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1 Introduction



Welcome to SmartSchool installation manual ver.1.0

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SmartSchool Education Pvt. Ltd.

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This guide is frequently updated to reflect changes in the product. The latest version can always be found at

http://www.smartschoolonline.in/downloads/installation_manual.pdf

This guide was prepared for SmartSchool for Windows Version 1.0 (February 2012).

2 System requirements

Minimum System Requirements

Please make sure that the computer on which you plan to install SmartSchool Content meets the minimum system requirements for the program to run.

Customer system requirement

Windows

Operating Systems

- Windows XP
- Windows Vista
- Windows 7

Recommended Hardware

- Pentium 4 or newer processor
- 1GB or more RAM
- 10GB or more of free hard drive space

Installation team requirement

Software Requirement

- Adobe AIR setup (latest Build)
- SmartSchool content setup (latest Build)
- SmartSchool studio setup (latest Build)
- SmartSchool content
- Adobe Flash setup (latest Build)
- Adobe Reader X setup (latest Build)
- Windows XP setup
- Internet Connection

3 Installation Process

Installation

3.1 Windows Vista & 7

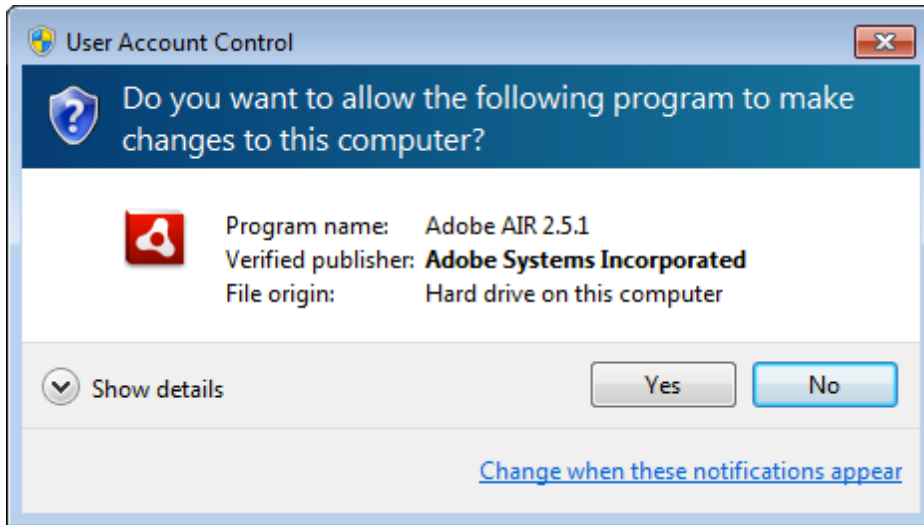
Installation Instructions for Windows Vista & 7

Install Adobe Air setup (latest Build).

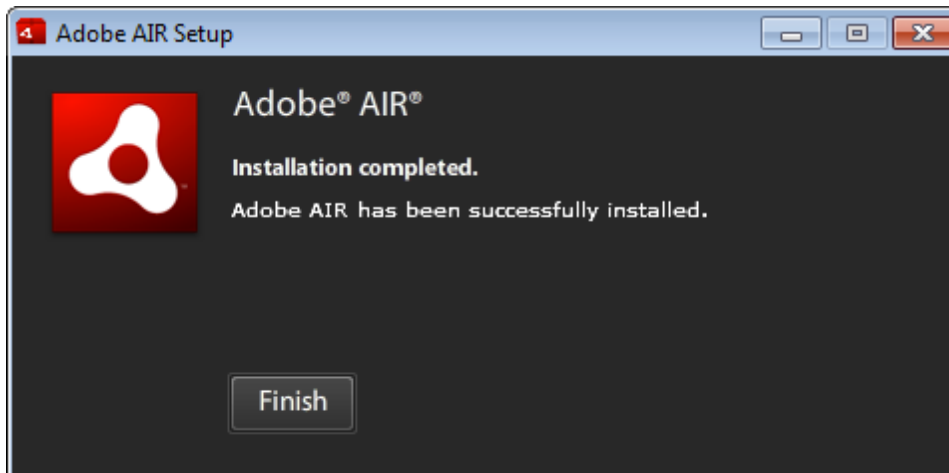
Double click on Adobe Air setup file. The installer will ask you to agree to the licensing agreement. Click the I Agree button.



Depending on your security settings you may be prompted for confirmation to allow Adobe AIR to make changes to your computer. Click the Yes button.

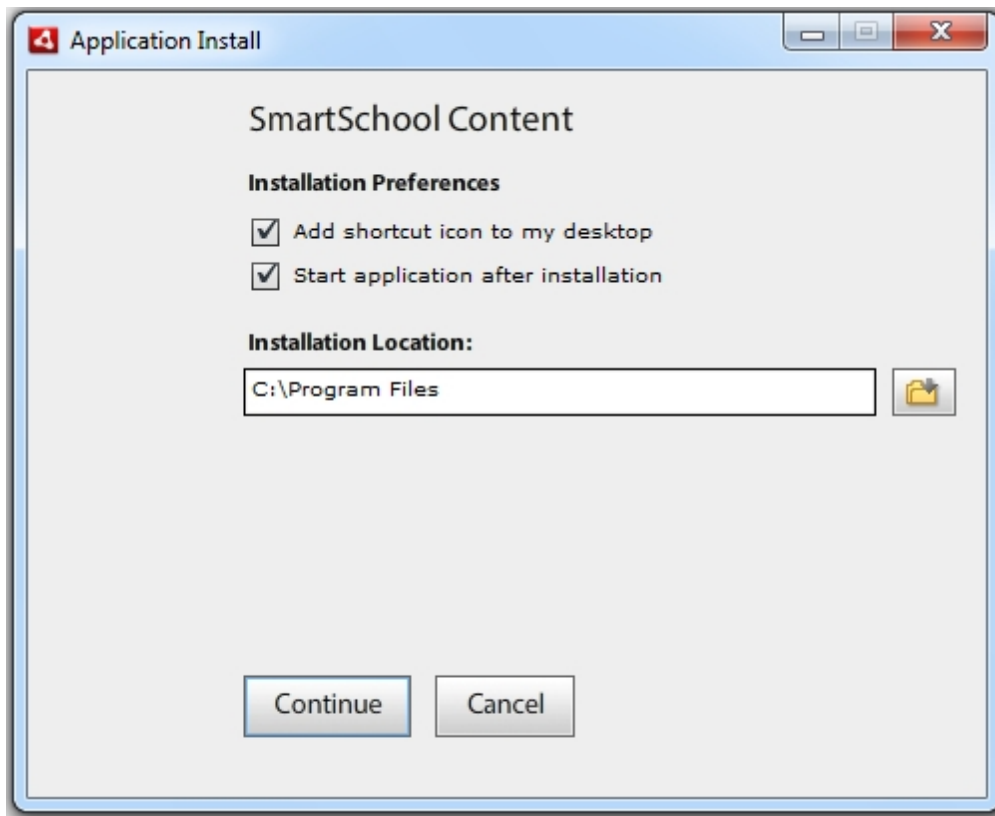


Adobe AIR will install and display a confirmation when complete. Click the Finish button.

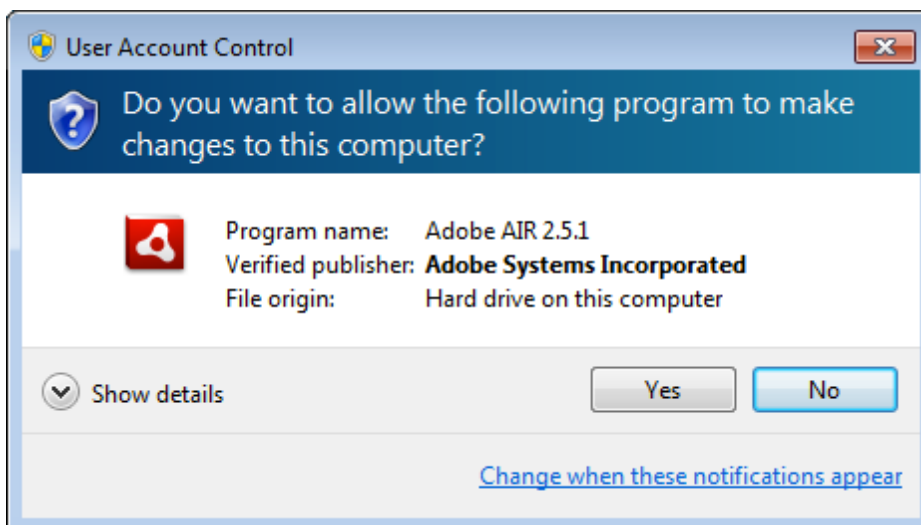


Install SmartSchool Content setup (latest Build).

