

PLEASE THINK BEFORE YOU PRINT



SMART Sync™ 2010

System Administrator's Guide

Mac OS X Operating System Software

Extraordinary made simple™

SMART™

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Patents pending.

09/2010

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Chapter 1

Getting started

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This guide explains how to customize and then deploy SMART Sync™ classroom management software in your school.

This guide is intended for IT administrators and others experienced with installing, configuring 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 opening System Preferences and working in Terminal
- Have administrative privileges and access to your school's servers
- Have the SMART Sync software CD or access to the SMART Support website

Computer and network requirements

Before installing SMART Sync software, ensure your computers meet the minimum requirements defined in this section.

NOTE

In addition, review the recommended settings for your computers and networks on page 11.

CHAPTER 1

Getting started

Teacher and student computers

- Intel® processor
- 512 MB of RAM (1 GB recommended)
- 270 MB of free hard disk space
- Mac OS X 10.5.4 or later operating system software
- 1024 × 768 or higher resolution display with 32-bit (millions) color quality

Network

- 802.11 a/g wireless network (100 Mbps wired network or 802.11 n wireless network recommended)

Locating the installation packages

There are two installation packages (also known as MPKG files) for SMART Sync software:

Installation package	File name
SMART Sync Teacher	SMART Sync Teacher.mpkg
SMART Sync Student	SMART Sync Student.mpkg

Both installation packages are located on the SMART Sync software CD.

Alternatively, you can download both packages from smarttech.com/software.

Chapter 2

Customizing SMART Sync software

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Before deploying SMART Sync software to your school's computers, you can customize its installation packages (MPKG files) for your school using SMART Install Manager.

Installing SMART Install Manager

You can install SMART Install Manager from the included CD.

OR

You can download and install SMART Install Manager from the SMART Support website.

■ To install the software from the CD

1. Insert the CD in your computer's CD tray.
2. In the Finder, select the CD (under *Devices*), and then double-click **SMART Install Manager.mpkg**.

The SMART Install Manager installation wizard appears.

3. Follow the on-screen instructions.

CHAPTER 2

Customizing SMART Sync software

■ To install the software from the website

1. Go to smarttech.com/software.
2. Browse to the appropriate download page, and then follow the on-screen instructions to download the **SMART Install Manager.dmg** file.
3. Double-click the **SMART Install Manager.dmg** file to open it.
4. Double-click the **SMART Install Manager.mpkg** file.
The SMART Install Manager installation wizard appears.
5. Follow the on-screen instructions.

Using SMART Install Manager


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


With SMART Install Manager, you can do the following:

- Open an installation package.
- Save your changes to the installation package.
- Publish your changes to the installation packages as an MPKG file.

Opening an installation package

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

- Select **File > Open**.
- Click .
- Drag the MPKG file into the *SMART Install Manager* window.

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

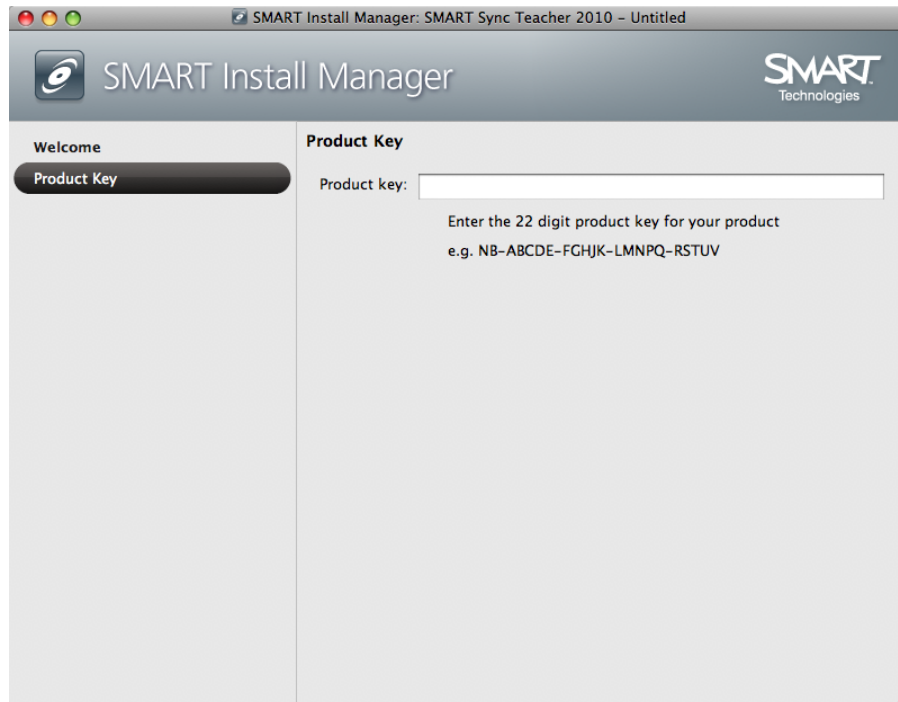
TIP

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

CHAPTER 2

Customizing SMART Sync software

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



Customize the installation package using the controls in these pages.

