

Knowledge Base

SMART Response CE Classes Don't Appear in SMART Notebook SE

SMART Software

SMART Response CE assessment software 2.2, SMART Notebook SE (Student Edition)

Operating Systems

Windows® XP and Windows Vista® operating systems

Issue

The class you start in SMART Response CE doesn't appear on the *Response* tab in SMART Notebook SE.

Cause

Firewalls and other applications can block communications between student and teacher computers. SMART Response CE multicasts class discovery information on port 23458 by default. This port must be open between teacher and student computers to allow class discovery.

Solution

Verify that multicasting is enabled on the network and that port 23458 isn't blocked by a firewall or being used by another application.

You can also set a different port for class discovery and multicasting.



IMPORTANT

You must have administrator rights to perform this procedure. Contact your system administrator for assistance.

To select a different port for class discovery and multicasting

1. Start Teacher Tools, and then switch to *Gradebook* view.
2. Select **Edit > Preferences**.

The *SMART Response Preferences* dialog box appears.

3. Select the **Networking** tab.

The *Networking Preferences* dialog box appears.

4. Clear the **Randomize** check box beside *File data channel*, and then type in an unassigned port number between 1025 and 65525.

 NOTE

If the class still doesn't appear in the *Response* tab in SMART Notebook SE, verify the port isn't blocked by a firewall or being used by another application.

Background

Multicasting is the process of sending messages simultaneously to more than one destination on a network.

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