

PLEASE THINK BEFORE YOU PRINT



# SMART Sync™ 2010

## System Administrator's Guide

Windows® Operating Systems

Extraordinary made simple™

**SMART**™

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Patents pending.

04/2010

# Installation Check List

Single Classroom	School or District	Task	Reference
<input type="checkbox"/>	<input type="checkbox"/>	Ensure your computers and network meet the SMART Sync™ minimum requirements.	page 41
<input type="checkbox"/>	<input type="checkbox"/>	Select a type of installation: <ul style="list-style-type: none"> <li>• Single classroom</li> <li>• School or district wide</li> </ul>	page 3
	<input type="checkbox"/>	Install SMART Sync Class List Server.	page 14
	<input type="checkbox"/>	Install SMART Sync Administrator Tool.	page 16
	<input type="checkbox"/>	(Optional) Export information from third-party applications to CSV files.	page 17
	<input type="checkbox"/>	Create a SMART School (.school) file.	page 20
<input type="checkbox"/>	<input type="checkbox"/>	Install SMART Sync Teacher on teachers' computers and SMART Sync Student on students' computers.	page 6 OR page 28
<input type="checkbox"/>		(Optional) Configure SMART Sync Student.	page 9



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# Chapter 1

## Getting Started

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This guide explains how to install and configure SMART Sync classroom management software.

This guide is intended for IT administrators and others experienced with installing, configuring and administering Windows® software in a networked environment. To use this guide, you must:

- Know IT terminology such as “registry” and “domain controller”
- Know how to complete basic administrative tasks in Windows operating systems such as opening the Control Panel or modifying the registry
- Have administrative privileges and access to your school’s servers
- Have the SMART Sync CD or access to the SMART Support website

## Computer and Network Requirements

Before installing SMART Sync, 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 41.

## Teacher and System 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

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



## Selecting a Type of Installation

SMART Sync consists of four components.

Component	Purpose	Typical Location
SMART Sync Teacher	Allows teacher to connect with students and other teachers	Teachers' computers
SMART Sync Student	Allows students to connect with teachers	Students' computers
SMART Sync Class List Server	Connects teachers' and students' computers	Server accessible to all teachers' and students' computers
SMART Sync Administrator Tool	Allows teachers and system administrators to create and edit SMART School files, which are central repositories of student, teacher, class, computer lab and computer information, and application and Internet blocking rules	Teachers' or system administrators' computers

Which of these components you install depends on whether you're implementing SMART Sync in a single classroom or across your school or district.

### Single Classroom Installation

A single classroom installation includes SMART Sync Teacher and SMART Sync Student:

- The teacher creates his or her own teacher ID, classes, application blocking rules and Internet blocking rules and manages the class with SMART Sync Teacher.
- Students connect to the teacher through SMART Sync Student by selecting the teacher's ID from a drop-down list or entering the teacher computer's host name or IP address.

See *Installing SMART Sync in a Single Classroom* on page 5 for instructions on completing this type of installation.

**i** NOTE

Although this type of installation is preferable if you're installing SMART Sync in a single classroom, complete the procedures for a school- or district-wide installation if you're considering installing SMART Sync in other classrooms in the future.

## School- or District-Wide Installation

A school- or district-wide installation includes all four components.

Teachers and students connect to each other through SMART Sync Class List Server.

Unlike in single classroom installations, in school- or district-wide installations, teacher IDs, classes, application blocking rules and Internet blocking rules are centrally managed in SMART School files created with SMART Sync Administrator Tool. This makes this type of installation ideal for implementing SMART Sync across your school or district.

See *Installing SMART Sync Across a School or District* on page 13 for instructions on completing this type of installation.

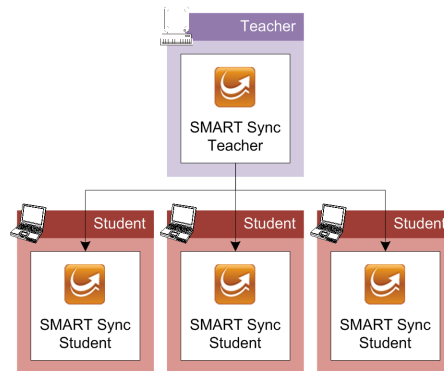
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In a typical single classroom installation, you install SMART Sync Teacher on one or more teachers' computers and SMART Sync Student on students' computers:



After installation, the teacher creates his or her own class, and application and Internet blocking rules. The students connect to the teacher by selecting the teacher's ID from a drop-down list or entering the teacher computer's host name or IP address. However, you can change this if necessary by configuring SMART Sync Student.

## Installing SMART Sync Teacher and SMART Sync Student

If you're installing SMART Sync Teacher and SMART Sync Student on a small number of computers or if teachers and students are responsible for installing software on their own computers, use the installation wizards to install the software.

You can start the installation wizards by inserting the SMART Sync CD into the computer or downloading executable (.exe) files from the SMART website.

### Installing SMART Sync Teacher

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#### To install SMART Sync Teacher from the CD

1. Insert the SMART Sync CD in the computer.

The *SMART Sync Classroom Management Software* dialog box appears.

**NOTE**

If the dialog box doesn't appear, browse to and open **[CD Drive]\CDBrowser.exe**.

2. Click **Install Teacher Edition**.

The SMART Sync Teacher installation wizard appears.

3. Follow the on-screen instructions.
4. Click **Install**.

Windows Installer installs SMART Sync Teacher.

---

#### To install SMART Sync Teacher from the website

1. Go to [www.smarttech.com/downloads](http://www.smarttech.com/downloads).
  2. Browse to the SMART Sync 2010 download page, and then follow the on-screen instructions to download the SMART Sync Teacher executable file.
  3. Double-click the executable file.
- The SMART Sync Teacher installation wizard appears.
4. Follow the on-screen instructions.
  5. Click **Install**.

Windows Installer installs SMART Sync Teacher.

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## Installing SMART Sync Student

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### To install SMART Sync Student from the CD

1. Insert the SMART Sync CD in the computer.

The *SMART Sync Classroom Management Software* dialog box appears.

**NOTE**

If the dialog box doesn't appear, browse to and open **[CD Drive]\CDBrowser.exe**.

2. Click **Install Student Edition**.

The SMART Sync Student installation wizard appears.

3. Follow the on-screen instructions.
4. Click **Install**.

Windows Installer installs SMART Sync Student.

---

### To install SMART Sync Student from the website

1. Go to [www.smarttech.com/downloads](http://www.smarttech.com/downloads).

2. Browse to the SMART Sync 2010 download page, and then follow the on-screen instructions to download the SMART Sync Student executable file.

3. Double-click the executable file.

The SMART Sync Student installation wizard appears.

4. Follow the on-screen instructions.
5. Click **Install**.

Windows Installer installs SMART Sync Student.

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## Deploying the SMART Sync Teacher and SMART Sync Student Installation Packages

If you're installing SMART Sync Teacher and SMART Sync Student on a large number of computers, you can deploy the installation packages to the teacher's and students' computers as documented in *Installing SMART Sync Teacher and SMART Sync Student* on page 28.

## Connecting Students to Teachers

After you install SMART Sync Teacher on the teacher's computer and SMART Sync Student on the students' computers, students can connect to the teacher's computer through the software.

By default, SMART Sync Student starts in visible mode when a student first logs on to his or her computer. The student then enters his or her own ID and connects to the teacher's computer by doing one of the following:

- Selecting the teacher's ID from a drop-down list of teachers currently logged on to SMART Sync Teacher if multicasting is enabled on your school's network
- Entering the host name or IP address of the teacher's computer if multicasting isn't enabled on your school's network



### TIPS

- If multicasting isn't enabled on your school's network and you want to allow students to selecting the teacher's ID from a drop-down list, install SMART Sync Class List Server (see page 14) and connect SMART Sync Teacher and SMART Sync Student to it (see the Help).
- Teachers can determine the IP address of their computers by selecting **Help > About SMART Sync** in SMART Sync Teacher.

