

Snowflake Installation Guide

[Snowflake system requirements](#)

[Snowflake installation](#)

[Snowflake activation](#)

[Manage Snowflake account](#)

[Manage & deactivate licenses](#)

[Transfer licenses](#)

[Snowflake activation troubleshooting](#)

[Snowflake Updater](#)

[Snowflake FAQ](#)

[Snowflake support](#)

Please note that screenshots in this document might slightly differ from your actual situation.

Snowflake system requirements

In order to run Snowflake, we recommend the below minimum system requirements:

- Processor: Dual Core 2.2 Ghz or better
- Memory: 2 GB (4 GB preferable)
- Graphics card: Intel HD4000 or better or Nvidia Geforce GTX 650 or better (stand alone recommended over onboard)
- Single, dual or multitouch display
- Operating system: Windows 7, Windows 8/8.1, Windows 10, OS X 10.9, 10.10, 10.11 (Mavericks, Yosemite, El Capitan)

Snowflake installation

Below we explain step by step, with screenshots, how to install Snowflake on Windows.

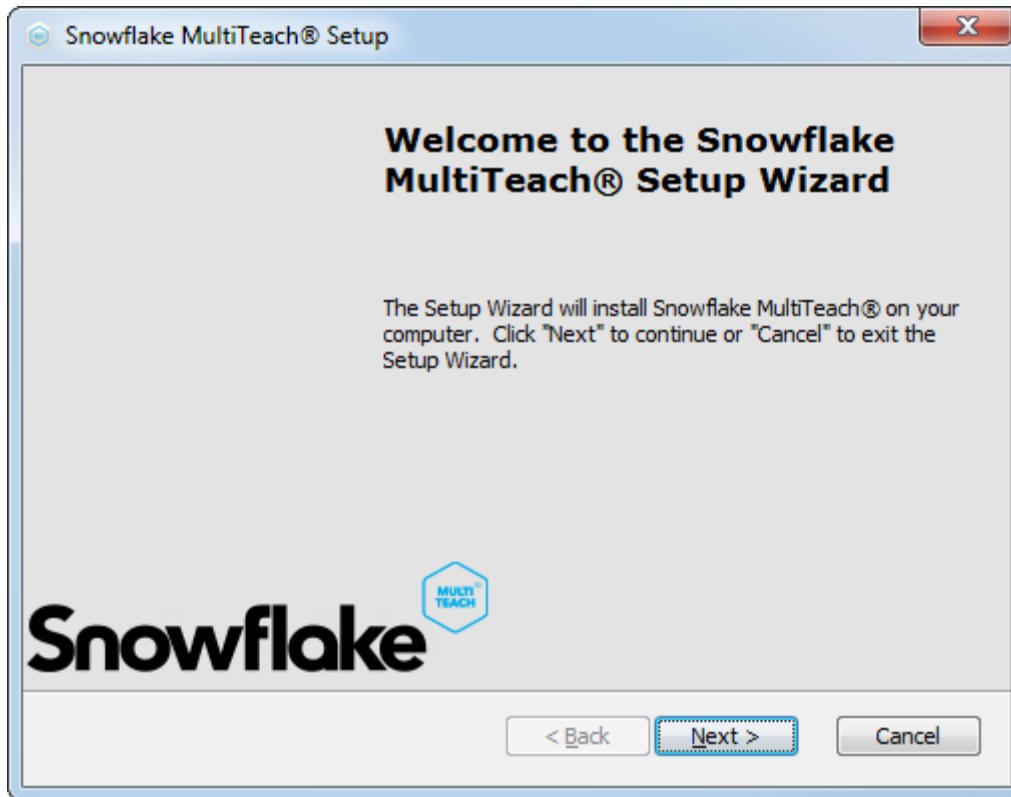
A video tutorial on how to install Snowflake, can be also found here:

<https://vimeo.com/108892890>

Begin by double-clicking the Snowflake installation file.

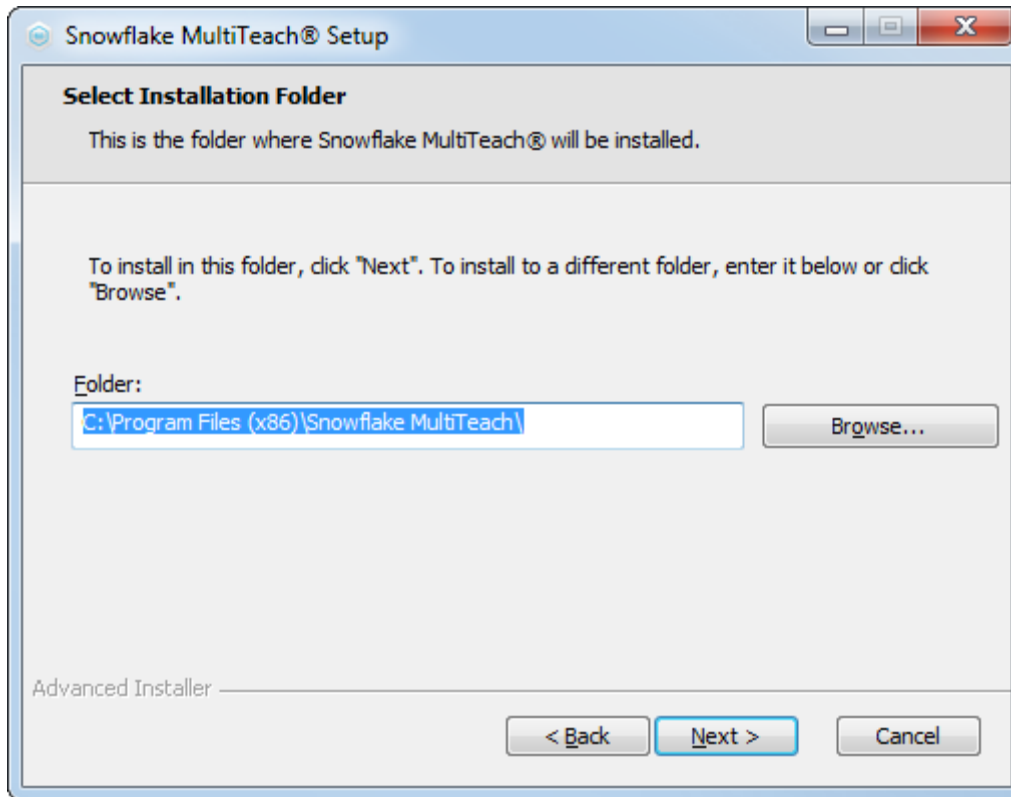
This will launch the Snowflake installation.

