

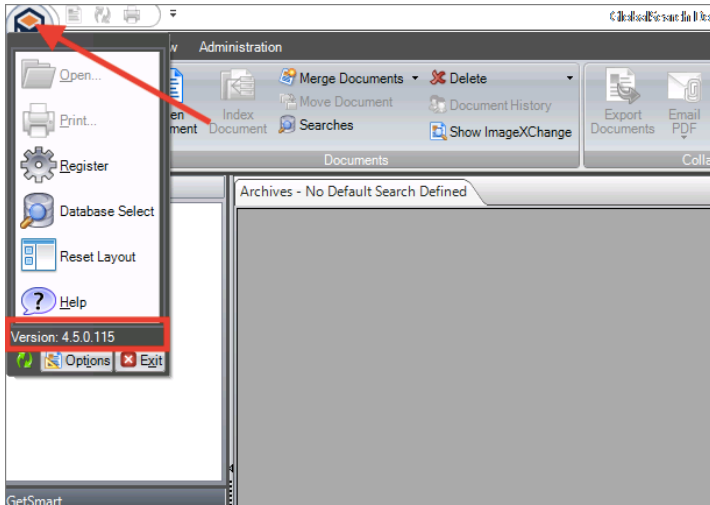
Determine Software Version

This article will show you how to determine your software version. This information is useful when troubleshooting issues.

GlobalSearch

Method 1

If you have access to get into the software, the software version can be determined by clicking on the GlobalSearch logo in the top left. The software version will be displayed in the menu that opens.



Method 2

If you are unable to open the software, the software version can be determined by looking at the **SSInterface.exe** file.

If you have access to the GlobalSearch server navigate to the directory where the application is installed (default **C:\GetSmart**)

If you do not have access to the server you can check the same file located on a client machine.

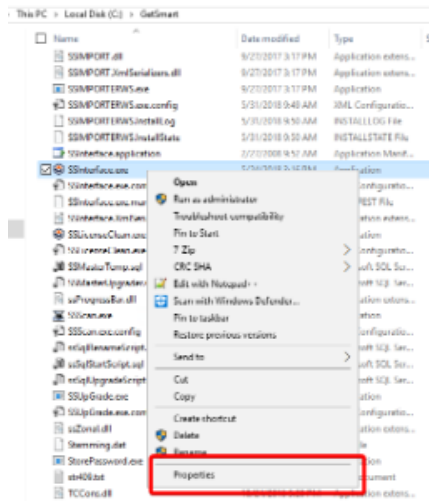
For versions 4.5.2 and higher:

C:\Program Files\Common Files\Square9\GetSmart\SSInterface.exe

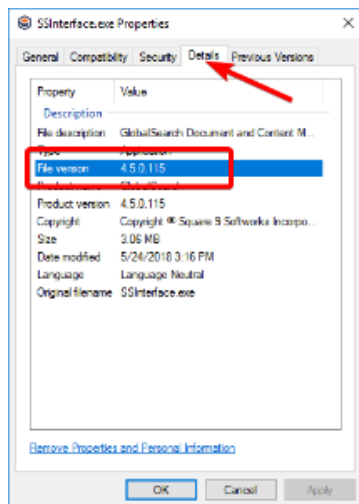
For versions 4.5.0 and lower:

C:\Program Files (x86)\Common Files\Square9\GetSmart\SSInterface.exe

Right click on **SSinterface.exe** and select **Properties**



In the window that opens click on the **Details** menu item and note the **File Version**



GlobalCapture

Method 1

If you are able to log into your GlobalCapture Web Interface you can determine the version from the **Settings** dialog.

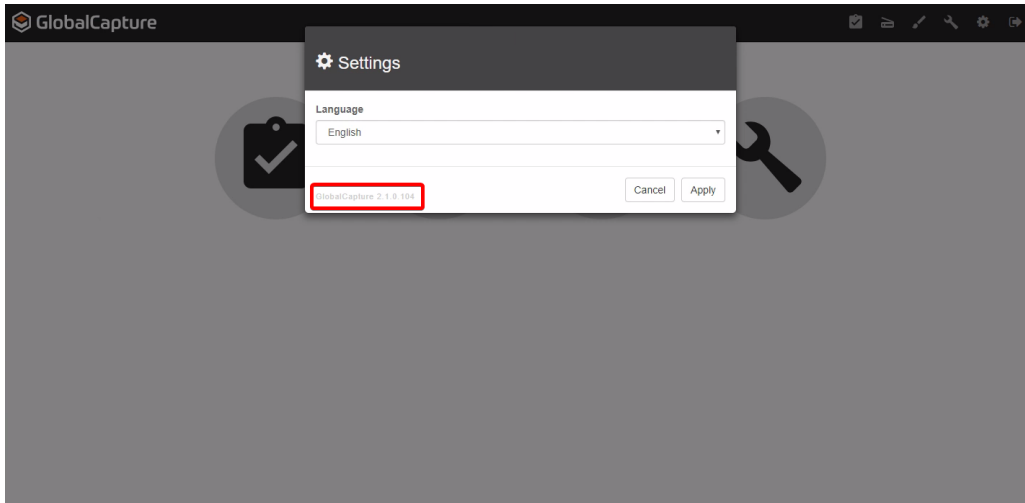
- Log into the GlobalCapture Web Interface (<http://servername/Square9CaptureWeb/index.html>)
- Select the cog icon



from the menu bar



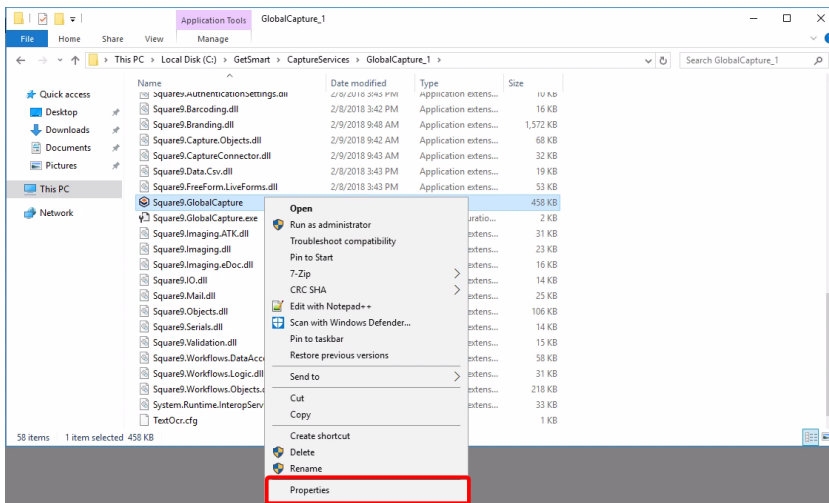
- In the window that opens the version will be on the bottom left



Method 2

If you are not able to access the GlobalCapture Web Interface you can determine the product version by navigating to the installation directory of one of the engines on the GlobalCapture Server.

- Navigate to the installation directory of the GlobalCapture Engine (**C:\GetSmart\CaptureServices\GlobalCapture_1**)
- Right Click on **Square9.GlobalCapture.exe** and select **Properties** from the context menu



In the window that opens click on the **Details** menu item and note the **File Version**

