Licensing and Installation

After purchasing Smaart Di v2, you will receive an email (or CD-ROM) containing your Smaart license code and the program installers. Before installing Smaart for the first time, you must create an account at http://my.RationalAcoustics.com/ (if you don't already have one).

> License management accounts at my.RationalAcoustics.com are NOT the same as purchasing accounts for our online store.

Once you have an account, you can register your license by clicking the "Register a new Smaart license" button on the Account Details page, or by installing and activating Smaart (via "Activate Online") on a computer using your new license number and your account login.

Installing Smaart Di v2

The Smaart installers work like any other installer for Windows and Mac operating systems. The same installers can be used on both 32-bit and 64-bit operating systems.

Software Installation on Windows®

Initial installation of Smaart Di v2 on the Windows operating system is done using a setup program that operates very much like virtually any other software installation program for Microsoft Windows. Note that administrator authority is required to perform the installation. Other than that, you only need to read and agree to the End User License Agreement (EULA), confirm selection of the folder where the program will be installed, and choose whether or not to have the installer program create a shortcut for Smaart on your desktop.

Software Installation on Mac OS X®

Smaart Di v2 for Mac OS X is supplied in the form of a Mac application bundle, so installation is simply a matter of dragging the Smaart Di v2 icon into your Applications folder. Note that Smaart Di v2 is distributed in a disk image file that requires you to agree to the End User License Agreement (EULA) before you can access to the software packed inside. Once you have read and agreed to the EULA you can drag the Smaart Di v2 icon into your applications folder.

Activating an Installation

When you run Smaart for the first time, an activation screen will appear. You need to activate your installation before you can use the software.

There are four basic requirements for activating a Smaart Di v2 installation:

- A valid Smaart Di v2 license code (XXX-XXX-XXX-XXX-XXX-XXX).
- A license management account at my.RationalAcoustics.com
- One or more installation spots available on your license.
- Internet access on or near the computer you are trying to activate.

Online Activation

If Smaart detects an internet connection, the Online Activation prompt will appear and you can activate without leaving the program. You'll need your 18-digit alpha-numeric Smaart Di v2 license code and your my.RationalAcoustics.com login information to complete the online activation.


> If you were given an Activation Code by your account administrator, click the "Offline Activation" button in the bottom-left corner of the screen to enter it.

Offline Activation

If you need to activate Smaart on a computer that is not connected to the Internet, you can manually register the Smaart machine ID from within your account at my.RationalAcoustics.com.
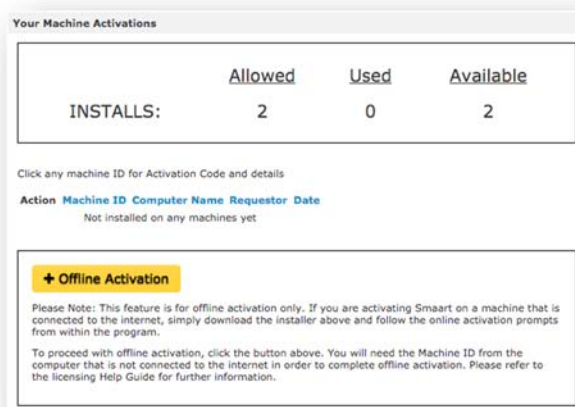
Open Smaart on the computer that is not connected to the internet and the Smaart machine ID will be displayed on the first screen (clicking the machine ID will copy it to your clipboard).
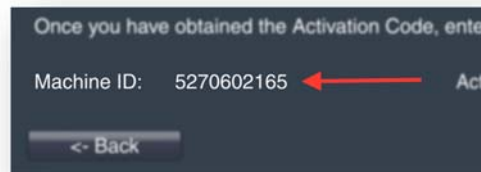
From any computer/device that is connected the Internet, open a web browser, navigate to http://my.RationalAcoustics.com, and log in to your license management account.

Once logged in, you'll see a list of all Smaart licenses registered to your account. If your license isn't listed here, it may not be registered and you'll need to click **Register a new Smaart license** towards the bottom of the page to proceed.

Click on your Di v2 license code and you are brought to a page that displays the total number of installations allowed on your license, the number of installations you have used, and how many are still available.

Assuming that you have a least one installation spot available, click the **Offline Activation** button. Next, enter your machine ID, the name and e-mail address you want to associate with this installation, and a friendly name to identify the computer. There is also a field for a Block Code, which you can ignore unless you are reactivating an installation on a computer that was previously deactivated (more on this below).

