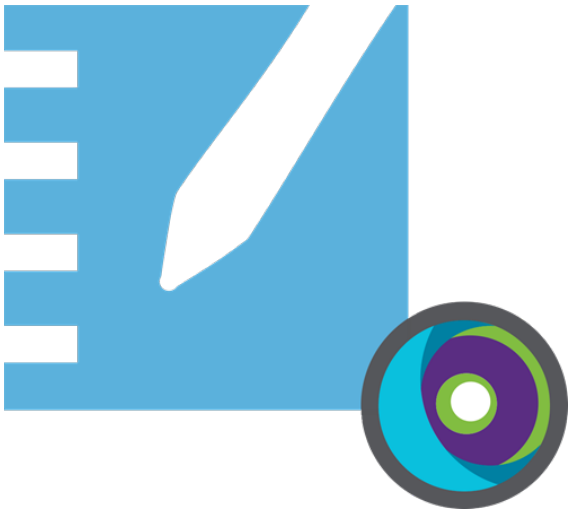


SMART Notebook® 21

Collaborative learning software

Deployment guide

For Windows operating systems

Was this document helpful?
smarttech.com/docfeedback/171729

SMART®

Learn more

This guide and other resources for SMART Notebook and SMART Learning Suite are available in the Support section of the SMART website (smarttech.com/support). Scan this QR code to view these resources on your mobile device.

Trademark notice

SMART Board, smarttech, the SMART logo and all SMART taglines are trademarks or registered trademarks of SMART Technologies ULC in the U.S. and/or other countries. All third-party product and company names may be trademarks of their respective owners.

Copyright notice

© 2022 SMART Technologies ULC. All rights reserved. No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system or translated into any language in any form by any means without the prior written consent of SMART Technologies ULC. Information in this manual is subject to change without notice and does not represent a commitment on the part of SMART.

This product and/or use thereof is covered by one or more of the following U.S. patents:

www.smarttech.com/patents

January 31, 2022

Contents

Contents 3

Chapter 1 Introduction 5

About the install components and software 6

Chapter 2 Preparing for installation 7

Computer requirements 7
Network requirements 8
Setting up teacher access 12

Chapter 3 Downloading and installing 15

Downloading the installation files 15
Installing required third-party packages 16

Chapter 4 Customizing SMART Notebook software for deployment 18

Using the SMART Install Manager 18
Using third-party tools 24

Chapter 5 Deploying SMART Notebook software 25

Deploying the software using the command-line interface 25
Deploying the software using third-party imaging or remote management software 29

Chapter 6 Activating the software 31

Activating by provisioning teachers 31
Activating using a product key 32
Activating SMART Notebook Math Tools 35
Checking for and applying renewals for product keys 35
Returning activations 37

Chapter 7 Updating the software 38

Chapter 8 Uninstalling SMART Notebook 40

Using the SMART Uninstaller to uninstall SMART software 40
Using the SMART Uninstaller command-line interface 41

Appendix A Determining the best activation method 44

Appendix B Help teachers set up a SMART Account 46

Why teachers need a SMART Account 46
How teacher's can register for a SMART Account 47

Appendix C Installing and maintaining Gallery content 48
Configuring Gallery content using SMART Install Manager 48
Updating and adding Gallery content locations 49
Appendix D Language files and codes 52
Installation language files and codes 52
Handwriting recognition resources 53
Appendix E Windows Installer properties 55
Appendix F Product codes 61

Chapter 1 **Introduction**

This guide shows you how to use the MSI installer to customize and deploy the following software:

- SMART Notebook® 21 collaborative learning software
- SMART Product Drivers
- SMART Ink®

> **Note**
>
> Although it's possible to use the USB installer (EXE), SMART recommends that you use the MSI installation package to deploy the SMART software. The MSI installer was designed to support mass deployments and provides finer control over the installation details for SMART software.

This guide is intended for those in charge of managing software subscriptions and installing software in a school, such as technical specialists, IT administrators, and others experienced with customizing, deploying, and administering software in a networked environment.

Use of this guide requires:

- Knowledge of IT terminology, such as "registry" and "domain controller"
- Knowledge of completing basic administrative tasks in Windows operating systems, such as modifying the registry
- Administrative privileges and access to servers
- Access to the internet

> **Important**
>
> The commands documented in this guide must be run in an *Administrator Command Prompt* window. To open an *Administrator Command Prompt* window, right-click the **Command Prompt** icon, and then select **Run as Administrator.**

About the install components and software

This guide mentions a number of SMART software products and components that you'll encounter when deploying or updating SMART Notebook software:

Componenet/software	Description
Installer	USB or MSI installers, both available from the SMART website
SMART Ink	SMART's digital ink software
SMART Product Drivers	SMART's software that enables touch features for SMART's interactive products
SMART Install Manager	A tool you can use to customize the SMART software installation
SMART Product Update (SPU)	A tool you can use to manage updates for SMART software products
SMART Uninstaller	A tool you can use to uninstall SMART software

Chapter 2 **Preparing for installation**

Computer requirements 7
Network requirements 8
Setting up teacher access 12

Before installing SMART Notebook, make sure the computer and network meets the minimum requirements. Additionally, you'll need to determine which activation method you want to use.

Computer requirements

Before you install the software, ensure the computer meets the following minimum requirements:

Requirement	**Windows® operating system**
General	
Supported operating systems	Windows 11 Windows 10 Windows 8.1
Minimum hard disk space	4.7 GB
Minimum specs for standard and high definition displays (up to 1080p and similar)	
Minimum processor	Intel® Core™ m3
Minimum RAM	4 GB
Minimum specs for ultra high definition displays (4K)	
Minimum graphics card	Discrete GPU **Note** SMART strongly recommends that your video card meets or exceeds the preferred requirements. SMART Notebook can run with an integrated GPU. However, your experience and SMART Notebook's performance can vary depending on the capabilities of the GPU, your operating system, and other concurrently running applications.
Minimum processor/system	Intel Core i3

Requirement	**Windows® operating system**
Minimum RAM	8 GB
Other requirements	
Programs	Microsoft® .NET Framework 4.5.1 or later for SMART Notebook software and SMART Ink Microsoft Visual Studio® Tools 2010 for Office for SMART Ink Adobe Reader® 8.0 or later DirectX® technology 10 or later for SMART Notebook software DirectX 10 compatible graphics hardware for SMART Notebook software **Notes** • All prerequisite third-party software is built into the installation executable and is automatically installed in the correct order when you run the EXE. • These are the minimum requirements for SMART Learning Suite, however SMART recommends updating to the most recent versions of the software listed above.
Web Access	Internet Explorer® 11 or later Internet access to download and activate SMART software

Note

Operating systems and other third-party software released after this SMART software might not be supported.

Network requirements

Ensure your network environment meets the minimum requirements on this page before you install or use SMART Notebook.

SMART Notebook's interactive activities and assessments use hellosmart.com. Use the recommended web browsers, device requirements, operating systems, and network capacity to ensure the best possible experience with SMART Notebook's interactive activities and assessments.

Additionally, some features of SMART Notebook and other SMART products (such as SMART Board interactive displays) require access to specific web sites. You might need to whitelist those web sites if your network restricts outbound internet access.

> **Tip**
>
> When using activities on hellosmart.com, students may check their website access at hellosmart.com/connection/check.html.

Student device web browser recommendations

Students playing or participating in a SMART Notebook lesson's activities and assessments should use one of the following browsers on their devices:

The latest version of:

- Google Chrome™
- Safari
- Firefox®
- Windows 10 Edge

> **Note**
>
> Android™ devices must use Chrome or Firefox.

Ensure JavaScript is enabled in your browser.

Student device operating system recommendations

Students who use hellosmart.com should use one of the following recommended devices:

- Any computer running the latest version of Windows 10 or any Mac running OS X 10.13 or later
- Any iPad or iPhone upgraded to the latest iOS
- Any Android™ phone or tablet with Android version 8 or later
- Any Google™ Chromebook upgraded to the latest Chrome OS

> **Important**
>
> First-generation iPads or Samsung Galaxy Tab 3 tablets do not support mobile device-enabled activities.

Network capacity recommendations

SMART Notebook activities on hellosmart.com are designed to keep network requirements as low as possible while still supporting rich collaboration. The network recommendation for Shout It Out! alone is 0.3 Mbps per device. A school that regularly uses other Web 2.0 tools should have enough network capacity to run SMART Notebook activities on hellosmart.com.

If activities on hellosmart.com are used in conjunction with other online resources, such as streaming media, greater network capacity could be required, depending on the other resources.

Website access requirements

A number of SMART products use the following URLs for software updates, collecting information, and backend services. Add these URLs to your network's allowlist to make sure SMART products behave as expected.

- https://*.smarttech.com (for updating SMART Board interactive display software and firmware)
- http://*.smarttech.com (for updating SMART Board interactive display software and firmware)
- https://*.mixpanel.com
- https://*.google-analytics.com
- https://*.smarttech-prod.com
- https://*.firebaseio.com
- wss://*.firebaseio.com
- https://www.firebase.com/test.html
- https://*.firebasedatabase.app
- https://api.raygun.io
- https://www.fabric.io/
- https://updates.airsquirrels.com
- https://ws.kappboard.com (for updating SMART Board interactive display software and firmware)
- https://*.hockeyapp.net
- https://*.userpilot.io
- https://*.mixpanel.com
- https://*.sentry.io

The following URLs are used for signing in to and using your SMART Account with SMART products. Add these URLs to your network's allowlist to make sure SMART products behave as expected.

- https://*.smarttech.com
- http://*.smarttech.com
- https://hellosmart.com
- https://content.googleapis.com
- https://*.smarttech-prod.com

- https://www.gstatic.com
- https://*.google.com
- https://login.microsoftonline.com
- https://login.live.com
- https://accounts.google.com
- https://smartcommunity.force.com/
- https://graph.microsoft.com
- https://www.googleapis.com

The following URLs are used to enable content from YouTube. If you want SMART product users to be able to insert and play YouTube videos when using SMART products, allow the following:

- https://*.youtube.com
- https://*.ytimg.com

Setting up teacher access

Before you download and install SMART Notebook, you'll need to determine how you want to set up access for the teacher. There are two ways to activate a teacher's access to SMART Notebook:

- Email provisioning: provision the teacher's email address for their SMART Account
- Product key: use a product key

SMART recommends that you provision a teacher's access using their SMART Account email rather than a product key. For a comparison of the activation methods and help determining which is best for you, see *Appendix A Determining the best activation method* on page 44.

