

# SofTrack

Enterprise Software Audit and Control Platform



## Evaluator's Guide

**INTEGRITY**  
*Software*

# SofTrack Evaluator's Guide

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## About this Guide

This evaluator’s guide has been specifically designed to help you quickly install and being using SofTrack. In most situations, you should be able to complete the steps outlined in this guide in **less than 90 minutes**. 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](http://www.softwaremetering.com/outgoing/stnt_manual.pdf)

*SofTrack for NetWare servers, complete manual:*

[http://www.softwaremetering.com/outgoing/stnw\\_manual.pdf](http://www.softwaremetering.com/outgoing/stnw_manual.pdf)

If you are interested in a **minimal** setup process, you may choose to use the SofTrack Quick Start guide located here:

[http://www.softwaremetering.com/outgoing/Install\\_SofTrack\\_in\\_20\\_minutes.pdf](http://www.softwaremetering.com/outgoing/Install_SofTrack_in_20_minutes.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](mailto:support@softwaremetering.com)

Phone: (512) 372-8991 ext. 2

Technical Support is provided 4:00 through 18:00 (GMT-6) U.S. Central Time.

### Before you begin

The SofTrack Evaluation software is the *same* as the purchased version. The only difference is the *license key* or *token* we provide to you. So, if you install the SofTrack evaluation in a production environment and choose to continue using SofTrack, all you need to do is install the purchased token. All the data SofTrack has acquired during the evaluation will remain available after purchase.

We recommend you have at least two computers in your test environment:

- One server
- One user workstation

You **must** logon to the server as the Administrator or equivalent. The initial installation of the SofTrack requires your logon to have *full* administrative privileges over the machines you will be using! On Windows Vista and later, the SofTrack Console automatically requests and elevates itself to 'Run as Administrator' status. You can also create a shortcut to "Run As Administrator" the SOFTRACK\_CONSOLE.EXE application where the "Run as Administrator" checkbox is selected under the Compatibility tab.

If you are evaluating SofTrack in a NetWare environment, SofTrack requires 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. 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 operate without a valid evaluation token!***

When you install the evaluation token, SofTrack will be enabled allowing you to test all of SofTrack's features. When the evaluation token expires, 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.

**Limitations of the evaluation token**

While the evaluation token is un-expired:

- Metering is unlimited
- Workstation Inventory reporting is limited to 5 workstations
- Workstation Audit logs are unlimited in number of workstations reported, but each is limited to 100KB of data per workstation
- Workstation Login/Logout logs are unlimited in number of workstations reported, but each is limited to 10KB of data per workstation

**These limitations are removed/adjusted when you purchase a SofTrack License.**

**Creating the SofTrack Reporting Share**

When evaluating SofTrack for Windows, you must create a shared directory on the server. We recommend that this folder be placed on a volume other than the where the OS is located to avoid possibly running the drive out of space.

To perform this action, follow these steps:

- Logon with administrative level credentials to the machine you will be using as a server.
- Create a folder on the hard drive called **STLOG**.

Make this folder "shared" with the share name **STLOG** and assign the following rights:

<b>Share rights:</b>	<b>Local Administrators: FULL CONTROL</b>
	<b>System: FULL CONTROL</b>
<b>Security (NTFS) rights:</b>	<b>Local Administrators: FULL CONTROL</b>
	<b>System: FULL CONTROL</b>

To help you decide on the proper location for it, the "Share for Activity Log Files" folder is used to store the following data:

- **METER.LOG** and **METER.\*** (files)
  - Used to store each use of a metered application
  - Requires approximately 50 bytes for each metered use
  - Files are in a proprietary binary format

- Can be automatically archived (various options)
- TIMEKEEP.CSV (file)
  - Used to store each timekeeping record (part of metered application definition)
  - Requires approximately 50 bytes per record
  - Stored in CSV format for easy importing to other processes such as spreadsheets or databases
  - Can be manually archived
- LOGONL.LOG and LOGONL.\* (files)
  - Used to store logon+logout records from all workstations
  - Requires approximately 300 bytes per record
  - Stored in proprietary binary format for security
  - Is automatically archived once file size reaches 5MB (LOGONL.000, LOGONL.001, etc.)
- ALERTS.LOG (file)
  - Used to store alerts of licensing errors and other critical errors
  - Natively Stored in Plain Text/CSV format
  - Can be viewed via SOFTRACK\_CONSOLE.EXE, Settings tab
- ALERTEXE (file)
  - Used to store data related to the creation or modification of EXE/COM files
  - Requires approximately 80 bytes for each record
  - Requires use of the SofTrack Local Workstation Agent
  - Natively Stored in Plain Text/CSV format
  - Can be manually archived via SOFTRACK\_CONSOLE.EXE
- QI\_CHG.LOG (file)
  - Used to store Hardware/Software inventory change records (except changes to TCP/IP addresses)
  - Natively Stored in Plain Text/CSV format
  - Can be reported, saved and purged via SOFTRACK\_CONSOLE.EXE or QIADMIN.EXE
- QI\_CHGIP.LOG (file)
  - Used to store each TCP/IP address change record
  - Natively Stored in Plain Text/CSV format
  - Can be reported, saved and purged via SOFTRACK\_CONSOLE.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 200,000 bytes each
  - Files are in a proprietary binary format
  - Files can be manually archived when machines are retired or rebuilt Note: Not usually required as active records are continually updated via the Quick Inventory Agent (QIA) on each workstation
- Audit (sub-directory)
  - Used to store audit files from each workstation
  - Can require over 1MB per day per workstation in “most verbose” mode, or as little as no data per workstation depending on settings.
  - Requires configuration via SOFTRACK\_CONSOLE.EXE under Configuration Screen
  - Requires use of the Local Workstation Agent (LWA)
  - Natively Stored in Plain Text/CSV format
  - Can be manually archived via SOFTRACK\_CONSOLE.EXE
- Logon (sub-directory)
  - Used to store login/logout records from each workstation

- Generally files grow less than 1,000 bytes per day unless there is a high frequency of activity
- Natively Stored in Plain Text/CSV format
- BentleyNotTrack (sub-directory)
  - Used to store files from each workstation indicating untracked Bentley applications
  - Requires use of the Local Workstation Agent (LWA)
  - Natively Stored in Plain Text/CSV format
  - Can be view via SOFTRACK\_CONSOLE.EXE, Reports tab, Workstation Audit

## **Initial SofTrack Setup**

Download SofTrack from the following link:

[http://www.softwaremetering.com/outgoing/softrack\\_full.zip](http://www.softwaremetering.com/outgoing/softrack_full.zip)

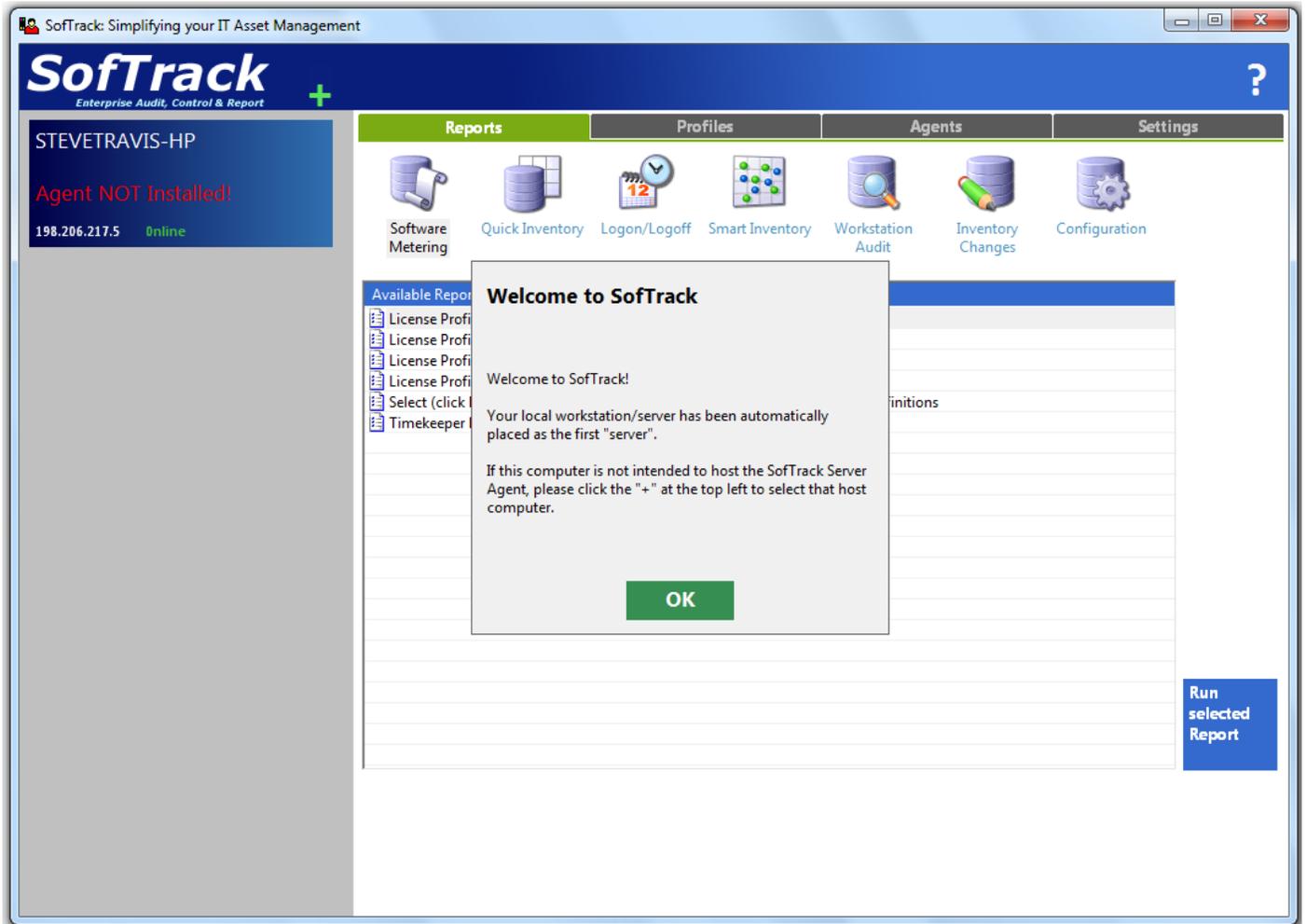
Next, extract the archive making sure to keep directory names intact.

