



SMART Meeting Pro™ 4

Windows® operating systems

System administrator's guide

This guide is available in [HTML](#).

Scan the following QR code to read the HTML version of this guide on your smart phone or other mobile device.



SMART®

Trademark notice

SMART Meeting Pro, Bridgit, SMART Board, SMART Ink, the SMART logo, smarttech and all SMART taglines are trademarks or registered trademarks of SMART Technologies ULC in the U.S. and/or other countries. Microsoft, Windows, Lync, Visual Studio, Internet Explorer, MSDN, Windows Server, Outlook, Windows PowerShell and Active Directory are either registered trademarks or trademarks of Microsoft Corporation in the U.S. and/or other countries. All other third-party product and company names may be trademarks of their respective owners.

Copyright notice

© 2013 SMART Technologies ULC. All rights reserved. No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system or translated into any language in any form by any means without the prior written consent of SMART Technologies ULC. Information in this manual is subject to change without notice and does not represent a commitment on the part of SMART.

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

www.smarttech.com/patents

06/2013

Contents

Chapter 1: Welcome	1
Installation overview	2
Computer requirements	2
Installation packages and supporting files	3
Language files	4
Chapter 2: Customizing installation packages	5
Using SMART Install Manager	5
Using third-party tools	13
Chapter 3: Deploying the software	15
Using the command line interface	16
Using third-party imaging or remote management software	19
Chapter 4: Configuring SMART Meeting Pro software	21
Activating SMART Meeting Pro software after installation	21
Adding a unique e-mail address to each computer after installation	22
Orienting your SMART interactive product after installation	23
Configuring 4K UHD displays	24
Chapter 5: Configuring Microsoft Exchange settings	25
Accessing SMART Meeting Pro Settings	26
Changing Microsoft Exchange integration settings	26
Checking registry values	28
Changing e-mail settings	29
Chapter 6: Updating the software	31
Chapter 7: Removing the software	33
Using the user interface	33
Using the command line interface	34
Appendix A: Windows Installer properties and parameters	41
Properties	41
Parameters	47
Appendix B: Language files and codes	49
Installation language files and codes	49
Language packs	50

CONTENTS

Appendix C: Microsoft Exchange Server polling intervals	51
Appendix D: Installing and configuring SMART Meeting Pro connector for Lync	53
Installation overview	54
Before installing SMART Meeting Pro connector for Lync	56
Before installing Remote Ink client	58
Before installing Remote Ink service	60
Deploying installation packages	62
Activating SMART Meeting Pro connector for Lync software after installation	64
Configuring Remote Ink software	65
Index	77

Chapter 1

Welcome

Installation overview	2
Computer requirements	2
For one- or two-display systems	2
For three- to eight-display systems	3
For nine- to 16-display systems	3
Installation packages and supporting files	3
Third-party installation packages	3
SMART software installation packages	4
Language files	4

This guide explains how to customize and deploy SMART Meeting Pro™ software.

This guide is intended for IT administrators and others experienced with customizing, deploying 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 modifying the registry
- Have administrative privileges and access to servers
- Have Internet access

IMPORTANT

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

NOTES

- As an alternative to customizing and deploying SMART Meeting Pro software as documented in this guide, you can install the software by downloading and using the installation wizard. The installation wizard includes Help that explains how to configure the software.

- If you want to customize and deploy SMART Meeting Pro connector for Microsoft® Lync® and Remote Ink by SMART, see *Installing and configuring SMART Meeting Pro connector for Lync* on page 53.

Installation overview

To install SMART Meeting Pro software

1. Ensure your computers meet the minimum software and hardware requirements (see *Computer requirements* below).
2. Download the required installation packages (see *Installation packages and supporting files* on the next page).
3. Customize the SMART Meeting Pro software installation packages (see *Using SMART Install Manager* on page 6 and *Using third-party tools* on page 13).
4. Deploy the installation packages (see *Deploying the software* on page 15).
5. Configure SMART Meeting Pro software after deployment if required (see *Configuring SMART Meeting Pro software* on page 21).

Computer requirements

Before you install SMART Meeting Pro software, ensure your computers meet the minimum requirements defined in this section.

For one- or two-display systems

- Windows 7 or Windows 8 operating systems
- 2 GHz dual-core processor or faster (quad-core recommended)
- 2 GB of RAM (4 GB recommended)
- 1 GB of free hard disk space for minimum installation (additional free space required during installation)
- Microsoft .NET Framework 4 Full (not Client)
- Microsoft Visual Studio® Tools for Office

CHAPTER 1

Welcome

For three- to eight-display systems

- Windows 7 or Windows 8 operating systems
- 2 GHz dual-core processor or faster (quad-core recommended)
- 4 GB of RAM
- 1 GB of free hard disk space for minimum installation (additional free space required during installation)
- Microsoft .NET Framework 4 Full (not Client)
- Microsoft Visual Studio Tools for Office

For nine- to 16-display systems

- Windows 7 or Windows 8 (64-bit) operating systems
- 3 GHz dual-core processor or faster (quad-core recommended)
- 8 GB of RAM or more
- 1 GB of free hard disk space for minimum installation (additional free space required during installation)
- Microsoft .NET Framework 4 Full (not Client)
- Microsoft Visual Studio Tools for Office

Installation packages and supporting files

The following installation packages (also known as MSI files) and supporting files are required to install and configure SMART Meeting Pro software.

Save the packages in a location on your network that's accessible to all the computers on which you plan to install the software.

Third-party installation packages

The following third-party installation packages are contained in the SMART Meeting Pro software .zip file available from smarttech.com/administratordownloads. The installation packages are located in folders in the .zip file.



TIP

You can also download these third-party installation packages from microsoft.com/downloads.

CHAPTER 1

Welcome

Installation package	File name
Microsoft .NET Framework 4 (Standalone Installer)	dotNetFx40_Full_x86_x64.exe
Microsoft Visual Studio Tools for Office for 32-bit computers	vstor40_x86.exe
Microsoft Visual Studio Tools for Office for 64-bit computers	vstor40_x64.exe



NOTE

You can run the **dotNetFx40_Full_x86_x64.exe** file to install all required Microsoft .NET Framework prerequisites and the Microsoft .NET Framework 4 Full files. However, SMART recommends that you download the latest version of the Microsoft .NET Framework files from the Microsoft website. For information on deploying the Microsoft .NET Framework, refer to the *.NET Framework Deployment Guide for Administrators* on the MSDN® website (msdn.microsoft.com/en-us/library/ee390831.aspx).

SMART software installation packages

Download the .zip files containing these installation packages from smarttech.com/administratordownloads.

Installation package	File name
SMART Product Drivers	SMART Product Drivers Installer.msi
SMART Meeting Pro software	SMART Meeting Pro.msi

Language files

If you plan to deploy the installation packages in a language other than English (U.S.), ensure the corresponding MST file for the language is in the same folder as the MSI file (see *Installation language files and codes* on page 49).

Similarly, if you want users to be able to view and use the software in a language other than English, you must download and install the appropriate language pack (see *Language packs* on page 50).

These language packs are located in the *Language* folder in the *Support* folder of the .zip file.

Chapter 2

Customizing installation packages

Using SMART Install Manager	5
Installing SMART Install Manager	5
Using SMART Install Manager	6
Opening an installation package	6
Saving your changes	7
Publishing your changes as an MST file	7
Customizing the SMART Meeting Pro installation package	8
Customizing the SMART Product Drivers installation package	11
Using third-party tools	13

You can customize installation packages using SMART Install Manager.

OR

You can customize installation packages using third-party tools and Windows Installer properties.

Using SMART Install Manager

SMART Install Manager enables you to customize SMART software installation packages (also known as MSI files) by publishing MST files. You can then deploy the MSI and MST files to computers using third-party imaging or remote management software.

Installing SMART Install Manager

Download and install SMART Install Manager from the SMART Support website.

To install SMART Install Manager

1. Go to smarttech.com/administratordownloads.
2. Scroll to *SMART Meeting Pro software*, click **Choose a version**, and then select **SMART Meeting Pro software > 4 for Windows**.

CHAPTER 2

Customizing installation packages

3. Click **Download SMART Install Manager**, and then click **Download**.
4. Save the **Install Manager.exe** file to your computer.
5. Double-click the **Install Manager.exe** file.

The SMART Install Manager installation wizard appears.

6. Follow the on-screen instructions.

Using SMART Install Manager


After you install SMART Install Manager, shortcuts to the software appear on the desktop and in the Start menu (Windows 7 operating system) or the *Apps* screen (Windows 8 operating system).

With SMART Install Manager, you can do the following:

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

Opening an installation package

To customize an installation package, drag its MSI file into the SMART Install Manager window.

Alternatively, you can search for installation packages on your computer by clicking .

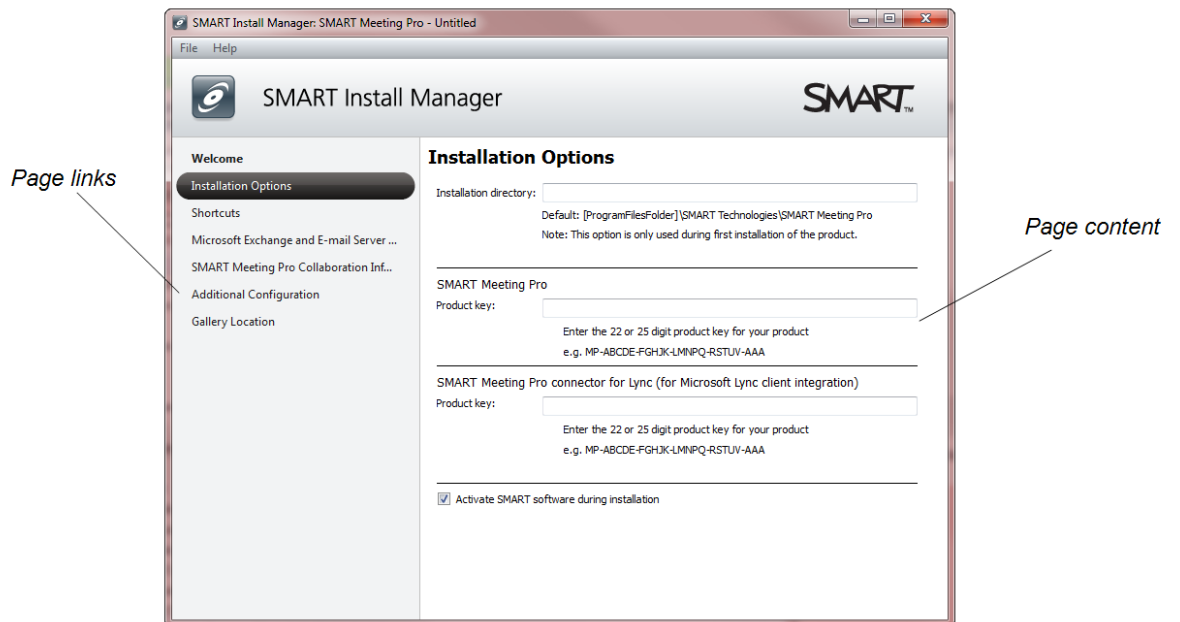
NOTE

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

CHAPTER 2

Customizing installation packages

After you open an installation package, a set of pages for that installation package appears in SMART Install Manager. Customize the installation package using the controls on these pages.



Saving your changes

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

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. To do this, select **File > Publish**, and then use the dialog box to define a location for and create the MST file.

TIP

If you use an older MST file created with an earlier version of the MSI file, it might not work properly. Use the current MSI file to create your MST file. Publish the MST file in the same location as the MSI file.

CHAPTER 2

Customizing installation packages

Customizing the SMART Meeting Pro installation package

To customize the SMART Meeting Pro installation package, open the **SMART Meeting Pro.msi** file in SMART Install Manager (see *Opening an installation package* on page 6), and then set the controls on each page.

