SMART Sync 2009
System Administrator's Guide

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Product Registration

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

Register online at www.smarttech.com/registration.

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

Product Key: _____

Date of Purchase: _____

Contents

Welcome

With SMART Sync, teachers in your school can manage their classrooms and communicate with and assist students without leaving their computers.

About This Guide

This guide explains how to install SMART Sync on your school's computers and then use the administrator components of the software to centrally configure and maintain the SMART Sync installation.

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

- Know IT terminology such as "registry" and "domain controller"

- Know how to complete basic administrative tasks in Windows operating systems such as opening the Control Panel or modifying the registry

- Have administrative privileges and access to your school's servers

- Have the SMART Sync CD or access to the SMART Support website

About SMART Sync

Using SMART Sync, teachers can monitor and control students' computers using the Thumbnails view, which displays up-to-the-moment images of students' screens. Teachers can customize the appearance of this view. In addition to viewing the thumbnails, teachers can do the following:

- Capture snapshots of a student's screen

- Take control of a student's computer

- Place a temporary lock on students' computers

- Remotely shut down students' computers

- Allow or block Internet access

- Allow or block the use of specific applications

Teachers can also use SMART Sync to communicate with their entire class, a group of students or an individual student. Teachers can broadcast their desktops, conduct polls, send messages to students and receive replies, send files to students and more.

Components

From an administrator's perspective, SMART Sync consists of four components:
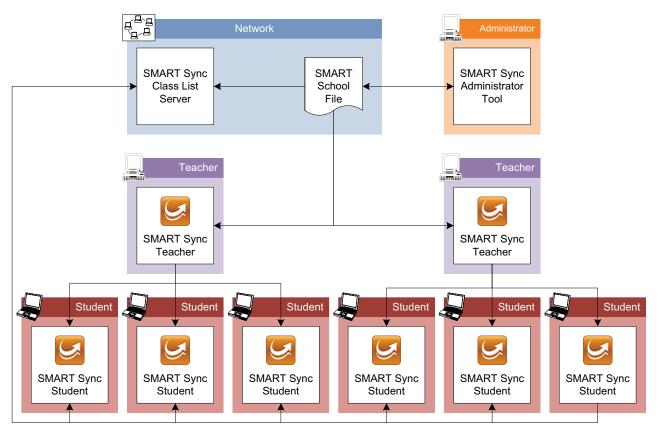
- **SMART Sync Teacher:** An application that resides on the teachers' computers and allows them to connect with students and other teachers as teacher aides

- **SMART Sync Student:** An application that resides on the students' computers and allows them to connect with teachers

- **SMART Sync Class List Server:** Server software that connects students and teachers

- **SMART Sync Administrator Tool:** An application that allows you to create and edit SMART School files, which are central repositories of student, teacher, class, computer lab and computer information, and application and Internet blocking rules

NOTES
- This guide refers to SMART Sync Teacher, Class List Server and Administrator Tool as the SMART Sync Teacher components.

- SMART Sync Class List Server and SMART Sync Administrator Tool are optional. You don't need to install them to use SMART Sync Teacher and SMART Sync Student. However, there are benefits to installing them, which are explained in the remainder of this guide.

SMART Sync Setup

The following diagram presents an example setup of the four software components of SMART Sync:

The following table defines the activities of each component in the setup:

Component	Activities
Administrator Tool	• Creates and edits SMART School files
Teacher	• Refers to the SMART School file for a centralized repository of class and computer lab information as well as application and Internet blocking rules • Allows the teacher to connect with students' computers
Student	• Allows the student to connect with the teacher's computer
Class List Server	• Keeps a list of SMART Sync Teacher and Student installations running on the network and coordinates connections between installations

NOTES

- Although this example includes only one installation of SMART Sync Administrator Tool, you can have multiple installations so that more than one administrator can create or edit the SMART School file.

- There are other ways for SMART Sync Student to connect to SMART Sync Teacher (see page 46).

Chapter 2

Installing SMART Sync

You can install SMART Sync on your school's computers using the installation wizard, the command line interface or SMART Install Manager (using Windows Group Policy for deployment). Regardless of which tool you use, review the information in this chapter before proceeding with the installation.

Before Installing SMART Sync

Before installing SMART Sync, review the following information on display settings, network size and speed, and Internet connection firewalls.

Display Setting

SMART Sync works best when the teacher's and students' computers are set to the same screen resolution and color depth. However, the software makes adjustments for different color settings and resolutions. For example, if a broadcasting computer (either teacher or student) runs at a higher resolution than a viewing computer, scroll bars appear on the viewing computer so that you can view the entire higher-resolution screen.

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

For information on how to change the display settings of your school's monitors, see the instructions that came with the operating system.

SMART Sync works best when the screen resolution is 1024 × 768. Refer to the following table for the optimal screen resolution and color depth for your school's monitors.

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

Network Size and Speed

The preferred TCP/IP network configuration for SMART Sync is a switch or a switching hub that restricts network traffic to a particular segment of your local area network. In this configuration, other network traffic doesn't affect your system and SMART Sync doesn't slow down other segments of the network. Network activity is faster when the number of connected students is smaller.

Network Type	Maximum Number of Students
10 Mbps	40
100 Mbps	80
Wireless (single 802.11 a/g access point)	30

TIP

Graphics-rich backgrounds on your students' screens may slow SMART Sync's performance. Performance is best if your students' screens have simple, single-color backgrounds.