The screenshots in this section are from the Snowflake installation running on Windows 7. The steps are however exactly the same on any version of Windows.



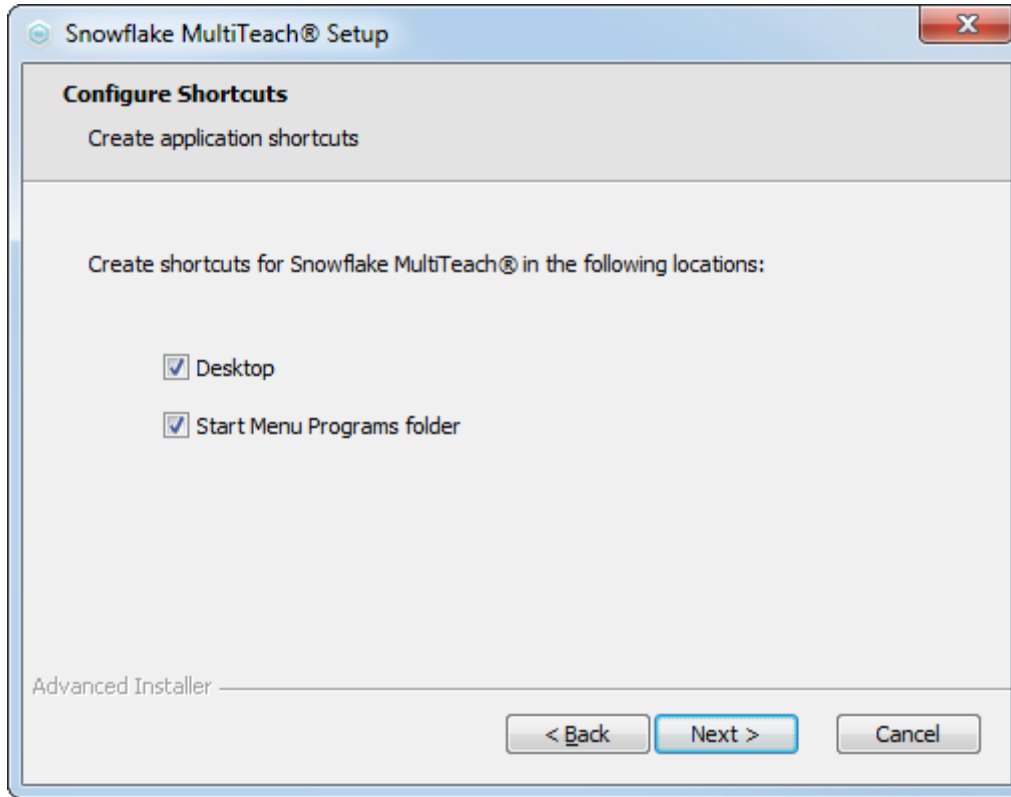
Step 1: Start the Snowflake Installation Setup

Click Next, to go to the next step.



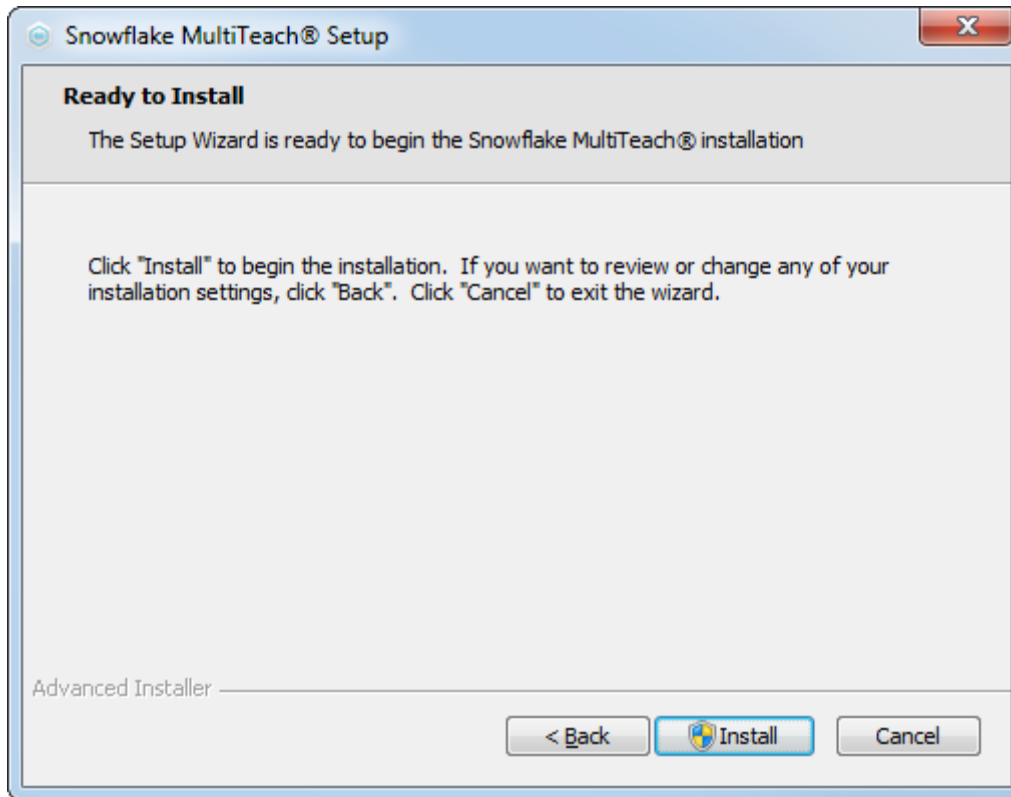
Step 2: Select Installation Folder

Specify in which folder on your PC, you wish to install Snowflake, by using the Browse button. We recommend keeping the default folder. Click Next, to go to the next step.