In some classrooms, students always connect to the same teacher or teacher computer. For these situations, you can configure SMART Sync Student to connect to a specified teacher ID, host name or IP address rather than requiring the student to provide this information each time he or she logs on.

For more information, see the following section.

## Configuring SMART Sync Student

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 **SyncClient.ini** 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.

#### To run the SMART Sync Student Configuration Tool

1. Select **Start > All Programs > SMART Technologies > SMART Sync > SMART Sync Student Configuration Tool 2010**.

The *SMART Sync Student Configuration Tool* dialog box appears.

2. Click **Next**.
3. In the *Interface* page, select one of the following options, and then click **Next**.

Option	Select this option to:
<b>Visible to students</b>	Show the SMART Sync Student user interface to the student.
<b>Hidden from students</b>	Hide the SMART Sync Student user interface from the student.

#### NOTE

If you click **Hidden from students**, the student won't be able to do the following:

- Connect to a teacher by selecting the teacher's name from a list
- Manually start SMART Sync Student
- Manually enter an ID after starting SMART Sync Student

The relevant controls in SMART Sync Student Configuration Tool will be disabled or hidden.

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

Option	Select this option to:
<b>Allows the student to select from a list of available teachers</b>	<p>Allow the student to select a teacher from a drop-down list using teacher discovery.</p> <div style="background-color: #f0f0f0; padding: 5px;"> <p><b>NOTE</b></p> <p>This option is disabled if you clicked <b>Hidden from student</b> in step 3.</p> </div>
<b>Automatically connects with this Teacher ID</b>	<p>Connect SMART Sync Student to a specific teacher through the teacher's ID.</p> <p>Type the ID in the box below the option.</p>
<b>Automatically connects with this hostname or IP address</b>	<p>Connect SMART Sync Student to a specific teacher through the host name or IP address.</p> <p>Type the host name or IP address in the box below the option.</p> <div style="background-color: #f0f0f0; padding: 5px;"> <p><b>NOTE</b></p> <p>If your network uses DHCP, refer to the computer by host name rather than by IP address.</p> </div>
<b>Automatically connects using administered classes</b>	<p>Connect SMART Sync Student to a specific teacher specified in a SMART School file.</p>

5. If you selected **Allows the student to select from a list of available teachers** and want to use SMART Sync Class List Server for teacher discovery or if you selected **Automatically connects using administered classes**, select the **Uses this Class List Server hostname or IP address** check box.

Type the host name or IP address of the SMART Sync Class List Server computer in the box below the check box.

**NOTE**

If your network uses DHCP, refer to the SMART Sync Class List Server computer by host name rather than by IP address.

6. If the computer has multiple network adapters, click **Network Adapter Selection** to specify the order of the network adapters.
7. Click **Next**.



8. 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.

**NOTE**

This check box is disabled if you selected **Hidden from student** in step 3.

9. Select the check boxes for the options you want to enable, and then click **Next**.

Check Box	Select this check box to:
<b>Ask questions</b>	Allow the student to ask questions through SMART Sync.
<b>Chat</b>	Allow the student to chat with other students through SMART Sync.
<b>Submit files</b>	Allow the student to submit files through SMART Sync.
<b>Exit the Student program</b>	Allow the student to close SMART Sync Student.

**NOTE**

These check boxes aren't visible if you clicked **Hidden from student** in step 3.

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

Option	Select this option to:
<b>Student Controlled</b>	Allow the student to enter an ID when SMART Sync Student starts.
	<p><b>NOTE</b></p> <p>This option is disabled if you selected <b>Hidden from student</b> in step 3.</p>
<b>The following</b>	Enter a specific student ID. Type the ID in the box to the right of the option.
<b>Found in this Active Directory field...</b>	Find the student ID in an Active Directory® directory service field of the student's login account. Type the field name in the box to the right of the option.
<b>Anonymous</b>	Allow the student to use SMART Sync Student without entering an ID.

11. In the *Shared Files Folder* page, select one of the following options, and then click **Next**.

Option	Select this option to:
<b>My Documents folder</b>	Store files the teacher shares with the student in the <b>My Documents</b> folder (Windows XP and Windows 7) or the <b>Documents</b> folder (Windows Vista).
<b>Custom folder</b>	Store files in another folder. Type the path to the folder in the box below the option.

12. In the *Security* page, select one of the following options, and then click **Next**.

Option	Select this option to:
<b>No security</b>	Allow any teacher with SMART Sync Teacher to connect to the student.
<b>Allow only teachers with this class password</b>	Allow only teachers who enter a specified password in SMART Sync Teacher to connect to the student. Type the password in the two boxes to the right of the option.
<b>Allow only Teachers who are part of the following group(s)</b>	Allow only teachers in certain groups to connect to the student. Select the groups in the box below the option.

13. Click **Finish**.

The *Restart Required to Apply Settings* message appears.

14. Click **OK**.

## Automatically Configuring SMART Sync Student

After you configure SMART Sync Student on one student's computer using SMART Sync Student Configuration Tool, copy the **SyncClient.ini** file from the student's computer to a central location on your network. (The **SyncClient.ini** file is located in **%PROGRAMFILES%\SMART Technologies\SMART Sync Student**.) You can then copy the file to other students' computers to configure SMART Sync Student Configuration Tool automatically without running the tool each time.

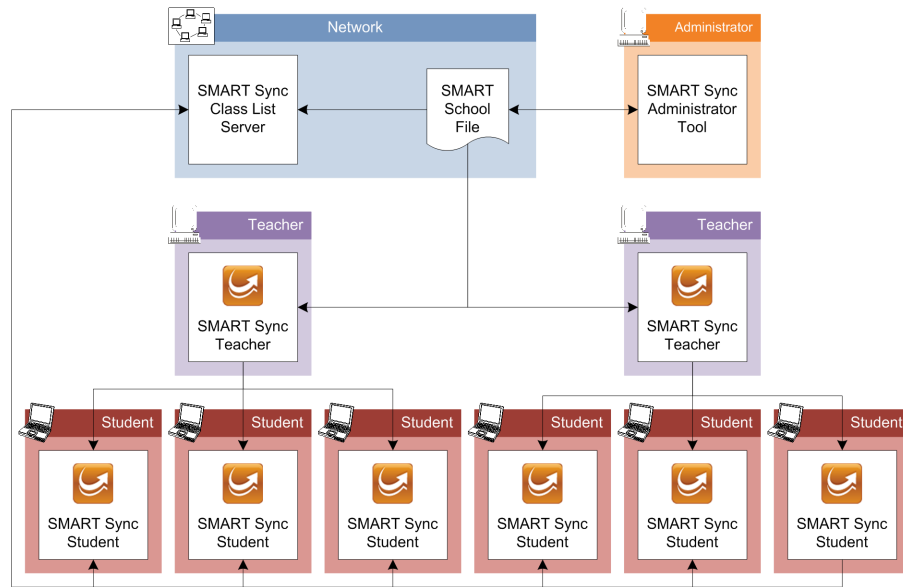
## Chapter 3

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In a typical school- or district-wide installation, you deploy SMART Sync Teacher to all teachers' computers and SMART Sync Student to all students' computers. As a system administrator, you install SMART Sync Class List Server to connect teachers' and students' computers and create a SMART School file with SMART Sync Administrator Tool to centralize teacher, student and class information as well as application and Internet blocking rules:



#### IMPORTANT

SMART Sync Class List Server and SMART Sync Administrator Tool are beneficial tools for centrally managing teacher, student and class information across a school or district.

Install SMART Sync Class List Server and SMART Sync Administrator Tool and create a SMART School file before you install SMART Sync Teacher and SMART Sync Student. This allows you to connect SMART Sync Teacher to the SMART School file and SMART Sync Student to SMART Sync Class List Server during installation rather than having to do so manually after installation.

## Installing SMART Sync Class List Server

In a typical school- or district-wide installation, you install SMART Sync Class List Server on a server or other computer on your school's or district's network that all teachers' and students' computers can access.

**To install SMART Sync  
Class List Server  
from the CD**

1. Insert the SMART Sync CD in the computer.

The *SMART Sync Classroom Management Software* dialog box appears.