Internet Connection Firewalls

If you install SMART Sync on a computer that has an active Internet connection firewall, the firewall can cause network problems. If possible, set the firewall to allow network traffic from SMART Sync. If this doesn't resolve the problem, ensure the following network communication ports are open:

Port	Purpose
5463 (TCP)	Main Teacher-to-Student communications port
5485 (TCP)	Main Teacher-to-Teacher communications port
5496 (UDP)	Teacher discovery port
5491 (UDP)	Broadcast port
5493 (UDP)	Broadcast recovery port

Selecting a Tool

You can customize the SMART Sync installation packages using one of the following tools:

- Installation wizard

- Command line interface

- SMART Install Manager

The installation wizard is best if you're installing SMART Sync on a small number of computers or if teachers and students are responsible for installing software on their own computers. For more information, see the *SMART Sync 2009 Installation Guide* (document 129772).

The command line interface is best if you prefer installing software using a command line interface rather than an GUI installation wizard, or if you use Windows Installer in conjunction with a third-party imaging or remote management software to automate the installation of software across your school's network. For more information, see page 9.

SMART Install Manager is best if you're deploying SMART Sync across a large network of teacher and student computers and prefer to use SMART Install Manager, rather than a command line interface, to customize the installation packages. You can then use third-party software to automate the installation of software across your school's network. For more information, see page 21.

Locating the Installation Packages

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

Installation Package	File Name
SMART Sync Teacher	**SMART Sync 2009.msi**
SMART Sync Student	**SMART Sync Student 2009.msi**

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

Alternatively, you can download both packages from www2.smarttech.com/st/en-US/Support/Downloads/Admin+tools/Sync2009Admin.htm.

Chapter 3

Using the Command Line Interface

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

Completing SMART Sync Teacher Installation Tasks

Using the SMART Sync Teacher installation package, you can complete the following tasks from a command line interface:

•   Installing or upgrading SMART Sync Teacher

•   Removing SMART Sync Teacher

•   Adding or removing components

Installing or Upgrading SMART Sync Teacher

You can install or upgrade SMART Sync Teacher by following the instructions in this section.

To install or upgrade SMART Sync Teacher

1. Open a Command Prompt window.

2. Type the following command:

   ```
   msiexec /i "[Path]\SMART Sync 2009.msi" [Properties]
   [Parameter]
   ```

   Where:

   – *[Path]* is the path to the **SMART Sync 2009.msi** file.

   – *[Properties]* is a set of properties you can include to customize the installation (see page 14).

   – *[Parameter]* is the installation parameter (see page 18).

3. Press ENTER.

   Windows Installer installs or upgrades the selected SMART Sync Teacher components.

Removing SMART Sync Teacher

In addition to installing or upgrading SMART Sync Teacher, you can remove it in Silent mode using Windows Installer.

To remove SMART Sync Teacher

1. Open a Command Prompt window.

2. Type the following command:

   ```
   msiexec /x "[Path]\SMART Sync 2009.msi" /q
   ```

   Where *[Path]* is the path to the **SMART Sync 2009.msi** file.

3. Press ENTER.

   Windows Installer removes SMART Sync Teacher.

   > **NOTE**
   > This may take several minutes with no indication of activity or completion.

Adding or Removing Components

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

To add a component

1. Open a Command Prompt window.

2. Type the following command:

   ```
   msiexec /i "[Path]\SMART Sync 2009.msi"
   [Installation properties] [Add properties] [Parameter]
   ```

   Where:

   – *[Path]* is the path to the **SMART Sync 2009.msi** file.

   – *[Installation properties]* are the **INSTALL** properties of the components already installed.

   > **TIP**
   >
   > If SMART Sync Teacher is already installed, you don't need to include the **INSTALLTEACHER** property. This is because this property is enabled by default.

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

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

   See page 19 for examples.

   – *[Parameter]* is the installation parameter (see page 18).

3. Press ENTER.

   Windows Installer adds the component you specified.

To remove a component

1. Open a Command Prompt window.

2. Type the following command:

   ```
   msiexec /i "[Path]\SMART Sync 2009.msi"
   [Remove properties] [Parameter]
   ```

   Where:

   – *[Path]* is the path to the **SMART Sync 2009.msi** file.

   – *[Remove properties]* is the set of properties for the component you want to remove:

Component	Remove Properties

Teacher	`INSTALLTEACHER=""`
	`REINSTALLMODE=voums`
	`REMOVE=Teacher`

Class List Server	`INSTALLCLASSLISTSERVER=""`
	`REINSTALLMODE=voums`
	`REMOVE=ClassListServer`

Administrator Tool	`INSTALLADMINTOOL=""`
	`REINSTALLMODE=voums`
	`REMOVE=AdminTool`

   See page 19 for an example.

   – *[Parameter]* is the installation parameter (see page 18).

3. Press ENTER.

   Windows Installer removes the component you specified.

Completing SMART Sync Student Installation Tasks

Using the SMART Sync Student installation package, you can complete the following tasks from a command line interface:

•   Installing or upgrading SMART Sync Student

•   Removing SMART Sync Student

Installing or Upgrading SMART Sync Student

You can install or upgrade SMART Sync Student by following the instructions in this section.

To install or upgrade SMART Sync Student

1. Open a Command Prompt window.

2. Type the following command:

    ```
    msiexec /i "[Path]\SMART Sync Student 2009.msi"
    [Properties] [Parameter]
    ```

    Where:

    –   *[Path]* is the path to the **SMART Sync Student 2009.msi** file.

    –   *[Properties]* is a set of properties you can include to customize the installation (see page 17).

    –   *[Parameter]* is the installation parameter (see page 18).

3. Press ENTER.

    Windows Installer installs or upgrades SMART Sync Student.

Removing SMART Sync Student

In addition to installing or upgrading SMART Sync Student, you can remove it in Silent mode using Windows Installer.