When you finish entering the required information, click the **Submit** button to get your Activation Code. Go back to Smaart on your offline machine, enter the Activation Code, and click the **Activate** button. If the code is correct, you will see a success message.

A note about company-owned licenses

For organizations with multi-user licenses, Offline Activation allow users to perform their own software installations without exposing the credentials required to administer the license.

Once the user installs Smaart, they can click "Offline Activation" and send their machine ID to the account administrator, who can then register the machine ID to the Smaart license via my.RationalAcoustics.com and send the provided Activation Code back to the user.

Deactivation

Smaart Di v2's licensing system is equipped with a "Deactivate" feature that allows you to reclaim an installation spot if a computer is being retired, temporarily replaced, or reformatted. If your file system is being migrated or backed up to a drive image, there are some important considerations to make with regards to Smaart's licensing, please see the section on Time Machine, Migration Utilities, and Cloning Software before deactivating. If you are <u>upgrading</u> your operating system, please read the section titled Upgrading your Operating System...

## Moving Smaart to a New Computer -or- Reformatting your Operating System

If you need to move Smaart from one machine to another, or if you are retiring an old computer, you will need to Deactivate (or "Block") your current installation. Deactivating an installation renders it unusable on that machine until/unless it is reactivated.

If you are completely reformatting your computer, you must deactivate Smaart first to regain your installation spot. If you plan to use **Time Machine**, migration utilities, or any kind of cloning software to move your file system to a new machine (or new hard drive), please see the appropriate section here.

To deactivate a Smaart Di v2 installation go to the "About" window for the program and click the **Deactivate Installation** button.

After clicking the deactivation button, and confirming that you really want to deactivate, Smaart will attempt to contact our server and complete the deactivation. If the attempt was successful, then you don't need to do anything else. If Smaart can't contact our server, you will see a screen similar to the one below.
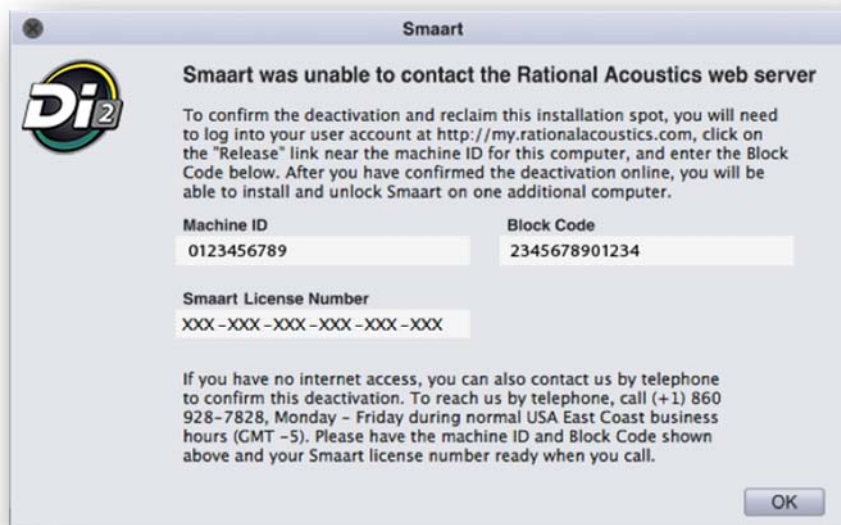
If Smaart was unable to connect to our web server, make a note of the Block Code and machine ID then open a Web browser and go to my.RationalAcoustics.com to complete the deactivation.

The process is as follows:

1. Login to your account at my.RationalAcoustics.com and click the link for *"Your Software Licenses"* on the navigation bar at the top of the page.

2. Click on your Smaart Di v2 license number and find the machine ID that you wish to deactivate in your list of current installations.

3. Click **Release** in the Actions column.

4. Enter the Block Code from Smaart along with your name and e-mail address in the fields provided and click the **Submit** button. Your available installations will increase by 1 following a successful deactivation.

Note that your machine ID and Block Code are also displayed on the activation screen that appears if you attempt to run Smaart again after deactivation. If you inadvertently closed the screen show above without recording those numbers or you write down one of them incorrectly, you can always view them again. We recommend that you do not uninstall Smaart on the deactivated machine until you have confirmed the deactivation.

