

SofTrack

Enterprise Software Audit and Control Platform



Evaluator's Guide

INTEGRITY
Software

SofTrack Evaluator's Guide

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Welcome to SofTrack®

Thank you for considering SofTrack® to satisfy your enterprise software audit, control, metering and license compliance requirements. When you use SofTrack's enterprise platform you quickly gain control of your software acquisition and maintenance expenditures while reducing your risk of copyright infringement.

Features and Benefits

- **Quickly identify the number of workstations where software is installed and is not used.**

SofTrack's smart inventory function will quickly identify (usually less than 10 seconds per workstation) the applications installed on each of your workstations and then via its patent-pending technology derive those applications' EXE files. Next, via our local workstation agent, use of those EXE files is tracked yielding a report of where software is installed and used and not used.

By knowing where software is installed and in-use, you gain control over your software license expenditures. Now you can renew or upgrade just those software licenses that are actually used and uninstall those that are unused.

And, if you find that you have more copies of the software installed than you have purchased licenses for, SofTrack's smart inventory can help you avoid a copyright infringement lawsuit, with fines as up to \$150,000 per infringement^{1,2}, by identifying where the software is installed and in-use. This allows you to decide whether you need to purchase more licenses or uninstall unused copies of the software.

- **Quickly identify hardware details of your workstations.**

SofTrack's Quick Inventory will provide critical hardware details for each workstation.

- **Quickly identify Windows Hotfixes and pre-support pack modules installed on each workstation.**

SofTrack's Quick Inventory reveals whether or not specific Windows patches are present on your workstations. Extend your patch management with reports of Hotfixes and pre-support packs that are already present and follow up to see if required patches have been applied.

- **Remotely collect hardware and software installation data from disconnected workstations.**

SofTrack's Quick Inventory Agent can easily be used to collect data from workstations that are not connected to your network. This gives you the ability to include laptops and other disconnected workstations in your inventory reports. This feature is quickly and easily implemented.

- **Comprehensively track changes to hardware and software configurations at your workstations.**

The SofTrack Quick Inventory Server Agent processes inventory records in real time to produce a comprehensive change log. The change log is directly rendered in CSV, comma-separated value format ("data", "data", "data"). This means you can be immediately aware of hardware changes as the server agent receives inventory records.

- **Prohibit unauthorized application installations.**

SofTrack's local workstation agent can be configured to disallow creation or modification of .EXE files by any means. Because this agent works at the system level it can deny creation and changes to .EXE files by any application. This even prevents viruses from creating or modifying applications. And, this means your users will no longer be able to install applications without your approval. This limits your exposure to copyright infringement lawsuits, with fines as up to \$150,000 per infringement 1, 2, due to over installation of licensed software.

When you lockdown unauthorized application installation you gain control over what software is installed. This has the added benefit of reducing calls to your helpdesk for problems related to unauthorized software installations.

If your environment includes persons creating .EXE files, for instance, university students in a computer science course, the local workstation agent can be configured to allow creation of .EXE files by selected processes while disallowing all other .EXE creations or modifications.

- **Receive up-to-the minute reports of .EXE file creation or modification.**

SofTrack's local workstation agent can be configured to track all .EXE file creation and modification. This gives you the power to quickly know when executable files are being added or changed.

- **Discover every application launched.**

SofTrack's local workstation agent can be configured to track every .EXE file launched. This allows you to know what software your users are working with, and can even be referred to by your helpdesk staff to know what your users were doing before calling the helpdesk.

- **Software Metering**

SofTrack provides world-class active and passive software metering for all your applications, custom and commercial. Benefits include: idle detection and optional termination; timekeeping prompting for billing individual application use; sharing of licenses throughout your enterprise; and, full reporting of metered software use.

- **Audit every page requested by Internet Explorer.**

SofTrack's local workstation agent can be used to track every web page requested by Microsoft's® Internet Explorer. This tracking is unrestricted meaning it watches every action including those considered "local" that do not go through your firewall. When you combine this audit option with application launch, file open and file create tracking, you will have a very good idea of how your users are spending their time.

- **Audit every file opened and every file created including the requesting process.**

SofTrack's local workstation agent can be configured to record every file opened regardless of the process used to open the file.

The local agent can also track every file created including the process that created the file and can even detect when a file is being copied!

- **Deny internet browsing via Internet Explorer while continuing to allow local access.**

SofTrack's local workstation agent can be configured to block all web browsing via Internet Explorer while allowing local access. Local access includes opening of files on the local machine and access to any non-routable TCP/IP address (10.,172.16, 192.168, etc.).

1) Under U.S. Copyright Law, damages can include both actual damages due to unlicensed use of software, profits attributable to use of said unlicensed software and statutory damages of up to \$150,000 for each software application copied and a jail sentence of up to 5 years for company directors.

2) Under U.K Copyright Law, there is no limit on the penalty for use of unlicensed software and includes the possibility of a jail sentence of up to 10 years for company directors.

About This Guide

This evaluator's guide has been specifically designed to help you quickly install and being using SofTrack. In most situations, your initial installation of SofTrack should be completed in **less than one hour**. This guide does not replace the complete product manual. The following are the complete product manual links:

SofTrack for Windows servers, complete manual:

http://www.softwaremetering.com/outgoing/stnt_manual.pdf

SofTrack for NetWare servers, complete manual:

http://www.softwaremetering.com/outgoing/stnw_manual.pdf

Contacting Technical Support

Free and unlimited technical support is available during your evaluation. If you have any trouble during your evaluation, please contact our Senior Support Engineers via email or telephone.

Email: support@softwaremetering.com

Phone: (512) 372-8991 x611

Technical Support is provided 7:15am through 6:00pm U.S. Central Time.

Before You Begin

- The SofTrack Evaluation is the *same* as the purchased version. The only difference between the evaluation and purchased versions of SofTrack is the *license key* or *token* we provide to you. Thus, if you install the SofTrack evaluation in a production environment and choose to continue using SofTrack you can do so without having to reinstall or reconfigure. All you need to do is install the purchased token. And, all the data SofTrack has acquired during the evaluation will remain available after purchase.
- **Please print out this guide!**

It is **very important** to have this guide available while you work through this evaluation. If any problems occur, our technical support staff will need to know where your experience was different from **this guide!**

- We recommend you have at least three computers in your test environment:
 - One server
 - One user workstation
 - One Administrator workstation
- You **must** log on to the server as the Administrator or equivalent

The initial installation of the SofTrack requires your logon to have *full* administrative privileges. Please note that you may evaluate SofTrack on a production network or on a test network.

If you are evaluating SofTrack in a Windows environment, SofTrack does require administrator privileges at the server to install the SofTrack Server agent, it is a kernel driver, and to update the server's registry.

If you are evaluating SofTrack in a NetWare environment, SofTrack does require root eDirectory/NDS privileges to the Tree to extend the schema. It takes less than five minutes to run this portion of the evaluation; this is important to know if you need to involve the Tree's root administrator.

- You **must** have an "Evaluation Token"

A *license key* or *token* is used to enable the evaluation version of SofTrack. Our support department will issue you an evaluation token.

⊕ **NOTE:** SofTrack will not work without this evaluation token.

When you install the evaluation token, SofTrack will provide **complete functionality** allowing you to test all of SofTrack's features. When the evaluation token expires (it is set to expire 30 days from the date we deliver the token to you and not 30 days from when you install it), SofTrack will cease to function. However, complete functionality will be restored by adding a purchased token to your SofTrack evaluation system thereby leveraging your initial work of installing the product.

- When evaluating SofTrack for Windows, you **must** create a *shared* directory on the server

We strongly suggest creating a shared directory on your Windows Server in advance. The shared directory you create will be used to store the log files generated by SofTrack during your evaluation. The permissions assigned to the share should be limited to ADMINISTRATOR access. During SofTrack's installation process a list of available server-based shares will be presented for you to choose from. The share may be named whatever you find relevant. You will find in our examples that we use the share name "SOFTRACK".

Common Terms

SofTrack has specific terms used to describe its functions and attributes. In many cases, you might be familiar with a term but not with the way the term applies to SofTrack. Use the following definitions as a quick reference to help you if any section of this guide is confusing:

- **Token** – An activation file for the SofTrack program. *Without a token, SofTrack will not function.* A time limited evaluation token is supplied with the evaluation version of SofTrack and may be replaced at any time with a purchased token.
- **License Profile** – A rule set created by the administrator (you) to define how SofTrack should deal with a monitored application. The License Profile contains information such as how many concurrent instances are allowed, which users are allowed to use the application, and so on.
- **SSA** (SofTrack Server Agent) The SofTrack Server Agent is installed at the server and is responsible for directing LWA activities, monitoring, logging and enforcing rules you define with SOFTRACK.EXE.
- **QIA** (Quick Inventory Agent) The SofTrack Quick Inventory Agent is a small software module that can be run via a Login Script or via the “Run” registry key. This Agent is responsible for collecting all hardware and software inventory data and then transmitting that data to a designated server that hosts the SSA. [For workstations that are disconnected from the network, the QIA provides an output file that can be emailed.](#) Upon receiving “remote” inventory data files via email (or other means), the Administrator need only copy the received file to the Computers folder in the shared path defined during installation.
- **LWA** (Local Windows Agent) The SofTrack Local Windows Agent is a small software component that is loaded at each user’s workstation to report and control software use activities occurring at each workstation.
- **LMA** (Local Macintosh Agent) The SofTrack Local Macintosh Agent is a small software component that is loaded at each Macintosh workstation to report and control software use activities occurring at each workstation.
- **Metered Application** – Any application that SofTrack is monitoring via a License Profile. For instance, CALC.EXE.
- **Audit** – Gather information about an application for tracking, trend analysis and usage enforcement.

Initial SofTrack Setup

Download SofTrack from the following link:

http://www.softwaremetering.com/outgoing/softrack_full.zip

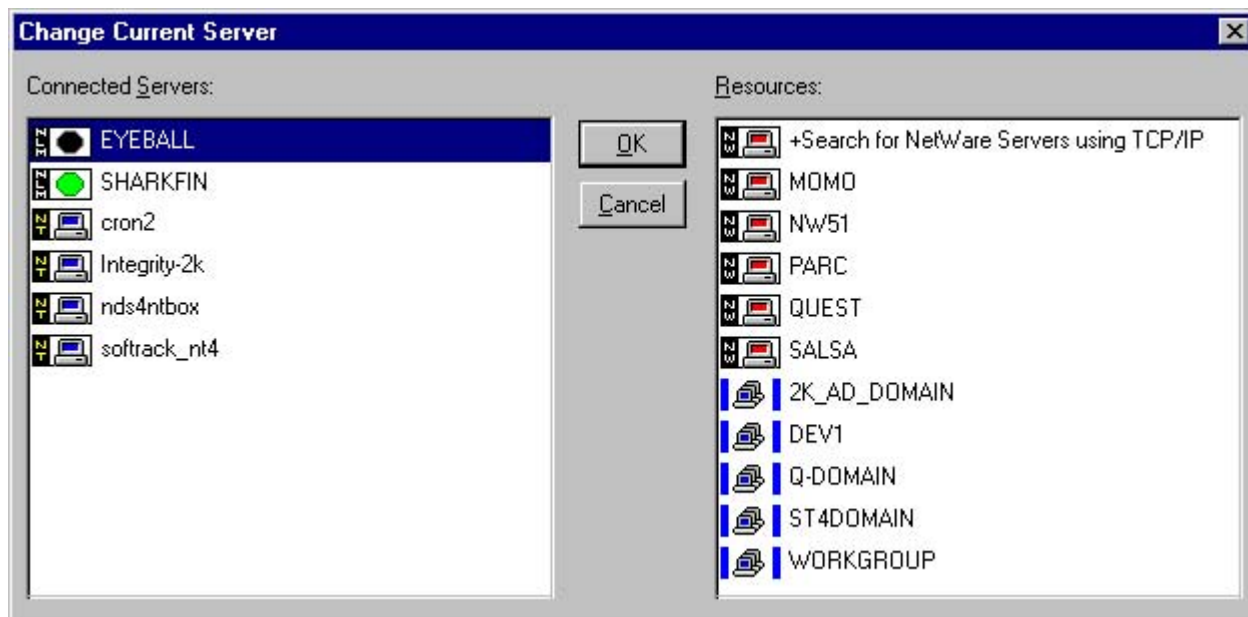
and extract the download with directory names intact to a new directory on your local workstation.

DO NOT RUN the evaluation from within the “zip file viewer”. While this is technically possible it can result in some abnormal behavior during your evaluation. The abnormal behavior we most often experience is the sudden shutdown of SOFTRACK.EXE, it literally disappears from the screen. Therefore, please extract the download zip file to a **new directory on your local workstation** – you can also extract the download zip file to a remote directory located on another workstation or server.

To begin your installation open SETUP.EXE. The following window will appear:



Click **Open the SofTrack Administrator**. When launched, the SofTrack Administrator application (SOFTRACK.EXE) will either connect to your current *default* NetWare server or it will gather a list of known Windows servers, workgroups and domains (this may take a few moments). When complete, you will be prompted for which server you would like to connect.. You can browse through the available resources on the right hand pane or, if your server is listed, simply select the server in the left pane and click "OK".



TIP You can configure SOFTRACK.EXE to immediately connect with the server of your choice via one of the following command line parameters:

SOFTRACK /ntrunhere

This option will automatically connect to the current machine, this is useful when using SOFTRACK.EXE directly on the server.

SOFTRACK /nt server_name

This option will automatically attempt to connect to the specified Windows server.

SOFTRACK /nw server_name

This option will automatically attempt to connect to the specified NetWare server.

IMPORTANT: Do not use SOFTRACK.EXE from within a Thin Client session; it will not function properly.

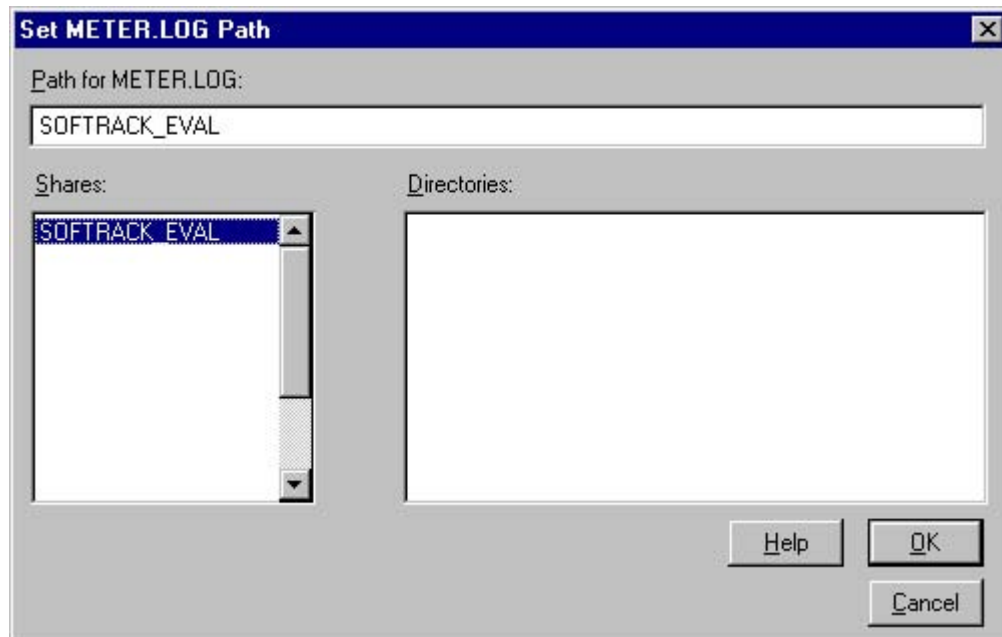
Setting the METER.LOG path

After you select the server to use, the following is displayed:



TIP If your installation is to a NetWare server you will not receive this prompt; instead the path for METER.LOG will default to SYS:SYSTEM. You can change this default via the Administration menu within SOFTRACK.EXE

Please click OK and on the screen that follows, choose the share you created in the **Before you begin** section. Again, we recommend that the share is accessible *only to administrators*. Here we have selected the share named SOFTRACK_EVAL.



