

Knowledge Base

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

SMART Software SMART Notebook software, SMART Ideas™ software, SMART Sync (formerly SynchronEyes™) software, Bridgit™ software and Actalyst™ software

Operating Systems Windows® operating systems

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

Remove older versions of the software, run SMART's Cleanup utility to remove old files from your computer, and then install the new software.

NOTE

We recommend that you run the Cleanup utility because it finds and removes hidden SMART software files.

To remove the old SMART software

1. Select **Start > Control Panel**.
2. Double-click **Add or Remove Programs**.
The *Add or Remove Programs* dialog box appears.
3. Select the old version of SMART software in the list.
4. Click **Remove**.
5. Follow the on-screen instructions to remove 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 and run [Board95Cleanup.exe](#).

OR

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

 NOTE

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

3. Follow any on-screen instructions that appear when you run the program.
The cleanup utility runs for several minutes before the *Cleanup Complete* dialog box appears.
4. Click **Yes, I want to restart my computer now**.
The *Shut Down Windows* dialog box appears.
5. Click **OK**.
6. After you restart your computer, delete all SMART software files in the following folders:
 - **C:\WINDOWS\Temp**
 - **C:\TEMP**
 - **C:\Documents and Settings\[your user name]\Local Settings\Temp**

 NOTE

If you're using the Windows Millenium Edition (Me) operating system, you may need to delete the folder **C:\Program Files\SMART Board Software** and its contents.

7. Restart your computer.

3 | **KNOWLEDGE BASE** – SMART SOFTWARE PRODUCTS WON'T INSTALL OR
INSTALL INCORRECTLY OVER EARLIER VERSIONS

First Published March 21, 2005

Last Updated March 18, 2009

www.smarttech.com/support www.smarttech.com/contactsupport
Support +1.403.228.5940 or Toll Free 1.866.518.6791 (U.S./Canada)



©2005–2009 SMART Technologies ULC. All rights reserved. SMART Board, Actalyst, Bridgit, SMART Ideas, SynchronEyes, the SMART logo and smarttech are trademarks or registered trademarks of SMART Technologies ULC in the U.S. and/or other countries. Windows is either a registered trademark or trademark of Microsoft Corporation in the U.S. and/or other countries. All other third-party product and company names may be trademarks of their respective owners. Patent No. US6320597; US6326954; US7283126; and US7330184. Other patents pending. Contents are subject to change without notice. 03/2009.