Table Of Contents

How to check the model and build version of your IronKey device.

Knowing your IronKey build version can be helpful in troubleshooting issues, as certain versions have different behaviors and features. This article describes the different methods used to check which device you have. Submitting this information with your initial Technical Support inquiry will help the assigned engineer troubleshoot faster and more accurately.

The most important information to look for is:

- Device build number: This is also referred to as "version".
- Device model: This will be Basic, Personal, or Enterprise and will be S100, S200, D200, S250, D250, S1000, H300, and H350.
- Operating System: This will be the operating system of the computer your IronKey is currently plugged into.

I. DISPLAY THE DEVICE INFO WITHIN THE IRONKEY UNLOCKER WINDOW.

A. This method is available for IronKey S100/S200/D200 device models and requires the device to remain locked. This method can be used when the IronKey device cannot be unlocked due to a lost password and/or other severe errors.

1. Insert the IronKey and launch the Unlocker Window. Do not unlock the IronKey.

2. Turn on Caps Lock by pressing on the "Caps Lock" button on your keyboard. If the "Caps Lock is On…" message appears, please clear the message; otherwise, continue to the next step.

3. Right click on the IronKey logo in the Unlocker Window to view details about your device. You may need to minimize the IronKey Unlocker Windows and then re-launch the application from the Windows taskbar and/or Windows hidden icons.

   Here is an example of the configuration window prompt that will appear:

   CD [E]; Secure [F]
   Serial Number: 0000000
   Build: 2.0.8.0 [FW: 1.3.9] Nov 13 2010
   Model: Enterprise; AdWin: Yes

   *The information within this file will vary for each device.

B. This method is available for all IronKey S250/D250/S1000/H300/H350 device models and requires the device to remain locked.

1. Insert the IronKey and launch the Unlocker Window. Do not unlock the IronKey.

2. Hold the "Ctrl" button on your keyboard and click on the IronKey logo to view details about your device.

Here are two examples of the configuration window prompt that will appear:

```
Secure [F]
CD [E]

Serial Number: 00000000
Build: 3.5.0.0 [FW: 4.0.5] Jul 29 2015
Model: Enterprise; AdWin: Yes
```

 OR

Model: Basic S1000 32 GB

Serial Number: 00000000

Software Version: 5.0.0.0

Firmware Version: 3.0.5

Release Date: Jan 30 2015

Secure Files: F Drive

Unlocker: E Drive

Operating System: Windows 7 Pro SP1 | Windows Admin

*The information within this file will vary for each device.

II. DISPLAY THE DEVICE INFO WITHIN THE IRONKEY CONTROL PANEL.

A. This method is available for IronKey S100/S200/D200 device models and requires the device to be unlocked.

1. Insert and unlock the IronKey.
2. Turn on Caps Lock by pressing on the "Caps Lock" button on your keyboard.
3. Click on the IronKey logo on the Control Panel to view your device build and model details.

   Here is an example of the configuration window prompt that will appear:

   ```
   CD [E]; Secure [F]
   Serial Number: 0000000
   Build: 2.5.3.0 [FW: 2.0.13] Dec 9 2013
   Model: Personal; AdWin: Yes
   ```

   *The information within this file will vary for each build.

B. This method is available for all IronKey S250/D250/S1000/H300/H350 device models and requires the device to be unlocked.

1. Insert and unlock the IronKey.
2. Hold the "Ctrl" button on your keyboard and click on the IronKey logo on the Control Panel to view your device build and model details.
3. Here are two examples of the configuration window prompt that will appear:

   ```
   Secure [F]
   CD [E]
   ```

Serial Number: 00000000
Build: 3.5.0.0 [FW: 4.0.5] Jul 29 2015
Model: Enterprise; AdWin: Yes

 OR

Model: Enterprise H350 1.0 TB

Serial Number: 00000000

Software Version: 5.1.0.0

Firmware Version: 1.0.0

Release Date: 4/17/2015

Secure Files: F Drive

Unlocker: E Drive

Operating System: Windows 10 Ent | Windows Admin

 *The information within this file will vary for each device.

III. DISPLAY THE DEVICE INFO WITHIN THE ABOUT IRONKEY/ DEVICE INFO MENU.

You can easily send this information to Technical Support by copying the detail information about your device to the clipboard. Use the "Copy" button near the top-right corner of the window and then paste it into the web support request and/or email message.

A. This method is available for IronKey S100/S200/D200 device models that are at software version 2.0 and greater. The About IronKey menu will display detailed information about your IronKey device.

1. Insert and unlock the IronKey.
2. In the IronKey Control Panel, click Settings in the left sidebar.
3. Click About IronKey in the left sidebar. This will display your IronKey device model number, serial number, software and firmware version, secure files drive, and operating system.

*This menu item exists on pre-2.0 devices but clicking the button will open a web browser and take you to the http://www.ironkey.com/.

B. This method is available for all IronKey S250/D250/S1000/H300/H350 device models. The Device Info menu will display detailed information about your IronKey device.

1. Insert and unlock the IronKey.
2. In the IronKey Control Panel click the "Settings" icon on the menu bar.
3. Click Device Info in the left sidebar. The About This Device section includes the following details about your device: model number, serial number, software and firmware version, secure files drive, and operating system plus system administrative privileges.

IV. DISPLAY THE DEVICE INFO WITHIN THE BUILDINFO TEXT/XML FILE.

This method is universal for all IronKey devices regardless of its model. You can open this Text/XML document located on the "IronKey Unlocker" drive (read-only partition). This method can be used when the IronKey device cannot be unlocked due to a lost password and/or other severe errors.

1. Insert and do not unlock the IronKey.
2. Open "My Computer" (XP) or "Computer" (Vista/7) or "File Explorer > This PC" (8/10).
3. Right-click the drive labeled "IronKey Unlocker" and select "Open".
4. Open the "WINDOWS" folder.
5. Open the "buildinfo.txt/buildinfo.xml" file to see the device build number and model.

Here are three examples:

Wed 07/29/2015
11:23 AM
Build number is 154
SVN 7205

OR

Tue 05/26/2009
04:42 PM
cyprus release
SVN 27506
Build number is 448c
cyprus
Mode = release
Type = enterprise

OR

<?xml version="1.0" encoding="UTF-8"?>
<build_info version="1">

        <date>12/09/2013</date>
        <time>11:45 AM</time>
        <build_target>release</build_target>
        <svn_revision>45323</svn_revision>
        <build_number>898</build_number>
        <codename>Dolomites</codename>
        <environment>Production</environment>
        <major>2</major>
        <minor>5</minor>
        <update_version>54</update_version>
        <patch_version>3</patch_version>
        <package_version>0</package_version>
        <structure_version>1</structure_version>

</build_info>

*The information within this file will vary for each device.

**You may also verify the device model on pre-2.0 devices by looking at the title of the IronKey User Guide in the root directory of the "IronKey Unlocker" CD Volume.