *Screen Capture* option.

Known Issues

There are no new known issues in this service pack.

SMART Sync 2009 SP4 Updates

About This Release

Service pack 4 introduces several new features. These features are listed in the Highlights section.

Software Component Version Numbers

Component	Version	Date (if applicable)
SMART Sync Teacher	8.1.89.1	June 24, 2009
SMART Sync Administrator Tool	8.1.89.1	June 24, 2009
SMART Sync Class List Server	8.1.89.1	June 24, 2009
SMART Sync Student	8.1.89.1	June 24, 2009
SMART Sync Student Configuration Tool	8.1.89.1	June 24, 2009

Computer Requirements

No changes from previous release.

Highlights

- General
 - SMART Sync supports volume override product keys using the new activation wizard.
 - SMART Sync supports SMART Product Update 4.0.
 - All SMART Sync components support the Arabic language.
 - Multicasting on wireless networks has been improved. As a result, File Transfer and Show Media features perform better on more network types.
 - When a student attempts to connect to a class with a version of SMART Sync Student not compatible with the teacher's version of SMART Sync Teacher, messages appear on both the student's and teacher's screens.
- SMART Sync Teacher
 - The screen capture method switches automatically to allow teachers to view 3D applications without manually switching to redraw hooks or regular capture.
 - The **View** menu includes a **Refresh** option for refreshing the Thumbnails view after a student disconnects from the class.

- SMART Sync Student
 - When a student double-clicks the SMART Sync icon in the notification area, the floating toolbar appears.
 - The *Chat* dialog box includes a **Send** button.
 - SMART Sync is more tightly integrated with SMART Notebook SE (1.6 and later). As a result, collaborative assignment files open in new tabs and students no longer need to manually save their collaboration assignment work.

Resolved Issues

- If you include a blank file in a Collaboration assignment, students can now complete and submit the assignment.

Known Issues

There are no new known issues in this service pack.

SMART Sync 2009 SP2 Updates

About This Release

Service pack 2 adds a new feature to SMART Sync 2009. See the Highlights section for details on this feature.

Software Component Version Numbers

Component	Version	Date (if applicable)
SMART Sync Teacher	8.0.137.2	February 19, 2009
SMART Sync Administrator Tool	8.0.137.2	February 19, 2009
SMART Sync Class List Server	8.0.137.2	February 19, 2009
SMART Sync Student	8.0.137.2	February 19, 2009
SMART Sync Student Configuration Tool	8.0.137.2	February 19, 2009

Computer Requirements

No changes from previous release.

Highlights

- The **Advanced** tab in the *Preferences* dialog box includes a new **Multicast transfer rate** slider to provide information on network speed and quality as well as unicast controls for setting the chunk size and milliseconds per chunk for TCP traffic.

Resolved Issues

There are no new resolved issues in this service pack.

Known Issues

There are no new known issues in this service pack.

SMART Sync 2009 SP1 Updates

About This Release

Service Pack 1 resolves some issues from the original release.

Software Component Version Numbers

Component	Version	Date (if applicable)
SMART Sync Teacher	8.0.122.1	January 21, 2009
SMART Sync Administrator Tool	8.0.122.1	January 21, 2009
SMART Sync Class List Server	8.0.122.1	January 21, 2009
SMART Sync Student	8.0.117.0	January 6, 2009
SMART Sync Student Configuration Tool	8.0.117.0	January 6, 2009

Computer Requirements

No changes from previous release.

Highlights

There are no new features in this service pack.

Resolved Issues

- Corrects an issue that deleted the first file submitted by a student on the SMART Sync Teacher computer when the student disconnected or was disconnected.
- Corrects an issue that caused multiple dialog boxes to appear after a user closed SMART Sync Teacher.

Known Issues

There were no new known issues in this service pack.

