



SMART Product Drivers 12 and SMART Ink® 5

Basic installation and administration guide

For macOS operating system software



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This guide and other resources for SMART Product Drivers 12 and SMART Ink 5 are available in the Support section of the SMART website (smarttech.com/support). Scan this QR code to view these resources on your mobile device.

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January 11, 2023

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Chapter 1 Getting started

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This guide explains how to customize and deploy the stand-alone version of SMART Product Drivers 12 and SMART Ink® 5.

This guide is for IT administrators and others who customize, deploy, and administer software on networked Mac computers.

Use of this guide requires:

- Knowledge of terminology such as “registry” and “domain controller”
- Knowledge of basic administrative tasks in Mac operating system software, such as working in Terminal
- Administrative privileges and access to servers
- Access to the Internet

Computer requirements

Before you install the software, ensure your computers meet the minimum requirements:

Requirement	Mac operating system
Supported operating systems	macOS 10.15 (Catalina) macOS 10.14 (Mojave) macOS 10.13 (High Sierra)
Minimum processor	3.0 GHz Intel Core 2 Duo
Minimum RAM	2 GB (4 GB for 4K UHD displays)
Minimum hard disk space	1 GB

Requirement	Mac operating system
Other requirements	macOS 10.14 or later: <ul style="list-style-type: none">• Microsoft Office 2012 or later macOS 10.12 and 10.13 <ul style="list-style-type: none">• Microsoft Office 2011 or later

Note

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

Downloading and installing the software

Mac operating system software only



SMART Product Drivers 12 and SMART Ink 5 are included with SMART Notebook software and SMART Meeting Pro software. You can also install SMART Ink and SMART Product Drivers by themselves.

Follow these instructions to download and installation SMART Product Drivers 12 and SMART Ink 5.

Note

IT administrators can use SMART Install Manager to deploy the software over a network. See *Chapter 2 Customizing the software* on page 7 and *Chapter 4 Deploying the software* on page 14 for further information.

Downloading the SMART Product Drivers and Ink installer

SMART Product Drivers and Ink is available for download from support.smarttech.com/docs/redirect/?product=drink&context=download.

Select the operating system and download the software to a temporary location on you computer.

Installing the software

After you download the installer file, run the file to install the software.

To install the software

1. Double-click the dmg file you downloaded in the previous procedure.

The *Install SMART Product Drivers* installation package dialog opens.

2. Double-click the *Install SMART Product Drivers* icon.

The *This package will run a program to determine if the software can be installed* dialog opens. Click **Continue**.

3. The *Welcome* dialog opens. Click **Continue**.

4. If you accept the terms in the software license agreement, click **Agree**.

OR

If you don't accept the terms in the software license agreement, click **Disagree**.

5. Select the check box if you want to join the Customer Experience Program, and then click **Continue**.

6. Select the software you want to install.

Note

SMART Product Drivers and **SMART Ink** are selected by default. Handwriting recognition (English) is selected by default. You can select other languages if you want handwriting recognition in other languages.

7. Select the disk on which you want to install the software, and then click **Continue**.

8. If you selected **SMART Product Drivers** in step 6, select **Start SMART System Menu at log in** to start the SMART System Menu when you first log on to your computer.

9. Click **Continue**.

10. Click **Install**.

A dialog box appears, prompting you for your name and password.

11. Type your name and password, and then click **OK**.

The installer installs the software you selected in step 6.

Chapter 2 Customizing the software

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Using SMART Install Manager

Use SMART Install Manager to customize SMART software installation packages by publishing PKG files. You can then use the PKG files to deploy the SMART software to computers.

To install SMART Install Manager from the DVD

1. Insert the DVD in your computer's DVD drive.
2. Browse to **Administrators/Mac** on the [DVD drive], and then press **SMART Install Manager.pkg**.
The SMART Install Manager installation wizard appears.
3. Follow the on-screen instructions.

