



# SMART Meeting Pro® PE software

## SYSTEM ADMINISTRATOR'S GUIDE

VERSION 1.3 FOR WINDOWS® OPERATING SYSTEMS

VERSION 1.2 FOR MAC OS X OPERATING SYSTEM SOFTWARE



**SMART®**

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# Contents

<b>Chapter 1: Welcome</b> .....	<b>1</b>
Windows operating systems .....	1
Mac OS X operating system software .....	4
<b>Chapter 2: Customizing and deploying the software on Windows operating systems</b> .....	<b>5</b>
Customizing the installation packages .....	5
Deploying the installation packages .....	13
Activating SMART Meeting Pro PE software .....	17
<b>Chapter 3: Customizing and deploying the software on Mac OS X operating system software</b> ..	<b>19</b>
Customizing the installation package .....	19
Deploying the installation package .....	20
Activating SMART Meeting Pro PE software .....	21
<b>Chapter 4: Removing the software</b> .....	<b>23</b>
Overview .....	23
Windows operating systems .....	23
Mac OS X operating system software .....	26



## Chapter 1

# Welcome

Windows operating systems .....	1
Mac OS X operating system software .....	4

---

This guide explains how to deploy SMART Meeting Pro® PE software to Windows® and Mac computers.

This guide is intended for IT administrators and others experienced with deploying and administering software in a networked environment. To use this guide, you must do the following:

- Know IT terminology such as “registry” and “domain controller”
- Know how to complete basic administrative tasks in your operating system
- Have administrative privileges and access to servers
- Have Internet access

### NOTE

You can view an online version of this guide on your computer, tablet or smart phone by going to [onlinehelp.smarttech.com/english/guides/meetingprope/1\\_3](http://onlinehelp.smarttech.com/english/guides/meetingprope/1_3) or by scanning the QR code on the cover.

## Windows operating systems

Ensure all Windows computers you plan to deploy SMART Meeting Pro PE software to meet the following minimum requirements:

- Windows 7 SP1, Windows 8 or Windows 8.1 operating system
- 2.0 GHz dual-core processor
- 2 GB of RAM (4 GB recommended)

- 1 GB of free hard disk space for minimum installation (additional free space required during installation)
- Microsoft® .NET Framework 4 Full (not Client) for SMART Ink™
- Microsoft Visual Studio® Tools for Office for SMART Ink

If the Windows computers meet the above requirements, download the installation package and supporting files.

### To download the installation package and supporting files

1. Go to [smarttech.com/administratordownloads](http://smarttech.com/administratordownloads).
2. Click **Choose a version** under *SMART Meeting Pro PE software*, and then select **1.3 for Windows**.
3. Click **Download**, and then save the .zip file to a temporary location on your computer when prompted.
4. Extract the contents of the .zip file to a temporary location on your computer.

The .zip file contains the installation package and supporting files:

#### SMART software

File	Description
<b>Installation package</b>	
SMARTMeetingProPEInstaller.msi	SMART Meeting Pro PE software installation package
<b>Installation language files<sup>1</sup></b>	
2052.mst	Chinese (Simplified) installation language file
1029.mst	Czech installation language file
1030.mst	Danish installation language file
1043.mst	Dutch installation language file
1033.mst	English (U.S.) installation language file
2057.mst	English (UK) installation language file
1035.mst	Finnish installation language file
1036.mst	French installation language file

<sup>1</sup>If you want the SMART Meeting Pro PE software installation wizard to display in a language other than English (U.S.), deploy the corresponding MST file for the language with the MSI file.

File	Description
1031.mst	German installation language file
1040.mst	Italian installation language file
1041.mst	Japanese installation language file
1044.mst	Norwegian installation language file
1046.mst	Portuguese (Brazil) installation language file
1049.mst	Russian installation language file
1034.mst	Spanish installation language file
1053.mst	Swedish installation language file
<b>Language packs<sup>2</sup></b>	
chinese_(simplified)_language_pack.msi	Chinese language pack
czech_language_pack.msi	Czech language pack
danish_language_pack.msi	Danish language pack
dutch_language_pack.msi	Dutch language pack
english_(united_kingdom)_language_pack.msi	English (UK) language pack
finnish_language_pack.msi	Finnish language pack
french_language_pack.msi	French language pack
german_language_pack.msi	German language pack
italian_language_pack.msi	Italian language pack
japanese_language_pack.msi	Japanese language pack
norwegian_language_pack.msi	Norwegian language pack
portuguese_(brazil)_language_pack.msi	Portuguese (Brazil) language pack
russian_language_pack.msi	Russian language pack
spanish_language_pack.msi	Spanish language pack
swedish_language_pack.msi	Swedish language pack

