

Release notes

SMART Product Drivers 12.4 for Windows® and Mac computers

Overview

SMART Product Drivers enables your computer to detect input from your SMART Board® interactive whiteboard or other SMART interactive displays. SMART Product Drivers is included with SMART Notebook® collaborative learning software and SMART Meeting Pro® software.



You can download SMART Product Drivers from smarttech.com/downloads.

Computer requirements¹

	Windows® operating systems	OS X operating system software
Supported operating systems	Windows 10 Windows 8.1 Windows 7 SP1	OS X 10.11 (El Capitan) OS X 10.10 (Yosemite) OS X 10.9 (Mavericks)
Minimum processor	Intel® Core™ 2 Duo	Intel Core 2 Duo
Minimum RAM	2 GB	2 GB
Minimum hard disk space²	1.2 GB	1.2 GB
Other requirements	Microsoft® .NET Framework 4.5.1 Full Microsoft Visual Studio® Tools for Office Adobe Reader® 8 or later Internet Explorer® 8 or later Internet access	Safari 5.1 or later Internet access

¹Operating systems and other third-party software released after this SMART software might not be supported

²Additional free space required during installation

SMART Product Drivers 12.4

Versions	Windows operating systems	12.4.908.0
	OS X operating system software	12.4.887.0

Related software

Education software	SMART Notebook 15.2 software release notes	smarttech.com/kb/170970
	SMART Ink 3.2 release notes	smarttech.com/kb/170832
SMART Product Drivers and SMART Ink	Windows operating system	smarttech.com/kb/170978
	OS X operating systems	smarttech.com/kb/170985

Resolved issues

Windows

- Two finger scroll hung on Windows 10 universal apps #321396. See kb.smarttech.com/17186.
- You couldn't write or draw on an extended desktop when using a SMART Board E70 interactive flat panel: partially resolved. See kb.smarttech.com/16584. Windows calibration must be performed. #323015 and #346612.
- SB6 Eraser was not working with Serial/WC6 connection #338384
- Standard popup notifications were not showing up on SBM600 #325732
- Dual monitors with different DPIs caused offset on right-click menu #325502
- Tools were set to mouse when application was spanned over two displays #320597
- Notifications were not showing in the correct place when multiple displays had different DPIs #325377
- SMART Ink settings window was not responsive to touch after plugging into another board and then plugging back into the first board #323695. See kb.smarttech.com/17775.
- Touch on the SMART Board 480 immediately after plugging it in will cause a diamond-shaped cursor to appear on the desktop #321132. See kb.smarttech.com/16999.
- Orienting a SMART board to a display that is letter-boxed because it's not running at the native panel resolution will now be accurate and support multi-touch gestures. The touch cursor will now be visible instead of the mouse cursor. #337363, #322034, #320697
- Multiple pens are now supported in Windows 8.1 and 10. They can be used in the Microsoft OneNote 2016 Windows Store app. In other applications like Microsoft Paint, multiple pens will no longer spike together. #340300
- High DPI improvements have been made for touch accuracy and interface look and feel.
- Resolved the need to reorient when switching from extended display to mirrored display. #324279
- WebEx-SMART Plugin has been removed by default. To install, set the following registry key: [HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Cisco\WebEx\IWB\SMART Technologies] "Path"="C:\\Program Files (x86)\\SMART Technologies\\SMART Product Drivers\\WbxSMART.dll" #337367

OS X

- The mouse will no longer get stuck down when touching some SMART boards at the login screen requiring a reboot on Mac OS X 10.10 or greater.
- SB6 Eraser was not working with Serial/WC6 connection #338384
- Resolved an issue with the SMART Board 60wi interactive projector where it would stop unexpectedly during alignment when the knobs are turned a full turn. #326423

Known issues

Windows

- N/A
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OS X

- You're unable to perform multitouch gestures in Mac OS X v.10.10 (Yosemite). See kb.smarttech.com/15937.