**NOTE**

If the dialog box doesn't appear, browse to and open  
**[CD Drive]\CDBrowser.exe**.

2. Click **Install Teacher Edition**.

The SMART Sync Teacher installation wizard appears.

3. Follow the on-screen instructions.

In the final step of the wizard, select the **Install SMART Sync Class List Server** check box and clear the other two check boxes.

4. Click **Install**.

Windows Installer installs SMART Sync Class List Server.

**To install SMART Sync  
Class List Server  
from the website**

1. Go to [www.smarttech.com/downloads](http://www.smarttech.com/downloads).

2. Browse to the SMART Sync 2010 download page, and then follow the on-screen instructions to download the SMART Sync Teacher executable file.

3. Double-click the executable file.

The SMART Sync Teacher installation wizard appears.

4. Follow the on-screen instructions.

In the final step of the wizard, select the **Install SMART Sync Class List Server** check box and clear the other two check boxes.

5. Click **Install**.

Windows Installer installs SMART Sync Class List Server.

---

## Installing and Using SMART Sync Administrator Tool

SMART Sync Administrator Tool allows you to create SMART School files.

A SMART School file contains information about students, teachers, classes and computer labs in your school as well as rules that teachers can apply to block student access to applications and websites. If you specify the location of a SMART School file in SMART Sync Teacher, teachers can use this information to connect to their students.

In most situations, you only need to create one SMART School file per school so that all teachers and students in the school can connect to each other. For security reasons, when you create the file, save it in a location accessible to teachers and system administrators, but not to students. After creating the file, you can update it.

## Installing SMART Sync Administrator Tool

In a typical school- or district-wide installation, you install SMART Sync Administrator Tool on one or more system administrators' computers.

### To install SMART Sync Administrator Tool from the CD

1. Insert the SMART Sync CD in the computer.

The *SMART Sync Classroom Management Software* dialog box appears.

#### NOTE

If the dialog box doesn't appear, browse to and open **[CD Drive]CDBrowser.exe**.

2. Click **Install Teacher Edition**.

The SMART Sync Teacher installation wizard appears.

3. Follow the on-screen instructions.

In the final step of the wizard, select the **Install SMART Sync Administrator Tool** check box and clear the other two check boxes.

4. Click **Install**.

Windows Installer installs SMART Sync Administrator Tool.

### To install SMART Sync Administrator Tool from the website

1. Go to [www.smarttech.com/downloads](http://www.smarttech.com/downloads).

2. Browse to the SMART Sync 2010 download page, and then follow the on-screen instructions to download the SMART Sync Teacher executable file.

3. Double-click the executable file.

The SMART Sync Teacher installation wizard appears.

4. Follow the on-screen instructions.

In the final step of the wizard, select the **Install SMART Sync Administrator Tool** check box and clear the other two check boxes.

5. Click **Install**.

Windows Installer installs SMART Sync Administrator Tool.

---

## Using Information from Third-Party Applications

If you manage school information using a third-party application, you may be able to export the school information to a CSV (Comma Separated Values) file to use it in your SMART School file.

The information that the CSV file contains depends on how computers are used in your school.

### Creating a CSV File for Schools with Individual Computers

If each student has his or her own laptop or assigned computer in a class, you need to create a CSV file that contains student, teacher and class information:

```
ID,Last Name,First Name,Title,Class ID,Class Title,Type
S001,Adams,John,,Eng,English,0
S002,Brook,Sally,,Eng,English,0
S003,Williams,Ronald,,Eng,English,0
T001,Johnson,Adam,Mr.,Eng,English,1
```



#### IMPORTANT

If a teacher or student is in multiple classes, the CSV file must contain multiple lines for the teacher or student (one for each class).

#### To create a student, teacher and class CSV file

1. Export student, teacher and class information from the third-party application to a CSV file.







#### NOTE

See the third-party application's Help for instructions.

2. Open the CSV file using Excel® or another application that can open CSV files.

3. Ensure the CSV file contains the following columns:

Column Name	Type	Description
Person ID	String	The student's or teacher's unique ID.  <div style="border: 1px solid #ccc; padding: 5px; background-color: #f9f9f9;"> <p> <b>IMPORTANT</b></p> <p>The ID you enter here must match the ID the student uses to log on to SMART Sync Student.</p> </div> <div style="border: 1px solid #ccc; padding: 5px; background-color: #f9f9f9; margin-top: 5px;"> <p> <b>NOTE</b></p> <p>The ID must be unique to the student or teacher. For example, a student and a teacher can't both have the ID 123456.</p> </div>
Last Name	String	The student's or teacher's last name.
First Name	String	The student's or teacher's first name.
Title	String	The teacher's title (for example, <b>Mr.</b> , <b>Ms.</b> , or <b>Dr.</b> ).  <div style="border: 1px solid #ccc; padding: 5px; background-color: #f9f9f9;"> <p> <b>NOTE</b></p> <p>SMART Sync Administrator Tool only stores this information for teachers.</p> </div>
Class ID	String	The unique ID of the student's or teacher's class.
Class Title	String	The name of the student's or teacher's class.  If appropriate, include the class's period to distinguish it from other classes.
Type	Integer	<b>0</b> for a student. OR <b>1</b> for a teacher.

 **NOTES**

- The first row of the spreadsheet must contain the column names as listed in the previous table.
- The string columns can contain any character except commas (,).

4. Save the CSV file.



### Creating a CSV File for Schools with Computer Labs

If computers are located in labs in your school, you need to create a CSV file that contains computer lab information:

```

Hostname,Workstation Name,Lab ID,Lab Title
127.0.0.1,Main Lab WS1,Main,Main Lab
127.0.0.2,Main Lab WS2,Main,Main Lab
127.0.0.3,Main Lab WS3,Main,Main Lab
127.0.0.4,Main Lab WS4,Main,Main Lab
127.0.0.5,Main Lab WS5,Main,Main Lab
    
```

#### To create a computer lab CSV file

1. Export computer lab information from the third-party application to a CSV file.

**NOTE**

See the third-party application’s Help for instructions.

2. Open the CSV file using Excel or another application that can open CSV files.
3. Ensure the CSV file contains the following columns:

Column Name	Type	Description
Hostname	String	The computer’s host name or IP address (for example, <b>127.0.0.1</b> ).
Workstation Name	String	The computer’s name.
Lab ID	String	The unique ID of the computer’s lab.
Lab Title	String	The name of the computer’s lab.

**NOTE**

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

**NOTES**

- The first row of the spreadsheet must contain the column names as listed in the previous table.
- The string columns can contain any character except commas (,).

4. Save the CSV file.

## Creating a SMART School File

After installing SMART Sync Administrator Tool and exporting information from third-party applications to CSV files, you can use SMART Sync Administrator Tool to create a SMART School file.

### Starting SMART Sync Administrator Tool

The first step in creating a SMART School file is to start SMART Sync Administrator Tool.

#### To create a SMART School file

1. Double-click the **SMART Sync Administrator Tool 2010** icon on your desktop.  
The *SMART Sync Administrator Tool* window appears.
2. Click **School File**.
3. Click **Create a new SMART School file and save it as**.
4. Click **Browse**.

The *Select School File Location* dialog box appears.

5. Browse to the folder where you want to create the SMART School file.



#### IMPORTANT

For security reasons, create the SMART School file in a location that is accessible to teachers and system administrators but not to students. Teacher can have read-only access to the file, but system administrators require read/write access.

6. Type a name in the *File name* box.
7. Click **Save**.

The *Select School File Location* dialog box closes, and the path to the SMART School file appears in the box below the *Create a new SMART School file and save it as* option.

### Locating SMART Sync Class List Server

You must enter the host name or IP address of the computer hosting SMART Sync Class List Server in the SMART School file.

### To locate SMART Sync Class List Server

1. Start SMART Sync Administrator Tool (see *Starting SMART Sync Administrator Tool* on previous page).
2. Click **Class List Server**.
3. Type the host name or IP address of the computer hosting SMART Sync Class List Server in the *Enter the IP address or hostname of your Class List Server* box.