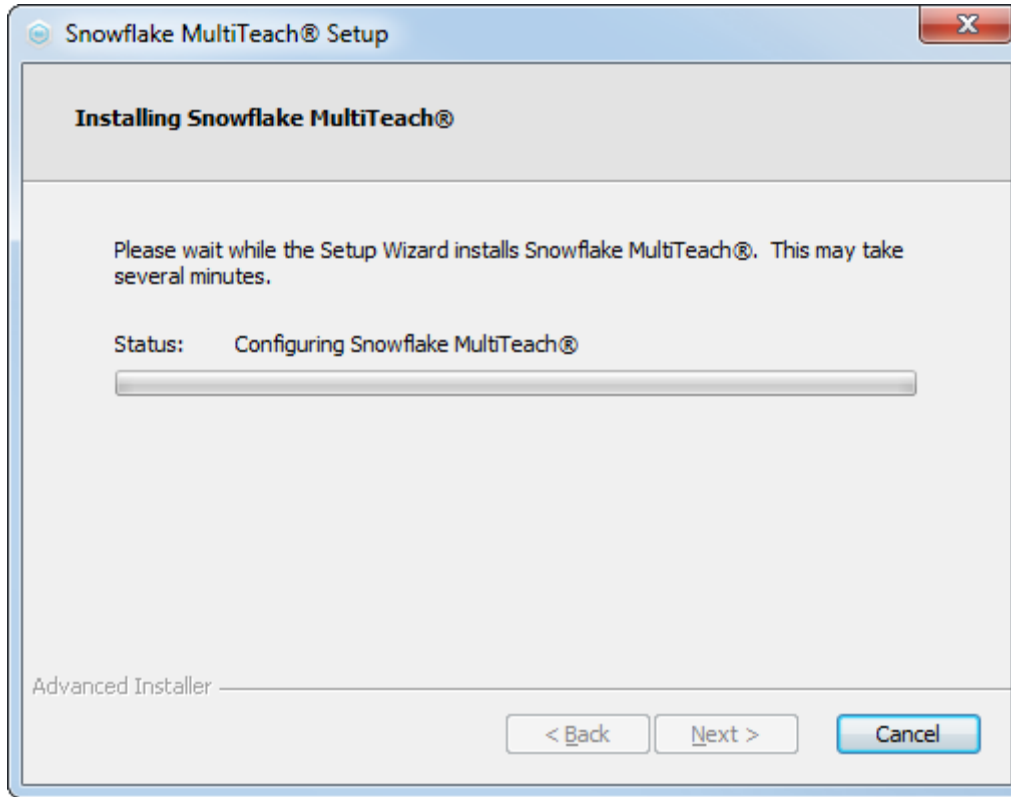
Step 3: Configure Shortcuts

By default, the installation creates shortcuts to Snowflake on the desktop and in the Start Menu. Uncheck the boxes, if the shortcuts are not desired. Click Next to continue.



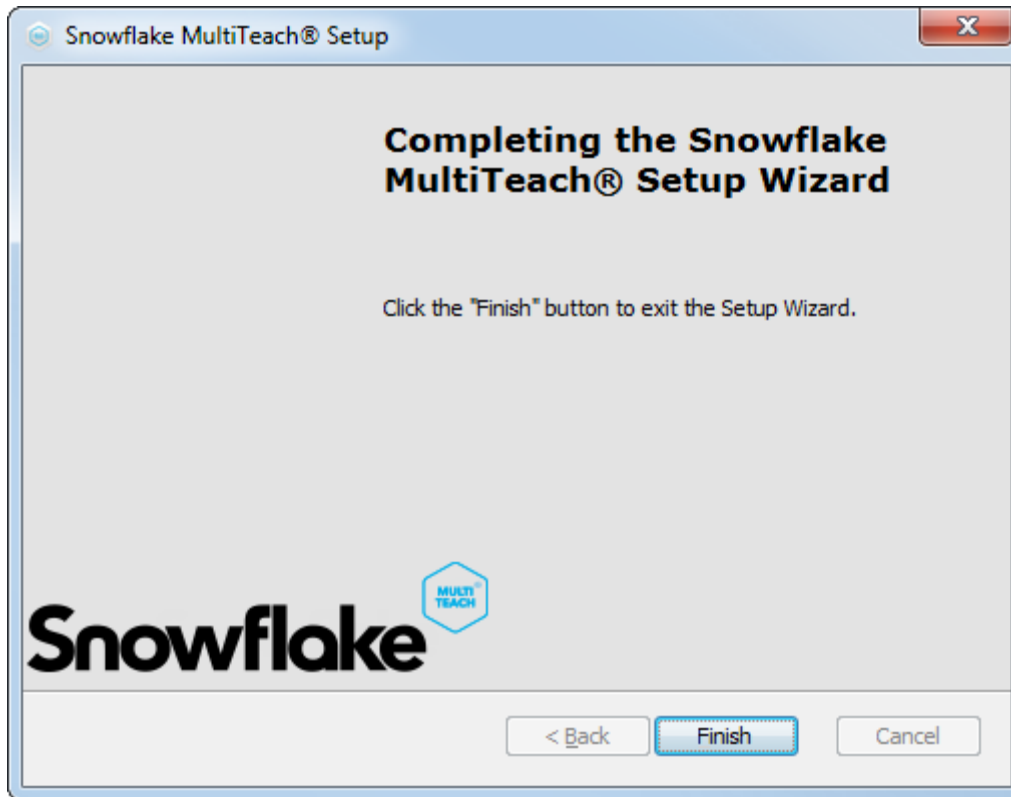
Step 4: Ready to Install

The installation setup is complete. Click Install to begin installing Snowflake.



Step 5: Snowflake is being installed

Please wait while Snowflake is being installed, this can take a minute or two.



Step 6: Installation complete

The Snowflake installation is now complete. Click Finish.

