# SofTrack Quick Inventory

Software, Hardware and Change Tracking



# Administrator's Guide



# SofTrack Quick Inventory Guide

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# Welcome to SofTrack® Quick Inventory

Thank you for choosing SofTrack® Quick Inventory to satisfy your enterprise hardware and software workstation inventory requirements. When you use SofTrack's Quick Inventory platform you also receive comprehensive change tracking for any configuration changes at each workstation. And you can create your own Managed Applications database full of details important to you and your enterprise.

SofTrack's Quick Inventory Agent works quickly to gather hardware and software details on each of your workstations. In most cases the Agent requires less than 10 seconds per workstation. The Agent can be run via Login Script or directly and can even be used to collect data from workstations that are disconnected from your network.

#### Features and Benefits

#### • Quickly identify software installed on each of your workstations.

SofTrack's Quick Inventory will provide data regarding software installed upon each workstation including:

- Software Name
- Publisher
- Version
- Serial Number for Windows Applications
- Executable Files identified for each

#### • 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.

#### • Quickly identify the number of workstations where software is installed.

SofTrack's Quick Inventory will quickly identify (usually less then 10 seconds per workstation) the software installed on each of your workstations.

By knowing where software is installed you gain control over your software license expenditures.

When you know how many copies of software has been installed you can identify whether or not you need to purchase more licenses to remain legal and avoid a copyright infringement lawsuit which could cost your organization over a \$100,000 and possible jail time.

For additional details, please read our Mitigating Software Piracy white paper.

http://www.softwaremetering.com/research/Mitigating\_Software\_Piracy\_with\_SofTrack.pdf

#### • Quickly identify hardware details of your workstations.

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

- Workstation Name
- Workstation Description
- TCP/IP Address
- Windows / Macintosh O/S Version
- Windows Service Pack level
- Windows Last Reboot Time
- Windows Time Zone
- Internet Explorer Version
- Size of C: drive
- Free space of C: drive
- Physical RAM installed
- Specific RAM modules installed

- BIOS Date and Revision
- Manufacturer
- Model
- Serial Number
- CPUs installed including MHz rating
- Network Adapters Installed
- Printers Installed
- Video Adapter Model
- Video Adapter Version
- Video Adapter Driver Date
- 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.

#### • Self-directed Managed Applications database.

Use SofTrack's Managed Applications option to track applications you select including details you define. This ad-hoc database has been designed to give you the flexibility to define your own fields to enable complete application tracking including purchase records, ownership, and maintenance renewals. When using the Managed Applications option you can also quickly check for applications that are out of license compliance.

#### About this Guide

This administrator'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**.

# Contacting Technical Support

Free and unlimited technical support is available. If you have any trouble with SofTrack's Quick Inventory, please contact our Senior Support Engineers via email or telephone.

Email:support@softwaremetering.comPhone:(512) 372-8991 x611

Technical Support is provided 7:00am through 6:30pm USA Central Time (GMT-6).

#### Before you begin

- Please print out this guide!
- If you are testing SofTrack Quick Inventory, we recommend you have at least three computers in your test environment:
  - > One server
  - One user workstation
  - One Administrator workstation
- To install, you must logon to the server as the Administrator or equivalent

The initial installation of the SofTrack's Quick Inventory Server Agent requires your logon to have *full* administrative privileges.

If you are installing SofTrack Quick Inventory 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 installing SofTrack Quick Inventory in a NetWare environment, SofTrack does require root eDirectory/NDS privileges to the Tree to extend the schema. It takes less than 5 minutes to run this portion of the evaluation – this is important to know if you need to involve the Tree's root administrator.

• To install, you must have an "Evaluation Token" or a "Purchased Token"

A *license key* or *token* is used to enable SofTrack's functions, without a Token, SofTrack will not provide any reports. If you are evaluating, our support department will issue you an evaluation token.

*NOTE:* SofTrack will not work without a token being installed.

• When installing, you must create a *shared* directory on the server

We strongly suggest creating a shared directory on your Windows (or NetWare) server in advance. The shared directory you create will be used to store inventory log files generated by the Quick Inventory Agent. 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.
- SSA (SofTrack Server Agent) The SofTrack Server Agent is installed at the server and is responsible for acting as the central repository for inventory data transmitted by the Quick Inventory Agent and processing inventory data files to detect configuration changes.
- 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.

# Initial SofTrack Quick Inventory Setup

Download SofTrack Quick Inventory:

http://www.softwaremetering.com/outgoing/softrack\_qi.zip

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

**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 QIADMIN.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 nother workstation or server.

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

fease carefully read the following:	
NTEGRITY SOFTWARE LICENSE AGREEMEN	T FOR SOFTRACK SOFTWARE
THIS SOFTWARE IS LICENSED, NOT SOLD, AI TERMS OF THIS LICENSE AGREEMENT. PLE/ CAREFULLY. INTEGRITY SOFTWARE WILL O WITH THIS AGREEMENT TO YOU IF YOU FIRS REGARDLESS OF HOW YOU ACQUIRE THE SO DN MEDIA OR OTHERWISE), USE OF THE SO DF THESE TERMS.	ND AVAILABLE FOR USE ONLY UNDER THE ASE READ THIS LEGAL AGREEMENT NLY LICENSE THE SOFTWARE PROVIDED T ACCEPT THE TERMS OF THIS AGREEMENT. OFTWARE (ELECTRONICALLY, PRELOADED, TWARE CONSTITUTES YOUR ACCEPTANCE
ntegrity Software, Inc. ("Integrity") grants you a n stated below to the Software in the country in whi	onexclusive, nontransferable license under the terms ch you acquire it.
<ol> <li>License Grant. This license agreement must be retained by you. Integrity Software, Inc. (' entity) a personal, non-transferable, and non-exclu- object code version of the Integrity software acco- natalling the Software on one server. (ii) running to user copies and associated user ID's for which you are copies and user ID's on remote personal you.</li> </ol>	is your proof of license to use the Software and Integrity"] grants to you (either as an individual or sive object code only license to use the copy of the mparying this license (the "Software") by (i) he install program to create the number of remote u have a paid-up license, (iii) loading such remote puters, and (iv) making backup or archival copies.