> **Note**
>
> Setting up access doesn't apply if you are using SMART Notebook in trial mode.

After you've determined which activation method is best for your school, sign in to the SMART Admin Portal to provision teachers or locate the product key.

The SMART Admin Portal is an online tool that allows schools or districts to easily manage their SMART software subscriptions. After signing in, the SMART Admin Portal shows you details, including:

- all the subscriptions you or your school has purchased
- the product key(s) attached to each subscription
- renewal dates
- number of seats attached to each product key and how many of those seats have been assigned to users

To learn more about the SMART Admin Portal and its use, visit support.smarttech.com/docs/redirect/?product=softwareportal.

> **Note**
>
> If you download and install SMART Notebook but don't set up access, the basic version of SMART Notebook is installed with a bonus 45-day access to all of SMART Notebook's subscription-based features. These features will become unavailable after the 45-day period ends. To learn more about SMART Notebook basic version and premium features, see support.smarttech.com/docs/redirect/?product=notebook&context=explainsubscription).

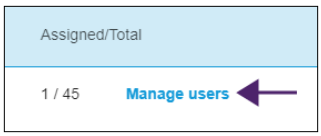
Adding teachers to a subscription

If you chose to provision a teacher's email to set up access, you need to add the teacher to the subscription in the SMART Admin Portal.

You can add one teacher at a time to the subscription or use a CSV file to add multiple teacher's at once.

To add a single teacher to the subscription

1. Sign in to the SMART Admin Portal at adminportal.smarttech.com.
2. Click the **Manage users** link in the *Assigned/Total* column for the subscription to which you want to assign users.



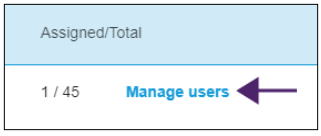
3. Click **Add users**.
4. Select **Type email addresses**.
5. Type the teacher's email address and click **Add**.

   Ideally, this email is the one provided to the teacher by their school for Google Suite or Microsoft Office 365.

   Later, after you've downloaded and installed SMART on the teacher's computer, let the teacher know which email you've provisioned. The teacher will use this email to create or sign in to their SMART Account and activate their full access to SMART Notebook.
6. If you're provisioning the account of a teacher at your school, let the teacher know which email address you've provisioned in the portal and ensure the teacher uses that email address to set up their SMART Account.

To add multiple teachers to the subscription

1. Sign in to the SMART Admin Portal at adminportal.smarttech.com.
2. Click the **Manage users** link in the *Assigned/Total* column for the subscription to which you want to assign users.



3. Click **Add users**.

4. Select **Import CSV file**.

   > **Note**
   >
   > Ensure the CSV file complies with the following:
   >
   > - Includes a single column of email addresses, with each address on its own line.
   > - Doesn't include titles or headers.
   > - Doesn't include spaces, commas, or quotation marks.

5. Select the CSV file and click **Open**.
6. If you're provisioning accounts for teachers at your school, let teachers know which email addresses you've provisioned in the portal and ensure they've used those email addresses to set up their SMART Accounts.

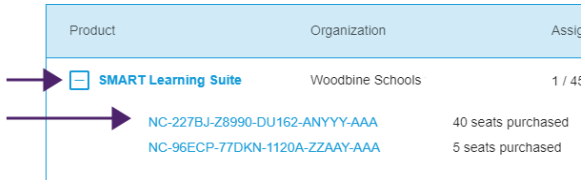
   > **Note**
   >
   > Users sign in to SMART software using the email addresses you enter here.

Locating the product key for activation

If you chose the product key method to set up access, sign in to the SMART Admin Portal to locate the key.

To locate the product key for your subscription

1. Go to subscriptions.smarttech.com and enter your user name and password for the SMART Admin Portal to sign in.
2. Locate your subscription to SMART Learning Suite and expand it to view the product key.

   See the SMART Admin Portal support page for complete details about using the portal (support.smarttech.com/docs/redirect/?product=softwareportal).

3. Copy the product key and email it to the teacher or save it in a convenient location for later. You or the teacher will enter this key in SMART Notebook after it's installed.

Chapter 3 **Downloading and installing**

Downloading the installation files 15
Preparing language files for non-English deployments of SMART Notebook 15
Activation connectivity 16
Installing required third-party packages 16

Downloading the installation files

All installation files are available for download from the SMART website.

To download the installer files

1. Go to smarttech.com/products/education-software/smart-learning-suite/admin-download.
2. Select the latest version of SMART Notebook.
3. Select **Windows** as the operating system.
4. Select the **MSI installer**.
5. Click **DOWNLOAD - WINDOWS.**
6. Extract and save the installation packages to a network location that's accessible to all computers on which you plan to install the software. When the third-party installation packages are extracted, you'll find them in the root of the Support folder.

Preparing language files for non-English deployments of SMART Notebook

When using the MSI installer to deploy the installation packages for a language other than English (U.S.), ensure all MST files are in the same folder as the MSI file.

Similarly, if you want users to be able to view and use the handwriting recognition feature in a language other than English, you must install the appropriate handwriting recognition resources. Handwriting resources are included in the zipped MSI Installer downloaded in the previous procedure.

If you deploy any handwriting recognition resources, ensure the Support\Language folder exists in the root of the admin.zip file and that the folder structure is intact if you install handwriting languages. This allows the administrator installer to find the resources to install.

Refer to *Appendix D Language files and codes* on page 52 for a reference table on language MST files and handwriting codes.

Activation connectivity

When you deploy SMART Notebook software, make sure the computers can access SMART's web activation services (see *Website access requirements* on page 10). Otherwise, the computers will not be able to activate product keys during or after installation.

> **Tip**
>
> The SMART Install Manager and Activation Wizard will test the required URLs and indicate success or failure. When you use the SMART Install Manager tool, consider that you, as an administrator, may have less-restricted access to the internet than standard users. It is important to install SMART Notebook software on a standard user's computer and use the Activation Wizard connectivity tester to confirm connectivity.

Installing required third-party packages

Before you deploy SMART Notebook, deploy the following required third-party installation packages:

Third-party package	Why it's required
Microsoft .NET Framework 4.5.1 files (dotNetFx451_Full_setup.exe)	SMART Notebook software and SMART Ink will not run without this installed.
Microsoft Visual Studio Tools for Office (vstor_redist.exe)	SMART Ink add-ins for Microsoft Office will not work without this installed.

The MSI installer includes separate installers for third-party software in the Support folder of the unzipped files you downloaded from the SMART website.

You can use the command-line interface to deploy installation packages in many ways, such as by running commands from the command prompt or by including commands in batch script files.

To install the Microsoft .NET Framework 4.5.1 files

> **Note**
>
> For information about deploying the Microsoft .NET Framework, refer to the *.NET Framework Deployment Guide for Administrators* on the MSDN website (msdn.microsoft.com/en-us/library/ee390831.aspx). An internet connection is required for downloading and installing the full .NET package.

Run the following command to install the files in UI mode:

```
[Path]\dotNetFx451_Full_setup.exe /passive /showfinalerror
```

OR

Run the following command to install the files in silent mode:

```
[Path]\dotNetFx451_Full_setup.exe /q
```

Where `[Path]` is the path to the `dotNetFx451_Full_setup.exe` file.

To install Microsoft Visual Studio Tools

Run the following command:

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

Where `[Path]` is the path to the `vstor_redist.exe` file.

Chapter 4 **Customizing SMART Notebook software for deployment**

Using the SMART Install Manager 18
Downloading the SMART Install Manager 19
Using the SMART Install Manager to customize SMART Notebook installations 19
SMART Install Manager controls 20
Using third-party tools 24

You can use SMART Install Manager or a variety of third-party tools to customize the deployment.

Using the SMART Install Manager

The SMART Install Manager is a tool you can use to customize the installation of SMART Notebook and its components during network deployments.

The SMART Install Manager is included with the zipped MSI installer download file, or you can download it separately from the SMART website.

You can use the MSI installer to:

- Open and customize the installer
- Save your configuration changes as an XML file
- Publish your changes to the installation package as an MST file

Downloading the SMART Install Manager

You can download the SMART Install Manager directly from the SMART website.

To download SMART Install Manager

1. Go to smarttech.com/products/education-software/smart-learning-suite/admin-download.
2. Select the latest version of SMART Notebook.
3. Select **Windows**.
4. Select **SMART Install Manager**.
5. Click **DOWNLOAD - WINDOWS** and then save the EXE file to your computer.
6. Double-click the EXE file.
7. Follow the on-screen instructions.

Using the SMART Install Manager to customize SMART Notebook installations

Use the following instructions to customize SMART Notebook installations.

> **Tip**
>
> You can save your progress as an XML file when customizing the installation and continue the process later. However, after you publish the customized install file as an MST, you cannot reopen the MST and edit it.

To customize a SMART Notebook installation using the SMART Install Manager

1. Start the SMART Install Manager.
2. Drag the MSI installer (SMARTLearningSuite.msi) into the *SMART Install Manager* window.
3. Set the controls on each page (see *SMART Install Manager controls* on the next page).
4. Click **File > Save As**.
5. Browse to the location where you extracted the MSI installation package.

   > **Important**
   >
   > When publishing an MST file, the MST file must be saved to the same location as the extracted MSI installer.

6. Type a name for the file and click **Save** to create and publish the MST file.
7. Close the SMART Install Manager.

To update an existing customized XML file using the SMART Install Manager

1. Start the SMART Install Manager.
2. Select **File > Open** and browse to the location of the XML file.
3. Select the file and click **Open**.
4. Edit the controls as needed.
5. Select **File > Publish**.
6. Using the *Save As* dialog box, browse to the location where you want to publish the customized MST file.