⊕ **NOTE:** The METER.LOG path is used to store the following files and sub-directories:

- **METER.LOG and METER.* (files)**
 - ◀ Used to store each use of a metered application
 - ◀ Requires approximately 50 bytes for each metered use
 - ◀ Can be automatically archived
- **TIMEKEEP.CSV (file)**
 - ◀ Used to store each timekeeping record (part of metered application definition)
 - ◀ Requires approximately 50 bytes for each record
 - ◀ Is stored in CSV format for easy importing to other processes such as spreadsheets or databases
 - ◀ Can be manually archived via SOFTTRACK.EXE
- **ALERTEXE (file)**
 - ◀ Used to store data related to the creation or modification of EXE/COM files
 - ◀ Requires approximately 80 bytes for each record
 - ◀ Must be defined in SOFTTRACK.EXE under Administration / SofTrack Server Agent Options
 - ◀ Requires use of the SofTrack Local Workstation Agent
 - ◀ Is stored in CSV format for each importing to other processes such as spreadsheets or databases
 - ◀ Can be manually archived via SOFTTRACK.EXE
- **QI_CHG.LOG (file)**
 - ◀ Used to store each inventory change record (except changes to TCP/IP addresses)
 - ◀ Is stored in CSV format for easy importing to other processes such as spreadsheets or databases
 - ◀ Can be reported, saved and purged via SOFTTRACK.EXE or QIAMIN.EXE

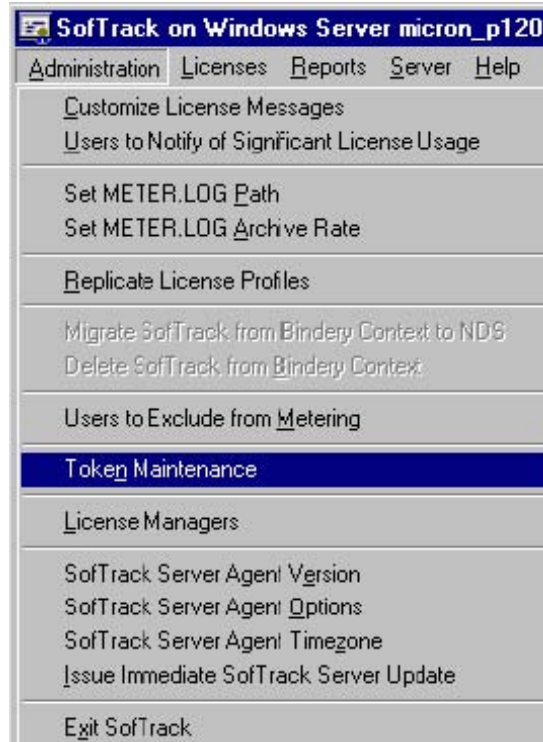
- **QI_CHGIP.LOG (file)**
 - ◀ Used to store each TCP/IP address change record
 - ◀ Is stored in CSV format for easy importing to other processes such as spreadsheets or databases
 - ◀ Can be reported, saved and purged via SOFTRACK.EXE or QIAMIN.EXE
- **Computers (sub-directory)**
 - ◀ This directory is automatically created by the SofTrack Server Agent
 - ◀ Is used to store inventory files from each workstation
 - ◀ Each file is for a specific workstation and requires from 2,000 to 100,000 bytes each
 - ◀ Files are in a proprietary binary format
 - ◀ Files do not require archiving; they are continually maintained by use of INVENTORY.EXE at each workstation
- **Audit (sub-directory)**
 - ◀ Used to store audit files from each workstation
 - ◀ Can require over 1MB per day per workstation
 - ◀ Must be defined in SOFTRACK.EXE under Administration / SofTrack Server Agent Options
 - ◀ Requires use of the SofTrack Local Workstation Agent
 - ◀ Files are stored in CSV format for each importing to other processes such as spreadsheets or databases
 - ◀ Can be manually archived via SOFTRACK.EXE

Installing Your Evaluation Token

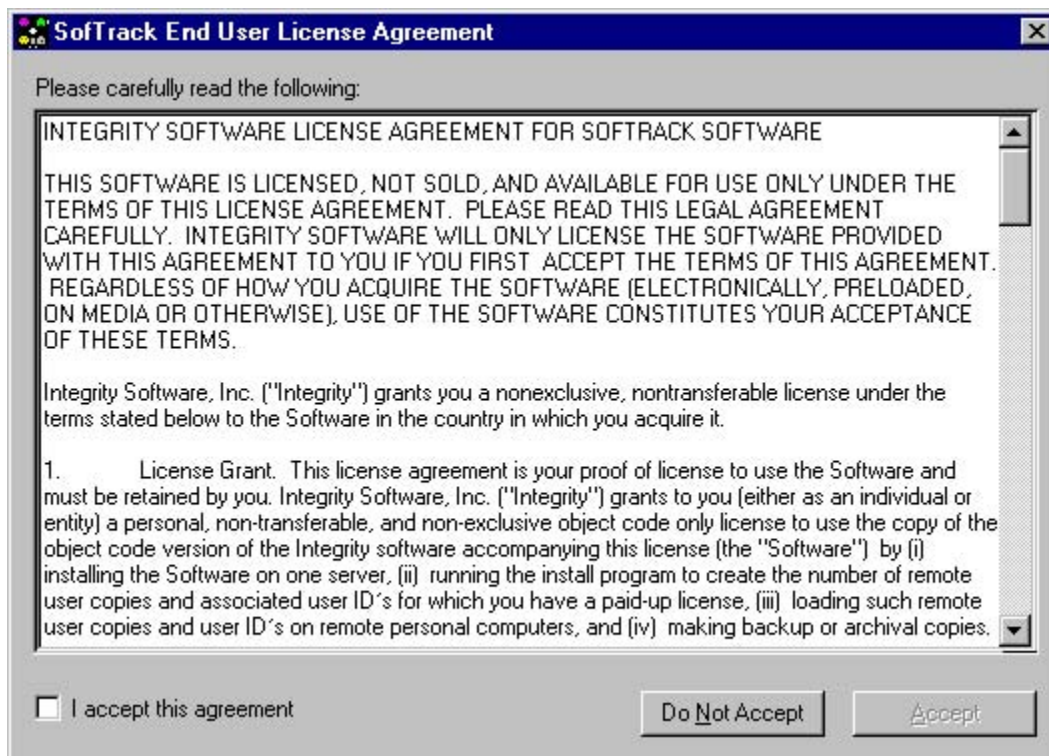
To evaluate SofTrack you must have valid evaluation token. We deliver your evaluation token via email. To use, please unzip the token.zip email attachment to a directory of your choice. We recommend the directory where SOFTRACK.EXE is located.

TIP The SofTrack Evaluation is the *same* as the purchased version. The only difference between the evaluation and purchased versions of SofTrack is the *license key or token* we provide to you. Thus, if you install the SofTrack evaluation in a production environment and choose to continue using SofTrack you can do so without having to reinstall or reconfigure. All you need to do is install the purchased token. And, all the data SofTrack has acquired during the evaluation will remain available after purchase.

To install the token, select **Administration** and choose **Token Maintenance** as shown:

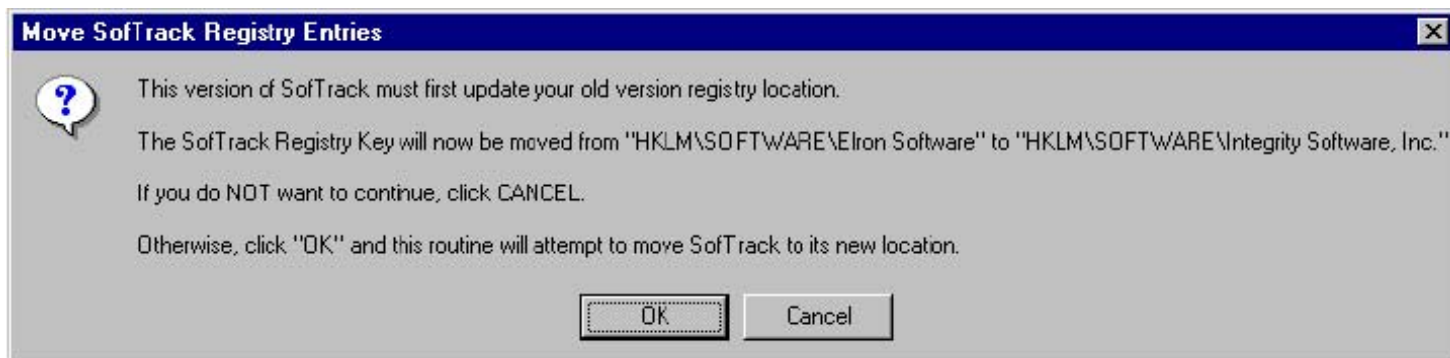


If this is the first time SofTrack has been installed, you will be presented with the following End User License Agreement:



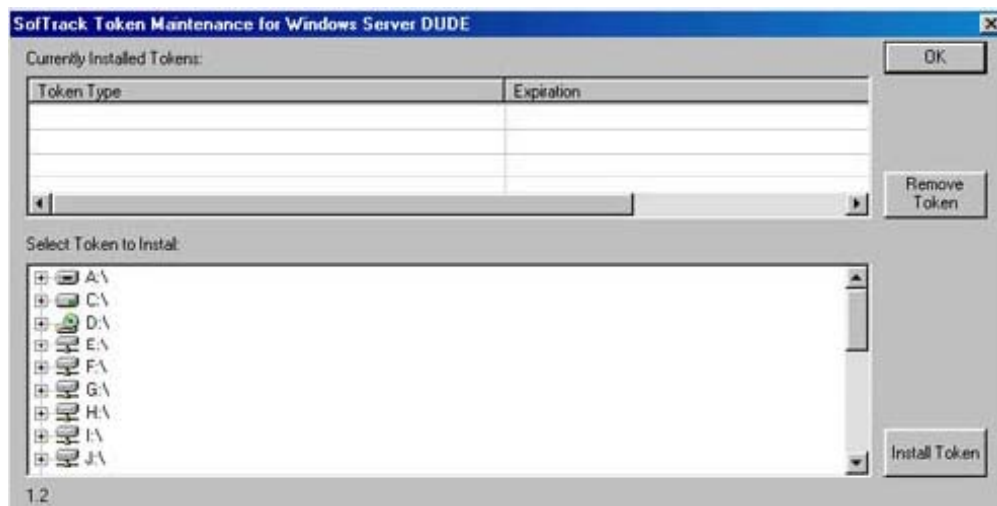
Read the agreement, which is also fully reproduced in the preface of the full product manuals (links in the [About This Guide](#) section). If you accept this agreement, click the checkbox as shown and then click the **Accept** button to continue. If you do not accept the agreement, SofTrack will not function.

If an older installation (prior to October 2001) of SofTrack for Windows NT is found, the following requestor will be presented:



When you click **OK**, this process will move the registry keys as noted. *No data will be lost*. All data is maintained even your previous log files. However, if you later attempt to use the older SOFTRACK.EXE it will no longer see any of the data because the registry key has been moved. Once the registry keys have been moved, you must only use the newer SOFTRACK.EXE.

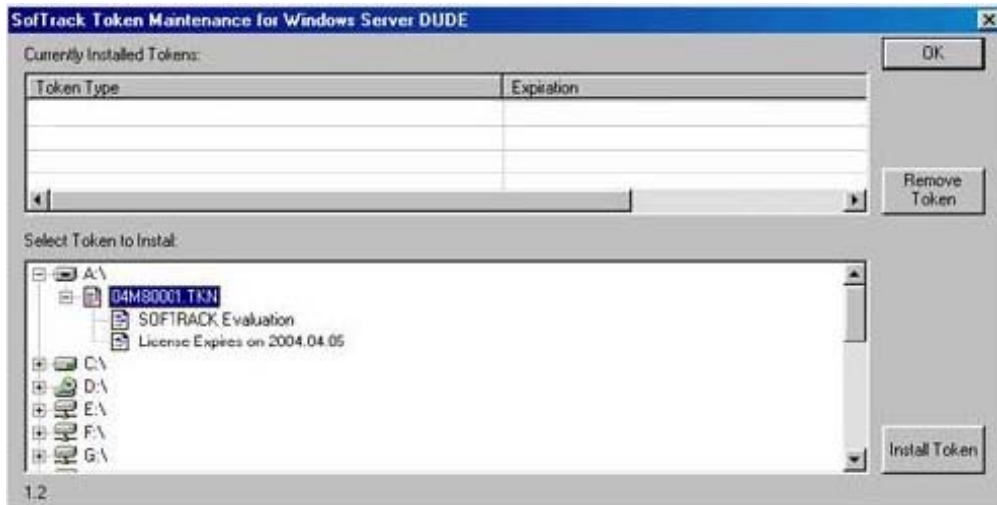
Once this step is complete (it should take less than five minutes), the following will appear:



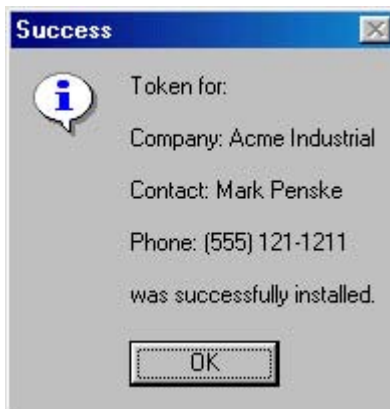
Use the bottom window to navigate to where you unzipped your token.

NOTE: If you did not receive an evaluation token or if your token is expired/invalid, contact support@softwaremetering.com for a new one.

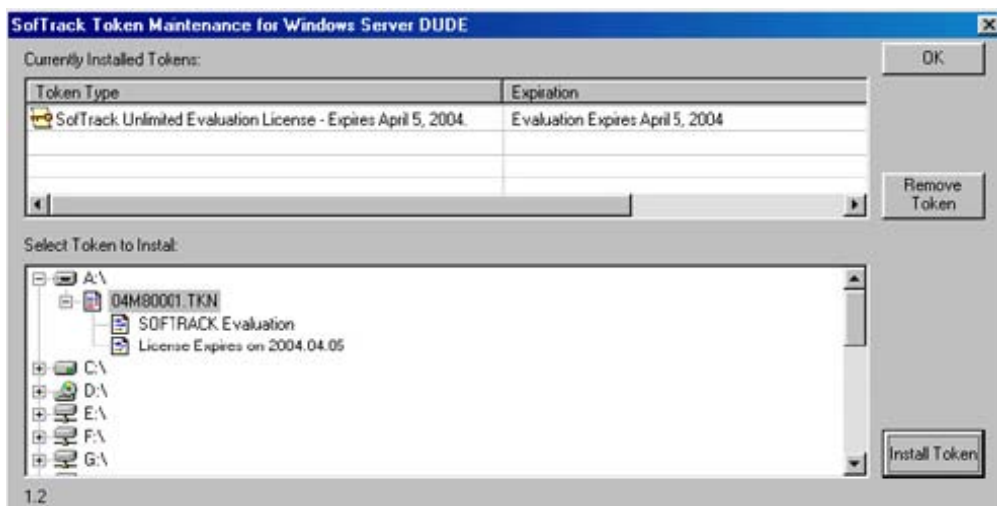
If you open your token you will be presented with some of its details:



Once you have selected your token, click **Install Token**. The following message will appear:



The window will be updated with the newly installed token data:

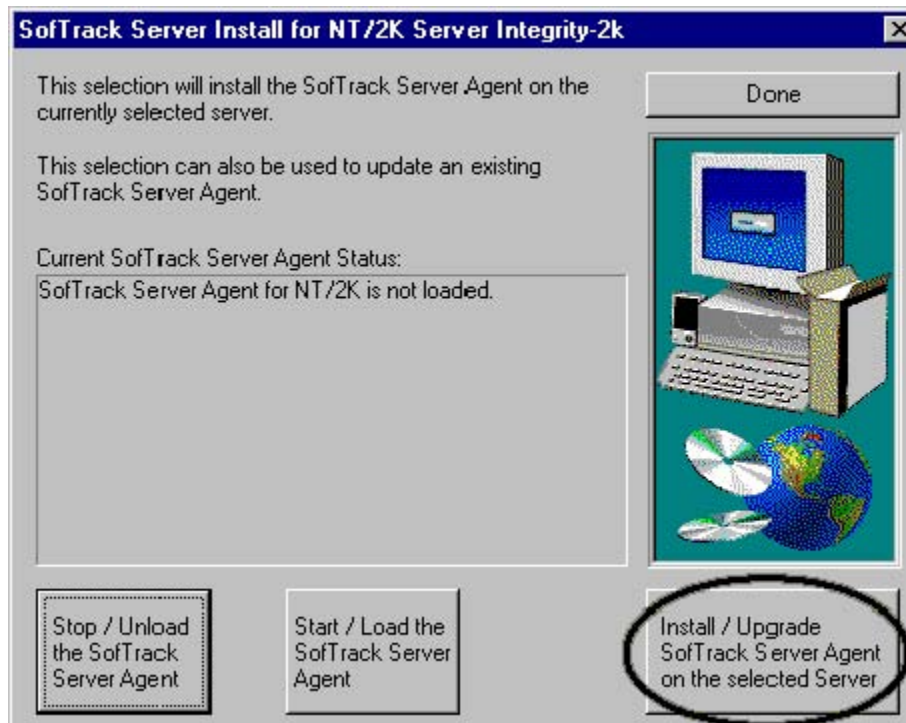


Installing the SofTrack Server Agent (SSA)

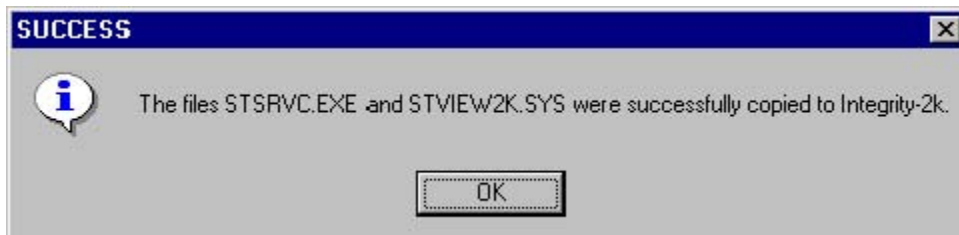
Once the token is installed, choose the **Install** button on the toolbar as shown:



