



# Education Software Installer 2013

Activation frequently asked questions

**SMART**<sup>®</sup>

# Product registration

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

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

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

Serial number:

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Date of purchase:

---

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# Chapter 1

## About this guide

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

For more information on the Education Software Installer, see the *Education Software Installer 2013 system administrator's guide for Windows operating systems* ([smarttech.com/kb/170416](http://smarttech.com/kb/170416)) or the *Education Software Installer 2013 system administrator's guide for Mac OS X operating system software* ([smarttech.com/kb/170415](http://smarttech.com/kb/170415)).

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



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

If you purchase and register eligible SMART hardware products you receive the accompanying software for free. Go to [smarttech.com/registration](http://smarttech.com/registration) to register your SMART product and receive your software product key.

SMART product	Accompanying software
SMART Board® interactive whiteboard	SMART Notebook™ collaborative learning software
SMART Board interactive flat panel	SMART Notebook software
SMART Podium™ interactive pen display	SMART Notebook software
SMART Response™ interactive response system	SMART Response software
SMART Document Camera™	SMART Notebook software and 3D Tools for SMART Notebook™ software

## CHAPTER 2

### Product keys

SMART product	Accompanying software
SMART Table® collaborative learning center	SMART Notebook software and SMART Sync™ classroom management software

#### NOTE

You don't need a product key to activate SMART Response software if you have a SMART Response PE, LE or XE interactive response system. Simply connect your SMART Response receiver to activate your software while the software is in PE, LE or XE mode.

You can purchase other SMART software products and receive product keys for them. Go to [smarttech.com/software](http://smarttech.com/software) for more details.

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

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

#### To start SPU on a Windows computer

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

#### To open SPU on a Mac computer

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

#### To start SPU from SMART software

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



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### Product keys

If you don't have SPU installed, find the activation status of your software through the Activation Wizard.

#### To run the Activation Wizard on a Windows computer

1. If you have a 32-bit system, run the following command using the command line interface:

```
c:\Program Files\Common Files\SMART Technologies\SMART Product Update\activationwizard.exe --m 10 --v 3 --puid education_bundle
```

If you have a 64-bit system, run the following command using the command line interface:

```
c:\Program Files (x86)\Common Files\SMART Technologies\SMART Product Update\activationwizard.exe --m 10 --v 3 --puid education_bundle
```

2. Press ENTER.

The activation status appears.

3. Press **Enter License**.

The activated product keys appear.

#### To run the Activation Wizard for SMART Notebook software and SMART Response software on a Mac computer

1. In Finder, browse to **Applications > Utilities**, and then double-click **Terminal**.

The *Terminal* window appears.

2. Type the following command:

```
/Library/Application\ Support/SMART\ Technologies/activationwizard.app/Contents/MacOS/activationwizard --m 10 --v 3 --puid notebook_10a --uipack notebook_10
```

3. Press ENTER.

The activation status appears.

4. Press **Enter License**.

The activated product keys appear.

**To run the Activation Wizard for SMART Sync software on a Mac computer**

1. In Finder, browse to **Applications > Utilities**, and then double-click **Terminal**.

The *Terminal* window appears.

2. Type the following command:

```
/Library/Application\ Support/SMART\  
Technologies/activationwizard.app/Contents/MacOS/activationwizard  
--m 10 --v 3 --puid sync_10
```

3. Press ENTER.

The activation status appears.

4. Press **Enter License**.

The activated product keys appear.

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

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

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

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

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

There are several places to find your product key:

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

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

There are several places to find your product key if you've accidentally deleted or returned it (see *How can I find my product key if I lose it?* on the previous page for more information). After you've located your product key, you need to activate the software again in SPU by pressing the **Activate** button beside the product name and then adding the product key to the *Activation* dialog box.



### NOTE

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

For more information, see *How do I find the activation status of my SMART software?* on page 4.

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

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

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

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

## What's the difference between a product key, an installation ID and an activation key?

You receive a product key when you purchase SMART software or certain SMART hardware products. It enables you to activate licensed SMART software. You can enter your product key into the *Activation Wizard* during or after the installation to activate the software.

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### Product keys

In most cases, you don't need an installation ID or an activation key to activate your software. You need an installation ID and an activation key only if an error occurs or if you manually activate your software.

If you manually activate your software, use the Activation Wizard to generate an installation ID for your product key. The installation ID is associated to the product key and to the computer you used to generate the product key. You're unable to use the same installation ID on multiple computers.

To manually activate your software, you need to provide your product keys and associated installation IDs to SMART by web or phone using the Activation Wizard. SMART then gives you an activation key for each product key. Each activation key is associated with a product key and installation ID. You can use the activation key only on the computer that generates the associated installation ID. When you receive the activation key, enter it into the Activation Wizard to complete the activation process.