Control	Procedure	Notes
Installation Options		
Installation directory	Type the path to your preferred folder for SMART Meeting Pro software.	If you don't specify a folder, Windows Installer installs SMART Meeting Pro software in [Program files (x86) folder]\SMART Technologies\SMART Meeting Pro.
SMART Meeting Pro	Type your 25-character product key for SMART Meeting Pro software.	When the software deploys, the product key activates the software.
SMART Meeting Pro connector for Lync	Type your 25-character product key for SMART Meeting Pro connector for Lync in the appropriate product key box to enable the Lync collaboration option.	You can type the product key with or without hyphens. When you type a volume product key, the software activates when you deploy it to your network computers.
Activate SMART software during installation	Select to activate SMART Meeting Pro software automatically during installation rather than manually after installation.	
Shortcuts		
Install Desktop shortcut	Select to create shortcuts to SMART Meeting Pro software on the desktop.	
Launch SMART Meeting Pro at Startup	Select to start SMART Meeting Pro software automatically when the user logs on.	
Microsoft Exchange and E-mail Server Settings		
Enable integration with Microsoft Exchange	Select to enable Microsoft Exchange integration with SMART Meeting Pro software.	For more information on Microsoft Exchange integration, see <i>Configuring Microsoft Exchange settings</i> on page 25. You must add the room resource's unique e-mail address after installation (see <i>Adding a unique e-mail address to each computer after installation</i> on page 22). Users can access their Microsoft Outlook® meeting details and e-mail Whiteboard files to themselves or to other users in SMART Meeting Pro software.
Auto start scheduled meeting at logon	Select to automatically start scheduled meetings each time a user starts a new session.	
Auto book ad hoc meeting at logon	Select to automatically book and start an unscheduled meeting each time a user starts a new session if the room resource is available.	

CHAPTER 2

Customizing installation packages

Control	Procedure	Notes
Auto reset room after meeting end time	Select to automatically reset the room 5 minutes after a meeting's scheduled end time. Use the drop-down menu to change the delay time.	
Auto insert agenda at meeting start	Select to automatically insert meeting details into the drawing area each time a scheduled meeting starts.	
Enable SMTP e-mail configuration	Select to configure SMTP e-mail settings or the computer's default e-mail client.	If you don't enable Microsoft Exchange integration settings, you can still configure SMTP e-mail settings. Users are unable to access their Outlook meeting details, but they can still e-mail Whiteboard files.
Sender e-mail address	Type the sender e-mail address for the SMART Meeting Pro software installation.	Users can e-mail Whiteboard files to themselves or to other users in SMART Meeting Pro software. The software uses this e-mail address in the <i>Sender</i> field. If the computer doesn't have an e-mail client installed, enter a do not reply value. This indicates to mail recipients that they can't reply to e-mails they receive.
SMTP server name	Type the name of the SMTP server.	Users can e-mail Whiteboard files to themselves or to other users in SMART Meeting Pro software. The software uses this e-mail server to send the file.
Use the computer's default e-mail client to send e-mail messages	Select to use the computer's default e-mail client to send e-mail messages.	The default e-mail client must be properly configured for e-mail to be sent.
SMART Meeting Pro Collaboration Information		
Disable remote collaboration	Select to disable remote collaboration.	You're unable to change the collaboration option after installation.
Enable Lync integration	Select to enable Lync integration for SMART Meeting Pro software remote collaboration.	You're unable to change the collaboration option after installation. The computer hosting SMART Meeting Pro software must have Lync client software installed and network access to Lync 2010 Server. To use the features of Remote Ink by SMART, Remote Ink client and Remote Ink service software must also be deployed. For more information, see <i>Installing and configuring SMART Meeting Pro connector for Lync</i> on page 53.
Enable Bridgit integration	Select to enable Bridgit® integration for SMART Meeting Pro software remote collaboration.	You're unable to change the collaboration option after installation. If no server name is provided, Bridgit software integration is disabled.

CHAPTER 2

Customizing installation packages

Control	Procedure	Notes
Bridgit Server	Type the name of the Bridgit server (for example, bridgit.example.com).	The Bridgit server enables the SMART Meeting Pro software installation to connect to other SMART Meeting Pro software installations.
Access password	Type the access password for the Bridgit server.	
Creation password	Type the creation password for the Bridgit server.	
Automatically share primary screen	Select to share the main screen each time a user starts a new session.	
Show meeting password on collaboration bar	Select to show the meeting password in text on the Bridgit Collaboration Bar.	
Additional Configuration		
Default whiteboard style	Select Unbound Whiteboard to present pages in unbound Whiteboard style. OR Select Classic Whiteboard to present pages in classic Whiteboard style.	In unbound Whiteboard style, pages have no defined boundaries, and the page area can be significantly larger than the viewable area. This is beneficial when users want to use Whiteboard mode for brainstorming or to zoom in on specific details in large, detailed maps, diagrams or other images. In classic Whiteboard style, pages have defined boundaries, and the page area is usually the same as or slightly larger than the viewable area. This is beneficial when users want to present content to others in Whiteboard mode and want all content to be visible at the same time in the viewable area. SMART recommends that you select unbound Whiteboard style.
Default mode	Select Desktop to enable SMART Meeting Pro software to open in Desktop mode. OR Select Whiteboard to enable SMART Meeting Pro software to open in Whiteboard mode.	

CHAPTER 2

Customizing installation packages

Control	Procedure	Notes
Default file save format	Select the default file format that SMART Meeting Pro software uses to save whiteboard pages. Select from the following formats: <ul style="list-style-type: none"> • .fcw • .pdf • .ppt (.pptx) • .notebook 	If you select the unbound Whiteboard style, do not select .notebook as the default file format. Users are unable to save unbound Whiteboard files to .notebook format. Files saved in .pdf format can't be opened again in SMART Meeting Pro software. Files saved in .ppt or .pptx format can be opened in SMART Meeting Pro software but have reduced functionality. Users are still able to select a different file format when they save whiteboard pages.
Ink type	Select Calligraphic to use calligraphic ink, which smoothes your writing strokes and improves the readability of your notes. OR Select Regular to use regular ink.	SMART recommends that you select calligraphic ink.
Administrator password	Type a password that users must enter to modify the SMART Meeting Pro software settings.	If you leave this box blank, no password will be required to change SMART Meeting Pro software settings.
Gallery Location		
Save Gallery content added by user in	Type the path to your preferred folder for added content. If you don't specify a folder, added content is stored in the following default folder: [Public documents folder]\SMART Technologies\Gallery\Added Content.	The <i>Added Content</i> folder is a location on the local computer where user-created content is stored.
Additional Gallery Folder	Type the path to your preferred folder to add gallery folders.	

Customizing the SMART Product Drivers installation package

To customize the SMART Product Drivers installation package, open the **SMART Product Drivers Installer.msi** file in SMART Install Manager (see *Opening an installation package* on page 6), and then set the controls on each page.

Control	Procedure	Notes
Installation Options		
Installation directory	Type the path to your preferred folder for SMART Product Drivers.	If you don't specify a folder, Windows Installer installs SMART Product Drivers in [Program files (x86) folder]\SMART Technologies\SMART Product Drivers.
Language Selection		
Select the language packs you want to install	Select the language packs you want to install.	Some SMART software doesn't support all listed languages.

CHAPTER 2

Customizing installation packages

Control	Procedure	Notes
SMART Product Update		
Install SMART Product Update in Full mode	Select to install SMART Product Update (SPU) in Full mode.	In Full mode, users can view the installed versions of SMART software as well as their product keys, and download and install updates.
Install SMART Product Update in Dashboard mode	Select to install SPU in Dashboard mode.	In Dashboard mode, users can view only the installed versions of SMART software and their product keys.
Do not install SMART Product Update	Select to not install SPU.	
Check for updates	Type the number of days (1 to 60) between SPU checks.	This option is available only if you install SPU in Full mode. By default, SPU checks for product updates every 30 days.
Notify users about SMART product updates	Select to notify users of available SMART product updates through the Windows notification area.	This option is available only if you install SPU in Full mode.
Customer Experience		
Enable the Customer Experience Program on all devices	Select to automatically enable the Customer Experience Program for all users.	Users can disable the Customer Experience Program through the <i>Help</i> menu.
Disable the Customer Experience Program on all devices	Select to automatically disable the Customer Experience Program for all users.	Users can't enable the Customer Experience Program through the <i>Help</i> menu.
Optional Settings		
Enable Tablet PC Support	Select to use Tablet PC functionality with your SMART interactive display without having to connect a Tablet PC.	Enabling Tablet PC support is applicable to Windows 7 operating system only. It has no effect on other operating systems.
Start SMART Menu Icon at logon	Select to display the SMART Board® icon in the notification area when the computer starts.	
Start SMART Ink at logon	Select to start SMART Ink™ when the user logs on.	
Make SMART Ink Viewer the default PDF viewer	Select to make SMART Ink Viewer to the default PDF viewer.	
Start Simple Network Management Protocol (SNMP) Agent	Select to start the SNMP agent.	
Register unsigned drivers	Select to enable the registration of unsigned third-party drivers.	If you enable the registration of unsigned third-party drivers, the installation process could ask users if they trust the makers of the drivers during installation. This can cause issues if you deploy the installation in Silent mode. Therefore, it's best to disable the registration of third-party drivers if you deploy the installation in Silent mode.

CHAPTER 2

Customizing installation packages

Using third-party tools

You can customize SMART software installation packages by creating MST files using a third-party tool, such as Orca database editor, and the Windows Installer properties (see *Windows Installer properties and parameters* on page 41).

Chapter 3

Deploying the software

Using the command line interface	16
Installing prerequisite third-party software	16
Installing SMART Product Drivers	17
Installing SMART Meeting Pro software	18
Using third-party imaging or remote management software	19

After downloading the installation packages (see *Installation packages and supporting files* on page 3) and customizing them (see *Customizing installation packages* on page 5), deploy them in the following order:

Order	Installation package
1	Microsoft .NET Framework 4 Extended Profile and Client Profile (if not installed)
2	Microsoft Visual Studio Tools for Office (if not installed)
3	SMART Product Drivers
4	SMART Meeting Pro software

You can deploy installation packages using the command line interface.

OR

You can deploy installation packages using third-party imaging or remote management software.

NOTES

- You might need to manually activate SMART Meeting Pro software after you deploy it (see *Activating SMART Meeting Pro software after installation* on page 21).
- You might need to orient your interactive whiteboard again after installing SMART Meeting Pro software on a multiple display system (see *Orienting your SMART interactive product after installation* on page 23).

Using the command line interface

Using the command line interface, you can deploy installation packages in many ways, including running commands from the Command Prompt window and including commands in batch script files.

IMPORTANT

If you want to install language packs, you must do so when you first deploy the software. If you want to install a language pack after you first deploy the software, you must do so using the language pack's individual MSI file.

Installing prerequisite third-party software

Use the following procedures to install Microsoft .NET Framework 4 Full files and Microsoft Visual Studio Tools for Office.

NOTES

- For more information on the Microsoft .NET Framework, refer to the *.NET Framework Deployment Guide for Administrators* on the MSDN website (msdn.microsoft.com/en-us/library/ee390831.aspx).
- Extended Profile and Client Profile installation packages are part of Microsoft .NET Framework 4 (Standalone Installer) software.
- For more information on deploying Microsoft Visual Studio Tools for Office, refer to the *How to: Install the Visual Studio Tools for Office Runtime Redistributable* on the MSDN website (msdn.microsoft.com/en-us/library/ms178739.aspx).

To install the Microsoft .NET Framework 4 Full files

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

```
[Path]\dotNetFx40_Full_x86_x64.exe /passive /showfinalerror
```

OR

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

```
[Path]\dotNetFx40_Full_x86_x64.exe /q
```

Where *[Path]* is the path to the **dotNetFx40_Full_x86_x64.exe** file.

CHAPTER 3

Deploying the software

To install Microsoft Visual Studio Tools for Office for 32-bit computers

Run the following command:

```
[Path]\vstor40_x86.exe /q
```

Where *[Path]* is the path to the **vstor40_x86.exe** file.

To install Microsoft Visual Studio Tools for Office for 64-bit computers

Run the following command:

```
[Path]\vstor40_x64.exe /q
```

Where *[Path]* is the path to the **vstor40_x86.exe** file.