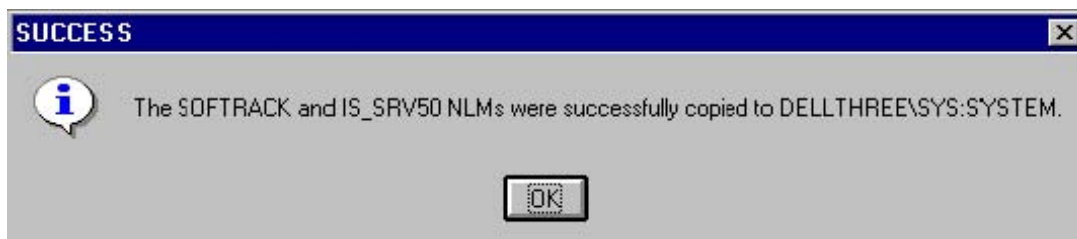
The following requestor will appear:



Select the Install / Upgrade button and the following requestor will appear:



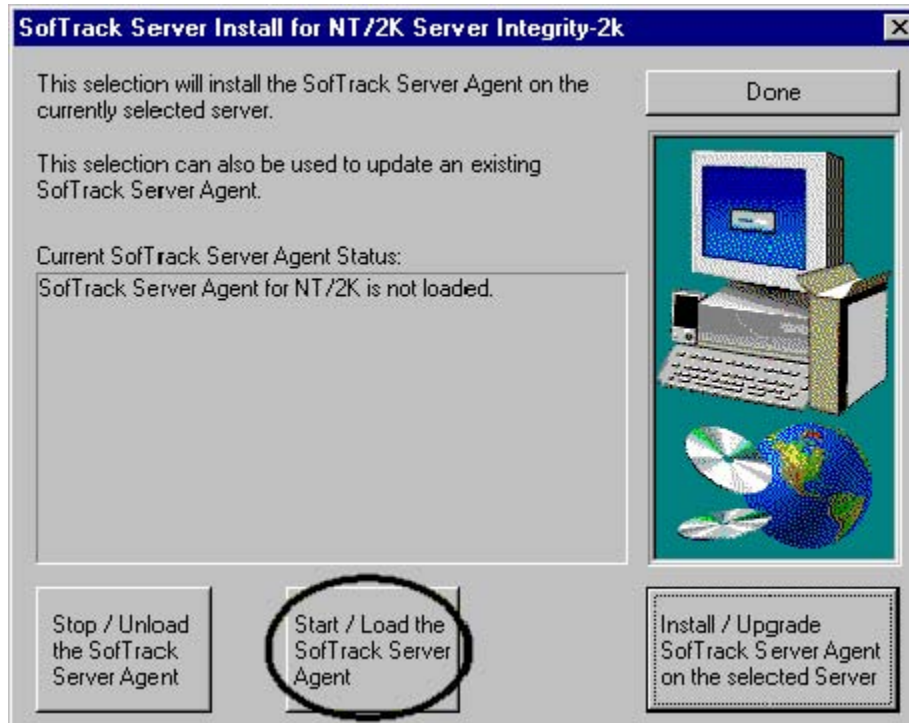
If the server is NetWare, you will receive a requestor similar to:



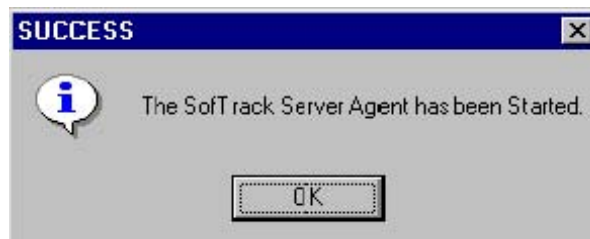
If the SofTrack Server Agent for Windows is already running you will see this prompt first:



To proceed, click **OK** and the SSA will be installed after the existing version is stopped. The SSA is now installed. To start, click the Start/Load button as shown:



The following requestor should be displayed:



Installing the Quick Inventory Agent (QIA)

After installing the SofTrack Server Agent you can use SofTrack to perform three functions:

- Inventory of workstations
 - Applications installed
 - Operating System configuration
 - Hardware configuration
- Inventory change tracking
- Active and/or Passive metering of application use of applications hosted by the server

The SofTrack provides Quick Inventory Agents for Windows-based workstations and Macintosh-based workstations.

This section will demonstrate how to install SofTrack's Quick Inventory Agent on Windows workstations.

See the [Metering Applications](#) section for details regarding metering of server-hosted application use.

Windows QIA

SofTrack's Quick Inventory Agent for Windows was created to quickly gather detailed information about each workstation in your environment. When run, INVENTORY.EXE will quickly (usually less than 10 seconds) gather the following data and transmit it to the SSA:

- Workstation name
- Description
- TCP/IP Address
- Windows Version
- Service Pack Level
- Last Reboot Time
- Time Zone Setting
- C: Drive Size
- C: Drive Free Space
- All Disks Installed, Size, Free, Format
- All Printers Installed, Port, Description, Location
- Physical RAM installed
- Type of RAM installed in Bank 1
- Type of RAM installed in Bank 2
- Type of RAM installed in Bank 3
- Type of RAM installed in Bank 4
- Machine Type (from Registry)
- BIOS Date and Revision
- Manufacturer
- Model Name
- Serial Number (assigned by Manufacturer)
- Internet Explorer version
- CPU 0 Vendor
- CPU 0 Type
- CPU 0 Speed in MHz
- CPU 1 Vendor
- CPU 1 Type
- CPU 1 Speed in MHz
- Network Adapters installed including Physical Address
- Applications Installed including Publisher, Version, Serial Number and Installation Date
- NetWare Client Version including Service Pack Level
- Default Windows Domain
- Default Logon Server
- Primary Windows User
- Primary NetWare User

⊕ **IMPORTANT:** If you will *also* be installing the SofTrack LWA please *skip* this section and continue with the [Installing the SofTrack Local Windows Agent \(LWA\)](#) section.

⊕ **IMPORTANT:** Before you begin, note that the Quick Inventory Agent (QIA) installation method detailed here installs *only* the Quick Inventory Agent. If you have installed the Local Workstation Agent (LWA) using its default options, you will *not* need to also install the Quick Inventory Agent as it will already be present on your workstation. The steps below apply *only* to those who prefer to install the QIA *without* the LWA. Note that if you install *only* the QIA, you will *not* be able to take advantage of LWA functions, such as Smart Inventory, Local Application Metering, Idle Detection, and Timekeeping. If you want to install these features, refer to the [Installing the SofTrack Local Windows Agent \(LWA\)](#) topic.

MSI Method

⊕ **NOTE:** The SofTrack MSI installer does *not* support Windows 3x.

- 1) From the **Install.QIA.only** directory of the product installation, copy the QIASETUP.MSI to the workstation and double-click to launch it.
- 2) Click **Next** in the Welcome dialog.
- 3) Select **Typical Installation** in the Installation Method dialog and then click **Next**.
- 4) In the Server Name dialog, type the name of the server hosting the SSA. Then, click **Next**.
- 5) Click **Install** in the Ready to Install dialog and wait for the installation to complete.
- 6) Reboot the workstation.

If you want detailed information about Advanced Options that the SofTrack MSI Installer offers for your operating system, refer to the corresponding manual:

[SofTrack Administrator's Guide for Windows](#)

[SofTrack Administrator's Guide for NetWare](#)

Manual Method

In the product installation directory under the **TOOLS\QIA.raw** directory, you will find the following files:

- INVENTORY.EXE
- _SMBIOS_.EXE
- STNW32.DLL

The STNW32.DLL can be safely ignored for Windows server installations, as it is exclusively used for connecting to NetWare servers.

Steps to *directly* perform the Quick Inventory Data Collection:

1) The SofTrack Server Agent (SSA) must be active at the server that will host the inventory records. The records will be stored in individual files named after the submitting workstation within the **Computers** sub-directory located in the directory selected for the METER.LOG path.

2) Run **INVENTORY SERVER_NAME** at each workstation you want to inventory. The SERVER_NAME is the same name that is used when mapping a share path via the NET USE command. It is *not* an Internet name, such as server.acme or www.servername.org, which your server may also be *known as*.

3) [Optional] Append a blank space and then an * after the SERVER_NAME (INVENTORY SERVER_NAME *) to receive a verbose listing of the inventory data that will be sent to the server. This output can be redirected to a text file:


```
INVENTORY SERVER_NAME * >output.txt
```

Step 3 is *not required* for SOFTRACK.EXE to produce Quick Inventory Reports.

Steps to perform the Quick Inventory Data Collection automatically via the SofTrack LWA:

1) The SSA must be active at the server that will host the inventory records. The records will be stored in individual files named after the submitting workstation within the **Computers** sub-directory located in the directory selected for the METER.LOG path.

2) Copy both INVENTORY.EXE and _SMBIOS_.EXE to the *same directory* where STLWA_NT.EXE (Windows NT/2000/2003/XP workstations) or STLWA-LM.EXE (Windows 95/98/Me workstations) is located. When the SofTrack LWA initially loads, it will *automatically run* **INVENTORY SERVER_NAME**, where SERVER_NAME is the same server the LWA has been configured to report to.

 **IMPORTANT:** If INVENTORY.EXE and _SMBIOS_.EXE are not located in the same directory as STLWA_NT.EXE or STLWA-LM.EXE, the inventory will not be run, even if the files are on a search path.

This completes the installation of the QIA for Windows workstations.

Macintosh QIA

SofTrack's Quick Inventory Agent for Macintosh was created to quickly gather detailed information about each Macintosh in your environment. When run, SofTrack QIA will quickly (usually less than 45 seconds) gather the following data and transmit it to the SSA:

- Macintosh Computer Name
- TCP/IP Address
- MacOS Version
- Kernel Version
- System Disk Size
- System Disk Free Space
- Physical RAM installed
- Type of RAM installed in banks 1-8
- Macintosh Model
- ROM Version
- Serial Number
- Processor Count (CPU)
- Processor Type (CPU)
- Bus Speed
- L2 Cache Size
- Boot Volume Shared
- File Sharing on/off
- Multiple Users/Fast User Switching enabled
- Address of each installed Network Adapter
- Modems installed
- User Accounts Created/Removed (only visible in change tracking reports)
- Applications installed including Version and Get Info data

Download the SofTrack QIA for Macintosh from:

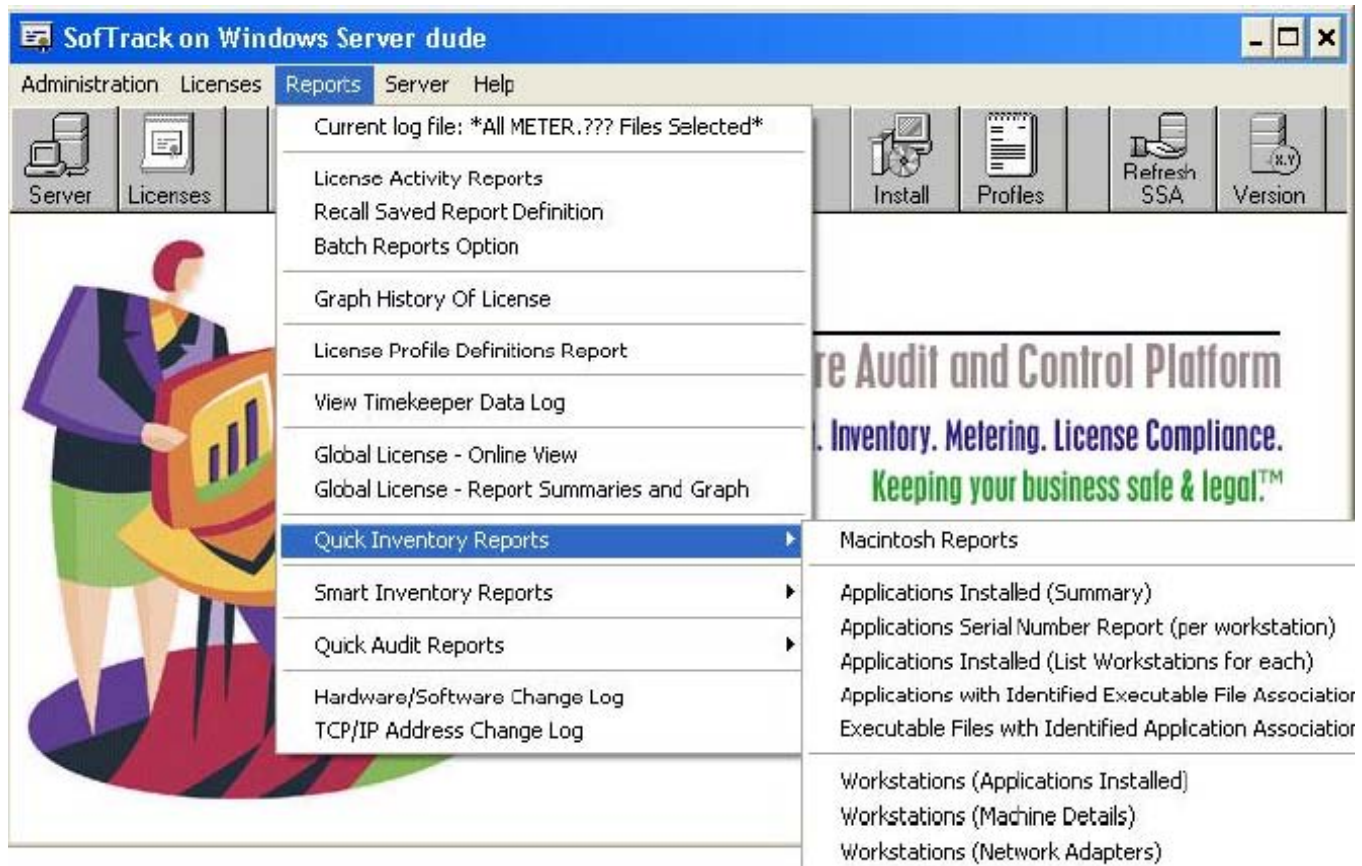
http://www.softwaremetering.com/download_macqia.phtml

To install the SofTrack QIA for Macintosh:

- 1) Copy the SofTrack QIA application into your Applications folder.
- 2) Using SimpleText or TextEdit, create a plain text file named "SofTrack QIA" or "SofTrack QIA.txt" on the desktop. This file must contain the IP address of SofTrack Server Agent on one line, with no return or carriage feed, and nothing else. Do not include any port specifiers - just the "dotted" IP address (for example, 10.10.33.45).
- 3) Double-click the SofTrack QIA application to begin inventory collection. The Agent will automatically quit when it is complete. The Agent typically requires 10 to 45 seconds to complete. You may desire to use scheduling software to automatically invoke the SofTrack QIA.

Reporting

Each time the Quick Inventory Agent is run it will send an updated inventory report to replace the existing report for that workstation. To see the inventory report, open the SOFTRACK.EXE and select the server where the SSA is running. Next, select the pull down menu labeled **Reports** as shown here:

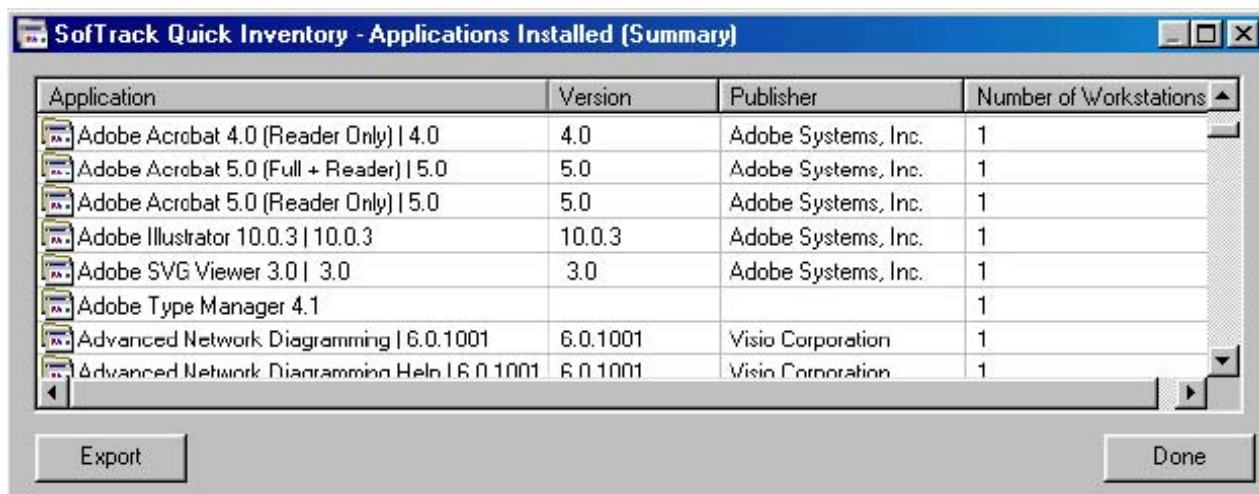


Choose **Quick Inventory – Applications Installed (Summary)** from the circled section above, and the following will appear:



Although the SSA will record Quick Inventory data from all your workstations, reporting during the evaluation is restricted to the first five (5) workstations. If you replace the evaluation token with a purchased token you will immediately have complete access to the Quick Inventory reports for all workstations allowed by the purchased license.

