integra LINK

Date: Thursday, October 23, 2008

Rev. Date: Thursday, October 23, 2008

Restarting the SMART Application

In some instances, SMART may stop running but continue to display the green icon indicating that it is connected. If you see the green icon and have already ruled out power management problems, you should stop SMART and restart it using this process. Stopping SMART this way and restarting it typically takes no more than 60 seconds.

Step 1: Start the Task Manager

Click **Start**, **Run**, and then type **taskmgr.exe** and click **OK** or press **Enter**.



e Options V	iew Help	2				
pplications P	rocesses	Performance	Networking			
Image Nam	e N	Use	r Name	CPU	Mem Usage	^
agentsvr.exe		bblin	bblinn		712 K	
alg.exe		LOCA	AL SERVICE	00	4,016 K	1.0
ati2evxx.exe		CYST	SYSTEM		2,572 K	=
ati2evxx.exe		bbin	boinn		4,384 K	
atiptaxx.exe	2	bblin		00	5,672 K	_
avgamsvr.e	xe	SYST	5.96	60	488 K	
avgcc.exe		Clic	k here t	o sort	352 K	
avgemc.exe		27.21	ETA .	2 2 2 2 2	808 K	
avgupsvc.e:	ĸe	alpi	habetica	lly.oo	1,116 K	
BS9532.EXE					2,764 K	
csrss.exe			SYSTEM		6,424 K	
ctfmon.exe			bblinn		7,204 K	
dsclock.exe		bblin	bblinn		4,732 K	
EM_EXEC.EXE			bblinn		6,596 K	
EXCEL.EXE		bblin	bblinn		89,512 K	
EXCEL.EXE		bblin	bblinn		93,548 K	
explorer.exe bbli			02	41,684K		
firefox.exe bblir		n	02	111,320 K	1.2	
fsd.exe		hblin	n	00	6.060 K	Y
Show processes from all users			[End Process		

Step 2: Sort the List

When the Task Manager opens, click the **Processes** tab and then click the **Image Name** column title to sort the list alphabetically.

IntegraLink

4635 Trueman Blvd., Suite 100 Hilliard, OH 43026

C:\IntegraLink\Documentation\SMART\Client installation and debugging instructions\RestartSMART.doc

t 614.324.7800 f 614.324-7801

Step 3: Locate and End the SMART Agent

Scroll down to IntegraLinkSMARTAgent.exe and right-click it.

Select End Process from the menu.

e Options	View Help)				
Applications	Processes	Performance	Networking			
Image Na	ime	User	Name	CPU	Mem Usage	^
dsclock.e:	æ	bblin	n	00	4,732 K	1
EM_EXEC	EXE	bblin	n	00	6,596 K	
EXCEL.EX	E	bblin	n.	00	89,512 K	
EXCEL.EX	E 📑	CHOICE CHERRIE	and a second	0 1	93,548 K	
explorer.		ght-click		0di	41,648 K	
firefox.ex	e ch	oose End	Process	 31 	111,664K	=
fsd.exe		, bbin		00	6,060 K	11
GoogleCa	lendarSync.	xe bblin	n	00	11,924 K	
hgtray.ex	e 🗸	bblin	n	00	5,500 K	
iexplore.e	xe 🕨	bblin	n	00	113,220 K	
IntegraLir	kSMARTAge	ent.exe NETV	Vancorputer	~~	26,696 K	
issch.exe		bblin			2,632 K	
itype.exe		bblin	n Håd Proces	ss Tree	364 K	
jusched.e	xe	bblin	n Debug		6,800 K	
Kam200.e	xe	bblin	n		- 10,940 K	
LogMeIn.	exe	SYST	E Set Priority	Y.	27,556 K	
LogMeInS	ystray.exe	bblin	Set Affinit	v	9,376 K	
lsass.exe		SYST	É		8,396 K	1.00
MacExp.e	XP	hhlin	n	00	10.816 K	Y
Show pr	ocesses fro	m all users			End Proces	s



Step 4: Locate and End the GUI

SMART process.

Halting the service does not halt the graphical user interface that displays the green icon.

Scroll down to SMARTAgentGUI.exe and right-click it.

Click Yes to accept the warning. This will terminate the

Select End Process from the menu.

Click **Yes** to accept the warning. This will terminate the SMART GUI.



plications Processes	Performance Networkin	g	
Image Name	User Name	CPU Mem Usag	e 🔨
Mac ^p MDM Task Mana g	ger Warning	2	3
putt re PWS pr rama da	ARNING: Terminating a proce sults including loss of data ar occess will not be given the ch ta before it is terminated. A rminate the process?	nd system instability. The nance to save its state o	≞ r
serv SMA smst	Yes N	•	
Snagrozicke SnagPriv eve	bblinn	00 3 248	

Step 5: Close the Task Manager

Click the X in the upper right corner.

Step 6: Restart IntegraLink SMART

Wait 15 seconds.

Click Start, Programs, IntegraLink, and IntegraLink SMART Agent to restart the service.



In most cases, SMART will resume and the green icon will appear.

In some cases, you will need to press the **Start Service** button on SMART Settings Panel.

If the icon is red or turns red after about 15 seconds, please contact IntegraLink (smart@integralink.com) for assistance in resolving the problem.

Thank you!