This window contains the End User License Agreement for SofTrack. To continue, please read and check the **I** accept this agreement checkbox and click on the Accept button.

If you click on the **Do Not Accept** button, QIADMIN.EXE will terminate without further prompts. If you accept the End User License Agreement, the following will appear:



To continue, select the Server menu item and the following will appear:

🗾 SofTrack Quick Inventory Server Selection 🛛 🔀				
Please specify the server which is or will be hosting SofTrack Quick Inventory data:	OK			
(Format: SERVERNAME)	Cancel			
Make selected server the default server				

Enter the server's name. If the server name entered designates a NetWare server, Novell's Client32 must be already be installed on your workstation. You do not need to specify if the server name entered represents a Windows or NetWare server – this will be determined automatically. *You do NOT need to specify \| in the server name, enter only the name.* 

# IMPORTANT Do not use QIADMIN.EXE from within a Thin Client / Terminal Server session -- it will not function properly.

After entering the server name, click the **OK** button.

The server name(s) you enter are stored in the registry of the local machine in the following key:

 $HKEY\_CURRENT\_USER \verb|SOFTWARE| SofTrackQuickInventory$ 

Next, click on the **Install** menu item and the following will appear:

Qu	Quick Inventory Administrator			
rts	Install	Help		
_	Define Log Path			
	Install Token			
	Ins	tall / Upgrade Server Agent		

Click the **Define Log Path** menu item.

# Defining the Log Path

After you select the Define Log Path, the following is displayed:

Select directory to store SofTrack Quick Inventory file	× ×
NOTE: The directory selected does not need to be accessible those users creating reports will require access to the specified Current Setting: [undefined]	to users. Only directory.
	Use Selected Directory Cancel
	Create Directory Here
Current Selection	

Next, specify a directory to be the repository for SofTrack Quick Inventory data files.

• <u>NOTE</u> The Log Path is used to store the following:

#### • **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 QIADMIN.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 QIADMIN.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
- Inventory files do not require archiving, they are continually maintained by use of INVENTRY.EXE at each workstation and by the SofTrack Server Agent
- Various hexadecimal (8 character) sub-directories under Computers sub-directories
  - These directories are used by the Managed Applications option to store documents you include (such as purchase orders, receipts, vendor agreements and so on)

#### Installing your Token

To use SofTrack Quick Inventory you must have valid token. If you are evaluating SofTrack, 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 QIADMIN.EXE is located.

✤ <u>TIP</u> The SofTrack Quick Inventory 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 inventory data SofTrack has acquired during the evaluation will remain available after purchase.

To install the token, select Install and choose Install Token as shown:

Qu	Quick Inventory Administrator			
irts	Install	Help		
	Define Log Path Install Token			
	Install / Upgrade Server Agent			

Once selected, the following will appear:

		1212
Token Type	Expiration	
1		Bemove Token
lect Token to Instalt	(SH)	
		-
- C \ - 2 D.\		
· · · · · · · · · · · · · · · · · · ·		

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 <u>support@softwaremetering.com</u> for a new one.

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

Currently Installed Tokens:		OK
Token Type	Expiration	
4		Remove Token
elect Token to Instalt		
		1021
A:\     D4M80001_TKN     SOFTRACK Evaluation     License Expires on 2004.0	4.05	
A \     OHMS0001_THN     SOFTRACK Evaluation     C \     D C \     D \     D \	4.05	

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:

Expiration Evaluation Expires April 5, 2004	ОК
Expiration Evaluation Expires April 5, 2004	
Evaluation Expires April 5, 2004	
•	Remove Token
	1
-	
	Install Takan
<u>×</u>	Install Token
	×

# Installing the SofTrack Server Agent (SSA)

To install the SofTrack Server Agent (SSA), select **Install** and choose **Install** / **Upgrade Server Agent** as shown:

Quick Inventory Administrator				
rts	Install	Help		
	Define Log Path Install Token			
Install / Upgrade S		tall / Upgrade Server Agent		

Once selected, the following will appear:

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 similar window:



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:

SofTrack Server Install for NT/2K Server Integrity-2k	×
This selection will install the SofTrack Server Agent on the currently selected server.	Done
This selection can also be used to update an existing SofTrack Server Agent.	
Current SofTrack Server Agent Status:	
SofTrack Server Agent for NT/2K is not loaded.	
Stop / Unload the SofTrack Server Agent	Install / Upgrade SofTrack Server Agent on the selected Server

The following should be displayed:



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

- Inventory of workstations
  - Applications installed
  - Operating System configuration
  - Hardware configuration

- Inventory Change Tracking
  - Changes are recorded in QI\_CHG.LOG:
    - All changes to hardware *except* C: Drive Free Space are tracked
    - All software changes are tracked
  - Changes are recorded in **QI\_CHGIP.LOG**:
    - Changes to TCP/IP addresses are tracked

The files QI\_CHG.LOG and QI\_CHGIP.LOG are stored in CSV format and are always ready to use. The SofTrack Server Agent generates the files.

