



# Education Software Installer 2015

## activation

FREQUENTLY ASKED QUESTIONS

**SMART<sup>®</sup>**

## Product registration

If you register your SMART product, we'll notify you of new features and software upgrades.

Register online at [smarttech.com/registration](http://smarttech.com/registration).

Keep the following information available in case you need to contact SMART Support.

Serial number:

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Date of purchase:

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# Contents

<b>Chapter 1: About this guide</b>	<b>1</b>
<b>Chapter 2: Product keys</b>	<b>3</b>
Where do I get a product key for my software?	3
How do I manually activate my software?	4
How do I activate SMART Response software?	6
How do I activate a SMART Response VE system?	6
How do I find the activation status of my SMART software?	6
How do I find the activation history of my product key?	7
How can I find my product key if I lose it?	7
If I remove and then install my software on the same computer, do I need to activate it again?	7
Can I recover my product key if I delete or return it?	8
How do I know when I've reached my activation limit?	8
If I remove and then install my software, do I lose my activation? Does installing the software again count as another activation?	8
What is a subscription product key?	9
What is a maintenance product key?	9
Can I transfer my license from one person or computer to another?	9
Can I return or de-activate a license?	10
Does using the software in Evaluation mode consume a license?	10
<b>Chapter 3: Deploying software product keys to more than one computer</b>	<b>11</b>
How do I deploy specific product keys to specific computers?	11
How do I push multiple product keys during installation?	11
Should I activate SMART Notebook software before or after imaging?	12
How do I deploy a product key when I install software on a Windows computer?	13
How do I deploy only a product key after I install software on multiple network computers?	14
How do I mix and match my product keys?	15
Can I find out how many activations are left on my product key?	15
Can I check the activation status of my SMART products across my network?	16
<b>Chapter 4: Entitlements</b>	<b>17</b>
What updates am I entitled to?	17
How can I tell if my software has a valid SMART Notebook Advantage maintenance license?	18
What if I purchased my hardware in April 2013 or later, but my license key doesn't have a maintenance entitlement?	18

## CONTENTS

Can I share my product key with teachers at different schools? .....	18
Is a product key licensed to a computer or a user? .....	19
How many times can I activate my SMART software? .....	19
<b>Chapter 5: Troubleshooting .....</b>	<b>21</b>
Why isn't my software activating? .....	21
Why is my product key invalid? .....	22
Why does the Activating... bubble appear in the system tray? .....	22
Why does a trial window appear after I enter my SMART Notebook software product key? ..	22

## Chapter 1

# About this guide

This document provides answers to frequently asked questions (FAQ) about activating the Education Software Installer. Topics covered include product keys, deploying product keys to multiple computers, entitlements and troubleshooting basic issues. Some of the information in this document is intended for IT administrators and others experienced with deploying software in a networked environment.

For more information on the Education Software Installer, see the *Education Software Installer 2015 system administrator's guide for Windows operating systems* ([smarttech.com/kb/170902](http://smarttech.com/kb/170902)) or the *Education Software Installer 2015 system administrator's guide for OS X operating system software* ([smarttech.com/kb/170901](http://smarttech.com/kb/170901)).

For more information on SMART software, go to [smarttech.com/support](http://smarttech.com/support).



## Chapter 2

# Product keys

Where do I get a product key for my software? .....	3
How do I manually activate my software? .....	4
Manually activating your software .....	4
Importing an activation request file .....	5
How do I activate SMART Response software? .....	6
How do I activate a SMART Response VE system? .....	6
How do I find the activation status of my SMART software? .....	6
How do I find the activation history of my product key? .....	7
How can I find my product key if I lose it? .....	7
If I remove and then install my software on the same computer, do I need to activate it again? ....	7
Can I recover my product key if I delete or return it? .....	8
How do I know when I've reached my activation limit? .....	8
If I remove and then install my software, do I lose my activation? Does installing the software again count as another activation? .....	8
What is a subscription product key? .....	9
What is a maintenance product key? .....	9
Can I transfer my license from one person or computer to another? .....	9
Can I return or de-activate a license? .....	10
Does using the software in Evaluation mode consume a license? .....	10

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## Where do I get a product key for my software?