**DO NOT RUN** the evaluation from within the “zip file viewer”. All files must be extracted from the archive in order to function properly.

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



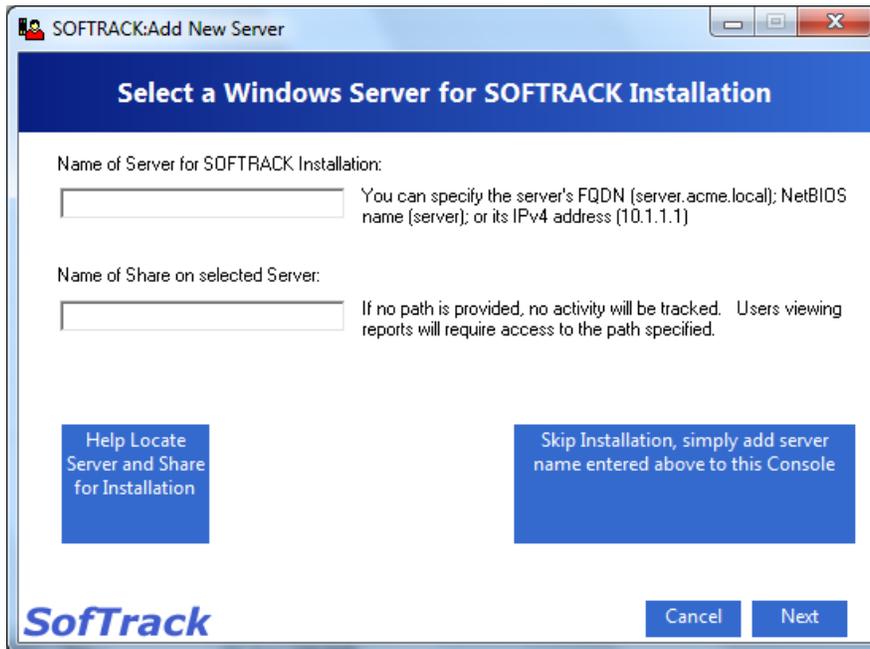
Click **Open the SofTrack Administrator**. When launched, the SofTrack Administrator application (SOFTRACK.EXE) will launch the SOFTRACK\_CLASSIC.EXE interface if you are NetWare, or it will launch the current SOFTRACK\_CONSOLE.EXE interface. Once launched you will be presented with the following interface:



Please note details in the prompt presented and then click OK.

### 1) Server To Install

Click the green **+** at the top left and you will be presented with the following prompt:



## 2) Server Host for SofTrack Server Agent

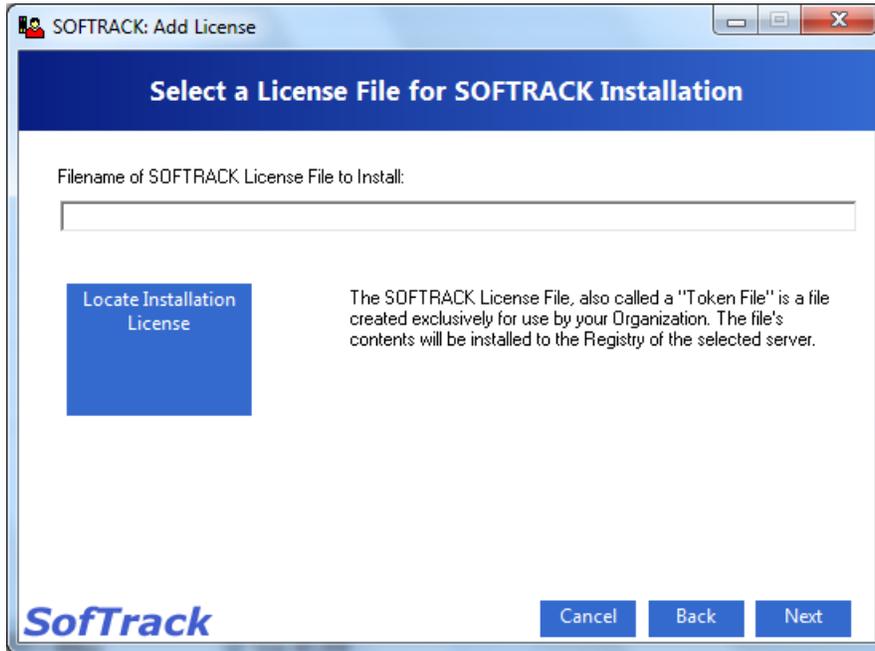
The first entry is requesting the name (or IPv4 address) of the server you will be using during the evaluation. The server selected (which can also be a workstation for installations less than 15 workstations) will become the repository of all data collected by SofTrack. The SofTrack Server Agent (SSA) is installed as Windows Service and is set to start automatically. The SofTrack workstation agents will be configured to report to the SSA.

## 3) Server Share for Activity Log Files

The second entry is requesting the Share for Activity Log Files, you must specify a share or no activity will be available for reporting. Click the blue tile at the lower left to start the process of locating the server and a share to use. Typically you would choose the share you created in the [Before you begin](#) section. We recommend the default share name of “STLOG”. The blue tile at the lower right is typically used for existing installations and for purposes of this evaluation it is not used.

## 4) License Key File (a.k.a. “Token”)

To continue, click Next at the lower right and the following will be presented:



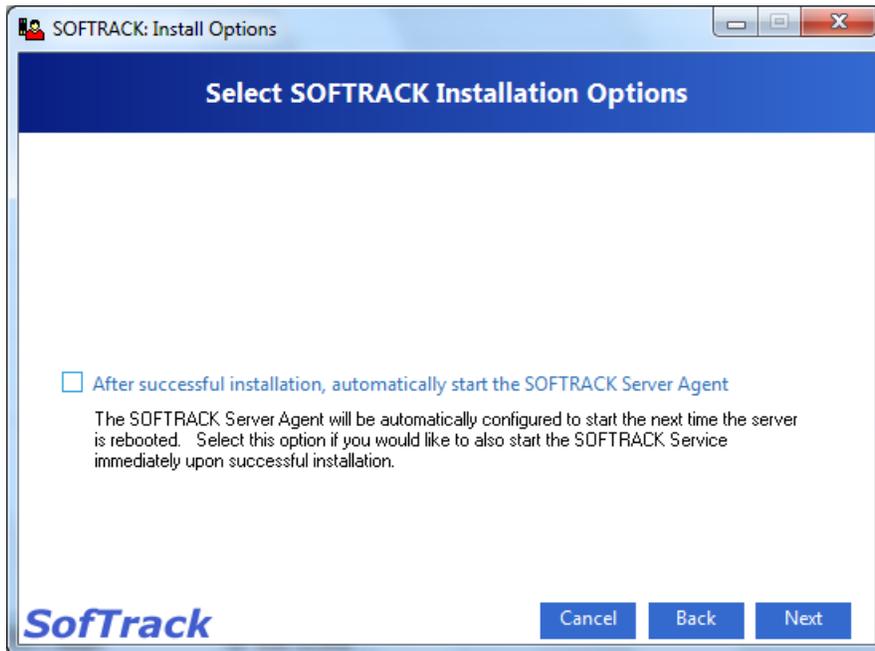
Use the blue tile “Locate Installation License” to use an explorer interface to locate the token file.

To evaluate SofTrack you must have valid License Key file also called a token. We deliver your evaluation token via email. To use, please unzip the email attachment to a directory of your choice. We recommend the directory SOFTRACK\_FULL (where SOFTRACK\_CONSOLE.EXE is typically located).

