Student Computers Don’t Upgrade Automatically after Upgrading SynchronEyes™ Teacher-Station Software

Applies to: SynchronEyes™ software 5.1 on Windows® operating systems

Issue

When applying an update (5.1.1) to a teacher computer running SynchronEyes software 5.1, the student computers don’t upgrade automatically.

Cause

This is a known installation issue. It should be fixed for SynchronEyes software 6.

Solution

Manually change the version number in the student computer's Registry to a smaller value, such as 5.1.0.12, and then reapply the update.

To edit the student computer’s registry

1. Click **Start > Run**.
2. Type **regedit,** and then click **OK**.
3. Navigate through the Registry to this location:

   HKEY_LOCAL_MACHINE\SOFTWARE\SMART Technologies Inc.\SynchronEyes Student\5.0

   In this location you will find a key called Build Version. The value displayed will probably be 5.1.1.14.
4. Right-click the key, and then select **Modify**.
5. Change the value to **5.1.0.12**, and then click **OK**.
6. Close the registry editor.
7. Restart the student’s computer.

   The Student computer should now automatically update.

First Published: April 19, 2005

Last update: November 9, 2007

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