# 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
- Managed Applications database

SofTrack provides Quick Inventory Agents for Windows workstations and Macintosh workstations.

#### Windows QIA

This section will demonstrate how to perform SofTrack's Quick Inventory on Windows Workstations.

SofTrack's Quick Inventory was created to quickly gather detailed information about each workstation in your environment. When run, INVENTRY.EXE will quickly (usually less than 20 seconds) gather the following data and transmit it to the <u>SSA</u>:

- Workstation name
- Workstation description
- TCP/IP Address
- Windows Version
- Service Pack Level
- C: Drive Size
- C: Drive Free Space
- 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
- Printers Installed
- Disk Space for all volumes
- Video Adapter Model, Version, Driver
- Applications Installed including Publisher, Version and Serial Number
- NetWare Client Version + Service Pack

The file INVENTRY.EXE and its companion file \_SMBIOS\_.EXE are located in the TOOLS\INVENTRY of the product installation subdirectory. If the server you will be reporting to is NetWare-based you will need to also include the file STNW32.DLL.

To manually run INVENTRY.EXE:

INVENTRY server\_name

Where server\_name is the name of the server hosting the <u>SSA</u>.

The Inventory module INVENTRY.EXE performs its work by automatically running its companion module \_SMBIOS\_.EXE and assembling all configuration data gathered. Once gathered, the inventory data is transmitted to the specified server. If the server being reported to is based upon NetWare you will need to include the file STNW32.DLL.

#### Macintosh QIA

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

- Macintosh Workstation name
- TCP/IP Address
- MacOS Version
- Kernel Version
- System Disk Size
- System Disk Free Space
- Physical RAM installed
- Type of RAM installed in Banks1-8
- Macintosh Model
- ROM Version
- Serial Number (assigned by Manufacturer)
- Processor Count (CPU)

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 to 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, on a single line, the IP address of the server hosting the SofTrack Server Agent. Do not append a "return" or "carriage feed". Do not include port specifiers. Only the dotted IP address such as "10.10.33.52" (without the "quotes").

- 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
- Applications installed including Version and Get Info data

- 3) If you do not create the "SofTrack QIA" plain text file, the SofTrack QIA, when run, will create an inventory of the local workstation and place the results in a file on the desktop. You may desire this option when the Macintosh being inventoried is unable to connect to the SofTrack Server Agent (not on the same network, completely offline, and so on). If you copy/email/send the resulting inventory file and place it in the "Computers" sub-directory on the server hosting the SofTrack Server Agent it will be included in the inventory reports.
- 4) Double-click the SofTrack QIA application to begin inventory collection. The Agent will automatically quit when it is complete. The Agent typically requires 10-45 seconds to complete. You may desire to use scheduling software to automatically invoke the SofTrack QIA.

#### Reporting

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

Repo	orts Install Help
	\$ Managed Applications
	View Hardware/Software Inventory Change Log
	View TCP/IP Address Change Log
	View Printer Change Log
	Applications Installed (Number of Workstations where each is installed)
	Applications Serial Number Report (List each application with a serial number)
	Microsoft Applications with Installation Keys (per workstation)
	Applications Installed (List Workstations for each)
	Workstations (List Applications Installed)
	Workstations (Hardware Details)
	Workstations (Network Adapters and Connectivity Report)
	Workstations (Disk Drives and Printers)
	Applications - Executable Files Found
	Executable Files - Application Associations
	Macintosh Reports
	Batch Reports Option

Choose **Applications Installed (Number of Workstations where each is installed)** from the list presented. 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:

pplication	Version	Publisher	Number of Workstations	-
Adobe Acrobat 8 Standard (Full + Reader)   8.1.2	8.1.2	Adobe Systems	1	
Adobe Acrobat 8 Standard (Full Version Only)	8.1.2	Adobe Systems	1	
Adobe Acrobat - Reader 6.0.2 Update   6.0.2	6.0.2	Adobe Systems	3	
Adobe Acrobat 4.0 (Full + Reader)   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 (Full Version Only)   5.0	5.0	Adobe Systems, Inc.	2	
Adobe Acrobat 5.0 (Reader Only)   5.0	5.0	Adobe Systems, Inc.	1	
Adobe Acrobat 6.0 Standard (Full + Reader) I 0	006.000.000	Adobe Systems	2	1

#### Distributing the Quick Inventory Agent for Windows®

The SofTrack Quick Inventory Agent can be distributed by the following methods:

#### Push Console

Run the QIADMIN.EXE interface and click the Install menu option. On the resulting menu select "Push Workstation Agent" and the following window will appear:

=	SofTrack Local Wind	dows Agents Push Console		
<r< td=""><td>ight Click&gt; on list belo</td><td>ow for additional options:</td><td></td><td></td></r<>	ight Click> on list belo	ow for additional options:		
	Vorkstation	IP Address	Push Result	
E	DUDE	198.206.217.33		
l	ANDXY64	198.206.217.177		
E	Q-BERT	198.206.217.131		
	Boger-PC	198.206.217.222		
	TARTON	198.206.217.71		
	XP_PRO_1	198.206.217.229		
E	XPPOWER	198.206.217.203		
•				Þ
	Retrieve Workstatio	ons from IP Address Range	Push QIA to selected workstations	7
	Retrieve Workstati	ions from Active Directory		Done

The list of workstations presented include all that have been previously scanned. If none have been previously scanned the list will include one workstation, the one your are currently using. The list of previously scanned workstations is stored in the registry of the server hosting the SofTrack Server Agent in the key:

HKEY\_LOCAL\_MACHINE\SOFTWARE\Integrity Software, Inc.\SofTrack\Administration\ScannedNodes

Use the "Retrieve" buttons to populate the view. When retrieving workstations from Active Directory, workstations that are *disabled* (in Active Directory) will not be included.