Click **OK**, and a report similar to the following will appear:



Application	Version	Publisher	Number of Workstations
Adobe Acrobat 4.0 (Reader Only) 4.0	4.0	Adobe Systems, Inc.	1
Adobe Acrobat 5.0 (Full + Reader) 5.0	5.0	Adobe Systems, Inc.	1
Adobe Acrobat 5.0 (Reader Only) 5.0	5.0	Adobe Systems, Inc.	1
Adobe Illustrator 10.0.3 10.0.3	10.0.3	Adobe Systems, Inc.	1
Adobe SVG Viewer 3.0 3.0	3.0	Adobe Systems, Inc.	1
Adobe Type Manager 4.1			1
Advanced Network Diagramming 6.0.1001	6.0.1001	Visio Corporation	1
Advanced Network Diagramming Help 6.0.1001	6.0.1001	Visio Corporation	1

The Quick Inventory Reports are detailed further in the product manuals in the [About This Guide](#) section.

Remote Inventory with the Quick Inventory Agent

Windows®

If you need to gather inventory data for Windows® workstations that are disconnected from your network, perform the following:

1. ZIP up and email INVENTORY.EXE and _SMBIOS_.EXE to each *disconnected* user. These two files are found in the folder:

```
Tools\QIA.raw
```

2. Upon receipt, instruct the user to unzip the two files to a directory of your choice on their local machine.
3. Instruct the user to run the following (or provide them with a .BAT or .CMD file):

```
INVENTORY * *
```

Note that there is a space between the asterisks (* *).

4. When finished, the INVENTORY.EXE application will present the user with the following or similar message:



5. Instruct the user to REPLY to your email and *attach* the selected file by using the paste buffer contents accessible by using CTRL-V or SHIFT-INSERT.

6. Once you receive the user's inventory file, copy it to the **Computers** sub-directory within the Log Path you defined at the server.

7. Within 10 minutes of doing this, the SofTrack Server Agent, if active, will process the file and create any change tracking entries and make the inventory available for reporting.

-OR-

Replace Step 3) above with the following command:

```
INVENTORY @ C:
```

-OR-

```
INVENTORY @ \\server\share
```

This command will send the inventory output to the designated path. The Inventory filename will be workstation name.new. This option does not display any messages to the user.

-OR-

Deploy the SofTrack QIA MSI to the remote workstation. Click [here](#) for instructions.

Macintosh®

If you need to gather inventory data for Macintosh® computers that are disconnected from your network, perform the following:

1. Stuffit and email the SofTrack QIA application and the "SofTrack QIA.txt" file containing an IP address of 0.0.0.0 to each *disconnected* user, or simply have them download the Agent from:

http://www.softwaremetering.com/download_macqia.phtml

2. Upon receipt, instruct the user to unstuff the application to a directory of your choice on their local machine.

3. Instruct the user to run the SofTrack QIA application.

4. When finished, the inventory file will be saved to the user's Desktop with a filename that is the same as that user's workstation's name.
5. Request that the user email this file to you.
6. Once you receive the user's inventory file, copy it to the **Computers** sub-directory within the Log Path you defined at the server.
7. Within 10 minutes of doing this, the SofTrack Server Agent, if active, will process the file and create any change tracking entries and make the inventory available for reporting.

Installing the SofTrack Local Windows Agent (LWA)


The SofTrack Local Windows Agent (LWA) is sometimes referred to as the Local Workstation Agent for Windows (LWA). It is used to accomplish the following:

- Auditing
 - File Open / Create Requests
 - File Copy Requests
 - Internet Explorer Browser Access Requests
 - Application Launch Requests
 - Creation and Modification of *.EXE and *.COM files
- Control
 - Deny unauthorized modification of *.EXE and *.COM files
 - Deny renaming of *.EXE and *.COM files
 - Block use of executable files where the filename does not end with *.EXE or *.COM
 - Block browsing the internet via Internet Explorer while allowing local access
- Metering
 - Active control and Passive monitoring of applications launched from local workstation hard drives or any remote device
 - Metering thin clients of Terminal Server Hosts
 - Idle Detection and optional Termination
 - Timekeeping that allows individual application use to be billed to user-selected client codes
 - There are many other functions of metering, please see the full product manuals for more
- Inventory
 - If installed to the same directory as the LWA, it will automatically run the INVENTORY.EXE module (make sure to also copy _SMBIOS_.EXE and STNW32.DLL).

If you are only evaluating SofTrack's server-based metering via the SSA (that is, metering of applications hosted by the Windows or NetWare server where the SSA is installed), you can skip this section and proceed directly to the [Metering Applications](#) section.

The SofTrack Local Workstation Agent (LWA) is installed at each workstation on which you require one or more of the above functions.


Installation on Windows NTv4/2000/2003/XP and Terminal Server Hosts

 **IMPORTANT:** Before you begin, note that the LWA installation method detailed here installs *both* the Local Workstation Agent (LWA) *and* the Quick Inventory Agent (QIA). If you prefer to install the Quick Inventory Agent *without* the Local Workstation Agent, refer to [Installing the Quick Inventory Agent \(QIA\)](#). Note that if you install *only* the QIA, you will *not* be able to take advantage of LWA functions, such as Smart Inventory, Local Application Metering, Idle Detection, and Timekeeping.

MSI Method

The SofTrack MSI installer was created using the Windows Installer technology made available by Microsoft Corporation. Every effort has been made to follow best practices related to the implementation of this technology. If any issues should occur as a result of limitations and/or known issues with the Windows Installer, direct such support inquiries to Microsoft Technical Support. Integrity Software is unable to provide support for issues related to Windows Installer and/or environmental problems, including the proper configuration of Active Directory and Group Policy. If, after reviewing this guide, you are unclear about the appropriate steps to proceed with your deployment, we recommend that you contact a qualified IT professional and/or a Microsoft Certified consultant.

The SofTrack LWA MSI installer was designed to ease the installation of SofTrack components. The SofTrack LWA MSI Installation Package (LWASETUP.MSI) is located in the Install.LWA.and.QIA folder:

 **NOTE:** The latest versions of the SofTrack LWA MSI installer provide support for automatically upgrading a previous manual installation of the LWA. This also does **not** require that you remove a previous manual LWA installation prior to deploying the MSI.

Special Note: Mass-Deployment of the LWA via MSI

The SofTrack Technical Support team has created a document to assist with the mass-deployment of the LWA. This whitepaper is available at the following URL:

http://www.softwaremetering.com/outgoing/Deploying_the_SofTrack_MSI_Installer.pdf

1. From the Install.LWA.and.QIA directory of the product installation, copy the LWASETUP.MSI file to the workstation and double-click to launch it.
2. Click **Next** in the Welcome dialog.
3. Select **Typical Installation** in the Installation Method dialog and then click **Next**.
4. In the Server Name dialog, type the name of the server hosting the SSA and select the OS platform. Then, click **Next**.
5. Click **Install** in the Ready to Install dialog and wait for the installation to complete.
6. Reboot the workstation.

If you want detailed information about Advanced Options that the SofTrack MSI Installer offers for your operating system, refer to the appropriate manual:

[SofTrack Administrator's Guide for Windows](#)

[SofTrack Administrator's Guide for NetWare](#)

Manual Method

Follow these instructions when installing the LWA on Windows NTv4/2000/2003/XP computers, including Terminal Server Hosts:

1. Copy the following files from the **Tools\LWA.raw** directory of the product installation to the designated workstation's **%SystemRoot%\System32\Drivers** directory:

- STLWA-NT.EXE
- STLWMON.SYS

There is no option to load these files from a remote device. The Windows operating system *requires* that all system-level kernel drivers be located in this specific directory.

- On Windows NT and 2000 systems, the default %SystemRoot% directory is **C:\WINNT**.
- On Windows XP and 2003 systems, the default %SystemRoot% directory is **C:\WINDOWS**.

If you are not certain what your %SystemRoot% directory is, perform the following:

a. Click **Start | Run** and then enter `CMD.EXE`.

b. In the resulting CMD window, type the command:

```
SET <enter>
```

c. Look through the alphabetical list of SET parameters for the value of %SystemRoot%.

2. Click **Start | Run** and then enter `CMD.EXE`.

3. In the resulting CMD window, change the current directory to **%SystemRoot%\System32\Drivers**.

4. Enter the following command:

```
STLWA_NT -install
```

followed by the command:

```
STLWA_NT -server YOUR_SERVER_NAME
```

where `YOUR_SERVER_NAME` is the name of the server hosting the SSA.

TIP Specify only the server's name. Do *not* use `\\server_name` or `www.server_name.com`.

The `-install` command will install the LWA as a service on the local machine. It will be defined to load automatically at boot time. To view its entry, open **Control Panel** and then open the **Services** browser. There you will find the SofTrack Local Metering Agent Service.

The `-server` command will store the name of the server hosting the SSA in the local machine's registry.

5. To start the SofTrack LWA, reboot the workstation.


Special Note: Terminal Services Metering

When the LWA is installed on a Terminal Server Host, it will automatically detect this and will self-configure its operations. Terminal Server Hosts include:


- Windows NTv4 Terminal Server Edition
- Windows 2000 with Terminal Services Enabled
- Windows 2003 with Terminal Services Enabled
- any of the above with a third-party add-on, such as Citrix Systems' WinFrame or MetaFrame (www.citrix.com)

In Terminal Service environments, the LWA—per computer—will automatically configure its internal processes to allow metering and tracking for up to 4,000 terminal service sessions.

The LWA *can be installed* on the same computer that hosts the SSA, which is often done in Terminal Service environments.

 **IMPORTANT:** Use of the LWA on a Terminal Server Host requires a specific TSE (Terminal Server Environment) token to authorize its use—in addition to or instead of a token for metering of non-TSE computers. Without such a token, all administrator workstations will receive a SofTrack Token Warning indicating that TSE tokens are unavailable or exhausted.

Installation on Windows 3x/9x/Me

 **IMPORTANT:** Before you begin, note that the LWA installation method detailed here installs *both* the Local Workstation Agent (LWA) *and* the Quick Inventory Agent (QIA). If you prefer to install the Quick Inventory Agent *without* the Local Workstation Agent, refer to [Installing the Quick Inventory Agent \(QIA\)](#). Note that if you install *only* the QIA, you will *not* be able to take advantage of LWA functions, such as Smart Inventory, Local Application Metering, Idle Detection, and Timekeeping.

MSI Method

 **NOTE:** The Softrack MSI installer does *not* support Windows 3x.

1. From the Install.LWA.and.QIA directory of the product installation, copy the LWASETUP.MSI to the workstation and double-click to launch it.
2. Click **Next** in the Welcome dialog.
3. In the Server Name dialog, type the name of the server hosting the SSA and select the OS platform. Then, click **Next**.
4. Click **Install** in the Ready to Install dialog and wait for the installation to complete.
5. Reboot the workstation.

If you want detailed information about Advanced Options that the SofTrack MSI Installer offers for your operating system, refer to the corresponding manual:

[SofTrack Administrator's Guide for Windows](#)

[SofTrack Administrator's Guide for NetWare](#)

Manual Method

Follow these instructions when installing the Local Workstation Agent on Windows 3x, 9x, and Me workstations:

1. Copy the following files from the **Tools\LWA.raw\win9xme\nt-srvr** directory of the product installation:

- STLWA-LM.EXE
- STLWA-WE.EXE
- STLWA.VXD

Copy the files listed above to the designated workstation's **C:\WINDOWS** directory or to a server-based directory that is available to **any** user logging on to the workstation. If using a server-based directory, it must be available immediately after login.

2. Use **NOTEPAD.EXE** to edit the **STLWA-LM.INI** file. Its default contents are:

```
[STLM]
NTServer=YourServerNameHere
NotLocalOnly=0
```

Edit the **NTServer** line to indicate the name of the server that is or will host the SofTrack Server Agent. For instance:

```
[STLM]
NTServer=FS1
NotLocalOnly=0
```

The other option, **NotLocalOnly**, is, by default, disabled. If you set it to **=1**, it will be enabled.

3. Copy the modified **STLWA-LM.INI** file to the same directory where you copied the files in step 1.

4. Enter the command:

```
STLWA-LM -install
```

This command will create an entry in the local workstation's registry key:

```
HKLM\Software\Microsoft\Windows\CurrentVersion\Run
```

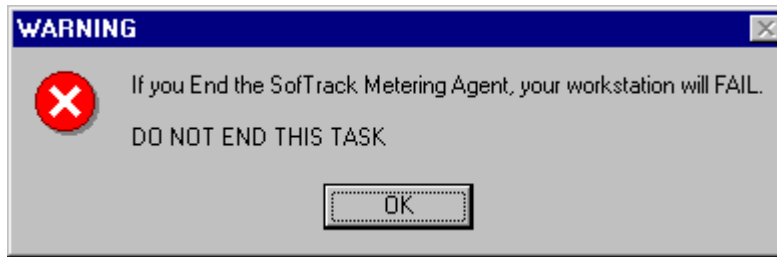
The entry will ensure that the LWA is loaded each time the workstation is restarted.

⊕ NOTE: If the workstation is Windows 3x-based, this option will not create a registry key. You will need to manually edit the WIN.INI file and include the following:

```
LOAD=STLWA-LM.EXE
```

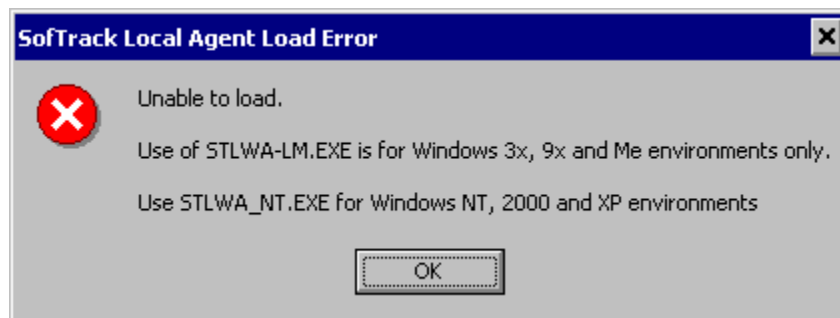
5. To start the SofTrack LWA, reboot the workstation.

⊕ **NOTE:** Once loaded, the LWA cannot be stopped. Trying to do so will produce the following warning message:



If you force the LWA to terminate, the workstation, by design, will fail. This is a security feature to help prevent errant users from disabling the LWA.

⊕ **IMPORTANT:** If you attempt to install the LWA for Windows 3x/9x/Me on a Windows NT/2000/2003/XP workstation, you will receive the following error:



Installing the Local Macintosh Agent (LMA)

The SofTrack Local Macintosh Agent (LMA) was first released in SofTrack v6.5 and is used to accomplish the following:

- Auditing
 - Application Launch Requests
- Metering & Control
 - Active control and Passive monitoring of applications launched from local workstation hard drives or any remote device

If you are only evaluating SofTrack's server-based metering via the SSA, that is, metering of applications hosted by the Windows or NetWare server where the SSA is installed, you must *still* use the Local Macintosh Agent to meter applications used by your Macintosh workstations.

The LMA communicates with the SSA via TCP/IP using port 3884. Port 3884 (decimal) has been exclusively assigned by the IANA for SofTrack's use worldwide. For more information visit <http://www.iana.org>

 **IMPORTANT:** You must use SSA version 6.50 or later to receive support for the LMA.

The SofTrack Local Macintosh Agent (LMA) is installed at each Macintosh workstation that you require SofTrack's Auditing, Metering and/or Control abilities.

The LMA is delivered in two (2) different implementations:

- LMA for Macintosh MacOSX versions 10.1 through the latest 10.3.x release
 - Includes full support for the Classic environment
 - See README included in the download for the latest details
- LMA for Macintosh MacOS9, all versions
 - Requires CarbonLib v1.5 or later (free update available from Apple)
 - See README included in the download for the latest details

The LMA agent files are located on the following links:

http://www.softwaremetering.com/download_macosx.phtml

http://www.softwaremetering.com/download_macos9.phtml

The following examples will demonstrate how to install the LMA on your Macintosh workstations.

Macintosh OSX workstations

In this example, we will be installing the LMA on a Macintosh using MacOSX (any version) workstation that is reporting to a SSA hosted by either a Windows or NetWare server.

To begin, download the LMA for MacOSX from:

http://www.softwaremetering.com/download_macosx.phtml

Open the image and the following will appear:



Installation for MacOS X:

- 1) Drag the **SofTrack Client** application to the client machine's hard drive. You may put it anywhere you like, but the client's **/Applications** folder is recommended.
- 2) While logged in with an administrator-privileged account, launch the **SofTrack Client** application. When you launch it the following will appear:



Enter your SofTrack server address when prompted. There is no need to reboot or log out. The SofTrack Client will automatically be installed for all users on the client machine. Further - during its first run, SofTrack Client will add itself to the Global Login Items list, this ensures that it will be automatically launched when any user logs in.

