

# SMART Software Products Won't Install or Install Incorrectly Over Earlier Versions



**Applies to:** SMART Board™ software, SMART Ideas™ software, SynchronEyes™ software, Bridgit™ software and Actalyst™ software using a Windows® operating system.

## Issue

SMART software products won't install or install incorrectly over earlier versions.

## Cause

Earlier versions of the software are interfering with the software installation.

## Solution

Uninstall older versions of the software, run a Cleanup utility to remove old files from your computer, and then install the new software.

**NOTE:** We recommend that you run a Cleanup utility because there may be hidden SMART files remaining.

### To uninstall old SMART software

1. Click the Windows Start button and select **Control Panel**.
2. Double-click **Add/Remove Programs**.  
The *Add/Remove Programs* dialog box appears.
3. Select the old version of the SMART software product from the list.
4. Click the **Change/Remove** button.
5. Follow the instructions to uninstall the program.

### To run the Cleanup utility

1. Close all programs on your computer.
2. If you're removing SMART Board software 9.5 or 9.7, download [Board95Cleanup.exe](#).

OR

If you're removing SMART Ideas software, SynchronEyes software, Bridgit software, Actalyst software or an older version of SMART Board™ software, download [SMARTCleanup.exe](#).

**NOTE:** If *Security Warning* dialog boxes appear, click **Run**.

The Cleanup utility runs for several minutes before the *Cleanup Complete* dialog box appears.

3. Click **Yes, I want to restart my computer now**.  
The *Shut Down Windows* dialog box appears.
4. Click **OK**.

5. After you restart your computer, delete all SMART software files in the following folders:

- C:\windows\temp
- C:\temp
- C:\Documents and Settings\USER NAME\Local Settings\Temp

USER NAME refers to your Windows user name.

**NOTE:** If you're using the Windows ME operating system, you may need to delete **C:\Program Files\SMART Board Software**.

6. Restart your computer.

**First Published:** March 21, 2005

**Last Updated:** October 26, 2007

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