**TIP** The SofTrack Evaluation is the *same code base* 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.

## 5) Installation Options

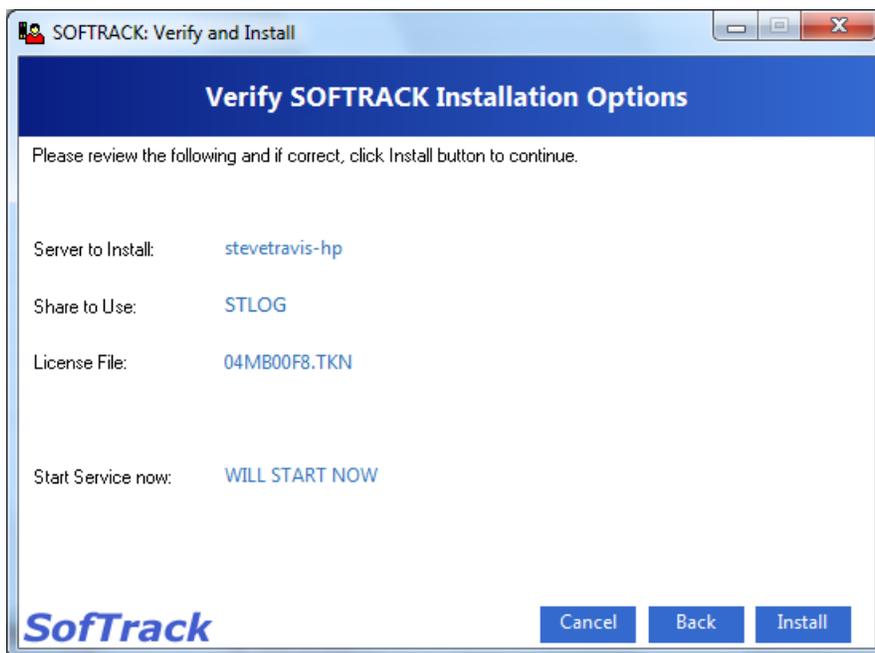
To continue, click Next at the lower right and the following will be presented:



Typically you would click the checkbox presented.

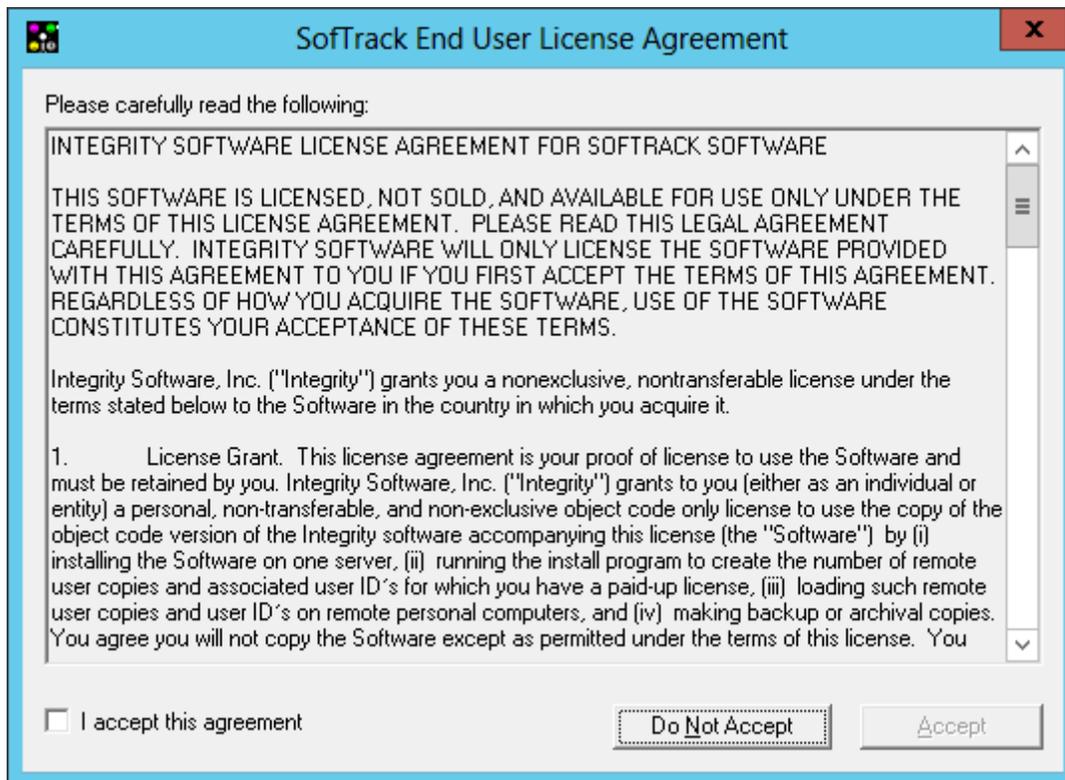
## 6) Verify Installation Options

To continue, click Next at the lower right and the following will be presented:



When ready, click Install at the lower right.

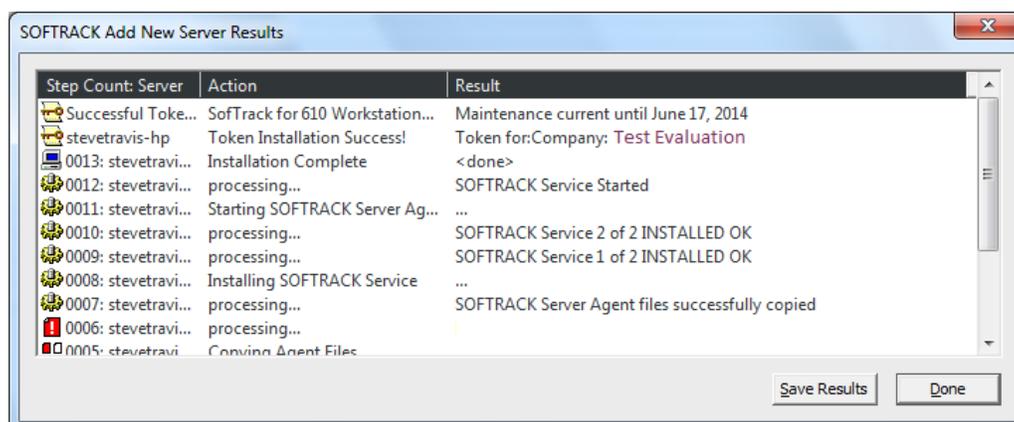
If this is the first time SofTrack has been installed, you will be presented with the following End User License Agreement:



Read the agreement, it 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.

## 6) Installation Completion

Once you have clicked Install a Results dialog will be presented that shows individual activities being performed including any errors that occurred. Once complete you click ok the “headers” to sort as required, you can also export the results by clicking the Save button.



## **Installing the Quick Inventory Agent (QIA)**

After installing the SofTrack Server Agent you can use SofTrack's Quick Inventory feature 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

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

The SofTrack Agents communicate with the SofTrack Server Agent via TCP/IP using port 3884. Port 3884 has been exclusively assigned by the IANA for SofTrack's use worldwide. For more information visit <http://www.iana.org>

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 Quick Inventory Agent (QIA)**

SofTrack's Quick Inventory Agent for Windows, or the "QIA", was created to quickly gather detailed information about each workstation in your environment. When run, INVENTORY.EXE component will quickly (usually less than 15 seconds) gather the following data and transmit it to the SSA:

- Workstation name
- IP address
- Description
- Windows Version
- Service Pack Level
- Windows Installation Key
- Inventory collection date
- Last Reboot Time
- Time Zone Setting
- Total Physical RAM installed
- Type/Size of RAM installed in Bank 1
- Type/Size of RAM installed in Bank 2
- Type/Size of RAM installed in Bank 3
- Type/Size of RAM installed in Bank 4
- Type/Size of RAM installed in Bank 5
- Type/Size of RAM installed in Bank 6
- Machine Type (from Registry)
- BIOS Date and Revision
- Manufacturer
- Model Name
- Serial Number (assigned by Manufacturer)
- Internet Explorer version
- CPU 0-16 Vendor
- CPU 0-16 Type
- CPU 0-16 Speed in MHz
- Network Adapter 1-9 Name
- Network Adapter 1-9 MAC Address
- Video Adapter Name, Driver Version & Driver Date
- Video Monitor 1-4 Display Resolution
- Physical Disk drives- total installed
- Physical Disk drives- model, serial number, manufacturer
- Physical Disk drives- size, freespace, assigned letter & format
- Applications Installed including Version, Publisher, Serial Number and Installation Date
- Microsoft Applications Installation Keys
- NetWare Client Version including Service Pack Level
- Default Windows Domain

- Default Logon Server
- Primary Windows User
- Primary NetWare User
- All Printers Installed, Port, Description, Location

To manually run INVENTORY.EXE:

INVENTORY [server\\_name](#)

Where [server\\_name](#) is the name or the IPv4 address of the server hosting the SSA.

The Inventory module INVENTORY.EXE performs its work by automatically running its companion module \_SMBIOS\_.EXE and assembling all configuration data gathered. The file INVENTORY.EXE and its companion file \_SMBIOS\_.EXE are located in the TOOLS\INVENTORY of the product installation subdirectory. Once gathered, the inventory data is transmitted to the specified server. If the server being reported to is NetWare-based, be sure to include the file STNW32.DLL.