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<sup>2</sup>If you want users to be able to view and use the software in a language other than English (U.S.), you must deploy the appropriate language pack with the MSI file (see *Deploying the installation packages* on page 13).

### Third-party software

File	Description
dotNetFx40_Full_setup.exe	.NET Framework 4 installation package <sup>3</sup>
vstor40_x86.exe	Visual Studio Tools for Office installation package for 32-bit computers
vstor40_x64.exe	Visual Studio Tools for Office installation package for 64-bit computers

## Mac OS X operating system software

Ensure all Mac computers you plan to deploy SMART Meeting Pro PE software to meet the following minimum requirements:

- Mac OS X 10.7 (Lion), 10.8 (Mountain Lion) or 10.9 (Mavericks) operating system software
- 2.5 GHz Intel® Core™ i5 dual-core processor
- 4 GB of 1600 MHz DDR3 RAM
- 1 GB of free hard disk space for minimum installation (additional free space required during installation)

If the Mac computers meet the above requirements, download the installation package.

### To download the installation package for Mac computers

1. Go to [smarttech.com/administratordownloads](http://smarttech.com/administratordownloads).
2. Click **Choose a version** under *SMART Meeting Pro PE software*, and then select **1.2 for Mac**.
3. Click **Download**, and then save the installation package to a temporary location on your computer when prompted.

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<sup>3</sup>SMART recommends that you download the latest version of the .NET Framework files from the Microsoft website. For information on deploying the .NET Framework, refer to the *.NET Framework Deployment Guide for Administrators* on the MSDN® website ([msdn.microsoft.com/en-us/library/ee390831.aspx](http://msdn.microsoft.com/en-us/library/ee390831.aspx)).



## Chapter 2

# Customizing and deploying the software on Windows operating systems

Customizing the installation packages .....	5
Using SMART Install Manager .....	5
Using third-party tools .....	10
Deploying the installation packages .....	13
Using third-party imaging or remote management software .....	14
Using the command line interface .....	15
Activating SMART Meeting Pro PE software .....	17

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## Customizing the installation packages

You can customize the installation package using SMART Install Manager.

OR

You can customize the installation package using third-party tools and Windows Installer properties.

### Using SMART Install Manager

SMART Install Manager enables you to customize SMART software installation packages (also known as MSI files) by publishing MST files. You can then deploy the MSI and MST files to Windows computers.

#### To install SMART Install Manager

1. Go to [smarttech.com/administratordownloads](https://smarttech.com/administratordownloads).
2. Click **Choose a version** under *SMART Meeting Pro PE software*, and then select **1.3 for Windows**.
3. Click **Download SMART Install Manager**.
4. Click **Download**, and then save **Install Manager.exe** to your computer.

5. Double-click **Install Manager.exe**.

The SMART Install Manager installation wizard appears.

6. Follow the on-screen instructions.

**To customize the SMART Meeting Pro PE software installation package using SMART Install Manager**

1. Start SMART Install Manager.
2. Drag **SMARTMeetingProPEInstaller.msi** to the *SMART Install Manager* window.
3. Set the controls on each page.

Control	Procedure	Notes
<b>General Options</b>		
<i>Installation Options</i>		
Install SMART Ink	Select to deploy SMART Ink.	
Install SMART Meeting Pro PE	Select to deploy SMART Meeting Pro PE software.	
Install Bridgit Client	Select to install Bridgit® conferencing software.	If you choose to not install Bridgit software, the <i>Connect</i> button doesn't appear in SMART Meeting Pro PE software.
SMART Meeting Pro PE package root installation directory	Type the path to your preferred folder for SMART Meeting Pro PE software.	If you don't specify a folder, Windows Installer installs SMART Meeting Pro PE software in <b>[Program files (x86) folder] SMART Technologies.</b>
<i>Language Selection</i>		
Select the language packs you want to install	Select the language packs you want to install.	You must deploy the selected language packs with the MSI file (see <i>Deploying the installation packages</i> on page 13).