Time Machine, Migration Utilities, or Cloning Software

If you plan to restore a backup environment – OS, software, etc. – to a new or reformatted hard disk, or migrate your files and software to a new computer using a system migration tool, it is extremely important that you make your backup image or copy your files to the new computer or disk drive **before** deactivating Smaart. Once you've made the backup image, or migrated files to the new hard drive/computer, go back and deactivate on the old system. This ensures that the deactivation is not transferred to the new hard drive or new computer. If you start Smaart on the new hard drive/computer and encounter an "Error 523", please see the section titled "Reactivating after restoring from a backup..."

Upgrading your Operating System or Major System Components

If you plan to upgrade your operating system (**Win 7→Win 10**, **10.8→10.10**, etc), but you're keeping the file system intact (not reformatting), -or- if you are replacing major system components such as the RAM, video card, or motherboard, it is better to leave Smaart activated and email us if you run into any problems (support@RationalAcoustics.com)

Reactivation

Reactivating Smaart on a Deactivated Computer

When you attempt to run Smaart on a machine that has been deactivated, you will see a screen very much like the original activation screen shown earlier in this document, but with the addition of a **Block Code**.

If you have not made any hard drive or operating system changes to the computer since deactivation, the process for reactivating Smaart is identical to the initial activation process if you choose to use the "Activate Online" option. If you are reactivating a computer that is not connected to the internet, you will follow the steps above for activating offline, but in addition to your machine ID, you will also need to enter the Block Code listed on the first activation screen. Once you've submitted the necessary information, you will receive a new Activation Code to reactivate Smaart.

Reactivating after restoring from a backup or migrating system files

If you are activating an installation that's been restored from a backup or migrated from another machine the process is essentially the same as a new installation.

If you receive **Error 523** while trying to activate, you need to delete the old Ticket file (licensing file) to get back to the initial activation screen in Smaart.

The location of the Smaart Di v2 ticket file depends on the operating system version, please look for your operating system in the list below to learn the appropriate file path. After Ticket deletion, start Smaart. If you are asked to restore a missing file, click "No". Once the Activation window appears, try activating again.

> **Mac OSX:** (harddrive)\Users\Shared\Ticket\SmaartDi2.ticket
>
> **Windows:** C:\Users\Public\Ticket\SmaartDi2.ticket

If you encounter any licensing problems, please send an email to support@rationalacoustics.com, or give us a call at +1-860-928-7828 Mon-Fri, 9 AM-5 PM EST(UTC -5).

Terms

License Code

The 18-digit alphanumeric number that identifies your Smaart Di v2 license. This license is registered to your account at my.RationalAcoustics.com, allowing you to download installers and activate installations.

Machine ID

The unique number assigned to your computer configuration by Smaart. If Smaart is not yet activated, the machine ID can be found on the very first Activation screen when you start Smaart, after installation. If Smaart is activated, the machine ID can be found in the "About" menu. Each unique machine ID can be Activated/Deactivated up to 9 times before reaching its limit.

Activation Code

The code that activates Smaart, either initially, or after a previous Deactivation. This code can be obtained by manually registering your machine ID through the web interface at my.RationalAcoustics.com. If you have already activated Smaart, the Activation Code can be found by clicking on the appropriate machine ID on your Di v2 license page at my.RationalAcoustics.com.

Block Code

The code obtained if Smaart cannot communicate a Deactivation attempt to our web server. The Block Code can be used to manually "Release" a machine ID from your license. If you attempt to Activate a previously deactivated installation, you will need to use the Block Code to obtain a new Activation Code from my.RationalAcoustics.com.

my.RationalAcoustics.com

The licensing "holy land". In case you haven't gotten "the vibe" from the rest of this document, my.RationalAcoustics.com is **the** place for license management. my.RationalAcoustics.com holds all of your licenses, and it's the hub for managing your installations.

Installation

The process of downloading the Smaart installer file and using it to install Smaart on your computer. Installation must be completed before Smaart can be activated.

Activation

The process of license validation. After installation, Smaart will open to the Activation screen, which will present you with online and offline Activation options. Each activation will use 1 installation spot on your license. If you have a Virtual Machine or an operating system running through a dual-boot hard drive partition scheme, they will require separate activation from the host OS.

Deactivation

The process of disabling your Smaart installation to return an installation spot to your license. Deactivation should be performed if a computer is being retired, reformatted, or if your license is full and you would like to activate on a different machine. If your computer is stolen, please contact support@rationalacoustics.com and we will manually remove (Crush) the stolen ID from your licenses.

Ticket File

The file that contains the licensing information for the computer that Smaart is installed on. The Ticket file can only be read by Smaart's licensing system. Do not delete the Ticket file from your computer unless instructed to do so by a support technician.