#### NOTES

- SMART Sync Class List Server uses port number 46200 by default. However, you can change the port number. If you do so, you must include the port number after the host name or IP address (for example, **127.0.0.1:46201**).
  - If your network uses DHCP, refer to the SMART Sync Class List Server computer by host name rather than by IP address.
4. Click **Test Connection** to test the connection to the SMART Sync Class List Server computer.

### Importing School Information

You can manually enter student, teacher and class or computer lab information in SMART School files using SMART Sync Administrator Tool. Alternatively, you can import this information from a CSV file generated from a third-party application (see *Using Information from Third-Party Applications* on page 17).

### To import student, teacher and class information

1. Start SMART Sync Administrator Tool (see *Starting SMART Sync Administrator Tool* on previous page).
2. Click **Import Information**.
3. Click **Browse** to the right of the *Student, Teacher, Class CSV file Location* box. The *Open Classes CSV File* dialog box appears.
4. Navigate to and select a student, teacher and class CSV file.
5. Click **Open**.

The *Open Classes CSV File* dialog box closes, and the path to the CSV file appears in the *Student, Teacher, Class CSV file Location* box.

### To import computer lab information

1. Start SMART Sync Administrator Tool (see *Starting SMART Sync Administrator Tool* on page 20).
2. Click **Import Information**.
3. Click **Browse** to the right of the *Computer, Lab CSV File Location* box.  
The *Open Labs CSV File* dialog box appears.
4. Navigate to and select a computer lab CSV file.
5. Click **Open**.  
The *Open Labs CSV File* dialog box closes, and the path to the CSV file appears in the *Computer, Lab CSV File Location* box.

### Entering Student Information

You can import student information from a CSV file (see *Importing School Information* on previous page). Alternatively, you can manually enter student information in a SMART School file using SMART Sync Administrator Tool.

#### NOTE

Student information is required only if you're entering classes in the SMART School file (see *Entering Class or Computer Lab Information* on next page).

### To add a student

1. Start SMART Sync Administrator Tool (see *Starting SMART Sync Administrator Tool* on page 20).
2. Click **Students**.
3. Click **Add Student**.  
A new row appears in the table.
4. Type the student's last name in the *Last Name* column.
5. Type the student's first name in the *First Name* column.

6. Type the student's ID in the *Student ID* column.



#### IMPORTANT

The ID you enter here must match the ID the student uses to log on to SMART Sync Student.



#### NOTE

SMART Sync Administrator Tool generates a random ID for the student if you don't specify one.

---

### Entering Teacher Information

You can import teacher information from a CSV file (see *Importing School Information* on page 21). Alternatively, you can manually enter teacher information in a SMART School file using SMART Sync Administrator Tool.



#### NOTE

Teacher information is required only if you're entering classes in the SMART School file (see *Entering Class or Computer Lab Information* below).

#### To add a teacher

1. Start SMART Sync Administrator Tool (see *Starting SMART Sync Administrator Tool* on page 20).
2. Click **Teachers**.
3. Click **Add Teacher**.  
A new row appears in the table.
4. Type the teacher's last name in the *Last Name* column.
5. Type the teacher's first name in the *First Name* column.
6. Type the teacher's title in the *Title* column (for example, **Mr.**, **Ms.** or **Dr.**).

---

### Entering Class or Computer Lab Information

If each student has his or her own laptop or assigned computer in a class, you must enter classes in the SMART School file.


OR

If computers are located in labs in your school, you must enter the labs in the SMART School file.

You can import class or computer lab information from a CSV file (see *Importing School Information* on page 21). Alternatively, you can manually enter class or computer lab information in a SMART School file using the *Classes* section or *Computer Labs* section of SMART Sync Administrator Tool.


---

#### To add a class

1. Start SMART Sync Administrator Tool (see *Starting SMART Sync Administrator Tool* on page 20).
2. Click **Classes**.
3. Click **Add**.  
A new row appears in the table.
4. Type a name in the *Class Name* column (for example, **5th Grade Math**).  
If appropriate, include the class's period to distinguish it from other classes.
5. Select the name of a teacher or student you want to include in the class in the *All Students and Teachers* list, and then click  to move it to the *Class Members* list.



#### NOTES

- In the *All Students and Teachers* and *Class Members* lists, teachers' names appear in red text and students' names appear in black text.
- To remove teachers or students from a class, select their names in the *Class Members* list, and then click  to move them to the *All Students and Teachers* list.

6. Repeat step 5 for each teacher or student that you want to add to the class.

---

#### To add a computer lab

1. Start SMART Sync Administrator Tool (see *Starting SMART Sync Administrator Tool* on page 20).
2. Click **Computer Labs**.
3. Click **Add**.  
A new row appears in the computer lab table.
4. Type a name in the *Lab Name* column (for example, **Main Lab**).
5. Click **Add Computer**.  
A new row appears in the computer table.

6. Type the host name or IP address of the computer in the *Hostname* column (for example, **127.0.0.1**).

**NOTE**

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

7. Type the name of the computer in the *Workstation Name* column (for example, **Main Lab WS1**).

8. Repeat steps 5 to 7 for each computer you want to add to the computer lab.

**NOTE**

To remove a computer from the computer lab, select the computer, and then click **Remove Computer**.

---

### Creating Administered Application Blocking Rules

An application blocking rule allows teachers either to allow specific applications and block all others or to block specific applications and allow all others. For example, an English teacher could allow access to Microsoft® Word but block access to all other applications during the writing of an English paper.

Teachers can individually create and share application blocking rules in SMART Sync Teacher. Alternatively, you can create centrally administered application blocking rules and include them in a SMART School file.

---

### To create a rule

1. Start SMART Sync Administrator Tool (see *Starting SMART Sync Administrator Tool* on page 20).
2. Click **Application Blocking**.
3. Click **Add**.

A new row appears in the application blocking rule table.

4. Type a name in the *Rule Name* column (for example, **English Paper**).
5. Select **Block all applications except those listed below** to block all applications except those you include in the rule.

OR

Select **Allow all applications except those listed below** to allow all applications except those you include in the rule.

6. Click **Add Application**.

The *Select Application* dialog box appears.

7. Navigate to and select the application's executable (.exe) file.
8. Click **Open**.

The *Select Application* dialog box closes, and a new row appears in the application table.

9. Type a name for the application in the *Display Name* column if you don't want to use the default name.
10. Repeat steps 6 to 9 for each application you want to add to the application blocking rule.

#### NOTE

To remove an application from the application blocking rule, select the application, and then click **Remove Application**.

---

### Creating Administered Internet Blocking Rules

An Internet blocking rule allows teachers either to allow specific websites and block all others or to block specific websites and allow all others. For example, a history teacher could block access to online encyclopedias and other history resources during the writing of a history paper.



Teachers can individually create and share Internet blocking rules in SMART Sync Teacher. Alternatively, you can create centrally administered Internet blocking rules and include them in a SMART School file.

---

**To create a rule**

1. Start SMART Sync Administrator Tool (see *Starting SMART Sync Administrator Tool* on page 20).

2. Click **Internet Blocking**.

3. Click **Add**.

A new row appears in the Internet blocking rule table.

4. Type a name in the *Rule Name* column (for example, **History Paper**).

5. Select **Block all websites except those listed below** to block all websites except those you include in the rule.

OR

Select **Allow all websites except those listed below** to allow all websites except those you include in the rule.

6. Click **Add Website**.

A new row appears in the website table.

7. Type the address of the website in the *Website Address* column (for example, **www.example.com**).

8. Repeat steps 6 to 7 for each website you want to add to the Internet blocking rule.



**NOTE**

To remove a website from the Internet blocking rule, select the website, and then click **Remove Website**.

---

**Reviewing the SMART School File**

After creating a SMART School file, you can review it in the *Summary* section and then close SMART Sync Administrator Tool to save the file. You should complete the following tasks before reviewing and saving the file:

- Locate SMART Sync Class List Server (see *Locating SMART Sync Class List Server* on page 20).

- Import school information (see *Importing School Information* on page 21).

OR

Enter student, teacher or class information (see *Entering Student Information* on page 22, *Entering Teacher Information* on page 23, and *Entering Class or Computer Lab Information* on page 23).