In the section **Snowflake activation**, on the pages below, we explain how to activate your Snowflake license.

Snowflake activation

Below we explain step by step, with screenshots, how to activate your Snowflake license on Windows.

A video tutorial on how to activate Snowflake, can be also found here:

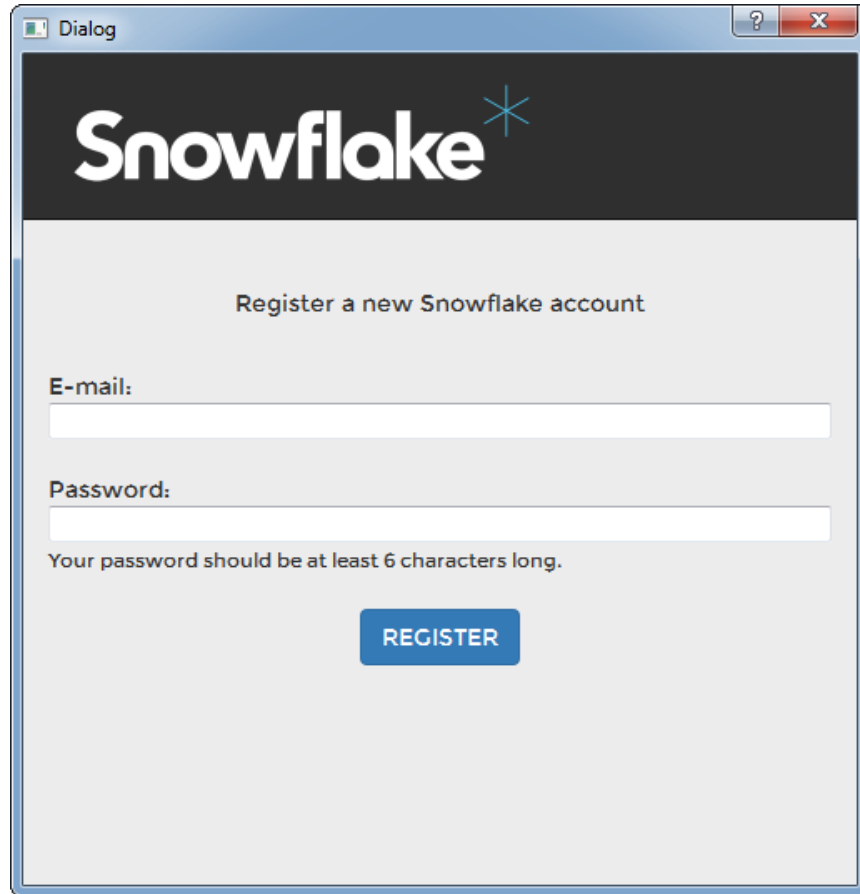
<https://vimeo.com/179030386>

Since Snowflake 4.9 (released October 2015), a Snowflake account is required to activate license codes for Snowflake MultiTeach®. To register a Snowflake account, go to (<https://account.nuiteq.com/>) or simply open Snowflake.

Screenshots below are taken running Windows 7 and the Chrome web browser but looks similar on other operating systems and browsers.

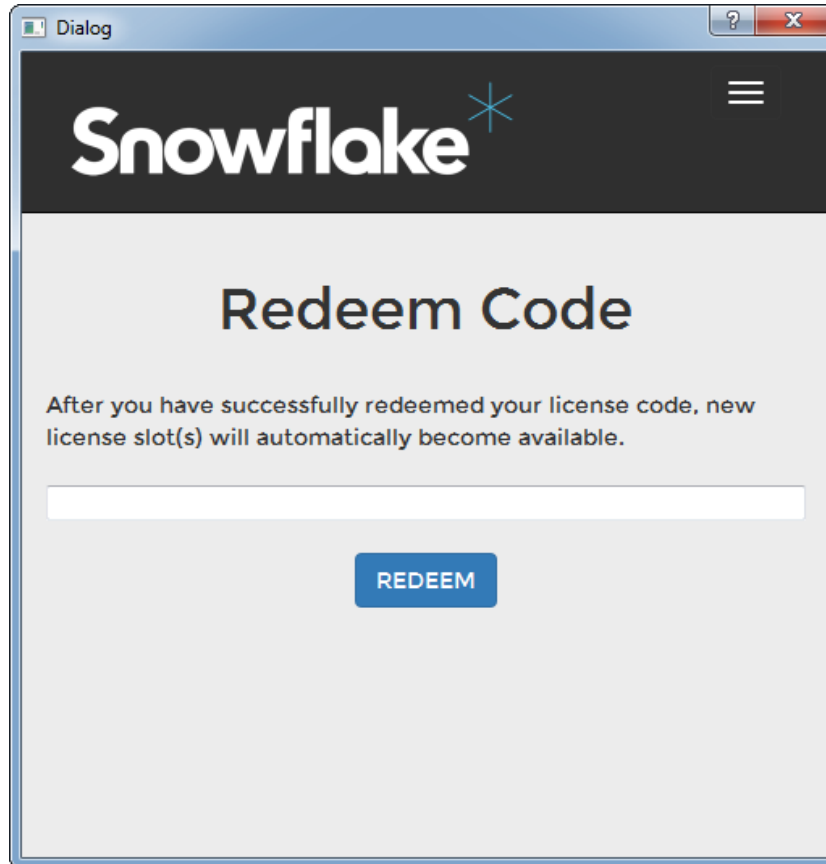


When you start Snowflake, a login dialog is opened automatically. If you already have a Snowflake account, you can login here. If you don't have a Snowflake account yet, click the link with the text "Click here to register". Please note that even though you already have Snowflake licenses, this does not mean that you have a Snowflake account.



The image shows a dialog box titled "Dialog" with a standard Windows-style title bar (minimize, maximize, close buttons). The dialog content features the Snowflake logo at the top left. Below the logo, the text "Register a new Snowflake account" is centered. There are two input fields: "E-mail:" followed by a white text box, and "Password:" followed by a white text box. Below the password field, a note states "Your password should be at least 6 characters long." At the bottom center of the dialog is a blue button with the text "REGISTER" in white capital letters.