Double click on SmartSchool content setup file. You may be prompted with a Security warning to confirm that you want to Run the software. Click Continue in window.



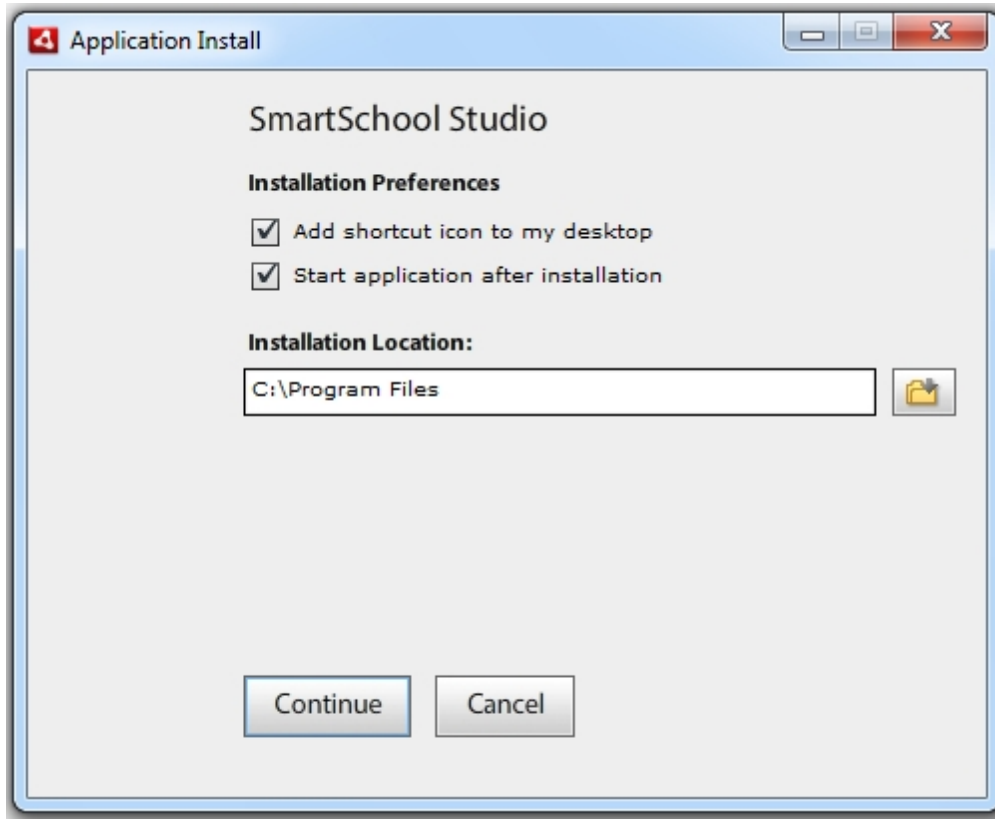
Depending on your security settings you may be prompted for confirmation to allow this program to make changes to your computer. Click the Yes button.



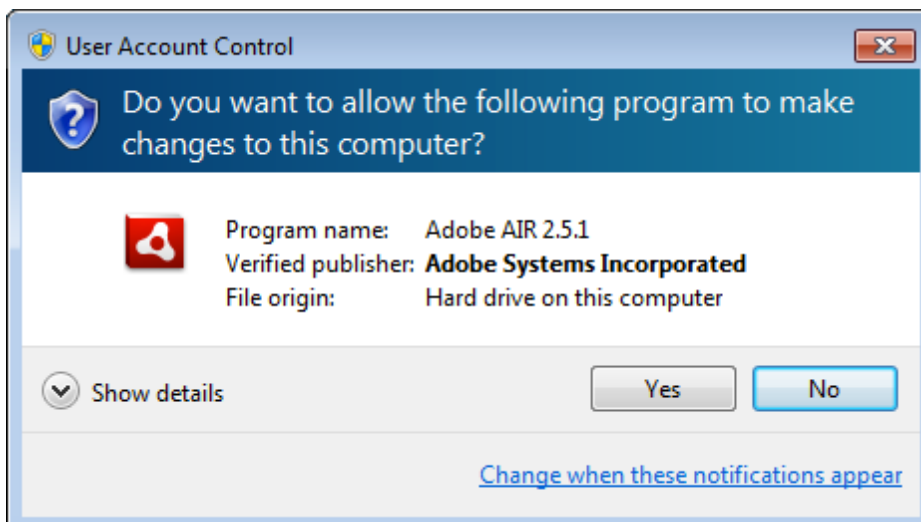
For Activation of SmartSchool Software.
Refer to [Part 3.3 of this manual](#).

Install SmartSchool Studio setup (latest Build).

Double click on SmartSchool studio setup file. You may be prompted with a Security warning to confirm that you want to Run the software. Click Continue in Window.



Depending on your security settings you may be prompted for confirmation to allow this program to make changes to your computer. Click the Yes button.

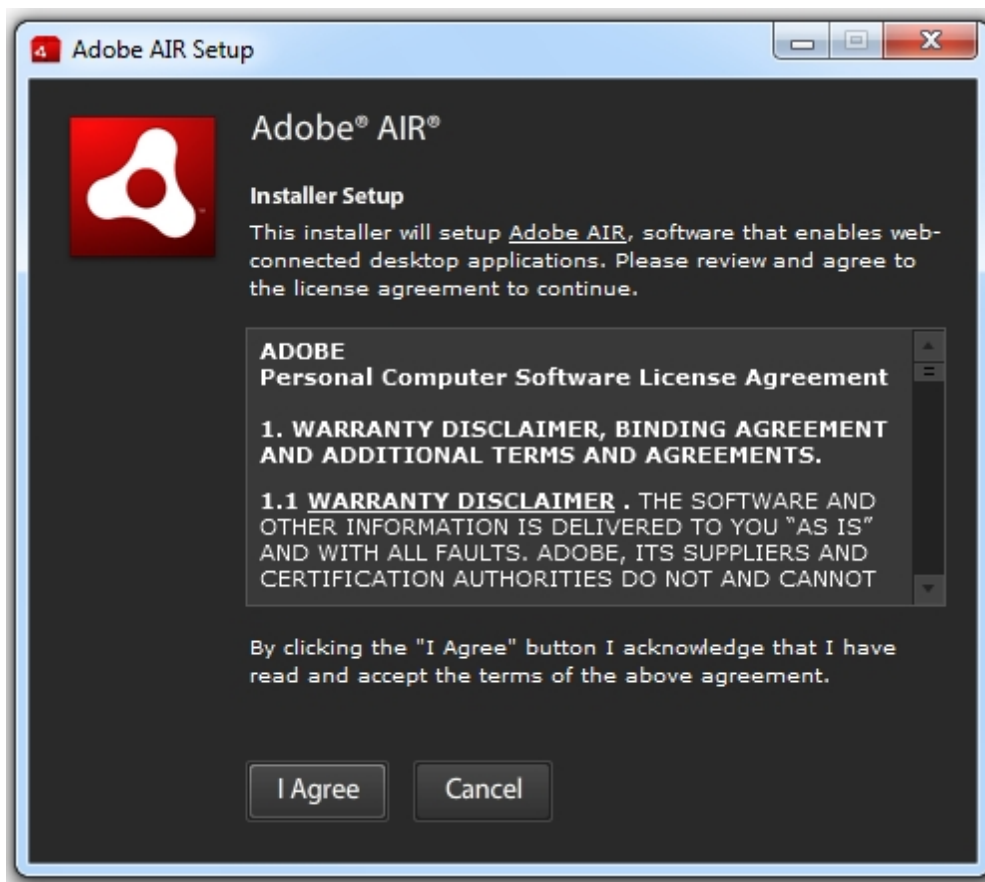


3.2 Windows XP

Installation Instructions for Windows XP

Install Adobe Air setup (latest Build).

Double click on Adobe Air setup file. The installer will ask you to agree to the licensing agreement. Click the I Agree button.