If you purchased your SMART hardware on April 14, 2014 or later, go to the software portal ([licensing.smarttech.com](https://licensing.smarttech.com)) to locate your product key.

If you purchased your SMART hardware before April 14, 2014, go to [smarttech.com/registration](https://smarttech.com/registration) to register your SMART product and receive your software product key.



#### NOTES

- Contact your system administrator for detailed instructions on how to access the software portal.
- If you have a SMART Response® PE, LE or XE interactive response system, you don't need a product key to activate SMART Response assessment software.

## How do I manually activate my software?

You can use the Activation Wizard to activate your software manually. An Internet connection is required. If your computer doesn't have an Internet connection, you can use a USB drive to import an activation response file from another computer.

### Manually activating your software

Use the Activation Wizard to submit a request message to the Manual Activation website. The website gives you a response message to enter in the Activation Wizard to complete the activation.

#### To manually activate your software

1. Click **Add** in the Activation Wizard.
2. Type your product key in the *Product Key* box, and then click **Add**.
3. Select **I accept the terms in the license agreement**, and then click **Next**.



#### IMPORTANT

You must accept the terms of the license agreement in order to proceed. Click **license agreement** to review it.

4. Select **Submit request manually**, and then click **Next**.
5. Select **By Internet browser**, and then click **Next**.
6. Click **Copy**, and then click **OK** when the following message appears: "The information copied successfully, and your Internet browser will open."

Your Internet browser opens to the Manual Activation website ([smarttech.com/activate2](http://smarttech.com/activate2)).

7. Paste the request message in the text box on the Manual Activation website, and then click **Submit**.

A response message appears in the text box.



8. Select and copy the response message, and then click **Paste** in the Activation Wizard.  
The text appears in the Activation Wizard.
9. Click **Next**, and then click **Finish**.

## Importing an activation request file

If your computer isn't connected to the Internet, you can complete the activation by using a USB drive to export a request file from another computer and importing the response file to your computer.

### To export a request file

1. Click **Add** in the Activation Wizard.
2. Type your product key in the *Product Key* box, and then click **Add**.
3. Select **I accept the terms in the license agreement**, and then click **Next**.



#### IMPORTANT

You must accept the terms of the license agreement in order to proceed. Click **license agreement** to review it.

4. Select **Submit request manually**, and then click **Next**.
5. Select **By Internet browser**, click **Next**, and then click **Start that process here**.
6. Click **Export Request File**, and then browse to and save the request file to a USB drive.
7. Click **OK** when the following message appears: "The request file saved successfully. Copy the file to another computer to continue."



#### IMPORTANT

Do not close the Activation Wizard on your computer. You need it open to import the response file in the following procedure.

8. Connect the USB drive to a computer with an Internet connection. Open an Internet browser, and then go to [smarttech.com/activate3](http://smarttech.com/activate3).
9. Click **Choose File**, browse to and select the file on your USB drive, and then click **Open**.
10. On the Manual Activation page click **Submit**.  
A response file is downloaded to the computer's default folder for downloads.
11. Locate the response file on the computer, and then copy the file to your USB drive.
12. Use the following procedure to import the response file to your original computer.

### To import the response file

1. Connect the USB drive to your original computer.
2. In the Activation Wizard, click **Import Response File** and then browse to and open the file on your USB drive.
3. Click **Next**, and then click **Finish**.

## How do I activate SMART Response software?

See *Activating SMART Response software* in the *SMART Response 2015 interactive response system user's guide* ([smarttech.com/kb/170904](http://smarttech.com/kb/170904)).

## How do I activate a SMART Response VE system?

See *Activating SMART Response software* in the *SMART Response 2015 interactive response system user's guide* ([smarttech.com/kb/170904](http://smarttech.com/kb/170904)).