Installing SMART Product Drivers

Use the following procedures to install SMART Product Drivers.



NOTES

- Language packs are included in the SMART Product Drivers 11 (and later) .zip files (see *SMART Product Drivers installation package* on page 45).
- For known installation issues, refer to the Windows operating systems section of the SMART Product Drivers release notes available from smarttech.com/support.

To install SMART Product Drivers

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

```
msiexec /i "[Path]\SMART Product Drivers Installer.msi"  
TRANSFORMS="[MST file]" [Parameter]
```

OR

Run the following command if you didn't create an MST file to customize the installation package:

```
msiexec /i "[Path]\SMART Product Drivers Installer.msi"  
[Properties] [Parameter]
```

Where

- *[Path]* is the path to the **SMART Product Drivers Installer.msi** file and MST file.
- *[MST file]* is the name of the MST file.

CHAPTER 3

Deploying the software

- *[Properties]* is a set of properties you can include to customize the installation (see *SMART Product Drivers installation package* on page 45).
- *[Parameter]* is the installation parameter (see *Parameters* on page 47).

Installing SMART Meeting Pro software

Use the following procedure to install SMART Meeting Pro software.

To install SMART Meeting Pro software

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

```
msiexec /i "[Path]\SMART Meeting Pro.msi" TRANSFORMS="[MST file]"  
[Parameter]
```

OR

Run the following command if you didn't create an MST file to customize the installation package:

```
msiexec /i "[Path]\SMART Meeting Pro.msi" [Properties] [Parameter]
```

Where

- *[Path]* is the path to the **SMART Meeting Pro.msi** file and MST file.
- *[MST file]* is the name of the MST file.
- *[Properties]* is a set of properties you can include to customize the installation (see *SMART Meeting Pro installation package* on page 41).
- *[Parameter]* is the installation parameter (see *Parameters* on page 47).

Using third-party imaging or remote management software

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

NOTE

This procedure 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 to `\\[Domain Controller]NETLOGON`, where *[Domain Controller]* is your domain controller.
2. Open Control Panel, double-click **Administrative Tools**, and then double-click **Active Directory Users and Computers**.
The Active Directory Users and Computers window appears.
3. Right-click your domain, and then select **Properties**.
The Properties dialog box appears.
4. Click the **Group Policy** tab, and then click **Edit**.
The Group Policy Object Editor dialog box appears.
5. Browse to **Computer Configuration\Software Settings**.
6. Right-click **Software Installation**, select **New > Package**, and then browse to and select the MSI file from step 1.
7. In the *Deploy Software* section, click **Advanced**, and then click **OK**.
8. Click the **Modifications** tab, click **Add**, and then browse to and select the MST file from step 1.
9. Click **OK** to apply the MST file to the MSI file.
10. Close all open windows and dialog boxes.

NOTE

The time it takes to deploy the software depends on the size of your network.

Chapter 4

Configuring SMART Meeting Pro software

Activating SMART Meeting Pro software after installation	21
Adding a unique e-mail address to each computer after installation	22
Orienting your SMART interactive product after installation	23
Configuring 4K UHD displays	24

This chapter provides information on using the following procedures to configure SMART Meeting Pro software after installation.

- Activating SMART Meeting Pro software after installation
- Adding a unique e-mail address to each computer
- Orienting your SMART interactive product
- Configuring 4K UHD displays

Activating SMART Meeting Pro software after installation

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

- **Imaging a computer:** For the software to activate properly, each computer you install it on must have a unique installation ID. If you use a computer image or clone a hard drive to set up multiple computers, they all have the same installation ID as the original computer, which can cause an activation error.
- **Protecting software for computer configurations:** If you use system recovery or protection software, you should activate the software before you lock or freeze the computer for your users. However, if you can't, you must activate the software afterward.

To activate SMART Meeting Pro software after installation

Run the following command:

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

Where

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

OR

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

- *[Optional flags]* are optional flags you can include to configure the activation wizard.

Flag	Purpose
--monitor=[Number]	Specify the monitor to display the activation wizard.
--proxy=[Host:Port]	Specify the proxy host and port number to use for activation.
--proxyuser=[User]	Specify the proxy user name to use for activation.
--proxypassword=[Password]	Specify the proxy password to use for activation.
--locale=[Code]	Display the activation wizard user interface in a specific language, where <i>[Code]</i> is your language code (see <i>Installation language files and codes</i> on page 49).

- *[Product key]* is the software product key.

Adding a unique e-mail address to each computer after installation

For proper integration of Microsoft Exchange, each computer you install SMART Meeting Pro software on must have a unique room resource e-mail added in the registry entry. This e-mail address identifies the room within your Microsoft Exchange Server. This enables users to reserve a room resource by booking the room in the same way they book other meeting participants.

Complete the following procedure to add a unique room resource e-mail address to the registry entry of each computer.

CAUTION

Use caution when you open the Windows registry editor. If you incorrectly modify the Windows registry, you can damage your computer's operating system. Back up your registry before performing the following procedures.

TIP

For information on configuring a mass deployment of unique room resource e-mail addresses, see the online Help systems for your network administration tools.

To add an e-mail address to the registry entry after installation

1. Open the Registry Editor.
2. Use the following table to locate the appropriate key for your operating system.

Operating system	Folder location:
32-bit	HKEY_LOCAL_MACHINE\Software\SMART Technologies\SMART Meeting Pro\Version 4.0\MSEExchange
64-bit	HKEY_LOCAL_MACHINE\Software\Wow6432Node\SMART Technologies\SMART Meeting Pro\Version 4.0\MSEExchange

3. Right-click **MeetingRoomEmail**, and then select **Modify**.
4. Type the room resource computer's unique e-mail address in the *Value data* box, and then click **OK**.
5. Close the *Registry Editor* window.
6. Restart SMART Meeting Pro software.

Orienting your SMART interactive product after installation

If after you install SMART Meeting Pro software on a multiple display system your touch on one screen registers on another, you must orient your interactive product again.


Use the following procedure to orient your interactive product using SMART Settings.

To orient multiple interactive products

1. Press the **SMART Board** icon  in the notification area, and then select **Orient**.



NOTES

- You can also access the orientation screen by pressing the **Orient** button on your SMART interactive product. See your interactive product's user's guide for the location of this button.
- If your computer isn't currently connected to an interactive product, the **SMART Board** icon is gray and includes an X in its lower-right corner .
- Sometimes, the orientation screen appears on your primary interactive product instead of the interactive product you want to orient. If this happens press SPACEBAR until the orientation screen appears on the interactive product you want to orient.

2. Touch the center of each target in the order indicated. The computer registers the point on the interactive product where you remove your finger or pen tool from the surface.

The orientation procedure involves pressing 4, 9, 12 or 20 targets, depending on the orientation level you select (see the SMART Meeting Pro software online Help for more information on changing the orientation level of your interactive product).

Configuring 4K UHD displays

If you're using SMART Meeting Pro software with a 4K UHD display, set the dots per inch (DPI) to 150. For more information, see the operating system's Help.

Chapter 5

Configuring Microsoft Exchange settings

Accessing SMART Meeting Pro Settings	26
Changing Microsoft Exchange integration settings	26
Checking registry values	28
Changing e-mail settings	29

SMART Meeting Pro software can integrate with Microsoft Exchange to provide a seamless meeting experience.

Users can schedule meetings from their personal computers using Microsoft Outlook. When users include a room resource in their invitations, they can access the meeting details from SMART Meeting Pro software when they log into the room resource computer.

This chapter provides information on configuring the Microsoft Exchange settings for SMART Meeting Pro software using the *SMART Meeting Pro Settings* dialog box.

Information is provided on the following configuration options:

- Accessing administrator settings
- Configuring settings
- Checking registry values assigned during the configuration process
- Configuring e-mail settings




NOTE

The *SMART Meeting Pro Settings* dialog box is available on each computer that hosts SMART Meeting Pro software when the software is running.

Accessing SMART Meeting Pro Settings

You can use the *SMART Meeting Pro Settings* dialog box to change various administrator settings. You can also change your administrator password.

To access the SMART Meeting Pro Setting dialog box

1. Press the **SMART Board** icon  in the notification area, and then select **SMART Settings**.
2. Press **SMART Meeting Pro Settings**.

The *SMART Meeting Pro Settings* log on dialog box appears.

3. Type your administrator password, and then press **OK**.




NOTE

There is no password by default.

The *SMART Meeting Pro Settings* dialog box appears.

To change the administrator password

1. Press the **SMART Board** icon  in the notification area, and then select **SMART Settings**.
2. Press **SMART Meeting Pro Settings**.

The *SMART Meeting Pro Settings* log on dialog box appears.

3. Press **Change Password**.

The *Change administrator password* dialog box appears.

4. Type your current password and new password in the appropriate text boxes.
5. Press **OK**.

Changing Microsoft Exchange integration settings

You can enable Microsoft Exchange integration, change various automatic settings and configure a service account.

To change Microsoft Exchange integration settings

1. Open the *SMART Meeting Pro Settings* dialog box (see *Accessing SMART Meeting Pro Settings* above).

CHAPTER 5

Configuring Microsoft Exchange settings

2. Press the **Microsoft Exchange** tab.
3. Select the **Enable Microsoft Exchange integration** check box.
4. Change settings:

Control	Procedure	Notes (if any)
Room e-mail address	Type your meeting room resource e-mail address.	
Auto start scheduled meeting at logon	Select the check box to enable automatic starting of scheduled meetings.	
Auto book ad hoc meeting at logon	Select the check box to enable automatic creation of ad hoc meetings.	
Auto reset room after meeting end time	Select the check box to enable the automatic end-meeting feature, and then select the delay time before the meeting automatically ends (in minutes) from the drop-down list.	
Auto insert agenda at meeting start	Select the check box to automatically insert your meeting details.	
Use service account instead of logged on user's credentials	Select the check box to use a service account, and then type your domain, user name and password in the appropriate boxes.	In typical installations, you don't use a service account.

5. Optionally, press **Server Settings**, manually specify the URL of the Microsoft Exchange and Active Directory® servers that SMART Meeting Pro software authenticates against, and then press **OK**.



NOTE

In typical installations, you don't manually specify the URL of the Microsoft Exchange and Active Directory servers.

6. Press **OK**.

Checking registry values

When you use the *SMART Meeting Pro Settings* dialog box to configure Microsoft Exchange, the following registry keys are automatically configured:

- Meeting room e-mail
- Service account credentials

NOTE

If you didn't select automatic detection of Microsoft Exchange Server and Active Directory server options, the Microsoft Exchange Server and Active Directory registry keys are automatically configured.

Use the following procedure to ensure that the correct registry values were assigned during the Microsoft Exchange configuration process.

CAUTION

Use caution when you open the Windows registry editor. If you incorrectly modify the Windows registry, you can damage your computer's operating system. Back up your registry before performing the following procedures.

To check the registry key values

1. Log on to the computer hosting SMART Meeting Pro software as an administrator.
2. Open the Registry Editor.

CHAPTER 5

Configuring Microsoft Exchange settings

- Use the following table to locate the appropriate key for your operating system.

Operating system	Folder location:
32-bit	HKEY_LOCAL_MACHINE\Software\SMART Technologies\SMART Meeting Pro\Version 4.0\MSEExchange
64-bit	HKEY_LOCAL_MACHINE\Software\Wow6432Node\SMART Technologies\SMART Meeting Pro\Version 4.0\MSEExchange

- Check the following registry key:

Name	Description
MeetingRoomEmail	SMART Meeting Pro software uses this registry key for the room e-mail address. This key is required and should contain the e-mail address of the meeting room in which SMART Meeting Pro software is installed.
AuthUsername and AuthPassword	If you selected the <i>Use service account instead of logged-on user's credentials</i> option in the Microsoft Exchange tab, then registry keys exist for the service account logon name and password.
AuthADServer and ConnURL	If you didn't select automatic detection of Microsoft Exchange Server and Active Directory server options during Microsoft Exchange configuration, SMART Meeting Pro software requires Active Directory and Microsoft Exchange server addresses.

