Release notes
SMART Product Drivers 12 release notes

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.

Computer requirements¹

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<th>Supported operating systems</th>
<th>Windows® operating systems</th>
<th>OS X operating system software</th>
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<tr>
<td></td>
<td>Windows 10</td>
<td>macOS 10.15 (Catalina)</td>
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<td></td>
<td>Windows 8.1</td>
<td>macOS 10.14 (Mojave)</td>
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<td>Windows 7 SP1 (with Security update KB3033929)</td>
<td>macOS 10.13 (High Sierra)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>macOS 10.12 (Sierra)</td>
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<tr>
<td>Minimum processor</td>
<td>Intel® Core™ 2 Duo</td>
<td>Intel® Core™ 2 Duo</td>
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<tr>
<td>Minimum RAM</td>
<td>2 GB (4 GB for UHD displays)</td>
<td>2 GB (4 GB for UHD displays)</td>
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<tr>
<td>Minimum hard disk space²</td>
<td>3 GB</td>
<td>3 GB</td>
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<tr>
<td>Other requirements</td>
<td>Microsoft® .NET Framework 4.5.1 for SMART Ink</td>
<td>Microsoft Visual Studio® Tools for Office</td>
</tr>
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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 12.14 November patch release

Versions
- Windows operating systems 12.14.333.0
- OS X operating system software 12.14.718.0

Related software
- SMART Ink 5 SMART Ink 5.6 release notes smarttech.com/kb/171189

Highlights
- All operating systems • Support for SMART Board 7000R and 7000R Pro series interactive displays.

SMART Product Drivers 12.14 release

Versions
- Windows operating systems 12.14.314.0
- OS X operating system software 12.14.703.0

Related software
- SMART Notebook 19 SMART Notebook 19 release notes smarttech.com/kb/171421
- SMART Ink 5 SMART Ink 5.6 release notes smarttech.com/kb/171189

Highlights
- All operating systems • Support for SMART Board MX (V2) series interactive displays.
- Mac • Support for macOS Catalina (10.15)

Resolved issues
- Windows • Fixed the issue where when using the Microsoft Whiteboard application, touch would behave unexpectedly.
  • Fixed the issue for Windows 7, where after installing SMART Product Drivers, the operating system’s TabletInputService was disabled which resulted in touch behaving unexpectedly.
  • Fixed the issue where you would be prompted to restart the computer in the middle of installing the software.

SMART Product Drivers 12.13 September Windows patch release

Versions
- Windows operating systems 12.13.77.0

Related software
- SMART Notebook 19 SMART Notebook 19 release notes smarttech.com/kb/171421
- SMART Ink 5 SMART Ink 5.6 release notes smarttech.com/kb/171189

Resolved issues
Windows

- Includes firmware update 7.2.48.0 for SMART Interactive Whiteboard M600 and M600V series, which fixes the following issues:
  - USB communication issues caused touch to stop responding or to stop working entirely. This was caused by repeatedly connecting and disconnecting the whiteboard from the computer which resulted in the USB communications system getting into a state where the whiteboard’s DSP controller stopped communicating.
  - The whiteboard’s calibration settings reverting to their factory defaults. This issue caused the pen tray buttons to stop working and turned all the pen tray lights either on or off.

SMART Product Drivers 12.13 release

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<tr>
<th>Versions</th>
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Related software

- SMART Notebook 19 release notes
- SMART Ink 5.5 release notes

| SMART Notebook 19 | SMART Notebook 19 release notes | smarttech.com/kb/171421 |
| SMART Ink 5      | SMART Ink 5.5 release notes     | smarttech.com/kb/171189 |

Highlights

- All operating systems
- Improvements so that SMART Board MX and MX100 series interactive displays work with Dell docking stations.
- Support for SMART Notebook 19
- Support for SMART Board 7000-v2 series interactive displays

SMART Product Drivers 12.11 release

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Related software

- SMART Notebook 18 release notes
- SMART Ink 5 release notes

| SMART Notebook 18 | SMART Notebook 18 release notes | smarttech.com/kb/171298 |
| SMART Ink 5      | SMART Ink 5 release notes      | smarttech.com/kb/171189 |

Highlights

- All operating systems
- Includes firmware (version 2.3.0.4) for improved SMART Ink and Drivers support for SMART Board 6000 series interactive displays using the iQ appliance (AM50).