SMART Product Drivers 12.3

Versions	Windows operating systems	12.3.646.0
	OS X operating system software	12.3.550.0
Related software		
Education software	SMART Notebook 15.1 software SMART Ink 3.1	smarttech.com/kb/170905 smarttech.com/kb/170570
SMART Product Drivers and SMART Ink	SMART Ink 3.1	smarttech.com/kb/170570
Resolved issues		
Windows	<ul style="list-style-type: none"> In Windows 8 operating system, after installing SMART Product Drivers and orienting to a second display, touching with the pen may go to the primary monitor. If this occurs, restart the computer. 	
OS X	<ul style="list-style-type: none"> N/A 	
Known issues		
Windows	<ul style="list-style-type: none"> 2-finger scroll hangs on Windows 10 on universal apps. See kb.smarttech.com/17186. Popups notifications are not showing up on SBM600 Dual monitors with different DPIs cause offset on right-click menu Tools are set to mouse when application is spanned over two displays Notifications are not showing in the correct place when multiple displays have different DPIs SMART Ink settings window is not responsive to touch after plugging into another board and then plugging back into the first board Touch on the SMART Board 480 immediately after plugging it in will cause a diamond-shaped cursor to appear on the desktop. See kb.smarttech.com/16999. 	
OS X	<ul style="list-style-type: none"> You're unable to perform multitouch gestures in Mac OS X v.10.10 (Yosemite). See kb.smarttech.com/15937. 	

SMART Product Drivers 12.2

Versions	Windows operating systems	12.2.645.0
	OS X operating system software	12.2.739.0
Related software		
Education software	SMART Notebook 15.0 software SMART Ink 2.3	smarttech.com/kb/170905 smarttech.com/kb/170570
SMART Product Drivers and SMART Ink	SMART Ink 2.3 SP2	smarttech.com/kb/170570
Resolved issues		
Windows	<ul style="list-style-type: none"> N/A 	
OS X	<ul style="list-style-type: none"> The End User License Agreement is translated into Hungarian and Polish. 	
Known issues		
Windows	<ul style="list-style-type: none"> You can't write or draw on an extended desktop when using a SMART Board E70 interactive flat panel. See kb.smarttech.com/?q=16584. In Windows 8 operating system, after installing SMART Product Drivers and orienting to a second display, touching with the pen may go to the primary monitor. If this occurs, restart the computer. 	
OS X	<ul style="list-style-type: none"> N/A 	

SMART Product Drivers 12.1

Versions	Windows operating systems	12.1.627.0
	OS X operating system software	12.1.702.0
Related software		
Education software	SMART Notebook 14.3 software SMART Ink 2.3	smarttech.com/kb/170842 smarttech.com/kb/170570
SMART Meeting Pro	SMART Meeting Pro 4.0 SP2 and SP3 software SMART Ink 3.0	smarttech.com/kb/170521 smarttech.com/kb/170832
SMART Meeting Pro PE	SMART Meeting Pro PE 1.4 software SMART Ink 3.0	smarttech.com/kb/170520 smarttech.com/kb/170832
SMART Product Drivers and SMART Ink	SMART Ink 3.0 (OS X operating system software)	smarttech.com/kb/170832
Highlights	<ul style="list-style-type: none"> Support for SMART Board 4055, 4065, 6055, 8055i-G5 and 8065i-G5 interactive flat panels 	
Resolved issues		
Windows	<ul style="list-style-type: none"> The video to USB settings wizard has been corrected for SMART Board 8070i interactive flat panels when using Windows 8.1 operating system. The eraser on the back of the SMART Board 6065 interactive flat panel pen now erases thick ink and highlighter lines. 	