Saving your changes

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

TIP

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

Publishing your changes as an MPKG file

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

Customizing the SMART Sync Teacher installation package

To customize the SMART Sync Teacher installation package, open the **SMART Sync Teacher.mpkg** file in SMART Install Manager (see *Using SMART Install Manager* on page 4), and then complete the following procedure.

■ To set the product key

1. Click **Product Key**.

The *Product Key* page appears.

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

Customizing the SMART Sync Student installation package

To customize the SMART Sync Student installation package, open the **SMART Sync Student.mpkg** file in SMART Install Manager (see *Using SMART Install Manager* on page 4), and then complete the following procedures.

When customizing the SMART Sync Student installation package, you can configure the software by using either a **com.smarttech.smartsync.SyncClient.plist** file or the controls in SMART Install Manager.

■ To configure SMART Sync Student using a PLIST file

1. Click **Student Configuration File**.

The *Student Configuration File* page appears.

2. In the *Configuration file* box, type the full path and file name for the **com.smarttech.smartsync.SyncClient.plist** file.

NOTE

If you've previously installed SMART Sync software, you can run the SMART Sync Student Configuration Tool to create a **com.smarttech.smartsync.SyncClient.plist** file, which you can then refer to in this box.

To configure SMART Sync Student using SMART Install Manager

1. Click **Startup**.

The *Startup* page appears.

2. Select one of the following options:

Option	Select this option to:
Allows the student to select from a list of available teachers	Allow the student to select a teacher from a list.
Automatically connects with this Teacher ID	Connect SMART Sync software to a specific teacher through the teacher's ID. Type the ID in the box below the option.
Automatically connects with this hostname or IP address	Connect SMART Sync software to a specific teacher through the host name or IP address. Type the host name or IP address in the box below the option.

i NOTE

If your network uses DHCP, refer to the computer by host name rather than by IP address.

3. Click **Options**.

The *Options* page appears.

4. Clear the **Start SMART Sync Student automatically** check box if you don't want SMART Sync Student to start when the student first logs on.
5. Select the following check boxes:

Check box	Select this check box to:
Submit files	Allow the student to submit files through SMART Sync Student.
Exit the Student program	Allow the student to close SMART Sync Student.

CHAPTER 2

Customizing SMART Sync software

6. Click **Student ID**.

The *Student ID* page appears.

7. Select one of the following options:

Option	Select this option to:
Student Controlled	Allow the student to enter an ID when SMART Sync Student starts.
The following	Enter a specific student ID. Type the ID in the box below the option.
Anonymous	Allow the student to use SMART Sync Student without entering an ID.

Chapter 3

Deploying SMART Sync software

After customizing SMART Sync software with SMART Install Manager, you can deploy it to the computers on your network using one of the following three methods:

- Use Apple Remote Desktop remote desktop software to manage your software installations.
- Use a remote task server and 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 use Apple Remote Desktop software

1. Copy the MPKG file that you created with SMART Install Manager to a server.
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 MPKG file to the *Packages* box in the dialog box.
5. Click **Install** to install the software on the selected computers.

To use a task server and Apple Remote Desktop software

1. Copy the MPKG file that you created with SMART Install Manager to an administrator server.
2. Using Apple Remote Desktop software, set up a second computer as a remote task server.
3. Using Apple Remote Desktop software on the administrator server, type the remote task server IP address.

CHAPTER 3

Deploying SMART Sync software

4. Select the computers that you want to update.
5. Select **Install Packages**.
A dialog box appears.
6. Drag the MPKG file to the *Packages* box in the dialog box.
7. Click **Install** to install the software on the selected computers.

■ To use Terminal

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

The *Terminal* window appears.

2. Enter the following command:

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

Where *[File name]* is the name of the MPKG file that you created with SMART Install Manager.

Appendix A

Recommended computer and network settings

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Before installing SMART Sync software, configure your computers and network for optimal performance as documented in this appendix.

Display settings

SMART Sync software works best when the teachers' and students' computers are set to the same screen resolution. However, the software makes adjustments for different resolutions. For example, if a broadcasting computer (either teacher or student) runs at a higher resolution than a viewing computer, scroll bars appear on the viewing computer so you can view the entire higher-resolution screen.