SMART Sync 2009 Summary

Software Component Version Numbers

Component	Version	Date (if applicable)
SMART Sync Teacher	8.0.117.0	January 6, 2009
SMART Sync Administrator Tool	8.0.117.0	January 6, 2009
SMART Sync Class List Server	8.0.117.0	January 6, 2009
SMART Sync Student	8.0.117.0	January 6, 2009
SMART Sync Student Configuration Tool	8.0.117.0	January 6, 2009

Computer Requirements

Teacher and Administrator Computers

- Pentium III 600 MHz processor
- 256 MB of RAM
- 100 MB of free hard disk space
- Windows 2000, Windows XP or Windows Vista operating system
- 800 × 600 or higher resolution display with 16-bit color quality
- Internet Explorer Internet browser version 5.0 or later
- DirectX technology version 7.0a or later

Student Computers

- Pentium III 500 MHz processor
- 128 MB of RAM
- 55 MB of free hard disk space
- Windows 2000, Windows XP or Windows Vista operating system
- 600 × 480 or higher resolution display with 16-bit color quality
- Internet Explorer Internet browser version 5.0 or later
- DirectX technology version 7.0a or later

Network

- 10 Mbps TCP/IP network interface adapter

Highlights

- Updated and more modern look and feel
- New Collaboration feature
- Redesigned chat features
- Improved Internet blocking rules
- Introduction of application and Internet blocking rule sharing
- Introduction of SMART Sync Class List Server and Administrator Tool
- Active Directory® directory service integration
- Support for over a dozen languages in the initial release of SMART Sync 2009
- Retirement of the Quiz feature

For more information, see *SMART Sync 2009 New Features* ([document 130520](#)).

Known Issues

- If you have the beta version of SMART Sync 2009, you must uninstall it before you can install the final version.
- Don't install SMART Sync Teacher and SMART Sync Student on the same computer.
- An error appears if you install SMART Sync Student on a computer with the Windows Vista operating system and User Account Control (UAC) is enabled.
- In some situations, the SMART Sync Class List Server service doesn't start after installation. You can restart the computer or manually restart the service following the instructions in the *SMART Sync 2009 System Administrator's Guide* ([document 129773](#)).
- After the evaluation period expires, you can no longer modify the teacher's aide (TA) settings.
- Broadcasting of the teacher's screen during a Collaboration session will not work.
- If your network includes both wired and wireless connections, sending files and media can be slow.
- If you send Web pages to students using Internet Explorer Internet browser version 7.0 in the Windows Vista operating system, students receive two Web pages: the one you intended to send and the browser's home page.
- In the Windows Vista operating system, if blocked applications must start other executable (.exe) files to function, application blocking may not work as expected.

- SMART Sync is unable to block games in 64-bit versions of the Windows Vista operating system.
- If you block specific Web pages but allow all others using the Web blocking rules, different messages can appear in the student's browser informing them that Internet access is restricted.
- On rare occasions, students can't view groups that they're allowed to join when using chat in SMART Sync Student.
- If you create a CSV file using Microsoft® Excel® that contains non-English characters, you may not be able to import the file into SMART Sync Administrator Tool. (You can create CSV files that contain non-English characters using other applications.)
- On student computers, the message "You are unable to connect to the teacher" means that the student is disconnected from the teacher.
- If you specify a custom folder for files received from students using UNC (for example, \\schoolserver\teachers\jsmith), SMART Sync Teacher stops responding when you start a collaboration session. To prevent this from happening, use a mapped network drive path (for example, T:\jsmith) instead.
- To view Help in SMART Sync Teacher, you must allow active content stored on your computer to run in Internet Explorer Internet browser.

Contact Us

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

NOTE

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

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

Online	www.smarttech.com/contactsupport
Telephone	+1.403.228.5940 or Toll Free 1.866.518.6791 (U.S./Canada) (Monday to Friday, 5 a.m. – 6 p.m. Mountain Time)
Fax	+1.403.806.1256
E-mail	support@smarttech.com

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