

HOWTO: Collect Version Information on Various Atalasoftware Components

Atalasoftware SDKs have multiple DLLs, and for our web components, we have various dependency scripts and such as well.

It is often critical for support to know the exact full version of a given component so we are sure we're "on the same page" as you.

One very common cause of issues with WebDocumentViewer and WingScan is a mismatch between versions of the client-side scripts and the server side DLLs, and for WingScan, also the version of Web Capture Service installed on the client

Atalasoftware DotImage Base SDK

In your project if you're in Visual studio you can look at your references and click on the Atalasoftware.dotImage and look for the full version number there

- Or in any application that has DotImage go into the bin directory and find the Atalasoftware.dotImage.dll
- right click on it
- select Properties
- then go to Details
- The full Product version will look something like : **11.4.0.3.0.311**

NOTE: you can use any Atalasoftware dll but normally we suggest just Atalasoftware.dotImage.dll - for DotTwain it would be the Atalasoftware.DotTwain.dll and for DotPdf, Atalasoftware.PdfDoc.dll

WebDocumentViewer

- For this, open your web browser to an app using WDV
- hit F12 for the dev controls
- go to the console tab
- Type in Atalasoftware.Controls.Version
- It will return something like: **11.4.0.311**

(this is the version string that the same version 11.4.0.3.0.311 would return .. note a slight difference but the key is 11.4.0 and the build number of 311.

In this case, the actual version is 11.4.0.3.0.311 but given 11.4.0.311 we have enough

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to piece it together

WingScan

- On the client PC go to the system tray
- find the icon for Kofax Web Capture Service
- right click it
- select About
- you'll get a dialog that has the version.

(in this case, it would display: **11.4.0.3.0.311**)

MobileImage

- In the unzipped MobileImage distribution there is a text file named Versions.txt
- We are looking for the SDK= line... Example: the 3.8.0.1 version at this moment shows
SDK=3.8.0.1.0.119

Atalasoftware Knowledge Base

<https://www.atalasoftware.com/kb2/KB/50401/HOWTO-Collect-Version-Information-on...>