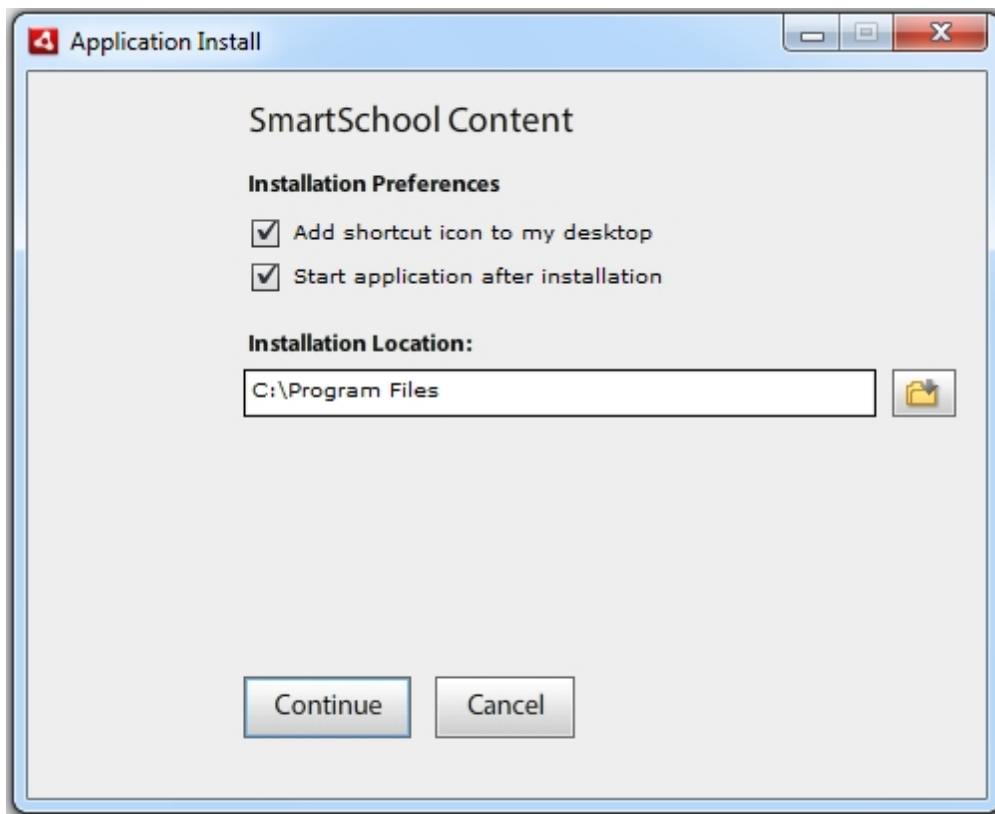


Adobe AIR will install and display a confirmation when complete. Click the Finish button.



Install SmartSchool Content setup (latest Build).

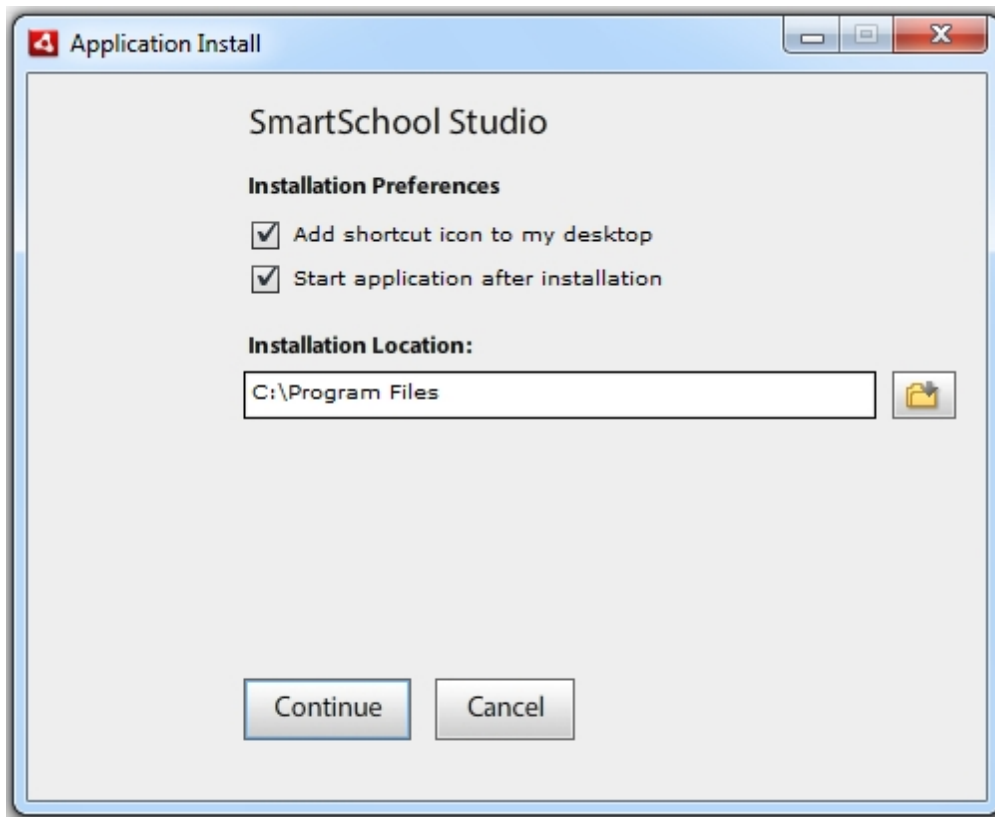
Double click on SmartSchool content setup file. You may be prompted with a Security warning to confirm that you want to Run the software. Click Continue in window.



For Activation of SmartSchool Software.
Refer to [Part 3.3 of this manual](#).

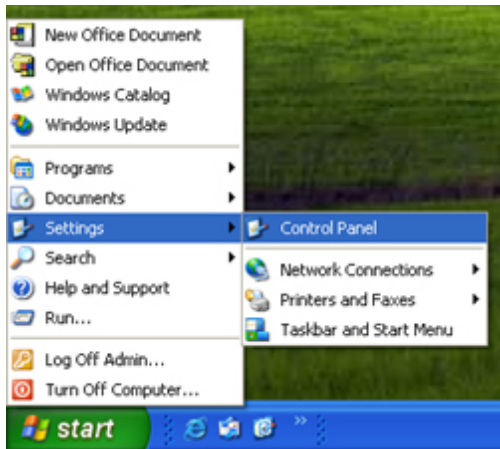
Install SmartSchool Studio setup (latest Build).

Double click on SmartSchool studio setup file. You may be prompted with a Security warning to confirm that you want to Run the software. Click Continue in Window.



3.2.1 Hindi Font (Windows XP)

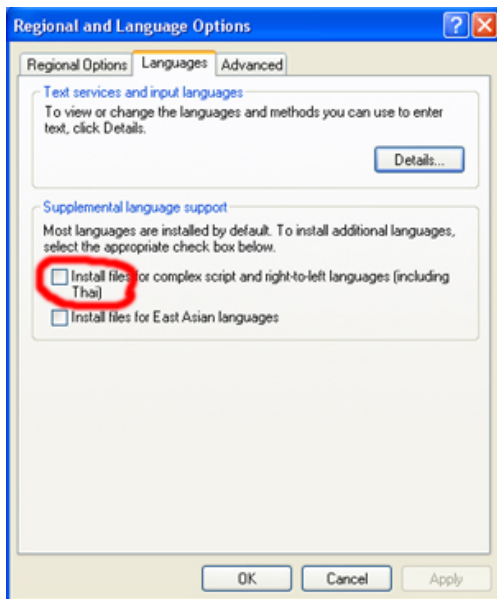
Go to your control panel by clicking on **Start->Settings->Control Panel**



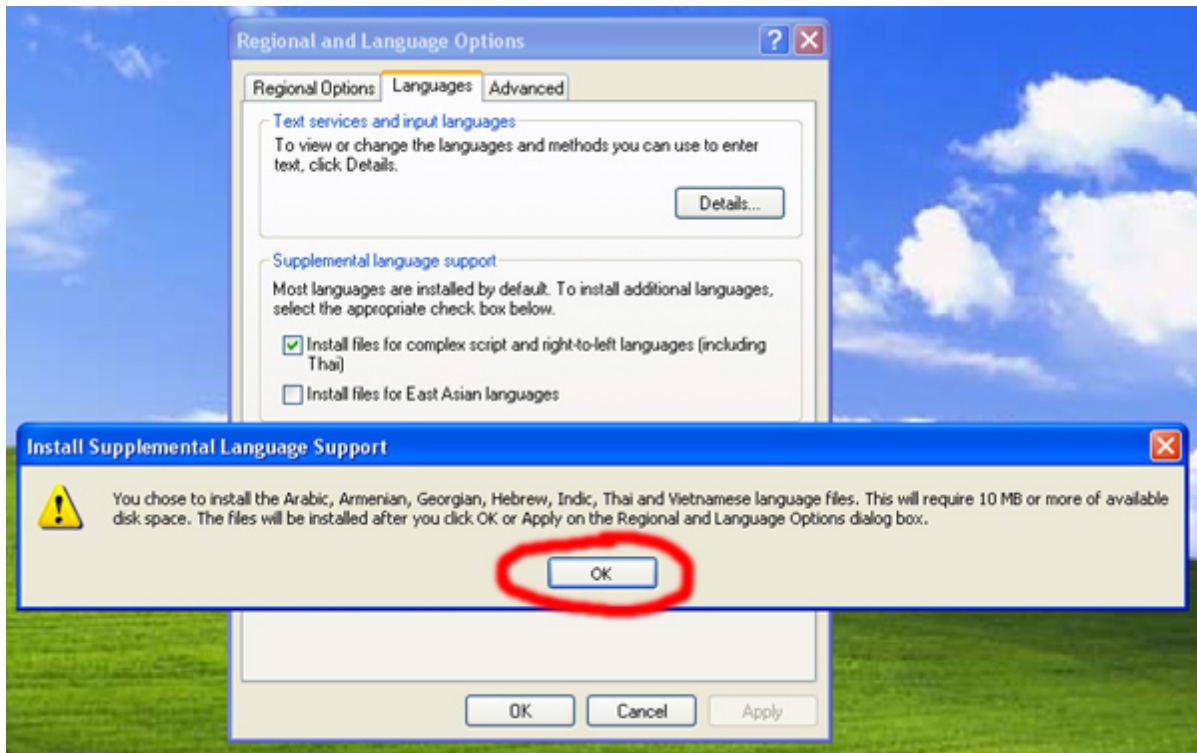
Open "**Regional and Language Options**" Control Panel by double clicking on the icon.