   > **Note**
   >
   > When publishing an MST file, save the MST file to the same location as the MSI installer.

7. Type a name for the file and click **Save** to create and publish the MST file.
8. Close the SMART Install Manager.

SMART Install Manager controls

Use the information in the following table to customize the installation of SMART Notebook using the SMART Install Manager.

Control	Procedure	Notes
General Options: Product Selection		
SMART Product Drivers	Select to install SMART Product Drivers.	If the teacher will use the computer with a SMART Board interactive display, SMART Product Drivers is required.
SMART Ink	Select to install SMART Ink.	If you install SMART Ink, you must install SMART Product Drivers. When you select this option, SMART Install Manager selects SMART Product Drivers automatically.
SMART Notebook software	Select to install SMART Notebook software.	Required
Product key	Type your 25-character product key for SMART Notebook software.	You can type the product key with or without hyphens. The installation uses this key to activate the software. This option is only available if you chose to use product key activation instead of provisioning users in the SMART Admin Portal (recommended).
SMART response 2	SMART response 2 software is now included in the installation and replaces SMART Response.	

Control	Procedure	Notes
SMART Notebook Math Tools	Select to install SMART Notebook Math Tools software. **Note** This software is discontinued.	If you choose to install SMART Notebook Math Tools software, you must also install SMART Notebook software.
Product key	Type your 22- or 25-character product key for SMART Notebook Math Tools software.	You can type the product key with or without hyphens. When you type a volume product key, the software activates when you deploy it to network computers.
Remove SMART products that aren't selected above if they exist on the system	Select to remove SMART software products available in the current SMART Learning Suite package found on any computer on your system (except the SMART products you select).	This affects the behavior of the installer when you perform an upgrade. It enables you to remove any software in the current SMART Learning Suite package that you haven't specifically selected for installation.
Delay activation	Select to register the product keys on a computer without activating them. Registered keys can be activated when users start SMART Notebook software. If you don't select this setting, the software activates automatically during installation rather than manually after installation.	Delaying activation is useful for uniform deployments that include users who don't use SMART Notebook software. Only users who start SMART Notebook software will activate registered keys and use a seat from your school's subscription.
Disable the License Status dialog box	Select to prevent the software activation reminder from appearing after SMART Notebook software starts.	When this option is selected, the software activation reminder appears only after the SMART Notebook software trial period has ended.
Allow users to start SMART Learning Suite 45-day trials	Select to allow users to start a trial of SMART Learning Suite.	A trial provides users with access to the additional SMART Notebook features that come with the subscription.
Show SMART Learning Suite subscription expiry warnings and renewals	Select to enable in-product notifications when a SMART Learning Suite subscription is about to expire.	If enabled, SMART Notebook will display a notification for upcoming subscription expiry at at 95, 55, 25, and 15 days before the expiry date. This notification is only displayed once for each time interval.
General Options: Installation Options		
Installation directory	Type the path to the preferred folder where program files are installed. After you specify the path, selected programs are installed in subdirectories of this location.	If you specify a folder, include a back slash (\) at the end of the path. If you don't specify a folder, Windows Installer uses subdirectories of the default folder: • C:\Program Files\SMART Technologies (32-bit systems) • C:\Program Files (x86)\SMART Technologies (64-bit systems) **Important** Ensure the folder path valid. The SMART Installer Manager doesn't verify the folder path.

Control	Procedure	Notes
Start SMART System Menu at logon	Select to start the SMART System Menu when the user logs on.	[N/A]
SMART Technologies Error Report	Select to enable the SMART Technologies Error Report.	This application is installed by default as part of the installation.
Install desktop shortcuts	Select to create shortcuts on the desktop.	This option creates shortcuts on the desktop.
General Options: Network/Firewall Settings		
SMART activities	Adds the URLs to your teacher and student network's whitelist. This setting confirms that the SMART activities features work correctly in SMART Notebook.	See the complete list of whitelisted websites provided at the beginning of this guide (see page 10).
General Options: Language selection		
Select the handwriting recognition resources you want to install	Select the handwriting recognition resources that are installed with SMART Notebook.	You can select up to 18 handwriting recognition resources if you're running an administrator installation with the SMARTLearningSuite.msi file (see smarttech.com/kb/170081).
General Options: SMART Product Update		
Install SMART Product Update in Full mode	Select to install SMART Product Update (SPU) in Full mode.	In Full mode, SPU shows which SMART software is installed, the software's activation status (if applicable), and indicates whether updates are available. **Tip** If teachers don't have administrative privileges and therefore cannot install updates themselves, consider installing SPU in Dashboard mode (described in the next item).
Install SMART Product Update in Dashboard mode	Select to install SPU in Dashboard mode.	In Dashboard mode, SPU shows which SMART software is installed and the software's activation status is (if applicable). It does not indicate availability of updates for the installed software. This option is most used in situations where individual teachers don't have administrative privileges for their computers and can't install updates.
Do not install SMART Product Update	Select to not install SPU.	[N/A]
Check for updates	Type the interval in days (1 to 60) between SPU checks.	This option is available only if you install SPU in Full mode. By default, SPU checks for product updates every 30 days.
Notify users about SMART product updates	Select to notify users of available SMART product updates.	This option is available only if you install SPU in Full mode.

Control	Procedure	Notes
Reset per-user changes to the previous two settings	Select to remove existing **Check for updates** and **Notify users about SMART product updates** values the next time the user runs SPU.	This enables you to push new values for these settings to computers and ensures that the new values are accepted. Individual teachers can still modify these settings.
General Options: Customer Experience		
Enable the Customer Experience Program on all devices	Select to automatically enable the Customer Experience Program for all users.	[N/A]
Disable the Customer Experience Program on all devices	Select to automatically disable the Customer Experience Program for all users.	[N/A]
SMART Notebook: Gallery Content		
Gallery Essentials	Select to install the Gallery essentials pack.	The Gallery includes a wide variety of resources for teachers. See *Appendix C Installing and maintaining Gallery content* on page 48 .
Lesson Activity Toolkit	Select to install the Lesson Activity Toolkit widget.	This widget provides teachers with objects they can use to build simple interactive activities for their lessons.
Team Content Path	Type the path to the Team Content folder, which is a location on your school's network where teachers can store shared content.	See *Appendix C Installing and maintaining Gallery content* on page 48 .
My Content Path	Type the path to the My Content folder, the location on the teacher's computer where the teacher can store custom content.	See *Appendix C Installing and maintaining Gallery content* on page 48 .
SMART Notebook: Optional Settings		
Install print capture driver	Select to include the Print Capture Driver in the installation.	The Print Capture Driver installs two virtual printer drivers that allow users to export content from any Windows program. The driver provides two options: • **Send to SMART Cloud**: allows teachers to share a document to a SMART Board or as a link. • **Send to SMART Notebook**: allows users to export a document to SMART Notebook.
Register SMART Document Camera drivers	Select to enable the registration of SMART Document Camera™ drivers.	Disable the registration of SMART Document Camera drivers if they conflict with the third-party drivers on the computer.
Update the Windows Firewall exception list	Select if teachers at the school are also using SMART Notebook Maestro. **Note** Maestro is discontinued and no longer available for download.	This property updates the Windows Firewall exception list for Domain and Private networks. It allows NBSDK to listen on all IP address on a machine (instead of just localhost) and adds firewall rules to permit incoming connections to NBSDK.
SMART Product Drivers: Optional Settings		

Control	Procedure	Notes
Start SNMP Agent services at logon	Select to enable SNMP Agent services.	[N/A]
SMART Ink: Optional Settings		
Start SMART Ink at logon	Select to start SMART Ink when the user logs on to the computer.	[N/A]

Using third-party tools

You can customize SMART software installation packages by using the Windows Installer properties and by using a third-party tool, such as Orca database editor, to create MST files. See *Appendix E Windows Installer properties* on page 55.

Chapter 5 **Deploying SMART Notebook software**

Deploying the software using the command-line interface 25
Windows Installer parameters 26
Using third-party imaging or remote management software 27
Deploying the software using third-party imaging or remote management software 29

You can deploy the software using one of the following methods:

- Deploy the MSI installer using the command-line interface.
- Deploy the MSI installer using third-party imaging or remote management software.

> **Important**
>
> If you are deploying SMART Product Drivers, the user must log off and log back on after you deploy the software to start the SMART Board Service. In addition, if an error message appears after you deploy the software stating that the SMARTBoardService.exe file could not be found, the user can close this error message. This message appears only when the computer is not connected to a SMART Board interactive display.

Deploying the software using the command-line interface

Using the command-line interface, you can deploy installation packages in many ways, such as by running commands from the command prompt or by including commands in batch script files.

To use the command-line interface to deploy SMART software with the MSI installer

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

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

Where

- `[Path]` is the path to the SMARTLearningSuite.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 *Appendix E Windows Installer properties* on page 55).
- `[Parameter]` is the installation parameter (see page 26).

Windows Installer parameters

The following are the standard Windows Installer parameters for the **msiexec** command.

Parameter	Use
/q	Hide the installation wizard and the dialog box that signals the end of the installation. **Note** This is Silent mode.
/qn	Same as /q.
/qn+	Hide the installation wizard but show the dialog box signaling the end of the installation.
/qb	Show a basic installation wizard.
/qb!	Show a basic installation wizard without a *Cancel* button.
/qb+	Show a basic installation wizard with a dialog box signaling the end of the installation.
/qb+!	Show a basic installation wizard with a dialog box that signals the end of the installation but no *Cancel* button.
/qr	Show a reduced installation wizard.

Parameter	Use
/qf	Show the full installation wizard, including a dialog box signaling the end of the installation or the *Fatal Error*, *User Exit* or *Exit* dialog box.