Changing e-mail settings

If you don't enable integration with Microsoft Exchange (see *Changing Microsoft Exchange integration settings* on page 26), you can use SMTP e-mail or the computer's default e-mail client instead.



NOTE

If you don't enable Microsoft Exchange integration, you're unable to use the meeting notification features of SMART Meeting Pro software. However, you can use SMTP e-mail to send your meeting notes from Whiteboard mode.

To change e-mail settings

- Open the *SMART Meeting Pro Settings* dialog box (see *Accessing SMART Meeting Pro Settings* on page 26).
- Press the **E-mail** tab.

CHAPTER 5

Configuring Microsoft Exchange settings

3. If you want to use SMTP e-mail, change settings:

Control	Procedure	Notes (if any)
E-mail address	Type the sender e-mail address.	The e-mail address you enter will appear in the <i>From</i> field for any outgoing e-mails. If the computer doesn't have an e-mail client installed, don't change the <i>do not reply</i> default value. This indicates to mail recipients that they can't reply to e-mails they receive.
SMTP server name	Type your SMTP server location.	

OR

If you want to use the computer's default e-mail client, select the **Use system e-mail** check box.

4. Press **OK**.

To restore default e-mail settings

1. Open the *SMART Meeting Pro Settings* dialog box (see *Accessing SMART Meeting Pro Settings* on page 26).
2. Press the **E-mail** tab.
3. Press **Restore Defaults**.
4. Press **OK**.

Chapter 6

Updating the software

SMART periodically releases updates to its software. These updates add new features and resolve issues.

Go to smarttech.com/software to download the latest installation package. SMART provides updates in MSI file format in the installation package.

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

IMPORTANT

You cannot roll back an update after installing it on your computers. You must remove the full version of the software (see *Removing the software* on page 33), and then install the previous version of the software.

The command line for running an update using a Windows Installer update installation package varies depending on whether the update is major or minor.

NOTE

The SMART website indicates whether an update is major or minor.

To run a major software update using a Windows Installer update installation package

Run the following command:

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

Where

- *[Path]* is the path to the MSI file.
- *[File]* is the name of the MSI file.
- *[Parameter]* is the installation parameter (see *Parameters* on page 47).

CHAPTER 6

Updating the software

To run a minor software update using a Windows Installer update installation package

Run the following command:

```
msiexec /i "[Path]\[File].msi" REINSTALL=ALL REINSTALLMODE=vomus  
[Parameter]
```

Where

- *[Path]* is the path to the MSI file.
- *[File]* is the name of the MSI file.
- *[Parameter]* is the installation parameter (see *Parameters* on page 47).

Chapter 7

Removing the software

Using the user interface	33
Using the command line interface	34
Recommended procedures	34
Other commands	36
Product codes	37
SMART Meeting Pro software	37
Remote Ink service	38
Remote Ink client	38
SMART Product Drivers	38
SMART Ink	39
SMART Common Files	39

SMART Uninstaller enables you to remove SMART software.

Using the user interface

You can remove SMART software from individual computers using the SMART Uninstaller user interface.

To remove SMART software

1. In Windows 7 operating system, select **Start > All Programs > SMART Technologies > SMART Tools > SMART Uninstaller**.

OR

In Windows 8 operating system, go to the *Apps* screen and then scroll to and press **SMART Uninstaller**.

2. Press **Next**.

CHAPTER 7

Removing the software

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

NOTE

SMART Uninstaller automatically removes any supporting packages that are no longer being used. If you choose to remove all SMART software, SMART Uninstaller automatically removes all supporting packages, including itself.

TIPS

- To select all software and supporting packages, press **Select All**.
- To clear the selection of all software and supporting packages, press **Clear All**.

4. Press **Uninstall**.

SMART Uninstaller removes the selected software and supporting packages.

5. Press **Finish**.

Using the command line interface

In addition to removing SMART software using the SMART Uninstaller user interface, you can remove SMART software using the SMART Uninstaller command line interface. This enables you to automate the removal of SMART software and remove SMART software remotely.

Recommended procedures

The following are recommended procedures for removing SMART software using the SMART Uninstaller command line interface.

NOTE

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

To remove all SMART software

1. Copy SMART Uninstaller to a temporary location by running one of the following commands:
 - For 32-bit operating systems:

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

CHAPTER 7

Removing the software

- For 64-bit operating systems:

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

2. Remove all software by running the following command:

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

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

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

To remove select SMART software by product name

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

- For 32-bit operating systems:

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

- For 64-bit operating systems:

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

2. Remove select software by running the following command:

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

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

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

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

CHAPTER 7

Removing the software

To remove select SMART software by product code

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

- o For 32-bit operating systems:

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

- o For 64-bit operating systems:

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

2. Remove select software by running the following command:

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

Where [*Product codes*] is a comma delimited list of product codes (see *Product codes* on the next page).

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

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

Other commands

In addition to the commands in the recommended procedures, you can include the following commands with SMART Uninstaller.

Command	Description	Notes (if any)
<code>--dry-run</code>	Runs the command line but doesn't remove the software.	This is useful for testing command lines before implementing them.
<code>--locale [<i>Language code</i>]</code> Where [<i>Language code</i>] is a language code (for example, fr for French)	Displays SMART Uninstaller in a language other than the operating system's language.	The appropriate language pack must be installed to display SMART Uninstaller in the language.
<code>--uilevel [<i>Level</i>]</code> Where [<i>Level</i>] is none, basic (default), reduced or full	Specifies the user interface that displays when SMART Uninstaller removes the software.	Normally, --uilevel none is used only in combination with --noui .

CHAPTER 7

Removing the software

Command	Description	Notes (if any)
<code>--no-auto-remove</code>	Disables the automatic removal of supporting packages (for example, SMART Common Files) that are no longer required after the selected packages are removed.	This is used only if <code>--noui</code> is also included.
<code>--noui</code>	Doesn't display the SMART Uninstaller user interface.	Normally, <code>--noui</code> is used only in combination with <code>--uilevel none</code> .
<code>--uninstall-all</code>	Removes all detected SMART packages.	
<code>--uninstall [Product names]</code> Where <i>[Product names]</i> is a comma delimited list of product names	Removes the specified products.	
<code>--uninstall-pc [Product codes]</code> Where <i>[Product codes]</i> is a comma delimited list of product codes (see <i>Product codes</i> below)	Removes the specified products.	

Product codes

SMART Meeting Pro software

Version	Product code
2.0	{596BD3B5-DC48-4AD2-A60A-4C39C9852294}
2.1	{4BD7F008-CDD9-454D-8A5B-4FF8BB8FEF02}
2.2	{76F84A17-835E-46C7-9C31-520BAFD5AC9D}
2.3	{E1660294-4C1E-4893-A40D-FFE0051E824F}
3.0	{C75C357C-3368-4142-AC8D-9F528B57373D}
3.1	{0F31DCED-1093-44C8-B606-70C5F108E70B}
3.1 SP1	{A6C3D76B-3CDB-4A35-82B3-E66B9B518152}
4.0	{3AA433E4-4280-4E84-A276-225313E9658C}

CHAPTER 7

Removing the software

Remote Ink service

Version	Product code
1.0	{7B388E17-638C-4DCF-986E-F68D33974130}

Remote Ink client

Version	Product code
1.0	{B6FCC721-9A73-46EA-88C6-7FC2F5138F24}

SMART Product Drivers

Version	Product code
10.0.124.0	{FF7A64AB-214A-47D1-95E7-742BCBA7F6C9}
10.0.131.0	{FF7A64AB-214A-47D1-95E7-742BCBA7F6C9}
10.0.163.1	{FF7A64AB-214A-47D1-95E7-742BCBA7F6C9}
10.0.165.1	{FF7A64AB-214A-47D1-95E7-742BCBA7F6C9}
10.0.186.2	{FF7A64AB-214A-47D1-95E7-742BCBA7F6C9}
10.0.188.3	{FF7A64AB-214A-47D1-95E7-742BCBA7F6C9}
10.0.232.4	{FF7A64AB-214A-47D1-95E7-742BCBA7F6C9}
10.0.255.5	{FF7A64AB-214A-47D1-95E7-742BCBA7F6C9}
10.0.314.5	{FF7A64AB-214A-47D1-95E7-742BCBA7F6C9}
10.0.392.6	{00C68967-9790-40DA-86F7-FDB248A5CDB1}
10.0.528.7	{AA9C1126-50DD-4993-9CDC-0BED8167293C}
10.0.532.7	{984EAE92-6043-451A-B786-9327FF165310}
10.6.48.0	{2623A1E3-478A-4F4A-A522-3A3D784A0C9C}
10.6.106.1	{487F1117-8BDE-4518-A798-015172AE0410}
10.6.175.2	{333B0B76-FC96-4C51-9AF6-B6EFA15ACE99}
10.7.81.0	{1355416A-967D-47C5-823D-D493C3E0B97C}
10.7 SP1	{4CE6C6E8-0DAD-4757-86ED-7FB4035BA98B}
10.8	{67E6410C-1E97-4D03-BEC2-8E83323A6BBB}
11.0	{E3189F44-F7BD-4F96-B756-A0AEFAF61D3A}
11.1	{E91FBB79-D736-4834-A1AB-2A5CDD2DB7E7}
11.2	{22A358FC-AF39-423A-9B2A-6F52B56615C3}

CHAPTER 7

Removing the software

SMART Ink

Version	Product code
1.0	{4A1F2472-6164-43FA-9D2F-B35E71A8DF32}
1.1	{4A1F2472-6164-43FA-9D2F-B35E71A8DF32}
1.1 SP1	{F0E390A2-AB03-4077-83C4-F12D3A65493D}
1.5	{4B29EB9E-8205-4919-B069-22B531429FFE}

SMART Common Files

Version	Product code
2011 (10.8)	{0E5DD7A3-BE29-430C-970B-C553F4A58C39}
2012 (11.0)	{ED2455F7-6AA6-4D3C-85E9-A72297DD7051}
2013 (11.1)	{3D7235B2-3305-4FE1-A9A1-5F8AC2F33122}
2013 (11.2)	{9057211D-439A-4C0D-95DE-498CF54ADF8C}

Appendix A

Windows Installer properties and parameters

Properties	41
SMART Meeting Pro installation package	41
SMART Product Drivers installation package	45
Parameters	47

Properties

SMART Meeting Pro installation package

The following are properties for the SMART Meeting Pro installation package:

Property	Allowed values	Notes
General properties		
TRANSFORMS	[String]: A language MST file for the installation (see <i>Installation language files and codes</i> on page 49).	Ensure the specified MST file is in the same folder as the MSI file. This property defines the language of the installer's user interface and the installed software's icons and shortcuts. It doesn't define the installed software's user interface language. The installed software uses the computer's operating system language if it's supported, or English (U.S.) if not. You can also use the TRANSFORMS property to apply an MST file created by SMART Install Manager (see <i>Using SMART Install Manager</i> on page 5) or a third-party tool.
INSTALLDIR	[String]: The path to your preferred folder for SMART Meeting Pro software.	