Control	Procedure	Notes
<i>SMART Product Update</i>		
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 through the Windows notification area.	This option is available only if you install SPU in Full mode.
<i>Customer Experience</i>		
Enable the Customer Experience Program on all devices	Select to automatically enable the Customer Experience Program for all users.	Users can disable the Customer Experience Program through the <i>Help</i> menu.
Disable the Customer Experience Program on all devices	Select to automatically disable the Customer Experience Program for all users.	Users can't enable the Customer Experience Program through the <i>Help</i> menu.
<b>SMART Product Drivers</b>		
<i>Optional Drivers Settings</i>		
Enable Tablet PC Support	Select to use Tablet PC functionality with your SMART interactive display without having to connect a Tablet PC.	

Control	Procedure	Notes
Start SMART System Menu at logon	Select to display the SMART Board® icon in the notification area when the computer starts.	
Start Simple Network Management Protocol (SNMP) Agent	Select to start the SNMP agent.	
Register unsigned drivers	Select to enable the registration of unsigned third-party drivers.	If you enable the registration of unsigned third-party drivers, the installation process could ask users if they trust the makers of the drivers during installation. This can cause issues if you deploy the installation in Silent mode. Therefore, it's best to disable the registration of third-party drivers if you deploy the installation in Silent mode.
<b>SMART Ink</b>		
<i>Optional Ink Settings</i>		
Start SMART Ink at logon	Select to start SMART Ink when the user logs on.	You must select <b>Install SMART Ink</b> in the <i>Installation Options</i> page for this option to take effect.
Make SMART Ink Viewer the default PDF viewer	Select to make SMART Ink Viewer the default PDF viewer.	You must select <b>Install SMART Ink</b> in the <i>Installation Options</i> page for this option to take effect.
Enable SMART Ink for Roaming Profiles	Select if your network is set up to use roaming profiles so that Microsoft Office applications run properly on computers that don't have SMART Ink installed.	You must select <b>Install SMART Ink</b> in the <i>Installation Options</i> page for this option to take effect.

Control	Procedure	Notes
<b>SMART Meeting Pro PE</b>		
<i>Meeting Pro PE Activation</i>		
Product key	Type your 25-character product key for SMART Meeting Pro PE software.	You must select <b>Install SMART Meeting Pro PE</b> in the <i>Installation Options</i> page for this option to take effect.  When the software deploys, the product key activates the software.

4. Select **File > Publish**.

The *Save file* dialog box appears.

5. Browse to the location where you extracted **SMARTMeetingProPEInstaller.msi**.
6. Type a name for the MST file in the *File name* box, and then click **Save**.
7. Close SMART Install Manager.

## Using third-party tools

You can customize SMART software installation packages by creating MST files using a third-party tool, such as Orca database editor, and the Windows Installer properties.

### SMART Meeting Pro PE software installation package properties

Property	Allowed values	Notes
<b>General properties</b>		
<i>Installation properties</i>		
TRANSFORMS	[String]: A language MST file for the installation.	Ensure the specified MST file is in the same folder as the MSI file.  This property defines the language of the installer's user interface and the installed software's icons and shortcuts. It doesn't define the installed software's user interface language. The installed software uses the computer's operating system language if it's supported, or English (U.S.) if not.  You can also use the TRANSFORMS property to apply an MST file created by SMART Install Manager or a third-party tool.
INSTALL_INK	1 (default): Install SMART Ink. [Empty string]: Don't install SMART Ink.	
INSTALL_MPPE	1 (default): Install SMART Meeting Pro PE software. [Empty string]: Don't install SMART Meeting Pro PE software.	
INSTALL_BRIDGIT	1 (default): Install Bridgit software. [Empty string]: Don't install Bridgit software.	If you choose to not install Bridgit software, the <i>Connect</i> button doesn't appear in SMART Meeting Pro PE software.
INSTALLDIR	[String]: The path to your preferred folder for SMART Meeting Pro PE software.	If you don't specify a folder, Windows Installer installs SMART Meeting Pro PE software in <b>[Program files (x86) folder] SMART Technologies.</b>