To remove SMART Sync Student

1. Open a Command Prompt window.

2. Type the following command:

    ```
    msiexec /x "[Path]\SMART Sync Student 2009.msi" /q
    ```

    Where *[Path]* is the path to the **SMART Sync Student 2009.msi** file.

3. Press ENTER.

    Windows Installer removes SMART Sync Student.

    NOTE

    This may take several minutes with no indication of activity or completion.

Properties

SMART Sync Teacher Installation Package

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

- **INSTALLDIR**

Value	Enter this value to:
[String]	Specify the path to your preferred folder for the SMART Sync Teacher, Class List Server and Administrator Tool programs.

> **NOTE**
> If you don't include this property, Windows Installer installs the programs in **%PROGRAMFILES%\SMART Technologies\SMART Sync 2009**.

- **INSTALLTEACHER**

Value		Enter this value to:
1	(Default)	Install SMART Sync Teacher.
[Null]		Not install SMART Sync Teacher.

- **INSTALLCLASSLISTSERVER**

Value		Enter this value to:
1		Install SMART Sync Class List Server.
[Null]	(Default)	Not install SMART Sync Class List Server.

- **INSTALLADMINTOOL**

Value		Enter this value to:
1		Install SMART Sync Administrator Tool.
[Null]	(Default)	Not install SMART Sync Administrator Tool.

- **ISX_SERIALNUM**

Value	Enter this value to:
[String]	Specify the 22-character product key you received from SMART Technologies.

> **NOTE**
> If you don't provide a product key during installation, the activation dialog box appears when you start SMART Sync Teacher. Using this dialog box, enter the product key within 30 days of installing the software.

- **INSTALL_SPU**

Value	Enter this value to:
1	Install SMART Product Update (SPU).

- **PRODUCT_NOTIFICATION**

Value	Enter this value to:
1 (Default)	Notify the user when updates are available from SPU.
[Null]	Not notify the user when updates are available from SPU.

> **NOTE**
> This property is only applicable if you install SPU.

- **SPU_TIME_FRAME**

Value	Enter this value to:
[Integer]	Specify the time in days between SPU product update checks.

> **NOTES**
> – By debault, SPU checks for product updates every 30 days. You can set SPU to check for product updates at intervals of one to 60 days.
>
> – This property is only applicable if you install SPU.

- **SCHOOLFILE**

Value	Enter this value to:
[String]	Specify the path to the SMART School file.

> **NOTE**
> To create a SMART School file, you need SMART Sync Administrator Tool.
> For more information, see page 29.

- **TRANSFORMS**

Value	Enter this value to:
1033.mst	Install SMART Sync Teacher in English (U.S.).
2057.mst	Install SMART Sync Teacher in English (UK).
1025.mst	Install SMART Sync Teacher in Arabic.
2052.mst	Install SMART Sync Teacher in Chinese (simplified).
1043.mst	Install SMART Sync Teacher in Dutch.
1036.mst	Install SMART Sync Teacher in French.
1031.mst	Install SMART Sync Teacher in German.
1032.mst	Install SMART Sync Teacher in Greek.
1040.mst	Install SMART Sync Teacher in Italian.
1046.mst	Install SMART Sync Teacher in Portuguese (Brazil).
2070.mst	Install SMART Sync Teacher in Portuguese (Portugal).
1049.mst	Install SMART Sync Teacher in Russian.
1034.mst	Install SMART Sync Teacher in Spanish.
2058.mst	Install SMART Sync Teacher in Spanish (Mexico).
1055.mst	Install SMART Sync Teacher in Turkish.

NOTE

If you don't include this property, Windows Installer installs SMART Sync Teacher in English (U.S.).

SMART Sync Student Installation Package

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

- **INSTALLDIR**

Value	Enter this value to:
[String]	Specify the path to your preferred folder for the SMART Sync Student program.

NOTE

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

- **CREATE_SHORTCUTS**

Value		Enter this value to:
1	(Default)	Include shortcuts to SMART Sync Student in the **Start** menu and on the desktop.
[Null]		Not include shortcuts to SMART Sync Student in the **Start** menu and on the desktop.

NOTE

If you don't include this property, Windows Installer includes the shortcuts.

- **PATHTOINI**

Value	Enter this value to:
[String]	Specify the path to the **SyncClient.ini** file.

NOTES

– You can install SMART Sync Student using the wizard for one installation, and then run the SMART Sync Student Configuration Tool to create a **SyncClient.ini** file. You can then refer to the file in this property to automatically configure all other installations (see page 45).

– If you don't include this property, Windows Installer refers to the **SyncClient.ini** file in the same folder as the .msi file.

Parameters

Following are the properties for the SMART Sync Teacher and SMART Sync Student installation packages:

Parameter	Use this parameter to:
/q	Hide the installation wizard. (This is Silent mode.)
/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 without a **Cancel** button but with a dialog box signaling the end of the installation.
/qr	Show a reduced installation wizard.
/qf	Show the full installation wizard, including a dialog box signaling the end of the installation or the *Fatal Error*, *User Exit* or *Exit* dialog box.
/qn	Hide the installation wizard and the dialog box signaling the end of the installation.
/qn+	Hide the installation wizard but show the dialog box signaling the end of the installation.