### PUSH installation of the QIA

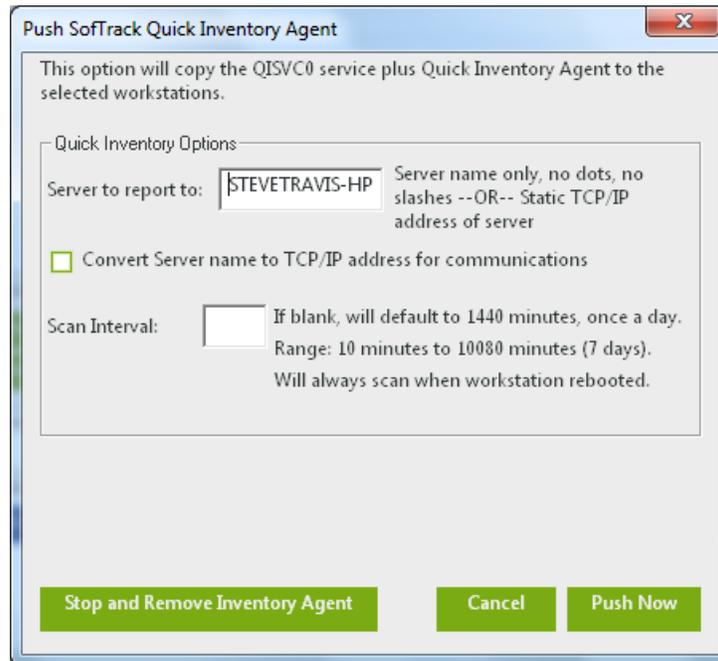
The PUSH console is used to centrally manage the deployment and removal of the QIA to a group of machines. Please note that PUSH console relies on the credentials of the user performing the PUSH. If the user performing the push does not have the ability to write to any/all the target workstation's C\$ administrative share and connect to and control the target workstation's remote registry service, the PUSH console will not function. Please also be aware that the default configuration of Windows Vista and Windows 7 machines is to have the Remote Registry service set to "Manual" start. This service must be started/running on every target workstation to which you wish to PUSH the QIA. During the Push operation the SofTrack Console will attempt to automatically start the Remote Registry service. For Windows 8 and later workstations, the Remote Registry service is auto-started by Windows during the Push operation.

To perform a PUSH to a group of workstations, follow these steps:

- Click the "Agents" tab and click the "Push Console" green tile at lower right.

You will be presented with a window that shows a list of the workstations the SSA has encountered.





Under the “Quick Inventory Options” section, select the checkbox entitled “Convert Server name to TCP/IP address for communications”. Click the "Push Now" button to deploy the agent(s) to the selected workstation(s).

## MSI install of the QIA

The SofTrack QIA MSI Installation Package is found in the following folder:

### **Install.QIA.Only**

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

The SofTrack MSI installer has been designed to ease the installation of SofTrack Quick Inventory Agent components. To use, simply copy the MSI to the machine upon which you wish to install the Quick Inventory Agent (QIA), then double-click the package, and progress through the user interface.

Future upgrades to the QIA are made easy by simply obtaining an updated MSI from the latest SofTrack distribution, and then executing it on the client workstation.

## Group Policy Deployment of the SofTrack QIA MSI

The MSI can be deployed using a Group Policy Object (GPO) in Active Directory environments. Please contact support to have a custom-crafted MSI created for you.

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/Size 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](http://www.softwaremetering.com/download_macqia.phtml)

To install the SofTrack QIA for Macintosh:

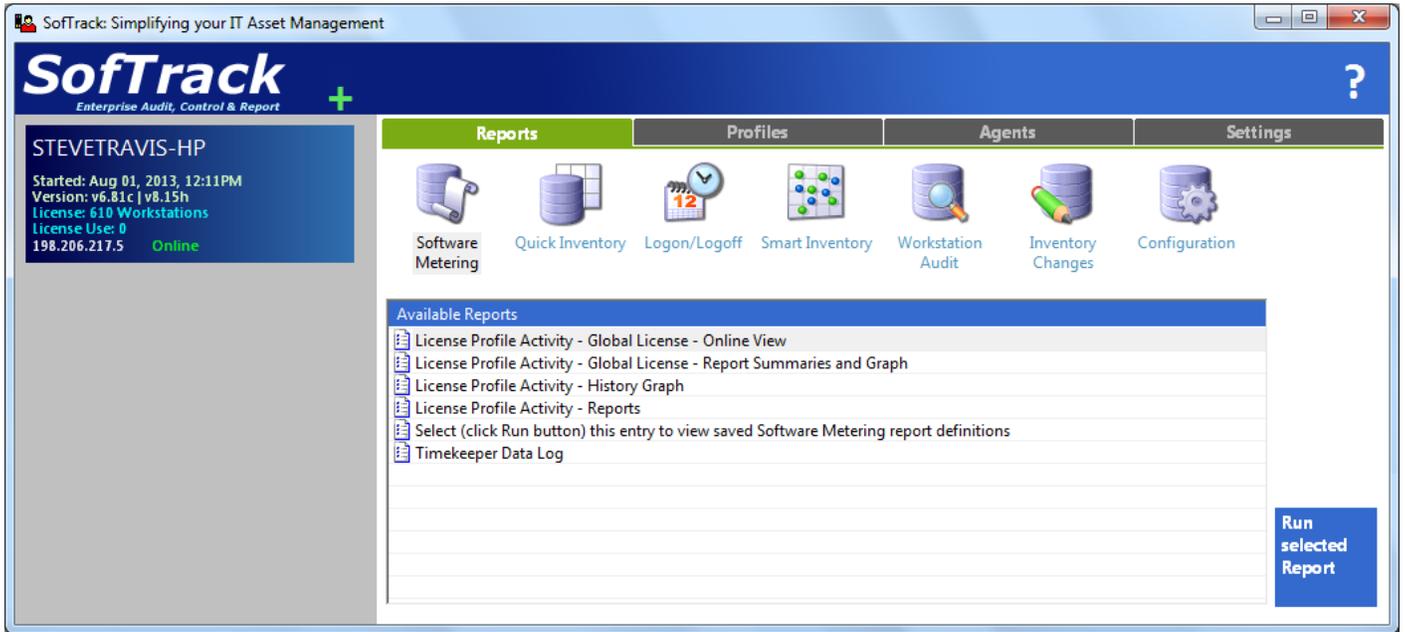
- 1) Copy the SofTrack QIA application into your Applications folder.
- 2) Using SimpleText or TextEdit, create a plain text file named "SofTrack QIA" or "SofTrack QIA.txt" on the desktop. This file must contain the IP address of SofTrack Server Agent on one line, with no return or carriage feed, and nothing else. Do not include any port specifiers. Just the "dotted" IP address. Example: 10.10.33.45

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

- 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\_CONSOLE.EXE and select Reports tab as shown here:



Choose **Quick Inventory** icon and from the list presented select **\_Applications Installed (Summary)**, then click “Run selected Report” 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
Adobe Flash Player ActiveX   9.0.124.0	9.0.124.0	Adobe Systems Incorporated	2
Adobe Media Player   1.8	1.8	Adobe Systems Incorporated	1
Adobe Photoshop Elements 2.0   2.0	2.0	Adobe Systems, Inc.	2
Adobe Photoshop Elements 8.0   8.0	8.0	Adobe Systems Incorporated	1
Adobe Photoshop.com Inspiration Browse...	3.02	Adobe Systems Incorporated	1
Adobe Premiere Elements 8.0   8.0	8.0	Adobe Systems Incorporated	1
Adobe Reader 7.0.5   7.0.5	7.0.5	Adobe Systems Incorporated	2
Adobe Reader 8.1.1   8.1.1	8.1.1	Adobe Systems Incorporated	1
Adobe Reader 8.1.2   8.1.2	8.1.2	Adobe Systems Incorporated	1
Adobe Reader 8.1.2 Security Update 1 (KB4...			1
Adobe Reader 9.2   9.2.0	9.2.0	Adobe Systems Incorporated	1
Adobe Reader 9.5.1   9.5.1	9.5.1	Adobe Systems Incorporated	1
Adobe Reader X (10.0.1)   10.0.1	10.0.1	Adobe Systems Incorporated	1
Adobe Reader X (10.1.1)   10.1.1	10.1.1	Adobe Systems Incorporated	1
Adobe Reader X (10.1.3)   10.1.3	10.1.3	Adobe Systems Incorporated	5
Adobe Reader XI (11.0.02)   11.0.02	11.0.02	Adobe Systems Incorporated	2
Adobe Shockwave Player 11   11	11	Adobe Systems, Inc.	1
Adobe SVG Viewer 3.0   3.0	3.0	Adobe Systems, Inc.	5
Adobe Widget Browser   2.0 Build 230	2.0 Build 230	Adobe Systems Incorporated.	1

Each of the Quick Inventory Reports are further detailed in the product manuals found 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 users to run the following (or provide them with a .BAT or .CMD file):

**INVENTORY \* \***

*Please notice that there is a space between the \* \* - e.g. "INVENTORY<space>\*<space>\*!"*

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** 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.