## How do I find the activation status of my SMART software?

You can see the activation status and applicable expiry dates of all your installed SMART software in SMART Product Update (SPU). Products with *Installed* status don't require activation. Click **Tools**, and then select **View Licenses** in SPU.

### To start SPU on a Windows® computer

Click **Start > All Programs > SMART Technologies > SMART Tools > SMART Product Update**.

### To open SPU on a Mac computer

Click **Applications > SMART Technologies > SMART Tools > SMART Product Update**.

### To start SPU from SMART software

Click **Help > Check for Updates and Activation**.

## How do I find the activation history of my product key?

You can view the quantity of licenses associated with your product key and the expiry date of subscriptions or software maintenance programs, if applicable. You can also view a detailed activation history of your product key including fulfillments, returns and re-installations.

### To find the activation history of your product key

Go to [smarttech.com/activationhistory](https://smarttech.com/activationhistory), and then enter the product key for your SMART software.

## How can I find my product key if I lose it?

If you received your product key on or after April 14, 2014, you can find your key on the software portal ([licensing.smarttech.com](https://licensing.smarttech.com)). Contact your system administrator for detailed instructions on how to access the software portal.

If you received your product key before April 14, 2014, you can find your key in the following places:

- In SPU (if you activate your product key on your computer). For more information, see *Chapter 2: Product keys* on page 3.
- At [smarttech.com/findproductkey](https://smarttech.com/findproductkey).
- In the e-mail you received from either your authorized SMART reseller or SMART Technologies.

## If I remove and then install my software on the same computer, do I need to activate it again?

You consume a license only when you activate the software. If you remove and install your software on the same computer, you don't need to activate it again because you don't remove the license from the computer when you remove the software. Even if you delete the product key from the computer with the Activation Wizard, and then activate the same product key on the same computer, you don't consume an additional license. If you return the product key, the computer becomes unlicensed and the available count on the license increases by one. If you activate the returned key on the same computer, the available count on the license reduces by one.

## Can I recover my product key if I delete or return it?

Although you're unable to recover your product key from your computer, there are several places to find your product key if you've accidentally deleted or returned it (see *How can I find my product key if I lose it?* on the previous page for more information). After you've located your product key, you can activate the software again by starting your SMART software, and then typing in your product key when prompted. Alternatively, you can activate the software in SPU by clicking the **Activate** button beside the product name and then adding the product key to the *Activation* dialog box.



### NOTE

You can open SPU from your *Start* menu (Windows computers) or *Application* menu (Mac computers), or from your application's *Help* menu.

For more information, see *How do I find the activation status of my SMART software?* on page 6.

## How do I know when I've reached my activation limit?

You reach your activation limit when you receive a message saying that you've exceeded the activation limit for your product key. You can purchase additional licenses through your authorized SMART reseller ([smarttech.com/where](http://smarttech.com/where)).

## If I remove and then install my software, do I lose my activation? Does installing the software again count as another activation?

No. You can activate your software as many times as you need, as long as you do so on the same computer.

## What is a subscription product key?

A subscription product key entitles you to run any version of the licensed software during the time period of your subscription. Subscriptions are usually purchased for a one-year or three-year period. Once your subscription period ends, the software no longer runs.

## What is a maintenance product key?

A maintenance product key gives you a perpetual entitlement to run versions of the licensed software that are released during the maintenance period of your license.

For example, if you purchase a maintenance product key with a maintenance period of January 1, 2012 to January 1, 2015, you may perpetually use any versions of the software released during this period. You may not use any versions of the software released after this maintenance period.

## Can I transfer my license from one person or computer to another?

When you activate SMART software on a computer, you node-lock the license to that computer. Anyone can use the software on that computer. When you activate the software on a second computer, you consume a second license. Some product keys enable you to transfer a license to another computer. Click on the product key in Activation Wizard, and then select **Manage Selected Key**. If the *Return the product key* option is presented, you may return the product key which increases the license count of that product key. You can activate that product key on a different computer. If the *Return the product key* option isn't presented, you're unable to transfer the license from one person or computer to another.