Examples

SMART Sync Teacher Installation Package

Initial Installation

The following example installs SMART Sync Teacher but not SMART Sync Class List Server or Administrator Tool:

```
msiexec /i "D:\TeacherSetup\SMART Sync 2009.msi" /qb
```

The following example installs SMART Sync Class List Server and Administrator Tool but not SMART Sync Teacher:

```
msiexec /i "D:\TeacherSetup\SMART Sync 2009.msi"
INSTALLCLASSLISTSERVER="1" INSTALLADMINTOOL="1" /qb
```

Component Addition

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

```
msiexec /i "D:\TeacherSetup\SMART Sync 2009.msi"
INSTALLADMINTOOL="1" REINSTALLMODE=voums ADDLOCAL=AdminTools
/qb
```

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

```
msiexec /i "D:\TeacherSetup\SMART Sync 2009.msi"
INSTALLADMINTOOL="1" INSTALLTEACHER="1" REINSTALLMODE=voums
ADDLOCAL=Teacher /qb
```

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

```
msiexec /i "D:\TeacherSetup\SMART Sync 2009.msi"
INSTALLADMINTOOL="1" INSTALLCLASSLISTSERVER="1"
REINSTALLMODE=voums ADDLOCAL=ClassListServer/qb
```

Component Removal

The following example removes SMART Sync Administrator Tool:

```
msiexec /i "D:\TeacherSetup\SMART Sync 2009.msi"
INSTALLADMINTOOL="" REINSTALLMODE=voums REMOVE=AdminTools
/qb
```

SMART Sync Student Installation Package

The following example installs SMART Sync Student but prevents the computer from restarting automatically after the installation is complete:

```
msiexec /i "D:\StudentSetup\SMART Sync Student 2009.msi" /qb
-norestart
```

Chapter 4

Using SMART Install Manager

SMART Install Manager allows you to customize SMART Sync Teacher and SMART Sync Student installation packages (also known as .msi files) by publishing .mst files. You can then deploy the .msi and .mst files to the teacher and student computers on your school's network using Windows Group Policy.

Installing SMART Install Manager

SMART Install Manager is included on the SMART Sync CD. You can install the software from the CD.

OR

You can download and install SMART Install Manager from the SMART Support website.

To install the software from the CD

1. Insert the SMART Sync CD in your computer's CD drive.

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

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

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

   The SMART Install Manager installation wizard appears.

3. Follow the on-screen instructions to install SMART Install Manager.

To install the software from the website

1. In a browser, navigate to www2.smarttech.com/st/en-US/Support/Downloads/Admin+tools/AdminToolsNB.htm.

2. Click **SMART Install Manager** to download the SMART Install Manager installation wizard to your computer.

3. Double-click the **Install Manager.exe** file.

   The SMART Install Manager installation wizard appears.

4. Follow the on-screen instructions to install SMART Install Manager.

Working with SMART Install Manager

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

With SMART Install Manager, you can do the following:

- Open an installation package.

- Save your changes to the installation package.

- Publish your changes to the installation packages as an .mst file.

Opening an Installation Package

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

- Select **File > Open**.

- Click 🗁.

- Click and drag the .msi file into the *SMART Install Manager* window.

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

💡 **TIP**

All installation packages that you've previously opened in SMART Install Manager appear in the **Unmodified Packages** tab.

After you open an installation package, a set of pages for that installation package appear in SMART Install Manager:

Customize the installation package using the controls in these pages. See page 24 for information on the SMART Sync Teacher installation package controls and page 26 for information on the SMART Sync Student installation package controls.

Saving Your Changes

After customizing an installation package, you can save your changes as an XML file by selecting **File > Save As**. When you next start SMART Install Manager, you can load the XML file by selecting **File > Open** or by opening the .msi file and then selecting **File > Import**.

> **TIP**
>
> All XML files that you create or open in SMART Install Manager appear in the **Modified Packages** tab of the *Welcome* page.

Publishing Your Changes as an .mst File

The final step in using SMART Install Manager to customize an installation package is to publish your changes as an .mst file. Do this by selecting **File > Publish**, and then using the dialog box to define a location for and create the .mst file.

Customizing the SMART Sync Teacher Installation Package

To customize the SMART Sync Teacher installation package, open the **SMART Sync 2009.msi** file in SMART Install Manager (see page 22), and then complete the following procedures.

To set installation options

1. Click **Installation Options**.

   The *Installation Options* page appears.

2. In the **Installation directory** box, type the path to your preferred folder for the SMART Sync Teacher, Class List Server and Administrator Tool programs.

   ℹ️ **NOTE**

   If you don't specify a folder, Windows Installer installs the programs in **%PROGRAMFILES%\SMART Technologies\SMART Sync 2009**.

3. In the **Language** drop-down list, select your preferred language for the SMART Sync Teacher user interface.

4. Select the **Install SMART Sync Class List Server** check box to install SMART Sync Class List Server.

5. Select the **Install SMART Sync Administrator Tool** check box to install SMART Sync Administrator Tool.

To specify the product key

1. Click **Product Key**.

   The *Product Key* page appears.

2. In the **Product key** box, type the 22-character product key you received from SMART Technologies to activate SMART Sync Teacher.

   ℹ️ **NOTE**

   If you don't provide a product key during installation, the activation dialog box appears when you start SMART Sync Teacher. Using this dialog box, enter the product key within 30 days of installing the software.

To configure SPU

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

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

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

3. In the **Check for updates** box, type the number of days between SPU product update checks.

   ℹ NOTE
   By default, SPU checks for product updates every 30 days. You can set SPU to check for product updates at intervals of one to 60 days.

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

To set SMART School file options

1. Click **SMART School File**.

   The *SMART School File* page appears.

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

   ℹ NOTE
   To create a SMART School file, you need SMART Sync Administrator Tool. For more information, see page 29.

Customizing the SMART Sync Student Installation Package

To customize the SMART Sync Student installation package, open the
SMART Sync Student 2009.msi file in SMART Install Manager (see page 22), and
then complete the following procedures.

