

Knowledge Base

You're Unable to Install SMART Board™ Drivers or SMART Notebook Software 10

SMART Software SMART Board™ software 9.7, SMART Board drivers and SMART Notebook software 10

Operating Systems Mac OS X operating system software

Issue

You're unable to install SMART Board drivers or SMART Notebook software 10. When you try to install SMART Notebook software, an error message appears stating that an earlier version of SMART Board software is still on your computer and that you have to remove the earlier version to complete the installation.

Cause

Receipt files for SMART Board software 9.7 are still on your computer. When you install SMART Board drivers or SMART Notebook software 10, the installer program detects the receipt files and interprets them as earlier versions of the software. Although you have removed SMART Board software 9.7, one or more files associated with the previous installation remain on your computer.

Solution

Completely remove SMART Board software 9.7 and all its associated files and folders from your computer before you attempt to install SMART Notebook software 10 and SMART Board drivers.

**To completely remove
SMART Board
software 9.7**

1. In the Finder, select **Macintosh HD > Applications**.
2. If the Applications folder includes a SMART Board Software folder, remove it as follows:
 - a. Open the **SMART Board Software** folder.
 - b. If the SMART Board Software folder includes an uninstall program, double-click the uninstall program and follow the on-screen instructions. If the SMART Board Software folder remains after you run the uninstall program, drag this folder to the Trash.

OR

If the SMART Board Software folder doesn't include an uninstall program, drag the **SMART Board Software** folder to the Trash.
3. Repeat step 2 to remove any of the following folders that appear in the Applications folder:
 - **Gallery Data Files**
 - **Gallery Setup**
 - **Notebook Software**
 - **SMART Board Drivers**
 - **SMART Essentials for Educators**
 - **SMART Technologies Inc.**
 - **SMART Product Update**
4. In the Finder, click the **Macintosh HD** icon, and then select **Library > Application Support**. Locate the **SMART Technologies Inc.** folder, and then drag it to the Trash.
5. In the Finder, click the **Home** icon, and then select **Library > Application Support**. Locate the **SMART Technologies Inc.** folder, and then drag it to the Trash.
6. In the Finder, click the **Macintosh HD** icon, and then select **Library > Preferences**. Locate any files beginning with *com.smarttech*, and then drag them to the Trash.
7. In the Finder, click the **Home** icon, and then select **Library > Preferences**. Locate any files beginning with *com.smarttech*, and then drag them to the Trash.

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8. Select **Go > Go to Folder**, and then type **System/Library/Extensions**. Drag the following files to the Trash if they're in the folder that appears:
 - **SMART_Board_Cable.kext**
 - **SMART_Board.kext**
 - **SMARTBoard.kext**
 9. In the Finder, click the **Macintosh HD** icon, and then select **Library > Receipts**. Drag the following files to the Trash if they're in the Receipts folder:
 - **SMART Actalyst.pkg**
 - **SMART Board.pkg**
 - **Notebook.pkg**
 - **Notebook 9.7.pkg**
 10. Restart your computer.
 11. Install SMART Board drivers and SMART Notebook software 10.
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