When ready, select the workstation(s) to push the SofTrack QIA to and click the "Push QIA" button. You will be prompted with the following:

Push SofTrack Quic	k Inventory Agent		×
This option will copy workstations. ⊢Quick Inventory 0	the QISVC0 service plus	Quick Inventory Agent to the selec	ted
Server to report to:	dude	Server name only, no dots, no sla OR TCP/IP address of server	ashes
Scan Interval:	If blank, will de Range: 10 min Will always sca	fault to 1440 minutes, once a day. utes to 10080 minutes (7 days). an when workstation rebooted.	
Stop and Remov	e Inventory Agent	Cancel Push	Now

Notice this requestor includes the ability to remove the agent.

Once you click the "Push Now" button the push will commence. If you have an anti-virus agent running on the local workstation it may complain as the push will connect with all selected workstations simultaneously.

Once the push is complete the "Push Result" report column will include details of the push and the workstation icon will change color to visually indicate the success or failure of the push.

🚽 SofTrack Local Wine	dows Agents Push Consol	
<right click=""> on list belo</right>	ow for additional options:	
Workstation	IP Address	Push Result
📕 DUDE	198.206.217.33	
A MOXY64	198.206.217.177	
📮 Q-BERT	198.206.217.131	
B Roger-PC	198.206.217.222	
E TARTON	198.206.217.71	
AXP_PR0_1	198.206.217.229	
	198.206.217.203	Access Denied to Registry, check your account permissions, must have
•	III	4
Retrieve Workstatio	ons from IP Address Range	Push QIA to selected workstations 7
Retrieve Workstat	ions from Active Directory	Done

If you position the mouse cursor over the list of workstations and click the "right" mouse button the following menu will appear:

🚽 SofTrack Local Wind	dows Agents Push Console	1	
<right click=""> on list belo</right>	ow for additional options:		
Workstation	IP Address	Push Result	
📕 DUDE	198.206.217.33		
📇 МОХҮ64	198.206.217.177		
📇 Q-BERT	198.206.217.131		
Roger-PC	198.206.217.222		
📇 TARTON	198.206.217.71		Select All Workstations (for push)
📕 XP_PR0_1	198.206.217.229		Manually enter Workstation names
SCHOWER 2	198.206.217.203	Access Denied to I	Retreive Workstations known to Server Agent
•			Save Contents of this list to file
Retrieve Workstatio	ons from IP Address Range	Push Ql/	Erase list of previously scanned IP addresses
Retrieve Workstat	ions from Active Directory		Done

The options presented further assist in installation of the QIA. Note the "Save Contents" option will save the complete push console results to file. This can be useful in obtaining support from support@softwaremetering.com.

#### Logon Script

If your network incorporates the user of logon scripts you can perform an inventory by including the following line:

#### INVENTRY server\_name

**TIP**: Be sure to copy INVENTRY.EXE and \_SMBIOS\_.EXE to the same directory. If the server being reported to is NetWare-based, be sure to include STNW32.DLL.

#### **MSI or Software Distribution Package**

- In the **Install.QIA.Only** folder included in the product download you will find the file QISETUP.MSI. You can use this file to distribute the QIA on Windows workstations.
- Otherwise, if your network includes a software distribution package, you can use it to distribute INVENTRY.EXE and \_SMBIOS\_.EXE. to each workstation. If the server being reported to is NetWare-based, be sure to include STNW32.DLL.

#### **Email (Remote Inventory)**

To inventory workstations not connected to your network you can perform inventory via email. If you need to gather inventory data for workstations that are disconnected from your network, perform the following:

- 1. ZIP up and email INVENTRY.EXE and \_SMBIOS\_.EXE to each *disconnected* user.
- 2. Upon receipt, instruct the user to unzip the two files to a directory of your choice on their local machine.
- 3. Instruct them to run the following (or provide them with a .BAT or .CMD file):

INVENTRY \* \*

Please notice that the there is a space between the \*s.

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

SofTrac	k Inventory Message 🛛 🕅
	File to deliver is:
<u>.</u>	[C:\WINDOWS\TEMP\XEON ONE.new]
	This filename has been pasted to the clipboard.
	To use it simply press CTRL-V or press SHIFT-INSERT.
	(OK)

- 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** subdirectory within the Log Path you defined at the server.

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.

#### Floppy Disk/USB Key (Remote Inventory)

If your environment includes workstations that are disconnected (behind a firewall) from any network including email you can still connect inventory and report its inventory data!

1. Copy the files INVENTRY.EXE and \_SMBIOS\_.EXE to a floppy disk or other read/write media (USB thumb drive, R/W CDROM, and so on).

2. On the designated workstation open a DOS Command Window (Start / Run / CMD.EXE or Start / Run / Command.com).

3. Change directory to the device with the inventory files you copied earlier and run:

INVENTRY \* \*

Please notice that the there is a space between the \*s.

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



5. Copy the indicated file to the media containing the inventory application file.

6. Return to your administrator workstation and copy the inventory data file to the **Computers** subdirectory 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.