**To set
installation options**

1. Click **Installation Options**.

   The *Installation Options* page appears.

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

   i **NOTE**

   If you don't specify a folder, Windows Installer installs the program in
   %PROGRAMFILES%\SMART Technologies\SMART Sync Student.

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

**To set configuration
file options**

1. Click **Student Configuration**.

   The *Student Configuration* page appears.

2. In the **Configuration file** box, type the path to the **SyncClient.ini** file.

   i **NOTE**

   You can install SMART Sync Student using the wizard for one installation, and
   then run the SMART Sync Student Configuration Tool to create a
   SyncClient.ini file. You can then refer to the file in this property to
   automatically configure all other installations (see page 45).

Deploying the Installation Packages

After publishing .mst files for the SMART Sync Teacher and SMART Sync Student installation packages, you can deploy these installation packages using Windows Group Policy on your server.

NOTE

These procedures may vary depending on your version of Windows operating system and your system preferences.

To deploy an installation package

1. Copy the .msi file and the .mst file you published using SMART Install Manager (see page 23) to **\\[Domain Controller]\NETLOGON**, where **[Domain Controller]** is your school's domain controller.

2. Open the Control Panel.

3. Double-click **Administrative Tools**.

4. Double-click **Active Directory Users and Computers**.

   The *Active Directory Users and Computers* window appears.

5. Right-click your school's domain, and then select **Properties**.

   The *Properties* dialog box appears.

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

   The *Group Policy Object Editor* dialog box appears.

7. Navigate to and open **Computer Configuration\Software Settings**.

8. Right-click **Software Installation**, and then select **New > Package**.

9. Navigate to and select the .msi file from step 1.

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

11. Click the **Modifications** tab, and then click **Add**.

12. Navigate to and select the .mst file from step 1.

13. Click **OK** to apply the .mst file to the .msi file.

14. Close all open windows and dialog boxes.

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

To remove a deployed installation package

1. Open the Control Panel.

2. Double-click **Administrative Tools**.

3. Double-click **Active Directory Users and Computers**.

   The *Active Directory Users and Computers* window appears.

4. Right-click your school's domain, and then select **Properties**.

   The *Properties* dialog box appears.

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

   The *Group Policy Object Editor* dialog box appears.

6. Navigate to and open **Computer Configuration\Software Settings\ Software Installation**.

7. Right-click the software you want to remove, and then select **All Tasks > Remove**.

8. Select **Immediately uninstall the software from users and computers**, and then click **OK**.

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

Chapter 5

Setting Up SMART School Files

SMART Sync Administrator Tool allows you to create and edit SMART School (.school) files.

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

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

Creating or Opening a SMART School File

The first step in setting up a SMART School file is to start SMART Sync Administrator Tool, and then create or open the file.

To create a new SMART School file

1. Double-click the **SMART Sync Administrator Tool 2009** icon on the desktop.

   OR

   Select **Start > All Programs > SMART Technologies > SMART Sync > SMART Sync Administrator Tool 2009**.

   The *SMART Sync Administrator Tool* window appears.

2. Click **School File**.

3. Click **Create a new SMART School file and save it as**.

4. Click **Browse**.

    The *Select School File Location* dialog box appears.

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

    ☞ **IMPORTANT**

    For security reasons, create the SMART School file in a folder accessible to teachers and network administrators, but not to students.

6. Type a name for the SMART School file in the **File name** box.

7. Click **Save**.

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

To open an existing SMART School file

1. Double-click the **SMART Sync Administrator Tool 2009** icon on the desktop.

    OR

    Select **Start > All Programs > SMART Technologies > SMART Sync > SMART Sync Administrator Tool 2009**.

    The *SMART Sync Administrator Tool* window appears.

2. Click **School File**.

3. Click **Edit the existing SMART School file in this location**.

4. Click **Browse**.

    The *Open School File* dialog box appears.

5. Navigate to and select the SMART School file.

6. Click **Open**.

    The *Open School File* dialog box closes, and the path to the SMART School file appears in the box below the **Edit the existing SMART School file in this location** option.

Locating SMART Sync Class List Server

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

To locate SMART Sync Class List Server

1. Ensure SMART Sync Class List Server is running (see page 51).

2. Create or open a SMART School file (see page 29).

3. Click **Class List Server**.

4. Type the host name or IP address of the computer hosting SMART Sync Class List Server in the **Enter the IP address or hostname of your Class List Server** box.

   ℹ NOTES
   – SMART Sync Class List Server uses the 46200 port number by default. However, you can change the port number (see page 54). If you do so, you must include the port number after the host name or IP address (for example, **127.0.0.1:46201**).

   – If your network uses Dynamic Host Configuration Protocol (DHCP), refer to the SMART Sync Class List Server computer by host name rather than by IP address.

5. Click **Test Connection** to test the connection to the SMART Sync Class List Server computer.

Importing School Information

You can manually enter students, teachers, classes and computer labs in SMART School files using SMART Sync Administrator Tool. Alternatively, you can import this information from CSV (.csv) files.

The following is an example:

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

To create the student, teacher and class CSV file

1. Using Microsoft® Excel® or another application that can generate CSV files, create a spreadsheet with seven columns:

Column Name	Req'd?	Type	Description
Person ID	Yes	String	The student's or the teacher's unique ID.
			NOTE The ID must be unique to the student or teacher. For example, a student and a teacher can't both have the ID 123456.
Last Name	Yes	String	The student's or the teacher's last name.
First Name	Yes	String	The student's or the teacher's first name.
Title	No	String	The student's or the teacher's title (for example, **Mr.**, **Ms.**, or **Dr.**).
			NOTE SMART Sync Administrator Tool only stores this information for teachers.