In this step, you can enter your email address and a desired password. Please note that the password must be at least 6 characters long. Your password can be changed at a later stage. After pressing the "Register" button, you will receive an email with further instructions. Please follow the instructions in the email to finalize registering your Snowflake account. If you do not receive this email, please check your spam filter.



After you have successfully registered your Snowflake account, you can redeem your license code. Simply enter the license code in the text field and press the "Redeem" button.

Automation

Logging in Snowflake to an account can be automated by passing command line parameters to the SnowflakeLogin.exe application. The way you do this is by calling it with `-username <username>` and `-password <password>`. For example:

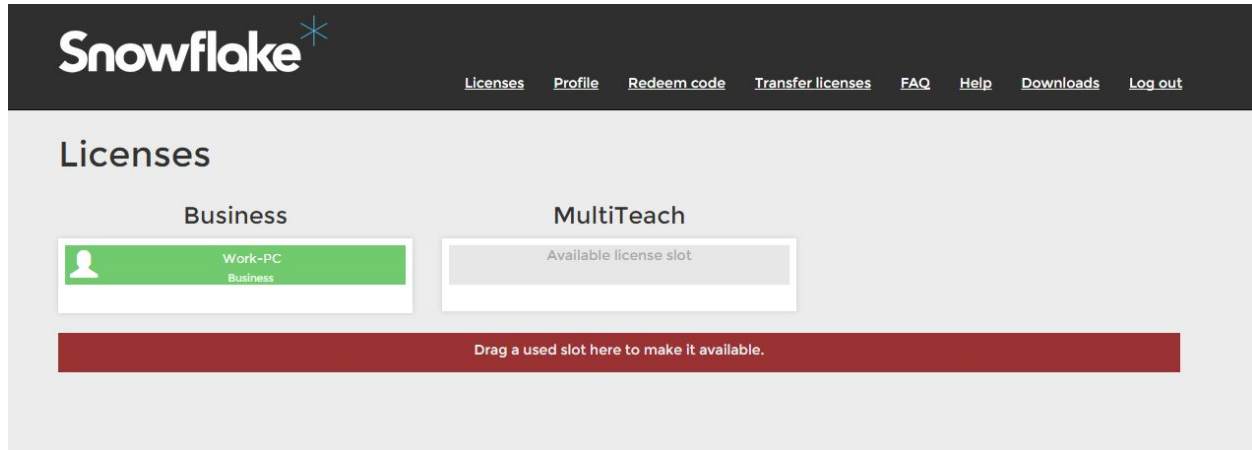
```
SnowflakeLogin.exe -username example@example.com -password  
examplepassword
```

This can of course be automated in any way you can run an exe, so it is ideal for being put in a post-install script when doing automated deploys to larger numbers of computers. Important thing is just to remember that it needs to be run with administrative access or it will fail.

Manage Snowflake account

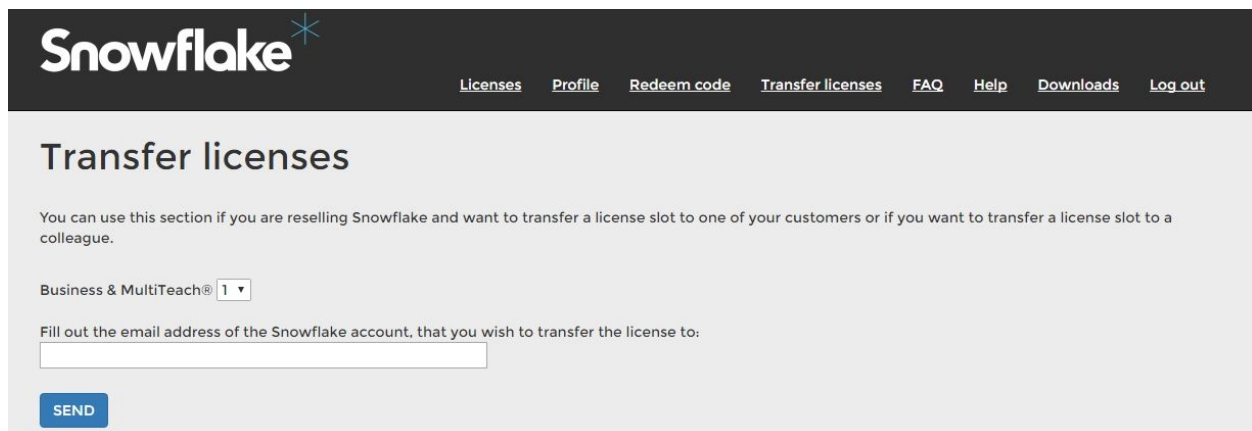
When logged in via the web page (<https://account.nuiteq.com/>), you can use the tabs in the top to manage your licenses, redeem additional licenses or transfer licenses to other Snowflake accounts. You can also edit your email address and change your password.

Manage & deactivate licenses



In the Licenses tab, you can see your redeemed licenses and which computer they are currently used on. To make a license slot that is currently being used available, drag the license slot to the red box or press the button that shows up when you hover over it.

Transfer licenses



The Transfer licenses tab is where you can transfer license slots to other accounts. This option is available for everyone, but is typically used by Snowflake resellers and NUIEQ partners.

Send any number of your unused license slots that you wish to transfer. Enter the email address of the the person that you wish to receive the license slot(s) and press the "Send" button.

Snowflake activation troubleshooting

Snowflake activation

Below you find suggestions on what to do, when you might experience trouble with the Snowflake activation.

1) Internet connection

Kindly make sure that your PC has a working internet connection.

Try opening any website in any browser, to see if your PC has a working internet connection.

2) License key

Please double check, to see if you have filled out your license key/serial number correctly. Sometimes an "l" from "Irene" might be mistaken for the number "1" (one) or the "S" from "Simon" with the number 5 (five).

3) Proxy / firewall

Your PC might be connected to the internet through a proxy or be located behind a firewall. Please talk to the system administrator for details on your proxy / firewall.

