2. Single Computer / Local Activation

- Invalid Product Key
- HTTP Request Failed
- Activation Cap Exceeded
2.1 Invalid Product Key

Invalid Product Key

Confirm that the Product Key is entered exactly the same as the Product Key that was issued.

Are you attempting to activate Notebook 11.0 (or below)?

No

Are you attempting to activate Notebook 2014 (or above)?

Yes

Ensure that your Product Key starts with 'NB'. Is the issue resolved?

No

Ensure that your Product Key contains 22 characters. Example: NB-XXXXX-XXXXX-XXXXX-XXXXX-XXXXX-AAAA. Is the issue resolved?

Yes

For further assistance, contact SMART Technical Support.

No

Product Keys for Notebook software 2014 and above have changed. Notebook software no longer accepts Legacy product keys that start with 'NB'.

Product Keys for Notebook 2014 (and above) begin with "NC".

Yes

Ensure that your Product Key starts with 'NC'. Is the issue resolved?

No

Ensure that your Product Key contains 25 characters. Example: NC-XXXXX-XXXXX-XXXXX-XXXXX-XXXXX-AAAA. Is the issue resolved?

Yes

For further assistance, contact SMART Technical Support.

No

Issue resolved.
HTTP Request Failed typically occurs when you are unable to connect to the SMART Activation Server. This can happen when connecting to the internet through a Proxy Server or when not connected to the internet.

When unable to automatically activate Notebook, use manual activation. Choose to “Submit request manually” > “By Internet Browser” and complete the manual activation process.

NOTE: When there is no active internet connection on the computer you are attempting to activate, you will need to copy / paste an activation Request and Response file using a computer that is connected to the internet.

- Do you connect to the internet through a Proxy server?
  - Yes: Configure the Proxy Server to allow unmodified communication with SMART Activation Servers. Is the issue resolved?
    - Yes: Issue resolved.
    - No: For further assistance, contact SMART Technical Support.
  - No: HTTP Request Failed.

- Do you have an active internet connection?
  - No: Activate Notebook software Manually
  - Yes: HTTP Request Failed.

- HTTP Request Failed:
  - For further assistance, contact SMART Technical Support.

Configure the firewall or proxy to allow the following:
- Proxy servers must allow http requests (GET, POST, PUT, DELETE - all requests).
- HTTP headers need to be passed through the proxy without modification.

Whitelist the following Hostnames / IP addresses:
- webservices.smarttech.com 72.2.16.25
- licensing.smarttech.com 72.2.16.26
- activationservice.smarttech.com 72.2.16.226

For further assistance, contact SMART Technical Support.
2.3 Activation Cap Exceeded

Activation Request failed with following details:
The activation of the fulfillment is denied by the activation policy because fulfill count exceeded the available seat count.

Login to the SW Portal (https://licensing.smarttech.com) to verify the “Total Activations” for the Product Key and the “Fulfilled Amount”.

Return activations from computers that are not actively using Notebook software so that Notebook can be installed and activated on different computers. Is the issue resolved?

Yes

Issue resolved.

No

For further assistance, contact SMART Technical Support.

Notebook Classroom License entitles you to install and activate Notebook software on 4 computers associated with the classroom. Notebook Site License entitles you to install Notebook software on all of the teacher and student computers within the site (including home computers). NOTE: An Activation cap is set to 30 per classroom for Notebook Site licenses however this cap can be increased upon request.

Activations can be returned by launching Notebook software and selecting Help > Software Activation > Manage Selected Product Key > Return the product key so a different computer can use it. Returning the activation from one machine allows you to install and activate Notebook software on a different machine.
3. Network Activation

- Activating during Installation (Network Software Deployment)
- Activating via command line (Activation Wizard)
- Activating Notebook software when deploying a System Image
3.1 Activation During Installation

Activating during Installation (Network Software Deployment)

Using Install Manager to configure your installation package (Includes Product Key)

Open Education Software Installer within Install Manager

Check Notebook Software and check the acknowledgements.
Enter your Notebook software Product Key.