Examples

The following example installs SMART Notebook software and SMART Product Drivers in Silent mode:

```
msiexec /i "[Path]\SMARTLearningSuite.msi /q
```

The following example installs the default software products, SMART Notebook software, SMART Product Drivers, SMART Ink, Gallery Essentials, and Lesson Activity Toolkit:

```
msiexec /i "[Path]\SMARTLearningSuite.msi" INSTALL_NOTEBOOK=1 INSTALL_BOARD=1
INSTALL_INK="" LAT_CONTENT="" FULL_GALLERY=""
```

Using third-party imaging or remote management software

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

> **Notes**
>
> - This procedure may vary depending on your version of Windows operating system and your system preferences.
> - Ensure your domain controller has Windows Installer 4.5.

To deploy an installation package

1. Copy all contents of the admin .zip file (including subfolders) to `\\[Domain Controller]\NETLOGON`, where `[Domain Controller]` is your domain controller.

   > **Important**
   >
   > If you want users to be able to view and use the handwriting recognition feature in a language other than English, you must also copy the `Support` folder to `\\[Domain Controller]\NETLOGON`.
   >
   > The installer looks for handwriting recognition resources in the `Support` folder only. The `Support` folder is located in the downloaded .zip file.
   >
   > Also, for both Gallery and Lesson Activity Toolkit to install and operate successfully, verify that all folders and subfolders of the Support folder is copied over.
   >
   > It is important you follow these guidelines to ensure a successful installation:
   >
   > - You must maintain the `Support` folder structure.
   > - The `Support` folder must reside in the root of the folder where the MSI file is stored.

2. Open Control Panel, double-click **Administrative Tools**, and then double-click **Active Directory Users and Computers**.

   The *Active Directory Users and Computers* window appears.

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

   The *Properties* dialog box appears.

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

   The *Group Policy Object Editor* dialog box appears.

5. Browse to **Computer Configuration\Software Settings**.

6. Right-click **Software Installation**, select `New > Package`, and then browse to and select the MSI file from step 1.

7. In the *Deploy Software* section, click **Advanced**, and then click **OK**.

8. Click the **Modifications** tab, click **Add**, and then browse to and select the MST file from step 1.

9. Click **OK** to apply the MST file to the MSI file.

10. Close all open windows and dialog boxes.

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

Deploying the software using third-party imaging or remote management software

This procedure shows how to deploy SMART software using Group Policy-based deployment software.

For information about deploying SMART software using your organization's third-party imaging or remote management software, see the software's documentation.

> **Notes**
>
> - This procedure may vary depending on your version of Windows operating system and your system preferences.
> - Ensure your domain controller has Windows Installer 4.5 or higher.

To deploy the MSI installer using group policy

1. Copy all contents of the admin .zip file (including subfolders) to `\\[Domain Controller]\NETLOGON`, where `[Domain Controller]` is your domain controller.

   > **Important**
   >
   > - If you want users to be able to view and use the handwriting recognition feature in a language other than English, you must also copy the `Support` folder to `\\[Domain Controller]\NETLOGON`.
   > - The installer looks for handwriting recognition resources in the `Support` folder only. The `Support` folder is located in the downloaded .zip file.
   > - To make sure both Gallery and Lesson Activity Toolkit install and operate correctly, verify that all folders and subfolders of the `Support` folder is copied over.
   > - It is important you follow these guidelines to ensure a successful installation:
   >   - You must maintain the `Support` folder structure.
   >   - The `Support` folder must reside in the root of the folder where the MSI file is stored.

2. Open the *Active Directory Users and Computers* window from the Windows Control Panel under **Administrative Tools**.
3. Right-click your domain, and then select **Properties**. The *Properties* dialog box opens.
4. Open the *Group Policy* tab, and then click **Edit**. The *Group Policy Object Editor* dialog box opens.

5. Browse to **Computer Configuration\Software Settings**.
6. Right-click **Software Installation**, select `New > Package`, and then browse to and select the MSI file from step 1.
7. In the *Deploy Software* section, click **Advanced**, and then click **OK**.
8. Click the *Modifications* tab, click **Add**, and then browse to and select the MST file from step 1.
9. Click **OK** to apply the MST file to the MSI file.
10. Close all open windows and dialog boxes.

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

Chapter 6 **Activating the software**

Activating by provisioning teachers 31
Activating using a product key 32
Activating when using the system imaging deployment 32
Activating when using the network deployment method 33
Troubleshooting the activation after software installation 34
Activating SMART Notebook Math Tools 35
Checking for and applying renewals for product keys 35
Returning activations 37
Returning activations when using the provision email method 37
Returning activations when using the product key method 37

Depending on the activation method you chose (provisioning or product key), you can activate a teacher's access either during deployment or after.

Activating by provisioning teachers

Activation is managed through the SMART Admin Portal and can take place either before or after SMART Notebook is deployed.

When performing mass deployments of SMART Notebook, activation requires minimal work if you've chosen to provision the teacher's email address rather than use product keys.

To activate a teacher's access to SMART Notebook when their email has been provisioned

1. Provision each teacher's email address in the SMART Admin Portal before you install the software. See page 13.
2. After a teacher's email has been provisioned, give that address to the teacher and have the teacher use it to create a SMART Account. See *Appendix B Help teachers set up a SMART Account* on page 46.
3. Have the teacher sign in to their SMART Account in SMART Notebook.

Activating using a product key

If you want to activate SMART Notebook software during deployment, you can use either of the following practices, depending on your deployment method:

- System imaging
- Network deployment

Activating when using the system imaging deployment

If you are using a system imaging method to deploy SMART Notebook, do not activate the software before you freeze the image. Activation is linked to the hardware identifier of the computer on which the software is installed and activated. If you clone a hard drive image that has software which has been installed and activated, you must activate the software on each cloned computer after installation.

To activate Notebook when using the system imaging deployment method

1. Before freezing the image, use the SMART Install Manager's Delayed Activation option to register your product key on the system (see *Delay Activation* in the table under SMART Install Manager controls, page 21).

   > **Important**
   >
   > Do not activate the software before you freeze the image.

2. Deploy the image.

   After the image is deployed, SMART Notebook software will prompt you to activate the registered product key (see *Delay Activation* in the table under SMART Install Manager controls, page 21).

Activating when using the network deployment method

To activate Notebook when using the network deployment method

If you use a network deployment tool, such as Group Policy software installation, startup scripts, or Microsoft SCCM, you can specify your product key normally in the SMART Install Manager (see *Using the SMART Install Manager* on page 18).

OR

Run the following command:

```
"C:\Program Files (x86)\Common Files\SMART Technologies\SMART Activation
Wizard\activationwizard.exe" --puid=notebook_14 --m=[Value] --v=5 --a
[Optional flags] --uipack=notebook_10 --pks="[Product keys]"
```

Where

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

  OR

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

- `[Optional flags]` are options you can include to configure the activation wizard:

Flag	Purpose
`--monitor=Number`	Specify the monitor to display the activation wizard.
`--proxy=Host:Port`	Specify the proxy host and port number to use for activation.
`--proxyuser=User`	Specify the proxy user name to use for activation.
`--proxypassword=Password`	Specify the proxy password to use for activation.
`--locale=Code`	Display the activation wizard user interface in a specific language, where `[Code]` is your language code (see *Installation language files and codes* on page 52).

- Where `[Product keys]` are one or more software product keys, separated by commas.

Activation will occur during installation on each computer.

Troubleshooting the activation after software installation

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

- **Imaging a computer:** The software was activated before the computer's image was frozen.
- **Reverting a computer to an earlier state:** If you use system recovery or protection software that periodically restores the computer to an earlier state, you might need to activate the software before locking the computer to prevent the activation record from being cleared each time the computer is restored.

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

> **Note**
>
> SMART Product Drivers and SMART Ink don't require activation.

To activate SMART software after installation

Run the following command:

```
"C:\Program Files (x86)\Common Files\SMART Technologies\SMART Activation
Wizard\activationwizard.exe" --puid=notebook_14 --m=[Value] --v=5 --a
[Optional flags] --uipack=notebook_10 --pks="[Product keys]"
```

Where

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

  OR

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

- `[Optional flags]` are options you can include to configure the activation wizard:

Flag	Purpose
`--monitor=Number`	Specify the monitor to display the activation wizard.
`--proxy=Host:Port`	Specify the proxy host and port number to use for activation.
`--proxyuser=User`	Specify the proxy user name to use for activation.
`--proxypassword=Password`	Specify the proxy password to use for activation.
`--locale=Code`	Display the activation wizard user interface in a specific language, where `[Code]` is your language code (see *Installation language files and codes* on page 52).

- Where `[Product keys]` are one or more software product keys, separated by commas.

Activating SMART Notebook Math Tools

SMART Notebook Math Tools have been discontinued, and new product keys are no longer available for purchase. However, if you have an existing product key for Math Tools, use this procedure to activate Math Tools.

To activate only SMART Notebook Math Tools software after installation

Run the following command:

```
"C:\Program Files (x86)\Common Files\SMART Technologies\SMART Activation
Wizard\activationwizard.exe" --puid=notebook_14 --m=[Value] --v=5 --a
[Optional flags] --uipack=notebook_10 --pks="[Product keys]"
```

Where

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

  OR

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

- `[Optional flags]` are options you can include to configure the activation wizard:

Flag	Purpose
`--monitor=Number`	Specify the monitor to display the activation wizard.
`--proxy=Host:Port`	Specify the proxy host and port number to use for activation.
`--proxyuser=User`	Specify the proxy user name to use for activation.
`--proxypassword=Password`	Specify the proxy password to use for activation.
`--locale=Code`	Display the activation wizard user interface in a specific language, where `[Code]` is your language code (see *Installation language files and codes* on page 52).

- Where `[Product keys]` are one or more software product keys, separated by commas.

Checking for and applying renewals for product keys

If your school has purchased maintenance or subscription licenses, SMART software attempts to renew the licenses automatically every 24 hours whenever SMART Notebook is running, or the next time SMART Notebook is started. However, you can run a command to check for renewals explicitly. Using a command line, you can renew all keys or specific keys.

> **Tip**
>
> Use SMART Product Update (SPU) to retrieve the activation status for SMART Notebook. See smarttech.com/kb/171533.