4) System clock

Please make sure that your system clock of the PC is set to the correct date and time. For example, if it is the 5th of May and the PC is set to the 4th of May, this might cause a problem.

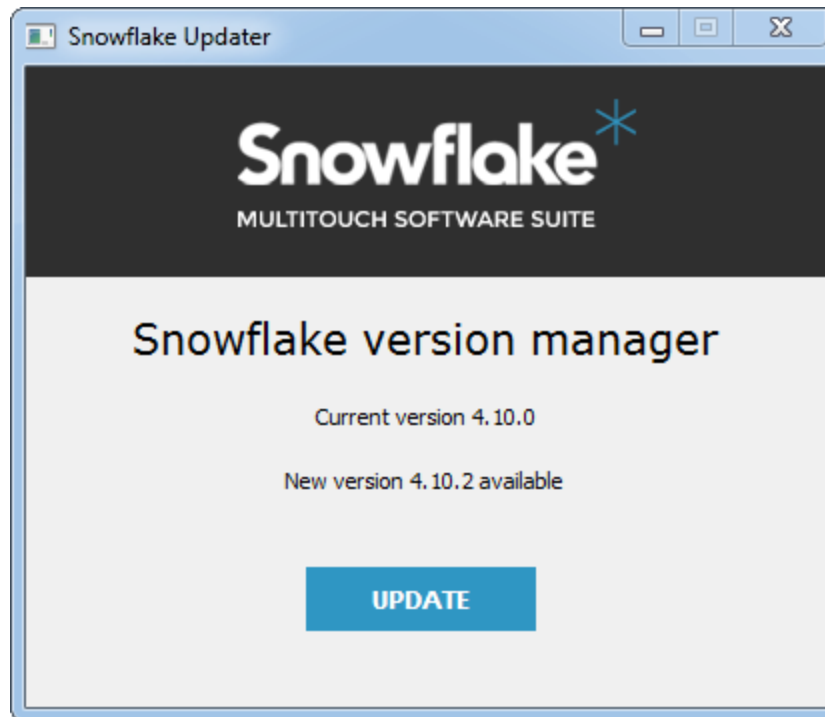
5) System administrator (admin)

Please make sure that you have administrator permissions when activating Snowflake.

Still problems?

If you are still experiencing problems with the Snowflake activation process, then we recommend you to check out the **Snowflake support** section at the end of this document.

Snowflake Updater

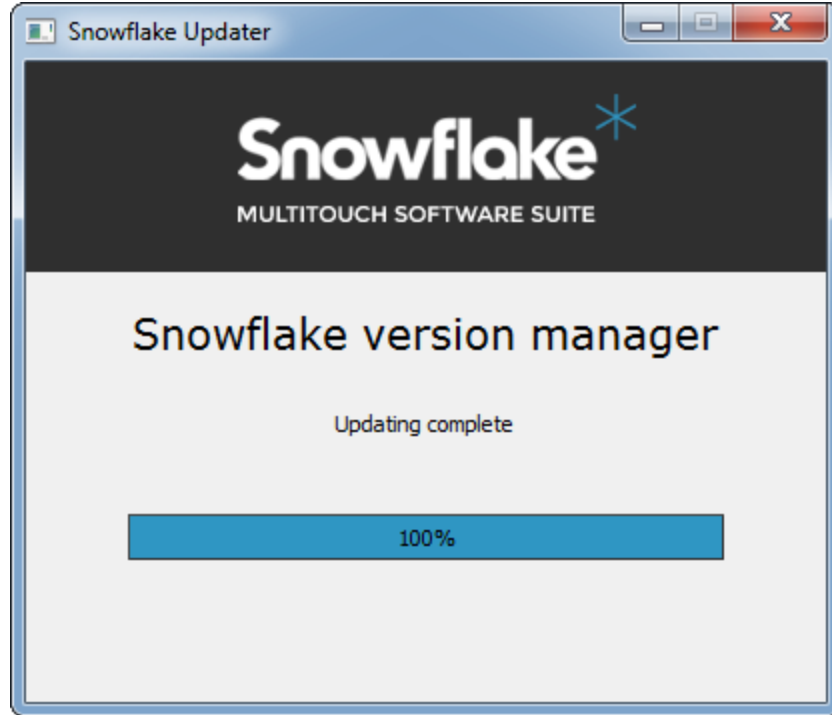


From Snowflake version 4.10 (release the 25th of January 2016) and onwards, you can easily update Snowflake, using the Updater. You can find it in the start menu in your operating system under Snowflake Suite or Snowflake MultiTeach® (depending on which version you want to update). When you start the Updater, it immediately checks if there is a newer version available for download. If there is, you can simply click the UPDATE button and the Updater automatically takes care of the rest.

To run this process without the need for user interaction, in the cases of managing multiple installations remotely, you can pass the command line parameter `-automatic`. Like this:

```
UpdateLauncher.exe -automatic
```

Important thing to remember is that it needs to be run with administrative access or it will fail.

