



STARLIMS® v12

Retrieving STARLIMS System Information

STARLIMS Technology Platform Version 12.x

Revision 1.0

Written by: STARLIMS

Date: 18 September 2026

Printing Instructions
This document has been formatted to print on US Standard Letter (8.5" x 11"). To print on European A4 paper (8.27" x 11.69"), change the margins to Top/Bottom 1.35" and Right/Left to 1.25".
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Screenshots in this document: All screenshots were captured on STARLIMS Quality Manufacturing Solution QM12.5.2 running on Technology Platform 12.7.3 x64. The values shown will differ on your system; the layout and field names are what matter. Installation key and licence values have been redacted.

Revision History

Revision	Description	Author	Date
1.0	First issue for STARLIMS v12, covering the HTML client About dialog (STARLIMS Information, HTML Client Environment, Server Environment, Licensing) and the About Summary.	STARLIMS	18 Sep 2026

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1. Purpose

This document explains how to retrieve STARLIMS system and version information from a v12 system: the product and platform version, the browser and client environment, the server and database environment, and the licensing details. Support will normally ask for this information first when you raise a ticket, because almost every diagnosis depends on knowing exactly which versions are in play.

In v12 all of this is gathered in one place — the About dialog in the HTML client. There is no need to visit the Designer, inspect files on the server, or query the database.

The short version: Press Ctrl+F6 in the HTML client, then use the copy button at the bottom left of the About dialog and paste the result into your support ticket. Sections 2 to 7 explain what each part of the dialog is telling you.

2. Opening the About dialog

1. Log in to the STARLIMS HTML client.
2. In the top bar, click the question-mark (Help) icon.

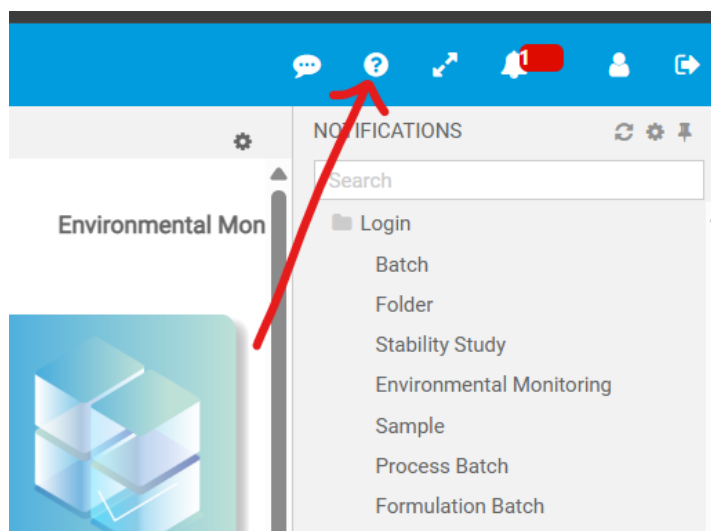


Figure 1 — The Help icon in the HTML client top bar.

3. Choose About from the menu.

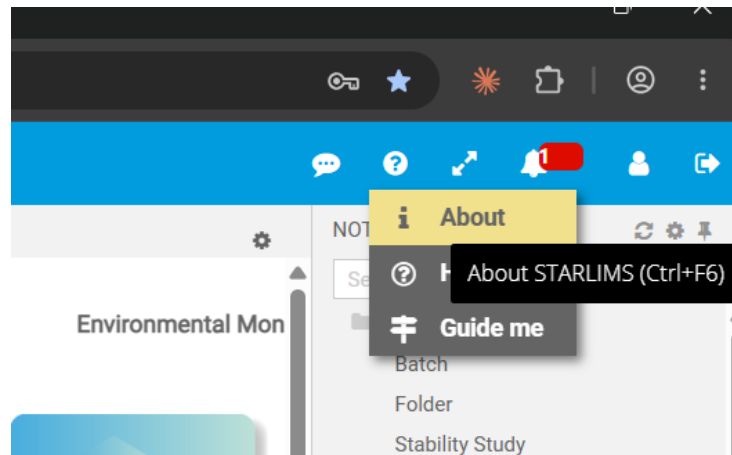


Figure 2 — The Help menu, with About highlighted. The tooltip confirms the keyboard shortcut: About STARLIMS (Ctrl+F6).

Keyboard shortcut: Ctrl+F6 opens the About dialog directly, without going through the Help menu.

The dialog opens on the STARLIMS INFORMATION tab. Four tabs run down the left-hand side — STARLIMS Information, HTML Client Environment, Server Environment and Licensing — and each is covered in its own section below. Every tab shows the product name and version at the top, and the copyright notice, the www.starlims.com link and the copy button at the bottom.