In the example below we have entered a TCP/IP address:



To change the server address, delete the preference file specified below, log out, and log back in with an administrator-privileged account. The SofTrack Client will start, discover the preference file is missing and automatically prompt you for the new server address.

Preference file used by the SofTrack Client for MacOS X:

/Library/Preferences/com.softwaremetering.SofTrackClient.plist

Removal from MacOS X:

To remove SofTrack Client for MacOS X, simply delete the SofTrack Client application and preference file. To remove the SofTrack Client from the Global Login Items list, edit the file below and remove the entry for SofTrack Client. You may use **TextEdit** or **pListEditor** to modify this file.

/Library/Preferences/loginwindow.plist

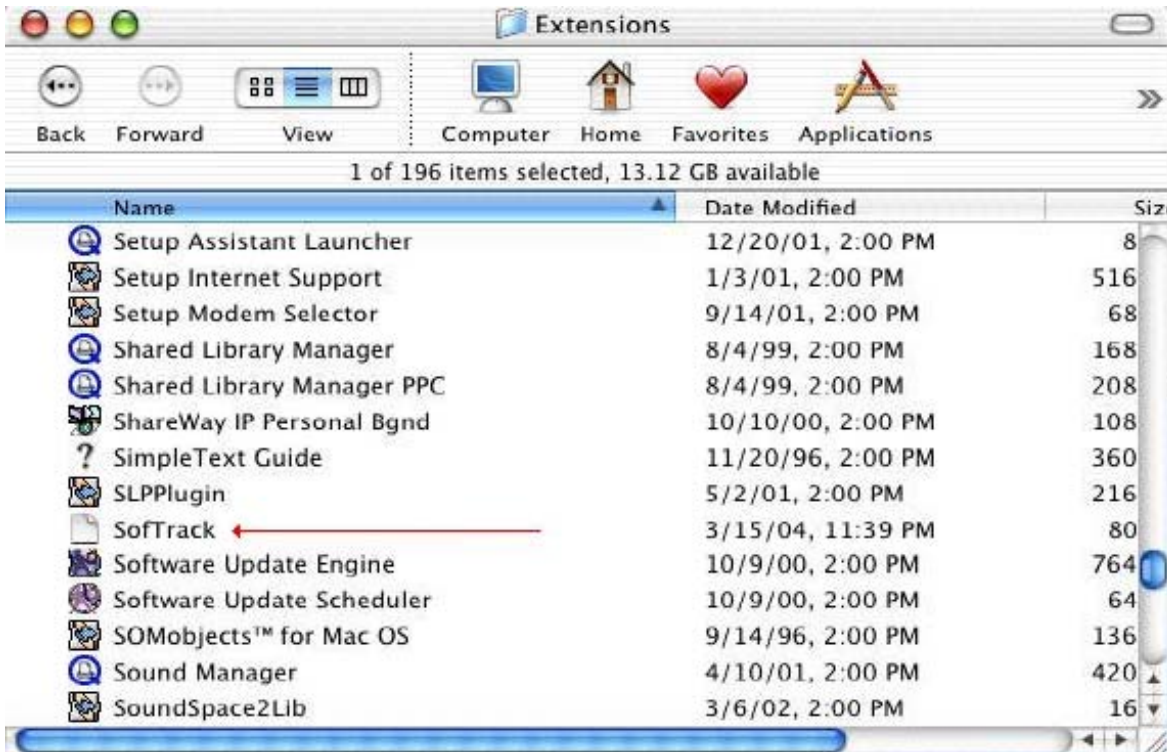
Installation for MacOS X Classic Environment:

1) Open the SofTrack Client for MacOS 9 folder:



2) Put the SofTrack Client extension in the **Extensions** folder contained within the **System Folder** for OS9:

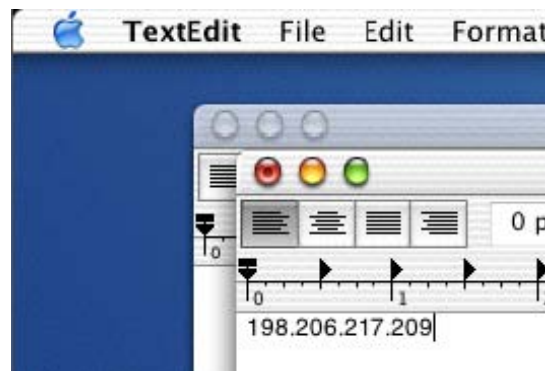




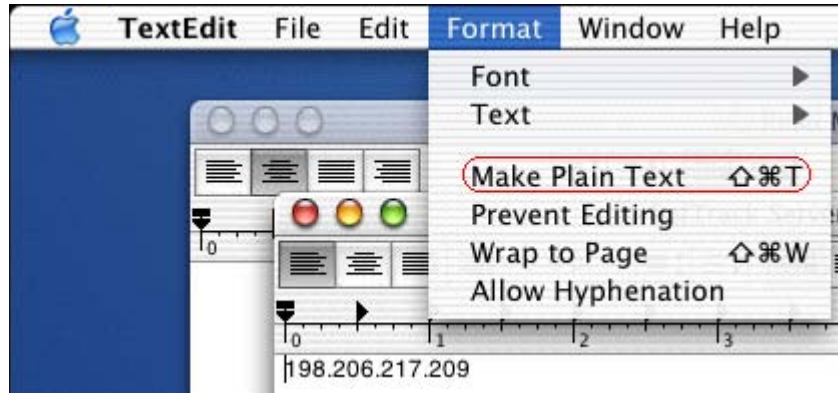
3) Create a plain text file named "SofTrack Server" and place it on the desktop.

We suggest using **TextEdit** or **SimpleText** to create this file.

This file must contain the TCP/IP address of the server hosting the SofTrack Server Agent. This value must exist on a single line, with no return or carriage feed, and **nothing else!** Be sure to not include any port specifiers. Be sure that the only value is the "dotted" TCP/IP address:



If you are using TextEdit (as shown above) be sure to set the format to plain text:



When saving the file, be sure there is no extension. The file should appear on the desktop as shown below:



4) Log out.

5) When you log back in, the SofTrack extension will start and will automatically detect the **SofTrack Server** file and will read its contents and then remove the file from the desktop. The contents of the file will be stored in the Preferences folder with the filename **SofTrack.plist**. The Preferences folder is a sub-folder contained within the OS9 System Folder.

To change the server address, simply recreate the **SofTrack Server** file, log out, and log back in. The SofTrack Client will start, discover the new SofTrack Server file and automatically act upon it.

Removal from MacOS X Classic Environment:

To remove SofTrack Client for MacOS X Classic Environment, simply delete the SofTrack extension and preference files. The preference file is found in the Preferences folder, it is named **SofTrack.plist**. The Extensions and Preferences folders are sub-folders contained within the **System Folder** for OS9:



Macintosh OS9 workstations

In this example, we will be installing the LMA on a Macintosh using MacOS 9 (any version) workstation that is reporting to a SSA hosted by either a Windows or NetWare server.

Installation for MacOS 9:

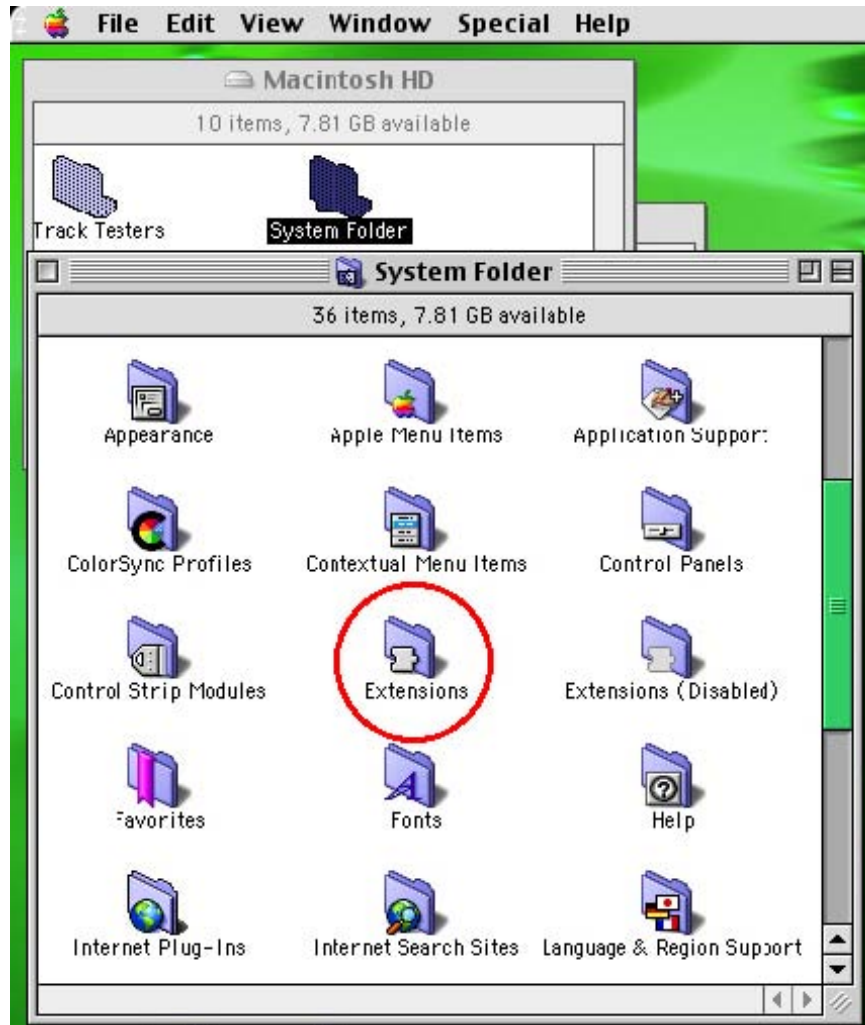
To begin, download the LMA for MacOS 9 from:

http://www.softwaremetering.com/download_macos9.phtml

Open the image and the following will appear:



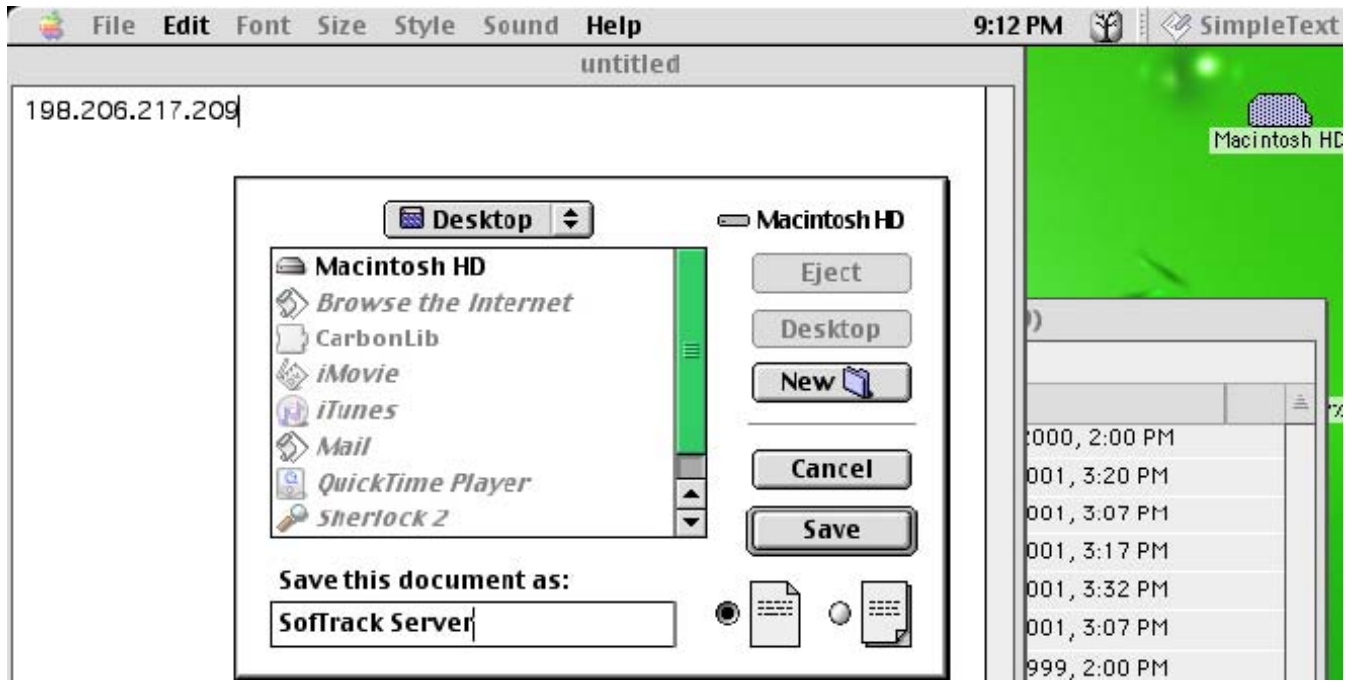
2) Put the **SofTrack Client** extension in the **Extensions** folder contained within the **System Folder**:



3) Create a plain text file named "SofTrack Server" and place it on the desktop.

We suggest using **SimpleText** to create this file.

This file must contain the TCP/IP address of the server hosting the SofTrack Server Agent. This value must exist on a single line, with no return or carriage feed, and **nothing else!** Be sure to not include any port specifiers. Be sure that the only value is the "dotted" TCP/IP address:



When saving the file, be sure there is no extension. The file should appear on the desktop as shown below:



4) Restart the Macintosh.

5) When you restart, the SofTrack extension will start and will automatically detect the **SofTrack Server** file and will read its contents and then remove the file from the desktop. The contents of the file will be stored in the Preferences folder with the filename **SofTrack.plist**. The Preferences folder is a sub-folder contained within the System Folder.

To change the server address, simply recreate the **SofTrack Server** file, log out, and log back in. The SofTrack Client will start, discover the new SofTrack Server file and automatically act upon it.

Removal from MacOS 9:

To remove SofTrack Client for MacOS 9, simply delete the SofTrack extension and preference files. The preference file is found in the Preferences folder, it is named **SofTrack.plist**. The Extensions and Preferences folders are sub-folders contained within the **System Folder**.

Smart Inventory

After you have installed the SofTrack Server Agent (SSA), performed a Quick Inventory and installed the SofTrack Local Workstation Agent (LWA) you will find SofTrack's Smart Inventory reports will begin to be populated. The present release of Smart Inventory is only for Windows-based workstations.

SofTrack's patent-pending Smart Inventory function combines the Quick Inventory's list of installed applications and associated filenames with the application launch detection of the LWA. Together with the SSA, there are **no other** configuration requirements for SofTrack to produce the following reports:

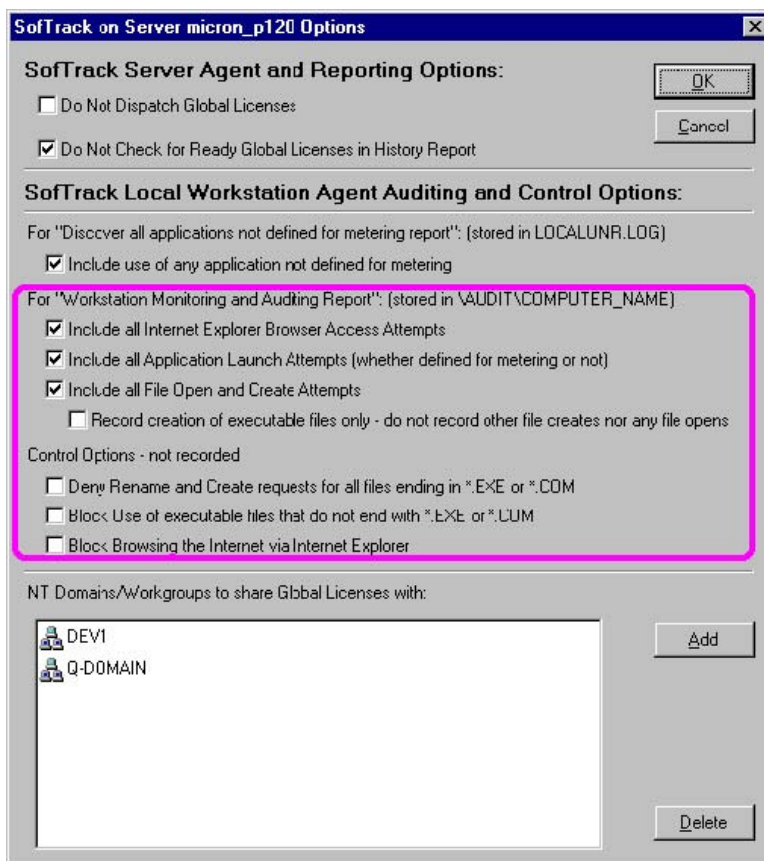
- Application Usage Summary – Number of Workstations where applications are installed and whether or not they have been used
- NOT USED List – Workstations where Applications are installed but not used
- Workstation Usage Summary – For installed Applications will indicate how many times each has been used and the time of the most recent use

These reports are detailed further in the Inventory chapter of the product manuals in the [About This Guide](#) section.