When manually activating your software through the web using the Activation Wizard, some product keys use a method different from exchanging an installation ID and Activation key. Some product keys provide a request message asking you to copy and paste the information, and the website then provides a response message. Alternatively, other product keys may use files attached to the request and response messages to exchange information. Follow the instructions in the Activation Wizard and on the manual activation website. You will be directed to the appropriate method depending on the product key you're using.

## What is a subscription product key?

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

## What is a maintenance product key?

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

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

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

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

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

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



### NOTE

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

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

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

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

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

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

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

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

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

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

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

OR

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Deploying software product keys to more than one computer

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

For more information, see the *Education Software Installer 2013 system administrator's guide for Windows operating systems* ([smarttech.com/kb/170416](http://smarttech.com/kb/170416)) or the *Education Software Installer 2013 system administrator's guide for Mac OS X operating system software* ([smarttech.com/kb/170415](http://smarttech.com/kb/170415)).

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

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

OR

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

## Should I activate my software before or after imaging?

If you use the image for mass deployment, you need to activate all SMART software after deployment. You can then use the image to restore the software on the same computer.

For more information, see the *Education Software Installer 2013 system administrator's guide for Windows operating systems* ([smarttech.com/kb/170416](http://smarttech.com/kb/170416)) or the *Education Software Installer 2013 system administrator's guide for Mac OS X operating system software* ([smarttech.com/kb/170415](http://smarttech.com/kb/170415)).

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

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



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

1. Start SMART Install Manager, and then enter the product keys for the software that you want to activate.
2. Push out the **SMART Education Software 2013.msi** with the generated .mst file to install and activate the products.

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

Use the command line properties pushed out with the **SMART Education Software 2013.msi** project and provide the product key to activate the software during the installation.

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

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

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

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

```
c:\Program Files\Common Files\SMART Technologies\SMART Product
Update\activationwizard.exe" --puid [Product ID] --m=[Value] --v=3
--a [Optional flags] --pk [Product key]
```

For more information, see Chapter 3 of the *Education Software Installer 2013 system administrator's guide for Windows operating systems* ([smarttech.com/kb/170416](http://smarttech.com/kb/170416)) or the *Education Software Installer 2013 system administrator's guide for Mac OS X operating system software* ([smarttech.com/kb/170415](http://smarttech.com/kb/170415)).

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

### ■ To mix and match product keys during deployment

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

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

See the *Education Software Installer 2013 system administrator's guide for Windows operating systems* ([smarttech.com/kb/170416](http://smarttech.com/kb/170416)) or the *Education Software Installer 2013 system administrator's guide for Mac OS X operating system software* ([smarttech.com/kb/170415](http://smarttech.com/kb/170415)).

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

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

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

## Can I find out how many activations I've used?

You're unable to track how many activations you've used. However, you can view the activation history of your product key (see *How do I find the activation history of my product key?* on page 6 for more information).

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

If you think you received this message in error, contact SMART support and have your product key ready.

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Deploying software product keys to more than one computer

### Can I use the activation key from a manual activation on multiple computers?

You're unable to use the activation key from a manual activation to activate the software on multiple computers. When you perform a manual activation, you need to provide a product key as well as a unique installation ID, and then use the combination of the product key and unique installation ID to generate a unique activation key. You can use this activation key only on the computer that generates the unique installation ID.

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

You're unable to track the activation status of your SMART products installed across a network.



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## Entitlements

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### What updates am I entitled to?

The Education Software Installer contains updates for SMART Notebook software, SMART Response software, SMART Notebook Math Tools software and 3D Tools for SMART Notebook software.

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

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SMART Response software	If you share the software with another school, you can share the product key with the other school.
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SMART Notebook Math Tools software	You can purchase product keys by quantity and distribute them. However, your school or district might have guidelines on the distribution of the software and product keys.
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## Is a product key licensed to a computer or a user?

SMART software product keys are licensed to a computer. When you enter a SMART software product key and activate the software, you node-lock the license to the computer that you installed the software on and anyone can use it. If you want to activate the software on a second computer, you need a second license.



### NOTE

Product keys typically support multiple licenses.

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

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

There isn't a way to determine how many unconsumed licenses remain. SMART encourages system administrators to track licenses and the computers that use them. You can purchase additional licenses through your authorized SMART reseller ([smarttech.com/where](http://smarttech.com/where)).

## How do I activate 3D Tools for SMART Notebook software?

3D Tools for SMART Notebook software is an add-on product for SMART Notebook software. You can activate 3D Tools for SMART Notebook software either by launching the software while a SMART Document Camera is connected or by entering a 3D Tools for SMART Notebook software product key (prefix MR-).

## What is the correct product key for my SMART software?

Every SMART software product key contains either a five-character or a two-character prefix that identifies its type. Most keys activate a single product while a few activate a suite of products.