### NOTE

Each product key contains a quantity of licenses including an allowance for reasonable hardware upgrades and replacement. If you think the number of activations for your product key exceeds the maximum due to an unusual number of hardware replacements rather than overuse of the license, contact your authorized SMART reseller ([smarttech.com/where](http://smarttech.com/where)) for assistance.

## Can I return or de-activate a license?

Some product keys enable you to return or de-activate a license. Click on the product key in Activation Wizard, and then select **Manage Selected Key**. If the *Return the product key* option is presented, you may return or de-activate the product key. If the *Return the product key* option isn't presented, you're unable to return or de-activate the license. However, you can delete the license from the computer.

## Does using the software in Evaluation mode consume a license?

No. You can try your SMART software for 30 days before you activate it. When you activate the software, you consume a license. If you need to try the software for more than 30 days, you can request an extended trial license through your authorized SMART reseller ([smarttech.com/where](http://smarttech.com/where)).

## Chapter 3

# Deploying software product keys to more than one computer

How do I deploy specific product keys to specific computers? .....	11
How do I push multiple product keys during installation? .....	11
Should I activate SMART Notebook software before or after imaging? .....	12
Delayed activation .....	12
Silent activation after the system image is deployed .....	13
How do I deploy a product key when I install software on a Windows computer? .....	13
How do I deploy only a product key after I install software on multiple network computers? .....	14
For Windows 64-bit systems .....	14
For Windows 32-bit systems: .....	14
For Mac (all systems): .....	14
How do I mix and match my product keys? .....	15
Can I find out how many activations are left on my product key? .....	15
Can I check the activation status of my SMART products across my network? .....	16

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## How do I deploy specific product keys to specific computers?

Organize each type of computer in groups, and then manage the computers at the group level. For example, in Active Directory, organize SMART Notebook® collaborative learning software classrooms into one Organizational Unit (OU) and SMART Response software classrooms in another OU, and then use SMART Install Manager to create an installation customization for each OU.

## How do I push multiple product keys during installation?

There are different methods of pushing multiple product keys when you install the software on multiple computers.

### ■ To push multiple product keys during installation on a Windows computer

Use SMART Install Manager to select the products you want to install using their product keys.

OR

Use the command line to deploy the installation and properties, and then provide the correct Property ID for the product keys you have.

For more information, see the *Education Software Installer 2015 system administrator's guide for Windows operating systems* ([smarttech.com/kb/170902](http://smarttech.com/kb/170902)) or the *Education Software Installer 2015 system administrator's guide for OS X operating system software* ([smarttech.com/kb/170901](http://smarttech.com/kb/170901)).

### ■ To push multiple product keys during installation on a Mac computer

Use SMART Install Manager to generate a new flat package (.pkg) installer that contains the product keys.

OR

Run a script to run the Activation Wizard in silent mode. With this method, you can activate both SMART Notebook software and SMART Response software product keys in a single command. You require a separate command installer containing the product key to activate a SMART Sync™ classroom management software product key.

## Should I activate SMART Notebook software before or after imaging?

When you prepare a system image for your computers, the following two methods are recommended for activating SMART Notebook software:

- Use the delayed activation feature.
- Silently activate the software after deploying a system image.

### Delayed activation

Delayed activation is a new feature in SMART Notebook 15.1 software that allows you to register a product key without immediately activating the software. The software is activated when a user opens SMART Notebook software and clicks **Activate**. Since the product key is already registered, no further input is required from the user.

Delayed activation is useful for uniform deployments that include users of SMART Notebook software and users that don't use SMART Notebook software. Only users who start SMART Notebook software activate registered keys and consume a license.