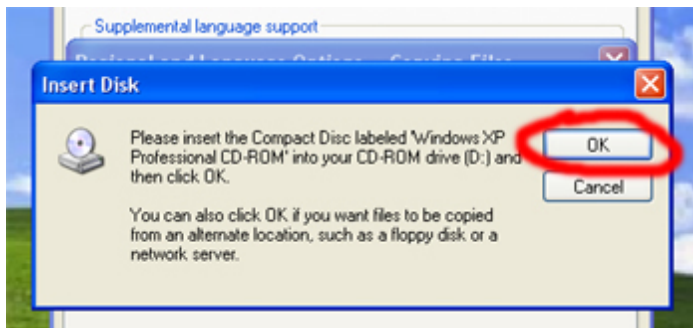
Click on the "**Languages**" tab. Then place a check, by clicking on the box, next to "**Install files for complex script and right-to-left languages (including Thai).**" Click "OK" or "Apply."



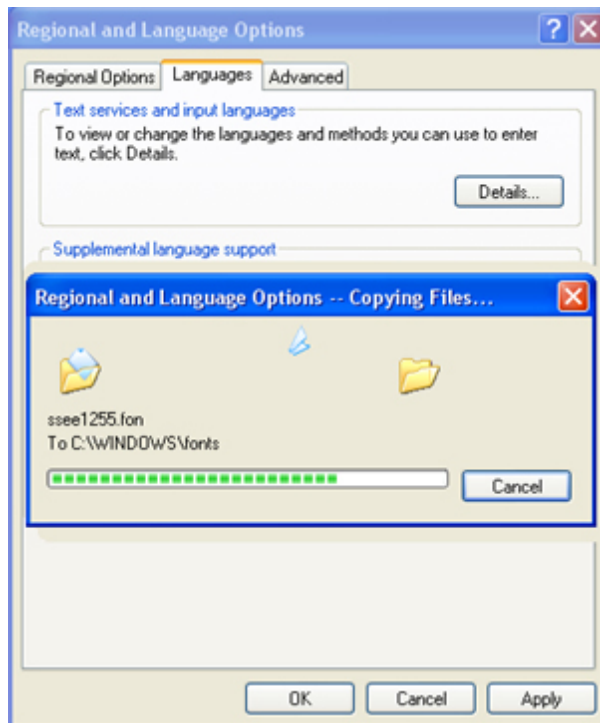
A dialog box will come up saying it will install it when you hit "OK." Click on "OK."



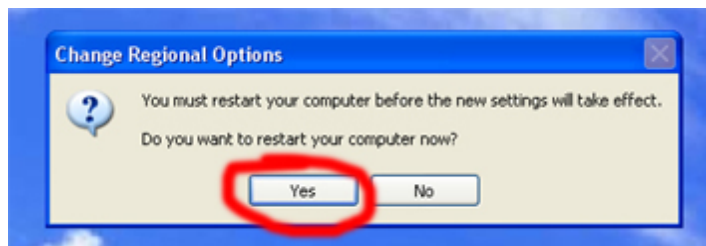
It may ask you for your Windows XP disc. Insert it and press "OK."



Windows will begin copying the files needed.



After it has finished copying files, Windows will ask you to restart. Hit "Yes."



Done.

3.3 Activation of SmartSchool Software

SmartSchool content application needs to be activated once before usage. It needs internet connection for the same. Fill the following form and press "Activate My Application" button to activate your application.

Things to be done while activating SmartSchool Software.

- Make sure to start the internet before starting the application for activation. In case the internet is not working, close the application and start the internet. Now restart the application for activation.
- All fields must be filled before pressing "Activate My Application" button.
- Real and complete data of the customer required in this form for current and future use.
- Use the **Serial Number** from your scratch card.
- Enter your **Partner ID**. Application will not activate without your **Partner ID**.

[Manage keys](#)

Fill the following form and press "Activate My Application" button to activate your application.

Serial Number :	<input type="text"/>
Your Name :	<input type="text"/>
School Name :	<input type="text"/>
Address :	<input type="text"/>
Contact Number :	<input type="text"/>
Email Id :	<input type="text"/>
Partner Id :	<input type="text"/>

Activate My application

Duly filled example for your reference.

[Manage keys](#)

Fill the following form and press "Activate My Application" button to activate your application.

Serial Number :	<input type="text" value="ABCDE12345"/>
Your Name :	<input type="text" value="Diviya Kapoor"/>
School Name :	<input type="text" value="J. D. Tytler School"/>
Address :	<input type="text" value="Smart School"/>
Contact Number :	<input type="text" value="999999999"/>
Email Id :	<input type="text" value="diviya@gmail.com"/>
Partner Id :	<input type="text" value="smartschool"/>

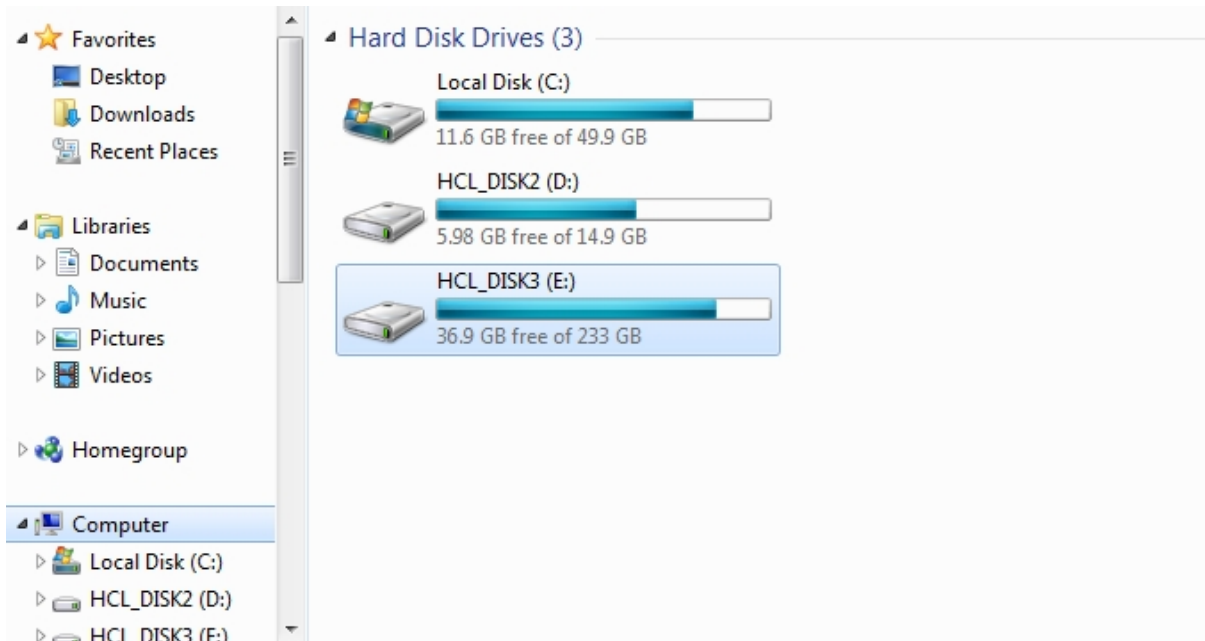
Activate My application

3.4 SmartSchool Content installation

Things to be done while coping SmartSchool content to customer system.

