

You're Unable to Install Notebook™ Software 10 Because Your Computer Detects SMART Board™ Software 9.7



Applies to: Notebook™ software 10 for Mac OS X operating system software

Issue

To install Notebook software 10, you must first remove previous versions of Notebook software and SMART Board software. However, in certain circumstances, if you remove SMART Board software 9.7, your computer still detects it and prevents you from installing Notebook software 10.

Cause

Although you have removed SMART Board software 9.7, one or more files associated with this previous installation remain on your computer.

Solution

Completely remove SMART Board software 9.7 and all of its associated files before attempting to install Notebook software 10.

To completely remove SMART Board software 9.7

1. In the Finder, select **Macintosh HD > Applications**. 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 remove its contents, 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.
2. In the same way, remove the following folders if they 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**
3. 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.
4. In the Finder, click the **Home** icon, and then select **Library > Applications 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 > Preferences**. Locate any files beginning with *com.smarttech*, and then drag them to the Trash.

6. Select **Go > Go To Folder**, and then type **System/Library/Extensions**. Drag the following files to the Trash if they appear in the folder that appears.
 - **SMART_Board_Cable.kext**
 - **SMART_Board.kext**
 - **SMARTBoard.kext**
7. In the Finder, click the **Macintosh HD** icon, and then select **Library > Receipts**. Drag the following files to the Trash if they appear in the **Receipts** folder.
 - **SMART Actalyst.pkg**
 - **SMART Board.pkg**
 - **Notebook.pkg**
 - **Notebook 9.7.pkg**
8. Restart your computer.

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