Property	Allowed values	Notes
<i>Language pack properties<sup>1</sup></i>		
ZH_CN	1: Install the Chinese (Simplified) language pack.	
CS	1: Install the Czech language pack.	
DA	1: Install the Danish language pack.	
NL	1: Install the Dutch language pack.	
EN_GB	1: Install the English (UK) language pack.	
FI	1: Install the Finnish language pack.	
FR	1: Install the French language pack.	
DE	1: Install the German language pack.	
IT	1: Install the Italian language pack.	
JA	1: Install the Japanese language pack.	
NB	1: Install the Norwegian language pack.	
PT_BR	1: Install the Portuguese (Brazil) language pack.	
RU	1: Install the Russian language pack.	
ES	1: Install the Spanish language pack.	
SV	1: Install the Swedish language pack.	
<i>SPU properties</i>		
INSTALL_SPU	1 (default): Install SPU in Full mode. 2: Install SPU in Dashboard mode. 0: Don't install SPU.	In Full mode, users can view the installed versions of SMART software as well as their product keys, and download and install updates.  In Dashboard mode, users can view only the installed versions of SMART software and their product keys.
SPU_TIME_FRAME	[Integer]: The time in days (1 to 60) between SPU checks.	By default, SPU checks for product updates every 30 days.  This property is applicable only if you install SPU.

<sup>1</sup>You must deploy the selected language packs with the MSI file (see *Deploying the installation packages* on page 13).

Property	Allowed values	Notes
PRODUCT_NOTIFICATION	1 (default): Notify the user when updates are available from SPU. 0: Don't notify the user when updates are available from SPU.	This property is applicable only if you install SPU.
<i>Customer Experience Program properties</i>		
CUSTOMER_LOGGING	1 (default): Allow users to enable or disable the Customer Experience Program. 0: Disable the Customer Experience Program.	
<b>SMART Product Drivers properties</b>		
ENABLE_STPCS	1 (default): Use Tablet PC functionality with the SMART interactive product without connecting a Tablet PC. [Empty string]: Don't use Tablet PC functionality with the SMART interactive product without connecting a Tablet PC.	If you disable this property, users don't have touch support at the Windows logon screen.
LOSU_BRDTOOLS	1 (default): Display the SMART Board icon in the notification area when the computer starts. [Empty string]: Don't display the SMART Board icon in the notification area when the computer starts.	
START_SNMP_SERVICE	1: Start the SNMP agent. 0 (default): Don't start the SNMP agent.	
INSTALL_UNSIGNED_DRIVERS	1: Enable the registration of unsigned third-party drivers. 0 (default): Disable the registration of unsigned third-party drivers.	If you enable the registration of unsigned third-party drivers, the installation process could ask users if they trust the makers of the drivers during installation. This can cause issues if you deploy the installation in Silent mode. Therefore, it's best to disable the registration of third-party drivers if you deploy the installation in Silent mode.



Property	Allowed values	Notes
<b>SMART Ink properties</b>		
LOSU_INK	1 (default): Start SMART Ink when the user logs on. [Empty string]: Don't start SMART Ink when the user logs on.	You must install SMART Ink for this property to take effect.
DEFAULT_PDF	1: Set SMART Ink Viewer as the default PDF viewer. 0 (default): Don't set SMART Ink Viewer as the default PDF viewer.	You must install SMART Ink for this property to take effect.
ROAMING_PROFILES	1: Your network is set up to use roaming profiles. 0 (default): Your network is not set up to use roaming profiles.	You must install SMART Ink for this property to take effect.
<b>SMART Meeting Pro PE software properties</b>		
REGISTER_KEY	[String]: A 25-character SMART Meeting Pro PE software product key.	You must install SMART Meeting Pro PE software for this property to take effect. When the software deploys, the product key activates the software.

## Deploying the installation packages

Deploy the installation package and supporting files to Windows computers in the following order:

1. .NET Framework 4 (if not installed)
2. Visual Studio Tools for Office (if not installed)
3. SMART Meeting Pro PE software installation package

### IMPORTANT

If you want to deploy language packs, you must create a folder named **Support** in the same location as the installation package (MSI file) and MST file. Create a subfolder in the *Support* folder and name it **Languages**. Place the language packs in this subfolder.



