Support and Troubleshooting

Check version details and collect the information needed to request Muhasib support.

- Check the Installed Muhasib Version and Database Revision
- Request Muhasib Support

Check the Installed Muhasib Version and Database Revision

How to Check the Installed Muhasib Version and Database Revision in Muhasib ERP

Overview

This guide will help you collect the application and database identifiers needed for upgrade checks and support.

These values identify the running application and connected database more reliably than installer filenames or old screenshots. Designer placeholders may differ from system-generated values.

Who can do this

You need access to Use requires the rights and business authority described by the workflow. Database, licence, user, company, or system changes require the responsible administrator.

Before you start

Confirm the intended workstation, database, company/workspace, user or subscription context, and preserve any in-progress work before proceeding.

> Before saving, check that the correct company is open and that you have permission to complete this task.

Where to find it

Follow the launch, wizard, login, company-selection, Back Office, or power path described in the procedure; the available starting screen depends on current installation state.

Check the Installed Muhasib Version and Database Revision

Step 1: In Back Office, open About

Step 2: Record the displayed Product Name

Step 3: Record Version and build information exactly as shown

Step 4: Record Licence Type or plan without copying private tokens/IDs

Step 5: Record the Database Revision

Step 6: Close About without changing settings

Check your work

Make sure the values are legible and that the selected company/database is the one experiencing the issue.

> Take a moment to check your work before closing the window. This small check can save time later.

If something goes wrong

If the expected result is not shown, stop repeated attempts, check the active database/workspace/user/licence context, preserve the exact message, and follow the related

recovery article.

Related guides

- Request Muhasib Support
- Resolve a Muhasib Startup Interruption
- Create and Verify a Manual Backup
- Version, Build, Database Revision, and Release Notes Reference

What to do next

> **Request Muhasib Support**.

Request Muhasib Support

How to Request Muhasib Support in Muhasib ERP

Overview

This guide will help you provide enough sanitized context for Muhasib support to investigate an issue efficiently.

Muhasib advances to the next allowed lifecycle state or preserves the current state for safe diagnosis; the verification section identifies the expected result.

Who can do this

You need access to Use requires the rights and business authority described by the workflow. Database, licence, user, company, or system changes require the responsible administrator.

Before you start

Reproduce the issue only when safe. Do not repeat financial, inventory, tax, synchronization, restore, or licence-transfer actions merely to capture evidence.

> Before saving, check that the correct company is open and that you have permission to complete this task.

Where to find it

Follow the launch, wizard, login, company-selection, Back Office, or power path described in the procedure; the available starting screen depends on current installation state.

Request Muhasib Support

Step 1: Open the supported Request Support workflow

Step 2: Enter a concise outcome-based subject

Step 3: Describe the steps, expected result, actual result, and business impact

Step 4: Attach only approved sanitized screenshots or logs

Step 5: Remove passwords, SQL connection strings, portal tokens, tax credentials, customer

Remove passwords, SQL connection strings, portal tokens, tax credentials, customer data, and payment information.

Step 6: Submit once and retain the resulting reference when available

Check your work

Confirm submission or record the approved alternate support channel. Preserve the reference and avoid duplicate requests.

> Take a moment to check your work before closing the window. This small check can save time later.

If something goes wrong

If the expected result is not shown, stop repeated attempts, check the active database/workspace/user/licence context, preserve the exact message, and follow the related recovery article.

Related guides

- Check the Installed Muhasib Version and Database Revision
- Resolve a Muhasib Startup Interruption

- Configure Diagnostic Logging Safely
- Data Safety, Privacy, Backup, and External-Effects Reference

What to do next

> **Check the Installed Muhasib Version and Database Revision**.