APPENDIX A

Windows Installer properties and parameters

Property	Allowed values	Notes
ENABLE_MP_CONNECTOR_LYNC	0 (default): Disable remote collaboration. 1: Enable Bridgit integration for SMART Meeting Pro software remote collaboration. 2: Enable Lync integration for SMART Meeting Pro software remote collaboration.	You're unable to change the collaboration option after installation. For information on installing and configuring SMART Meeting Pro connector for Lync, see <i>Installing and configuring SMART Meeting Pro connector for Lync</i> on page 53.
ISX_SERIALNUM	[String]: A 25-character SMART Meeting Pro product key.	
LYNC_SERIALNUM	[String]: A 25-character SMART Meeting Pro connector for Lync product key.	
ACTIVATE_LICENSE	1 (default): Register the product key and automatically activate the software. [Empty string]: Register the product key but don't automatically activate the software.	You must include the ISX_SERIALNUM property for this property to work. For mass activation information, see page 21.
SMART Meeting Pro software properties		
BRIDGIT_SERVER_NAME	[String]: The name of the Bridgit server (for example, bridgit.example.com).	The Bridgit server enables the SMART Meeting Pro software installation to connect to other SMART Meeting Pro software installations. For more information, see smarttech.com/bridgit . If no server name is provided, Bridgit software integration is disabled.
SERVER_PWD	[String]: The access password for the Bridgit server.	
CREATION_PWD	[String]: The creation password for the Bridgit server.	
ENABLEBRIDGIT_AUTOSHARE	1: Share the main screen each time a user starts a new session. 0 (default): Don't share the main screen each time a user starts a new session.	
ENABLEBRIDGIT_SHOWPASSWORD	1 (default): Show the meeting password in text on the Bridgit Collaboration Bar. 0: Mask the meeting password on the Bridgit collaboration bar.	
ADMIN_PWD	[String]: A password that users must enter to modify the SMART Meeting Pro software settings.	If you don't specify a value, no password will be required to change SMART Meeting Pro software settings.
EMAIL_ADDRESS	[String]: Type the sender e-mail address for the SMART Meeting Pro software installation.	Users can e-mail Whiteboard files to themselves or to other users in SMART Meeting Pro software. The software uses this e-mail address in the <i>Sender</i> field.

APPENDIX A

Windows Installer properties and parameters

Property	Allowed values	Notes
EMAIL_SERVER	[String]: An e-mail server for the SMART Meeting Pro software installation (for example, mail.example.com).	Users can e-mail Whiteboard files to themselves or to other users in SMART Meeting Pro software. The software uses this e-mail server to send the file.
USE_SYSTEM_EMAIL	0 (default): Don't use the computer's default e-mail client to send e-mail messages. 1: Use the computer's default e-mail client to send e-mail messages.	The default e-mail client must be properly configured for e-mail to be sent.
USE_CALLIGRAPHIC_INK	1 (default): Use calligraphic ink, which smoothes your writing strokes and improves the readability of your notes. 0: Use regular ink.	
CREATE_DESKTOPICONS	1 (default): Include a shortcut to the software on the desktop. [Empty string]: Don't include a shortcut to the software on the desktop.	
LOSU_MEETINGPRO	1 (default): Start SMART Meeting Pro software when the user logs on. 0: Don't start SMART Meeting Pro software when the user logs on.	
ENABLE_EXCHANGE	1 (default): Enable Microsoft Exchange integration. 0: Don't enable Microsoft Exchange integration.	You must also add the room resource's unique e-mail address after installation (see <i>Adding a unique e-mail address to each computer after installation</i> on page 22).
EXCHANGE_RM_EMAIL	[String]: A room resource e-mail address to link with Microsoft Exchange.	Each computer requires a unique room resource e-mail address.
EX_AUTO_START	1 (default): Automatically start scheduled meeting at logon. 0: User must manually start scheduled meeting after logon.	
EX_AUTO_BOOK	1 (default): Automatically book an unscheduled meeting at logon. 0: User must manually book an unscheduled meeting after logon.	If you select 1, an unscheduled meeting starts automatically at logon if the room resource is available for the next 30 minutes.
EX_AUTO_RESET	1 (default): Automatically reset room after meeting end time. 0: Disable automatic room reset.	
EX_RESET_DELAY	5 (default): Delay time in minutes before automatic room reset feature activates.	Type the preferred delay time in minutes. Only delay values of 1, 5 or 10 minutes are supported.
EX_AUTO_AGENDA	1 (default): Automatically insert agenda after meeting starts. 0: Disable automatic insertion of agenda.	The agenda includes any meeting details the user typed in the meeting invitation in Outlook.

APPENDIX A

Windows Installer properties and parameters

Property	Allowed values	Notes
GALLERYDIR	[CommonAppDataFolder]\SMART Technologies\Gallery\My Content	The path to the Added Content folder, which is on the local computer where user-created content is stored.
EXTOLLER	[String]: Specify the path to add additional Gallery content folders.	This property is optional.
UNBOUNDWHITEBOARD	1 (default): SMART Meeting Pro software presents pages in unbound Whiteboard style. 0: SMART Meeting Pro software presents pages in classic Whiteboard style.	In unbound Whiteboard style, pages have no defined boundaries, and the page area can be significantly larger than the viewable area. This is beneficial when users want to use Whiteboard mode for brainstorming or to zoom in on specific details in large, detailed maps, diagrams or other images. In classic Whiteboard style, pages have defined boundaries, and the page area is usually the same as or slightly larger than the viewable area. This is beneficial when users want to present content to others in Whiteboard mode and want all content to be visible at the same time in the viewable area. SMART recommends that you select unbound Whiteboard style.
DEFAULT_MEETING_MODE	4 (default): SMART Meeting Pro software starts in Whiteboard mode. 1: SMART Meeting Pro software starts in Desktop mode.	
DEFAULT_FILE_FORMAT	3 (default): Save files in .fcw format. 1: Save files in .pdf format. 2: Save files in .ppt or .pptx format. 0: Save files in .notebook format.	If you select the unbound Whiteboard style, do not select .notebook as the default file format. Users are unable to save unbound Whiteboard files to .notebook format. Files saved in .pdf format can't be opened again in SMART Meeting Pro software. Files saved in .ppt or .pptx format can be opened in SMART Meeting Pro software but have reduced functionality. Users are still able to select a different file format when they save whiteboard pages.

APPENDIX A

Windows Installer properties and parameters

SMART Product Drivers installation package

The following are properties for the SMART Product Drivers installation package:

Property	Allowed values	Notes
General properties		
TRANSFORMS	[String]: A language MST file for the installation (see <i>Installation language files and codes</i> on page 49).	Ensure the specified MST file is in the same folder as the MSI file. This property defines the language of the installer's user interface and the installed software's icons and shortcuts. It doesn't define the installed software's user interface language. The installed software uses the computer's operating system language if it's supported, or English (U.S.) if not. You can also use the TRANSFORMS property to apply an MST file created by SMART Install Manager (see <i>Using SMART Install Manager</i> on page 5) or a third-party tool.
INSTALLDIR	[String]: The path to your preferred folder for SMART Product Drivers.	If you don't specify a folder, Windows Installer installs SMART Product Drivers in [Program files (x86) folder]\SMART Technologies\SMART Product Drivers.
SPU properties		
INSTALL_SPU	1 (default): Install SPU in Full mode. 2: Install SPU in Dashboard mode. 0: Don't install SPU.	In Full mode, users can view the installed versions of SMART software as well as their product keys, and download and install updates. In Dashboard mode, users can view only the installed versions of SMART software and their product keys.
SPU_TIME_FRAME	[Integer]: The time in days (1 to 60) between SPU checks.	By default, SPU checks for product updates every 30 days. This property is applicable only if you install SPU.
PRODUCT_NOTIFICATION	1 (default): Notify the user when updates are available from SPU. 0: Don't notify the user when updates are available from SPU.	This property is applicable only if you install SPU.
Customer Experience Program properties		
CUSTOMER_LOGGING	0 (default): Disable the Customer Experience Program. 1: Allow the user to enable or disable the Customer Experience Program.	

APPENDIX A

Windows Installer properties and parameters


Property	Allowed values	Notes
SMART Product Drivers properties		
ENABLE_STPCS	1 (default): Use Tablet PC functionality with the SMART interactive product without connecting a Tablet PC. [Empty string]: Don't use Tablet PC functionality with the SMART interactive product without connecting a Tablet PC.	Enabling Tablet PC support is applicable to Windows 7 operating system only. It has no effect on other operating systems. If you specify [Null], users don't have touch support at the Windows logon screen.
LOSU_BRDTOOLS	1 (default): Display the SMART Board icon in the notification area when the computer starts. [Empty string]: Don't display the SMART Board icon in the notification area when the computer starts.	
LOSU_INK	1 (default): Start SMART Ink when the user logs on. [Empty string]: Don't start SMART Ink when the user logs on.	
DEFAULT_PDF	1 (default): Set SMART Ink Viewer as the default PDF viewer. [Empty string]: Don't set SMART Ink Viewer as the default PDF viewer.	
START_SNMP_SERVICE	1: Start the SNMP agent. 0 (default): Don't start the SNMP agent.	
INSTALL_UNSIGNED_DRIVERS	1: Enable the registration of unsigned third-party drivers. 0 (default): Disable the registration of unsigned third-party drivers.	If you enable the registration of unsigned third-party drivers, the installation process could ask users if they trust the makers of the drivers during installation. This can cause issues if you deploy the installation in Silent mode. Therefore, it's best to disable the registration of third-party drivers if you deploy the installation in Silent mode.
Language pack properties		
CS	1: Install the Czech language pack.	
DA	1: Install the Danish language pack.	
NL	1: Install the Dutch language pack.	
EN_GB	1: Install the English (UK) language pack.	
FI	1: Install the Finnish language pack.	
FR	1: Install the French language pack.	
DE	1: Install the German language pack.	
IT	1: Install the Italian language pack.	
NB	1: Install the Norwegian language pack.	
ES	1: Install the Spanish language pack.	
SV	1: Install the Swedish language pack.	

APPENDIX A

Windows Installer properties and parameters

Parameters

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

Parameter	Use
/q	Hide the installation wizard.  NOTE 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 <i>Fatal Error</i> , <i>User Exit</i> or <i>Exit</i> 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.

Appendix B

Language files and codes

Installation language files and codes	49
Language packs	50

Installation language files and codes

Language	Code	File
Czech	1029	1029.mst
Danish	1030	1030.mst
Dutch	1043	1043.mst
English (U.S.)	1033	1033.mst
English (UK)	2057	2057.mst
Finnish	1035	1035.mst
French	1036	1036.mst
German	1031	1031.mst
Italian	1040	1040.mst
Norwegian	1044	1044.mst
Spanish	1034	1034.mst
Swedish	1053	1053.mst

APPENDIX B

Language files and codes

Language packs

File	Code
czech_language_pack.msi	{31510F9E-524D-417E-B444-5F451F326F1A}
danish_language_pack.msi	{4AE16993-EAFC-477A-A8B4-767009D04839}
dutch_language_pack.msi	{3179A8F1-BE7B-498E-9C64-A7215077B7CB}
english_(united_kingdom)_language_pack.msi	{C382B61B-9E03-41C4-9FE8-622AC4F5D6D9}
finnish_language_pack.msi	{59A1167F-5E0F-4A43-A0BC-D5263947A22A}
french_language_pack.msi	{BD68F04C-A5F0-440E-A7DE-EF002E9EB232}
german_language_pack.msi	{AE377392-03BF-4DF9-B619-BA6413B858B6}
italian_language_pack.msi	{D19B576F-F1ED-4A8C-8C56-F3362349F82E}
norwegian_language_pack.msi	{9B492431-A6EE-4BBF-B6EF-D0C915106639}
spanish_language_pack.msi	{6C135A2D-AF33-44BB-A08A-13B81425F54F}
swedish_language_pack.msi	{541EED4D-6E96-4B5D-B030-603029CC5883}

Appendix C

Microsoft Exchange Server polling intervals

A user can start a scheduled meeting or an unscheduled ad hoc meeting when he or she logs into a room resource computer. Depending on the availability of the room resource, meetings can be started automatically or manually. To enable this, SMART Meeting Pro software polls the Microsoft Exchange Server that it's integrated with to retrieve the logged in user's calendar and the times that a room is booked.

SMART Meeting Pro software polls the Microsoft Exchange server at the following intervals:

- When SMART Meeting Pro software starts.
- Every 10 seconds for the first five minutes after the start of a meeting (to enable meeting rooms to automatically join a Bridgit meeting).
- Once every minute after the first five minutes of a meeting (to ensure that a user can extend a meeting only if the room is available beyond the scheduled meeting).
- When a different user logs into the room resource computer with his or her network credentials.

TIP

See the SMART Meeting Pro software online Help for more details on extending a meeting and adding other meeting rooms to a scheduled meeting.

