

## Knowledge Base

# SMART Notebook Software 10 Closes Unexpectedly or Displays an Error When It Starts

SMART Software    SMART Notebook software 10  
Operating Systems    Windows® operating systems

## Issue

SMART Notebook software closes unexpectedly.

OR

SMART Notebook software displays the error message, "Notebook.exe has generated errors and will be closed by Windows. You will need to restart the program," and doesn't start.

## Cause

If your computer's system clock is set incorrectly, SMART Notebook software can close unexpectedly or display an error message and fail to start.

## Solution

Set your computer's system clock to the correct date and time.

### **NOTE**

The procedure for setting your computer's clock differs between versions of Windows operating systems. The following procedure applies to the Windows XP operating system.

#### **To set the system clock to the correct date and time**

1. Double-click the clock in the notification area.  
The *Date and Time Properties* dialog box appears.
2. Select the correct date on the calendar.
3. Select the correct the time on the clock.
4. Click **OK** to save your changes, and then close the *Date and Time Properties* dialog box.
5. Restart your computer.

[First Published](#) May 28, 2008

[Last Updated](#) May 13, 2009