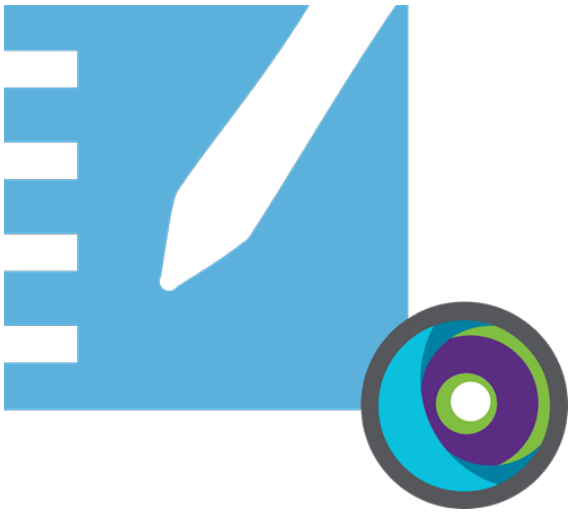


SMART Notebook® 21

Collaborative learning software

Deployment guide

For Mac operating systems

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smarttech.com/docfeedback/171730

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.

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January 31, 2022

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Chapter 1 **Introduction**

This guide explains how to customize and deploy the following software:

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

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 how to complete basic administrative tasks in macOS such as working in Terminal
- Administrative privileges and access to servers
- Access to the internet

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	The Admin installer is 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**

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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	**macOS® operating system**
General	
Supported operating systems	macOS Monterey (12.0) macOS Big Sur (11.0) macOS Catalina (10.15) macOS Mojave (10.14) **Important** Mac computers with Apple silicon must have Rosetta 2 installed. See support.apple.com/en-us/HT211861.
Minimum hard disk space	3.6 GB
Minimum specs for standard and high definition displays (up to 1080p and similar)	
Minimum processor	Intel Core 2 Duo
Minimum RAM	4 GB
Minimum specs for ultra high definition displays (4K)	
Minimum graphics card	[N/A]
Minimum processor/system	Late 2013 Retina MacBook Pro or later (minimum) Late 2013 Mac Pro (recommended)
Minimum RAM	8 GB

Requirement	**macOS® operating system**
Other requirements	
Programs	[N/A]
Web Access	Safari 8 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

Managing macOS security and privacy settings

In macOS High Sierra (10.13) and later, Apple introduced security and privacy settings that affect SMART Notebook and related software:

Mojave (10.14):

- Added accessibility privacy permissions
- Added Camera and Microphone privacy permissions
- Added Automation privacy permissions

Catalina (10.15):

- Added Input Monitoring privacy permissions
- Added Screen Recording privacy permissions

Big Sur (11.0)

- Administrator privileges are required to modify Screen Recording privacy permissions. Certificate trust setting changes may restrict interaction between SMART Boards and Lumio. See SMART Board interaction with Lumio is not functional on macOS Big Sur for more details.

If you want to manage these settings centrally, use an MDM solution. In some cases, User Approved MDM is required for centrally managing the settings.

Complete the following tasks for the appropriate macOS that is running on the teachers' computers to configure macOS security and privacy settings and allow SMART Notebook and related software to work as expected:

Task	Description	Applicable macOS version
Assign accessibility privacy privileges to SMART applications	Assign accessibility privilege to: • Notebook (installed at `/Applications/SMART Technologies/Notebook.app`) • SMARTBoardService (installed at `/Applications/SMART Technologies/SMART Settings.app/Contents/MacOS/SMARTBoardService.app`) • SMART Ink (installed at `/Applications/SMART Technologies/SMART Ink.app`) • Keyboard (installed at `/Applications/SMART Technologies/SMART Tools/Keyboard.app`) **Note** If you don't assign accessibility privileges to these SMART applications, some features will not work correctly when the computer is connected to a SMART Board interactive display.	macOS Mojave macOS Catalina macOS Big Sur macOS Monterey