Audit and Control

After you have installed the SofTrack Server Agent (SSA) and the SofTrack Local Workstation Agent (LWA) you can configure SofTrack's Audit and Control functions.

To configure, open SOFTRACK.EXE, select the server hosting the SSA and click on the **Administration** menu and select **SofTrack Server Agent Options** and a screen similar to the following will appear:



The encircled items are used to configure SofTrack's Audit and Control functions.

Each of these options is further detailed in the **Administrative Options** and **Audit and Control** chapter of the product manuals found in the [About This Guide](#) section.

Metering Applications

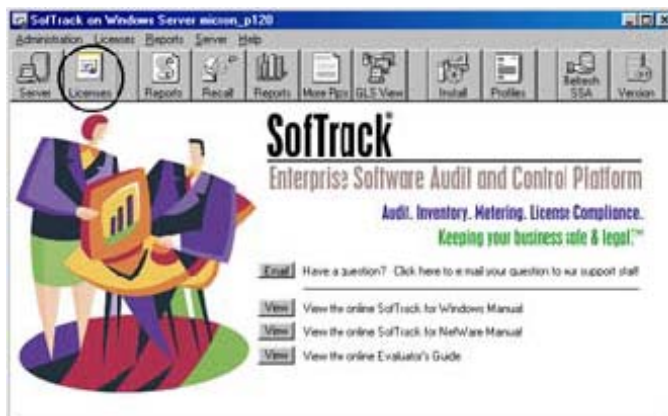
In this section, we will guide you through the process of metering an application by creating a SofTrack License Profile. License Profiles contain the filename(s) of the application(s) you need to meter or passively monitor, the number of instances that may be used concurrently and range of other options. Other options include allowing you to prompt users for timekeeping or billing data for each application use – this enables you to bill for application use; another option allows you to automatically warn users of idle application use and even gives you the ability to selectively terminate idle applications.

Creating the License Profile

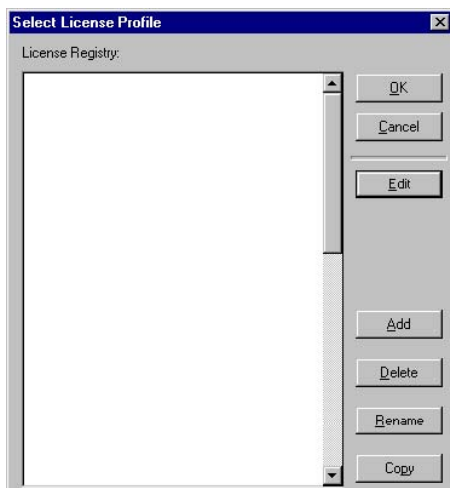
In this first example we will demonstrate metering for a server-based file. Metering or monitoring of server-based files does not require use of the LWA, only the SSA is required.

For this demonstration we suggest you choose CALC.EXE because it exists on all Windows installations. You can also use NOTEPAD.EXE. For testing and troubleshooting, please do not use any application other than CALC.EXE or NOTEPAD.EXE. Once you understand the process, you can experiment with other executables.

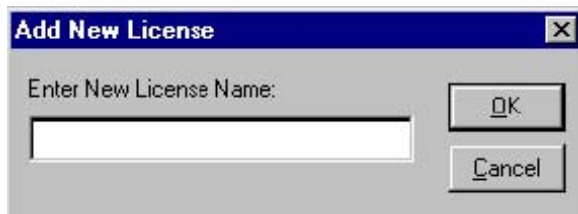
Open SOFTRACK.EXE and click on the **Licenses** toolbar button from the toolbar as shown:



The following window will appear:



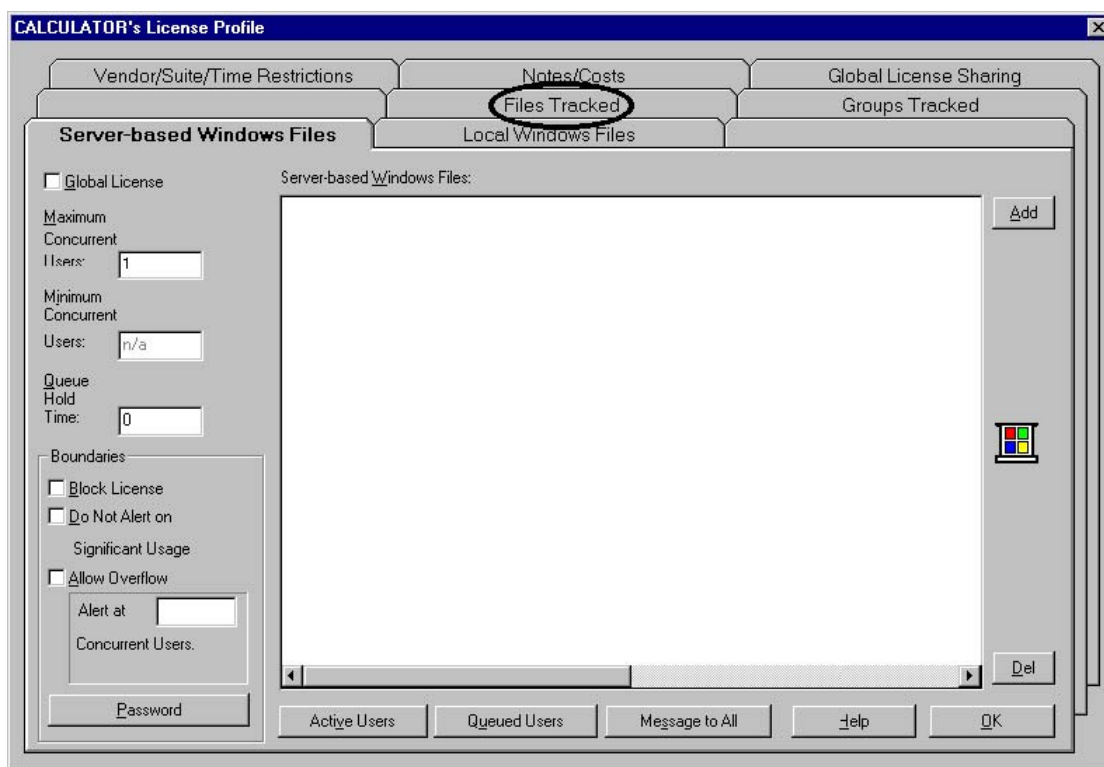
Click the **Add** button and the following prompt will appear:



The image shows a dialog box titled "Add New License". It has a blue title bar with a close button (X) in the top right corner. The main area contains the text "Enter New License Name:" followed by a white text input field. To the right of the input field are two buttons: "OK" and "Cancel".

Here is where you define the name of the License Profile. The name may be up to 20 characters. Enter the name "CALCULATOR" and click **OK**.

The License Profile definition window will appear, this window is where you will define the files to meter or monitor and select any options you require. Please click on the **Files Tracked** tab as shown here:



The image shows the "CALCULATOR's License Profile" window. It has a blue title bar with a close button (X) in the top right corner. The window is divided into several tabs: "Vendor/Suite/Time Restrictions", "Notes/Costs", "Global License Sharing", "Files Tracked" (which is circled in red), and "Groups Tracked". Under the "Files Tracked" tab, there are two sub-tabs: "Server-based Windows Files" and "Local Windows Files". The "Server-based Windows Files" sub-tab is active, showing a large empty list area with "Add" and "Del" buttons on the right. To the left of the list area are several input fields and checkboxes: "Global License" (unchecked), "Maximum Concurrent Users:" (input field with "1"), "Minimum Concurrent Users:" (input field with "n/a"), "Queue Hold Time:" (input field with "0"), "Boundaries" section with "Block License" (unchecked), "Do Not Alert on Significant Usage" (unchecked), "Allow Overflow" (unchecked), and "Alert at Concurrent Users:" (input field). At the bottom of the window are buttons for "Active Users", "Queued Users", "Message to All", "Help", and "OK".

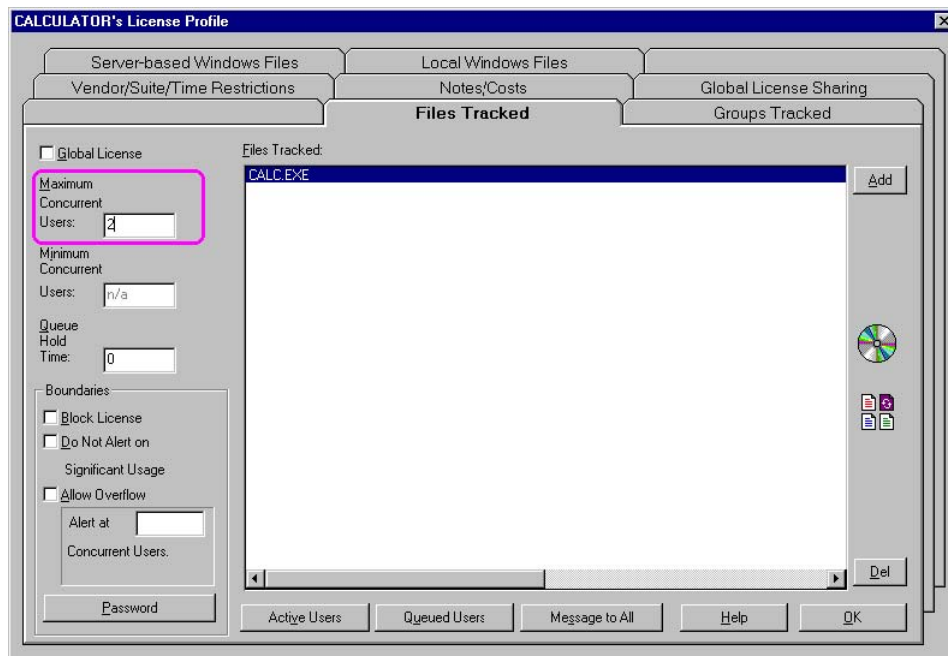
Once you have selected the **Files Tracked** tab, click the **Add** button. In the window that appears type the name CALC.EXE as shown here:



TIP Although it is possible to browse to the location of the file, we recommend you use the filename only without a path. When just the filename is entered it will be metered/monitored regardless of the path it is run from. If you require separate metering/monitoring of the same filename that exists in two or more directory paths you will want to include the full path.

Click **OK** to save this selection.

Next, enter the maximum number of concurrent users you want to allow as shown here:



For testing purposes, leave the maximum as 1 (user/workstation). Click **OK** and you are done!

Congratulations, you have just created a SofTrack License Profile!

Testing the License Profile

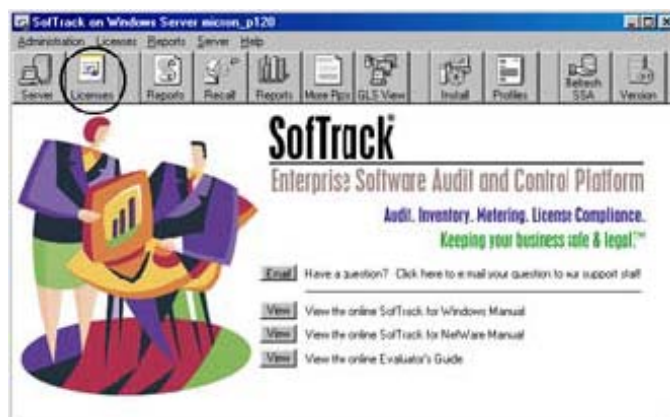
In order to test the License Profile that you created in the previous section, we need to launch the executable file CALC.EXE from a path on the server hosting the SSA. To do this, copy the file CALC.EXE to a folder on the hosting server, and then make this folder a shared folder (when viewing the folder with Windows Explorer, right-click on the folder, select the **Sharing** tab and then select **Share This Folder** and type a share name such as **SofTrack**).

⊕ **NOTE:** The SSA performs server-based metering by watching all network packets entering and exiting the server. To properly test metering of CALC.EXE, be sure to launch it from a share on the server.

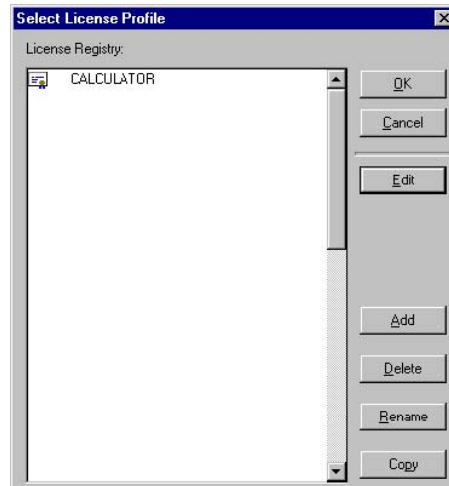
Once CALC.EXE has been copied to the server share, log on to your test workstation and open the server share where CALC.EXE was copied.

⊕ **NOTE:** The SSA *must be in use* previous to the workstation logging onto the server. This is usually the case as the SSA is always in use. However, if the test workstation was already logged onto the server prior to the SSA being started you must first log off (be sure to disconnect all drives you may have connected to the server) and start the SSA and then log on to the workstation and then the server. For the SSA to function properly it must “see” your workstation log on to the server.

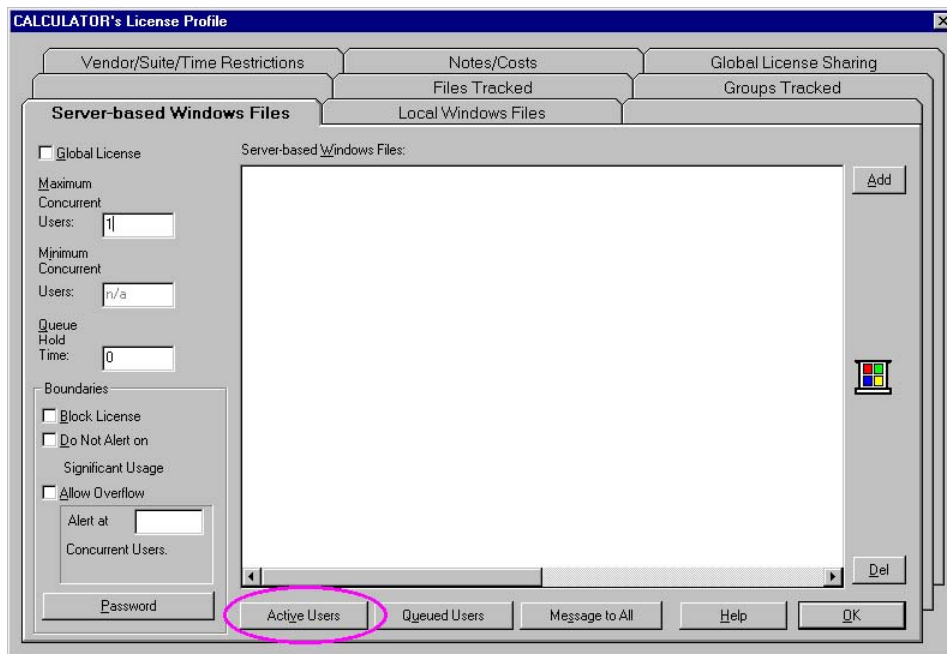
Next, launch CALC.EXE. Once CALC.EXE has been launched from the server and its screen appears, open SOFTRACK.EXE and select the **Licenses** toolbar button as shown:



Next, the following window will appear:

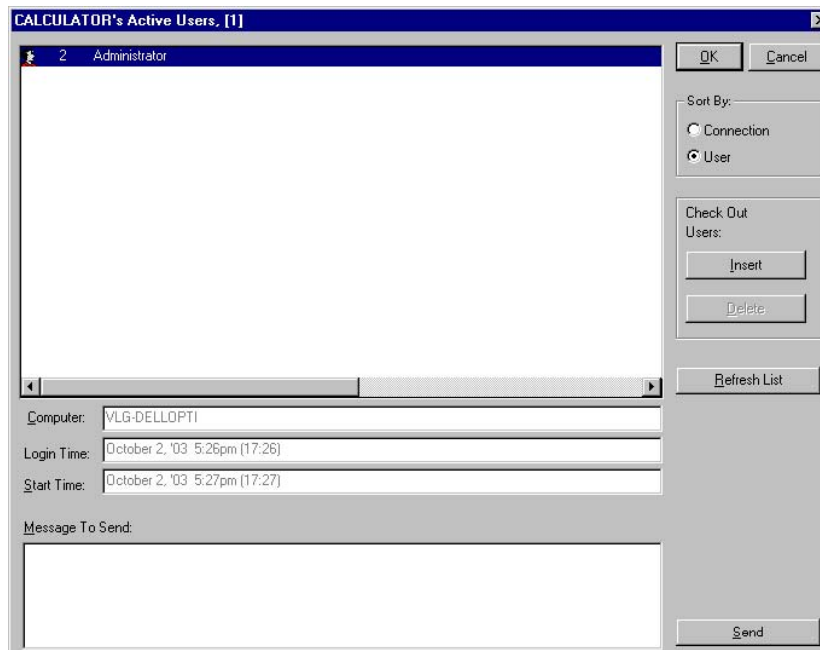


Select the CALCULATOR License Profile and click **Edit**. The License Profile Definition window will appear:



Select the **Active Users** button as shown.