To check for and apply renewals for all keys using a command line

For unattended installations, run the following command:

```
"C:\Program Files (x86)\Common Files\SMART Technologies\SMART Activation
Wizard\activationwizard.exe" --m=15 --v=5 --renewal-mode=all
```

OR

For user interface mode, run the following command:

```
"C:\Program Files (x86)\Common Files\SMART Technologies\SMART Activation
Wizard\activationwizard.exe" --m=16 --v=5 --renewal-mode=product
--puid=notebook_14 --uipack=notebook_10
```

To check for and apply renewals for specific keys using a command line

For unattended mode installations, run the following command:

```
"C:\Program Files (x86)\Common Files\SMART Technologies\SMART Activation
Wizard\activationwizard.exe" --m=15 --v=5 --renewal-mode=product
--puid=notebook_14 --pks="[Product keys]"
```

Where `[Product keys]` are one or more software product keys separated by commas.

OR

For user interface mode, run the following command:

```
"C:\Program Files (x86)\Common Files\SMART Technologies\SMART Activation
Wizard\activationwizard.exe" --m=16 --v=5 --renewal-mode=product
--puid=notebook_14 --uipack=notebook_10 --pks="[Product keys]"
```

Where `[Product keys]` are one or more software product keys separated by commas.

Returning activations

If you gave teachers access by provisioning them, use the SMART Admin Portal to remove a teacher from a subscription and return the seat to the subscription. If you used the product key method to activate a teacher's access, you can use the command-line script to return the product key. To learn more about removing teachers from a subscription, visit the SMART Admin Portal support page (support.smarttech.com/docs/redirect/?product=softwareportal)

Returning activations when using the provision email method

Returning a teacher's access is managed in the SMART Admin Portal. To do this, visit adminportal.smarttech.com and sign in to the SMART Admin Portal. Then, follow the instructions on the SMART Admin Portal's support page (see support.smarttech.com/docs/redirect/?product=softwareportal&context=AddRemoveUsers).

Returning activations when using the product key method

You can deploy an activationwizard.exe command across the network to return the activation from several computers, making the product key available for use on other computers.

You can specify multiple keys in one command by using the command format below.

To return product keys

Run the following command:

```
"C:\Program Files (x86)\Common Files\SMART Technologies\SMART Activation
Wizard\activationwizard.exe" --puid=notebook_14 --m=4 --v=5 --return --pks="
[Product keys]"
```

Where `[Product keys]` is one or more software product keys separated by commas.

Chapter 7 **Updating the software**

SMART periodically releases updates to its software. These updates add new features and resolve issues. SMART may provide updates in two file formats in the installation package:

- Windows Installer update installation packages (MSI files)
- Windows Installer patches (MSP files)

MSI is the most common installation package available, and this guide provides instructions only for updating using MSI files. The less common MSP files are available only for select updates as identified on the SMART website. If an MSP update is provided, see smarttech.com/kb/171532 for complete instructions on completing an update with an MSP file.

> **Note**
>
> If SMART Product Update (SPU) is installed, updates appear in the SPU window and can be applied locally if the teacher has administrative permissions for the computer.

> **Important**
>
> You cannot roll back an update after installing it on the teachers' computers. You must uninstall the full version of the software using Control Panel or the command-line interface (see *Chapter 8 Uninstalling SMART Notebook* on page 40), and then reinstall the previous version of the software.

To download the installer files

1. Go to smarttech.com/products/education-software/smart-learning-suite/admin-download.
2. Select the latest version of SMART Notebook.
3. Select **Windows** as the operating system.
4. Select the **MSI installer**.
5. Click **DOWNLOAD - WINDOWS**.
6. Extract and save the installation packages in a location on your network that's accessible to all computers on which you plan to install the software. When the third-party installation packages are unzipped, they can be found in the root of the Support folder.

To run a software update using a Windows Installer update installation package (MSI file)

Run the following command:

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

Where

- `[Path]` is the path to the MSI file.
- `[Parameter]` is the installation parameter (see page 26).

> **Important**
>
> Do not include the `REINSTALLMODE` and `REINSTALL` properties.

Chapter 8 **Uninstalling SMART Notebook**

Using the SMART Uninstaller to uninstall SMART software 40
Using the SMART Uninstaller command-line interface 41
Other commands 43

After you deactivate the teacher's access to SMART Notebook, you can use the SMART Uninstaller to uninstall the software. The benefit of using the SMART Uninstaller over the Windows control panel is that you can select other SMART software that's installed on the computer, such as SMART Product Drivers and Ink, to remove at the same time as SMART Notebook. The software is also uninstalled in the correct order.

Using the SMART Uninstaller to uninstall SMART software

You can uninstall SMART Notebook and other SMART software from individual computers using the SMART Uninstaller.

To uninstall SMART Notebook using the SMART Uninstaller

1. In Windows 8.1 operating system, go to the *Apps* screen and then scroll to and select **SMART Technologies > SMART Uninstaller**.

   OR

   In Windows 10 operating system, click **Start**, and then scroll to and select **SMART Technologies > SMART Uninstaller**.

   OR

   In Windows 11 operating system, click **Start > All apps**, and then scroll to and select **SMART Technologies > SMART Uninstaller**.

2. Click **Next**.

3. Select the check boxes of the SMART software and supporting packages that you want to uninstall, and then click **Next**.

   > **Notes**
   >
   > - Some SMART software depends on other SMART software. If you select this software, the SMART Uninstaller automatically selects the software that depends on it.
   > - SMART Uninstaller automatically uninstalls supporting packages that are no longer being used.
   > - If you uninstall all SMART software, SMART Uninstaller automatically uninstalls all supporting packages, including itself.

4. Click **Uninstall**.

   SMART Uninstaller uninstalls the selected software and supporting packages.

5. Click **Finish**.

> **Note**
>
> If you installed SMART Notebook using the MSI installer, you will also need to use the SMART Uninstaller command-line interface (see page 41) to remove the MSI package itself (which appears as SMART Education Software on the computer).

Using the SMART Uninstaller command-line interface

In addition to the user interface, SMART Uninstaller provides a command-line interface. You can use this interface to automate the removal of SMART Notebook and uninstall SMART Notebook remotely.

> **Note**
>
> SMART recommends that you copy SMART Uninstaller to a temporary location before running command lines and prefix command lines with `start /wait`.

To uninstall all SMART software

1. Copy SMART Uninstaller to a temporary location by running one of the following commands:

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

2. Uninstall all software by running the following command:

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

3. Delete the copy of SMART Uninstaller in the temporary location by running the following command:

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

To uninstall SMART software by product name

1. Copy SMART Uninstaller to a temporary location by running one of the following commands:

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

2. Uninstall select software by running the following command:

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

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

3. Delete the copy of SMART Uninstaller in the temporary location by running the following command:

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

To uninstall SMART software by product code

1. Copy SMART Uninstaller to a temporary location by running one of the following commands:

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

2. Uninstall select software by running the following command:

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

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

3. Delete the copy of SMART Uninstaller in the temporary location by running the following command:

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

Other commands

The following is a list of all the commands you can use with SMART Uninstaller.

Command	Description	Notes
`--dry-run`	Runs the command line but doesn't uninstall the software.	This is useful for testing command lines before running them.
`--locale [Language code]` Where `[Language code]` is a language code (for example, `[fr]` for French)	Displays SMART Uninstaller in a language other than the operating system's language.	The appropriate language pack must be installed to display SMART Uninstaller in the language.
`--uilevel [Level]` Where `Level` is one of the following: • `none` • `basic` (default) • `reduced` • `full`	Specifies the user interface that displays when SMART Uninstaller uninstalls the software.	Normally, `[--][uilevel none` is used only in combination with `[--][noui]`.
`--no-auto-remove`	Disables the automatic removal of supporting packages (for example, SMART Common Files) that are no longer required after the selected packages are uninstalled.	This is used only if `--noui` is also included.
`--noui`	Doesn't display the SMART Uninstaller user interface.	Normally, `--noui` is used only in combination with `--uilevel none`.
`--uninstall-all`	Uninstalls all detected SMART packages.	[N/A]
`--uninstall [Product names]` Where `[Product names]` is a comma delimited list of product names	Uninstalls the specified products.	[N/A]
`--uninstall-pc [Product codes]` Where `[Product codes]` is a comma delimited list of product codes. See *Appendix F Product codes* on page 61.	Uninstalls the specified products.	[N/A]

Appendix A **Determining the best activation method**

There are two ways to activate your or your teachers' access to SMART Notebook. Use the guidance on this page to determine which method is best for you.

In the SMART Admin Portal, you still have a product key (or multiple product keys) attached to your subscription. You can use a product key to activate SMART Notebook software on a computer, but it is more beneficial to provision a teacher's email address. Provisioning grants access to a person, allowing teachers to sign in through their SMART Accounts and use all SMART Learning Suite software on any device on which it's installed. Using a product key activates SMART Notebook only on a specific computer.

The following table outlines the main differences between each method. Review this table to determine which method works for your school.

Feature	Provisioning emails	Product key
Simple activation	Teachers sign in to their SMART Account	The product key is entered
SMART Account sign in required	When teachers sign in to their SMART Account in SMART Notebook, it activates their access to the software and popular features, such as student device contributions and sharing lessons to Lumio and a SMART Board interactive display with iQ. The SMART Account is also used to sign in to SMART Exchange and access free training resources on smarttech.com.	Signing in does not activate a teacher's access. Teachers must enter their product key separately. Teachers sign in to their SMART Account in SMART Notebook to access to popular features, such as enabling student device contributions and sharing lessons to Lumio.
Home use	Assigning a user to your school's subscription provisions that user to sign in to their SMART Account and use SMART software on any device on which it's installed for as long as the subscription is active. The activation follows the user, not the computer. To use SMART Notebook at home, teachers just download and install the software, then sign in to their account.	Activating desktop software with a product key works for that one computer. A product key follows the computer only. Although teachers could use the same product key to activate SMART Notebook on a home computer, more product key seats from your school's subscription might be used. Activation with a product key provides no way to revoke the activation, such as when a teacher starts working for a different district or in the event of unauthorized use of a product key.