Replace Step 3) above with the following command:

INVENTRY @ C:

or

INVENTRY @ <u>\\server\share</u>

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

# Distributing the Quick Inventory Agent for Macintosh®

At present SofTrack does not include an automated technique for distribution of the Macintosh Quick Inventory Agent.

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 them to run the SofTrack QIA application.

4. When finished, the inventory file will be saved to their Desktop with a filename that is the same as their workstation's name.

5. Have them email this file to you.

6. Once you receive the user's inventory file, copy it to the Computers subdirectory 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.

# Automated (batch) mode reporting

You may find it more convenient to have your Quick Inventory Reports provided via an automated method. Within the product installation directory you will find two a subdirectory named TOOLS. Within TOOLS you will find subdirectories named NT-2K and NW. Within these subdirectories you will find  $ST2K_RPT.EXE$  and SOFTDRPT.EXE respectively. These are the automated report generators. The first,  $ST2K_RPT.EXE$ , has been designed for use with Windows servers. The second, SOFTDRPT.EXE, has been designed for use with Windows servers. The second, SOFTDRPT.EXE, has been designed for use with NetWare 4x/5x/6x servers. To use, open a DOS or COMMAND window and run:

ST2K\_RPT -h or SOFTDRPT -h

You will then be presented with a list of options:

```
ST2K RPT -- SofTrack for NT/2K/2003 Batch/DOS Report Generator -- Version 1.9d
Usage: ST2K RPT [options]
[ Metering Report Options ]
< purposely removed for this example >
[ Quick Inventory Options ]
-q1
                        Applications Installed [Number of Workstations
                                                where each is installed]
                        Applications Installed [List Workstations for each]
-q2
-q3
                        Workstations [List Applications installed for each]
-q4
                        Workstations [Hardware and Operating System Details]
-q5
                        Applications [Executable Files for each]
-q6
                        Executable Files [Application Associations]
                        Applications [Serial Number Report]
-q7
                        Workstations [Network Adapters and Connectivity Report]
-q8
-q9
                        Workstations [Microsoft Apps+Install Keys]
                        Workstations [Disk Drives and Printers]
-qx
-a1
             Macintosh Applications Installed [Number of Workstations
                                                where each is installed]
             Macintosh Applications Installed [List Workstations for each]
-a2
             Macintosh Workstations [List Applications installed for each]
-a3
             Macintosh Workstations [Hardware and Operating System Details]
-a4
              Macintosh Workstations [Network Adapters Report]
-a5
```

-u[t c q]	Output Selection [*Text Comma delimited Quoted CSV]
-r	Include header row at top of report
[ Options for all report	us ]
-f[file]	Output report to [file] <default: console="" output="" to=""></default:>
-l[num]	Lines of detail per page <default:40></default:40>
<pre>-n[servername] -u[t c]</pre>	Server to run report on <default: current="" server=""> Output Selection [*Text Comma delimited]</default:>

The options in grey are for SofTrack's software metering abilities. The options in blue are for generating SofTrack's Quick Inventory reports.

To automate your SofTrack Quick Inventory reports, simply construct a batch file with the desired command line options such as:

ST2K\_RPT -nMYSERVER -q2 -fOUTPUT.TXT

# **Managed Applications Option**

Included with SofTrack Quick Inventory is the ability to manage your Software Application Licenses with an easily customizable interface. The Managed Applications option is available only for Windows servers.

Create the data items that are useful for you and your enterprise.

The following illustrates how to use the Managed Applications option.

From the Reports menu in QIADMIN.EXE select \$ Managed Applications:

Reports	Install	Help
\$ N	lanaged /	Applications

The following is presented:

🚹 Managed Application Profiles						X
Select Managed Application Profiles	to view/modify:					Done
Managed Application Profiles	Number of Applications	License Status	Last Modified	Dates in next 30 days	Dates in next 60 days	
						Delete
						Rename
•	III				4	View/Edit
Enter Name for New Managed Appli	cation Profile:					
						Create
Alternate view - List of applications (	hat are part of the above pr	ofiles				
Managed Applications	Version	Publisher	Associated Profile	Platform	Number of Installed Wor	Check for
						License violations
•					4	View/Edit

The initial view is empty.

#### Add Applications to a Managed Application Profile

To being, create a new Managed Application Profile. At the center of the screen type in a name for a Managed Application Profile and click the "Create" button next to this field. In this example we will use the name ADOBE\_001. After you click the Create button the following screen will appear:

View/Edit Managed Application	Profile ADOBE	001				×
Application	Version	Publisher	Number of Workstations	Platform		<u>0</u> K
						Cancel
-						Add
						800
						<u>R</u> emove
	Total	Number Licenses Installed:	Be-calculate r	number installed		
	Totan	Number Licenses mistalieu.				
Tracking Groups for this Profile:		Data Fields associated with	selected Tracking Group			
	Add	Field	Field Type	Value	Original	View File
	Tracking					
	Group					
	Add					
	Item to					Add your
	Group					record
	Rename Group or					Edit record
	Item					
	Remove Group or					
	Item	•			4	Remove
1						