The Active User view window will appear:



If you then exit CALCULATOR and click on the **Refresh List** button you should notice that you disappear from the active user list.

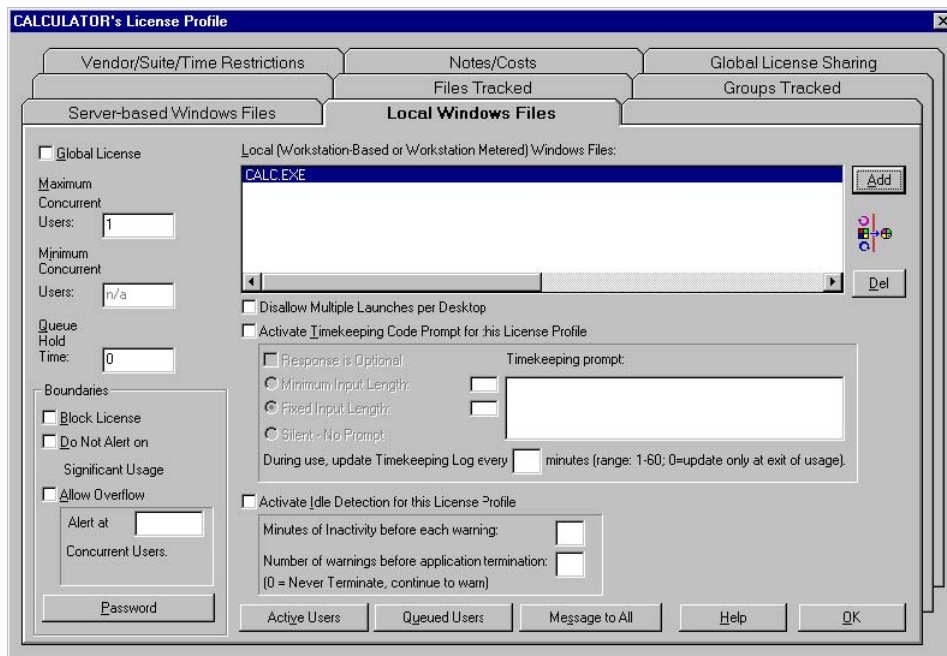
This completes the testing of the CALCULATOR License Profile.

Defining a License Profile for Local Applications

In this second example we build upon the [Creating the License Profile](#) section. Here we will demonstrate metering for a workstation-based file. Metering or monitoring of workstation-based files *requires* use of the LWA *and* SSA. For Macintosh workstations, the [LMA](#) is required for all application metering and monitoring.

Windows Workstations

Because metering of workstation-based or “locally-run” files is separate from metering of server-delivered files, you will need to add the name(s) of workstation-based file(s) to be metered in the **Local Windows Files** tab of the License Profile Definition window as shown here:

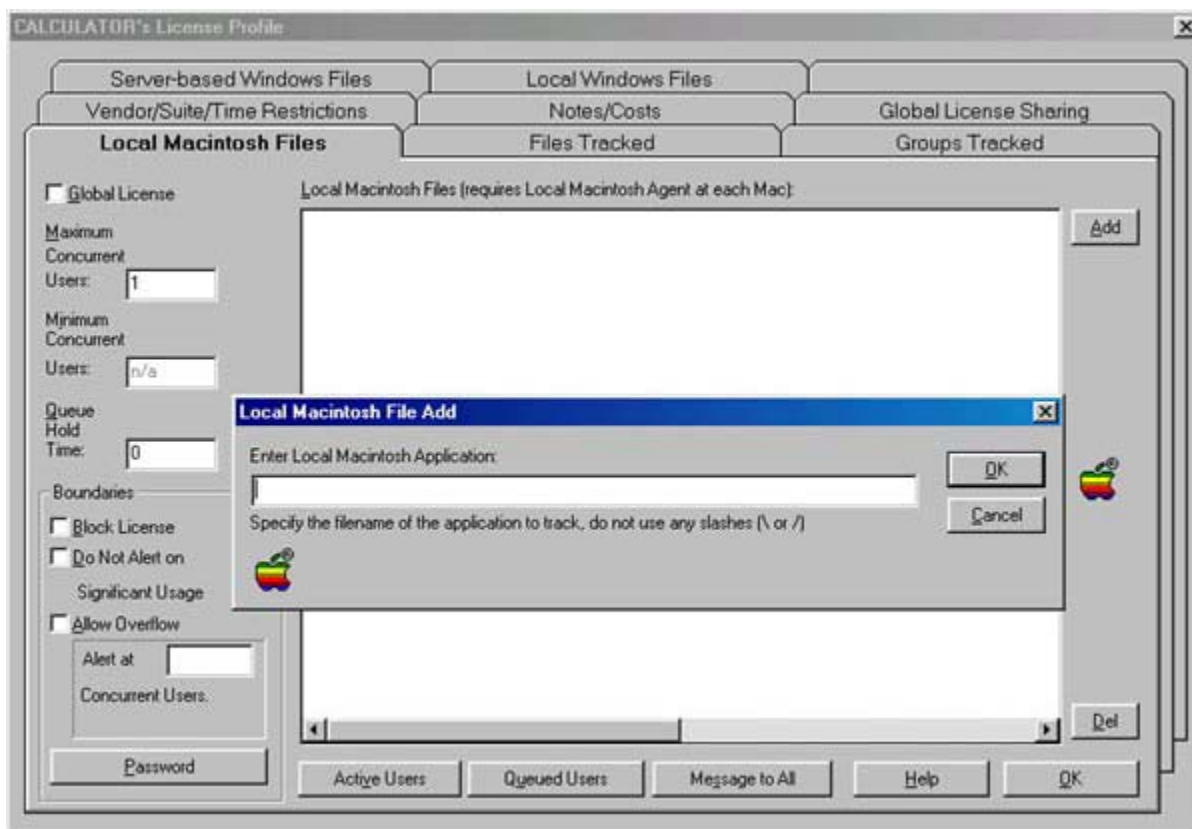


You will notice we have added CALC.EXE to the Local Windows Files tab.

Complete the edit by clicking **OK** to save the addition.


Macintosh Workstations

If you are tracking Macintosh applications click on the **Local Macintosh Files** tab as shown below:



For Macintosh files: if you are not certain of the filename to use, it is usually the very same as the Application's name that appears when browsing the directory where you launch the application. You can also use the [Audit log](#); watch for the application launch entries.

Testing Windows Workstations

To test, presuming the SSA and LWA are both active, open the local application calc.exe ( Start / Programs / Accessories / Calculator) and then repeat the steps in the [Testing the License Profile](#) section. Your user should appear in the list of Active Users.

TIP You can stop users from running SETUP.EXE, INSTALL.EXE or any other specific file by creating a License Profile that monitors for all attempted uses of the name application and blocks them. To block, check the **Block License** profile option.

Idle Detection: Detecting Programs Running but Not in Use

As may have noticed, the Local Windows Files tab contains several options. In this section we will demonstrate the Idle Detection option.

To begin, select the CALCUATOR License Profile (the one that contains `calc.exe` in the Local Windows Files tab you tested in the previous section) and check **Activate Idle Detection**. This option allows you to choose how SofTrack responds when a user opens an application but then does *not* actually use it. Some users will do this to insure access to an application during the day and “cheat” others out of access. If you would prefer that these users be “warned” that idle applications should be closed, select the **Activate Idle Detection** checkbox and enter a value for the Minutes of Inactivity before each warning. If you would also like to terminate the idle application you can define the number of warnings to be issued prior to forcing the application to terminate.

TIP Use the Terminate Application option carefully. If you choose to force an application to shut down in this manner, it will be closed without any opportunity for the user to save any unsaved work. Carefully consider the ramifications of this action.

Once implemented, if a user leaves the metered application minimized, or just removes the “focus” from it (by selecting another application for example) the timer for “idle detection” starts. When the number of minutes you specified is reached, the user will be presented with this warning:



This warning will repeat *once per minute* until the user selects the application or until the user closes the application. If the user selects the application before the timer runs out, the “clock” is reset until “focus” is again removed. If the “application termination” option enabled, it will display the warning once per minute for the number of times specified, then it will *force* the application to close which will result in the return of the license used.

TIP Each **Idle Warning** and **Idle Termination** event generated will be recorded. These events will be reflected in the **Details of License use** report for the selected license profile. This report is accessed with `SOFTRACK.EXE` via the first **Reports** toolbar button, the third button from the left.

TIP The text of the **Idle Warning** and **Idle Termination** messages can be customized with `SOFTRACK.EXE` via the **Administration** menu, select **Customize License Messages**. These messages are loaded by the LWA when the LWA *first* loads. If you change the text of these messages you will need to reboot your workstations for the new messages to be used. Many customers customize these messages to their local language, as their users are not fluent in English.

Metering/Monitoring “Non-Local” Sources

The LWA, when configured with the “notlocalonly” option, will meter/monitor all applications launched by the workstation regardless of where the application is actually hosted. This means the LWA can meter/monitor server-based applications, including servers where the SSA is not in use.

The LWA defaults to only metering/monitoring applications originating from *locally* attached hardware, for instance, floppy, ZIP, CD-ROM and hard drives. However, workstations can launch applications from remote devices such as SANs (Storage Area Networks), NAS (Network-attached Storage) devices, Samba for GNU/Linux systems, and peer-to-peer file shares such as Windows “workgroups”.

Our customers usually require the ability to meter and monitor application launches that originate from *any* device the workstation may see. To use this option, as discussed in the [LWA Installation](#) section, you would invoke the LWA with the following command line:

```
STLWA_NT -notlocalonly
```

Or on Windows 3x/9x/Me:

```
stlwa-lm -notlocalonly
```

Use of this option will set the LWA to detect applications originating from places such as:

- SAN/NAS devices
- SAMBA shares (Linux/*nix)
- Peer shares from other workstations

TIP The LWA will *only* meter/monitor files that have been placed in the **Local Windows Files** tab.

TIP Please review the README*.TXT files in the LWA source directories found in the [softrack_full.zip](#) you extracted.

Advanced Features

The following features may or may not be relevant in your environment, but are included here to assist you in configuring SofTrack in a more advanced environment. If you run into any difficulty or have any questions about using SofTrack in an advanced environment, please contact [Technical Support](#).

Using SofTrack with Server Clusters

To use SofTrack for server-based metering on a Microsoft Windows and/or Novell NetWare server clusters, install SofTrack *once* on *each* server that makes up the cluster. Follow the normal setup process for a single server, and after you have verified it is working as expected, move on to the next member of the cluster. Once all cluster members are set up and working as expected, create a **global** license profile (detailed further in Chapter 5 of the [product manuals](#)) on each server and the SofTrack Server Agents at each server in the cluster will cooperate to allow your users to request licenses from the *cluster*. For example:

To create a License Profile for 10 copies of WordPerfect on a 4 server cluster:

1. Create a new License Profile named WP_CLUSTER on Server1.
2. Add WP.EXE to the Files Tracked tab.
3. On Server1—define the maximum concurrent users for WP.EXE to be 10.
4. On Server2—define the maximum concurrent users for WP.EXE to be 0.
5. On Server3—define the maximum concurrent users for WP.EXE to be 0.
6. On Server4—define the maximum concurrent users for WP.EXE to be 0.

If a user attempts to use WP.EXE from and Server 3 answers that request on behalf of the cluster, Server 3 will check with all other servers to see if any licenses are not in use and can be "borrowed". Server 1 will then transfer a license to Server 3.

TIP For the greatest efficiency and accuracy, **do not specify** a path when defining the server-based executable filename. Unless you have multiple versions of the same executable filename and want to separately meter/monitor each, then you will need to specify the full path.

Using SofTrack with Terminal Server/Citrix

SofTrack supports Windows NTv4SP6a Terminal Server Edition (TSE), Windows 2000/2003 server with Terminal Services and Citrix add-ons (Metaframe or WinFrame).

To install SofTrack Server Agent on a Terminal Server, follow the same steps as detailed on installing the SSA on a Windows Server. The primary difference is that *you must also install* the LWA on the Terminal Server. Follow the instructions detailed in the [Installation on Windows NTv4/2000/2003/XP and Terminal Server Hosts](#) section.

IMPORTANT: Be certain that you install the SSA and LWA from the Console of the Terminal Server and not from a terminal session. If you attempt to install the SSA or LWA from a terminal session, it will fail.

TIP The LWA need only be installed *once* per Terminal Server regardless of the number of thin clients that server is servicing.

Conclusion

After this hands-on experience with the features of SofTrack, we hope you have a feel for its basic operations. To learn even more about the functionality of SofTrack, we encourage you to print out and read through the [entire manual](#).

If you have any problems during your evaluation period, please refer to the Troubleshooting section below. And, please feel free to also contact our [Technical Support Department](#). We look forward to having you as a customer!

TIP We consider *prospective* customers to be a valuable as our *current* customers. To this end, we *provide the same high level of support* during your evaluation of SofTrack as we provide to our current customers.

Problem/Solution Guide (Troubleshooting)

Below, we have included some of the problems that might interrupt your evaluation process. Though these errors are uncommon, we have included them here along with their associated solutions to help get you back on track. If you encounter any other errors or have trouble with the software during your evaluation process, please see the [I am stuck. How do I get Technical Support?](#) section of this guide.

MANUAL STOP REQUIRED

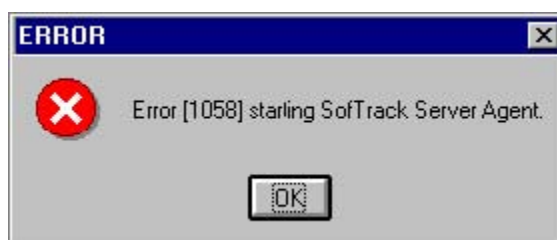
When the STOP UNLOAD button (found on the **Install** screen of SOFTRACK.EXE) is used, it will generate the following warning if the SofTrack Server Agent (SSA) is already running in “debug” mode at the selected Windows server.



Solution: Manually stop the SSA at the server.

Error (1058) Service Disabled

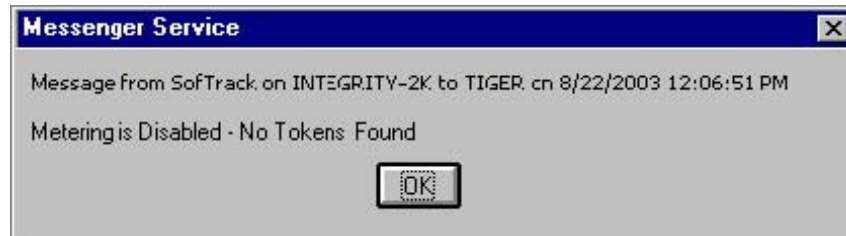
If the SSA service is disabled on the server hosting the SSA, you will receive the following requestor when you select the **Upgrade/Install** button on the **Install** screen within SOFTRACK.EXE:



Solution: Enable the SSA service in the Control Panel at the server and try again.

Metering Is Disabled – Token Exhausted/Not Found

If the SSA is in use when your evaluation token expires, or you try to meter/monitor more workstations (seats, stations, nodes) than your token allows, or if your token has not been installed properly, you will receive this error:



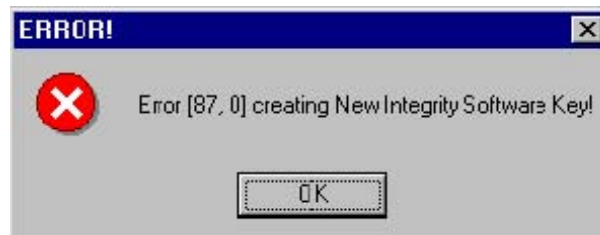
Solution 1: If your evaluation token has expired, contact our [Technical Support Department](#) for further instructions.

Solution 2: If you are using a purchased SofTrack token and exceeded its maximum number of workstations limit, contact sales@softwaremetering.com for information on upgrading your purchased token.

Solution 3: Install the evaluation token as described in the [Installing Your Evaluation Token](#) section.

Error [87,0] Creating New Integrity Software Key

You may receive the following error when trying to move/rename the registry keys with the **Install/Upgrade** button of the **Install** screen within SOFTRACK.EXE.