This folder structure is created automatically if you extract the contents of the.zip file.

## Using third-party imaging or remote management software

The following procedure shows how to deploy SMART software using Group Policy-based deployment software. For information on deploying SMART software using your organization's third-party imaging or remote management software, see the software's documentation.

### NOTE

This procedure may vary depending on your version of Windows operating system and your system preferences.

### To deploy an installation package using Group Policy-based deployment software

1. Copy the MSI file, MST file and *Support* folder to `\\[Domain Controller]\NETLOGON`, where *[Domain Controller]* is your domain controller.
2. Open Control Panel, double-click **Administrative Tools**, and then double-click **Active Directory Users and Computers**.

The *Active Directory Users and Computers* window appears.

3. Right-click your domain, and then select **Properties**.

The *Properties* dialog box appears.

4. Click the **Group Policy** tab, and then click **Edit**.

The *Group Policy Object Editor* dialog box appears.

5. Browse to **Computer Configuration\Software Settings**.
6. Right-click **Software Installation**, select **New > Package**, browse to and select the MSI file, and then click **OK**.
7. In the *Deploy Software* section, click **Advanced**, and then click **OK**.
8. Click the **Modifications** tab, click **Add**, and then browse to and select the MST file.
9. Click **OK** to apply the MST file to the MSI file.
10. In the *Deploy Software* section, click **Advanced**, and then click **OK**.
11. Close all open windows and dialog boxes.

### NOTE

The time it takes to deploy the software depends on the size of your network.

## Using the command line interface

Using the command line interface, you can deploy installation packages in many ways, such as running commands from the Command Prompt window and including commands in batch script files.

### To deploy .NET Framework 4

Run the following command to deploy the installation package in user interface mode:

```
[Path]\dotNetFx40_Full_setup.exe /passive /showfinalerror
```

OR

Run the following command to deploy the installation package in silent mode:

```
[Path]\dotNetFx40_Full_setup.exe /q
```

Where *[Path]* is the path to the **dotNetFx40\_Full\_setup.exe** file.

### To deploy Visual Studio Tools for Office

Run the following command to deploy the installation package for 32-bit computers:

```
[Path]\vstor40_x86.exe /q
```

OR

Run the following command to deploy the installation package for 64-bit computers:

```
[Path]\vstor40_x64.exe /q
```

Where *[Path]* is the path to the **vstor40\_x86.exe** or **vstor40\_x64.exe** file.

### To deploy the SMART Meeting Pro PE software installation package

Run the following command if you created an MST file to customize the installation package:

```
msiexec /i "[Path]\SMARTMeetingProPEInstaller.msi" TRANSFORMS="[MST file]"  
[Parameter]
```

OR


Run the following command if you didn't create an MST file to customize the installation package:

```
msiexec /i "[Path]\SMARTMeetingProPEInstaller.msi" [Properties] [Parameter]
```

Where

- *[Path]* is the path to the **SMARTMeetingProPEInstaller.msi** file and MST file.
- *[MST file]* is the name of the MST file.
- *[Properties]* is a set of properties you can include to customize the installation (see *Using third-party tools* on page 10).
- *[Parameter]* is the installation parameter.

### Parameters

Parameter	Use
/q	Hide the installation wizard. <div data-bbox="654 720 1463 827"> <b>NOTE</b> This is Silent mode.</div>
/qb	Show a basic installation wizard.
/qb!	Show a basic installation wizard without a <i>Cancel</i> button.
/qb+	Show a basic installation wizard with a dialog box signaling the end of the installation.
/qb+!	Show a basic installation wizard without a <i>Cancel</i> button but with a dialog box signaling the end of the installation.
/qr	Show a reduced installation wizard.
/qf	Show the full installation wizard, including a dialog box signaling the end of the installation or the <i>Fatal Error</i> , <i>User Exit</i> or <i>Exit</i> dialog box.
/qn	Hide the installation wizard and the dialog box signaling the end of the installation.
/qn+	Hide the installation wizard but show the dialog box signaling the end of the installation.