<b>Product key prefix</b>	<b>SMART software</b>
SNT10	SMART Response software and SMART Notebook software (activated by connecting a SMART Response receiver)
MR	3D Tools for SMART Notebook software
NB	SMART Notebook software
NM	SMART Notebook Math Tools software
MT	SMART Notebook Math Tools software (also activates SMART Notebook software)
MH	SMART Notebook Math Tools software (take-home key)
NS	SMART Notebook SE software
SC	SMART Classroom Suite™ interactive learning software (also activates SMART Notebook software, SMART Response software, SMART Sync software and SMART Notebook SE software)
SR	SMART Response software (activates SMART Notebook software and SMART Notebook SE software)
SS	SMART Sync software
TH	SMART Notebook Math Tools software (take-home key)
RT	SMART Response software (also activates SMART Notebook software)
RV	SMART Response VE software hosted by SMART Technologies
RH	SMART Response VE software locally hosted
NC	Notebook Collaborative license key (activates and removes the watermark from SMART Notebook software installed on a computer connected to a third-party interactive whiteboard or product)





# Chapter 5

## Troubleshooting

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### How do I activate my SMART software using the Activation Wizard?

You have the option of using the Activation Wizard for either automatic or manual activation. If the computer isn't connected to the Internet or your firewall is blocking the SMART server, you're unable to use the automatic activation option.

 **NOTE**

If you have a firewall that blocks access to the SMART servers, SMART recommends you configure a proxy that allows you to access the servers (<https://webservices.smarttech.com> and <https://activationsservice.smarttech.com>).

If you manually activate your software, you can use one of two methods in the Activation Wizard. SMART recommends using the manual activation methods in the following order:

1. Self-serve manual activation website
2. Contact SMART Support

### To use the self-serve manual activation website

1. Open the website from the Activation Wizard.
2. Copy and paste the product key and installation ID, or upload a request message and download a response message.
3. Follow the instructions in the Activation Wizard and on the website.

### To contact SMART Support

Contact SMART Support over the phone and give them your product key and installation ID to receive your activation key.

#### NOTES

- If you've purchased a subscription or maintenance product key, you're unable to activate your software over the phone. You must activate your software using the automatic online method or the self-serve manual activation website.
- If you want to activate multiple product keys, you need to provide an installation ID for each product key. You'll receive an activation key for each product key. If you activate the software on multiple computers, each computer has a unique installation ID for each product key and requires an activation key for each installation ID.
- See your software user's guide or online help for more information on automatic activation.

## Why isn't my software activating?

You require an Internet connection to automatically activate your software and access the SMART servers (<https://webservices.smarttech.com> and <https://activationsservice.smarttech.com>). Ensure that you're connected to the Internet and that your firewall and proxy settings allow you to access the SMART servers.

## Why is my product key invalid?

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

- You entered an incorrect product key. Check the spelling of the product key or copy and paste the key.
- You didn't activate the correct SMART software. Ensure that you're activating the correct SMART software.

- The product key identifier (prefix) is incorrect. For a list of these identifiers, see *What is the correct product key for my SMART software?* on page 19.
- Your SMART Response software is in the incorrect mode. When you activate SMART Response software, ensure the software is in the correct mode.
- Your installation might be corrupted. Remove and then install your SMART software.

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

The *Activating...* bubble appears when your software doesn't activate successfully. You have a 90-day grace period while your system periodically attempts to activate the software. The bubble stops appearing once the activation succeeds. To check the activation status of your SMART software, start SPU. Contact SMART Support ([smarttech.com/contactsupport](http://smarttech.com/contactsupport)) if the bubble appears every day.

## Why does the activation status of my SMART software say it expires 90 days after I activate it?

This happens with certain product keys when the software doesn't activate successfully during the 90-day grace period. Try activating the software again either automatically or manually. For more information, see *How do I activate my SMART software using the Activation Wizard?* on page 21.

## How do I activate SMART Response software?

See *Activating SMART Response software* in the *SMART Response 2013 interactive response system user's guide* ([smarttech.com/kb/170434](http://smarttech.com/kb/170434)).

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

See *Activating SMART Response software* in the *SMART Response 2013 interactive response system user's guide* ([smarttech.com/kb/170434](http://smarttech.com/kb/170434)).

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

The trial window displays trial information for SMART Notebook software, SMART Response software (if installed), SMART Notebook Math Tools software and 3D Tools for SMART Notebook software. SMART Notebook Math Tools software and 3D Tools for SMART Notebook software are add-ons for SMART Notebook software, and each requires its own product key. SMART Notebook software works as expected when you activate it but you're unable to use SMART Notebook Math Tools software until you activate it. If you don't activate it, SMART Notebook Math Tools software continues to display the trial window until the trial period expires or the trial window is disabled.



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