To download and install Install Manager

1. Go to downloads01.smarttech.com/software/installmanager/mac/2.0.41.0/smart_install_manager.dmg.
2. Save the installer file to your computer.
3. Double-click the installer file.
The SMART Install Manager installation wizard appears.
4. Follow the on-screen instructions.

To customize SMART Product Drivers 12 and SMART Ink 5 using SMART Install Manager

1. Start SMART Install Manager.
2. Drag the installation package to the *SMART Install Manager* window.

3. Set the controls on each page (see *SMART Install Manager controls* below).
4. Select **File > Publish**.
A dialog box appears.
5. Browse to the location where you extracted the complete installer or the installation package.
6. Type a name for the PKG file, and then click **Save**.
7. Close SMART Install Manager.

SMART Install Manager controls

Control	Procedure	Notes
General Options: Product Selection		
SMART Product Drivers	Select to install Product Drivers.	[N/A]
SMART Ink	Select to install SMART Ink.	[N/A]
Handwriting recognition: Language selection	English is selected by default. You can also select Czech, Danish, German, Spanish, Finnish, French, Italian, Norwegian, Dutch, Portuguese, Russian, Swedish, and Chinese (Simplified) in addition to English.	[N/A]
General Options: SMART Product Update		
Install SMART Product Update in Full mode	Select to install SMART Product Update (SPU) in Full mode.	In Full mode, users can view the installed versions of SMART software and their product keys, and download and install updates.

Control	Procedure	Notes
Install SMART Product Update in Dashboard mode	Select to install SPU in Dashboard mode.	In Dashboard mode, users can view the installed versions of SMART software and their product keys but can't download and install software.
Do not install SMART Product Update	Select to not install SPU.	[N/A]
Check for updates	Type the number of days (1 to 60) between SPU checks.	This option is available only if you install SPU in Full mode. By default, SPU checks for product updates every 30 days.
Notify users about SMART product updates	Select to notify users of available SMART product updates.	This option is available only if you install SPU in Full mode.
Reset per-user changes to the previous two settings	Select to remove existing Check for updates and Notify users about SMART product updates values the next time the user runs SPU.	This enables administrators to push new values for these settings to computers and ensures the new values are accepted. Individual users can still modify these settings.
General Options: Customer Experience		
Enable the Customer Experience Program on all devices	Select to enable the Customer Experience Program for all users.	[N/A]

Control	Procedure	Notes
Disable the Customer Experience Program on all devices	Select to disable the Customer Experience Program for all users.	[N/A]
SMART Product Drivers: Optional Settings		
Start SMART System Menu at logon	Select to start the SMART System Menu when the user logs on.	[N/A]
Start Simple Network Management Protocol (SNMP) agent	Start Simple Network Management Protocol (SNMP) agent	[N/A]
SMART Ink: Optional Settings		
Start SMART Ink at logon	Select to start SMART Ink when the user logs on.	[N/A]
Handwriting recognition: Language selection	English is selected by default. You can also select Czech, Danish, German, Spanish, Finnish, French, Italian, Norwegian, Dutch, Portuguese, Russian, Swedish, and Chinese (Simplified) in addition to English.	[N/A]

Updating SMART Product Drivers 12 and SMART Ink 5

SMART periodically releases updates to its software to add new features and resolve issues.

Go to smarttech.com/software to download the latest updates.

To update software

1. Download the DMG file from the website.
2. In Finder, browse to and double-click **Applications/SMART Technologies/ SMART Install Manager**.

The *SMART Install Manager* window appears.

3. Open the DMG file you downloaded (see *Chapter 2 Customizing the software* on page 7).

4. Customize the file by setting the controls on each page.

OR

Apply customizations that you previously created for an earlier version and saved in an XML file by selecting **File > Import**, browsing to the XML file, and then clicking **Open**.

5. Publish your customizations as a PKG file, and then deploy the PKG file to computers on your network.

Removing SMART Install Manager

If you no longer need SMART Install Manager installed on your computer, you can use SMART Uninstaller or Terminal to remove it.