Task	Description	Applicable macOS version
Set camera permissions	If you're using a SMART Document Camera with SMART Notebook, allow SMART Notebook to access the computer's camera. **Note** This permission cannot be managed centrally. Each user must grant permission when prompted by macOS.	macOS Mojave macOS Catalina macOS Big Sur macOS Monterey
Set microphone permissions	If using SMART Notebook's Record Sound Clip feature, allow SMART Notebook to access the computer's microphone. **Note** This permission cannot be managed centrally. Each user must grant permission when prompted by macOS.	macOS Mojave macOS Catalina macOS Big Sur macOS Monterey
Set screen recording permissions	If you want to enable screen recording and screen capturing features that come with SMART Notebook and Ink, assign screen recording privileges to: • SMART Tools Screen Capture (installed at `/Applications/SMART Technologies/SMART Tools/Screen Capture.app`) • SMART Ink (installed at `/Applications/SMART Technologies/SMART Ink.app`) If you want to use the Magnifier feature within SMART Notebook, assign screen recording permission to: • SMART Notebook (installed at `/Applications/SMART Technologies/Notebook.app`) **Note** macOS Catalina and macOS Big Sur behave differently for MDM managed screen recording permissions. Consult your MDM software for details.	macOS Catalina macOS Big Sur macOS Monterey
Set automation permissions	Assign automation permissions to grant access to: • Notebook (installed at `/Applications/SMART Technologies/Notebook.app`) • SMART System Menu (installed at `/Applications/SMART Technologies/SMARTSystemMenu.app`) • SMART Product Update (installed at `/Applications/SMART Technologies/SMART Tools/SMART Product Update.app`)	macOS Mojave macOS Catalina macOS Big Sur macOS Monterey

Additional resources

For help resolving issues, see *How to resolve issues with installing and using SMART Learning Suite software on macOS Mojave* (smarttech.com/kb/171341).

For instructions on centrally managing permissions with an MDM, see *Building a Privacy Preferences Policy Control (PPPC) configuration profile payload for macOS Mojave computers with SMART Notebook 19 (or later) software installed* (smarttech.com/kb/171404) for an example of how to do this with Jamf tools.

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 35.

> **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).

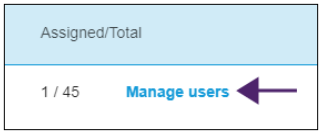
Adding teachers to a subscription

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.



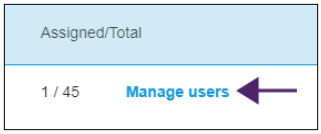
3. Click **Add users**.
4. Select **Type email addresses**.
5. Type the teacher's email address and click **Add**.

   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.

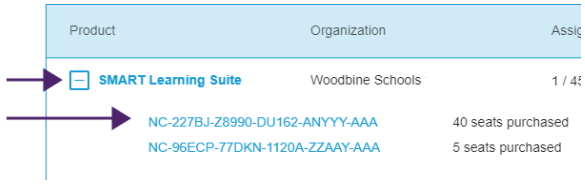
   > **Note**
   >
   > Users sign in to SMART software using the email addresses you enter here.

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**

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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 **Mac** as the operating system.
4. Select the *Admin installer*.
5. Click **DOWNLOAD - MAC**.
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.

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 8). 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.

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

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SMART Install Manager controls 18

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.

Using SMART Install Manager, you can customize SMART software installation packages by publishing PKG files. You can then deploy the SMART software to computers.

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 **Mac**.
4. Select **SMART Install Manager**.
5. Click **DOWNLOAD - MAC** and then save the file to your computer.
6. Open the downloaded file
7. Drag SMART Install Manager to the *Applications* folder.

Using the SMART Install Manager to customize SMART Notebook installations

Use the following instructions to customize SMART Notebook installations.

To customize a SMART Notebook installation using the SMART Install Manager

1. Start the SMART Install Manager.
2. Drag the installer package into the SMART Install Manager window.
3. Set the controls on each page (see *SMART Install Manager controls* below).
4. Click **File > Publish**.
5. Browse to the location where you extracted the Admin installation package.
6. Type a name for the file and click **Save** to create and publish the PKG file.
7. 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
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		
Start SMART System Menu at logon	Select to start the SMART System Menu when the user logs on.	[N/A]
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 8).
General Options: Language selection		
Handwriting recognition: Language selection	Select the handwriting recognition resources you want to install.	English is selected by default. You can also select Czech, Danish, German, Hungarian, Spanish, Finnish, French, Italian, Norwegian, Dutch, Polish, Portuguese, Russian, Swedish, and Chinese (Simplified) in addition to English.
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).

Control	Procedure	Notes
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.
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 39 .
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 39 .
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 39 .
SMART Product Drivers: Optional Settings		
Start SNMP Agent services at logon	Select to enable SNMP Agent services.	[N/A]

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

Chapter 5 **Deploying SMART Notebook software**

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After you customize the software with SMART Install Manager, you can deploy PKG files to the computers on your network.

> **Note**
>
> You might need to activate the software manually after you deploy it.