Column Name	Req'd?	Type	Description
Class ID	No	String	The unique ID of the student's or the teacher's class.
Class Title	No	String	The name of the student's or the teacher's class. If appropriate, include the class's period to distinguish it from other classes.
Type	Yes	Integer (**0** or **1**)	**0** for a student. OR **1** for a teacher.

NOTES

– The first row of the spreadsheet must contain the column names as listed in the previous table.

– The string columns can contain any character except commas (,).

The following is an example:

2. Save the spreadsheet as a CSV file.

NOTE

See the application's Help for instructions on saving spreadsheets as CSV files.

To create the computer lab CSV file

1. Using Microsoft Excel or another application that can generate CSV files, create a spreadsheet with four columns:

Column Name	Req'd?	Type	Description
Hostname	Yes	String	The computer's host name or IP address (for example, **127.0.0.1**). **NOTE** If your network uses DHCP, refer to the computer by host name rather than by IP address.
Workstation Name	No	String	The computer's name.
Lab ID	Yes	String	The unique ID of the computer's lab.
Lab Title	Yes	String	The name of the computer's lab.

NOTES
- The first row of the spreadsheet must contain the column names as listed in the previous table.

- The string columns can contain any character except commas (,).

The following is an example:

2. Save the spreadsheet as a CSV file.

    NOTE

    See the application's Help for instructions on saving spreadsheets as CSV files.

To import the CSV files

1. Create or open a SMART School file (see page 29).

2. Click **Import Information**.

3. Click **Browse** to the right of the **Student, Teacher, Class CSV file Location** box.

    The *Open Classes CSV File* dialog box appears.

4. Navigate to and select the student, teacher and class CSV file.

5. Click **Open**.

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

6. Click **Browse** to the right of the **Computer, Lab CSV File Location** box.

    The *Open Labs CSV File* dialog box appears.

7. Navigate to and select the computer lab CSV file.

8. Click **Open**.

    The *Open Labs CSV File* dialog box closes, and the path to the computer lab CSV file appears in the **Computer, Lab CSV File Location** box.

Entering Student, Teacher and Class Information

You can import student, teacher, and class information from a CSV file (see page 32). Alternatively, you can manually enter student, teacher and class information in a SMART School file using SMART Sync Administrator Tool.

Entering Student Information

To add a student

1. Create or open a SMART School file (see page 29).

2. Click **Students**.

3. Click **Add Student**.

   A new row appears in the table.

4. Type the student's last name in the **Last Name** column.

5. Type the student's first name in the **First Name** column.

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

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

To remove a student

1. Open a SMART School file (see page 29).

2. Click **Students**.

3. Select the student's row in the table.

4. Click **Remove Student**.

   The *Confirm Deletion* dialog box appears.

5. Click **Yes**.

   TIP
   Select the **Don't warn me again this session** check box to prevent the *Confirm Deletion* dialog box from reappearing for the remainder of the session.

Entering Teacher Information

To add a teacher

1. Create or open a SMART School file (see page 29).

2. Click **Teachers**.

3. Click **Add Teacher**.

   A new row appears in the table.

4. Type the teacher's last name in the **Last Name** column.

5. Type the teacher's first name in the **First Name** column.

6. Type the teacher's title in the **Title** column (for example, **Mr.**, **Ms.** or **Dr.**).

To remove a teacher

1. Open a SMART School file (see page 29).

2. Click **Teachers**.

3. Select the teacher's row in the table.

4. Click **Remove Teacher**.

   The *Confirm Deletion* dialog box appears.

5. Click **Yes**.

   > 💡 **TIP**
   > Select the **Don't warn me again this session** check box to prevent the
   > *Confirm Deletion* dialog box from reappearing for the remainder of
   > the session.

Entering Class Information

To add a class

1. Create or open a SMART School file (see page 29).

2. Click **Classes**.

3. Click **Add**.

   A new row appears in the table.

4. Type a name for the class in the **Class Name** column (for example,
   5th Grade Math).

   If appropriate, include the class's period to distinguish it from other classes.

5. Select the name of a teacher or student you want to include in the class in the **All Students and Teachers** list, and then click ➞ to move it to the **Class Members** list.

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

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

To remove a class

1. Open a SMART School file (see page 29).

2. Click **Classes**.

3. Select the class's row in the table.

4. Click **Remove**.

   The *Confirm Deletion* dialog box appears.

5. Click **Yes**.

> 💡 **TIP**
> Select the **Don't warn me again this session** check box to prevent the *Confirm Deletion* dialog box from reappearing for the remainder of the session.

Entering Computer Lab Information

You can import computer lab information from a CSV file (see page 32). Alternatively, you can manually enter computer lab information in a SMART School file using the *Computer Labs* section of SMART Sync Administrator Tool.

To add a computer lab

1. Create or open a SMART School file (see page 29).

2. Click **Computer Labs**.

3. Click **Add**.

   A new row appears in the computer lab table.

4. Type a name for the computer lab in the **Lab Name** column (for example, **Main Lab**).

5. Click **Add Computer**.

   A new row appears in the computer table.

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

   ℹ NOTE

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

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

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

   ℹ NOTE

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

To remove a computer lab

1. Open a SMART School file (see page 29).

2. Click **Computer Labs**.

3. Select the computer lab's row in the computer lab table.

4. Click **Remove**.

   The *Confirm Deletion* dialog box appears.

5. Click **Yes**.

   💡 TIP

   Select the **Don't warn me again this session** check box to prevent the *Confirm Deletion* dialog box from reappearing for the remainder of the session.