To continue, click the "Add" button. This will present a list of all available applications. This list can take a few moments to prepare. Once ready it appears:

pplication	Version	Publisher / Get Info	Number of Worksta	Platform
Acrobat   8.0.0	8.0.0	Adobe" Acrobat" 8.0.0, ©1984-2006 Adobe	4	MAC
Acrobat   8.1.1	8.1.1	Adobe" Acrobat" 8.1.1, ©1984-2007 Adobe	4	MAC
Acrobat Reader 5.0   5.0.5	5.0.5	5.0.5, Copyright 1984-2001 Adobe Systems	3	MAC
Acrobat Reader 5.0   5.00	5.00	5.00, Copyright 1984-2001 Adobe Systems	1	MAC
Acrobat Reader Installer   7.3	7.3		1	MAC
Acrobat Reader Installer Deu   7.3	7.3		1	MAC
Acrobat Reader Installer Esp   7.3	7.3		1	MAC
Acrobat Reader Installer Fra   7.3	7.3		1	MAC
Acrobat Reader Installer Ita   7.3	7.3		1	MAC
Acrobat Reader Installer NId   7.3	7.3		1	MAC
Acrobat Reader Installer Sve   7.3	7.3		1	MAC
Acrobat Uninstaller   Acrobat Uninstaller version	Acrobat Unin	Acrobat Uninstaller version 8.0.0, Copyright	5	MAC
Acrobat Uninstaller   Acrobat Uninstaller version	Acrobat Unin	Acrobat Uninstaller version 8.1.1, Copyright	3	MAC
Acrobat» Reader 4.0   4.0.5	4.0.5	4.0.5 . Copyright (c) Adobe Systems, Inc. 1	1	MAC
Acronis Disk Director Suite		Acronis	1	PC
ACT!			1	PC
ACT!   8.00.0000	8.00.0000	Sage Software	1	PC
Activation_Help   6.0	6.0	Quark XPress 6.0 Copyright	4	MAC
ActivationUtility   ActivationUtility 2.0.0.1	ActivationUtili	ActivationUtility 2.0.0.1, Copyright © 2004	1	MAC
Activity Monitor   1.0	1.0	1.0, © 2002-2003 Apple Computer Inc. All	2	MAC
Ārovirs ize		4 5 0 0000 0005 1 1 0 1 1 1	-	

Select the Applications to add. When ready, click the "Add" button. After you click this button the window will close and the selected application(s) will appear in the managed list:

🔋 View/Edit Managed Application P	rofile ADOBE_00	)1			X
Application	Version	Publisher	Number of Workstations	Platform	<u>o</u> k
Acrobat Reader 5.0   5.0.5	5.0.5	5.0.5, Copyright 19	3	MAC	Cancel
Acrobat Reader 5.0   5.00	5.00	5.00, Copyright 198	1	MAC	
Adobe Acrobat 5.0 (Full + Read	5.0	Adobe Systems, Inc.	1	PC	
Adobe Acrobat 5.0 (Full Version	5.0	Adobe Systems, Inc.	2	PC	
Adobe Acrobat 5.0 (Reader Only	5.0	Adobe Systems, Inc.	1	PC	
					Add
					<u>R</u> emove

**NOTE:** Applications can be included in multiple Managed Application Profiles, there is no restriction.

Next, in the "Total Number Licensed Owned:" field, enter the number of licenses you own of the selected applications. In this example we will use the number 15.

Total Number Licensed Owned: 15 Total Number Licenses Installed	0	Re-calculate number installed	
---	---	-------------------------------	--

Use the "Re-calculate number installed" button to initiate a scan of all inventory files for all with matching applications and present the total number installed. This list can take a few moments to prepare. Once complete the "Total Number Licenses Installed" field will be populated.

Total Number Licenses Installed: 8 Re-calculate number installed

Note that this field is read-only and must be re-calculated each time you view the Managed Application Profile.

#### Create Tracking Group and Items

In addition to associating applications with your Managed Application Profile, you can define an unlimited number of datasets that define the included applications.

The first construct is the Tracking Group. For each Managed Application Profile you can have as many tracking groups as needed. The first one is included by default, it is named "Default:[ALL]" and can easily be renamed as needed.

Add Tracking Group
Add Tracking Item to Group
Rename Group or Item
Remove Group or Item

Tracking Groups are important because individual data fields are connected to tracking groups. Data Fields such as purchase records, maintenance renewal dates, activation codes, delivery date, number of seats purchased, purchase invoices, cost centers, purchase agent, copy of the EULA, vendor support agreement and contacts, support incidents purchased and so on.

Each Tracking Group can be defined with Tracking Items. This is an open definition, you are not required to use Tracking Items but you may find them a convenient way to tracking items associated with the Tracking Group. Tracking Items could include items such as serial numbers, application keys, or any other repetitive item. In case you are curious, Data Fields (as opposed to Tracking Items) can also include repetitive data.

🖺 View/Edit Managed Application P	rofile ADOBE_(	001				<b>X</b>
Application	Version	Publisher	Number of Workstatio	ns Platform		<u>0</u> K
🗟 Acrobat Reader 5.0   5.0.5	5.0.5	5.0.5, Copyright 19	3	MAC		Cancel
Acrobat Reader 5.0   5.00	5.00	5.00, Copyright 198	1	MAC		
🗟 Adobe Acrobat 5.0 (Full + Read	5.0	Adobe Systems, Inc.	1	PC		
Adobe Acrobat 5.0 (Full Version	5.0	Adobe Systems, Inc.	2	PC		
🗖 Adobe Acrobat 5.0 (Reader Only	5.0	Adobe Systems, Inc.	1	PC		
						<u>A</u> dd
						<u>R</u> emove
Total Number Licensed Owned: 15 Tracking Groups for this Profile:	Total No	umber Licenses Installed: ata Fields associated with	8 Re-calcu selected Tracking Grou	late number installed		
□         ♣         Purchase Records           □         1000000000000000000000000000000000000	Add Tracking Group Add Tracking	Field	Field Type	e Value	Original	View File
	Item to Group					Add new record
	Rename Group or Item					Edit record
	Remove Group or Item	< [	III		4	Remove

The following screen shows a new Tracking Group name plus some Tracking Items:

When adding Tracking Items the screen used has an OK and Cancel button, use the OK button to add each Tracking Item and when finished click the Cancel button. When you click the Cancel button it does not 'cancel' the items you entered, only the process of entering them.