There are a number of methods for deploying software installation packages. The following are two common methods:

- Use Apple Remote Desktop software to manage your software installations.
- Use Terminal to install customized software on each computer.

> **Note**
>
> A custom PKG file created with SMART Install Manager is only compatible with the installer command line or with tools such as Apple Remote Desktop.

Deploying using Apple Remote Desktop software

Use Apple Remote Desktop software to manage your SMART software installations.

> **Note**
>
> For more information about using Apple Remote Desktop software, refer to the documentation you received with the software.

To deploy SMART software using Apple Remote Desktop software

1. Copy the PKG file that you created with SMART Install Manager to a server that is accessible to all the computers on which you want to install the software.

2. Using Apple Remote Desktop software on the server, select the computers that you want to update.
3. Select **Install Packages**.

   A dialog box appears.
4. Drag the PKG file to the *Packages* box in the dialog box.
5. Click **Install**.

   The software installs on the selected computers.

Deploying using Terminal

Use the macOS Terminal program to deploy customized PKG files for SMART software installations.

To deploy SMART software using Terminal

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

   The *Terminal* window appears.
2. Type the following command:

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

   Where

   - `[Path]` is the path to the PKG file.
   - `[File name]` is the name of the PKG file.
3. Click **RETURN**.
4. Type your administrator password, and then click **RETURN**.

Chapter 6 **Activating the software**

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Activating when using the system imaging deployment 25
Activating when using the network deployment method 26
Troubleshooting the activation after software installation 26
Checking for and applying renewals for product keys 27
Returning activations 28
Returning activations when using the provision email method 29
Returning activations when using the product key method 29

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 37.
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 19).

   > **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 19).

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 Apple Remote Desktop, you can specify your product key normally in the Install Manager (see *Using the SMART Install Manager* on page 17).

OR

Run the following command:

```
/Library/Application\ Support/SMART\ Technologies/Activation\ Wizard\
2.app/Contents/MacOS/Activation\ Wizard\ 2 --puid=notebook_14
--uipack=notebook_10 --m=4 --v=5 --pks "[Product keys]" --a [Optional flags]
```

Where

- `[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.

- 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:

```
/Library/Application\ Support/SMART\ Technologies/Activation\ Wizard\
2.app/Contents/MacOS/Activation\ Wizard\ 2 --puid=notebook_14
--uipack=notebook_10 --m=4 --v=5 --pks "[Product keys]" --a [Optional flags]
```

Where

- `[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.

- 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:

```
/Library/Application\ Support/SMART\ Technologies/Activation\ Wizard\
2.app/Contents/MacOS/Activation\ Wizard\ 2 --m=15 --v=5 --renewal-mode=all
```

OR

For user interface mode, run the following command:

```
/Library/Application\ Support/SMART\ Technologies/Activation\ Wizard\
2.app/Contents/MacOS/Activation\ Wizard\ 2 --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:

```
/Library/Application\ Support/SMART\ Technologies/Activation\ Wizard\
2.app/Contents/MacOS/Activation\ Wizard\ 2  --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:

```
/Library/Application\ Support/SMART\ Technologies/Activation\ Wizard\
2.app/Contents/MacOS/Activation\ Wizard\ 2 --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 Activation Wizard.app 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:

```
/Library/Application\ Support/SMART\ Technologies/Activation\ Wizard\
2.app/Contents/MacOS/Activation\ Wizard\ 2 --puid=notebook_16 --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.

> **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.

After you download an installation package and extract the update files, place the update files in a location on your network that's accessible to all the computers you plan to update.

To update the software

1. Go to smarttech.com/products/education-software/smart-learning-suite/admin-download.
2. Select the latest version of SMART Notebook.
3. Select **Mac** as the operating system.
4. Select Admin installer.
5. Click **DOWNLOAD - Mac**.
6. In Finder, browse to and double-click `Applications/SMART Technologies/Install Manager`.

   The SMART Install Manager window opens.
7. Open the DMG file (Admin installer) you downloaded.
8. Customize the file by setting the controls on each page (see *SMART Install Manager controls* on page 18).
9. Publish your customizations as a PKG file (see *Chapter 4 Customizing SMART Notebook software for deployment* on page 17), and then deploy the PKG file to computers on your network (see *Chapter 5 Deploying SMART Notebook software* on page 22).

Chapter 8 **Uninstalling SMART Notebook**

Using the SMART Uninstaller to uninstall SMART software 31
Using Apple Remote Desktop or Terminal to uninstall 32
Using Apple Remote Desktop 32
Using Terminal 33

After installing SMART Notebook, you can use SMART Uninstaller, Apple Remote Desktop, or Terminal to uninstall the software.