Entering Application Blocking Rules

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

To add an application blocking rule

1. Create or open a SMART School file (see page 29).

2. Click **Application Blocking**.

3. Click **Add**.

   A new row appears in the application blocking rule table.

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

5. Click **Block all applications except those listed below** if you want to block all applications except those you specify.

   OR

   Click **Allow all applications except those listed below** if you want to allow all applications except those you specify.

6. Click **Add Application**.

   The *Select Application* dialog box appears.

7. Navigate to and select the application's executable (.exe) file.

   > **TIP**
   > Most executable files are located in **C:\Program Files**.

8. Click **Open**.

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

9. Type a name for the application in the **Display Name** column if you don't want to use the default name.

10. Repeat steps 6 to 9 for each application that you want to add to the application blocking rule.

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

To remove an application blocking rule

1. Open a SMART School file (see page 29).

2. Click **Application Blocking**.

3. Select the application blocking rule's row in the application blocking rule table.

4. Click **Remove**.

   The *Confirm Deletion* dialog box appears.

5. Click **Yes**.

   💡 **TIP**
   Select the **Don't warn me again this session** check box to prevent the *Confirm Deletion* dialog box from reappearing for the remainder of the session.

Entering Internet Blocking Rules

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

To add an Internet blocking rule

1. Create or open a SMART School file (see page 29).

2. Click **Internet Blocking**.

3. Click **Add**.

   A new row appears in the Internet blocking rule table.

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

5. Click **Block all websites except those listed below** if you want to block all websites except those you specify.

   OR

   Click **Allow all websites except those listed below** if you want to allow all websites except those you specify.

6. Click **Add Website**.

   A new row appears in the website table.

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

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

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

To remove an Internet blocking rule

1. Open a SMART School file (see page 29).

2. Click **Internet Blocking**.

3. Select the Internet blocking rule's row in the Internet blocking rule table.

4. Click **Remove**.

   The *Confirm Deletion* dialog box appears.

5. Click **Yes**.

> **TIP**
> Select the **Don't warn me again this session** check box to prevent the *Confirm Deletion* dialog box from reappearing for the remainder of the session.

Reviewing the SMART School File

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

- Locate SMART Sync Class List Server (see page 31).

- Import school information (see page 32).

  OR

  Enter student, class and teacher information (see page 35) and computer lab information (see page 38).

- Enter application blocking rules (see page 40).

- Enter Internet blocking rules (see page 41).

To review the
SMART School file

1. Open a SMART School file (see page 29).

2. Click **Summary**.

   If any warnings appear, read them and take the appropriate actions.

3. Click **Exit**.

Specifying the Location of the SMART School File

When you install SMART Sync Teacher, you can specify the location of the SMART School file (see page 14 and page 24). If you don't specify the location of the SMART School file during installation or need to change it afterwards, you can do so in SMART Sync Teacher.

To specify the location of
the SMART School file

1. Start SMART Sync Teacher.

2. Select **Options > Preferences**.

   The *Preferences* dialog box appears.

3. In the **General** tab, click **Browse**.

   The *Open* dialog box appears.

4. Navigate to and select the SMART School file.

5. Click **Open**.

   The *Open* dialog box closes, and the path to the SMART School file appears in the **School File Location** box.

6. Click **OK**, and then close SMART Sync Teacher.

   The next time the teacher starts SMART Sync Teacher, the *Welcome to SMART Sync – Teacher and Class Selection* dialog box will include teachers and classes from the SMART School file.

   NOTE
   (Administered) appears beside classes from the SMART School file in the *Welcome to SMART Sync – Teacher and Class Selection* dialog box.

Chapter 6

Configuring SMART Sync Student

Use SMART Sync Student Configuration Tool to configure SMART Sync Student. The tool creates a new file, **SyncClient.ini**, which you can then use to configure other SMART Sync Student installations without running the SMART Sync Student Configuration Tool each time.

Running the SMART Sync Student Configuration Tool

If you want to configure a SMART Sync Student installation, you can manually run the SMART Sync Student Configuration Tool.

To run the SMART Sync Student Configuration Tool

1. Select **Start > All Programs > SMART Technologies > SMART Sync > SMART Sync Student Configuration Tool 2009**.

   OR

   Navigate to and open **%PROGRAMFILES%\SMART Technologies\ SMART Sync Student\StudentConfig.exe**.

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

2. Click **Next**.

3. Click one of the following options:

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

ℹ NOTE

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

   – Connect to a teacher by selecting his or her name from a list

   – Manually start SMART Sync Student

   – Manually enter an ID after starting SMART Sync Student

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

4. Click one of the following options:

Option	Click this option to:
Allows the student to select from a list of available teachers	Allow the student to select a teacher from a list. **ℹ NOTE** This option is disabled if you clicked **Hidden from student** in step 3.
Automatically connects with this Teacher ID	Connect SMART Sync to a specific teacher through the teacher's ID. Type the ID in the box to the right of the option.
Automatically connects with this hostname or IP address	Connect SMART Sync to a specific teacher through the host name or IP address. Type the host name or IP address in the box to the right of the option. **ℹ NOTE** If your network uses DHCP, refer to the computer by host name rather than by IP address.

Option	Click this option to:
Uses this Class List Server hostname or IP address	Connect SMART Sync to a specific teacher using SMART Sync Class List Server.
	Type the host name or IP address of the SMART Sync Class List Server computer in the box to the right of the option.
	ℹ NOTE
	If your network uses DHCP, refer to the SMART Sync Class List Server computer by host name rather than by IP address.

5. If the computer has multiple network adapters, click **Network Adapter Selection** to specify the order of the network adapters.

6. Click **Next**.

7. Clear the **Start SMART Sync automatically…** check box if you don't want SMART Sync Student to start when the student first logs on.