# Adding Data Fields to Tracking Groups

Each Tracking Group has its own set of Data Fields. In the screen image above there are no Data Fields defined. To add Data Fields click the "Add new record" button and the following screen will appear:

ield Name	Data Type	Initial Value (text only)	Add New Value to selected Tracking Group Enter Text Value:
			Enter Numeric Value:
			Enter Date Value:
			7/20/2010 👻
			Enter File To Attach:
			Save New Value
•		•	
Add New or Revi	se Existing Field Type		
Field Name: 🚺 Field Type: 🔿 N	lumber C Date	C File C Text	For Text fields you can define a starting value that will 'pre-populate' that item's value when first applied. For instance, a Vendor Phone Number
nitial Value:			Create New Field

This screen provides two main functions: (1) Ability to create/edit Data Fields and (2) Ability to add Data Fields to a Tracking Group.

#### **Creating Data Field Definitions**

Initially, no Data Fields are defined. Referring to the preceding image, at the bottom there is a section "Add New or Revise Existing Field Type". This section is where you define Data Fields.

Add New or Revise Existing Field Type	
Field Name:	For Text fields you can define a starting value that will
Field Type: O Number O Date O File O Text	instance, a Vendor Phone Number
Initial Value:	Create New Field

To begin select a Field Name and Field Type. If you select the *Text* Field Type you can also enter an Initial Value. When ready, click the "Create New Field" button and the new data field definition will appear in the list above.

ld Name	Data Type	Initial Value (text only)	
Purchase Date	Date		Enter Text Value:
			Enter Numeric Value:
			J Enter Date Value:
			7/20/2010 👻
			Enter File To Attach:
			Save New Value
dd Naw ar Dawies	Evisting Field Turk		
Id Name: Purcha	se Date		For Text fields you can define a starting value that will 'pre-populate' that item's value when first applied. For instance, a Vendor Phone Number

The Data Fields you create here will be available to every Managed Application Profile and all Tracking Groups. In other words, what you create here will be universally available.

Results after creating a few more sample Data Fields:

Field Name	Data Type	Initial Value (text only)	- Add New Value to selected Tracking Group -
23 Invoice Total	Number		Enter Text Value:
( <sup>‡</sup> ) Maintenance Renewal	Date		
+ Purchase Date	Date		
Support Agreement	File		Enter Numeric Value:
🌮 Vendor (Adobe)	Text	Adobe	
🌾 Vendor (Adobe) Phone	Text	(800) 555-1212	
			Enter Date Value:
			7/20/2010 👻
			Enter File To Attach:
			Path Assistance
			Save New Value
<i>ϵ</i>	m	•	
Add New or Revise Evistin	a Field Tupe		
Field Name: Invoice Total	ig neid Type		For Text fields you can define a starting value that wil
	1 1 <u>1</u> 10000 - 111	_	'pre-populate' that item's value when first applied. For
Field Type: <ul> <li>Number</li> </ul>	C Date C	File C Text	Instance, a venuor mone number
Initial Value: (800) 555-121	2		Create New Field

#### Adding Data Fields

Once you have defined the Data Fields important to you and your enterprise, you can use each to add values to your Tracking Group.

To begin, from this same screen, select the Data Field to define:

Field Name	Data Tune	Initial Value (text only)	- Add New Value to calculated Teaching Course
<sup>1</sup> 23 Invoice Total	Number	(in the form only)	Enter Text Value:
4 Maintenance Renewal	Date	47	
+ Purchase Date	Date		
Support Agreement	File		Enter Numeric Value:
Vendor (Adobe)	Text	Adobe	
Vendor (Adobe) Phone	Text	(800) 555-1212	<u> </u>
			Enter Date Value:
			9/15/2010 👻
			September 2010 →
			29 20 21 1 2 2 4
			12 13 14 15 16 17 18
			19 20 21 22 23 24 25
			26 27 28 29 30 1 2
			3 4 5 6 7 8 9
			C Today: 7/20/2010
•	III		
Add New or Bevise Existin	n Field Tune -		
Field Name: Invoice Total	gridd (jpc		For Text fields you can define a starting value that will
Field Type:  • Number	C Date C	File C Text	'pre-populate' that item's value when first applied. For instance, a Vendor Phone Number
10000 EEE 101	12		Create New Field
Initial Value: [(000) 000-121	12		Liteate New Field

When ready, click the "Save New Value" button and the value will be immediately added to the Tracking Group. Continue to "Save New Values" for each required Data Field. When finished, click "Done".