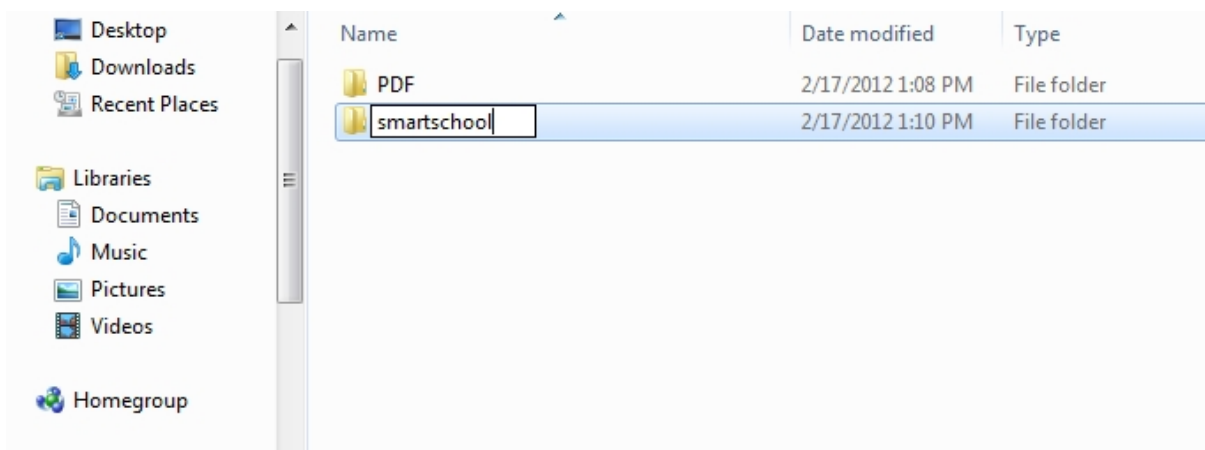
We are assuming that we are installing 8th Standard content.

- 10GB of free hard drive space in any of the hard drive partition is required.

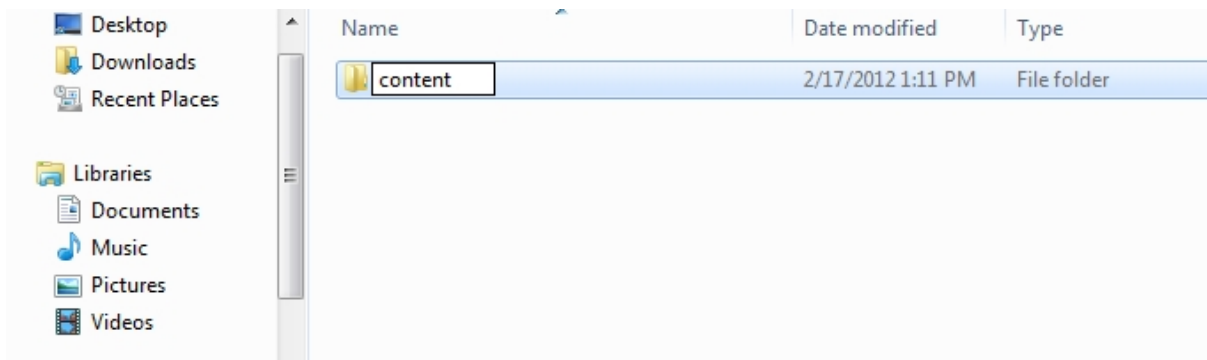


- Go to the partition of the hard drive with 10 GB of free space. We are choosing **E:** for our use.

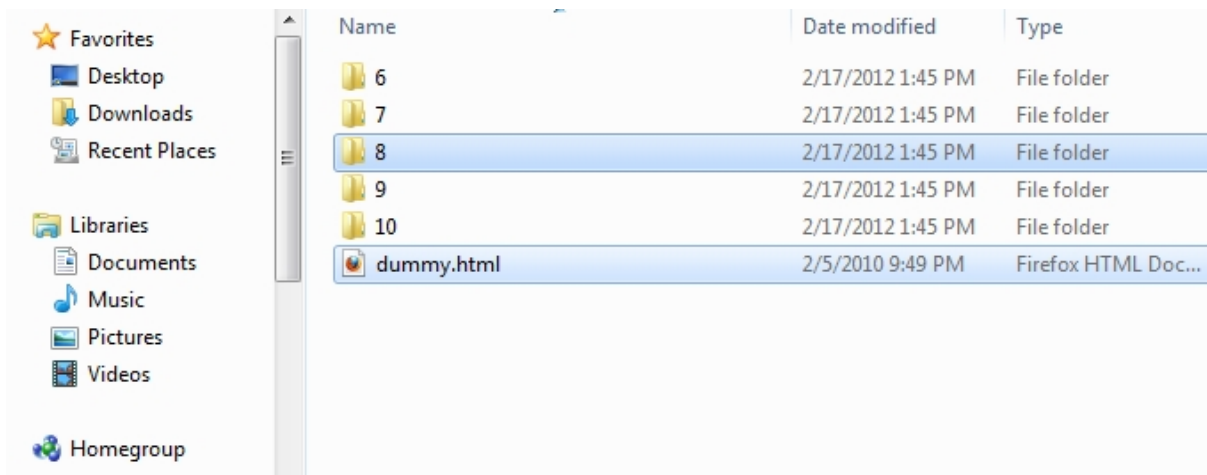
- Create **smartschool** folder in the above partition.



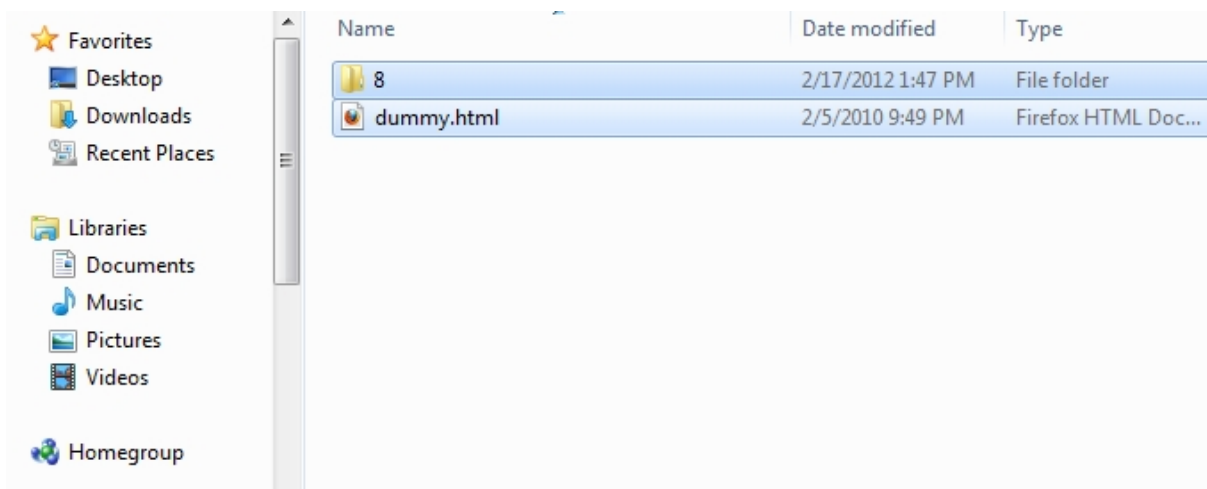
- Double click and enter into **smartschool** folder.
- Create **content** folder in the **smartschool** folder.



- Double click and enter into **content** folder.
- Copy **8** and **dummy.html** from the **content** folder of your external hard drive.



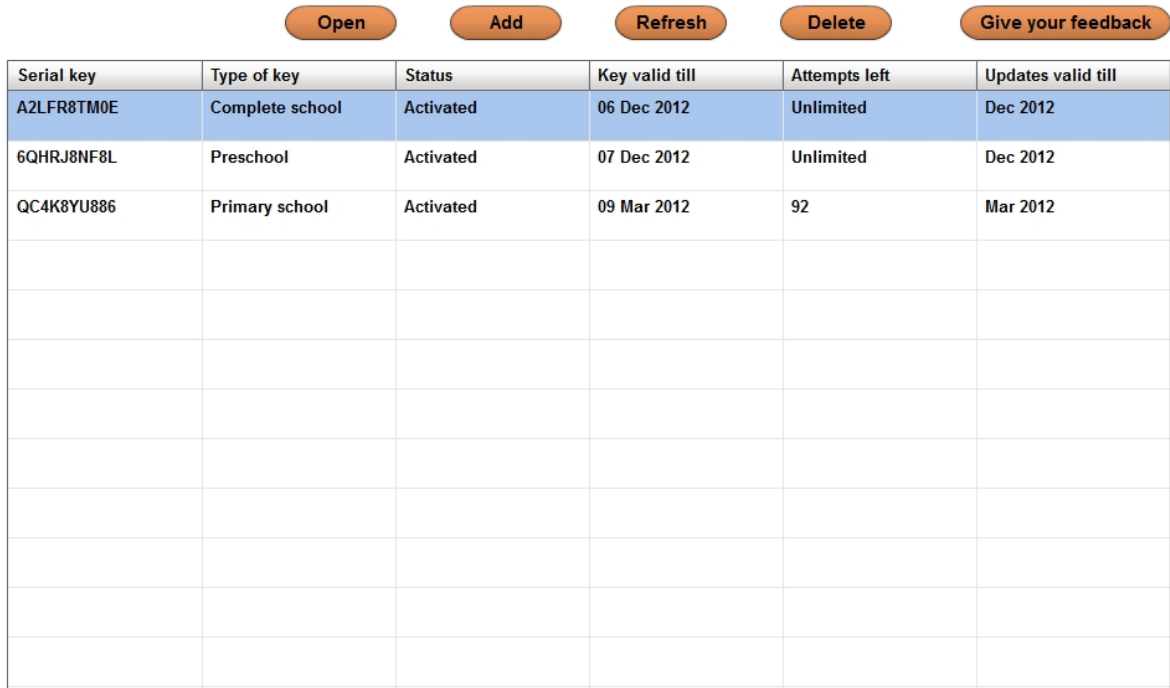
- Paste into the **content** folder of customer's system.