## Activating SMART Meeting Pro PE software

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

- **Imaging a computer:** For the software to activate properly, each computer you install it on must have a unique installation ID. If you use a computer image or clone a hard drive to set up multiple computers, they all have the same installation ID as the original computer, which can cause an activation error.
- **Protecting software for computer configurations:** If you use system recovery or protection software, you should activate the software before you lock or freeze the computer for your users. However, if you can't, you must activate the software afterward.

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

### To activate SMART Meeting Pro PE software on Windows computers

Run the following command:

```
"C:\Program Files\Common Files\SMART Technologies\SMART Product Update\  
activationwizard.exe"--puid meeting_pro_personal --m=[Value] --v=3  
--a [Optional flags] --pk [Product key]
```

Where

- *[Value]* is 4 to run the activation wizard in unattended mode.

OR

*[Value]* is 6 to run the activation wizard in user interface mode.

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

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

- *[Product key]* is the software product key.



## Chapter 3

# Customizing and deploying the software on Mac OS X operating system software

Customizing the installation package .....	19
Deploying the installation package .....	20
Activating SMART Meeting Pro PE software .....	21

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## Customizing the installation package

SMART Install Manager enables you to customize SMART software installation packages (also known as PKG files). You can then deploy the PKG files to Mac computers.

### To install SMART Install Manager

1. Go to [smarttech.com/administratordownloads](http://smarttech.com/administratordownloads).
2. Click **Choose a version** under *SMART Meeting Pro PE software*, and then select **1.2 for Mac**.
3. Click **Download SMART Install Manager**.
4. Click **Download**, and then save **SMART Install Manager.dmg** to your computer.
5. Double-click **SMART Install Manager.dmg** to mount the disk image.
6. Double-click **SMART Install Manager.pkg**.

The SMART Install Manager installation wizard appears.

7. Follow the on-screen instructions.

### To customize the SMART Meeting Pro PE software installation package using SMART Install Manager

1. Start SMART Install Manager.
2. Drag the SMART Meeting Pro PE software installation package to the *SMART Install Manager* window.

- Set the controls on each page.

Control	Procedure	Notes
<b>SMART Meeting Pro PE</b>		
<i>Installation Options</i>		
Product key	Type your 25-character product key for SMART Meeting Pro PE software.	When the software deploys, the product key activates the software.
Install Bridgit Client	Select the check box to install Bridgit software.	If you choose to not install Bridgit software, the <i>Connect</i> button doesn't appear in SMART Meeting Pro PE software.
<b>Handwriting Recognition</b>		
<i>Language Selection</i>	Select the languages you want to install handwriting recognition for.	Handwriting recognition for English is installed by default. Handwriting recognition for other languages is optional.

- Select **File > Publish**.  
The *Save file* dialog box appears.
- Type a name for the PKG file in the *Save As* box, and then click **Save**.
- Close SMART Install Manager.

## Deploying the installation package

### To deploy the installation package using Apple Remote Desktop software

- Place the installation package in a network-accessible location.
- Using Apple Remote Desktop software on the server, select the computers that you want to update.
- Select **Install Packages**.  
A dialog box appears.
- Drag the installation package to the *Packages* box in the dialog box.



5. Click **Install**.

The software installs on the selected computers.



**NOTE**

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

### To deploy the installation package using Terminal

Run the following command:

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

Where

- *[Path]* is the path to the customized installation package.
- *[File]* is the name of the customized installation package.

## Activating SMART Meeting Pro PE software

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

- **Imaging a computer:** For the software to activate properly, each computer you install it on must have a unique installation ID. If you use a computer image or clone a hard drive to set up multiple computers, they all have the same installation ID as the original computer, which can cause an activation error.
- **Protecting software for computer configurations:** If you use system recovery or protection software, you should activate the software before you lock or freeze the computer for your users. However, if you can't, you must activate the software afterward.

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

### To activate SMART Meeting Pro PE software on Mac computers

Run the following command:

```
/Library/Application\ Support/SMART\ Technologies/activationwizard.app/  
Contents/MacOS/activationwizard --puid meeting_pro_personal --uipack  
meeting_pro_personal --m=4 --v=3 --pk [Product key] --a --local=[Language]
```

Where

- *[Product key]* is the software product key.
- *[Language]* is the installation language.

## Chapter 4

# Removing the software

Overview .....	23
Windows operating systems .....	23
Mac OS X operating system software .....	26

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## Overview

SMART Uninstaller enables you to remove SMART software. You can run SMART Uninstaller from the user interface as documented in the SMART Meeting Pro PE software Help or from the command line.