## Silent activation after the system image is deployed

You can execute a command to activate your software after you install SMART Notebook software. You can also execute a command to activate your software after you deploy a system image which includes SMART Notebook software. Once you execute the command on the client computers, SMART Notebook software silently activates. No user interaction is required.



### NOTE

For more information on these options, see the following documents:

- [Activating SMART Notebook when preparing a system image](#)
- *Education Software Installer 2015 system administrator's guide for Windows operating systems* ([smarttech.com/kb/170902](http://smarttech.com/kb/170902))
- *Education Software Installer 2015 system administrator's guide for OS X operating system software* ([smarttech.com/kb/170901](http://smarttech.com/kb/170901))

## How do I deploy a product key when I install software on a Windows computer?

You can deploy a product key using the SMART Install Manager or a command line.



### To deploy a product key to a Windows computer using SMART Install Manager

1. Start SMART Install Manager, and then enter the product keys for the software that you want to activate.
2. Push out the MSI file with the generated .mst file to install and activate the products.

OR

Push out the EXE file with the generated XML file to install and activate the products.

### To deploy a product key to a Windows computer using a command line

Use the command line properties pushed out with the MSI file project and provide the product key to activate the software during the installation.

Product	Property ID=[ <i>Product key</i> ]
SMART Notebook software	NB_PROD_KEY=[ <i>Product key</i> ]
SMART Response software	RESP_PROD_KEY=[ <i>Product key</i> ]
SMART Notebook Math Tools	MATH_PROD_KEY=[ <i>Product key</i> ]
3D Tools for SMART Notebook software	MIXED_PROD_KEY=[ <i>Product key</i> ]

After you complete the installation, read the next question for details on deploying only a product key to multiple network computers.

## How do I deploy only a product key after I install software on multiple network computers?

To deploy a product key to network computers after you install the software, create and push a script or batch file that triggers the following command line:

### For Windows 64-bit systems

```
"C:\Program Files (x86)\Common Files\SMART Technologies\SMART Product Update\activationwizard.exe" --puid notebook_14 --m=4 --v=3 --a --pk=NC-XXXXX-XXXXX-XXXXX-XXXX-XXX
```

### For Windows 32-bit systems:

```
"C:\Program Files\Common Files\SMART Technologies\SMART Product Update\activationwizard.exe" --puid notebook_14 --m=4 --v=3 --a --pk=NC-XXXXX-XXXXX-XXXXX-XXXX-XXX
```

### For Mac (all systems):

```
sudo /Library/Application\ Support/SMART\ Technologies/activationwizard.app/Contents/MacOS/activationwizard --puid
```

```
notebook_14 --m=4 --v=3 --a --pk=NC-XXXXX-XXXXX-XXXXX-XXXX-XXX
```

For more information, see Chapter 3 of the *Education Software Installer 2015 system administrator's guide for Windows operating systems* ([smarttech.com/kb/170902](http://smarttech.com/kb/170902)) or the *Education Software Installer 2015 system administrator's guide for OS X operating system software* ([smarttech.com/kb/170901](http://smarttech.com/kb/170901)).

## How do I mix and match my product keys?

### To mix and match product keys during deployment

See *How do I deploy only a product key after I install software on multiple network computers?* on the previous page.

### To mix and match product keys after installation of the ESI

See the *Education Software Installer 2015 system administrator's guide for Windows operating systems* ([smarttech.com/kb/170902](http://smarttech.com/kb/170902)) or the *Education Software Installer 2015 system administrator's guide for OS X operating system software* ([smarttech.com/kb/170901](http://smarttech.com/kb/170901)).

### To mix and match product keys after installation of a SMART software product

Start your SMART software, and then select **Help > Check for updates and activation**.

SPU starts and you can use the **Activate** button corresponding to each software to enter product keys.

## Can I find out how many activations are left on my product key?

If you purchased your SMART hardware on April 14, 2014, or later, go to the software portal ([licensing.smarttech.com](http://licensing.smarttech.com)) to find the total number of activations available on your product key and the total number of activations that have been fulfilled for your product key. The difference of the two numbers is the number of activations remaining on your product key.