3. STARLIMS Information

The default tab identifies the product and the platform it runs on. This is the single most important screen in the dialog, and the two version numbers on it are not the same thing.

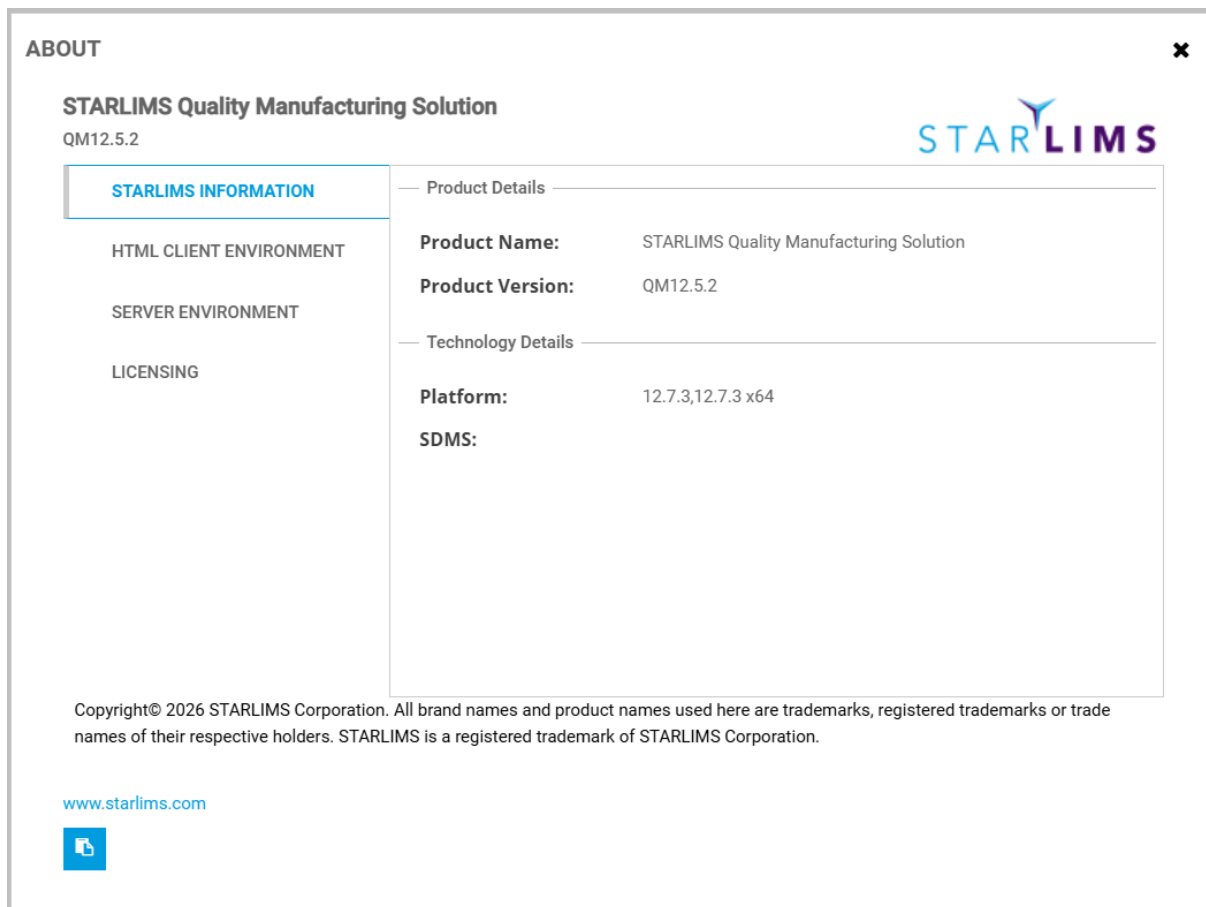


Figure 3 — STARLIMS INFORMATION tab — product details and technology details.

Field	What it means	Example
Product Name	The STARLIMS solution that is installed.	STARLIMS Quality Manufacturing Solution
Product Version	The version of that solution — the business layer.	QM12.5.2
Platform	The Technology Platform version and architecture — the technical layer. Shown as two values because the client and server platform versions are reported together.	12.7.3,12.7.3 x64
SDMS	The Scientific Data Management System version, when SDMS is installed. Blank here, and reported as “Not installed” in the About Summary.	(not installed)

Product version vs platform version: Product Version (for example QM12.5.2) is the solution or business layer. Platform is the Technology Platform, or technical layer (for example 12.7.3). They advance independently, so always report both — quoting only one is the most common reason Support has to come back and ask again.

