

PLEASE THINK BEFORE YOU PRINT

Knowledge Base

You're Unable to Open SMART Notebook Files

SMART Software	SMART Notebook software 9.5, 9.7 and 10
Operating Systems	Windows® operating systems and Mac OS X operating system software

Issue

You're unable to open your SMART Notebook files.

Symptoms

A blank window opens or an error message appears stating, "Notebook was unable to convert some files. The Legacy Notebook File Converter failed."

When you click **OK**, a message appears stating, "Can't open the file. If it's from a newer version of Notebook software, try saving it as a version 9 document."

Cause

If you create files in SMART Board™ software 9.1 or earlier, and then upgrade to SMART Board software version 9.5 or 9.7 or SMART Notebook software 10, your files aren't compatible with the upgraded software.

Solution

Send a single SMART Notebook file by e-mail to support@smarttech.com. We'll try to convert it to a file format you can open. In your e-mail message, include the following information:

- details about what happens when you try to open your file
- your current version of SMART Notebook software

To determine the current version of SMART Notebook software

1. Open a new SMART Notebook file.
2. In Windows operating systems, select **Help > About SMART Notebook**.

OR

In Mac OS X operating system software, select **Notebook > About SMART Notebook**.

The *About SMART Notebook* dialog box appears.

3. Click the **Technical Support** tab.

Your software version is listed near the top of the dialog box.

Background

SMART Board software versions 7.x, 8.x, 9.0 and 9.1 save files with an .xbk file extension. However, SMART Board software 9.5 and 9.7 and SMART Notebook software 10 save files with a .notebook extension. In most instances, SMART Notebook software can convert an .xbk file to a .notebook file.

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