### NOTE

Contact your system administrator for detailed instructions on how to access the software portal.

If you purchased your SMART hardware before April 14, 2014, you're unable to track how many activations are left on your product key. However, you can view the activation history of your product key (see *How do I find the activation history of my product key?* on page 7 for more information).

When you reach your activation limit, you receive a message saying that you've exceeded the activation limit for your product key. You can purchase additional licenses through your authorized SMART reseller ([smarttech.com/where](http://smarttech.com/where)). If you think you received this message in error, contact SMART support ([smarttech.com/contactsupport](http://smarttech.com/contactsupport)) and have your product key ready.

## Can I check the activation status of my SMART products across my network?

If you purchased your SMART hardware on April 14, 2014 or later, you can use the software portal ([licensing.smarttech.com](http://licensing.smarttech.com)) to check the status of your keys.



### NOTE

Contact your system administrator for detailed instructions on how to access the software portal.

## Chapter 4

# Entitlements

What updates am I entitled to? .....	17
How can I tell if my software has a valid SMART Notebook Advantage maintenance license? .....	18
What if I purchased my hardware in April 2013 or later, but my license key doesn't have a maintenance entitlement? .....	18
Can I share my product key with teachers at different schools? .....	18
Is a product key licensed to a computer or a user? .....	19
How many times can I activate my SMART software? .....	19

## What updates am I entitled to?

With the release of SMART Notebook 15.1 software, you must have a valid subscription to the SMART Notebook Advantage maintenance plan. SMART Notebook Advantage entitles you to upgrades and live technical support for the duration of your subscription. It also entitles you to subject-specific add-ons, such as 3D Tools for SMART Notebook software and SMART Notebook Math powered by GeoGebra.



### NOTES

- All SMART hardware purchased includes a one-year subscription to SMART Notebook Advantage. You can renew your subscription annually or you can purchase subscriptions for up to three years.
- If you purchased your SMART hardware after April 2013, you might be entitled to a year of SMART Notebook Advantage. For more information see *How can I tell if my software has a valid SMART Notebook Advantage maintenance license?* on the next page.

## How can I tell if my software has a valid SMART Notebook Advantage maintenance license?

You can type your software product key in the Product Key Information website ([smarttech.com/productkeyinformation](http://smarttech.com/productkeyinformation)) to check whether you have a valid maintenance license. The website displays your maintenance expiry date if you have a valid SMART Notebook Advantage maintenance license.

## What if I purchased my hardware in April 2013 or later, but my license key doesn't have a maintenance entitlement?

If you purchased your SMART hardware bundle in April 2013 or later but there isn't a maintenance license associated with your software license key, you can visit [smarttech.com/registration](http://smarttech.com/registration) to see if you're eligible for a replacement license key.

## Can I share my product key with teachers at different schools?

Individual SMART Notebook software product keys can't be shared with teachers at other schools. However, there might be exceptions to this if the schools are all covered under the same site license. Contact your system administrator for confirmation on which licensing option your school uses. Licensing options are defined in the following table:

Name	Description	Details
Notebook Classroom	Notebook Classroom is a single classroom license that allows you to use SMART Notebook software.	Notebook Classroom licenses include one year of SMART Notebook Advantage. You can renew your license for durations of up to three years.

Name	Description	Details
Notebook Site	Notebook Site is a school- or district-wide license for SMART Notebook software, allowing for standardization across all interactive displays and computers.  A site can be defined as a single school, a collection of schools, or an entire district. You can decide how to define a site.	Notebook Site licenses include one year of SMART Notebook Advantage. You can renew your license for durations of up to three years.

## Is a product key licensed to a computer or a user?

SMART software product keys are licensed to a computer. When you enter a SMART software product key and activate the software, you node-lock the license to the computer that you installed the software on and anyone can use it. If you want to activate the software on a second computer, you need a second license. For more information on SMART Notebook software licensing, see *Can I share my product key with teachers at different schools?* on the previous page).