Known issues

- Windows
  - Support for SMART TeamWorks™
Windows

- If you connect a Windows 10 laptop to a SMART Board 480 interactive whiteboard, the orientation screen appears only on the laptop if you’re using extended displays while the whiteboard is in single-touch mode and set as the main display. To resolve this issue, set the laptop as the main display.

- For SMART Board MX series displays, if you connect a Windows 7 computer to the front HDMI and USB ports (HDMI 3 input) while the display is on the OPS input, then switch the input to HDMI 3, touch interactions in applications other than SMART Notebook may not behave as expected. If this occurs, disconnect the HDMI and USB cables from the front of the display, switch the display’s input to an available input (other than the OPS input), then reconnect the HDMI and USB cables to the display and switch to the HDMI 3 input.

SMART Product Drivers 12.10 September Windows patch release

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<td>SMART Notebook 18 release notes</td>
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<td>SMART Ink 5</td>
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<th>Windows operating systems</th>
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| SMART Notebook 18 | SMART Notebook 18 release notes |
| SMART Ink 5      | SMART Ink 5 release notes |
Highlights

All operating systems

- Support for SMART Board MX series displays and the SMART Podium 624 interactive pen display
- Option in SMART settings for changing the default pen settings for a SMART Board 7000 series display

Known issues

Windows

- If you connect a Windows 10 laptop to a SMART Board 480 interactive whiteboard, the orientation screen appears only on the laptop if you’re using extended displays while the whiteboard is in single-touch mode and set as the main display.

  To resolve this issue, set the laptop as the main display.

- For SMART Board MX series displays, if you connect a Windows 7 computer to the front HDMI and USB ports (HDMI 3 input) while the display is on the OPS input, then switch the input to HDMI 3, touch interactions in applications other than SMART Notebook may not behave as expected.

  If this occurs, disconnect the HDMI and USB cables from the front of the display, switch the display’s input to an available input (other than the OPS input), then reconnect the HDMI and USB cables to the display and switch to the HDMI 3 input.

SMART Product Drivers 12.10 release

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Related software

- SMART Notebook 17 release notes smarttech.com/kb/171187
- SMART Ink 5 release notes smarttech.com/kb/171189

Highlights

All operating systems

- Support for SMART Board MX series displays and the SMART Podium 624 interactive pen display
- Option in SMART settings for changing the default pen settings for a SMART Board 7000 series display

Known issues

Windows

- If you connect a Windows 10 laptop to a SMART Board 480 interactive whiteboard, the orientation screen appears only on the laptop if you’re using extended displays while the whiteboard is in single-touch mode and set as the main display.

  To resolve this issue, set the laptop as the main display.

- For SMART Board MX series displays, if you connect a Windows 7 computer to the front HDMI and USB ports (HDMI 3 input) while the display is on the OPS input, then switch the input to HDMI 3, touch interactions in applications other than SMART Notebook may not behave as expected.

  If this occurs, disconnect the HDMI and USB cables from the front of the display, switch the display’s input to an available input (other than the OPS input), then reconnect the HDMI and USB cables to the display and switch to the HDMI 3 input.
SMART Product Drivers 12.9 release

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Related software

SMART Notebook 17 SMART Notebook 17 release notes smarttech.com/kb/171187
SMART Ink 5 SMART Ink 5 release notes smarttech.com/kb/171189

Resolved issues

All operating systems • Fixed problem where the interactive display needed to be oriented every time it was plugged into a Dell docking station.

SMART Product Drivers 12.8 release

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Related software

SMART Notebook 17 SMART Notebook 17 release notes smarttech.com/kb/171187
SMART Ink 5 SMART Ink 5 release notes smarttech.com/kb/171189

Highlights

All operating systems • Added support for SMART Board 7000 series interactive displays.