NOTE

SMART Meeting Pro software polls the Microsoft Exchange Server only for the time stamp that records the last time a user or room calendar was changed. If the time stamp received from the server is later than the time stamp saved by SMART Meeting Pro software, then SMART Meeting Pro software will access the room or user calendar (or both). By using this polling rate, SMART Meeting Pro software significantly reduces the load on the Microsoft Exchange Server.

Appendix D

Installing and configuring SMART Meeting Pro connector for Lync

Installation overview	54
Before installing SMART Meeting Pro connector for Lync	56
Computer requirements	56
Installation packages and supporting files	57
Before installing Remote Ink client	58
Computer requirements	59
Installation package and supporting file	59
Before installing Remote Ink service	60
Computer requirements	60
Installation package and supporting file	61
Deploying installation packages	62
Deploying SMART Meeting Pro connector for Lync	62
Deploying Remote Ink client software	63
Deploying Remote Ink service	63
Activating SMART Meeting Pro connector for Lync software after installation	64
Configuring Remote Ink software	65
About Remote Ink service	66
Configuring base address and DNS values for Remote Ink service	66
Configuring how Remote Ink client connects to Remote Ink service	67
Configuring autodiscovery of Remote Ink service	67
Checking whether a computer can see an SRV record	70
Configuring user-specified and cached service information	71
Configuring event logging and meeting cleanup in Remote Ink service	73
Configuring event logs	74
Configuring meeting cleanup	75
Starting Remote Ink service	76

APPENDIX D

Installing and configuring SMART Meeting Pro connector for Lync

This appendix explains how to install and configure SMART Meeting Pro connector for Lync, Remote Ink client and Remote Ink service. Refer to this appendix if your organization is using Lync as its collaboration option.

Installation overview

SMART Meeting Pro connector for Lync consists of multiple components, which are installed on different computers on your network.

Component	Purpose	Typical location
SMART Meeting Pro software with SMART Meeting Pro connector for Lync enabled and Remote Ink client	Enables remote and local teams to collaborate in real time using SMART Meeting Pro software in conjunction Lync 2010 software.	Meeting room computer
Remote Ink client	Enables remote participants who don't have SMART Meeting Pro software installed on their computer to collaborate with other meeting participants who use SMART Meeting Pro software with SMART Meeting Pro connector for Lync enabled.	Remote meeting participant's laptop or desktop computer
Remote Ink service	Enables the room computer of the meeting participant who's sharing his or her desktop to receive digital ink data from Remote Ink clients.	Computer with a network connection to computers hosting Remote Ink client software

APPENDIX D

Installing and configuring SMART Meeting Pro connector for Lync

To install SMART Meeting Pro software with SMART Meeting Pro connector for Lync enabled and Remote Ink client

IMPORTANT

You must deploy and configure Lync client software on the computer that will host SMART Meeting Pro software with the SMART Meeting Pro connector for Lync enabled before you deploy SMART Meeting Pro software.

The Lync client must be Lync 2010 full client (as opposed to Lync 2010 Attendee or Lync Web App) with a connection to a Lync Server 2010 application.

1. Ensure your computers meet the minimum software and hardware requirements (see *Computer requirements* on the next page).
2. Download the SMART Product Drivers and SMART Meeting Pro software installation packages. For more information on the required installation packages (including third-party installation packages), see *Installation packages and supporting files* on page 57.
3. Customize the installation packages, including selecting the SMART Meeting Pro connector for Lync collaboration option (see *Using SMART Install Manager* on page 6 and *Using third-party tools* on page 13).
4. Download Remote Ink client installation packages. For more information on the required installation packages (including third-party installation packages), see *Installation packages and supporting files* on page 57.
5. Deploy the installation packages (see *Deploying SMART Meeting Pro connector for Lync* on page 62).
6. Configure SMART Meeting Pro software after deployment if required (see *Configuring SMART Meeting Pro software* on page 21).
7. Configure Remote Ink client (see *Configuring Remote Ink software* on page 65).

To install Remote Ink client

IMPORTANT

You must deploy and configure Lync client software on the computer that will host Remote Ink client, before you deploy Remote Ink client.

The Lync client must be Lync 2010 full client (as opposed to Lync 2010 Attendee or Lync Web App) with a connection to a Lync Server 2010 application.

APPENDIX D

Installing and configuring SMART Meeting Pro connector for Lync

1. Ensure your computers meet the minimum software and hardware requirements (see *Computer requirements* on page 59).
2. Download the Remote Ink client installation packages. For more information on the required installation packages (including third-party installation packages), see *Installation package and supporting file* on page 59.
3. Deploy the installation packages (see *Deploying Remote Ink client software* on page 63).
4. Configure Remote Ink client (see *Configuring Remote Ink software* on page 65).

To install Remote Ink service

1. Ensure your computers meet the minimum software and hardware requirements (see *Computer requirements* on page 60).
2. Download and deploy the Remote Ink service installation packages. For more information on the required installation packages (including third-party installation packages), see *Installation package and supporting file* on page 61.
3. Deploy the Remote Ink service installation packages (see *Deploying Remote Ink service* on page 63).
4. Configure and start Remote Ink service (see *Configuring Remote Ink software* on page 65).



IMPORTANT

Configure Remote Ink service before you start the service.

Before installing SMART Meeting Pro connector for Lync

Before you install SMART Meeting Pro software with SMART Meeting Pro connector for Lync collaboration option enabled, ensure your computers meet the minimum requirements defined in this section. This section also provides information on the installation packages and supporting files required for this installation option.

Computer requirements



IMPORTANT

SMART Meeting Pro connector for Lync software supports systems that have a maximum of four displays.

APPENDIX D

Installing and configuring SMART Meeting Pro connector for Lync

- Windows 7 or Windows 8 operating systems



TIP

For more minimum hardware requirements, see the [Lync 2010 and the Online Meeting Add-in for Microsoft Lync 2010 System Requirements](#) web page.

- Microsoft Lync 2010 full client (not Lync 2010 Attendee or Lync Web App)
- Internet Explorer® 6 or later
- SMART Meeting Pro software integration with Microsoft Exchange enabled (to use the scheduled meeting integration feature in SMART Meeting Pro software)
- 10 Mbps (minimum) wired network connection (1 Gbps wired network connection recommended)
- A computer connecting to Remote Ink service software must meet the following requirements:
 - Be authenticated on a trusted domain
 - Have valid domain credentials
 - Connect from a trusted domain/forest



NOTES

- You must enable SMART Meeting Pro software integration with Microsoft Exchange to use the scheduled meeting integration feature in SMART Meeting Pro software.
- Users must be authenticated on a trusted domain with access to a computer hosting Remote Ink service.

Installation packages and supporting files

The following installation packages (also known as MSI files) and supporting files are required to install and configure SMART Meeting Pro connector for Lync.

Save the packages in a location on your network that's accessible to all computers on which you plan to install the software.

The following third-party installation packages are contained in the SMART Meeting Pro software .zip file available from smarttech.com/administratordownloads. The installation packages are located in folders in the .zip file.



TIP

You can also download these third-party installation packages from microsoft.com/downloads.

APPENDIX D

Installing and configuring SMART Meeting Pro connector for Lync

Installation package	File name
Microsoft .NET Framework 4 (Standalone Installer)	dotNetFx40_Full_x86_x64.exe
Microsoft Visual Studio Tools for Office for 32-bit computers	vstor40_x86.exe
Microsoft Visual Studio Tools for Office for 64-bit computers	vstor40_x64.exe

NOTE

You can run the **dotNetFx40_Full_x86_x64.exe** file to install all required Microsoft .NET Framework prerequisites and the Microsoft .NET Framework 4 Full files. However, SMART recommends that you download the latest version of the Microsoft .NET Framework files from the Microsoft website. For information on deploying the Microsoft .NET Framework, refer to the *.NET Framework Deployment Guide for Administrators* on the MSDN website (msdn.microsoft.com/en-us/library/ee390831.aspx).

Download the .zip files containing the SMART installation packages from smarttech.com/administratordownloads.

NOTE

The Remote Ink.zip file includes the Lync 2010 SDK runtime installation program (**LyncSdkRedist.msi**).

Installation package	File name
SMART Product Drivers	SMART Product Drivers Installer.msi
SMART Meeting Pro software	SMART Meeting Pro.msi
Remote Ink client	SMART Remote Ink.msi

Before installing Remote Ink client

Before you install Remote Ink client software, ensure your computers meet the minimum requirements defined in this section. This section also provides information on the installation packages and supporting files required for this installation option.

APPENDIX D

Installing and configuring SMART Meeting Pro connector for Lync

Computer requirements

- Windows 7 or Windows 8 operating systems (see the [Lync 2010 and the Online Meeting Add-in for Microsoft Lync 2010 System Requirements](#) web page for minimum hardware requirements)
- 10 MB of free hard disk space
- 1024 × 768 screen resolution (or higher)
- Microsoft Lync 2010 (full client as opposed to Lync 2010 Attendee or Lync Web App)
- Remote Ink client software and Lync SDK redistributable installed
- Microsoft .NET Framework 4 Full (not Client)
- VPN access to Remote Ink service or connection through a secure WAN if connecting to Remote Ink service from outside of a corporate network



NOTE

Users must be authenticated on a trusted domain with access to the computer hosting Remote Ink service.

Installation package and supporting file

The following installation package (also known as an MSI file) and supporting file are required to install and configure Remote Ink client software.

Save the package in a location on your network that's accessible to the computer on which you plan to install the software.

The following third-party installation package is contained in the Remote Ink .zip file available from smarttech.com/administratordownloads. The installation package is located in a folder in the .zip file.



TIP

You can also download this third-party installation package from microsoft.com/downloads.

Installation package	File name
Microsoft .NET Framework 4 (Standalone Installer)	dotNetFx40_Full_x86_x64.exe

APPENDIX D

Installing and configuring SMART Meeting Pro connector for Lync

NOTE

You can run the **dotNetFx40_Full_x86_x64.exe** file to install all required Microsoft .NET Framework prerequisites and the Microsoft .NET Framework 4 Full files. However, SMART recommends that you download the latest version of the Microsoft .NET Framework files from the Microsoft website. For information on deploying the Microsoft .NET Framework, refer to the *.NET Framework Deployment Guide for Administrators* on the MSDN website (msdn.microsoft.com/en-us/library/ee390831.aspx).

Download the .zip file containing the SMART installation package from smarttech.com/administratordownloads.

NOTE

The Remote Ink .zip file includes the Lync 2010 SDK runtime installation program (**LyncSdkRedist.msi**).

Installation package	File name
Remote Ink client	SMART Remote Ink.msi

Before installing Remote Ink service

Before you install Remote Ink service, ensure your computers meet the minimum requirements defined in this section. This section also provides information on the installation packages and supporting files required for this installation option.

Computer requirements

IMPORTANT

Remote Ink service software is not configured for use on untrusted networks such as the Internet.

- Windows Server® 2008 R2 SP1 (see the [Installing Windows Server 2008 R2](#) web page for minimum hardware requirements)
- 2 GB of RAM
- 10 GB of free hard disk space
- Microsoft .NET Framework 4 Full (not Client)

APPENDIX D

Installing and configuring SMART Meeting Pro connector for Lync

- 10 Mbps wired network connection (1 Gbps wired network is recommended)
- Remote Ink service software at a central site on a dedicated physical or virtual server

Installation package and supporting file

The following installation package (also known as an MSI file) and supporting file are required to install and configure Remote Ink service software.

Save the package in a location on your network that's accessible to the computer on which you plan to install the software.

The following third-party installation package is contained in the Remote Ink .zip file available from smarttech.com/administratordownloads. The installation package is located in a folder in the .zip file.

TIP

You can also download this third-party installation package from microsoft.com/downloads.

Installation package	File name
Microsoft .NET framework 4 (Standalone Installer)	dotNetFx40_Full_x86_x64.exe

NOTE

You can run the **dotNetFx40_Full_x86_x64.exe** file to install all required Microsoft .NET Framework prerequisites and the Microsoft .NET framework 4 Full files. However, SMART recommends that you download the latest version of the Microsoft .NET Framework files from the Microsoft website. For information on deploying the Microsoft .NET Framework, refer to the *.NET Framework Deployment Guide for Administrators* on the MSDN website (msdn.microsoft.com/en-us/library/ee390831.aspx).