**-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 the 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:

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](http://www.softwaremetering.com/download_macqia.phtml)

Upon receipt, instruct the user to unstuff the application to a directory of your choice on their local machine. Instruct them to run the SofTrack QIA application.

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

Have the user email this file to you.

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.

## **Installing the 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 / Delete Requests
  - File Copy Requests
  - Browser Access Requests via any browser (includes the browser used)
  - Application Launch Requests
  - Creation and Modification of \*.EXE, \*.DLL and \*.COM files
- Control
  - Deny unauthorized modification of \*.EXE, \*.DLL and \*.COM files
  - Deny renaming of \*.EXE, \*.DLL and \*.COM files
  - Block use of executable files where the filename does not end with \*.EXE or \*.COM
  - Block execution of files from removable devices (USB, CDROM, etc.)
  - Block execution of files from any 'Temporary Directory'
  - Block and record copying of files to removable devices
- Metering
  - Active control and Passive monitoring of applications launched from local workstation hard drives or any remote device (Files with EXE and DLL extensions can be metered)
  - Metering thin clients (i.e. "sessions") 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 (be sure to also copy \_SMBIOS\_.EXE and STNW32.DLL)

Visit the [Audit and Control section](#) of this guide for more details.

The SofTrack Local Workstation Agent (LWA) is installed at each workstation that you require one or more of the above functions. The SofTrack LWA is typically installed in one of two ways both of which are detailed here:

### **PUSH installation of the LWA**

The PUSH console is used to centrally manage the deployment and removal of the LWA to a group of machines. Please note that PUSH console relies on the credentials of the user performing the PUSH. If the user performing the push does not have the ability to write to any/all the target workstation's C\$ administrative share and connect to and control the target workstation's remote registry service, the PUSH

console will not function. Please be aware that the default configuration of Windows Vista and Windows 7 machines is to have the Remote Registry service set to “Manual” start. This service must be started/running on every target workstation to which you wish to PUSH the LWA.

To perform a PUSH to a group of workstations, follow these steps:

- Click the "Agents" tab and click the “Push Console” green tile at lower right.

You will be presented with a window that shows a list of the workstations the SSA has encountered.

If the workstations you want to upgrade/install are not present in this list, you can choose to:

- Click "Retrieve Workstations from Active Directory" or
- Click "Retrieve Workstations from IP Address Range" or
- Right Click over the list of Workstations and select one of several other options.

Once the list is populated, select one or more stations in the list, then click "Push/Remove LWA+QIA to selected workstations". Under the “Quick Inventory Options” section, select the checkbox entitled “Convert Server name to TCP/IP address for communications”. Under the Local Workstation Agent Options” section, select the checkbox entitled “Convert Server name to TCP/IP address for communications”. Lastly, click the "Push Now" button to deploy the agent(s) to the selected workstation(s).

### MSI Install of the LWA

The SofTrack LWA MSI Installation Package is found in the following folder:

**Install.LWA.and.QIA**

The SofTrack MSI installer has been designed ease the installation of SofTrack components. Simply copy the MSI to any machine upon which you wish the LWA to be installed. Then, double-click the package and progress through the user interface.

 **TIP** If you are using ZENworks on your NetWare server you can use an Application Object to deploy the LWA MSI to your workstations.

### Group Policy Deployment of the SofTrack LWA MSI

Our support staff will be more than happy to generate a MSI for you. Simply let us know which options you would like enable/disable (mentioned above), the name of the server hosting the SofTrack Server Agent (SSA), and the platform upon which the SSA is running (i.e. Windows or NetWare).

This completes the installation of the LWA for Windows workstations.

### Terminal Server Hosts

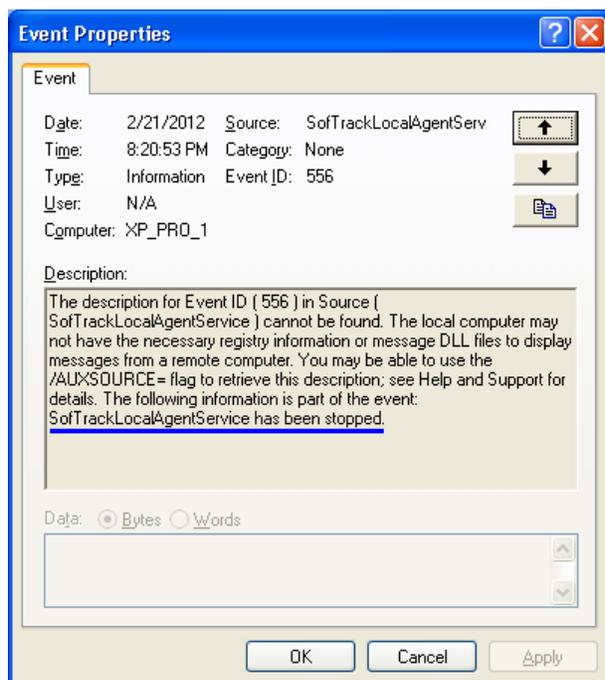
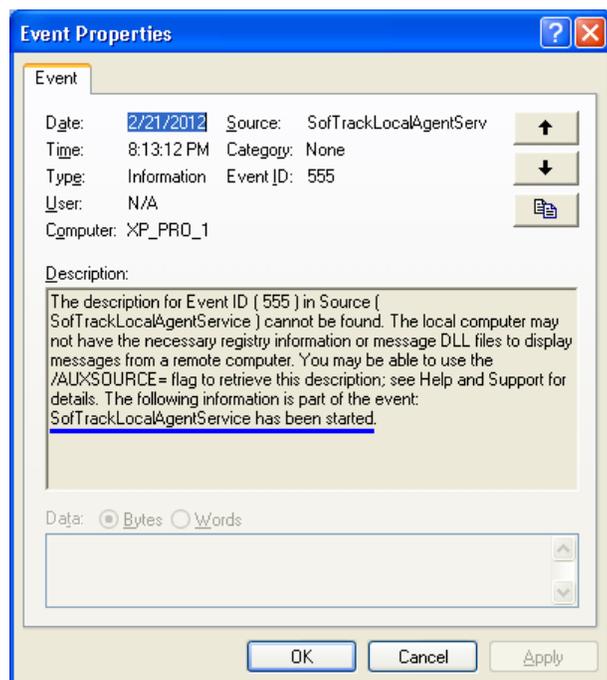
Installation on Terminal Server Hosts is the same and the LWA automatically detects when a Terminal Server Host is in use. The SofTrack LWA properly operates with all Windows-based Terminal Server Hosts including Microsoft, Citrix, and so on.

## Quick Inventory automatically launched by the LWA

When the SofTrack LWA service is first started, it will automatically attempt to launch INVENTORY.EXE. When launched by the LWA, INVENTORY.EXE will run silently and without presenting any visual indicator to the workstation's user.

## Event Viewer ID 555 and 556 in the Application Event Log

When the SofTrack LWA is started via the Control Panel it will record Event ID 555 in the Application Event Log of the local workstation. When stopped it will record Event ID 556 in the Application Event Log of the local workstation. Both Events are normal and expected and simply indicate the SofTrack LWA has been successfully started or stopped.



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

[http://www.softwaremetering.com/download\\_macos9.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](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 the 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

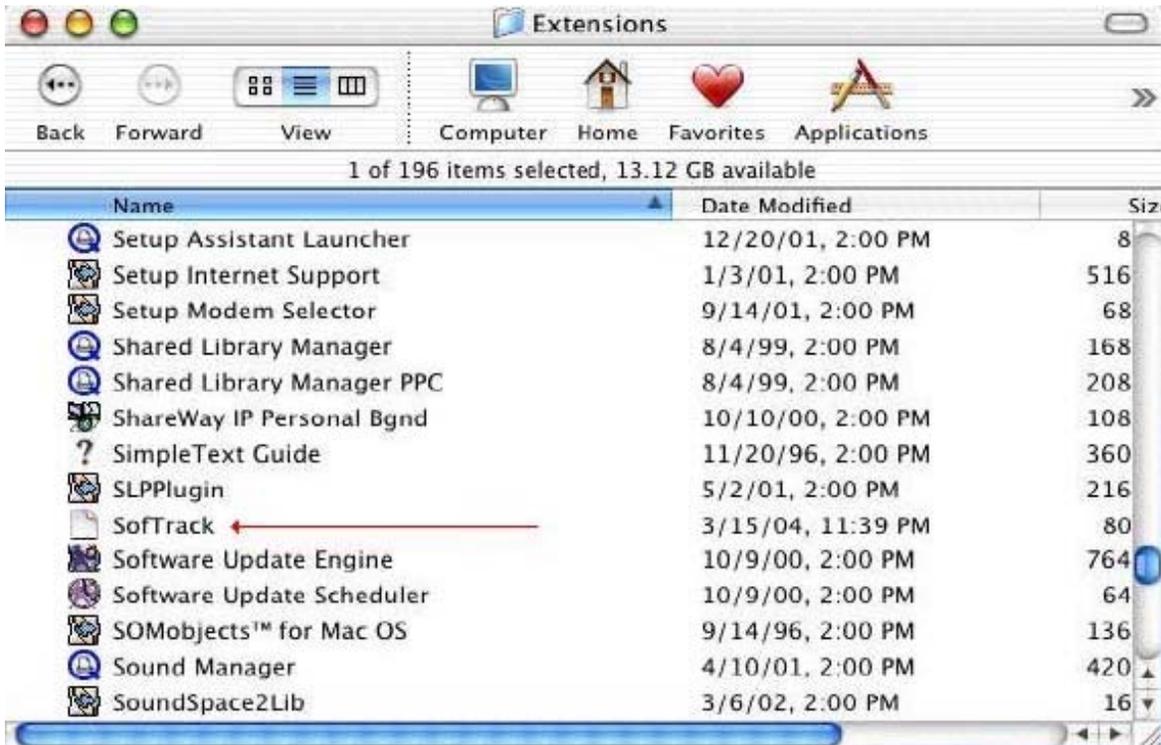
### **Installation for MacOS X Classic Environment:**