OR

Enter computer lab information (see *Entering Class or Computer Lab Information* on page 23).

- Create administered application blocking rules (see *Creating Administered Application Blocking Rules* on page 25).
- Create administered Internet blocking rules (see *Creating Administered Internet Blocking Rules* on page 26).

---

**To review the SMART School file**

1. Start SMART Sync Administrator Tool (see *Starting SMART Sync Administrator Tool* on page 20).
  2. Click **Summary**.  
If any warnings appear, read them and take the appropriate actions.
  3. Click **Exit**.
- 

## Installing SMART Sync Teacher and SMART Sync Student

After installing SMART Sync Class List Server and SMART Sync Administrator Tool and creating a SMART School file, you can install SMART Sync Teacher on teachers' computers and SMART Sync Student on students' computers.

Installing SMART Sync Teacher and SMART Sync Student across a school or district involves three steps:

1. Locating the installation files
2. Customizing the installation packages
3. Deploying the installation packages

## Locating the Installation Files

The first step in installing SMART Sync Teacher and SMART Sync Student across a school or district is to locate the installation packages and supporting files.

### Locating the Installation Packages

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

Installation Package	File Name	Components
SMART Sync Teacher	<b>SMART Sync 2010.msi</b>	SMART Sync Teacher, SMART Sync Class List Server and SMART Sync Administrator Tool
SMART Sync Student	<b>SMART Sync Student.msi</b>	SMART Sync Student

Both installation packages are located on the SMART Sync CD. The SMART Sync Teacher installation package is located in the **TeacherSetup** folder, and the SMART Sync Student installation package is located in the **StudentSetup** folder.

Alternatively, you can download both packages from [www.smarttech.com/downloads](http://www.smarttech.com/downloads).

Save the packages in a location on your school's network that is accessible to all computers on which you plan to install SMART Sync.

### Locating the Language Files

If you plan to deploy the SMART Sync installation packages in a language other than English (U.S.), ensure the corresponding MST file for that language is in the same folder as the MSI file.

Language	Code	File
English (U.S.)	1033	1033.mst
English (UK)	2057	2057.mst
Arabic	1025	1025.mst
Chinese (Simplified)	2052	2052.mst
Czech	1029	1029.mst
Danish	1030	1030.mst
Dutch	1043	1043.mst
Finnish	1035	1035.mst
French	1036	1036.mst
German	1031	1031.mst
Greek	1032	1032.mst
Hungarian	1038	1038.mst
Italian	1040	1040.mst
Norwegian	1044	1044.mst
Polish	1045	1045.mst
Portuguese (Portugal)	2070	2070.mst
Portuguese (Brazil)	1046	1046.mst
Russian	1049	1049.mst
Spanish (Spain)	1034	1034.mst
Spanish (Mexico)	2058	2058.mst
Swedish	1053	1053.mst
Turkish	1055	1055.mst

The MST files are available from the same locations as the MSI files.

### Customizing the Installation Packages

After locating the installation packages, you can customize them by creating MST files.



### IMPORTANT

If you installed SMART Sync Class List Server and SMART Sync Administrator Tool and created a SMART School file, customize the SMART Sync Teacher installation package to reference the SMART School file location and the SMART Sync Student installation package to reference the SMART Sync Class List Server location.

You can create MST files using SMART Install Manager (see page 53) or a third-party tool such as Orca database editor and the Windows Installer properties (see *Windows Installer Reference* on page 45).

## Deploying the Installation Packages

The final step in installing SMART Sync Teacher and SMART Sync Student is to deploy the installation packages. You can do this using the command line interface, or third-party imaging or remote management software.

### Using the Command Line Interface

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

#### To install SMART Sync Teacher

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

```
msiexec /i "[Path]\SMART Sync 2010.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]\SMART Sync 2010.msi" [Properties] [Parameter]
```

Where

- *[Path]* is the path to the **SMART Sync 2010.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 *SMART Sync Teacher Installation Package* on page 45).



#### IMPORTANT

If you installed SMART Sync Class List Server and SMART Sync Administrator Tool and created a SMART School file, include the **SCHOOLFILE** property.

- *[Parameter]* is the installation parameter (see *Parameters* on page 51).

### To install SMART Sync Student

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

```
msiexec /i "[Path]\SMART Sync Student.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]\SMART Sync Student.msi" [Properties] [Parameter]
```

Where

- *[Path]* is the path to the **SMART Sync 2010.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 *SMART Sync Teacher Installation Package* on page 45).



#### IMPORTANT

If you installed SMART Sync Class List Server and SMART Sync Administrator Tool and created a SMART School file, include the **SYNC\_NAMINGSERVERLOC** property.

- *[Parameter]* is the installation parameter (see *Parameters* on page 51).

### Using Third-Party Imaging or Remote Management Software

The following procedure shows how to deploy SMART Sync using Windows operating systems' Group Policy-based deployment software. For information on deploying

SMART Sync 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**

1. Copy the MSI file and the MST file to \\[*Domain Controller*]\NETLOGON, where [*Domain Controller*] is your school's domain controller.
2. Open the Control Panel.
3. Double-click **Administrative Tools**.
4. Double-click **Active Directory Users and Computers**.  
The *Active Directory Users and Computers* window appears.
5. Right-click your school's domain, and then select **Properties**.  
The *Properties* dialog box appears.
6. Click the **Group Policy** tab, and then click **Edit**.  
The *Group Policy Object Editor* dialog box appears.
7. Browse to and open **Computer Configuration\Software Settings**.
8. Right-click **Software Installation**, and then select **New > Package**.
9. Browse to and select the MSI file from step 1.
10. In the *Deploy Software* section, click **Advanced**, and then click **OK**.
11. Click the **Modifications** tab, and then click **Add**.
12. Browse to and select the MST file from step 1.
13. Click **OK** to apply the MST file to the MSI file.
14. Close all open windows and dialog boxes.

The next time each computer on the domain starts, it automatically installs the software in Silent mode with the customizations defined in the MST file.





# Chapter 4

## Modifying or Removing SMART Sync

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---

After installing SMART Sync, you may need to modify it or remove it. You can use the same tools you used to install SMART Sync to modify or remove it.

### Using the Command Line Interface

Using the SMART Sync Teacher and SMART Sync Student installation packages (see page 29), you can complete the following tasks using the command line interface:

- Adding or removing SMART Sync Teacher components
- Removing SMART Sync Teacher
- Removing SMART Sync Student

### Adding or Removing SMART Sync Teacher Components

After installing the SMART Sync Teacher on a computer, you may decide to add or remove components. For example, you may have installed SMART Sync Teacher on the same computer you now want to install SMART Sync Class List Server and SMART Sync Administrator Tool on.

**To add a component**

Run the following command:

```
msiexec /i "[Path]\SMART Sync 2010.msi" [Remove properties] /q
```

Where:

- *[Path]* is the path to the **SMART Sync 2010.msi** file.
- *[Remove properties]* is the set of properties for the component you want to remove:

Components	Add Properties
SMART Sync Teacher	INSTALLTEACHER="" REINSTALLMODE=voums REMOVE=Teacher
SMART Sync Class List Server	INSTALLCLASSLISTSERVER="" REINSTALLMODE=voums REMOVE=ClassListServer
SMART Sync Administrator Tool	INSTALLADMINTOOL="" REINSTALLMODE=voums REMOVE=AdminTool

See page 37 for examples.

**To remove a component**

Run the following command:

```
msiexec /i "[Path]\SMART Sync 2010.msi" [Installation properties] [Add properties] /q
```

Where:

- *[Path]* is the path to the **SMART Sync 2010.msi** file.
- *[Installation properties]* are the **INSTALL** properties of the components already installed.

**TIP**

If SMART Sync Teacher is already installed, you don't need to include the **INSTALLTEACHER** property, as it's enabled by default.