3.5 Manage Keys

You can install more licenses on the same computer through **Manage keys** option in SmartSchool content application.

Example of the same is in the enclosed image.



The screenshot shows a user interface with five buttons at the top: 'Open', 'Add', 'Refresh', 'Delete', and 'Give your feedback'. Below the buttons is a table with the following data:

Serial key	Type of key	Status	Key valid till	Attempts left	Updates valid till
A2LFR8TM0E	Complete school	Activated	06 Dec 2012	Unlimited	Dec 2012
6QHRJ8NF8L	Preschool	Activated	07 Dec 2012	Unlimited	Dec 2012
QC4K8YU886	Primary school	Activated	09 Mar 2012	92	Mar 2012

Add Key (License)

To add another key in the SmartSchool content application.

1. Click on **Manage keys** option on the Top Right of the smartschool application.
2. Click on **Add** button in the **Manage keys** menu.
3. Follow the steps of [Part 3.3 of this manual](#).

Open Key (License)

You can choose between any of the activated licenses. In above example image we choose **Complete school license** by clicking on it and then press **Open** button to enter the same.

If you want to change your **Standard** you can click on **Manage keys** option in Top Right of the SmartSchool application to do the same.

Delete Key (License)

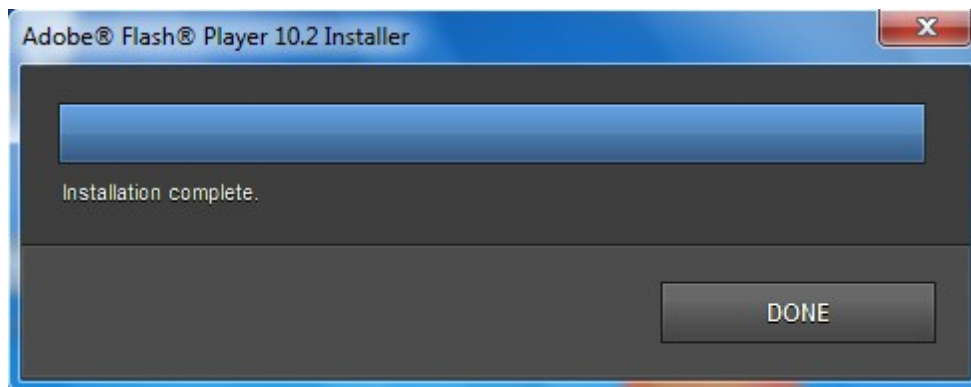
If you want to delete any key you can do that by selecting the key and then by pressing the **Delete** button.

3.6 Installation of Adobe Flash

Run the **Adobe Flash player** setup. You will need to enter your administrator password and/or click "Yes" if Windows User Account Control prompts you to do so. The following window will then appear:-



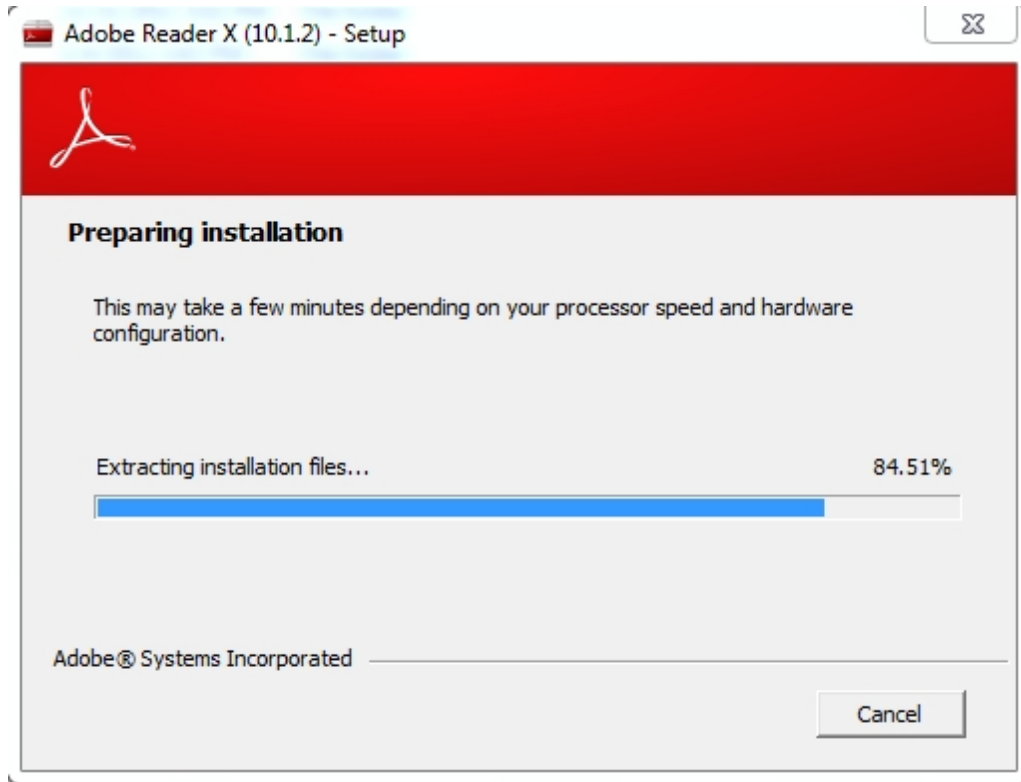
Tick/check the box that is labeled "**I have read and agree to the terms of the Flash Player License Agreement**" and click on "**Install**". There will be a short pause while files are copied and configured. When the process is complete, the following window will be displayed:-



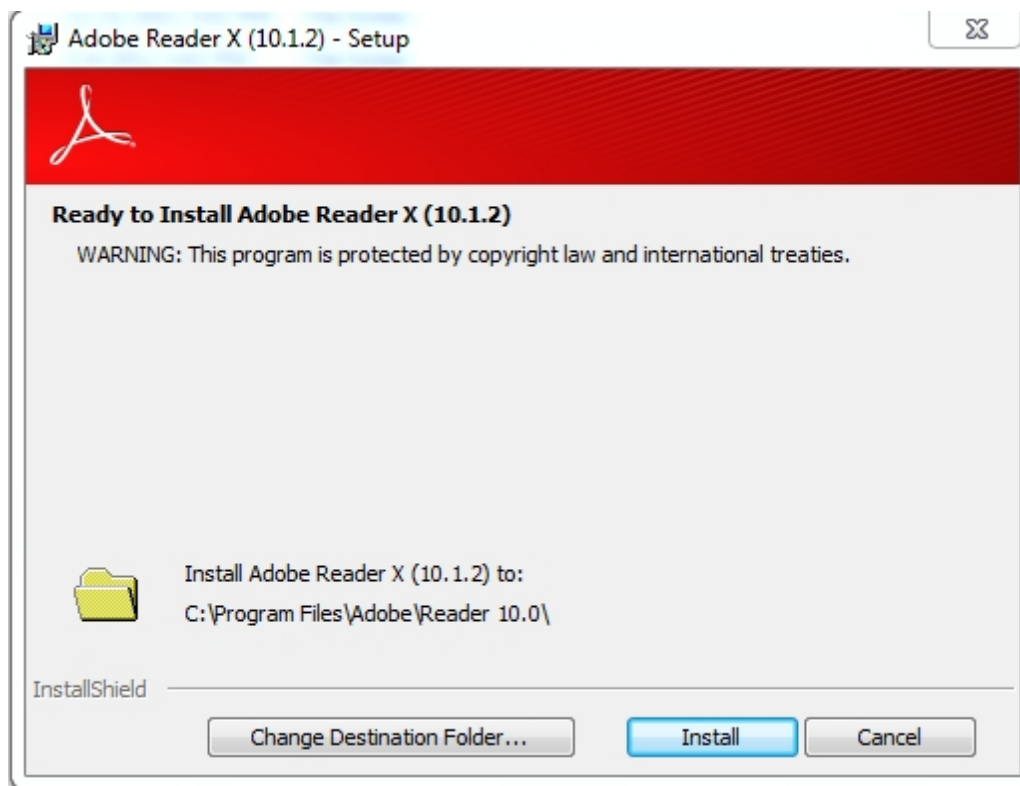
Click on "**DONE**" and the installer will close. Congratulations, you have successfully installed Adobe Flash player.