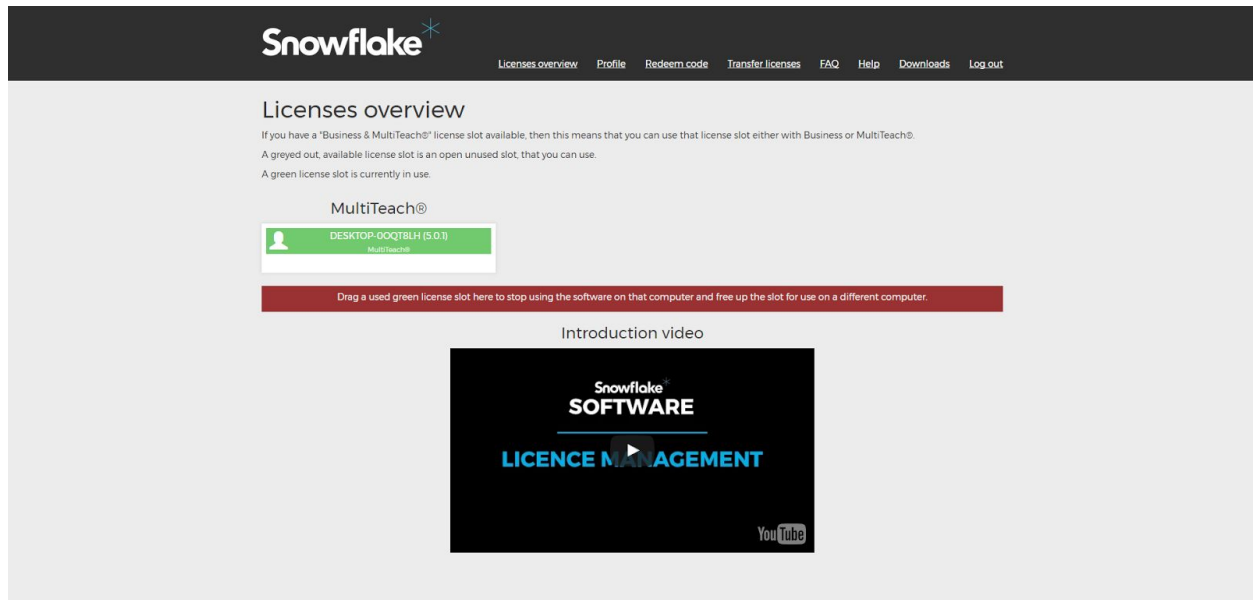


Once the update is completed you can safely close the Updater.

If the update is aborted or fails for some reason, the Updater will automatically revert back to your previous Snowflake installation. This is to ensure you will always have a working Snowflake version.

Create a teacher account for Lessons Online

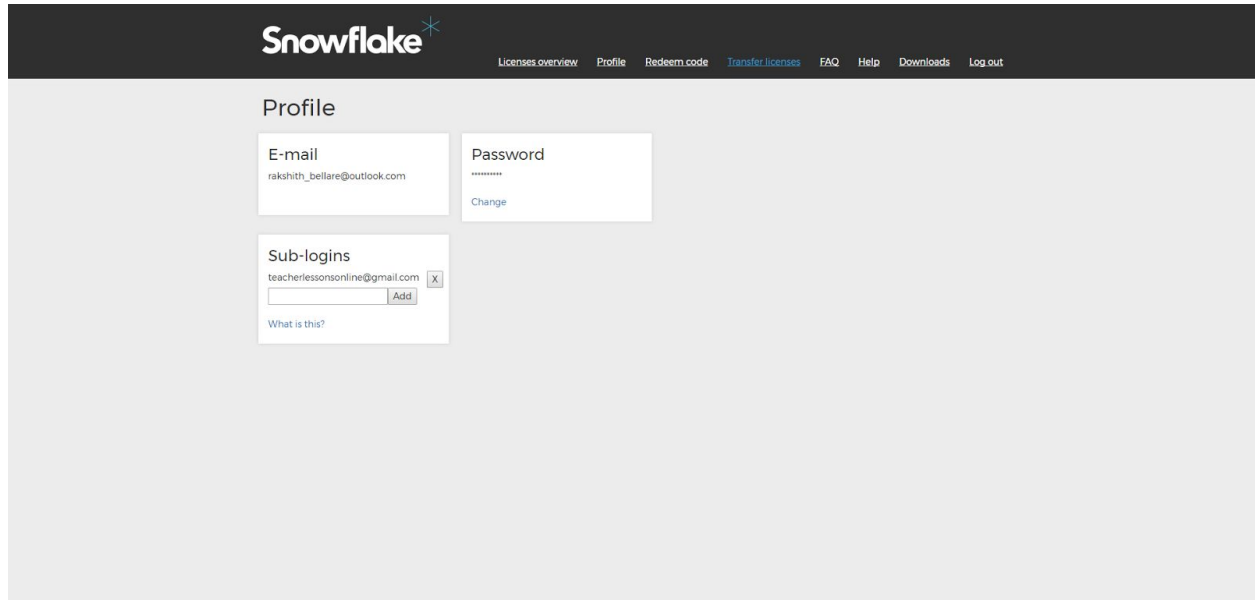
To create a teacher account, you as an IT admin would need a snowflake account with Multiteach® license.



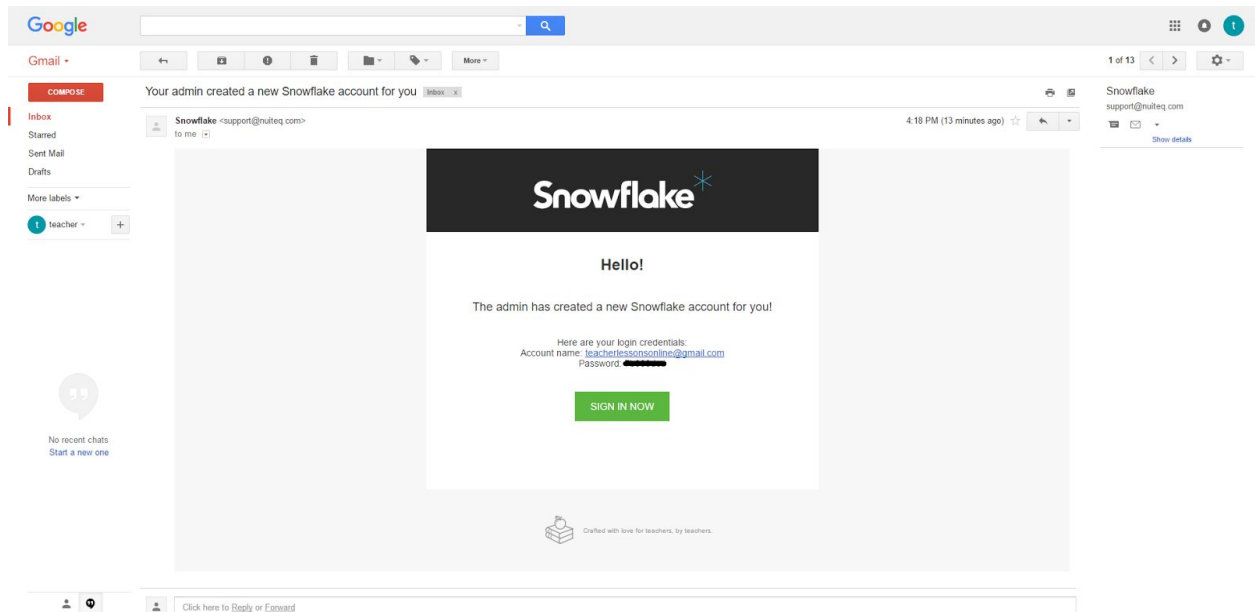
The profile section of the page gives an overview of the account. To provide a new teacher access to Lessons Online, you will have to add sub-logins.