**Note**: Notebook 2014 requires a Product Key that starts with 'NC', contains 25 characters, and typically ends with 'AAA'.

"Notebook Site License should be used when deploying Notebook software.

Once package configuration is complete, select File > Publish to generate a custom TRANSFORM (.mst).

For further assistance, contact SMART Technical Support.

For more information, see the ESI 2014 System Administrators Guide:
### 3.2 Activating via Command Line (Activation Wizard)

**Activating via Command Line (Activation Wizard)**

**Immediate Activation**

- \textbf{Silently Activate Notebook software after ESI software deployment using Activation Wizard command.}

  **Example Command:**
  
  ```
  C:\Program Files (x86)\Common Files\SMART Technologies\SMART Product Update\activationwizard.exe --puid notebook_14 --m=4 --v=3 --a --pk=[PRODUCT KEY]
  ```

- Is the issue resolved?

  - Yes: Issue resolved.
  - No: For further assistance, contact SMART Technical Support.

**Delayed Activation**

- **Deploy activation in delayed mode. Delayed mode lets the end user activate Notebook software upon first use.**

  **Example Command:**
  
  ```
  C:\Program Files (x86)\Common Files\SMART Technologies\SMART Product Update\activationwizard.exe --puid notebook_14 --m=19 --v=3 --pk=[PRODUCT KEY]
  ```

- Is the issue resolved?

  - Yes: Issue resolved.
  - No: For further assistance, contact SMART Technical Support.

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Notebook software can be activated by deploying a script containing an "activation wizard" command using industry standard tools (GPO, SMS, SCCM). Activation can be deployed in different modes (Immediate or Delayed).

See ESI 2014 System Admin Guide for more details:


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**For further assistance, contact SMART Technical Support.**

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Delayed activation is useful for uniform deployments that include users who use SMART Notebook software and those who don’t. Only end users who start SMART Notebook software and activate registered keys consume a license.

See ESI 2014 System Admin Guide for more details:

3.3 Activating Notebook software when deploying a System Image

When deploying a system image that includes an activated installation of Notebook, the activation is 'Locked' on the imaged computers. This happens because the Notebook activation is node-locked and requires a unique machine ID for each computer.

To fix the invalid activation state:
- Show hidden files and folders (http://windows.microsoft.com/en-ca/windows/show-hidden-files
directory)
- Navigate to C:\ProgramData\SMART Technologies\SMART Product Update\activationswizard.exe
- View the contents of the Common Files folder to identify the problematic file(s)
- If the problematic file(s) are found, delete them
- Re-Configure System Image to include Notebook software with Delayed Activation

SMART recommends to enable Notebook with Delayed Activation before deploying a System Image. This allows you to register a product key on the system, but the end user chooses when to activate the software.

The software is activated when the end user opens SMART Notebook software and clicks Activate. Since the product key has previously been registered on the system, no input is required from the end user.

Example command:
C:\Program Files (x86)\Common Files\SMART Technologies\SMART Product Update\activationswizard.exe --pd notebook_14 --m4 --v3 --a --puid notebook
See the below KB Article for additional details:
http://knowledgebase.force.com/kp#000015228

Notebook Trial period is showing as 'Expired' after deploying a System Image that includes an Activated installation of Notebook software.

This happens because the Notebook activation is node-locked and requires a unique machine ID for each computer.

To fix the invalid activation state:
- Open the Command Prompt as Administrator
- Navigate to C:\Program Files\ProgramData\SMART Technologies\SMART Product Update\activationswizard.exe
- Run the command:
  C:\Program Files (x86)\Common Files\SMART Technologies\SMART Product Update\activationswizard.exe --pd notebook_14 --m4 --v3 --a --puid notebook
  PRODUCT KEY

See the below KB Article for additional details:
http://knowledgebase.force.com/kp#000015228

For further assistance, contact SMART Technical Support.
## REVISION HISTORY

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