SMART Product Drivers 12.7 release

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Related software

SMART Notebook 17 SMART Notebook 17 release notes smarttech.com/kb/171187
SMART Ink 5 SMART Ink 5 release notes smarttech.com/kb/171189

Highlights

Mac • Multi-touch desktop gestures are now available.

Resolved issues

Mac • Fixed an issue on Mac OS X where SMARTBoardService is not responding when waking from sleep and plugging in the SMART Board.
• Multi-touch desktop gestures are now available.
SMART Product Drivers 12.6 release

Versions

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<tr>
<td>OS X operating system software</td>
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Related software

SMART Product Drivers and SMART Ink | SMART Ink 4.1 update | smarttech.com/kb/171025

Highlights

All operating systems

- New firmware for Gen 5 6000/8000 series, SRS ISC and SB8 SC14, which improves compatibility with Windows 10 and Mac OS X 10.10 and 10.11.

Mac

- The Mac OS X version now supports 64 bit processors.

Resolved issues

All operating systems

- Fixed SB6 red and green pen settings which were incorrect in SMART Settings.

Windows

- Fixed crash with firmware updater and 8070.

Mac

- The SMART Board service now saves changes to Settings when using home folder redirection.
- Fixed problem with SMART Board Service not always stopping correctly.

SMART Product Drivers 12.5 patch release

Versions

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<td>OS X operating system software</td>
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Related software

SMART Product Drivers and SMART Ink | SMART Ink 4.0 update | smarttech.com/kb/171025

Highlights

All operating systems

- New firmware for the SMART board 6000 and 8000 series interactive flat panels
- SMART Product Drivers 12.5 supports the new SMARTboard 4000 series interactive flat panels

Resolved issues

All operating systems

- The calibration process now functions properly on a SMARTboard 6000 series interactive flat panel while it is on limited functionality mode
Windows

- SMARTNotebook collaborative learning software will now respond to touch after you wake the computer. Previously, a Windows 7 computer connected to a SMARTboard4000 series interactive flat panel would not respond to touch after waking the computer from sleep mode while running SMART Notebook 16 software.
- The correct ink color and line width now appears when the selection is made from the Ink icon. Previously, selecting red ink or thickness of a line while connected by a SRS USB bridge the selection would be unsuccessful, and default back to the original settings.
- Touch now responds to the latest Windows 10 operating system

Mac

- Fixed problem with SMART Board Service not always stopping correctly

SMART Product Drivers 12.5 release

**Versions**

- Windows operating system software: 12.5.670.0
- OS X operating system software: 12.5.676.0

**Related software**

- Education software: SMART Notebook 16.0
  - smarttech.com/kb/171075
  - SMART Ink 4.0
  - smarttech.com/kb/171025

**Highlights**

- All operating systems: Support for SMART board 4075
- New short-cut link to SMART Ink Setting from SMART Settings
- Includes firmware 1.08 for the SMART MIX500 audio conferencing system

**Mac**

- Improved UPDD driver automatic download and install experience for the 4000 series boards using the SMART Product Updater

**Resolved issues**

- All operating systems: Fix for the SMART Ink pen ball popping up sometimes when you launch applications.
- Fixed some issues with high DPI.

- Windows: Contact is not lost when switching from mouse cursor to touch cursor when SMART Board is plugged in
- Fix for Tablet PC where Input Service stops working when plugging in a SMART Board
- When the 4084 is connected to a laptop and before the Windows calibration setup is run, the SMART Ink toolbar appears on the laptop instead of the secondary display
- Fix for the SMART Ink pen ball popping up sometimes when you launch applications

**Known issues**

- Windows: Touch stops responding after disconnect and reconnect of SMART hardware.
  - kb.smarttech.com/17775

SMART Product Drivers 12.4 release

**Versions**

- Windows operating systems: 12.4.908.0
- OS X operating system software: 12.4.887.0
Resolved issues

All operating systems

- SMART Board 600 eraser was not working with Serial/WC6 connection.