Adding a sub-login is done simply by entering the teacher's email in the text field shown in the sub-logins section and tapping the Add button. A sub-login can use the licenses in the admin account but can't administer them.

As example admin profile page with a teacher added is shown below.



As soon as a teacher is added as a sublogin, the teacher gets an email with the credentials to access the Lessons Online services on his email.



The teacher can use these credentials to login to <https://lessons.nuiteq.com>.

Snowflake FAQ

In this section below you find the Frequently Asked Questions (FAQ).

Updater

Q: What does the Updater exactly do?

A: You need an internet connection to use the Updater. It checks online, if there is a newer version available of Snowflake, than the one that is currently installed on your computer. If there is, it will notify you about it. Once you click Update, the Updater will do all the magic for you. It will download the new version of Snowflake, install it, and after successful installation, only then it will remove the older version. This is to ensure that even if the process gets interrupted, you will always have a working Snowflake installation. So you will no longer have to manually download, uninstall and install Snowflake. The Updater does this for you, literally with the click of one button. The Updater will even remember all of your old preferred settings for you, so you don't have to worry about keeping backups related to Snowflake.

Mouse

Q: Can I use Snowflake with a mouse?

A: Yes you can. Activate the mouse by pressing F3 in Snowflake. When you use your mouse in combination with a touch screen, once you are finished using the mouse, keep in mind to de-activate the mouse again by pressing F3 in Snowflake. Do this, to ensure that your touchscreen is working it should. You might namely experience that touches are sometimes not responding, if you use the touch screen in combination with your mouse.

Weird interaction / touch not responding

Q: Interaction with Snowflake feels weird when touching the screen or sometimes touch does not seem to respond at all.

A: Make sure that you have deactivated the mouse by pressing F3 in Snowflake.

Snowflake runs slow

Q: Snowflake seems to run slow, what can be the problem?

A: Please make sure, that you have not accidentally started Snowflake twice, because sometimes if you double tapped too quickly to launch Snowflake, there might be two instances of Snowflake running. If that is not the case, for the fastest performance, we recommend that you update the graphics card driver with the latest version from the graphic card manufacturers website. Also make sure that your PC meets the minimum system requirements, listed in this document.

Snowflake crash/doesn't work correctly

Q: Sometimes Snowflake crashes / doesn't work correctly.

A: In the unlikely event of this happening, we recommend restarting your PC. This will solve the problem in most cases. If the problem maintains, we recommend that you completely uninstall

Snowflake, download the latest version again and install it. If the problem still maintains, please email us at support@nuiteq.com with details describing the issue and we will make sure that a fix is provided as soon as possible, as we want to make sure you can use Snowflake as you should.

Switching user

Q: I activated Snowflake as an admin, but when I switch to a different user, the Snowflake license seems inactive.

A: In the unlikely case of this happening. Please run the keytool.exe file, which can be found in here: C:\Program Files (x86)\Snowflake MultiTeach\bin\release\. Please note that the exact folder location might be different, depending on where Snowflake is installed.

Change language

Q: Can I change the language in Snowflake?

A: Snowflake supports several languages. To change the language of Snowflake, go into the Snowflake Configurator in Windows, that comes pre-installed with Snowflake. Open the Translation tab and change the language, to see if your preferred language is supported. If the language remains English in Snowflake, the language that you selected is not yet supported.

Re-installing Snowflake

Q: I want to re-install Snowflake. Can I install it on top of the old/existing Snowflake installation?

A: We highly recommend that you completely uninstall the old/existing Snowflake installation, before installing a newer version. If you do not uninstall the old Snowflake installation, it is likely that you will experience issues, such as applications not working correctly or it might even cause Snowflake to crash.

Binding OSC socket failed

Q: I'm seeing a message that says: "Binding socket failed. TUIO Receiving will be disabled. Do you wish to continue?" What does this mean/what should I do?

A: You might see this message, if you accidentally started Snowflake twice. Just press "Ok"

Auto starting installer

Q: Why does the Snowflake installer start automatically when I start Windows?

A: The (un)installation has not finished cleanly. Please follow these steps to remove the issue:

- Restart Windows
- Once the Snowflake installer starts, press ctrl-alt-del and select Start Task Manager
- In the list of active processes, locate "snowflake_...", right-click on it and select "Open File Location"
- A folder window should open, showing you the location of the executable file
- Remove the executable

Snowflake video tutorials

We have created video tutorials for you, to help you with the Snowflake installation and activation, as well as other video tutorials.

Snowflake installation

A video tutorial on how to install Snowflake, can be found here:

<https://vimeo.com/108892890>

Snowflake activation

A video tutorial on how to activation Snowflake, can be found here:

<https://vimeo.com/179030386>

More video tutorials

Additional video tutorials can be found here:

https://docs.nuiteq.com/tiki-index.php?page=Video_Tutorials

If the video tutorials do not cover your questions, we recommend you to check out our wiki.

Snowflake wiki

You can find more information about Snowflake here: <https://docs.nuiteq.com/>

Snowflake support

If you still have questions after going through this document, the video tutorials & the wiki, please feel free to contact us, as we are here for you and ready to assist.

Kindly send an email to support@nuiteq.com with your question(s). A support case will then automatically be registered with us, associated with your email address.

Accordingly your support case will be assigned by us, to one of our colleagues and then our colleague will get back to you as fast as possible.

Yours sincerely,

the NUITEQ team.