Feature	Provisioning emails	Product key
Subscription renewal management	When the subscription is renewed, you only have to manage it from the SMART Admin Portall. Also, if your organization has multiple product keys, renewals are easier to manage because provisioning is not associated with a single product key in the SMART Admin Portal. If a product key expires and is not renewed or a new product key was purchased or given to you when your school renewed its subscription, the provisioning can be moved to another active product key without requiring the teacher to change anything in the software.	The product key entered must be renewed. Otherwise, you must give teachers an active product key from your school's subscription and have them enter it in SMART Notebook.
Activation control and security	You can deactivate a provisioned account from the SMART Admin Portal, so there's no risk of a product key being shared or used outside your organization.	After you share a product key or enter it in SMART Notebook, the product key is always visible in the SMART Notebook interface. There is no way to prevent teachers sharing their key or using it to activate SMART Notebook on more than one computer. This can affect the available seats associated with a product key and subscription. There's no way to control the number of activations on a single product key.
Return a departing teacher's access	If a teacher departs the school, you can easily deactivate the provisioned account and return the seat to the school's subscription.	Before a teacher departs, you must deactivate SMART Notebook on the teacher's work computer and home computer (if applicable). There is no way to revoke a product key on a computer that has stopped working or is inaccessible.

Appendix B **Help teachers set up a SMART Account**

Why teachers need a SMART Account 46
How teacher's can register for a SMART Account 47

The SMART Account connects the whole SMART Learning Suite for a teacher. Additionally it is used for the provision email activation method. Even if your school used the product key method to activate your access to SMART Notebook, you still need to have a SMART Account to access certain features in SMART Notebook.

Why teachers need a SMART Account

When using SMART Notebook, teachers need to sign in using their SMART Account credentials to access premium features and use many common features, such as:

- Create interactive activities and assessments and enable student device contributions for those activities and assessments
- Keep the same class code when students sign in to play collaborative activities
- Share SMART Notebook lessons to their SMART Account so they can and present those lessons on any device using Lumio by SMART or using the embedded Player app on a SMART Board interactive display with iQ
- Share lessons with an online link
- Upload and share SMART Notebook lessons with their students through Lumio. This enables teachers to share or present their lessons from any device, regardless of operating system. This is particularly beneficial for schools that use Chromebooks.

How teacher's can register for a SMART Account

To register for a SMART Account, teachers need an existing Google or Microsoft account profile—ideally from an account provided by their school for Google Suite or Microsoft Office 365.

To learn more about how to create a teacher's SMART Account, see support.smarttech.com/docs/redirect/?product=smartaccount&context=teacher-account.

Appendix C **Installing and maintaining Gallery content**

Configuring Gallery content using SMART Install Manager 48
Updating and adding Gallery content locations 49

Gallery content includes the following:

- Gallery Essentials, which is a collection of educational photos, images, and audio files compatible files.
- Lesson Activity Toolkit, which contains objects teachers can use to create their own lesson activities.

Configuring Gallery content using SMART Install Manager

If you're customizing the software using SMART Install Manager, complete the procedure in this section to configure Gallery content.

To configure Gallery content using SMART Install Manager

1. Open the software installation package in SMART Install Manager.
2. Click **Product Selection**.
3. Select **SMART Notebook** (and any other products you want to install).
4. Click **Gallery Content**.

   The *Gallery Content* page appears.
5. Select the Gallery content (**Gallery Essentials** and/or **Lesson Activity Toolkit**) to be installed on each computer:
6. Publish your changes, and then deploy the files.

   If you loaded the ESI .EXE with Install Manager, publish will produce a .xml file.

   If you loaded the ESI .MSI with Install Manager, publish will produce a .mst file.

7. Make sure the .xml or .mst file is saved into the same folder as the ESI installation package to be deployed.

Updating and adding Gallery content locations

After you install SMART Notebook, you can make changes to Gallery content in a number of ways:

Action	Reason
Start the software in Administration mode	Before you can make changes to content folders, you must start the software in Administration mode.
Change the location of the My Content folder	Teachers and students can use the My Content folder to store content for their individual use. You can specify the location of the My Content folder during or after installation.
Create or connect to a Team Content folder	All users can create new content and save it in their My Content folders. To allow users to share content, you must create or connect to a Team Content folder. **Tip** If you create a Team Content folder on a computer's hard disk, the folder is available only to users of that computer. However, if you create a Team Content folder on the network, the folder is available to all users on the school's network with read and write access to the folder.
Connect to an RSS feed	You can connect to a public or private RSS feed to send information to your school's SMART Notebook software through the Gallery tab. RSS is a format for delivering regularly changing web information. Many news-related websites, blogs, and other publishers broadcast as RSS feeds.

To start SMART Notebook software in Administration mode

1. Open a command prompt window.
2. Run the following command:

   ```
   "[Path]\Notebook.exe" /admin
   ```

   Where `[Path]` is the path to the SMART Notebook software program folder.
3. Click **ENTER**.

To change the location of the My Content folder after installation

1. Start the software in Administration mode.
2. Click the **Gallery** tab.
3. Click the **Click here for more Gallery options** icon , and then select **Administration: Content Locations**.

   The *Administration: Content Locations* dialog box appears.
4. Click **Browse**.
5. Browse to and select the new **My Content** folder, and then click **OK**.
6. Click **Close**.
7. Close the software.

To create a new Team Content folder

1. Start the software in Administration mode.
2. Click the **Gallery** tab.
3. Click the **Click here for more Gallery options** icon, and then select **Administration: Content Locations**.

   The *Administration: Content Locations* dialog box appears.
4. Click **Connect to Team Content**.
5. Browse to and select the folder you want to designate as a Team Content folder, and the click **OK**.

   > **Note**
   >
   > The software adds an `imsmanifest.xml` file to the Team Content folder after you click **OK**.
   >
   > This file identifies the folder as a Team Content folder.
6. Click **Close**.
7. Close the software.

To connect to an existing Team Content folder

1. Start the software in Administration mode.
2. Click the **Gallery** tab.
3. Click the **Click here for more Gallery options** icon, and select **Administration: Content Location**.

   The *Administration: Content Location* dialog box appears.
4. Click **Add Existing**.

5. Browse to and select the Team Content folder, and then click **OK**.
6. Click **Close**.
7. Close the software.

To disconnect a Team Content folder

1. Start the software in Administration mode.
2. Click the **Gallery** tab.
3. Click the **Click here for more Gallery options** icon, and then select **Administration: Content Locations.**

   The *Administration: Content Locations* dialog box appears.
4. Select the folder in the *Team Content* list, and then click **Remove**.

   > **Important**
   >
   > If you installed the Gallery Essentials and Lesson Activity Toolkit collections, folders for those collections appear in the Team Content list. Do not remove these folders from the list, or users will not be able to access these collections.
5. Click **Close**.
6. Close the software.

To connect to an RSS feed

1. Start the software in Administration mode.
2. Click the **Gallery** tab.
3. Click the **Click here for more Gallery options** icon , and then select **Administration: Content Locations**.

   The *Administration: Content Locations* dialog box appears.
4. Type the URL of the RSS feed in the *Online Resources* box.
5. Click **Close**.
6. Close the software.

Appendix D **Language files and codes**

Installation language files and codes 52
Handwriting recognition resources 53

Installation language files and codes

Language	Code	File
English (U.S.)	1033	**1033.mst**
English (UK)	2057	**2057.mst**
Arabic	1025	**1025.mst**
Chinese (Simplified)	2052	**2052.mst**
Chinese (Traditional)	1028	**1028.mst**
Czech	1029	**1029.mst**
Danish	1030	**1030.mst**
Dutch	1043	**1043.mst**
Estonian	1061	**1061.mst**
Finnish	1035	**1035.mst**
French (France)	1036	**1036.mst**
German	1031	**1031.mst**
Greek	1032	**1032.mst**
Hebrew	1037	**1037.mst**
Hungarian	1038	**1038.mst**
Italian	1040	**1040.mst**
Japanese	1041	**1041.mst**
Kazakh	1087	**1087.mst**
Korean	1042	**1042.mst**
Latvian	1062	**1062.mst**
Lithuanian	1063	**1063.mst**
Norwegian	1044	**1044.mst**
Polish	1045	**1045.mst**

Language	Code	File
Portuguese (Brazil)	1046	**1046.mst**
Romanian	1048	**1048.mst**
Russian	1049	**1049.mst**
Spanish (Spain)	1034	**1034.mst**
Slovak	1051	**1051.mst**
Slovenian	1053	**1053.mst**
Swedish	1060	**1060.mst**
Turkish	1055	**1055.mst**
Ukrainian	1058	**1058.mst**
Vietnamese **Note** The SMART Notebook installer doesn???t support Vietnamese translations.	N/A	**N/A**

Handwriting recognition resources

The SMART Learning Suite 16 and later language packs contain handwriting recognition resources only. Additional localization resources previously contained in language packs are included in the product installation files.