Known issues

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|---------|---|
| Windows | <ul style="list-style-type: none"> • If VTPC is disabled, touch could be off when using Windows 7, 8 or 8.1 operating system. If you are using a touch enabled Asus™ laptop computer with your SMART interactive display in extended mode, disconnecting and reconnecting the USB to the SMART interactive display without a connected video cable could result in loss of touch on the SMART interactive display. To correct, restart the Asus laptop computer. • While installing SMART Product Drivers on Windows 7 operating system, you may be prompted to restart the computer. You must complete the installation before restarting. |
| OS X | <ul style="list-style-type: none"> • The End User License Agreement is not translated into Hungarian or Polish. <i>Resolved in SMART Product Drivers 12.2</i> <hr/> <ul style="list-style-type: none"> • See also SMART Product Drivers 12.0 known issues |

SMART Product Drivers 12.0

Versions	Windows operating systems	12.0.570.0
	OS X operating system software	12.0.628.0

Related software

Education software	SMART Notebook 14.2 software	smarttech.com/kb/170791
	SMART Ink 2.3 (Windows operating systems)	smarttech.com/kb/170570
	SMART Ink 2.2 (OS X operating system software)	smarttech.com/kb/170570
SMART Product Drivers and SMART Ink	SMART Ink 2.3	smarttech.com/kb/170570

Highlights


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|-----------------------|--|
| All operating systems | <ul style="list-style-type: none"> • Support for the SC12A controller firmware updater for SMART Board 600 series interactive whiteboards |
| Windows | <ul style="list-style-type: none"> • Support for Estonian, Korean, Latvian and Lithuanian |
| OS X | <ul style="list-style-type: none"> • Support for OS X 10.10 (Yosemite) • Support for Hungarian and Polish |
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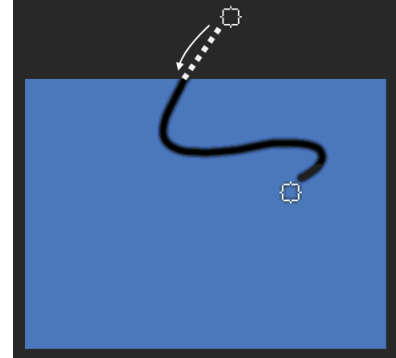
Resolved issues

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|---------|--|
| Windows | <ul style="list-style-type: none"> • Instructions no longer overlap or are cut off when you run the LightRaise® interactive projector initial setup in German. • The eraser on the back of the SMART Board 6065 interactive flat panel pen now erases thick ink and highlighter lines. |
| OS X | <ul style="list-style-type: none"> • Touch is accurate when you use HID mode and OS X 10.9 (Mavericks) operating system software. • Touch remains accurate after you adjust the Primary mouse button setting to Right in the Mac System Preferences. • You can access <i>Check for Updates and Activation</i> from the menu bar. • The SMART Connection Wizard provides troubleshooting tips you can use if you receive the “This SMART Board interactive whiteboard has limited functionality” error message. |

Known issues

Windows

- You lose touch on the Windows desktop when you use SMART Notebook software while connected to an Epson® PowerLite 95 projector. To resolve this, open the SMART Board Diagnostics Window from SMART Settings, select **Tools > Advanced Board Settings > VTPC Driver tab**, and then clear the **Enable VTPC Driver** check box.
- You're unable to use the drawing tools in Adobe® Photoshop® CS6 if the Select  tool is selected in the Floating Tools toolbar. As a workaround, start using the tool outside the canvas, and then work your way onto the canvas. The drawing tool starts working after you drag it inside the canvas.



- You're unable to draw on the Windows desktop if you're using a SMART Board E70 interactive flat panel. The issue is intermittent. *Resolved in SMART Product Drivers 12.2*
- Your SMART Board 8070i interactive flat panel isn't detected when you open Video and Touch Input Settings in SMART Settings. You receive a "There is no SMART Board interactive flat panel control panel detected on the USB connection" message. To work around this, disconnect and then reconnect the USB cable while the error message is displayed.

OS X

- The eraser on the back of the SMART Board 6065 interactive flat panel pen is too small to erase thick ink and highlighter lines.
- The calibration process stops responding when the progress bar indicates calibration of your SMART Board 6065 interactive flat panel is almost complete. Restart your computer, and then calibrate your interactive flat panel again.

Previous release notes

SMART Product Drivers 11.6

smarttech.com/kb/170778

smarttech.com/support
smarttech.com/contactsupport

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