3.7 Installation of Adobe Reader X

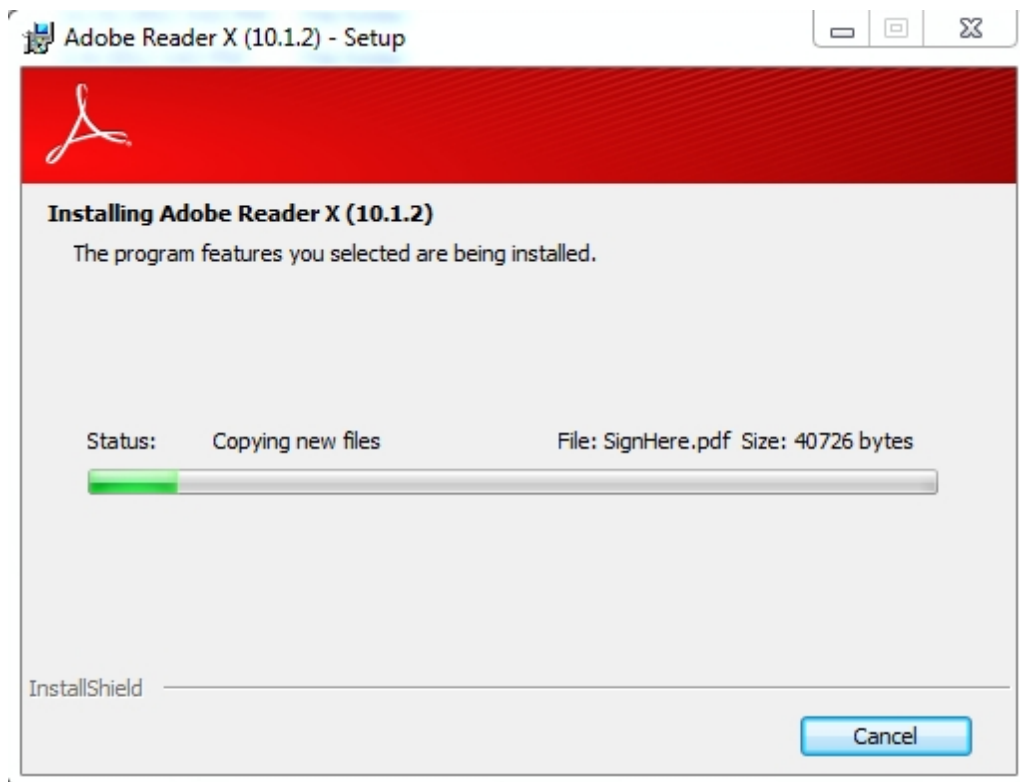
Run the **Adobe Reader X** setup. You will need to enter your administrator password and/or click "Yes" if Windows User Account Control prompts you to do so. The following window will then appear:-



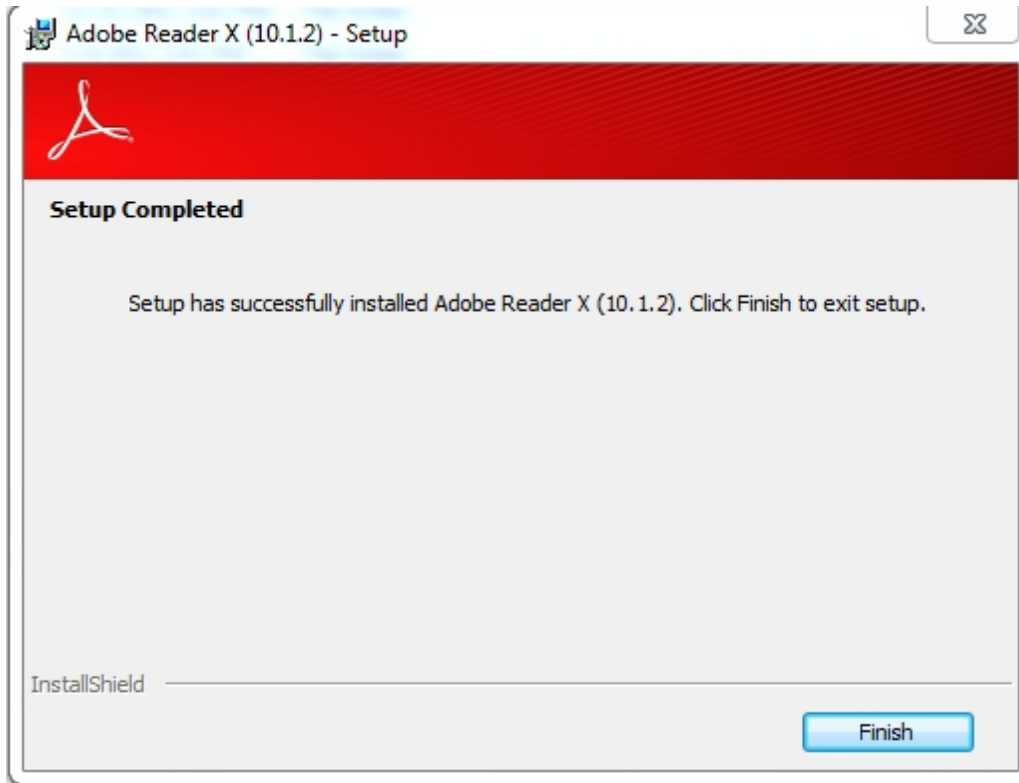
Adobe Reader X setup window will appear. Click "**Install**"



There will be a short pause while files are copied and configured.



When the process is complete, the following window will be displayed:-

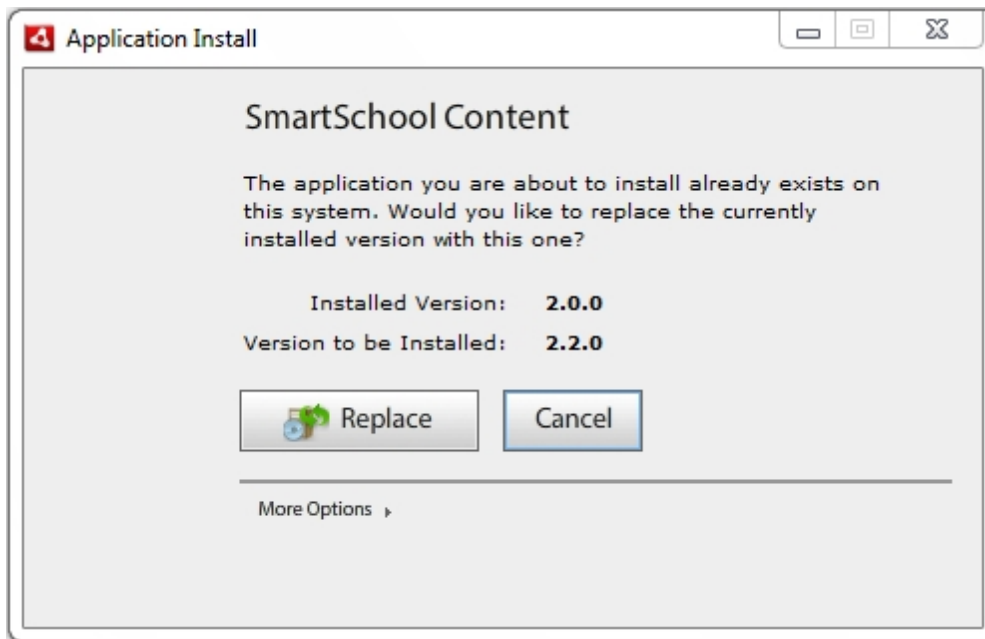


Click on "**Finish**" and the installer will close. Congratulations, you have successfully installed **Adobe Reader X**.