4. HTML Client Environment

This tab describes the machine and browser you are sitting at. It is the place to look when a problem affects some users but not others, since browser version and operating system are the usual culprits.

ABOUT

STARLIMS Quality Manufacturing Solution
QM12.5.2

STARLIMS

STARLIMS INFORMATION

HTML CLIENT ENVIRONMENT

SERVER ENVIRONMENT

LICENSING

Operating System: Windows

Ext JS: 6.5.2.463

Browser: Chrome version: 152.0.0.0

User Agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/152.0.0.0 Safari/537.36

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Figure 4 — HTML CLIENT ENVIRONMENT tab — the browser and workstation you are using.

Field	What it means	Example
Operating System	The operating system of the client workstation.	Windows
Ext JS	The version of the Ext JS framework the HTML client is built on.	6.5.2.463
Browser	The browser and version rendering the client.	Chrome version: 152.0.0.0
User Agent	The full user-agent string, which also reveals the platform and architecture.	Mozilla/5.0 (Windows NT 10.0; Win64; x64) ...

Reading this tab: The values here come from the browser, so they change with whoever is logged in and from which machine. When reporting a problem that only some users see, capture this tab from an affected user's session, not your own.

5. Server Environment

This tab describes the application server and the database server behind it. Unlike the client tab, these values are the same for everyone using the system.

ABOUT

STARLIMS Quality Manufacturing Solution

QM12.5.2

STARLIMS INFORMATION

HTML CLIENT ENVIRONMENT

SERVER ENVIRONMENT

LICENSING

Operating System:

Microsoft Windows NT 10.0.14393.0

.NET Framework:

4.0.30319.42000

Web Server:

Microsoft-IIS/10.0

DB Server:

Microsoft SQL Server 2019 (RTM-CU32-GDR) (KB5122772) - 15.0.4490.9 (X64) Aug 21 2026 12:54:17 Copyright (C) 2019 Microsoft Corporation Developer Edition (64-bit) on Windows Server 2016 Datacenter 10.0 (Build 14393:) (Hypervisor)

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Figure 5 — SERVER ENVIRONMENT tab — the application server and database server.

Field	What it means	Example
Operating System	The operating system of the STARLIMS application server.	Microsoft Windows NT 10.0.14393.0
.NET Framework	The .NET Framework version on the application server.	4.0.30319.42000
Web Server	The web server hosting the application.	Microsoft-IIS/10.0
DB Server	The full database server banner — product, edition, version, build, patch level, architecture and host operating system.	Microsoft SQL Server 2019 (RTM-CU32-GDR) ... 15.0.4490.9 (X64) ... Developer Edition (64-bit)

The DB Server line is worth reading in full: It carries the cumulative update and GDR patch level, the edition and the host operating system — all of which matter for compatibility questions. Copy the whole string rather than just “SQL Server 2019”.

6. Licensing

The Licensing tab holds the installation key and the licence entitlements. It has two panes: Installation Key at the top, and a scrollable License Info pane beneath it.

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STARLIMS Quality Manufacturing Solution

QM12.5.2

STARLIMS INFORMATION

HTML CLIENT ENVIRONMENT

SERVER ENVIRONMENT

LICENSING

STARLIMS

Installation Key:

License Info:

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Figure 6 — LICENSING tab — Installation Key and the first part of License Info (company, zone and user entitlements). Values are redacted in this document.

Scrolling the License Info pane reveals the licensed modules and their date limits.

ABOUT



STARLIMS Quality Manufacturing Solution

QM12.5.2



STARLIMS INFORMATION

HTML CLIENT ENVIRONMENT

SERVER ENVIRONMENT

LICENSING

Installation Key:



License Info:



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Figure 7 — LICENSING tab — License Info scrolled to the module entitlements and their date limits. Values are redacted in this document.

Field	What it reports
Installation Key	The long hexadecimal key that identifies this installation. Support may ask for it when issuing or troubleshooting a licence.
Company Name	The company the licence was issued to.
Zone name / Zone Start / Zone End	The licensed zone and its range.
Regular Users / Limited Users / Portal Users / Batch Users	The number of each user type the licence permits — for example a fixed count, or Unlimited.
Module entitlements (for example SL-AAP, SL-AAA)	The licensed modules, each with its permitted quantity and a Date Limit, which reads No Limit for a perpetual entitlement.

Handle the installation key with care: The installation key and licence details identify your installation. Redact them, as they are in this document, before sharing a screenshot anywhere the wider world can see it. Send them to STARLIMS Support only through your support ticket.