- *[Add properties]* is the set of properties for the component you want to add:

Components	Add Properties
SMART Sync Teacher	INSTALLTEACHER="1" REINSTALLMODE=voums ADDLOCAL=Teacher
SMART Sync Class List Server	INSTALLCLASSLISTSERVER="1" REINSTALLMODE=voums ADDLOCAL=ClassListServer
SMART Sync Administrator Tool	INSTALLADMINTOOL="1" REINSTALLMODE=voums ADDLOCAL=AdminTool

See page 37 for examples.

### Component Addition Examples

The following example installs SMART Sync Administrator Tool on a computer that already has SMART Sync Teacher (but not SMART Sync Class List Server):

```
msiexec /i "D:\TeacherSetup\SMART Sync 2010.msi"
INSTALLADMINTOOL=1 REINSTALLMODE=voums ADDLOCAL=AdminTools
/qb
```

The following example installs SMART Sync Teacher on a computer that already has SMART Sync Administrator Tool (but not SMART Sync Class List Server):

```
msiexec /i "D:\TeacherSetup\SMART Sync 2010.msi"
INSTALLADMINTOOL=1 INSTALLTEACHER=1 REINSTALLMODE=voums
ADDLOCAL=Teacher /qb
```

The following example installs SMART Sync Class List Server on a computer that already has SMART Sync Teacher and SMART Sync Administrator Tool:

```
msiexec /i "D:\TeacherSetup\SMART Sync 2010.msi"
INSTALLADMINTOOL=1 INSTALLCLASSLISTSERVER=1
REINSTALLMODE=voums ADDLOCAL=ClassListServer /qb
```

### Component Removal Examples

The following example removes SMART Sync Administrator Tool:

```
msiexec /i "D:\TeacherSetup\SMART Sync 2010.msi"
INSTALLADMINTOOL="" REINSTALLMODE=voums REMOVE=AdminTools /qb
```

## Removing SMART Sync Teacher and SMART Sync Student

### To remove SMART Sync Teacher

Run the following command:

```
msiexec /x "[Path]\SMART Sync 2010.msi" /q
```

### To remove SMART Sync Student

Run the following command:

```
msiexec /x "[Path]\SMART Sync Student.msi" /q
```

## Using Third-Party Imaging or Remote Management Software

The following procedure shows how to remove SMART Sync using Windows operating systems' Group Policy-based deployment software. For information on removing 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 remove a deployed installation package

1. Open the Control Panel.
2. Double-click **Administrative Tools**.
3. Double-click **Active Directory Users and Computers**.  
The *Active Directory Users and Computers* window appears.
4. Right-click your school's domain, and then select **Properties**.  
The *Properties* dialog box appears.
5. Click the **Group Policy** tab, and then click **Edit**.  
The *Group Policy Object Editor* dialog box appears.
6. Browse to and open **Computer Configuration\Software Settings\Software Installation**.

7. Right-click the software you want to remove, and then select **All Tasks > Remove**.
8. Select **Immediately uninstall the software from users and computers**, and then click **OK**.

The next time each computer on the domain starts, it automatically removes the software.

---



## Appendix A

# Recommended Computer and Network Settings

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---

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

## Display Settings

SMART Sync works best when the teachers' and students' computers are set to the same screen resolution and color depth. However, the software makes adjustments for different color settings and 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.

Similarly, if a broadcasting computer has a higher color setting than a viewing computer, the broadcasting computer's colors are reduced so the user can see it at the viewing computer. For example, if a student's computer has a higher color setting than the teacher's computer, the teacher sees a *Color Reduced* message below the thumbnail. When the teacher views a live, full-screen image, the colors appear slightly degraded.

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 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	High Color (16-bit)	True Color (32-bit)
1024 × 768 or lower	Optimal	Optimal
1152 × 864	Acceptable	Acceptable
1280 × 1024	Acceptable	Acceptable
1600 × 1200	Acceptable	Not recommended

## Network Size and Speed

The preferred TCP/IP network configuration for SMART Sync 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 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 may slow SMART Sync's performance. Performance is best if your students' screens have simple, single-color backgrounds.

## Internet Connection Firewalls

If you install SMART Sync 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. 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
5485	TCP	Main teacher to teacher communications port
5496	UDP	Teacher discovery port
5491	UDP	Broadcast port



<b>Port</b>	<b>Type</b>	<b>Purpose</b>
5493	UDP	Broadcast recovery port
46200	TCP	SMART Sync Class List Server



# Appendix B

## Windows Installer Reference

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---

The SMART Sync installation packages contain all of the information that Windows Installer requires to install or remove the SMART Sync components. Run the MSI files from a command prompt to start Windows Installer and install or modify the software using available properties and parameters.

## Properties

### SMART Sync Teacher Installation Package

The following are properties for the SMART Sync Teacher installation package:

Property	Values	Notes
<b>General Properties</b>		
<b>INSTALLDIR</b>	<b>[String]</b> : The path to your preferred folder for SMART Sync Teacher.	If you don't include this property, Windows Installer installs SMART Sync Teacher in <b>%PROGRAMFILES%\SMART Technologies\SMART Sync 2010</b> .
<b>ISX_SERIALNUM</b>	<b>[String]</b> : The 22-character product key you received from SMART.	

Property	Values	Notes
<b>TRANSFORMS</b>	<b>[String]</b> : A language MST file for the installation (see <i>Locating the Language Files</i> on page 30).	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.
<b>SMART Sync Teacher Properties</b>		
<b>INSTALL TEACHER</b>	<b>1</b> (default): Install SMART Sync Teacher.  <b>[Null]</b> : Don't install SMART Sync Teacher.	
<b>INSTALL CLASSLIST SERVER</b>	<b>1</b> : Install SMART Sync Class List Server.  <b>[Null]</b> (default): Don't install SMART Sync Class List Server.	
<b>INSTALL ADMINTOOL</b>	<b>1</b> : Install SMART Sync Administrator Tool.  <b>[Null]</b> (default): Don't install SMART Sync Administrator Tool.	
<b>SCHOOLFILE</b>	<b>[String]</b> : The path to the SMART School file.	Before you can specify the path to a SMART School file, you must install SMART Sync Administrator Tool, and then use it to create the SMART School file.
<b>SMART Product Update Properties</b>		
<b>INSTALL_SPU</b>	<b>1</b> : Install SMART Product Update.  <b>[Null]</b> (default): Don't install SMART Product Update.	SMART Product Update doesn't check for updates to SMART Sync. However, it does check for updates to other installed SMART products.

Property	Values	Notes
<b>SPU_TIME_FRAME</b>	<b>[Integer]:</b> The time in days between SMART Product Update checks.	By default, SMART Product Update checks for product updates every 30 days. You can set it to check for product updates at intervals of one to 60 days.  This property is only applicable if you install SMART Product Update.
<b>PRODUCT_NOTIFICATION</b>	<b>1</b> (default): Notify the user when updates are available from SMART Product Update.  <b>[Null]:</b> Don't notify the user when updates are available from SMART Product Update.	This property is only applicable if you install SMART Product Update.

## SMART Sync Student Installation Package

The following are properties for the SMART Sync Student installation package:

Property	Values	Notes
<b>General Properties</b>		
<b>INSTALLDIR</b>	<b>[String]:</b> The path to your preferred folder for SMART Sync Student.	If you don't include this property, Windows Installer installs SMART Sync Student in <b>%PROGRAMFILES%\SMART Technologies\SMART Sync Student</b> .
<b>TRANSFORMS</b>	<b>[String]:</b> A language MST file for the installation (see <i>Locating the Language Files</i> on page 30).	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.