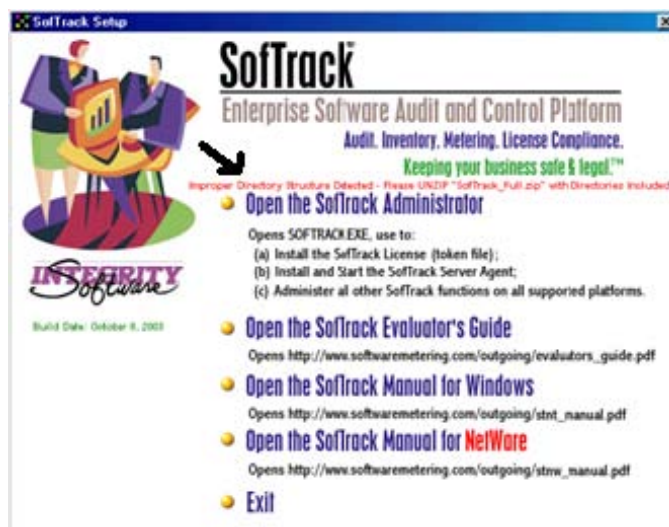
Solution: Exit and re-run SOFTRACK.EXE

SETUP for SOFTRACK Has Detected an Improper Directory Structure

If you unzip the SOFTRACK_FULL.ZIP file *without* retaining the directory structure (i.e.: "PKUNZIP" without the "-d" option) you will see the following requestor:



After clicking **OK**, the SofTrack Setup screen will show an error in red text as shown here:



Solution: Make sure your decompression utility is set to **retain the directory structure** contained in the softrack_full.zip archive.

"No Tokens Found for This Server - Unable to Continue."

The "No tokens found" message is sometimes followed almost immediately by a "Tokens Installed" message.

- **Reason 1:** The SOFTRACK.NLM was loaded a short time before the token's presence was made known to the server via eDirectory/NDS synchronization.
- **Solution 1:** Load the SOFTRACK.NLM again on this server.
- **Reason 2:** There is no token installed on the server where the SSA is loaded.
- **Solution 2:** Open the SOFTRACK.EXE program and select **Administration** and then **Token Maintenance**. In the window that appears, use the lower half to navigate to the location of your activation token. Select the token and choose the **Install** button. After a verification requestor with the token details appears, the token will be shown in the upper window. You may now load the SOFTRACK.NLM without errors.
- **Reason 3:** The eDirectory/NDS tree is not completely synchronized.
- **Solution 3:** Using DSREPAIR.NLM "unattended full repair" (the most common method to check an eDirectory/NDS Tree's health) is insufficient to see partition replication errors that can affect SofTrack. To do a more complete review of your server's synchronization status, use DSREPAIR.NLM and follow these steps:
 - From the server console (or rconsole), type "LOAD DSREPAIR".
 - Choose ADVANCED OPTIONS MENU.
 - Choose REPLICA AND PARTITION OPERATIONS (The "Replicas Stored on This Server" list should display.)
 - Choose the partition name where the replica type is "MASTER" and press Enter.
 - Choose "Report Synchronization Status of all servers".

At this point, you should be able to see if *all* the servers in your eDirectory/NDS tree are in sync. If any are not, the token installation you performed on the Tree may not be replicated to the server(s) hosting the SSA, resulting in the error. Once you have repaired any problems with Replica Synchronization, the error will disappear.

- **Other Solution:** Copy the token (*.tkn) file to the SYS:SYSTEM directory of the server hosting the SSA. The SOFTRACK.NLM will look for *.tkn files in the SYS:SYSTEM directory if it cannot find them within the Tree. Please note that this method does not replace installation of the token via the Token Maintenance window of SOFTRACK.EXE. Installation of the token to the Tree enables Global Licensing and other functions of SofTrack.

"One of My Workstations Is Not Being Metered."

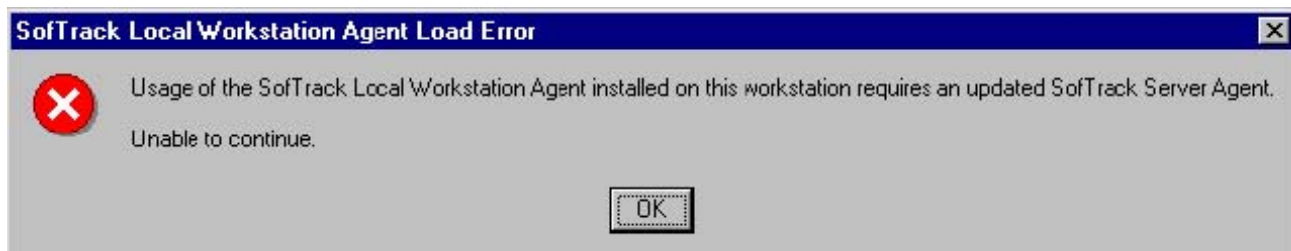
There are a number of reasons this could be happening:

- **Reason 1:** The SSA did not "see" the workstation log on to the server. If you start/load the SSA *after* a user is already logged on, SofTrack will not record any activity by that user. SofTrack can only meter users that log in while it is "awake".
- **Solution 1:** Make sure the SSA Service is set to automatically start on server launch for best results. Avoid stopping the SSA during working hours because, when the SSA is restarted, all users will have to log out/log on for SofTrack to properly meter them. Or, simply restart the SSA at the end of the day, and the next morning it will see the users log on.
- **Reason 2:** The LWA is not "pointed" at the server hosting the SSA; so, its reports never make it to the SSA.
- **Solution 2:**
 - *For Windows NT/2000/2003/XP nodes:* Go to the workstation that is not "showing up" in reports and open a DOS shell (Start / run / cmd.exe). From the shell, navigate to C:\WINNT\SYSTEM32\DRIVERS (this assumes your %SYSTEMROOT% is C:\WINNT) and type stlwa_nt -profile. The resulting output will show you the server name this LWA is trying to send its reports to. Make sure the name is correct, and make sure it is NOT prefaced with "\\" (for the server "SALES" the proper profile should show "SALES" not "\\SALES") and make sure the server targeted is hosting the SSA.
 - *For Windows 3x/9x/Me reporting to the SSA hosted by a Windows Server:* Go to the workstation that is not "showing up" in reports and open a DOS shell (start / run / command). From the shell, navigate to C:\WINDOWS and edit "STLWA-LM.INI". The "SERVER=" line will show you the server name this LWA is trying to send its reports. Make sure the name is correct, (no "typos", etc.), make sure it is NOT prefaced with "\\" (for the server "SALES" the proper profile should show "SALES" not "\\SALES") and make sure the server targeted is hosting the SSA.
- **Reason 3:** The SSA cannot "see" the workstation.
- **Solution 3:** Open SOFTRACK.EXE on the file server where the SSA is running and select the Administration pull down menu and then select **SofTrack Server Agent Version**. On the resulting screen click **OK** and on the next requestor ("List current in-use connections for this server?") click **OK**.

In the list that follows, look to see if the workstation in question is shown at *least* once. If it is not listed, open REGEDIT at the Windows Server and look for the workstation in the following key: HKLM\Software\Integrity Software Inc.\SofTrack\Administration\Computers. If it is not listed in either place, check that the workstation is actually connected and logged in to the network and that no "environmental" barriers exist between this workstation and the server (Routers, NAT devices, Packet Shaping devices, ATM switches, encapsulated WAN links and so on). If there are no "environmental barriers", contact our [Technical Support Department](#).

SofTrack Local Workstation Agent Load Error

This error appears when loading the SofTrack Local Windows Agent and one of the following three conditions is present.



- **Reason 1:** The server specified is not accessible.
- **Solution 1:** Make sure that the server name specified is reachable from the selected workstation.
 - If your workstation is Windows NT/2K/XP-based you can open a CMD.EXE “DOS” window and type the following command:

```
STLWA_NT -profile
```

The server name specified will be displayed. To ensure connectivity to this server, click on the Windows “Start” button and then select “Run” and enter the following:

```
\\server_name_specified\c$
```

If “C\$” is not a valid share on the named server, replace it with another share located on that server.

IMPORTANT: When you specify the Server name for the SofTrack Local Windows agent, make sure that the name is correct (that is, there are no “typos”, etc.). Also, make sure the server name is *not* prefaced with “\\” (for example, for the server “SALES”, the proper profile would read “SALES”—not “\\SALES”).

If your workstation is Windows 9x/Me-based, open the STLWA-LM.INI file with NOTEPAD.EXE to view the server name specified. If no server name is specified, please designate one as indicated in the “readme” file included in the SofTrack download; the readme file will be located in the same directory as the STLWA.VXD file that you previously installed.

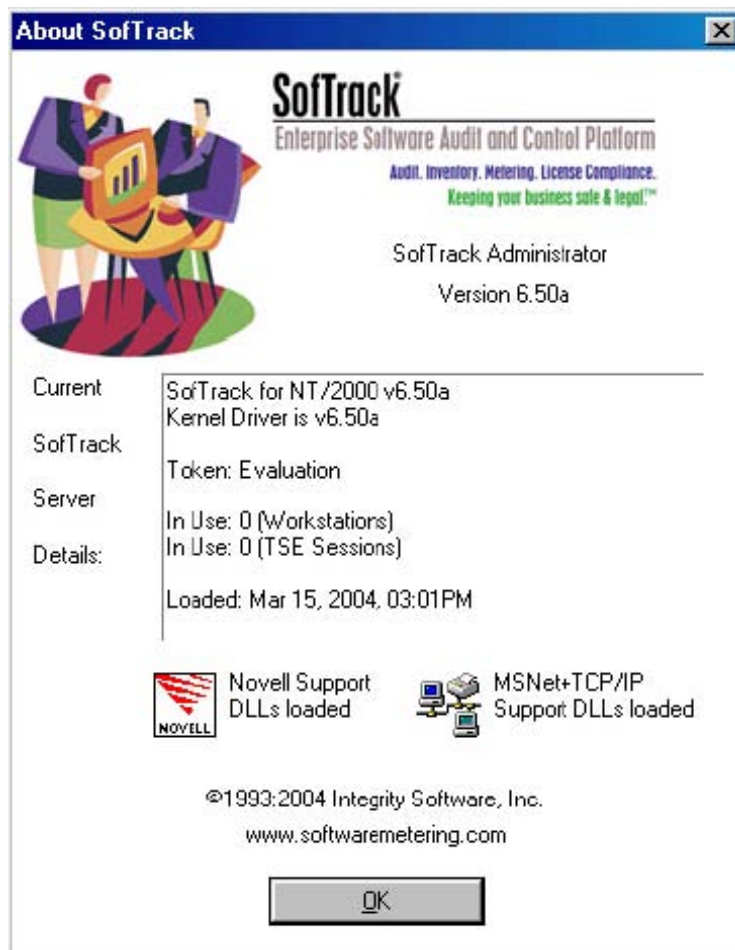
To ensure connectivity to this server, click on the Windows “Start” button and then select “Run” and enter the following:

```
\\server_name_specified\c$
```

If “C\$” is not a valid share on the named server, replace it with another share located on that server.

IMPORTANT: When you specify the server name for the SofTrack Local Windows agent, make sure that the name is correct (that is, there are no “typos”, etc.). Also, make sure the server name is *not* prefaced with “\\” (for example, for the server “SALES”, the proper profile would read “SALES”—not “\\SALES”).

- **Reason 2:** The Server specified is accessible, but either the SofTrack Server Agent is not loaded **or** it is loaded but the evaluation token is not loaded.
- **Solution 2:** Run SOFTRACK.EXE, connect to the Server and click on Help / About. The resulting screenshot should be similar to the following:



If the SofTrack Server Agent is not loaded, review the [Installing the SofTrack Server Agent \(SSA\)](#) section. If the evaluation token is not present, review the [Installing Your Evaluation Token](#) section.

- **Reason 3:** The local workstation's user account has no logon credentials at the server hosting the SofTrack Server Agent.
- **Solution 3:** Create an account for the workstation's user on the server where the SofTrack Server Agent is in-use. The SofTrack Local Window Agent relies upon the user's workstation credentials when connecting to the named server. If the user does not have an account on the named server the communication will be rejected and the SofTrack Local Windows Agent will not function.

FAQ (Frequently Asked Questions)

How Do I Remove the SSA from My Server?

For the SSA on a NetWare Server:

1. Access the Netware Server Console (either directly or with `rconsole`).
2. Unload `SOFTRACK.NLM`.
3. Delete `SYS:SYSTEM\IS_SRVx0.NLM` (on 4.x server the x=4 on 5.x and 6.x servers the x=5).
4. Delete `SYS:SYSTEM\SOFTRACK.NLM`.
5. Locate and delete all files in the `METER.LOG` path you defined (unless it is `SYS:SYSTEM`; in that case, delete all `METER.*` files and remove the following subdirectories: `ST__VIEW`, `AUDIT` and `COMPUTERS`).
6. Open `NWADMIN` (or `Console1`).
7. Delete the `SOFTRACK` Organizational Unit and all leaf objects.
8. Restart the server.

For the SSA on a Windows Server:

1. Log on as `ADMINISTRATOR` (or equivalent).
2. Open Control Panel/Administrative Tools/SERVICES
3. Find the "SofTrack Server Agent Service" and DISABLE it.
4. Open a CMD shell and Navigate to `C:\WINNT\SYSTEM32\DRIVERS`.
5. Type `STSTRVC -REMOVE`.
6. Delete `STSRVC.EXE` and `STVIEW.SYS` (and `STVIEW2K.SYS` on Windows 2000/2003 servers).
7. Locate and delete all files in the `METER.LOG` path you defined unless it is a path shared by other files. In that case, locate and delete all `METER.*` files and remove the following subdirectories: `ST__VIEW`, `AUDIT`, and `COMPUTERS`.
8. Open `REGEDIT` and navigate to:

`HKLM\SYSTEM\Software\Integrity Software Inc.`

Delete it and all subkeys.

`HKLM\SYSTEM\CurrentControlSet\Services\SofTrackService`

Delete it and all subkeys.

HKLM\SYSTEM\CurrentControlSet\Services\STVIEW

Delete it and all subkeys.


HKLM\SYSTEM\CurrentControlSet\Services\STVIEW2K

Delete it and all subkeys (on Windows 2000/2003 servers only).

9. Reboot the server.

How Do I Remove the LWA from My Machine?

Removing SofTrack LWA - MSI Method

 **NOTE:** The process of removing the SofTrack LWA MSI installation will depend on the original method that was used to install it on each client workstation. For example, an administrator who used Active Directory to deploy the MSI would use the same method to remove it.

1. Click Start | Settings | Control Panel.
2. Double-click Add or Remove Programs.
3. Locate the appropriate entry for the **SofTrack Local Workstation Agent for Windows** in the **Add or Remove Programs** screen and click the corresponding **Remove** button.

Removing SofTrack LWA - Manual Method

Windows NTv4/2000/2003/XP and Terminal Server Hosts

To remove the LWA from a Windows NTv4/2000/2003/XP computer, including Terminal Server Hosts:

1. Click Start | Settings | Control Panel.
2. Double-click Administrative Tools, double-click Services, and then double-click SofTrack Local Metering Agent Service.
3. In the **General** tab, click **Stop**. Then, click **OK**.
4. Click **Start | Run** and then enter `CMD.EXE`.
5. In the resulting CMD window, change the current directory to:

```
%SystemRoot%\System32\Drivers
```

6. Enter the following command:

```
STLWA_NT -remove
```

7. **Delete** the following files:

```
%SystemRoot%\System32\Drivers\STLWA_NT.EXE  
%SystemRoot%\System32\Drivers\STLWMON.SYS
```

8. Reboot the workstation.

Removal is complete.

 **CAUTION:** Removal will not be complete until you REBOOT the workstation.

Windows 3x/9x/Me Workstations

To remove the LWA from a Windows 3x/9x/Me workstation:

1. Using REGEDIT, edit the Registry (or WIN.INI file) and remove the entry for STLWA-LM so that it is no longer loaded.

The registry key to edit is:

```
HKLM\Software\Microsoft\Windows\CurrentVersion\Run
```

2. Reboot the workstation.

3. **Delete** the following files:

```
C:\WINDOWS\STLWA-LM.EXE  
C:\WINDOWS\STLWA-LM.INI  
C:\WINDOWS\STLWA-WE.EXE  
C:\WINDOWS\STLWA.VXD
```

4. Reboot the workstation.

Removal is complete.

 **CAUTION:** Removal will not be complete until you REBOOT the workstation.

For Macintosh Workstations

- Click [here](#) for MacOS X removal.
- Click [here](#) for MacOS X Classic Environment removal.
- Click [here](#) for MacOS 9 removal.

“I am stuck. How do I get Technical Support?”

TIP We consider *prospective* customers to be a valuable as our *current* customers. To this end, we *provide the same high level of support* during your evaluation of SofTrack as we provide to our current customers.

Our Technical Support Engineers are some of the best in the industry. However, they are not clairvoyant! When requesting technical support, provide *as much detail as possible* in describing your environment and the problems you are encountering. Experience shows the more detail in your *initial* description, the more quickly we can resolve your issues. When you send our support team an email request with a message such as “SofTrack is not working; please help.” will only extend the downtime of your system as our engineers have to ask many questions about the nature of your system and the type of error you have encountered.

Technical Support for SofTrack is provided in the following ways:

- The FAQ (included in this document)
- The Problem/Solution guide (included in this document)
- Our Internet-based discussion forum, which you can locate by following link at http://www.softwaremetering.com/_support.
- Via email sent to support@softwaremetering.com
- Via telephone: (512) 372-8991 x611 (available Monday through Friday, between 7:30 a.m. and 5:30 p.m. U.S. Central Time)

TIP The full text or screen shots of all error messages; steps that produce the problem and details regarding your servers and workstations should be included in your first support email request. Thank you.