

Knowledge Base

SMART Response Isn't Activated after an Administrative Installation

SMART Software
Operating Systems

SMART Response assessment software, SMART Install Manager

Windows® operating systems, Mac OS X operating systems



IMPORTANT

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

- Know IT terminology
- Know how to complete basic administrative tasks such as opening the Control Panel and modifying the registry in Windows operating systems
- Have administrative privileges and access to your school's computers
- Have the SMART Response CD or access to the SMART Support website

Issue

SMART Response software isn't activated on client computers after you perform an administrative installation.

Cause

You didn't include an activation key in your SMART Response installation package.

Solution

Install and activate SMART Response on one computer, and then use the activation key to install the software on other computers of the same type. If you haven't already done so, follow the instructions in the *SMART Response Interactive Response System Quick Start Guide* ([document 135241](#)) to install and activate the software on your computer.

The following sections contain instructions for using the activation key from the installed software to activate SMART Response software on other networked Windows and Mac computers during administrative installations.

Windows Computers

Install and activate SMART Response on one computer and then export its activation key from the Windows Registry. Include this activation key when you use SMART Install Manager to customize the installation package you use to install SMART Response software on your networked computers.

CAUTION

Use care when you open the Windows registry editor. If you incorrectly modify the Windows registry, you can damage your computer's operating system. We recommend that you back up your registry before performing this procedure.

To export the activation key from the Windows registry

1. Click **Start > Run**.
The *Run* window appears.
2. Type **regedit**.
The *Registry Editor* appears.
3. In the HKEY_CLASSES_ROOT folder, locate the **STOEK.DBS** folder.
4. Right-click the **CurVerxA** key, and then select **Export**.
The *Export Registry File* dialog box appears.
5. Type a file name for the .reg file, such as **Response_Activation**.
6. Select a network location accessible to all client computers, and then click **Save**.

TIP

Save the .reg file to the same network location as **SMART Response.msi**.

Once you have copy of the .reg file containing the activation information for SMART Response, you can use it to specify the activation key with SMART Install Manager or during an MSI command line installation.

To specify the activation key using SMART Install Manager

1. In SMART Install Manager, open the **SMART Response.msi** file, and then select the **Activation Options** tab.
2. Navigate to and select the .reg file you saved in the previous procedure.
3. Select **File > Save As**.
The *Save As* dialog box appears.
4. Type a name for your .xml file, and then browse to the folder where you want to save it.



TIP

Save the .xml file to the same network location as **SMART Response.msi**.

Your customized .xml file appears in the **Modified Packages** tab of SMART Install Manager.

5. Select **File > Publish** to publish your customized installation package as an .mst file.
The *Save As* dialog box appears.
6. Type a name for your .mst file, and then browse to the folder where you want to save it.



TIP

Save the .mst file to the same network location as **SMART Response.msi**.

A message appears, telling you SMART Install Manager successfully generated the installation package.

You can use your customized .msi and .mst files to install SMART Response software on your network computers.

To specify the activation key during an MSI command line installation

Include the **RESPONSE_ACTIVATION** property in the msixec command line specifying the path and filename of the exported .reg file.

Example:

```
msiexec.exe /i "full path to SMART Response.msi file\SMART Response.msi" RESPONSE_ACTIVATION="full path to the .reg file\Response_Activation.reg"
```



TIP

Refer to the **SMART Response Administrators Readme.txt** file on the SMART Response CD for more information.

Mac Computers

Install and activate SMART Response on one computer and then embed the activation information in the installation package you use to install SMART Response software on your networked computers.

IMPORTANT

- You must log in as an administrator before performing the following procedures.
- The commands in the following procedures are case-sensitive. Type them exactly as shown.

To save a copy of the .plist file containing the activation information

1. Save a copy of the **.com.smarttech.senteo.plist** file located at: **/Users/Shared/Library/Preferences**.

This file contains the activation information.

NOTE

Because this file is hidden, you can't use Finder to locate and copy it.

2. Using Terminal, type the following command:

```
cp /Users/Shared/Library/Preferences/  
.com.smarttech.senteo.plist $HOME/Desktop
```

The file copies to the computer's desktop.

NOTE

\$HOME is an environment variable that represents the path to the user's home directory: **/Users /<USERNAME>/**

To embed the activation information into the installation package

1. Download the latest version of SMART Response from the [SMART Support website](#).

2. Double-click the .dmg file.

The disc image mounts.

3. Copy the **SMART Response.mpkg** file from the mounted disc image to the computer where SMART Response is activated.

For this example, copy it to the computer's desktop.

4. Using Terminal, type the following command:

```
cp $HOME/Desktop/.com.smarttech.senteo.plist $HOME/Desktop/  
SMART\ Response.mpkg/Contents/Packages/SMART \Response.pkg/  
Contents/Resources
```

The activation information file embeds in the **SMART Response.mpkg** installation package file.

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NOTE

If you saved the **.com.smarttech.senteo.plist** and the **SMART Response.mpkg** files to other locations, you can modify this command to use the paths to where you saved them. This example references the files from the computer's desktop.

To verify that the activation information is embedded in the .mpkg file

1. Using Terminal, type the following command:

```
ls -al $HOME/Desktop/SMART\ Response.mpkg/Contents/Packages/  
SMART\ Response.pkg/Contents/Resources
```

Terminal displays a list of the components of the **Response.mpkg** file.

2. Look through the list to locate the **.com.smarttech.senteo.plist** file.

If it is listed, you've successfully embedded the activation information.

You can now use the **SMART Response.mpkg** installation package to install SMART Response software on your networked Mac computers, automatically activating the software for all users.

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