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

8. Select the student's language in the **Language** drop-down list.

9. Select the following check boxes:

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

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

10. Click **Next**.

11. Click one of the following options:

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

12. Click **Next**.

13. Click one of the following options:

Option	Click this option to:
My Documents folder	Store files the teacher shares with the student in the **My Documents** folder.
Custom folder	Store files in another folder.
	Type the path to the folder in the box below the option.

14. Click **Next**.

15. Click one of the following options:

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

16. Click **Next**.

17. Click **Finish**.

    The *Restart Required to Apply Settings* message appears.

18. Click **OK**.

Automatically Configuring SMART Sync Student Installations

After you configure one SMART Sync Student installation, copy its **SyncClient.ini** file to a central location on your network. (The **SyncClient.ini** file is located in **%PROGRAMFILES%\SMART Technologies\SMART Sync Student**.) You can then:

- Copy the file to other SMART Sync Student installations to configure them automatically without running the configuration tool.

- Refer to the file when installing SMART Sync Student using the command line interface (see page 14) or SMART Install Manager (see page 24).

Configuring SMART Sync Class List Server

SMART Sync Class List Server is a Windows service that connects SMART Sync Teacher and SMART Sync Student installations in your school.

In most situations, you don't need to make any changes to SMART Sync Class List Server after installation. However, in some situations, you may need to do the following:

- Stop and restart SMART Sync Class List Server.

- Change the SMART Sync Class List Server port number.

NOTE
These procedures may vary depending on your version of Windows operating system and your system preferences.

Stopping and Restarting SMART Sync Class List Server

SMART Sync Class List Server starts automatically after you install it and each time you turn on the computer. You can manually stop and then restart SMART Sync Class List Server if necessary.

Stopping SMART Sync Class List Server

To stop Class List Server from a command prompt

1. Open a Command Prompt window.

2. Navigate to the folder containing the SMART Sync Class List Server executable file.

   ℹ NOTE

   In most installations, this folder is **C:\Program Files\SMART Technologies\ SMART Sync 2009**.

3. Type the following command:

   ```
   SMARTSyncClassListServer.exe -stop
   ```

4. Press ENTER.

   SMART Sync Class List Server stops.

To stop Class List Server from the *Services* window

1. Open the Control Panel.

2. Double-click **Administrative Tools**.

3. Double-click **Services**.

   The *Services* window appears.

4. Scroll to and select **SMART Sync Class List Server**.

5. Click **Stop**.

   OR

   Click ■.

   SMART Sync Class List Server stops.

Restarting SMART Sync Class List Server

**To restart
Class List Server
from a command prompt**

1. Open a Command Prompt window.

2. Navigate to the folder containing the SMART Sync Class List Server executable file.

   i NOTE
   In most installations, this folder is **%PROGRAMFILES%\
   SMART Technologies\SMART Sync 2009**.

3. Type the following command:

   `SMARTSyncClassListServer.exe -start`

4. Press ENTER.

   SMART Sync Class List Server starts.

**To restart
Class List Server
from the *Services* window**

1. Open the Control Panel.

2. Switch to **Classic** view if necessary, and then double-click **Administrative Tools**.

3. Double-click **Services**.

   The *Services* window appears.

4. Scroll to and select **SMART Sync Class List Server**.

5. Click **Start**.

   OR

   Click ▶ .

   SMART Sync Class List Server starts.

Changing the SMART Sync Class List Server Port Number

The default port number of SMART Sync Class List Server is 46200. You can change the port number if necessary.

To change the port number

1. Stop SMART Sync Class List Server (see page 52).

2. Open a Command Prompt window.

3. Navigate to the folder containing the SMART Sync Class List Server executable file.

   ℹ NOTE
   In most installations, this folder is **%PROGRAMFILES%\ SMART Technologies\SMART Sync 2009**.

4. Type the following command:

   ```
   SMARTSyncClassListServer.exe -u
   ```

5. Press ENTER.

   The SMART Sync Class List Server service uninstalls.

6. Type the following command:

   ```
   SMARTSyncClassListServer.exe -i [Port number]
   ```

7. Press ENTER.

   The SMART Sync Class List Server service reinstalls with the new port number.

8. Restart SMART Sync Class List Server (see page 53).

Appendix A
Customer Support

Online Information and Support

Visit www.smarttech.com/support to view and download user's guides, how-to and troubleshooting articles, software and more.

Training

Visit www.smarttech.com/trainingcenter for training materials and information about our training services.

Technical Support

If you experience difficulty with your SMART product, please contact your local reseller before contacting SMART Technical Support. Your local reseller can resolve most issues without delay.

> **NOTE**
> To locate your local reseller, visit www2.smarttech.com/st/en-US/Where+to+Buy.

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

Online	www.smarttech.com/contactsupport
Telephone	+1.403.228.5940 or Toll Free 1.866.518.6791 (U.S./Canada) (Monday to Friday, 5 a.m. – 6 p.m. Mountain Time)
Fax	+1.403.806.1256
E-mail	support@smarttech.com

Shipping and Repair Status

Contact SMART's Return of Merchandise Authorization (RMA) group, Option 5, +1.866.518.6791, for shipping damage, missing part and repair status issues.

General Inquiries

Address	SMART Technologies
	3636 Research Road NW
	Calgary, AB T2L 1Y1
	CANADA
Switchboard	+1.403.245.0333 or
	Toll Free 1.888.42.SMART (U.S./Canada)
Fax	+1.403.228.2500
E-mail	info@smarttech.com

Registration

To help us serve you, register online at www.smarttech.com/registration.

SMART ™