Release notes

SMART Sync™ 2010 for Windows® operating systems

About these release notes

These release notes summarize the changes in SMART Sync™ 2010 classroom management software for Windows® operating systems.

Product information

SMART Sync 2010 is easy-to-use classroom management software that allows teachers to monitor and control their students' computers while facilitating chat, file sharing and group collaboration.

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SMART Sync 2010 summary

Software component version numbers

Component	Version	Date (if applicable)
SMART Sync Teacher	9.0.372.0	April 30, 2010
SMART Sync Class List Server	9.0.372.0	April 30, 2010
SMART Sync Administrator Tool	9.0.372.0	April 30, 2010
SMART Sync Student	9.0.372.0	April 30, 2010
SMART Sync Student Configuration Tool	9.0.372.0	April 30, 2010

Computer requirements

Teacher and administrator computers

- Pentium® III 600 MHz processor

- 256 MB of RAM

- 100 MB of free hard disk space

- Windows XP, Windows Vista® or Windows 7 operating system

- 800 × 600 or higher resolution display with 16-bit color quality

- Internet Explorer® Internet browser version 5.0 or later

- DirectX® technology version 7.0a or later

Student computers

- Pentium III 500 MHz processor

- 128 MB of RAM

- 55 MB of free hard disk space

- Windows XP, Windows Vista or Windows 7 operating system

- 600 × 480 or higher resolution display with 16-bit color quality

- Internet Explorer Internet browser version 5.0 or later

- DirectX technology version 7.0a or later

Network

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

Highlights

- SMART Sync 2010 introduces several technical changes to the software to improve its support for wireless environments. As a result of these technical changes, teachers and students in wireless environments will notice improved performance and fewer disconnections.

- When you observe, control or broadcast a student's desktop, SMART Sync displays the student's desktop on your screen at a specific image quality and frame rate for optimal network performance. You can adjust the image quality and frame rate for your network or, alternatively, choose to display the student's desktop at the highest possible image quality and frame rate.

- When a student first starts SMART Sync Student, he or she can select a teacher to connect to from a drop-down list of teachers currently logged on to SMART Sync Teacher. This feature is referred to as "teacher discovery." If multicasting isn't enabled, you can use SMART Sync Class List Server to allow students to use teacher discovery.

- If a student's computer disconnects from a teacher's computer while the teacher is observing, locking or controlling the student's desktop, SMART Sync 2010 automatically resumes observing, controlling or locking the student's desktop after his or her computer reconnects with the teacher's computer. In addition, if the student's computer disconnects while the teacher is transferring a file, SMART Sync 2010 automatically sends the file to the student after his or her computer reconnects.

- You can start and close SMART Notebook™ SE collaborative learning software from SMART Sync Teacher and include it in application blocking rules even if you don't have this application installed on your computer. In addition, SMART Sync 2010 introduces a default application blocking rule that allows you to block all applications except SMART Notebook SE on students' computers.

- Like the Help for SMART Notebook collaborative learning software and SMART Response™ interactive response system, the Help for SMART Sync is now on the Web. In addition, the SMART Sync 2010 Help introduces SMART's new Help format.

- SMART Sync includes support for the SMART Customer Experience program.

- You can set the language for SMART Sync Teacher using the SMART Language Setup utility.

- Administrators can customize SMART Sync Student properties when deploying the software's installation package (MSI file). The SMART Sync Student Configuration Tool is still available if you want to customize these properties after installation or create a **SyncClient.ini** file to deploy to other student installations.

Known issues

- Don't install SMART Sync Teacher and SMART Sync Student on the same computer.

- You're unable to broadcast the teacher's screen during a Collaboration session in a wireless environment.

- If your network includes both wired and wireless connections, sending files and media can be slow.

- In the Windows Vista operating system, if blocked applications must start other executable (.exe) files to function, application blocking might not work as expected.

- SMART Sync is unable to block games in 64-bit versions of the Windows Vista operating system.

- If you create a CSV file using Excel® that contains non-English characters, you might not be able to import the file into SMART Sync Administrator Tool. (You can create CSV files that contain non-English characters using other applications.)

- On student computers, the message "You are unable to connect to the teacher" means that the teacher disconnected the student from his or her class. SMART Sync doesn't attempt to reconnect the student to the class.

- If you specify a custom folder for files received from students using UNC (for example, **\\schoolserver\teachers\jsmith**), SMART Sync Teacher stops responding when you start a collaboration session. To prevent this from happening, use a mapped network drive path (for example, **T:\jsmith**) instead.

- When installing SMART Sync on laptops with multiple network connectors, a problem can occur with the installation process.

- If a teacher closes SMART Sync Teacher while students are still connected and then restarts SMART Sync Teacher, some students with Windows XP computers might not be able to reconnect to the teacher's computer.

- If one student (A) connects during a broadcast in which the teacher is writing digital ink on the desktop of another student (B), only student B can see the teacher's digital ink.

- If a student using two displays connects to a teacher and then changes to one display, the image of the student's desktop is distorted in the *Observe* windows on the teacher's computer.

Contact us

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

> **ⓘ NOTE**
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> To locate your local reseller, visit www.smarttech.com/wheretobuy.

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
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