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:

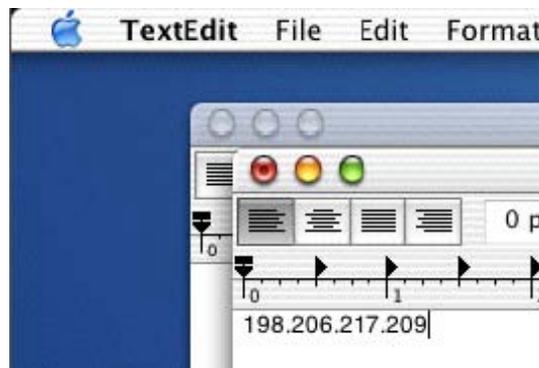




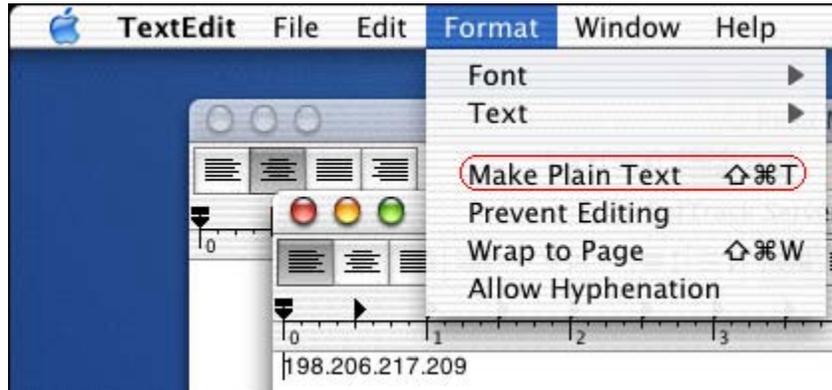
3) Create a plain text file named "SofTrack Server" and place it on the desktop.

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. The server details used during installation are stored in the `/Library/Preferences/.GlobalPreferences.plist` file – this is an operating system protected file and cannot be directly edited – the data the SofTrack Client stores there is minimal and will not impact other applications on the Mac.

On earlier systems (10.6.x) you can also delete the SofTrack preference file. 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:**

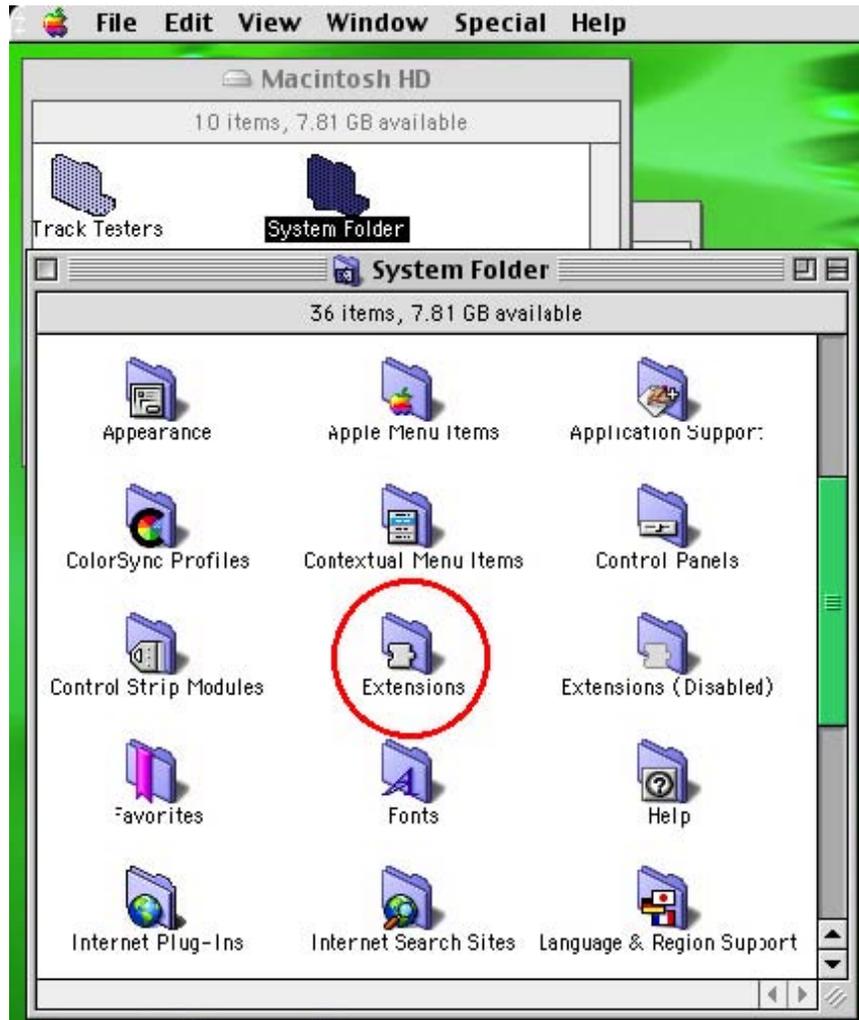
To begin, download the LMA for MacOS 9 from:

[http://www.softwaremetering.com/download\\_macos9.phtml](http://www.softwaremetering.com/download_macos9.phtml)

Open the image and the following will appear:



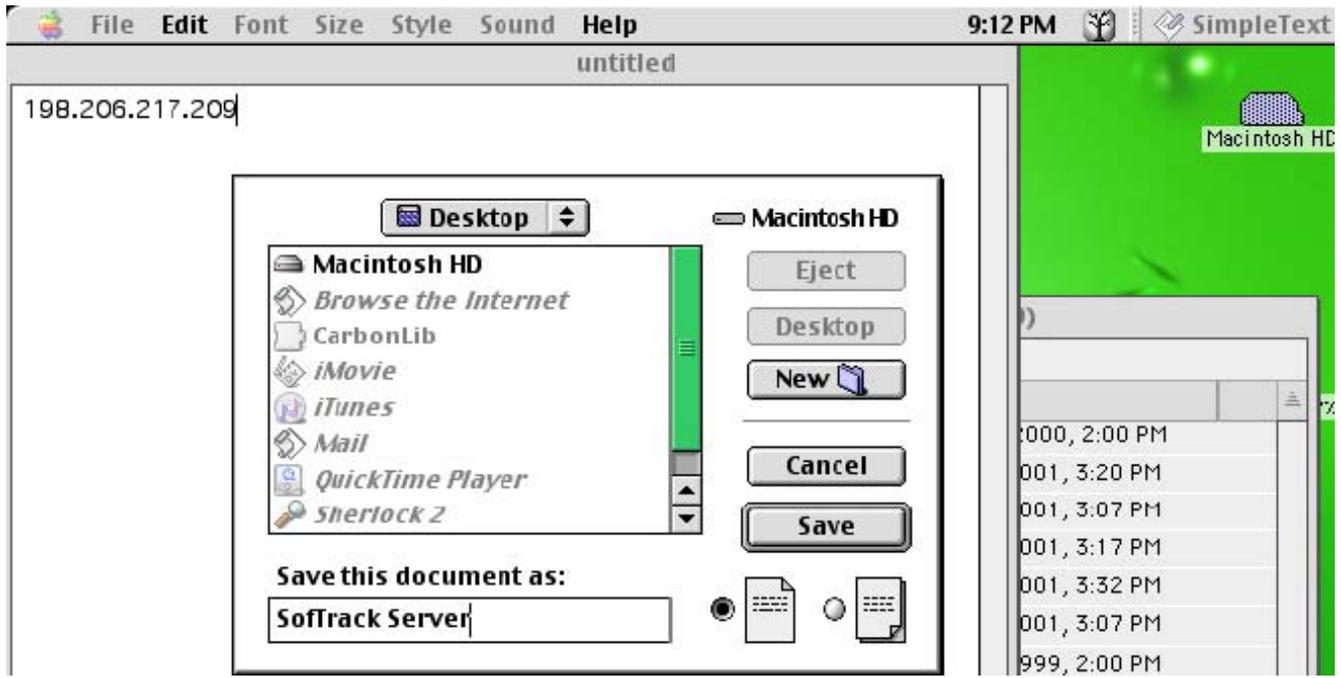
2) Put the **SofTrack** Client extension in the **Extensions** folder contained within the **System Folder**:



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) or LMA for Macintosh, you will find SofTrack's Smart Inventory reports will begin to be populated. Smart Inventory is available for both Windows and Macintosh workstations.