Download the .zip file containing the SMART installation package from smarttech.com/administratordownloads.

Installation package	File name
Remote Ink service	Remote Ink Service.msi

APPENDIX D

Installing and configuring SMART Meeting Pro connector for Lync

Deploying installation packages

You can deploy installation packages using the command line interface.

OR

You can deploy installation packages using third-party imaging or remote management software.

NOTE

As an alternative to deploying the installation packages as documented in this guide, you can install the software by downloading and using the installation wizard.

Deploying SMART Meeting Pro connector for Lync

IMPORTANT

- Lync client software must be installed and configured on the computer that will host SMART Meeting Pro software with the SMART Meeting Pro connector for Lync enabled, before you install SMART Meeting Pro software.
- If you install Lync client software after installing SMART Meeting Pro software, you must restart SMART Meeting Pro software to enable SMART Meeting Pro connector for Lync integration.
- The Lync client must be Lync 2010 full client (as opposed to Lync 2010 Attendee or Lync Web App) with a connection to a Lync Server 2010 application.
- SMART Meeting Pro software must be installed before Remote Ink client software.

After you download the installation packages (see *Installation packages and supporting files* on page 57) and customize them (see *Customizing installation packages* on page 5), deploy them in the following order:

Order	Installation package	Instructions
1	Microsoft .NET Framework 4 Extended Profile and Client Profile (if not installed)	See <i>Deploying the software</i> on page 15.
2	Microsoft Visual Studio Tools for Office (if not installed)	See <i>Deploying the software</i> on page 15.
3	SMART Product Drivers	See <i>Deploying the software</i> on page 15.
4	Lync 2010 SDK (Lync SDK redistributable)	See msdn.microsoft.com/en-us/library/hh378534.aspx .
5	SMART Meeting Pro	See <i>Deploying the software</i> on page 15.

APPENDIX D

Installing and configuring SMART Meeting Pro connector for Lync

Order	Installation package	Instructions
6	Remote Ink client	See <i>Deploying the software</i> on page 15 and page 63.

Deploying Remote Ink client software

After you download the installation packages (see *Installation package and supporting file* on page 59), deploy them in the following order:

Order	Installation package	Instructions
1	Microsoft .NET 4 Full Profile (if not installed)	See <i>Deploying the software</i> on page 15.
2	Lync 2010 SDK (Lync SDK redistributable)	See msdn.microsoft.com/en-us/library/hh378534.aspx .
3	Remote Ink client	See <i>Deploying the software</i> on page 15 and page 63.

To install Remote Ink client using the command line interface

Run the following command if there is no previous installation of Remote Ink client on your computer:

```
msiexec /i "[Path]\SMART Remote Ink.msi"
```

OR

Run the following command if there is a previous installation of Remote Ink client on your computer:

```
msiexec /i "[Path]\SMART Meeting Pro.msi" REINSTALL=ALL  
RINSTALLMODE=vomus
```

Where *[Path]* is the path to the **SMART Meeting Pro.msi** file.

For information on configuring Remote Ink client software to discover and connect to Remote Ink service software, see *Configuring Remote Ink software* on page 65.

Deploying Remote Ink service

IMPORTANT

You must configure Remote Ink service before starting the service after deployment (see *Configuring Remote Ink software* on page 65).

APPENDIX D

Installing and configuring SMART Meeting Pro connector for Lync

After you download the installation packages (see *Installation package and supporting file* on page 61), deploy them in the following order:

Order	Installation package	Instructions
1	Microsoft .Net 4 Extended Profile (if not installed)	See <i>Deploying the software</i> on page 15.
2	Remote Ink service	See <i>Deploying the software</i> on page 15 and page 64.

To install Remote Ink service using the command line interface

Run the following command:

```
msiexec /i "[Path]\Remote Ink Service.msi"
```

Where *[Path]* is the path to the **Remote Ink Service.msi** file.

Activating SMART Meeting Pro connector for Lync software after installation

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

- **Imaging a computer:** For the software to activate properly, each computer you install it on must have a unique installation ID. If you use a computer image or clone a hard drive to set up multiple computers, they all have the same installation ID as the original computer, which can cause an activation error.
- **Protecting software for computer configurations:** If you use system recovery or protection software, you should activate the software before you lock or freeze the computer for your users. However, if you can't, you must activate the software afterward.

To activate SMART Meeting Pro connector for Lync software after installation

Run the following command:

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

Where *[Product key]* is the SMART Meeting Pro connector for Lync product key.

APPENDIX D

Installing and configuring SMART Meeting Pro connector for Lync




NOTES

- You can add multiple product keys by entering multiple instances of the product key command line property (--pk [Product key]).
- You can also activate SMART Meeting Pro connector for Lync through SMART Product Update (SPU) by accessing the SMART Meeting Pro software entry in the product list and adding the SMART Meeting Pro connector for Lync product key.

Configuring Remote Ink software

This section provides information on configuring Remote Ink service and Remote Ink client after deployment.

The following table identifies the required, recommended and optional Remote Ink software configuration procedures.

Configuration procedure	Required	Recommended	Optional
Configuring a base address and domain name system (DNS) value for Remote Ink service (see <i>Configuring base address and DNS values for Remote Ink service</i> on the next page)  IMPORTANT You must configure a base address and DNS value for Remote Ink service before you start the service.	✓		
Configuring Remote Ink client to autodiscover Remote Ink service using an SRV DNS resource record (see <i>Configuring autodiscovery of Remote Ink service</i> on page 67)		✓	
Enabling Remote Ink client to connect to Remote Ink service with user-specified and cached service information (see <i>Configuring user-specified and cached service information</i> on page 71)		✓	
Configuring how significant Remote Ink service program events are logged (see <i>Configuring event logs</i> on page 74)			✓
Configuring meeting cleanup in Remote Ink service (see <i>Configuring meeting cleanup</i> on page 75)			✓
Starting Remote Ink service after installation (see <i>Starting Remote Ink service</i> on page 76)	✓		

APPENDIX D

Installing and configuring SMART Meeting Pro connector for Lync

About Remote Ink service

Remote Ink service is a Windows Communication Foundation (WCF) service that enables meeting participants using SMART Meeting Pro software with SMART Meeting Pro connector for Lync enabled to write and draw on shared desktop content. Remote Ink service runs as a self-hosted Windows service.



NOTES

- Remote Ink service requires the use of a duplex binding (NETTCP) to enable bidirectional communication. For more information, see msdn.microsoft.com/en-us/library/ms731343.aspx.
- By default, Remote Ink service uses a secure binding configuration that provides transport encryption (TLS) using Windows Credentials. Remote Ink service can also be configured to use a certificate.
- For more information about the WCF framework, see msdn.microsoft.com/en-us/netframework/aa663324.aspx.

Configuring base address and DNS values for Remote Ink service

Use the following procedure to configure a base address and DNS value for Remote Ink service.

To configure the base address and DNS value

1. Go to **[Program files (x86) folder]\SMART Technologies\Remote Ink Service**.
2. Open **Remoteinkservice.exe.config** with a text editor.
3. Scroll to and change the base address to the following:

```
<add baseAddress="net.tcp://[myhost.example.com]:35706/  
RemoteInk"/>
```

Where

- *[myhost.example.com]* is the fully qualified domain name (FQDN) of the computer hosting Remote Ink service software.
- The port number 35706 is configurable.

EXAMPLE

```
<add baseAddress="net.tcp://1.2.3.4:35706/RemoteInk"/>
```

APPENDIX D

Installing and configuring SMART Meeting Pro connector for Lync

4. Scroll to and change the dns value to the following:

```
<dns value="[Domain name]"/>
```

Where *[Domain name]* is the domain name of the computer hosting Remote Ink service.

EXAMPLE

```
<dns value="example.inc"/>
```

5. Save the file.

Configuring how Remote Ink client connects to Remote Ink service

This section provides information on recommended procedures for configuring how Remote Ink client connects to Remote Ink service.



IMPORTANT

If you do not complete the procedures in this section, users are prompted to enter the Remote Ink service IP/Domain name each time they first log on to a computer hosting Remote Ink client software (for example, the first time they use SMART Meeting Pro software with SMART Meeting Pro connector for Lync enabled in a meeting room or as a remote participant using Remote Ink client).

The following procedures are given in this section:

- Configuring Remote Ink client software to autodiscover Remote Ink service
- Checking whether a computer can see an SRV record
- Configuring user-specified and cached service information

Configuring autodiscovery of Remote Ink service

This section explains how to configure Remote Ink client to autodiscover Remote Ink service using an SRV DNS resource record.

You can enable Remote Ink client software to autodiscover Remote Ink service by creating the appropriate SRV record on the network hosting Remote Ink service. Following installation, Remote Ink client will attempt to discover Remote Ink service by looking up an SRV DNS resource record that points to the Remote Ink service.

APPENDIX D

Installing and configuring SMART Meeting Pro connector for Lync

IMPORTANT

- If an SRV record pointing to the Remote Ink service has not been created on the network hosting Remote Ink service and roaming user profiles are not configured, then users are prompted to enter the Remote Ink service IP/Domain name when they first log on to a computer hosting Remote Ink client (for example, the first time they use Remote Ink client software in that meeting room).
- If roaming user profiles are configured users are prompted only once to enter the Remote Ink service IP/Domain name when they first log on to a computer hosting Remote Ink client and are not prompted again.

To enable DNS autodiscovery, you must add the SRV record to any domain from which a user can connect to a hosting of Lync server software.

EXAMPLE

If a user logs on to a hosting of Lync server software with a user ID such as `user1@example.com`, then the SRV record must be installed in the `example.com` domain. If another user can also log on to the same Lync server software with a different user ID such as `user2@anotherdomain.com`, then to enable this user to autodiscover the Remote Ink service, the SRV record must also be added to the `anotherdomain.com` domain (or the user is prompted for the server information).

If all Lync server software users have IDs that each feature the same domain name, then the SRV record need be installed only in the domain that the users share.

The following procedures can be used to create an SRV record:

- Manually configure the SRV record using the DNS server's management interface
- OR
- Use a Windows PowerShell® script provided under the Remote Ink service installation in the Tools folder.

To manually configure the SRV record using the DNS server's management interface

Create a record with the following values:

- Name: `_smartremoteink`
- Protocol: `_tcp`
- Priority: 0
- Weight: 0

APPENDIX D

Installing and configuring SMART Meeting Pro connector for Lync

- Port: 35706

NOTE

This port number is configurable and must match the number of the port chosen for Remote Ink service.

- Host: Name of the computer hosting Remote Ink service, for example, ink.example.local

To use a PowerShell script provided under the software installation in the Tools folder

Run the following command to add an SRV record from using the command line interface:

```
powershell.exe -noexit [full path to]\ManageSrvRecord.ps1 -install  
-nameserver [host name of name server] -zone [zone] -target  
[host machine name] -ttl [time-to-live] -port 35706
```

Where

- *[full path to]* is the location of the Tools folder in the Remote Ink service installation.

EXAMPLE

```
C:\Program Files (x86)\SMART Technologies\Remote Ink Service\Tools
```

- *[host name of name server]* is the name of the DNS name server (i.e. the domain controller).
- *[zone]* is the DNS zone in which the SRV record should be installed.
- *[host machine name]* is the name of the computer hosting Remote Ink service.
- *[time-to-live]* is the number of seconds a computer hosting Remote Ink client is recommended to cache the DNS record in its local DNS cache.

NOTE

Use a value of 0 to avoid caching the DNS record. The default value for this parameter, if not specified, is 86400 (i.e. 24 hours).

