

Topic: Switch Manager May Display Incorrect Version Information
Component(s) Affected: Switch Manager
Date: December 16, 2005

OVERVIEW / ENVIRONMENT

A common installation error results in Switch Manager displaying incorrect version information.

DETAILED DESCRIPTION

All versions of Switch Manager require the removal of previous versions via the **Add/Remove Programs** Control Panel. When this is not done, the Setup application attempts to remove the old Switch Manager installations, but not all components are completely removed.

When this occurs, two problems with the new installation become immediately obvious when the new installation of Switch Manager is started for the first time:

- The Switch Manager version number displayed in the Internet Explorer title bar does not correctly reflect the Switch Manager version you just installed.
- Some of the menu items in the left-hand menu pane are missing, and these functions are not available for use.

Continued use of this Switch Manager installation may cause indeterminate results.

RESOLUTION

Verify the installed version of Switch Manager by selecting the **About** button in the Switch Manager menu bar. A dialog box is displayed that correctly shows the installed version. If the major version (the first two digits) in the dialog box differs from the version reported in the Internet Explorer title bar, Switch Manager has been installed incorrectly and must be reinstalled.

Remove all previous versions of Switch Manager using the **Add/Remove Programs** Control Panel, and then reinstall Switch Manager. Component applications are unaffected.

For more information, please contact ClearCube technical support.

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