File	Code
arabic_handwriting.msi	{648C7144-1B6F-497B-9F1A-6DFE8773816E}
chinese_(simplified)_handwriting.msi	{CA05B824-9AA6-455B-8DF5-2453C865FAF3}
chinese_(traditional)_handwriting.msi	{74B9E115-5E23-4928-92E3-73B8631AA524}
czech_handwriting.msi	{65A75580-36A0-4490-8181-0967DD6C1464}
danish_handwriting.msi	{6218930D-3F77-4768-8C43-CD3FA4168914}
dutch_handwriting.msi	{B4D49CAE-EF29-4775-B0BA-0DFD6B2D69D9}
english_(united_kingdom)_handwriting.msi	{B5D5D9DC-3361-43D7-ADED-916CC6E90A03}
estonian_handwriting.msi	{87C03A3D-8B0B-424D-AE43-4ECD74C3CC8E}
finnish_handwriting.msi	{D2BFFB26-00CD-4CA3-932F-818A5C8C7CD8}
french_handwriting.msi	{EF73F0B8-7EBE-4D36-92FA-6BF638F52732}
german_handwriting.msi	{2B73B4A7-03E4-437F-9E7F-AE533A93D4A2}
greek_handwriting.msi	{5066774D-FF40-45EA-B797-F7F36DBC70B7}
hebrew_handwriting.msi	{3623E3DE-104A-4651-B8E3-9D2851636A2F}
hungarian_handwriting.msi	{3AE061AF-B255-4052-9918-849AD4FE0C56}
italian_handwriting.msi	{AF09A64A-245A-458A-8290-421D611A21F5}

File	Code
japanese_handwriting.msi	{3FB8FA79-CAF4-47CD-A599-D68F72D1CAD1}
kazakh_handwriting.msi	{36D656E4-A38A-4D54-A58E-7A4AC2CDE5F4}
korean_handwriting.msi	{C106402C-BC3E-4EA4-A3AE-6BDBCB785DC3}
latvian_handwriting.msi	{0EB8A795-CCF7-46CD-9E8A-1739A539A382}
lithuanian_handwriting.msi	{EE96CAF4-2439-4CD9-BFF7-DC3DFBC7781B}
malay_handwriting.msi	{33A07CFE-B356-45A7-B2E5-99F536CC84B9}
norwegian_handwriting.msi	{AE4A8476-F602-4FC0-A40D-336DC76DD7EE}
polish_handwriting.msi	{11725848-ECA6-4E79-874C-E59D1DA6A122}
portuguese_(brazil)_handwriting.msi	{3C2062D0-82F6-4CE3-ADAD-F993CBE2F4F5}
romanian_handwriting.msi	{84BCEABF-4624-447D-89D8-5D0B5F4DFFBC}
russian_handwriting.msi	{4CF5A60A-8E02-4376-A9F5-8C343D473FCD}
slovak_handwriting.msi	{5E6F10F3-9006-4F78-B231-18866B792E06}
slovenian_handwriting.msi	{A85B8742-487B-4D66-92C2-1687F23889A8}
vietnamese_handwriting.msi	{7EE498CF-EFBC-4B15-B42D-0DBAE6FBC693}
spanish_handwriting.msi	{62F6F0A3-FB04-4FDF-ABB4-11F3A042EB8A}
swedish_handwriting.msi	{9B9B50A8-84A4-4547-A9E5-FA3868CDF78B}
turkish_handwriting.msi	{9D3E3459-395A-4514-8C67-064C123C77C4}
ukrainian_handwriting.msi	{CEAEC5BE-99AA-4D82-A06D-4D5B5895DB3F}
vietnamese_handwriting.msi	{A85B8742-487B-4D66-92C2-1687F23889A8}

Appendix E **Windows Installer properties**

Use the following properties if you plan to use a third-party tool and Windows Installer properties to customize the installation of SMART software.

Property	Allowed values	Notes
General properties		
TRANSFORMS	[String]: A language MST file for the installation (see *Installation language files and codes* on page 52).	Ensure the specified MST file is in the same folder as the MSI file. This property defines the language of the installer's user interface and the installed software's icons and shortcuts. It doesn't define the installed software's user interface language. The installed software uses the computer's operating system language if it's supported, or English (U.S.) if not. You can also use the TRANSFORMS property to apply an MST file created by SMART Install Manager or a third-party tool.
MSIFASTINSTALL	1: Disable creating a system restore point. 0 (default): Ask Windows to create a system restore point.	This property applies to the complete installer (EXE) only. The MSI installer follows Windows Installer conventions and doesn't create a system restore point in quiet (/qn) mode, but asks Windows to create a system restore point in full, reduced or basic UI modes. By default, Windows 8.1 operating system and later creates a maximum of one system restore point in a 24-hour period.
ACTIVATE_LICENSE	1 (default): Register the product keys and automatically activate the software. 0: Register the product keys and don't automatically activate the software (delay activation). Registered keys can be activated when users start SMART Notebook software.	Delaying activation (0) is useful for uniform deployments that include users who don't use SMART Notebook software. Only users who start SMART Notebook software activate registered keys and consume a license.
DISABLE_NAG	1: Prevent the software activation reminder from appearing after SMART Notebook software starts. 0 (default): Allow the software activation reminder to appear after SMART Notebook software starts.	When 1 is selected, the software activation reminder appears only when the SMART Notebook software trial period expires.
INSTALL_BOARD	1: Install SMART Product Drivers. [Empty string]: The product is turned off.	[N/A]

Property	Allowed values	Notes
LAUNCH_SYSTEM_MENU	1 (default): Automatically start SMART System Menu after installation and each time the system is started. [Empty string]: Don't automatically start SMART System Menu after installation and each time the system is started.	[N/A]
INSTALL_INK	1: Install SMART Ink [Empty string]: The product is turned off.	[N/A]
INSTALL_NOTEBOOK	1: Install SMART Notebook software. [Empty string]: The product is turned off.	[N/A]
NB_PROD_KEY	[String]: The 25-character product key for SMART Notebook software you received from SMART.	[N/A]
MATH_PROD_KEY	[String]: The 22- or 25-character product key for SMART Notebook Math Tools software you received from SMART.	[N/A]
UNINSTALL_EXISTING	1: Remove SMART software products available in the current SMART Learning Suite package found on any machine on your system (except any SMART products you included in your command). [Empty string] (default): Upgrade all SMART Learning Suite software found on your system, even if the SMART software isn't selected above.	This enables you to remove any software in the current package that isn't included in your command.
INSTALLDIR	[String]: Type the path to your preferred folder where program installation files are stored. Once you specify the path, selected programs are installed in sub-directories of this location	[N/A]
DESKTOP_ICONS	1 (default): Creates desktop shortcuts to the software. [Empty string]: Does not create desktop shortcuts.	[N/A]
CR_ENABLED	1 (default): Enables SMART Technologies Error Report. 0: Disables SMART Technologies Error Report.	[N/A]
ENABLE_SLS_TRIAL	1 (default): Enables the ability for users to start a SMART Learning Suite trial. 0: Disables the ability to start a SMART Learning Suite trial.	A trial provides users with access to the additional SMART Notebook features that come with the subscription.
ENABLE_EXPIRY_WARNINGS	1 (default): Enables in-product subscription expiry notifications. 0: Disables in-product subscription expiry notifications.	If enabled, SMART Notebook will display a notification for upcoming subscription expiry at at 95, 55, 25, and 15 days before the expiry date. This notification is only displayed once for each time interval.

SPU properties

Property	Allowed values	Notes
INSTALL_SPU	1 (default): Install SPU in Full mode. 2: Install SPU in Dashboard mode. 0: Don't install SPU.	In Full mode, SPU shows which SMART software is installed, the software's activation status (if applicable), and indicates whether updates are available. In Dashboard mode, SPU shows which SMART software is installed and the software's activation status is (if applicable). It does not indicate availability of updates for the installed software.
SPU_TIME_FRAME	[Integer]: The time in days (1 to 60) between SPU checks.	By default, SPU checks for product updates every 30 days. This property is applicable only if you install SPU.
PRODUCT_NOTIFICATION	1 (default): Notify the user when updates are available from SPU. 0: Don't notify the user when updates are available from SPU.	This property is applicable only if you install SPU.
INVALIDATE_HKCU_INTERVAL	1: Remove existing **Check for updates** and **Notify users about SMART product updates** values the next time the user runs SPU. 0 (default): Don't remove existing **Check for updates** and **Notify users about SMART product updates** values the next time the user runs SPU.	This enables administrators to push new values for these settings to computers and ensures the new values are accepted. Individual users can still modify these settings
Customer Experience Program properties		
CUSTOMER_LOGGING	1 (default): Enable the Customer Experience Program. 0: Disable the Customer Experience Program.	[N/A]
SMART Notebook software properties		
FULL_GALLERY	1: Install the full Gallery. [Empty string]: The Gallery is turned off.	[N/A]
LAT_CONTENT	1: Install the Lesson Activity Toolkit collection. [Empty string]: The Lesson Activity Toolkit is turned off.	[N/A]
TEAM_CONTENT_PATH	[String]: Specify the path to the `Team Content` folder, which is a location on your school's network where users can store shared content.	You must specify a path to an existing folder in this property.
MY_CONTENT	[String]: Specify the path to the `My Content` folder, which is a location on the user's computer where he or she can store individual content.	You can include environment variables in the path. This property is useful if you want to store content in a shared network folder so users can access their `My Content` folder from any computer on the network.
PRINT_CAPTURE	1 (default): Install the Print Capture Driver. [Empty string]: Don't install the Print Capture Driver.	The Print Capture Driver is a printer driver that enables users to export content from other programs to SMART Notebook software by using the SMART Notebook Document Writer.