## Windows operating systems

### To remove all SMART software

1. Run one of the following commands to copy SMART Uninstaller to a temporary location:

- For 32-bit operating systems:

```
copy "%CommonProgramFiles%\SMART Technologies\SMART Uninstaller.exe"  
"%TEMP%"
```

- For 64-bit operating systems:

```
copy "%CommonProgramFiles(x86)%\SMART Technologies\SMART Uninstaller.exe"  
"%TEMP%"
```

2. Run the following command:

```
start /wait "SMART Uninstaller" "%TEMP%\SMART Uninstaller.exe" --noui  
--uninstall-all --uilevel none
```

3. Run the following command to delete the copy of SMART Uninstaller in the temporary location:

```
del "%TEMP%\SMART Uninstaller.exe"
```

### To remove SMART software by product name

1. Run one of the following commands to copy SMART Uninstaller to a temporary location:

- For 32-bit operating systems:

```
copy "%CommonProgramFiles%\SMART Technologies\SMART Uninstaller.exe"  
"%TEMP%"
```

- For 64-bit operating systems:

```
copy "%CommonProgramFiles(x86)%\SMART Technologies\SMART Uninstaller.exe"  
"%TEMP%"
```

2. Run the following command:

```
start /wait "SMART Uninstaller" "%TEMP%\SMART Uninstaller.exe" --noui  
--uninstall "[Product names]" --uilevel none
```

Where *[Product names]* is a comma-delimited list of product names.

3. Run the following command to delete the copy of SMART Uninstaller in the temporary location:

```
del "%TEMP%\SMART Uninstaller.exe"
```

### To remove SMART software by product code

1. Run one of the following commands to copy SMART Uninstaller to a temporary location:

- For 32-bit operating systems:

```
copy "%CommonProgramFiles%\SMART Technologies\SMART Uninstaller.exe"  
"%TEMP%"
```

- For 64-bit operating systems:

```
copy "%CommonProgramFiles(x86)%\SMART Technologies\SMART Uninstaller.exe"  
"%TEMP%"
```

2. Run the following command:

```
start /wait "SMART Uninstaller" "%TEMP%\SMART Uninstaller.exe" --noui  
--uninstall "[Product codes]" --uilevel none
```

Where *[Product codes]* is a comma-delimited list of product codes.

#### SMART Meeting Pro PE software product codes

Version	Product code
1.0	{E1C24D1D-F5BD-46A9-8F7A-6398CD5D8F45}
1.1	{6B46BC5D-B942-43B3-9EB1-7EAE65C7536A}
1.2	{9F3DF78C-F262-47D3-B03E-D28F26047745}
1.3	{1222E325-10DD-48DA-83B5-DA20B13A2259}

#### SMART Product Drivers product codes

Version	Product code
11.2	{22A358FC-AF39-423A-9B2A-6F52B56615C3}
11.4	{53330A17-78DE-458E-9997-292A2D6D3ADD}
11.5	{B1209081-5D82-4F8A-8318-BE7583B6E265}
11.6 SP1	{69151E9B-EFB2-4D59-8310-CC0517ED7692}

#### SMART Ink product codes

Version	Product code
1.5	{4B29EB9E-8205-4919-B069-22B531429FFE}
2.1	{1852A5F9-C6C4-4D30-8579-8AF6B1E2B95A}
2.2	{67400665-611A-467D-AF52-16174ECE6FEB}
2.2 SP2	{4CF632FF-0C32-402F-BE06-E5C9089DA871}

#### SMART Common Files product codes

Version	Product code
11.2	{9057211D-439A-4C0D-95DE-498CF54ADF8C}
11.5	{B22C2985-2D30-4894-AE4B-8F6C15DC95E5}

3. Run the following command to delete the copy of SMART Uninstaller in the temporary location:

```
del "%TEMP%\SMART Uninstaller.exe"
```

## Mac OS X operating system software

### To remove all SMART software

Run the following command:

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

### To remove specific SMART software

1. Run the following command to display list of available package IDs:

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

2. Run the following command:

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

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



#### NOTE

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



**SMART TECHNOLOGIES**

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