To remove SMART Install Manager using SMART Uninstaller

1. In Finder, browse to **Applications/SMART Technologies**, and then double-click **SMART Uninstaller**.

The *SMART Uninstaller* window opens.

2. Select **SMART Install Manager**, and then click **Remove**.

A dialog box appears, prompting you to confirm the removal.

3. Click **OK**.
4. Type the administrator password, and then click **OK**.

To remove SMART Install Manager using Terminal

1. In Finder, browse to **Applications/Utilities**, and then double-click **Terminal**.

The *Terminal* window opens.

2. Enter the following command in Terminal window:

```
sudo "/Applications/SMART Technologies/SMART  
Uninstaller.app/Contents/Library/LaunchServices/com.smarttech.uninstallHelper"  
-i com.smarttech.instllmgr10
```

3. Click **RETURN**.
4. Type the administrator password, and then press **RETURN**.

Chapter 3 Updating the software

SMART periodically releases updates to its software products. SMART Product Update (SPU) enables you to check for and install updates for all SMART software installed on the computer, including SMART Product Drivers 12 and SMART Ink 5.

If SPU is not set to check for automatic updates, you can check for and install updates manually. Additionally, you can enable automatic update checks for future updates.

Important

SPU requires an Internet connection.

To check for updates automatically

1. Open Finder, and then browse to and double-click **Applications/SMART Technologies/SMART Tools/SMART Product Update**.

The *SMART Product Update* window opens.

2. Select the **Check for updates automatically** check box, and then type the number of days (up to 60) between SPU checks.
3. Close the *SMART Product Update* window.

If an update is available for a product the next time SPU checks, the *SMART Product Update* window appears automatically and the product's *Update* button is enabled.

To check for and install updates manually

1. Open Finder, and then browse to and double-click **Applications/SMART Technologies/SMART Tools/SMART Product Update**.

The *SMART Product Update* window opens.

2. In the *SMART Product Update* window, click **Check Now**.

If an update is available for a product, its *Update* button is enabled.

3. Install the update by clicking **Update** and following the on-screen instructions.

 **Important**

To install updates, you must have full administrator access for the computer.

To enable automatic update checks

Note

SMART recommends that you do not disable automatic updates.

1. Open Finder, and then browse to and double-click **Applications/SMART Technologies/SMART Tools/SMART Product Update**.

The *SMART Product Update* window opens.

2. In the *SMART Product Update* window, select the **Check for updates automatically** option and type the number of days (up to 60) between SPU checks.
3. Close the *SMART Product Update* window.

If an update is available for a product the next time SPU checks, the *SMART Product Update* window appears automatically, and the product's *Update* button is enabled.

Chapter 4 Deploying the software

There are many methods for deploying software installation packages. The following are two common methods:

- Use Apple Remote Desktop to manage the software installations.

Note

For more information about using Apple Remote Desktop, refer to the documentation you received with the software.

- Use Terminal to install customized software on each computer.

Note

You might need to activate the software manually after you deploy it.

To deploy SMART software using Apple Remote Desktop

1. Copy the PKG file that you created with SMART Install Manager to a server that is accessible to all the computers on which the software will be installed.
2. Using Apple Remote Desktop on the server, select the computers that you want to update.
3. Select **Install Packages**.

A dialog box appears.

4. Drag the PKG file to the *Packages* box in the dialog box.
5. Click **Install**.

The software is installed on the selected computers.

To deploy SMART software using Terminal

1. In Finder, browse to **Applications/Utilities**, and then double-click **Terminal**.

The *Terminal* window appears.

2. Enter the following command in the Terminal window:

```
sudo installer -target / -pkg "[Path]/[File name].pkg"
```

Where

- [Path] is the path to the PKG file.
- [File name] is the name of the PKG file.

Note

A custom PKG file created with SMART Install Manager is compatible only with the installer command line or with tools such as Apple Remote Desktop.