Property	Allowed values	Notes
INSTALL_DOCCAM_DRIVERS	1 (default): Enable the registration of SMART Document Camera drivers. [Empty string]: Disable the registration of SMART Document Camera drivers.	Disable the registration of SMART Document Camera drivers if they conflict with existing third-party drivers on the computer.
ENABLE_NB_FIREWALL	1 (default): Allow SMART Notebook software to communicate through the Windows Firewall for advanced NBSDK functionality. 0: Don't allow SMART Notebook software to communicate through the Windows Firewall. SMART Notebook software can listen locally but is unable to communicate through the Windows Firewall.	This property updates the Windows Firewall exception list for Domain and Private networks.
SMART Product Drivers properties		
START_SNMP_SERVICE	1: Start Simple Network Management Protocol (SNMP) when the user logs on. 0 (default): Don't start SNMP when the user logs on.	[N/A]
INSTALL_UNSIGNED_DRIVERS	1: Enable the registration of unsigned third-party drivers. 0 (default): Disable the registration of unsigned third-party drivers.	If you enable the registration of unsigned third-party drivers, the installation process could ask users if they trust the makers of the drivers during installation. This can cause issues if you deploy the installation in Silent mode. Therefore, it's best to disable the registration of third-party drivers if you deploy the installation in Silent mode.
SMART Ink properties		
LOSU_INK	1 (default): Start SMART Ink when the user logs on. 0: Don't start SMART Ink when the user logs on.	[N/A]
Handwriting recognition resources properties Select up to 18 handwriting recognition resources if you're running an administrator installation with the `SMARTLearningSuite.msi` file (see smarttech.com/kb/170081).		
AR	1: Install the Arabic handwriting recognition resource.	[N/A]
ZH_CN	1: Install the Chinese (Simplified) handwriting recognition resource.	[N/A]
ZH_TW	1: Install the Chinese (Traditional) handwriting recognition resource.	[N/A]
CS	1: Install the Czech handwriting recognition resource.	[N/A]
DA	1: Install the Danish handwriting recognition resource.	[N/A]
NL	1: Install the Dutch handwriting recognition resource.	[N/A]
EN_GB	1: Install the English (UK) handwriting recognition resource.	[N/A]

Property	Allowed values	Notes
ET	1: Install the Estonian handwriting recognition resource.	[N/A]
FI	1: Install the Finnish handwriting recognition resource.	[N/A]
FR	1: Install the French handwriting recognition resource.	[N/A]
DE	1: Install the German handwriting recognition resource.	[N/A]
EL	1: Install the Greek handwriting recognition resource.	[N/A]
HE	1: Install the Hebrew handwriting recognition resource.	[N/A]
HU	1: Install the Hungarian handwriting recognition resource.	[N/A]
IT	1: Install the Italian handwriting recognition resource.	[N/A]
JA	1: Install the Japanese handwriting recognition resource.	[N/A]
KK	1: Install the Kazakh handwriting recognition resource.	[N/A]
KO	1: Install the Korean handwriting recognition resource.	[N/A]
LT	1: Install the Lithuanian handwriting recognition resource.	[N/A]
LV	1: Install the Latvian handwriting recognition resource.	[N/A]
MS	1: Install the Malay handwriting recognition resource.	[N/A]
NB	1: Install the Norwegian handwriting recognition resource.	[N/A]
PL	1: Install the Polish handwriting recognition resource.	[N/A]
PT_BR	1: Install the Portuguese (Brazil) handwriting recognition resource.	[N/A]
RO	1: Install the Romanian handwriting recognition resource.	[N/A]
RU	1: Install the Russian handwriting recognition resource.	[N/A]
SK	1: Install the Slovak handwriting recognition resource.	[N/A]
SL	1: install the Slovenian handwriting recognition resource.	[N/A]

Property	Allowed values	Notes
ES	1: Install the Spanish (Spain) handwriting recognition resource.	[N/A]
SV	1: Install the Swedish handwriting recognition resource.	[N/A]
TR	1: Install the Turkish handwriting recognition resource.	[N/A]
UK	1: Install the Ukrainian handwriting recognition resource.	[N/A]
VI	1: Install the Vietnamese handwriting recognition resource.	[N/A]
Internet access properties		
ACC	[Integer]: Enable Internet access for specified components. • 0: No components • 2: Language Setup • 4: SMART Product Update • 8: Customer Experience Program • 13: All components except Language Setup • 15 (default): All components	[N/A]

Appendix F **Product codes**

The following table provides a list of product codes for SMART software. Use these codes when using the command line interface to uninstall SMART software by product name.

Version	Product code
SMART Notebook software	
11.4	{79660EE7-9C0B-4962-B566-2693FE34719D}
14.0	{4DF72C85-33C5-4297-A0DE-FC6DB766695D}
14.1	{84579080-E961-4DE7-93AB-5E2B81A96387}
14.2	{D4C0DEF0-8D83-4884-91D9-83A07D0F2CB5}
14.3	{18E53BBD-971F-4A77-9620-EB2C1539E308}
15.0	{955F23AC-CABC-4F34-A3E4-3DF2305B64BE}
15.1	{5E112563-E291-4C20-849F-49CE3BAD73D1}
15.2	{E6EE86DD-5B8B-483D-83EB-18B9E1FD9BB8}
16.0	{47F91537-12BD-4B30-8726-5A033FE61CDA}
16.1	{AA217CD3-F8C1-4AEA-A145-5850078BFB17}
16.2	{87948734-3F7C-4E9D-8702-3B05AF3CDA23}
17.0	{6C0FDF5B-142D-4F0D-8DED-3B563A20B033}
17.0.1	{5EBEDBC2-0986-4311-8C52-52C5C69E8182}
17.1	{ACB84BD5-8E84-4103-B611-9836534DED54}
18.0	{A93177EC-FC8C-4DE5-9988-BD36B93D1B66}
18.1	{38AB20FE-C03E-47B2-A769-F2E548031F9B}
19.0	{67A22506-25EF-4F7A-97A8-9293345093E1}
19.0 SP2	{24C8FC45-E93F-4A3A-A377-64DCE1C336C5}
19.1	{F0215213-10A6-43DB-9BE4-3FD3DB5D8E53}
20.0	{4350F5AF-AEBF-4914-BB1C-847AF59E9BEC}
20.1	{A0E11D6C-B1C0-45D4-9415-2254D41323D6}
21.0	{D9469AC3-2946-42CA-B42B-74A226CB7557}
21.1	{E6B6BDFC-54A6-41A2-9796-B4DBFE70D9D6}

Version	Product code
SMART Education Software[1]	
20.0 SP1	{679D2021-F4B5-435D-B026-67E32AA59D46}
20.1	{8BB8648F-33BE-4BBA-98C7-C8B4B98CEB16}
21.0	{0C3CA503-F768-44A9-B17D-E7CB42CA43F7}
21.1	{D3E1128B-360A-431A-8010-1BA2303A80E1}
SMART Product Drivers	
11.4	{53330A17-78DE-458E-9997-292A2D6D3ADD}
11.5	{B1209081-5D82-4F8A-8318-BE7583B6E265}
11.6	{890680EC-2F88-47F0-970C-593081E62593}
12	{111A1715-267A-4387-B63D-D7E6E7D97677}
12.1	{67F35E75-A186-4F80-B291-8283331D5550}
12.2	{C3C9E674-3FD2-4535-B733-C7C62074DC4A}
12.3	{A418B556-1E81-4D42-B54E-979720B3DEBF}
12.4	{BFF16FAE-1B84-40EA-B60E-385F5A392512}
12.5	{696243E7-E4BB-4696-ACF0-C6D2FC012136}
12.6	{1E280E41-ED8E-424C-9EA9-FD52963B21BE} (bundled with SMART Notebook 16.1) {3298B999-38D0-4650-8FB7-3C9E71325465} (bundled with SMART Notebook 16.2)
12.7	{1E280E41-ED8E-424C-9EA9-FD52963B21BE}
12.8	{A292B5F2-F55A-4960-A58F-07569554D321}
12.9	{663AF146-1736-49B3-B96D-A1006692BB0E}
12.10	{91BF2AF1-380E-46EB-A49A-7CFE80B59631}
12.11	{3DC4D966-FBCF-45E5-AC7E-9ED104AA3132}
12.13	{BF782898-838D-4FA4-9D3E-FC6F27E76D89}
12.14	{36BCCBF2-5D85-423F-B759-63582FECE7C2}
12.15	{8F02AE90-9219-42E6-AD41-0C0055227B9B}
12.16	{0405B16D-65AF-4D2F-955B-32E10232A47E}
12.17	{D581DD8E-9728-4006-B8C5-AABC267017CF}
12.17 SP1	{0A465FC2-6380-4AAC-886C-32DDC9C5FF21}
12.17 SP2	{F192AB2E-8BFE-4BB4-90FD-FB22FB0E4E84}

[1]If you installed SMART Notebook using the MSI installer, this additional software may appear. Use these product codes to completely uninstall all SMART Notebook and related software from the computer.

Version	Product code
12.18	{25A5D6C6-7D84-4383-8606-1AB4E7BD71B1}
SMART Ink	
2.0	{5ABC49B5-D0DC-428D-A082-4AEFF6490F04}
2.1	{B4F5D378-9784-442B-97D5-24CAAF3299AA}
2.2	{FC69B741-DC56-4591-97A2-A6BA211B7E76}
2.3	{FAF3CC40-F647-4AA7-84D6-7BD67C4F2362}
2.3.1	{232C8EC0-4856-4EEA-B99F-5FCC4E103A09}
3.1	{52ECF84B-09E9-4C98-B4FD-17EE1BC09921}
3.2	{57E67FAF-87D9-4573-BC7F-C95B1A71287A}
4.0	{A5AEF478-1170-4335-86B8-561328B193EC}
4.1	{7AB1FDF1-6998-43AD-B705-EA8AF7439407}
4.2	{11ECCC34-FC75-4DA0-B13D-E89D1E6661BF}
5.0	{89E25BCE-F949-405E-ADA9-8537B4F4E2B8}
5.1	{A292B5F2-F55A-4960-A58F-07569554D321}
5.2	{A60BAFDD-6BFF-4F65-8364-499ED8EB91DB}
5.3	{1805AF15-EFAC-4C99-824B-81EC8CD6DC66}
5.4	{1B6934C5-BA75-4C7D-B3BA-D73B4DDB42A5}
5.5	{1B6934C5-BA75-4C7D-B3BA-D73B4DDB42A5}
5.6	{B6DB1342-5B04-471D-97C5-9D27C5C1D6CF} (bundled with SMART Notebook 19.0) {431EB801-5D66-409A-B208-AEF76AD7F677} (bundled with SMART Notebook 19.1)
5.7	{3AF320CE-8571-46D1-B2C0-6F95A2E03B9F}
5.8	{3AF320CE-8571-46D1-B2C0-6F95A2E03B9F}
5.9	{3AF320CE-8571-46D1-B2C0-6F95A2E03B9F}
5.10	{050AAB2E-3E99-4238-BAA6-11FF9FD61C06}
5.11	{C51AC57F-280E-4021-BFB4-0A0F10E0DD80}
SMART Common Files	
2013 (11.3)	{BBA07B40-F7C6-44F7-BF08-767F8835685F}
2013 (11.4)	{26A95DBF-A866-4838-A8C9-FA219FCBD22E}

SMART Technologies

smarttech.com/support

smarttech.com/contactsupport

smarttech.com/kb/171729