SofTrack's 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:

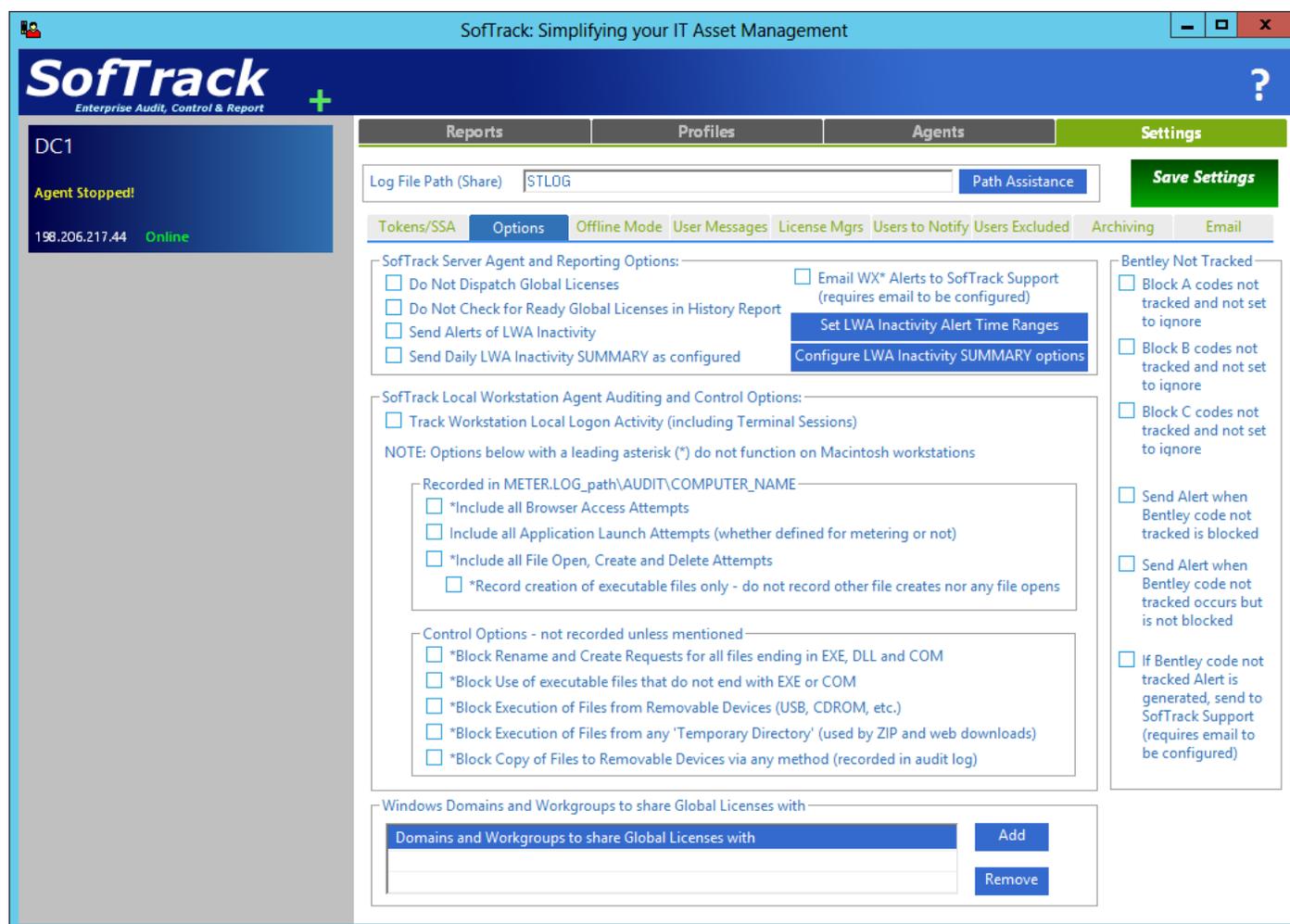
- 1• Application Usage Summary – Number of Workstations where applications are installed and whether or not they have been used
- 2• NOT USED List – Workstations where Applications are installed but not used
- 3• Workstation Usage Summary – For installed Applications will indicate how many times each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

Each of these reports is further detailed in the Inventory chapter of the product manuals found 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\_CONSOLE.EXE, select the "Settings" tab. Next, click on the "Options" sub-tab and a screen similar to the following will appear:



SofTrack’s Audit and Control functions are shown.

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.

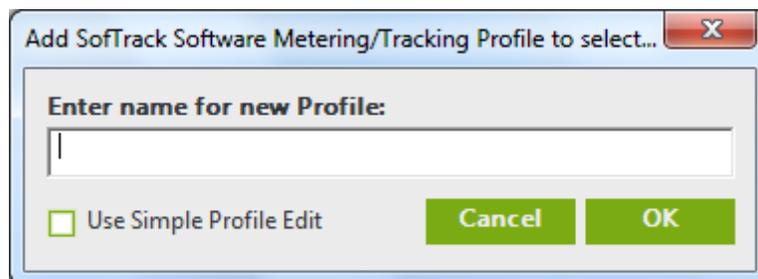
#### **Important Note:**

If you are creating a License Profile for Bentley® control, please refer to the full SofTrack Admin Guide – Chapter 11 for full details.

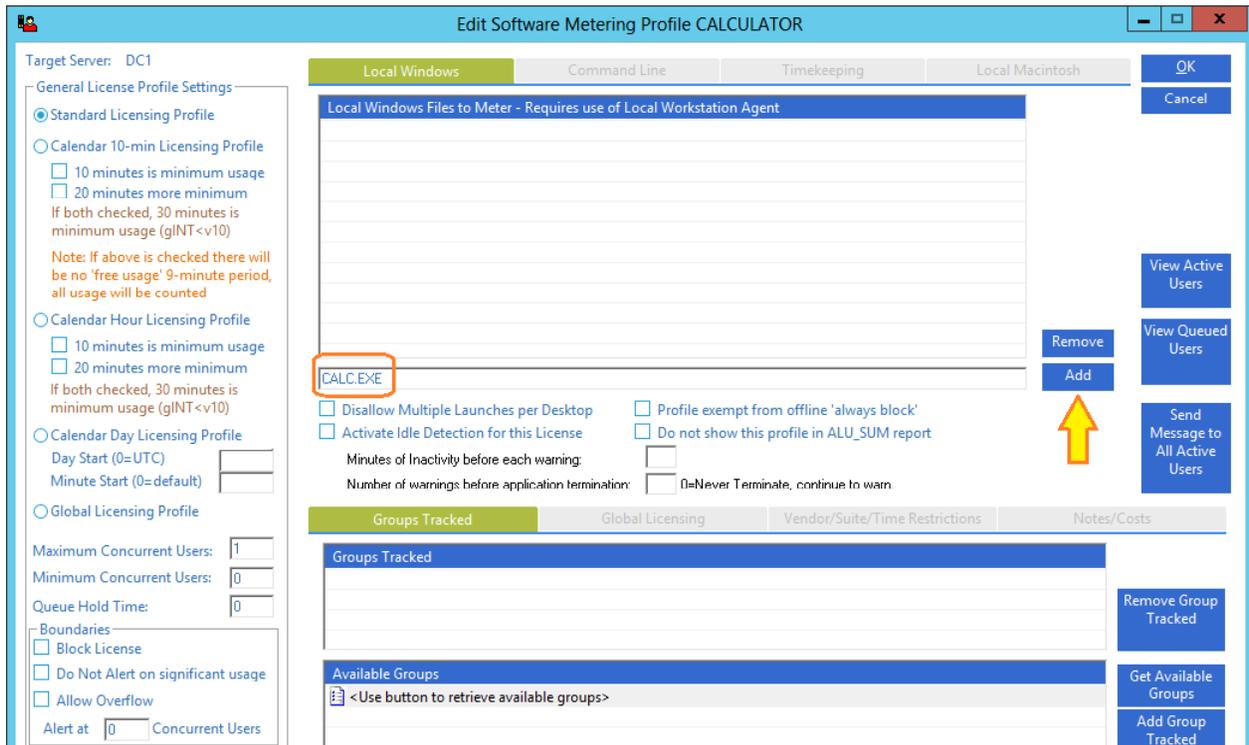
[http://www.softwaremetering.com/outgoing/stnt\\_manual.pdf](http://www.softwaremetering.com/outgoing/stnt_manual.pdf)

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.