Property	Values	Notes
<b>LOCALE</b>	<b>[Integer]</b> : A language code for SMART Sync Student (see <i>Locating the Language Files</i> on page 30).	If you don't specify a language code using <b>LOCALE</b> , SMART Sync Student uses the computer's operating system language if it's supported, or English (U.S.) if not.
<b>SMART Sync Student Properties</b>		
<b>CREATE_SHORTCUTS</b>	<b>1</b> (default): Include shortcuts to SMART Sync Student in the Start menu and on the desktop. <b>[Null]</b> : Don't include shortcuts to SMART Sync Student in the Start menu and on the desktop.	
<b>PATHTOINI</b>	<b>[String]</b> : The full path and file name for the <b>SyncClient.ini</b> file.	If you've previously installed SMART Sync Student, you can run the SMART Sync Student Configuration Tool to create a <b>SyncClient.ini</b> file, which you can then refer to in this property. If you don't include this property, you can configure SMART Sync Student using the <b>SYNC_*</b> properties described below. If you don't include this property or the <b>SYNC_*</b> properties, Windows Installer refers to the <b>SyncClient.ini</b> file in the same folder as the MSI file. If Windows Installer can't find a <b>SyncClient.ini</b> file in this folder, it uses a default <b>SyncClient.ini</b> file.
<b>SYNC_VISIBLE</b>	<b>1</b> (default): Show the SMART Sync Student user interface. <b>0</b> : Hide the SMART Sync Student user interface.	
<b>SYNC_CONTEACHID</b>	<b>[String]</b> : A teacher ID to which SMART Sync Student will connect automatically.	If you set <b>SYNC_VISIBLE</b> to <b>0</b> , you must include this property, <b>SYNC_CONNECTIP</b> or <b>SYNC_NAMINGSERVERLOC</b> . If you include this property, don't include <b>SYNC_CONNECTIP</b> and <b>SYNC_NAMINGSERVERLOC</b> .


Property	Values	Notes
<b>SYNC_CONNECTIP</b>	<b>[String]:</b> A teacher host name or IP address to which SMART Sync Student will connect automatically.	If you set <b>SYNC_VISIBLE</b> to <b>0</b> , you must include this property, <b>SYNC_CONTEACHID</b> or <b>SYNC_NAMINGSERVERLOC</b> . If you include this property, don't include <b>SYNC_CONTEACHID</b> and <b>SYNC_NAMINGSERVERLOC</b> .
<b>SYNC_NAMINGSERVERLOC</b>	<b>[String]:</b> A SMART Sync Class List Server host name or IP address to which SMART Sync Student will connect automatically.	If you set <b>SYNC_VISIBLE</b> to <b>0</b> , you must include this property, <b>SYNC_CONTEACHID</b> or <b>SYNC_CONNECTIP</b> . If you include this property, don't include <b>SYNC_CONTEACHID</b> and <b>SYNC_CONNECTIP</b> .
<b>SYNC_AUTOSTART</b>	<b>1</b> (default): Start SMART Sync Student when the student first logs on. <b>0</b> : Don't start SMART Sync Student when the student first logs on.	This property is only applicable if you set <b>SYNC_VISIBLE</b> to <b>1</b> .
<b>SYNC_ENABLEQUESTIONS</b>	<b>1</b> (default): Allow the student to ask questions through SMART Sync Student. <b>0</b> : Don't allow the student to ask questions through SMART Sync Student.	This property is only applicable if you set <b>SYNC_VISIBLE</b> to <b>1</b> .
<b>SYNC_ENABLECHAT</b>	<b>1</b> (default): Allow the student to chat with other students through SMART Sync Student. <b>0</b> : Don't allow the student to chat with other students through SMART Sync Student.	This property is only applicable if you set <b>SYNC_VISIBLE</b> to <b>1</b> .
<b>SYNC_ENABLEFILETRANSFER</b>	<b>1</b> (default): Allow the student to submit files through SMART Sync Student. <b>0</b> : Don't allow the student to submit files through SMART Sync Student.	This property is only applicable if you set <b>SYNC_VISIBLE</b> to <b>1</b> .
<b>SYNC_DISPLAYEXIT</b>	<b>1</b> : Allow the student to close SMART Sync Student. <b>0</b> : Don't allow the student to close SMART Sync Student.	This property is only applicable if you set <b>SYNC_VISIBLE</b> to <b>1</b> .

Property	Values	Notes
<b>SYNC_STUDIDMODE</b>	<p><b>0:</b> Use a student ID found in an Active Directory field specified in <b>SYNC_ACTDIRSTUDID</b>.</p> <p><b>1:</b> Use a student ID specified in <b>SYNC_STUDENTID</b>.</p> <p><b>2:</b> Allow the student to enter an ID when SMART Sync Student starts.</p> <p><b>3:</b> Allow the student to use SMART Sync Student without entering an ID.</p>	<p>If you set <b>SYNC_VISIBLE</b> to <b>1</b>, this property's default value is <b>2</b>.</p> <p>If you set <b>SYNC_VISIBLE</b> to <b>0</b>, this property's default value is <b>1</b>. In this situation, you must include <b>SYNC_STUDENTID</b>.</p>
<b>SYNC_ACTDIRSTUDID</b>	<b>[String]:</b> The name or ID of an Activity Directory field that contains the student's ID.	If you include this property, <b>SYNC_STUDIDMODE</b> is set to <b>0</b> automatically.
<b>SYNC_STUDENTID</b>	<b>[String]:</b> A student ID.	If you include this property, <b>SYNC_STUDIDMODE</b> is set to <b>1</b> automatically.
<b>SYNC_CUSTSHRD FOLDER</b>	<p><b>[Null]</b> (default): Store files the teacher shares with the student in the <b>My Documents</b> folder (Windows XP and Windows 7) or <b>Documents</b> folder (Windows Vista).</p> <p><b>[String]:</b> Store files the teacher shares with the student in another folder specified in this property.</p>	



## Parameters

The following are the standard Windows Installer parameters:

Parameter	Use
<b>/q</b>	Hide the installation wizard. <div style="background-color: #f0f0f0; padding: 5px; margin-top: 5px;">  <b>NOTE</b>            This is Silent mode.         </div>
<b>/qb</b>	Show a basic installation wizard.
<b>/qb!</b>	Show a basic installation wizard without a <i>Cancel</i> button.
<b>/qb+</b>	Show a basic installation wizard with a dialog box signaling the end of the installation.
<b>/qb+!</b>	Show a basic installation wizard without a <i>Cancel</i> button but with a dialog box signaling the end of the installation.
<b>/qr</b>	Show a reduced installation wizard.
<b>/qf</b>	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.
<b>/qn</b>	Hide the installation wizard and the dialog box signaling the end of the installation.
<b>/qn+</b>	Hide the installation wizard but show the dialog box signaling the end of the installation.



# Appendix C

## SMART Install Manager Reference

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SMART Install Manager allows you to customize SMART software installation packages (also known as MSI files) by publishing MST files. You can then install the MSI and MST files on computers using third-party imaging or remote management software.

### 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 drive. A dialog box appears.

 **NOTE**

If the dialog box doesn't appear, browse to and open **[CD Drive]\CDBrowser.exe** in Windows Explorer.

2. Click **Administrator Preparation and Tools**, and then click **Install SMART Install Manager**.

The *SMART Install Manager* installation wizard appears.

3. Follow the on-screen instructions.
4. Click **Install**.

Windows Installer installs SMART Install Manager.

---

#### To install the software from the website

1. Go to [www.smarttech.com/downloads](http://www.smarttech.com/downloads).
2. Browse to the appropriate download page, and then follow the on-screen instructions to download the **Install Manager.exe** executable file.
3. Double-click the **Install Manager.exe** file.

The *SMART Install Manager* installation wizard appears.

4. Follow the on-screen instructions.
5. Click **Install**.

Windows Installer installs SMART Install Manager.

---

## Using SMART Install Manager


After you install SMART Install Manager, shortcuts to the software appear on the desktop and in the Start menu under **All Programs > SMART Technologies > SMART 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 MST file.