For information on how to change the display settings of your school's monitors, see the instructions that came with the operating system.

SMART Sync software works best when the screen resolution is 1024 × 768. Refer to the following table for the optimal screen resolution and color depth for your school's monitors.

Color depth/screen resolution	True color (32-bit)
1024 × 768	Optimal
1152 × 864	Acceptable
1280 × 1024	Acceptable
1600 × 1200	Not recommended

APPENDIX A

Recommended computer and network settings

Network size and speed

The preferred TCP/IP network configuration for SMART Sync software is a switch or a switching hub that restricts network traffic to a particular segment of your local area network. In this configuration, other network traffic doesn't affect your system and SMART Sync software doesn't slow down other segments of the network. Network activity is faster when the number of connected students is smaller.

Network type	Maximum number of students
100 Mbps	80
Wireless (single 802.11 a/g access point)	30
Wireless (single 802.11 n access point)	35

TIP

Graphics-rich backgrounds on your students' screens can slow SMART Sync software performance. Performance is best if your students' screens have simple, single-color backgrounds.

Internet connection firewalls

If you install SMART Sync software on a computer that has an active Internet connection firewall, the firewall can cause network problems. If possible, set the firewall to allow network traffic from SMART Sync software. If this doesn't resolve the problem, ensure the following network communication ports are open:

Port	Type	Purpose
5463	TCP	Main teacher to student communications port
5496	UDP	Teacher discovery port

Appendix B

Configuring SMART Sync Student

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Run the SMART Sync Student Configuration Tool to configure SMART Sync Student on a student's computer. The SMART Sync Student Configuration Tool updates the **com.smarttech.smartsync.SyncClient.plist** file on the student's computer, which you can then use to configure SMART Sync Student on other students' computers without running the tool each time.

Running the SMART Sync Student Configuration Tool

If you want to configure a SMART Sync Student installation, you can run the SMART Sync Student Configuration Tool.

IMPORTANT

To run the SMART Sync Student Configuration Tool, you must log on to the computer with an administrator account. You must provide the password for this account before running the tool.

To run the SMART Sync Student Configuration Tool

1. Open the Finder, browse to **Applications/SMART Sync Student**, and then double-click **SMART Sync Student Configuration Tool**.

A dialog box appears, asking for an administrator account password.

2. Type your administrator account password in the *Password* box, and then click **OK**.

The SMART Sync Student Configuration Tool appears.

3. Click **Next**.

APPENDIX B

Configuring SMART Sync Student

4. In the *Startup* page, select one of the following options:

Option	Select this option to:
Allows the student to select from a list of available teachers	Allow the student to select a teacher from a drop-down list using teacher discovery.
Automatically connects with this Teacher ID	Connect SMART Sync Student to a specific teacher through the teacher's ID. Type the ID in the box below the option.
Automatically connects with this hostname or IP address	Connect SMART Sync Student to a specific teacher through the host name or IP address. Type the host name or IP address in the box below the option.

i NOTE
If your network uses DHCP, refer to the computer by host name rather than by IP address.

5. Click **Next**.
6. In the *Options* page, clear the **Start SMART Sync Student automatically** check box if you don't want SMART Sync Student to start when the student first logs on.
7. Select the check boxes for the options you want to enable, and then click **Next**.

Check box	Select this check box to:
Submit files	Allow the student to submit files through SMART Sync software.
Exit the Student program	Allow the student to close SMART Sync Student.

8. In the *Student ID* page, select one of the following options, and then click **Next**.

Option	Select this option to:
Student Controlled	Allow the student to enter an ID when SMART Sync Student starts.
The following	Enter a specific student ID. Type the ID in the box to the right of the option.
Anonymous	Allow the student to use SMART Sync Student without entering an ID.

9. Click **Finish**.

APPENDIX B

Configuring SMART Sync Student

Automatically configuring SMART Sync Student

After you configure SMART Sync Student on one student's computer using SMART Sync Student Configuration Tool, copy the **com.smarttech.smartsync.SyncClient.plist** file from the student's computer to a central location on your network. (That file is located in **/Library/Preferences**.) You can then copy the file to other students' computers to configure SMART Sync Student Configuration Tool automatically without running the tool each time.

Appendix C

Customer support

Online information and support

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

Training

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

Technical support

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

i NOTE

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

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

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

APPENDIX C

Customer support

General inquiries

Address	SMART Technologies 3636 Research Road NW Calgary, AB T2L 1Y1 CANADA
Switchboard	+1.403.228.5940 or Toll Free 1.866.518.6791 (U.S./Canada)
Fax	+1.403.228.2500
E-mail	info@smarttech.com

Registration

To help us serve you, register online at www.smarttech.com/registration.

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