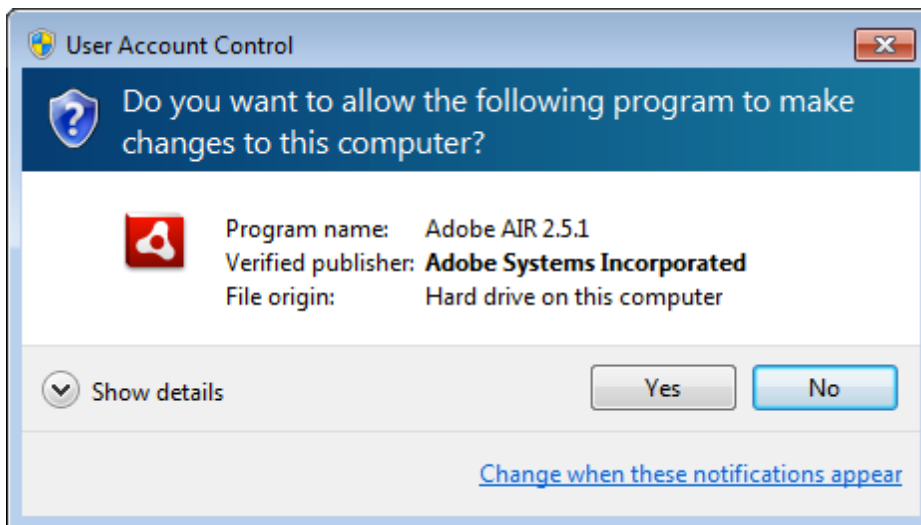
4 Upgrade Guide

SmartSchool Content Application.

Case 1: Double click on Latest SmartSchool Content application build. The installer will ask you to Replace the previous version. Click the Replace button and done.



Depending on your security settings you may be prompted for confirmation to allow this program to make changes to your computer. Click the Yes button.



Case 2: If there is a major update or customer has very old build the installer will not install the latest application. For that you have to uninstall smartschool application from the "Add-Remove" program in Windows XP or "Programs & Features" in Windows 7 / Vista. Both are found in Control Panel.

5 Troubleshoot

Error 1: Security error? An error message is displayed every time you start any quiz or key-point?

Solution:

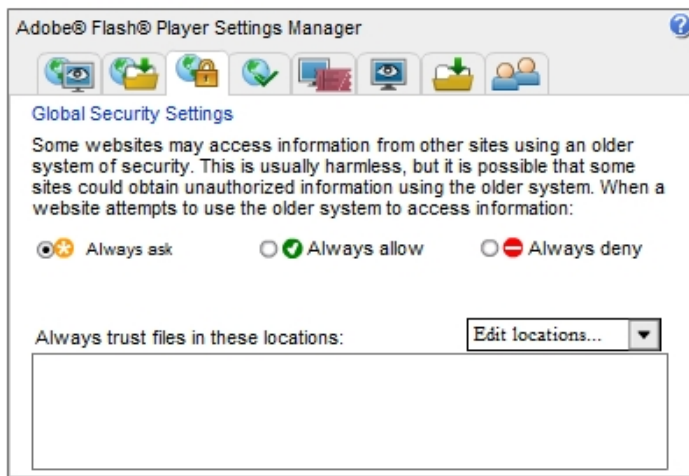
To stop the security error problem

Go to the following location in your internet browser.

http://www.macromedia.com/support/documentation/en/flashplayer/help/settings_manager04.html

A web page with the following option will come.

Global Security Settings panel



Click on Always allow radio button and then click on Edit locations and then click on add locations. Allow the temp folder in the popup dialog box.

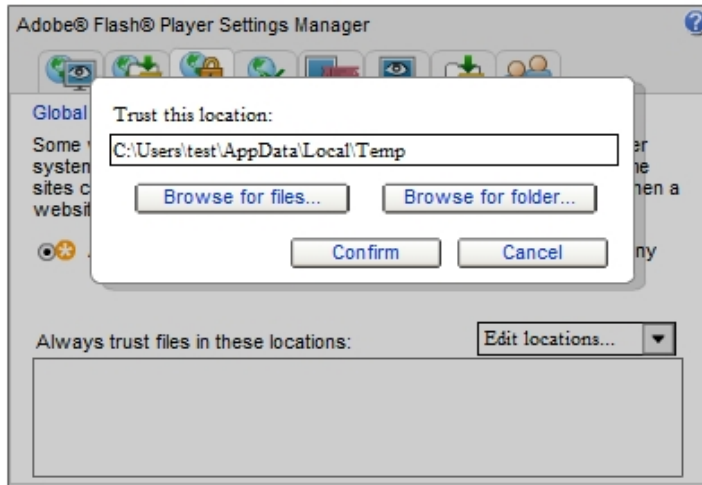
How to find the path of the temp folder :-

Windows 7 & Vista - Type %temp% in the run and press enter.

Windows XP - Type temp in the run and press enter.

Copy the address of the temp folder and paste in popup dialog box then press confirm .

Global Security Settings panel

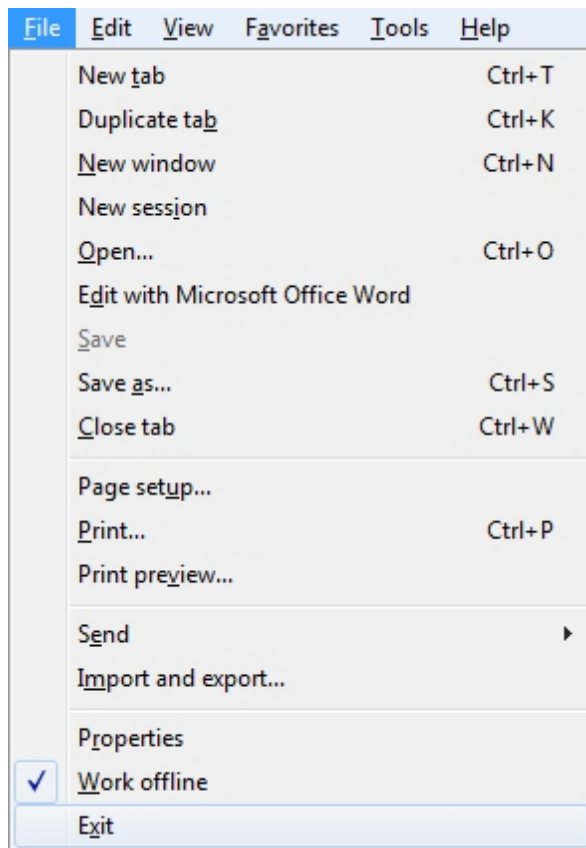


This will solve the problem.

Error 2: Internet not working (SmartSchool content application could not connect to internet)?

Solution:

Open **Internet Explorer** goto **File** menu see if the user has selected **Work Offline**.
 Uncheck the **Work Offline** option and Internet will start working.



Error 3: Activation Error?**Solution:**

See if any Anti-virus or firewall is running and blocking the Application to activate. Disable or uninstall the Anti-virus for some time to activate the application.

Note: Process may differ with different Anti-virus.

Error 4: SmartSchool content setup is not working on Windows XP?**Solution:**

Copy extracted setup to the **Program Files** folder in **C: drive**.

- Go to **C:\ -->Program Files**
- Create folder of name **SmartSchool Content**
- Double click and enter into **SmartSchool Content** folder.
- Copy setup files in folder.
- Right click on **SmartSchool content.exe**
- Click on **Sent to** and select **Desktop (Create Shortcut)**.

Error 5: Content Not Working? / Nothing happening if I click on any subject in SmartSchool content application?**Solution:**

Check these steps in chronological order :-

1. Follow the steps of **Part 3.4 of this manual SmartSchool Content installation**.
2. Small-case is used in naming the folders.
3. **smartschool** and **content** are only two folder created by you in this installation process. If you give any other name to these folders or put them in some other folder the software will not work.

If you do anything other than this software will not work.

Error 6: Application not working? System date and time not matched with the SmartSchool content application.**Solution:**

This can happen because of the following :-

1. If the **CMOS battery** (Part of the Desktop or Laptop computer) is weak or not working the system date will not match with the date in the SmartSchool content application. Tell the customer to change the **CMOS battery** and correct the system time. Now restart the application and refresh the key.
2. If the user makes modification to the system date after activation of a key, the key might stop working. Simply connect to the internet and refresh the key. This should solve the problem.

Error 7: SmartSchool content application is not working (Manage key)?**Solution:**

Serial key	Type of key	Status	Key valid till	Attempts left	Updates valid till
A2LFR8TM0E	Incorrect	Unactivated	*5 7D8	0	:85
6QHRJ8NF8L	Incorrect	Unactivated	*6 :*8	0	:5:
QC4K8YU886	Incorrect	Unactivated	*8 7*8	30	8

This can happen because the MAC Address which is being read by the application is different from the

MAC Address which was used to activate the application. This is possible in the following two cases:-

1. When the application was activated your network card was disabled and it has now been enabled. Try to disable your network card and restart the application.
2. When the application was activated your network card was enabled and it has now been disabled. Try to enable your network card and restart the application.

Note: You don't need **Internet connection** for this problem just enable or disable your network card and restart the application and it should start working properly.