7. Copying everything at once — About Summary

Rather than screenshotting each tab in turn, use the copy button at the bottom left of the About dialog. It opens the ABOUT SUMMARY window, which gathers every value from all four tabs into one block of text ready to paste.

1. Open the About dialog (Ctrl+F6).
2. Click the copy button at the bottom left, below the copyright notice — the small blue icon arrowed in Figure 7.
3. The ABOUT SUMMARY window opens with the prompt “Please copy the information below.” Select the text, copy it, then click OK.

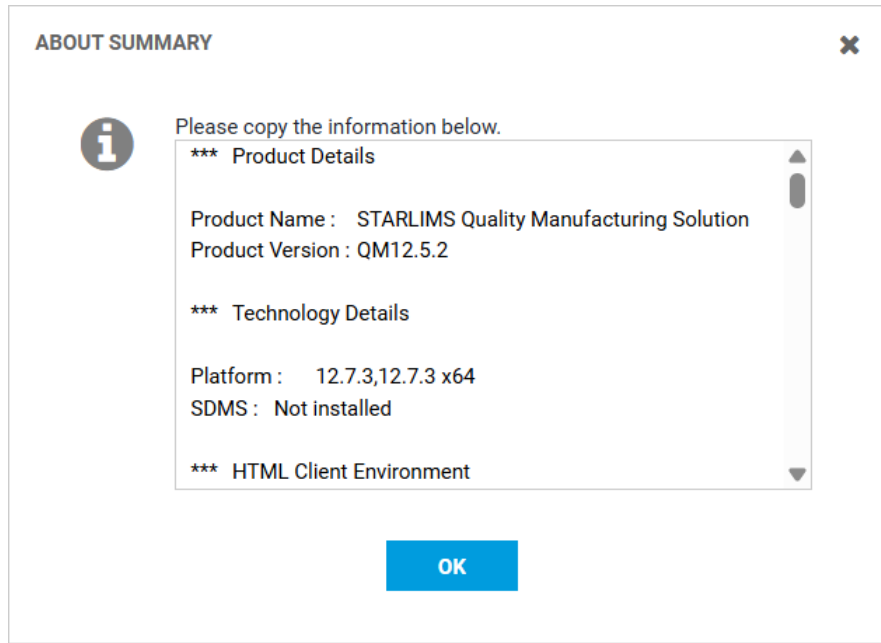


Figure 8 — The ABOUT SUMMARY window — all four tabs collected as plain text, grouped under *** headings.

The summary is organised under the same headings as the dialog tabs:

- *** Product Details — Product Name, Product Version
- *** Technology Details — Platform, SDMS
- *** HTML Client Environment — operating system, Ext JS, browser, user agent
- *** Server Environment — operating system, .NET Framework, web server, DB server
- *** Licensing — installation key and licence information

Why this is the preferred method: The summary is text, so nothing is lost to image compression or cropping, Support can search it, and you cannot accidentally omit a tab. Paste it into the ticket and attach screenshots only if asked.

8. What to send to Support

When raising a ticket, include the following. The About Summary from Section 7 covers all of it in one paste.

Information	Where it comes from
Product name and product version	STARLIMS Information tab — Section 3
Technology Platform version and architecture	STARLIMS Information tab — Section 3
SDMS version, if installed	STARLIMS Information tab — Section 3
Browser, browser version and operating system of an	HTML Client Environment tab — Section 4

affected user	
Application server operating system, .NET and web server	Server Environment tab — Section 5
Full database server banner	Server Environment tab — Section 5
Licence entitlements, and the installation key if asked for	Licensing tab — Section 6
The site and user the problem was seen on	Shown in the client title bar / your session

Before you attach a screenshot: Check whether it shows the installation key or licence detail (Section 6). Send those through the support ticket rather than by any route that is publicly visible.

9. Field reference

Every field in the v12 About dialog, by tab.

Tab	Fields
STARLIMS Information	Product Name; Product Version; Platform; SDMS
HTML Client Environment	Operating System; Ext JS; Browser; User Agent
Server Environment	Operating System; .NET Framework; Web Server; DB Server
Licensing	Installation Key; License Info — Company Name, Zone name, Zone Start, Zone End, Regular Users, Limited Users, Portal Users, Batch Users, and the module entitlements with their date limits
Every tab	Product name and version in the header; copyright notice; www.starlims.com link; copy button (opens About Summary)

This document supersedes, for v12 systems, the v10 guidance in “Retrieving_System_Info_STARLIMS_v10_Rev_1.0” attached to the STARLIMS Support article “Retrieving STARLIMS System and Version Information”. In v10 the same information had to be gathered from several places; in v12 the About dialog reports all of it.