

Knowledge Base

You're Unable to Start or Run SMART Notebook SE from Your USB Bracelet

SMART Software	SMART Notebook SE (Student Edition)
SMART Hardware	SMART Notebook SE USB storage device bracelets
Operating Systems	Mac OS X operating system software, Windows® XP and Windows Vista® operating systems

Issue

When you connect a SMART Notebook SE USB bracelet to your computer, SMART Notebook SE doesn't start automatically.

OR

SMART Notebook SE starts, but an error message appears, the software closes and you're unable to access the files on the USB bracelet.

Cause

If you're using a Mac computer, SMART Notebook SE doesn't start because Mac computers don't support autoplay.

If you're using a computer with a Windows operating system, there are two possible causes that prevent SMART Notebook SE from starting:

The AutoPlay feature for USB storage devices is disabled, and there is an issue with the registry on your computer.

OR

Your computer doesn't assign two drive letters to the USB bracelet because one or both of those letters are already assigned to mapped drives.

Determining Why SMART Notebook SE Doesn't Start on Windows Operating Systems

To determine the cause of the issue

1. Connect your SMART Notebook SE USB bracelet to your computer.
A *Removable Disk* window appears asking what you want to do with the files on the USB bracelet.

NOTE

If the *Removable Disk* window doesn't appear, follow the instructions in Solution 2 for Windows operating systems (see page 5).

2. Select **SMART Notebook SE** from the list, and then click **OK**.

If SMART Notebook SE starts but an error message appears, follow the instructions in Solution 1 for Windows operating systems (see page 3).

Solution for Mac Computers

Start SMART Notebook SE manually.

To start SMART Notebook SE manually

1. Connect your SMART Notebook SE USB bracelet to your computer.
Two Removable Disk drives appear.
2. Double-click the **Removable Disk** drive that contains the **NotebookSE_Mac_Software** folder, and then double click **Start_NotebookSE_Mac**.

OR

Double-click the **NotebookSE_Mac_Software** folder, and then double-click **SMART Notebook SE.app**.

Solution 1 for Windows Operating Systems

Update your operating system to Windows XP SP3.

OR

Complete one of the following procedures.

Changing the Drive Letter for your SMART Notebook SE USB Bracelet to an Available Drive

To change the
drive letter for your
bracelet to an
available drive

1. Select **Start > Control Panel > Administrative Tools > Computer Management**.

The *Computer Management* window appears.

2. Select **Storage > Disk Management**.

In the list of physical drives located in the right pane, you see two physical drives labeled **Removable**. Note the drive letters for the removable drives, for example, **E** and **F**.

3. Select **Start > My Computer**.

The *My Computer* window appears, and you see drive letters for all the existing mapped and physical drives. If one or both of the drive letters from step 2 are being used by a mapped or a physical drive, you need to change the drive letter.

Mapped Drives



Physical Drives



4. Choose a drive letter that doesn't appear in the *My Computer* window, for example, **G**.
5. In the *Computer Management* window, right-click the removable drive that has a conflicting drive letter, and then select **Change Drive Letter and Paths**.
The *Change Drive Letter and Paths for [your drive]* window appears.
6. From the drop-down menu, select the letter you chose in step 4 (for example, **G**), and then click **OK**.
The *Confirm* window appears.
7. Click **OK**.
8. Repeat this procedure if the other removable drive has a conflicting drive letter.

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9. Disconnect the SMART Notebook SE bracelet.

When you reconnect your SMART Notebook SE bracelet, it uses the drive or drives you selected.

Installing the Windows Hotfix

i NOTE

Follow these instructions if you're connecting the SMART Notebook SE USB bracelet to your computer for the first time.

To install the Windows hotfix

Download and install the Windows hotfix for *New drive or mapped network drive not available in Windows Explorer* from the Microsoft® support website (<http://support.microsoft.com/kb/297694>).

i NOTE

If you plan to connect your SMART Notebook SE USB bracelet to more than one computer, install the Microsoft hotfix on all computers before you connect the device.

Solution 2 for Windows Operating Systems

Enabling the AutoPlay Feature

i NOTE

- The Group Policy Editor isn't available in Home editions of the Windows XP and Windows Vista operating systems.
- These procedures may vary depending on your system preferences.

To enable AutoPlay in Windows XP

1. Select **Start > Run**.
The *Run* window appears.
2. Type **gpedit.msc** in the **Open** box, and then click **OK**.
The *Group Policy* window appears.
3. In the left pane, select **Local Computer Policy > Computer Configuration > Administrative Templates > System**.
4. In the right pane, scroll to and double-click **Turn off Autoplay**.
The *Turn off Autoplay Properties* dialog box appears.
5. Select **Disabled**, and then click **OK**.
6. Close the *Group Policy* window, and then restart the computer.

To enable AutoPlay in Windows Vista

1. Select **Start > Run**.
The *Run* window appears.
2. Type **gpedit.msc** in the **Open** box, and then click **OK**.
The *Local Group Policy Editor* window appears.
3. In the left pane, select **Local Computer Policy > Computer Configuration > Administrative Templates > Windows Components > AutoPlay Policies**.
4. In the right pane, change the **Turn off Autoplay** setting to **Disabled**.
5. Close the *Local Group Policy Editor* window.
6. Select **Start > Control Panel**.
Control Panel appears.
7. In *Control Panel Home* view, click **Hardware and Sound**.
8. Click **AutoPlay**.

9. Select **Install or run program** in the **Software and games** drop-down list, and then click **Save**.
10. Close Control Panel, and then restart the computer.

Repairing the Registry

If enabling the AutoPlay feature doesn't resolve the issue, repair the registry as described in document 822660 on the Microsoft support website


(<http://support.microsoft.com/kb/822660>).

Starting SMART Notebook SE Manually


You can also start SMART Notebook SE from Windows Explorer.

To start SMART Notebook SE manually


1. Select **Start > My Computer**.

2. Double-click the **Removable Disk** drive that has a SMART Notebook SE icon  beside it.

OR

Double-click the **Removable Disk** drive that has a SMART Notebook SE icon  beside it, and then double-click **Start_NotebookSE_Windows.bat**.

OR

Double-click the **Removable Disk** drive that has a SMART Notebook SE icon  beside it, double-click the **SMART** folder, and then double-click **SMARTNotebookSE.exe**.

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