EXAMPLE

```
powershell.exe -noexit "C:\Program Files\SMART Technologies\  
Remote Ink Service\Tools"\ManageSrvRecord.ps1  
-install -nameserver dc1 -zone example.local -target  
ink.example.local -ttl 86400 -port 35706
```

APPENDIX D

Installing and configuring SMART Meeting Pro connector for Lync

NOTE

By default, the **ManageSrvRecord.ps1** uses a time to live (TTL) value of 86400 (24 hours). This means that any DNS service that queries this SRV record caches the record for 24 hours. This includes the DNS component that runs on every desktop computer. If you're planning to move Remote Ink service to a different computer and are using a non-zero TTL for the SRV record, the SRV record must be removed 48 hours before Remote Ink service is moved. The SRV record must then be replaced by a record with a 0 TTL value as part of the command used to add an SRV record. This procedure gives each Remote Ink client application time to clear its DNS cache. Alternatively, if you use a TTL of 0 you don't have to complete these actions.

If a new 0 TTL value isn't used for the SRV record, computers hosting Remote Ink client that still have the old invalid SRV record in cache don't see the computer hosting Remote Ink service in its new location (see *Checking whether a computer can see an SRV record* below for information on determining which SRV record a computer sees). A computer's DNS cache can be cleared manually using the `ipconfig /flushdns` command.

Checking whether a computer can see an SRV record

To check whether a computer can see an SRV record, use the `nslookup` command:

```
C:\> nslookup -type=SRV _smartremoteink._tcp.example.local
```

Optionally, on the computer where Remote Ink service is installed, use the following command:

```
powershell.exe -noexit "C:\Program Files\SMART Technologies\Remote Ink  
Service\  
Tools\ManageSrvRecord.ps1 -query -nameserver dcl -zone  
example.local
```

Whenever Remote Ink client connects to Remote Ink service, an entry is made in the Remote Ink software event log on the computer hosting Remote Ink client. This connection information could be useful in troubleshooting issues.

For example, the following log entry shows that Remote Ink client discovered the Remote Ink service by looking up its DNS SRV record:

EXAMPLE

```
Discovered service net.tcp://ink.example.local:35706/RemoteInk via SRV
```

APPENDIX D

Installing and configuring SMART Meeting Pro connector for Lync

The following entry example shows that Remote Ink client previously connected to Remote Ink service and cached the Remote Ink service information. Remote Ink service then used the cached information to connect this time:

EXAMPLE

```
Discovered service net.tcp://ink.example.local:35706/RemoteInk in
Cache
```

Configuring user-specified and cached service information

If you are unable to use autodiscovery using DNS SRV records (for example, the DNS server cannot be configured as described in *Configuring autodiscovery of Remote Ink service* on page 67), then the Remote Ink client software will prompt you for the host name and port number of the computer hosting Remote Ink service. You won't be prompted to enter the host name and port number again unless this information changes (for example Remote Ink service is moved to a different computer).



IMPORTANT

The port number must consist of numeric characters only. Do not type in separator characters, such as spaces, commas or periods.

Use the following procedures to add the IP/Domain name and port number of the computer hosting Remote Ink service to Remote Ink client software's `Remotelnk.exe.config` file. Adding these details to the config file enables Remote Ink client software to connect to Remote Ink service without trying to find the SRV record pointing to the Remote Ink service on the network.

Use the following procedure to configure the `Remotelnk.exe.config` file in a SMART Meeting Pro software installation or a Remote Ink client installation.

To configure the `Remotelnk.exe.config` file in an installation

1. Go to the folder location appropriate to your operating system:

Operating system	Location:
32-bit	C:\Program Files\SMART Technologies\SMART Meeting Pro\Remote Ink
64-bit	C:\Program Files (x86)\SMART Technologies\SMART Meeting Pro\Remote Ink

2. Copy the `Remotelnk.exe.config` file.

APPENDIX D


Installing and configuring SMART Meeting Pro connector for Lync

3. Modify the contents of the copied **Remotelnk.exe.config** file as follows:
 - Change the value of the **AutoDiscoverServiceEnabled** key from true to false.

 **TIP**

Changing the AutoDiscoverServiceEnabled key to false prevents Remote Ink client from looking for an SRV record.

- Uncomment the **ServiceInfo** key, and replace **example.com:12345** with the name of the computer hosting Remote Ink service and its port number.

 **TIP**

The default port number of the computer hosting Remote Ink service is 35706.

4. Replace the existing **Remotelnk.exe.config** file with the modified **Remotelnk.exe.config** file.
5. Go to **%APPDATA%\SMART Technologies\Remotelnk\RemotelnkClientSettings.xml**, and then delete **RemotelnkClientSettings.xml** (if it exists).

To configure the **Remotelnk.exe.config** file when only the client is installed

1. Go to the folder location appropriate to your operating system:

Operating system	Location:
32-bit	C:\Program Files\SMART Technologies\Remote Ink
64-bit	C:\Program Files (x86)\SMART Technologies\Remote Ink

2. Copy the **Remotelnk.exe.config** file.

APPENDIX D

Installing and configuring SMART Meeting Pro connector for Lync

3. Modify the contents of the copied **Remotelnk.exe.config** file as follows:

- Change the value of the **AutoDiscoverServiceEnabled** key from true to false.

TIP

Changing the `AutoDiscoverServiceEnabled` key to false prevents Remote Ink client from looking for an SRV record.

- Uncomment the **ServiceInfo** key, and replace **example.com:12345** with the name of the computer hosting Remote Ink service and its port number.

TIP

The default port number of the computer hosting Remote Ink service is 35706.

4. Replace the existing **Remotelnk.exe.config** file with the modified **Remotelnk.exe.config** file.

5. Go to `%APPDATA%\SMART Technologies\Remotelnk\RemotelnkClientSettings.xml`, and then delete **RemotelnkClientSettings.xml** (if it exists).

IMPORTANT

- If the network address of the computer hosting Remote Ink service software changes, then you have to reconfigure the **Remotelnk.exe.config** file with the new address for the computer hosting Remote Ink service.
- If you migrate Remote Ink service to a new host computer, you must uninstall the software from its original host computer. This is because computers hosting Remote Ink client have cached the network address of the original computer hosting Remote Ink service and will continue to attempt to connect to this computer. However, some computers hosting Remote Ink client will attempt to autodiscover and connect to the new computer hosting Remote Ink service. Computers hosting Remote Ink client that are connected to different Remote Ink service host computers are unable to interact with each other using Remote Ink service.

Configuring event logging and meeting cleanup in Remote Ink service

This section provides information on the following optional Remote Ink service configuration procedures.

- Configuring event logging
- Configuring meeting cleanup

APPENDIX D

Installing and configuring SMART Meeting Pro connector for Lync

Configuring event logs

This section contains information on configuring the way significant Remote Ink service program events are logged. Use the procedures in this section to do the following:

- Configure which significant Remote Ink service program events are logged.
- Create a custom event source to redirect output from the default application log to a log dedicated to Remote Ink service program events.



TIP

Redirecting output from the default application log is helpful if you're troubleshooting Remote Ink service and want a log containing only Remote Ink service program events.

To configure which program events are logged

1. Go to **[Program files (x86) folder]SMART Technologies\Remote Ink Service**.
2. Open **Remoteinkservice.exe.config** with a text editor.
3. Scroll to and change the comment for the following command:

```
<add key="LogLevel" value="[value]" />
```

Where *[value]* determines which events are logged.

Choose the events you want to log by entering a value from the table below.

Value	Event level	This value enables you to log the following event information:
0	Error	Error
1	Warning	Warning and Error
2	Informational	Informational, Warning and Error
3	Debug	Debug, Informational, Warning and Error

APPENDIX D

Installing and configuring SMART Meeting Pro connector for Lync

To create a custom event source

1. Create a PowerShell script that contains the following commands and modify the *customeventsource* and *logname* variables to your custom values.

TIP

You can also execute the following commands directly in a PowerShell console.

```
$customeventsource = [My Custom Source]
$logname = [Application]
$creationData = new-object
System.Diagnostics.EventSourceCreationData $customeventsource,
$logname
[System.Diagnostics.EventLog]::CreateEventSource($creationData)
```

Where:

- *[My Custom Source]* is the new name of the *customeventsource* variable
 - *[Application]* defines which event log is associated with the *EventSource* variable
2. Execute in a PowerShell console.
 3. Go to **[Program files (x86) folder]\SMART Technologies\Remote Ink Service**.
 4. Open **Remoteinkservice.exe.config** with a text editor.
 5. Change the default *EventSource* name to the name you gave to the *customeventsource* variable, for example My Custom Source.

Configuring meeting cleanup

You can configure Remote Ink service to use one of two methods to clean up meetings that have expired and were not exited properly. When a collection is run, the service compares each meeting's last activity time with the configured user session timeout. If there has been no activity for a greater amount of time than the session timeout, then the meeting is removed.

NOTES

- Remote Ink client includes a keep-alive function, so program information from meetings that are in progress is never removed.
- By default the service is configured to use the scheduled time of 04:00 to clean up meetings.
- If a scheduled collection interval is enabled this setting takes priority over using a scheduled collection time. For example, if the service configuration has both the scheduled collection time and an interval defined, the service uses the scheduled collection interval.

APPENDIX D

Installing and configuring SMART Meeting Pro connector for Lync

Use the following procedure to configure Remote Ink service to capture program events at a set interval.

To capture program events at a set interval

1. Go to **[Program files (x86) folder]\SMART Technologies\Remote Ink Service**.
2. Open **Remoteinkservice.exe.config** with a text editor.
3. Scroll to and remove the comments from the following command:

```
<add key="ScheduledCollectionInterval" value="[01:00]"/>
```

Where *[01:00]* is the interval that collection is run.



NOTE

Removing the comments from this command enables Remote Ink service to clean up meetings at a set interval rather than at a scheduled time each day.

Starting Remote Ink service

Use the following procedure to start Remote Ink service.

To start Remote Ink service

1. Go to **C:\Windows\system32**.
2. Double-click **services.msc**.
The *Services* dialog box appears.
3. Scroll to *Remote Ink Service*, and then click the service.
4. On the action menu, click **Start**.

Remote Ink service starts.



TIPS

- If Remote Ink service doesn't start, ensure the following:
 - Microsoft.NET 4 Full (not Client) is installed on the computer hosting Remote Ink service.
 - A firewall configuration isn't blocking network traffic to and from the Remote Ink service.
- If you don't see any log messages, check that the event source has been created.

Index

A

activation 21, 42, 64

B

Bridgit server 9, 42

Bridgit Server See SMART Bridgit Server

C

command line interface 16

computer imaging 21, 64

Customer Experience Program 12, 45

Czech 46, 49-50

D

Danish 46, 49-50

desktop icons 43

downloads

- SMART installation packages 4, 58, 60-61

- software patches 56

- third-party installation packages 3, 57, 59, 61

drivers

- unsigned 12, 46

Dutch 46, 49-50

E

e-mail 26, 29

e-mail addresses 42

e-mail server 43

English 46, 49-50

Exchange See Microsoft Exchange

F

Finnish 46, 49-50

French 46, 49-50

G

German 46, 49-50

I

imaging 21, 64

Install Manager See SMART Install Manager

installation components 2, 54

Italian 46, 49-50

L

language files 49

language setup 41, 45

M

Microsoft .NET Framework 4, 16, 58-59, 61

Microsoft Exchange 26

Microsoft Visual Studio Tools for Office 4, 17, 58

MST files 7, 41, 45, 49

N

Norwegian 46, 49-50

INDEX

P

parameters 47
passwords 10, 42
 for Microsoft Exchange service accounts 26
 for SMART Meeting Pro Settings 26
prerequisites
 knowledge 1
product key 42
protection software 21, 64

R

Remote Ink software
 About 65-66
 configuring 66-67, 73
 starting 76

S

serial number See product key
sharing 10, 42
shortcuts 43
Silent mode 47
SMART Ink 46
SMART Install Manager
 about 5
 downloading 5
 installing 5
 using 6
SMART Product Update 12, 45
SMTP 29
Spanish 46, 49-50
startup 43, 46
Swedish 46, 49-50
system recovery software 21, 64

T

Tablet PC support 46

third-party applications 19

U

unsigned drivers 12, 46
updates 31

W

Windows 7 operating system 12, 46
Windows Installer 41

X

XML 7

SMART Technologies

smarttech.com/support

smarttech.com/contactsupport

smarttech.com/kb/170518