3. Click **RETURN**.
4. Enter the administrator password, and then click **RETURN**.

Chapter 5 Uninstalling the software

Mac operating system software only



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After installing SMART Product Drivers and Ink, you can use SMART Uninstaller, Apple Remote Desktop, or Terminal to uninstall the software.

Using SMART Uninstaller

1. In Finder, browse to **Applications/SMART Technologies**, and then double-click **SMART Uninstaller**.
2. Select the software you want to uninstall.

Notes

- Some SMART software depends on other SMART software. If you remove software that other software depends on, SMART Uninstaller automatically removes the dependent software automatically.
- SMART Uninstaller automatically uninstalls supporting software that is no longer in use. If you uninstall all SMART software, SMART Uninstaller automatically uninstalls all supporting software, including itself.

Tips

- To select more than one software application, hold down **SHIFT** or **COMMAND** while selecting the software applications.
- To select all software applications, click **Select All**.

3. Click **Remove**, and then click **OK**.
4. If prompted, enter a user name and password with administrator privileges, and then click **OK**.
SMART Uninstaller uninstalls the selected software.
5. Close SMART Uninstaller when done.

Using Apple Remote Desktop

Note

For general information about using Apple Remote Desktop, refer to the documentation you received with the software.

To uninstall using Apple Remote Desktop

1. Using Apple Remote Desktop on the server, select the computers that you want to update.
2. Click **UNIX**.
A dialog box appears.
3. If you want to uninstall all SMART software, enter the following command:

```
"/Applications/SMART Technologies/SMART  
Uninstaller.app/Contents/Resources/uninstall" --all
```

Note

This command uninstalls all SMART software from 2012 or later.

OR

If you want to uninstall specific SMART software, enter one of the following commands:

- Product Drivers

```
"/Applications/SMART Technologies/SMART  
Uninstaller.app/Contents/Resources/uninstall" -i  
com.smarttech.boardDrivers.pkg
```

- SMART Ink

```
"/Applications/SMART Technologies/SMART  
Uninstaller.app/Contents/Resources/uninstall" -i com.smarttech.smartink
```

4. Under *Run command as*, click **User**, and then specify the root user.
5. Click **Send** to uninstall the software from the network computers.

Using Terminal

To uninstall all SMART software using Terminal

1. In Finder, browse to **Applications/Utilities**, and then double-click **Terminal**.

The *Terminal* window opens.

2. Enter the following command in the Terminal window:

```
sudo "/Applications/SMART Technologies/SMART Uninstaller.app/Contents/Resources/uninstall" --all
```

3. Click **RETURN**.
4. Type the administrator password, and then press RETURN.

Note

This command uninstalls all SMART software from 2012 or later.

To uninstall specific SMART software using Terminal

1. In Finder, browse to **Applications/Utilities**, and then double-click **Terminal**.

The *Terminal* window opens.

2. Type the following command:

```
sudo "/Applications/SMART Technologies/SMART Uninstaller.app/Contents/Resources/uninstall" --list
```

3. Click **RETURN**.

A list of available package IDs appears.

4. Enter the following command:

```
sudo "/Applications/SMART Technologies/SMART  
Uninstaller.app/Contents/Resources/uninstall" -i [Package ID]
```

Where [Package ID] is the ID of the package you want to uninstall.

Note

You can type multiple instances of `-i [Package ID]` to uninstall multiple packages in the same command. For example:

```
sudo "/Applications/SMART Technologies/SMART  
Uninstaller.app/Contents/Resources/uninstall" -i com.smarttech.smartink -i  
com.smarttech.boardDrivers.pkg
```

5. Click **RETURN**.
6. Enter the administrator password, and then click **RETURN**.

Appendix A Languages

The following are the languages supported by SMART Product Drivers and Ink:

- English (U.S.)
- English (UK)
- Czech
- Chinese (Simplified)
- Danish
- Dutch
- Finnish
- French
- German
- Italian
- Hungarian
- Norwegian
- Polish
- Portuguese (Brazil)
- Russian
- Spanish
- Swedish

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