Windows

- When the SMART Board 4084 is connected to a laptop and before the Windows calibration setup is run, the SMART Ink toolbar appears on the laptop instead of the secondary display.
- Two finger scroll hung on Windows 10 universal apps. See kb.smarttech.com/?q=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/?q=16584. Windows calibration must be performed.
- Standard popup notifications were not showing up on SMART Board M600 interactive whiteboards.
- Dual monitors with different DPIs caused offset on right-click menu.
- Tools were set to mouse when application was spanned over two displays.
- Notifications were not showing in the correct place when multiple displays had different DPIs.
- SMART Ink settings window was not responsive to touch after plugging into another board and then plugging back into the first board. See kb.smarttech.com/?q=17775.
- Touch on the SMART Board 480 interactive whiteboard immediately after plugging in will cause a diamond-shaped cursor to appear on the desktop. See kb.smarttech.com/?q=16999.
- Orienting a SMART product 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.
- 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.
- 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.
- 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"

Mac

- The mouse will no longer get stuck down when touching some SMART products at the login screen requiring a reboot on OS X 10.10 (Yosemite) or greater.
- Resolved an issue with the LightRaise 60wi interactive projector where it would stop unexpectedly during alignment when the knobs are turned a full turn.
Known issues

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

SMART Product Drivers 12.3 release

Versions
- Windows operating system software 12.3.646.0
- OS X operating system software 12.3.550.0

Related software
- Education software
  - SMART Notebook 15.1
  - SMART Ink 3.1
  - SMART Product Drivers and SMART Ink
  - SMART Ink 3.1

Resolved issues

Windows
- 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.

Known issues

Windows
- Two-finger scroll hangs on Windows 10 on universal apps. See kb.smarttech.com/?q=17186.
- Popups notifications are not showing up on SMART Board M600 interactive whiteboards.
- Dual monitors with different DPs 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 DPs.
- 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/?q=16999.

Mac
- You’re unable to perform multitouch gestures in OS X 10.10 (Yosemite). See kb.smarttech.com/?q=15937.

SMART Product Drivers 12.2 release

Versions
- Windows operating system software 12.2.645.0
- OS X operating system software 12.2.739.0

Related software
- Education software
  - SMART Notebook 15.0
  - SMART Ink 2.3
SMART Product Drivers and SMART Ink

| SMART Product Drivers and SMART Ink | SMART Ink 2.3 SP2 | smarttech.com/kb/170570 |

### Resolved issues

#### Mac
- The End User License Agreement is translated into Hungarian and Polish.

#### Known issues

#### Windows
- 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.

**SMART Product Drivers 12.1 release**

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#### Related software

- **Education software**
  - SMART Notebook 14.3
  - SMART Ink 2.3
  - smarthtech.com/kb/170842
- **SMART Meeting Pro**
  - SMART Meeting Pro 4.0 SP2 and SP3
  - SMART Ink 3.0
  - smarttech.com/kb/170521
- **SMART Meeting Pro PE**
  - SMART Meeting Pro PE 1.4
  - SMART Ink 3.0
  - smarttech.com/kb/170520
- **SMART Product Drivers and SMART Ink**
  - SMART Ink 3.0 (OS X operating system software)
  - smarttech.com/kb/170832

### Highlights
- Support for SMART Board 4055, 4065, 6055, 8055i-G5 and 8065i-G5 interactive flat panels

#### Resolved issues

- 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

#### Windows
- 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.

#### Mac
- The End User License Agreement is not translated into Hungarian or Polish. Resolved in SMART Product Drivers 12.2
SMART Product Drivers 12.0 release

Versions

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Highlights

All operating systems
- Support for the SC12A controller firmware updater for SMART Board 600 series interactive whiteboards

Windows
- Support for Estonian, Korean, Latvian and Lithuanian

Mac
- Support for OS X 10.10 (Yosemite)
- Support for Hungarian and Polish

Resolved issues

Windows
- 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.

Mac
- 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 Check for Updates and Activation 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.

Mac

- 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