### Opening an Installation Package

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

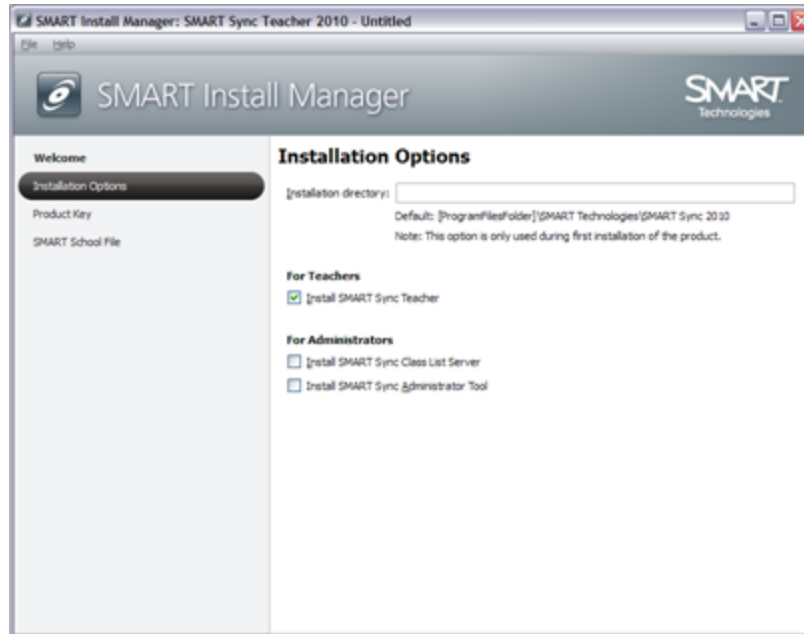
- Select **File > Open**.
- Click .
- Click and drag the MSI file into the *SMART Install Manager* window.

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

**TIP**

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 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 MSI 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 MST File

The final step in using SMART Install Manager to customize an installation package is to publish your changes as an MST file. Do this by selecting **File > Publish**, and then

using the dialog box to define a location for and create the MST file.

 **TIP**

Publish the MST file in the same network location as the MSI file.

## Customizing the SMART Sync Teacher Installation Package


To customize the SMART Sync Teacher installation package, open the **SMART Sync 2010.msi** file in SMART Install Manager (see *Using SMART Install Manager* on page 54), and then complete the following procedures.

### To set installation options

1. Click **Installation Options**.

The *Installation Options* page appears.

2. In the *Installation directory* box, type the path to your preferred folder for SMART Sync.

 **NOTE**

If you don't include this property, Windows Installer installs SMART Sync Teacher in **%PROGRAMFILES%\SMART Technologies\SMART Sync 2010**.

3. Select the check boxes of the software components you want to install.
4. Click **Product Key**.  
The *Product Key* page appears.
5. In the *Product key* box, type your school's 22-character product key for SMART Sync.

### To configure SMART Product Update

1. Click **SMART Product Update (SPU) Options**.

The *SMART Product Update (SPU) Options* page appears.

2. Select the **Install SMART Product Update** check box to install SMART Product Update.

**NOTE**

SMART Product Update doesn't check for updates to SMART Sync. However, it does check for updates to other installed SMART products.

3. In the *Check for updates* box, type the number of days between SMART Product Update checks.

**NOTE**

By default, SMART Product Update checks for product updates every 30 days. You can set it to check for product updates at intervals of one to 60 days.

4. Select the **Notify users about SMART product updates** check box to notify the user when product updates are available.

### To specify a SMART School file

1. Click **SMART School File**.

The *SMART School File* page appears.

2. In the *SMART School file* box, type the path to the SMART School file.

OR

Click **Browse**, and then use the dialog box to browse to and select the SMART School file.

**NOTE**

Before you can specify the path to a SMART School file, you must install SMART Sync Administrator Tool, and then use it to create the SMART School file.

## Customizing the SMART Sync Student Installation Package

To customize the SMART Sync Student installation package, open the **SMART Sync Student.msi** file in SMART Install Manager (see *Using SMART Install Manager* on page 54), and then complete the following procedures.

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

---

#### To set installation options

1. Click **Installation Options**.

The *Installation Options* page appears.

2. In the *Installation directory* box, type the path to your preferred folder for SMART Sync.

**NOTE**

If you don't include this property, Windows Installer installs SMART Sync Student in %PROGRAMFILES%\SMART Technologies\SMART Sync Student.

3. Select the **Install Start menu and desktop shortcuts** check box to create shortcuts to SMART Sync in the Start menu and on the desktop.

---

#### To configure SMART Sync Student using a SyncClient.ini 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 **SyncClient.ini** file.

OR

Click **Browse**, and then use the dialog box to browse to and select the **SyncClient.ini** file.

**NOTE**

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

---

#### To configure SMART Sync Student using SMART Install Manager

1. Click **Interface**.

The *Interface* page appears.



2. Select one of the following options:

Option	Select this option to:
Visible to students	Show the SMART Sync user interface to the student.
Hidden from students	Hide the SMART Sync user interface from the student.

**i NOTE**

If you click **Hidden from students**, the student won't be able to do the following:

- Connect to a teacher by selecting his or her name from a list
- Manually start SMART Sync Student
- Manually enter an ID after starting SMART Sync Student

3. Click **Startup**.

The *Startup* page appears.

4. Select one of the following options:

Option	Select this option to:
<b>Allows the student to select from a list of available teachers</b>	<p>Allow the student to select a teacher from a list.</p> <p><b>NOTE</b> This option is disabled if you clicked <b>Hidden from student</b> in step 2.</p>
<b>Automatically connects with this Teacher ID</b>	<p>Connect SMART Sync to a specific teacher through the teacher's ID.</p> <p>Type the ID in the box to the right of the option.</p>
<b>Automatically connects with this hostname or IP address</b>	<p>Connect SMART Sync to a specific teacher through the host name or IP address.</p> <p>Type the host name or IP address in the box below the option.</p> <p><b>NOTE</b> If your network uses DHCP, refer to the computer by host name rather than by IP address.</p>
<b>Uses this Class List Server hostname or IP address</b>	<p>Connect SMART Sync to a specific teacher using SMART Sync Class List Server.</p> <p>Type the host name or IP address of the SMART Sync Class List Server computer in the box below the option.</p> <p><b>NOTE</b> If your network uses DHCP, refer to the SMART Sync Class List Server computer by host name rather than by IP address.</p>

**IMPORTANT**

If you clicked **Hidden from student** in step 2 but do not provide a teacher ID, host name or IP address in this step, the student will not be able to connect to a teacher.

5. Click **Options**.

The *Options* page appears.

6. Clear the **Start SMART Sync automatically** check box if you do not want SMART Sync Student to start when the student first logs on.

**NOTE**

This check box is disabled if you selected **Hidden from student** in step 2.

7. Select the following check boxes:

Check Box	Select this check box to:
Ask questions	Allow the student to ask questions through SMART Sync Student.
Chat	Allow the student to chat with other students through SMART Sync Student.
Submit files	Allow the student to submit files through SMART Sync Student.
Exit the Student program	Allow the student to close SMART Sync Student.

**NOTE**

These check boxes aren't visible if you clicked **Hidden from student** in step 2.

8. Click **Student ID**.

The *Student ID* page appears.

9. 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.
	<p><b>NOTE</b></p> <p>This option is disabled if you clicked <b>Hidden from student</b> in step 2.</p>
The following	Enter a specific student ID. Type the ID in the box to the right of the option.
Found in this Active Directory field...	Find the student ID in an Active Directory field of the student's login account. Type the Active Directory field name in the box to the right of the option.
Anonymous	Allow the student to use SMART Sync Student without entering an ID.

10. Click **Shared Files Folder**.

The *Shared Files Folder* page appears.

11. Select one of the following options:

---

<b>Option</b>	<b>Select this option to:</b>
<b>My Documents folder</b>	Store files the teacher shares with the student in the <b>My Documents</b> folder (Windows XP or Windows 7) or <b>Documents</b> folder (Windows Vista).
<b>Custom folder</b>	Store files in another folder. Type the path to the folder in the box below the option.

---

# Appendix D

## Customer Support

### Online Information and Support

Visit [www.smarttech.com/support](http://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](http://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.



#### NOTE

To locate your local reseller, visit [www.smarttech.com/where](http://www.smarttech.com/where).

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

Online	<a href="http://www.smarttech.com/contactsupport">www.smarttech.com/contactsupport</a>
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	<a href="mailto:support@smarttech.com">support@smarttech.com</a>

## General Inquires

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](mailto:info@smarttech.com)

## Registration

To help us serve you, register online at [www.smarttech.com/registration](http://www.smarttech.com/registration).

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