

# Devices Missing from the SMART Product Name List of the Mobile Device Manager



**Applies to:** SMART Board™ software 9.0.1.57 and LinQ™ software 1.0 software for Windows® operating systems

## Issue

If you're using LinQ software to connect to a host SMART device, you may not see that device in the SMART Product Name list of the Mobile Device Manager.

## Cause

Multicast technology on your computer automatically searches for any SMART device on the network by scanning through a preset number of subnets, indicated by the "Multicast TTL = n" setting on your system. This setting determines how many times a packet of data can be transmitted through a router or switch onto another subnet. For example, a computer with a Multicast TTL setting of 1 will only be able to identify a host SMART device that is within its own subnet only. If a host SMART device resides on a different subnet, it will not be detected.

**NOTE:** A subnet is a portion of a network that shares a common address component.

The default Multicast TTL is 3 for both the Windows Mobile Device Manager and LinQ software. Every time the multicast packets are transmitted through a router or switch, the TTL is decreased by 1. When TTL = 1, a router or switch will no longer forward the packets. In some cases, your computer will be more than three "hops" away from the SMART device, so you must manually change the TTL setting before your computer can see the SMART device.

## Solution

To allow your computer to see all SMART sources on the network, manually change the TTL settings in the Windows registry, and then try to connect to the SMART device.

1. Select **Start > Run**, and type **regedit**.
2. Go to **HKEY\_LOCAL\_MACHINE\Software\SMART Technologies Inc\Mobile Device Manager\1.0**, and double-click **MulticastTTL**.
3. Increase the number for **Value Data**. The default setting is 3. Try raising the number to 6.

**NOTE:** The maximum number you can enter for Value Data is 255, but that's much higher than necessary.

4. Go to **HKEY\_LOCAL\_MACHINE\Software\SMART Technologies Inc\LinQ\1.0**, and double-click **MulticastTTL**.
5. Increase the number for **Value Data** to the same number you entered in step 3.
6. Restart the LinQ program. A Connect dialog appears, listing available SMART devices.
7. Select the SMART device that you want to connect to.
8. If the SMART Product Name still doesn't appear, perform steps 1-5 again and increase the Value Data number again.

**NOTE:** If you still cannot see the required SMART device, a switch may not be forwarding packets properly. Please contact your system administrator or try a new switch to resolve the problem.

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