## How many times can I activate my SMART software?

Every SMART software product key comes with a set quantity of licenses. Each time you activate a product key on a different computer, you consume a license. If you re-activate a product key on the same computer, you don't consume an additional license. When you consume every license, you receive a message saying that you've exceeded the maximum activation limit for your product key.

If you purchased your software on April 14, 2014, or later, go to the software portal ([licensing.smarttech.com](http://licensing.smarttech.com)) to find the total number of activations available on your product key (see *Can I find out how many activations are left on my product key?* on page 15 for more information).



### NOTE

Contact your system administrator for detailed instructions on how to access the software portal.





## Chapter 5

# Troubleshooting

Why isn't my software activating? .....	21
Why is my product key invalid? .....	22
Why does the Activating... bubble appear in the system tray? .....	22
Why does a trial window appear after I enter my SMART Notebook software product key? .....	22

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## Why isn't my software activating?

An Internet connection is required for activating the software and accessing SMART's web activation services. The activation web services are accessible at the following URLs:

- <https://activation.service.smarttech.com/IntegrationCore?WSDL>
- <https://activation.service.smarttech.com/flexnet/services/ActivationService?WSDL>
- [https://webservices.smarttech.com/products/Activation\\_advanced.asmx?WSDL](https://webservices.smarttech.com/products/Activation_advanced.asmx?WSDL)

SMART Install Manager and Activation Wizard test these URLs and indicate success or failure. It is important to install SMART Notebook software on standard user's computer and use the Activation Wizard connectivity tester to confirm connectivity. Ensure that you're connected to the Internet and that firewall and proxy settings allow you to access the URLs.

For more information, see Chapter 1 of the *Education Software Installer 2015 system administrator's guide for Windows operating systems* ([smarttech.com/kb/170902](http://smarttech.com/kb/170902)) or the *Education Software Installer 2015 system administrator's guide for OS X operating system software* ([smarttech.com/kb/170901](http://smarttech.com/kb/170901)).

If your computer doesn't have an Internet connection, you can export the request message to a file, and then use a USB drive to submit the request message from another computer. For more information, see *How do I manually activate my software?* on page 4.

## Why is my product key invalid?

There are several reason why your product key might be invalid:

- You entered an incorrect product key. Check the spelling of the product key or copy and paste the key.
- You don't have an active SMART Notebook Advantage subscription. Contact your reseller ([smarttech.com/where](http://smarttech.com/where)) about SMART Notebook Advantage.
- You didn't activate the correct SMART software. Ensure that you're activating the correct SMART software.
- The product key identifier (prefix) is incorrect.
- Your SMART Response software is in the incorrect mode. When you activate SMART Response software, ensure the software is in the correct mode.
- Your installation might be corrupted. Remove and then install your SMART software.

## Why does the *Activating...* bubble appear in the system tray?

The *Activating...* bubble appears when your software doesn't activate successfully. You have a 90-day grace period while your system periodically attempts to activate the software. The bubble stops appearing once the activation succeeds. To check the activation status of your SMART software, start SPU.

Try activating the software again either automatically or manually. For more information on manual activation, see *How do I manually activate my software?* on page 4. Contact SMART Support ([smarttech.com/contactsupport](http://smarttech.com/contactsupport)) if the bubble continues to appear.

## Why does a trial window appear after I enter my SMART Notebook software product key?

The trial window displays trial information for SMART Notebook software, SMART Response software (if installed), and SMART Notebook Math Tools software. SMART Notebook Math Tools software is an add-on for SMART Notebook software, and requires its own product key.

SMART Notebook software works as expected when you activate it but you're unable to use SMART Notebook Math Tools software until you activate it. If you don't activate it, SMART Notebook Math Tools software continues to display the trial window until the trial period expires or the trial window is disabled.



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