						L L
Application	Version	Publisher	Number of Workstations	Platform		<u>0</u> K
Acrobat Reader 5.0   5.0.5	5.0.5	5.0.5, Copyright 19	3	MAC		Cancel
Acrobat Reader 5.0   5.00	5.00	5.00, Copyright 198	1	MAC		
Adobe Acrobat 5.0 (Full + Read	5.0	Adobe Systems, Inc.	1	PC		
Adobe Acrobat 5.0 (Full Version	5.0	Adobe Systems, Inc.	2	PC		
Adobe Acrobat 5.0 (Reader Only	5.0	Adobe Systems, Inc.	1	PC		
						Add
						<u>R</u> emove
cking Groups for this Profile:		Data Fields associated with	selected Tracking Group			
Purchase Records	Add	Field	Field Type	Value	Original	View File
	Tracking	<sup>†</sup> 23 Invoice Total	Number	1892		
	Group	4 Maintenance Benewal	l Data			
8881010208458826		E a Maintenance Henewa	Date	Sep 15, 2010		
■ 8881010208458916		Yendor (Adobe)	Text	Sep 15, 2010 Adobe		
<b>Ƴ</b> 8881010208458916	Add Tracking Item to Group	S <sup>®</sup> Vendor (Adobe) S <sup>®</sup> Vendor (Adobe) Phone	Text	Sep 15, 2010 Adobe (800) 555-1212		Add new record
<b>ੴ</b> 8881010208458916	Add Tracking Item to Group Rename Group or	S <sup>®</sup> Vendor (Adobe) S <sup>®</sup> Vendor (Adobe) Phone	Text	Sep 15, 2010 Adobe (800) 555-1212		Add new record Edit record
<b>(</b> 8881010208458916	Add Tracking Item to Group Rename Group or Item	S <sup>e</sup> Vendor (Adobe) S <sup>e</sup> Vendor (Adobe) Phone	Text	Sep 15, 2010 Adobe (800) 555-1212		Add nev record Edit reco
<b>7</b> 8881010208458916	Add Tracking Item to Group Rename Group or Item Remove	S <sup>e</sup> Vendor (Adobe) S <sup>e</sup> Vendor (Adobe) Phone	Text	Sep 15, 2010 Adobe (800) 555-1212		Add new record Edit recor

If you create another Tracking Group it will have its own set of Data Fields. Changes to Data Fields *are only saved* when you click the OK button

If any of the Data Fields added are of type File, the original file will be copied to a sub-directory connected to this Managed Application Profile+Tracking Group within the **Computers** folder (where your inventory datasets are stored). When you click the "View File" button, it will be this copy of the original file that will be displayed

#### **Editing Data Field Definitions**

If you need to revise a Data Field definition, select any Managed Application Profile and click the "Add new record" button. Use the screen presented to manage your Data Field definitions.

#### To Rename a Data Field Definition

Position the mouse cursor over the Data Field to rename and click the right mouse button, a menu will appear:

<sup>12</sup> 3 Invoice Total	Number	
	Rename Field	
	Delete Field Definition	

Select "Rename Field" and a requestor will be presented to complete the process. Note that you can rename Data Fields at any time with no effect on existing uses of that Data Field.

#### To Delete a Data Field Definition

Position the mouse cursor over the Data Field to delete and click the right mouse button, a menu will appear:

<sup>1</sup> 23 Invoice Total	Number	
	Rename Field	
	Delete Field Definition	

Select "Delete Field Definition" and a requestor will be presented to complete the process.

CONFIRM	FIELD DEFINITION DELETION	×
?	Confirm PERMANENT DELETION of the Field [Invoice Total]? Before deletion all existing uses of this data field will be checked, and if none are found (i.e. is not in-use) then the deletion will proceed otherwise an error will be displayed. CLICK OK TO CONFIRM DELETION	
	OK Cance	

Note that you can only delete Data Fields that are not currently in-use.

#### To Change a Data Field's Type

At the lower left, type in the Field Name to revise its data type ("field type") or, for Text Field Types, its initial text value. Select the new Field Type and enter new Initial Value (for Text Fields Types only) and then click the "Create New Field" button.

If the "Initial Value" is the only change, there will be no prompt and the value will be instantly changed. Please note existing uses of this Data Field will not have its current value changed.

If the Field Type is being changed you will receive a prompt similar to the following:

CONFIRM	FIELD DEFINITION CHANGE	×
?	A Field named [Vendor (Adobe)] already exists as a different data type, do you want to revise its definition? Before application of the revision all existing uses of this data item will be checked, and if none are found (i.e. is not in-use) then the revision will proceed otherwise an error will be displayed. CLICK OK TO CONFIRM DATA TYPE REVISION	
	OK Cance	I

The change to the Field Type will only complete if the Data Field is not currently in-use.

#### Managed Application Profile Registry Location

Managed Application Profiles are stored in the registry of the server hosting the SofTrack Server Agent in the key:

HKEY\_LOCAL\_MACHINE\SOFTWARE\Integrity Software, Inc. \SofTrack\Administration\SOFTRACK\_ADMIN\ManagedApps

The Managed Applications option is available only for Windows servers.

# **Conclusion**

SofTrack's Quick Inventory and Change Tracking provides you with a very useful productivity tool that helps you gain insight into how your network is configured and where your software is installed plus the ability to fully manage your applications.

If you have any questions, concerns or any other issue, please contact our highly trained support specialist staff via:

Email: <u>support@softwaremetering.com</u>

Telephone: (512) 372 8991 ext. 611 (7am – 630pm USA Central Time, GMT-6)

# 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 <u>I am stuck</u>. 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.

#### 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

# "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.

# 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 & 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
- 9. Done

#### For the SSA on a Windows server:

- 1. Logon As ADMINSTRATOR (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 2000/20003 servers only)
- 9. Reboot the Server
- 10. Done

# "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 located at <a href="http://discussion.iland.com/~softrack">http://discussion.iland.com/~softrack</a>
- Via email sent to <a href="mailto:support@softwaremetering.com">support@softwaremetering.com</a>
- Via telephone: (512) 372-8991 x611 between 7:00a and 6:30p USA Central Time (GMT-6)
  - 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.