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 Finder, browse to `Applications/SMART Technologies`, and then double-click `SMART Uninstaller`.

   The SMART Uninstaller window opens.

2. Select the software you want to uninstall.

   > **Notes**
   >
   > - Some SMART software depends on other SMART software. If you select this software, SMART Uninstaller automatically selects the software on which it depends.
   > - SMART Uninstaller automatically uninstalls supporting software that is no longer being used. If you choose to uninstall all SMART software, SMART Uninstaller automatically uninstalls all supporting software, including itself.
   > - To remove the previous **SMART Install Manager**, use the **SMART Uninstaller** found in the **Application/SMART Technologies** folder.
   > - The latest SMART Install Manager icon appears under the **Applications** folder, and can be uninstalled only by dragging it to the Trash can.

3. Click **Remove**, and then click **OK**.
4. If prompted, enter a user name and password with administrator privileges, and then click **OK**.

   SMART Uninstaller uninstalls the selected software.
5. Close SMART Uninstaller when done.

Using Apple Remote Desktop or Terminal to uninstall

In addition to the SMART Uninstaller, you can use Apple Remote Desktop or Terminal to uninstall SMART Notebook and related software remotely.

Using Apple Remote Desktop

> **Note**
>
> For general information about using Apple Remote Desktop, refer to the documentation you received with the software.

To uninstall all SMART software using Apple Remote Desktop

1. Using Apple Remote Desktop on the server, select the computers that you want to update.
2. Click **UNIX**.

3. To uninstall all SMART software, type the following command:

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

> **Note**
>
> This command uninstalls all SMART software from 2012 or later.

4. Under *Run command as*, click **User**, and then specify the root user.
5. Click **Send** to uninstall the software from your network computers.

To uninstall select SMART software using Apple Remote Desktop

1. Using Apple Remote Desktop on the server, select the computers that you want to update.
2. Click **UNIX**.
3. Depending on which software you want to uninstall, type one of the following commands:
   - SMART Notebook software

```
"/Applications/SMART Technologies/SMART
Uninstaller.app/Contents/Resources/uninstall" -i com.smarttech.notebook10
```

   - SMART Product Drivers

```
"/Applications/SMART Technologies/SMART
Uninstaller.app/Contents/Resources/uninstall" -i
com.smarttech.boardDrivers.pkg
```

4. Under *Run command as*, click **User**, and then specify the root user.
5. Click **Send** to uninstall the software from your network computers.

Using Terminal

To uninstall all SMART software using Terminal

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

   The *Terminal* window opens.

2. Type the following command:

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

3. Press **RETURN**.
4. Type your administrator password, and then press **RETURN**.

> **Note**
>
> This command uninstalls all SMART software from 2012 or later.

To uninstall select SMART software using Terminal

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

   The *Terminal* window opens.

2. Type the following command:

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

3. Press **RETURN**.

   A list of available package IDs appears.

4. Type the following command:

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

   Where *Package ID* is the ID of the package you want to uninstall.

> **Note**
>
> You can type multiple instances of `-i [Package ID]` to uninstall multiple packages in the same command. For example:
>
> ```
> sudo "/Applications/SMART Technologies/SMART
> Uninstaller.app/Contents/Resources/uninstall" -i com.smarttech.notebook10 -i
> com.smarttech.boardDrivers.pkg
> ```

5. Press **RETURN**.
6. Type your administrator password, and then press **RETURN**.

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 37
How teacher's can register for a SMART Account 38

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 39
Updating and adding Gallery content locations 39

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 as a PKG file, and then deploy the PKG file.

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. If you don't specify a location, the default location is `/Library/Application Support/SMART Technologies Inc/Gallery/My Content`.
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. In Finder, browse to **/Applications/Utilities**, and then double-click Terminal.
2. Run the following command:

```
sudo /Applications/SMART\ Notebook/Notebook.app/Contents/MacOS/Notebook -admin
```

3. Click **RETURN**.
4. Type your administrator password, and then click **RETURN**.

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 **Create New**.
5. Browse to and select the folder you want to designate as a Team Content folder, and then click **Open**.
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 the **+** button.
5. Browse to and select the Team Content folder, and then click **Open**.
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 the **–** button.

   > **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.

SMART Technologies

smarttech.com/support

smarttech.com/contactsupport

smarttech.com/kb/171730