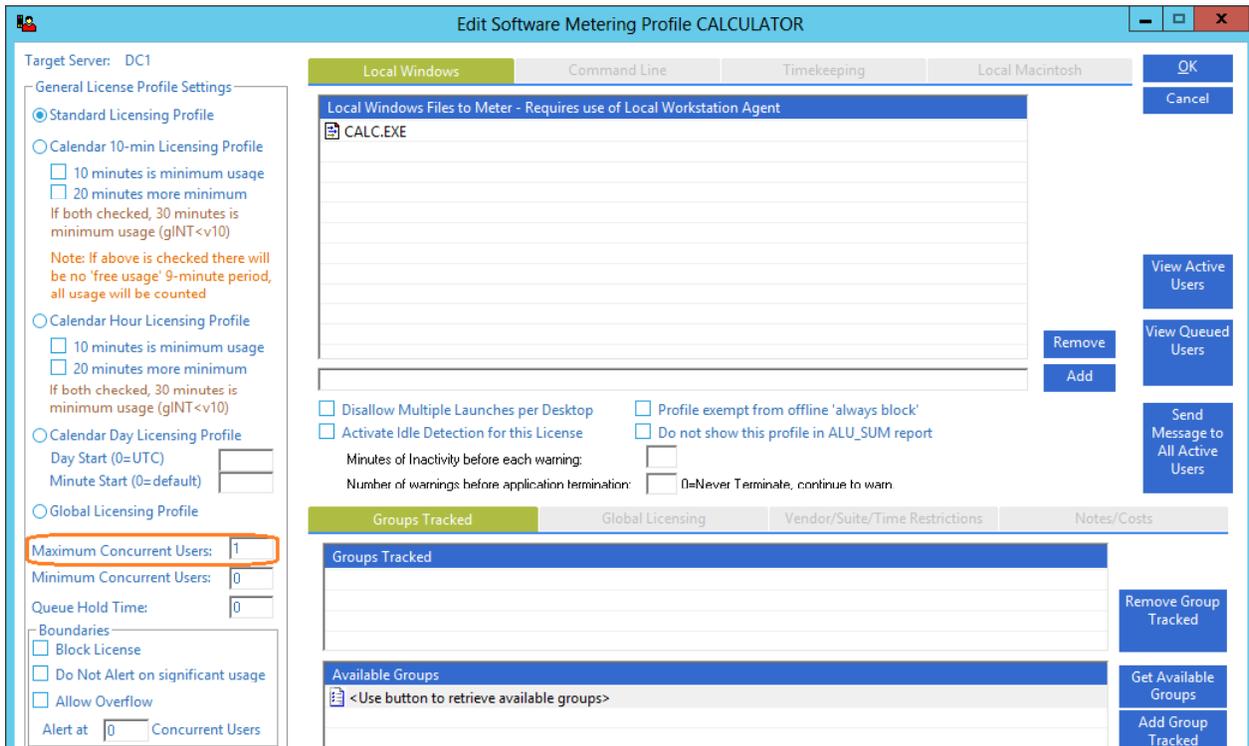
Open SOFTRACK\_CONSOLE.EXE and select the Profiles tab, then click the large blue + at top center right and the “Add New Metering Profile to Selected Server” prompt will appear:



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. Select the **Local Windows** Tab, then type “CALC.EXE”, then click “Add” button as shown here:



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



Click **OK** and you are done!

Congratulations, you have just created a SofTrack License Profile!

## Testing the License Profile

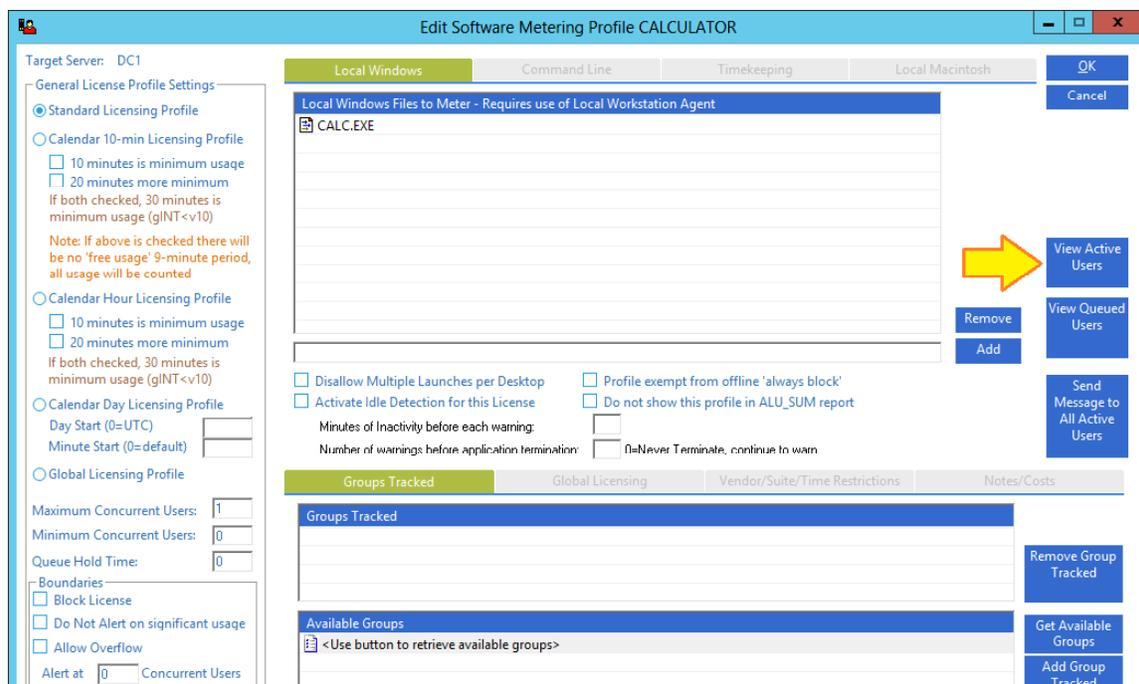
In order to test the License Profile that you created in the previous section, we need to launch the executable file CALC.EXE from a workstation where the Local Workstation Agent (LWA) is installed.

**NOTE** The Local Workstation Agent (LWA) is an EVENT DRIVEN service. It waits for an event of interest such as Application Launch, Application Close, File Create/Open/Close/Delete and Internet browser activity. As such, the Local Workstation Agent (LWA) and the SofTrack Server Agent (SSA) BOTH need to be up and running so they can observe the actions taken by the user on the workstation used for testing.

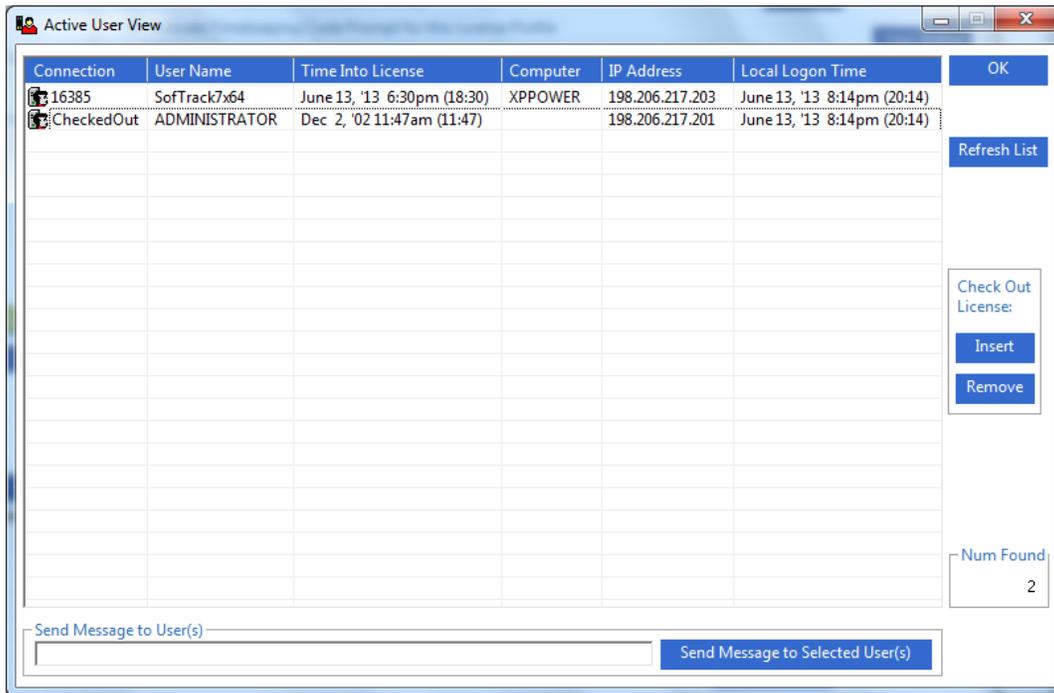
Logon to the workstation where you previously installed the Local Workstation Agent (LWA).

**NOTE** The SSA *must be running* previous to the workstation logging onto the server. If the test workstation was already logged onto the server prior to the SSA being started you must first logoff then logon to the workstation. For the SofTrack Server Agent (SSA) to function properly it must “see” your workstation logon to the server.

Next, launch CALC.EXE. Once CALC.EXE has been launched and its screen appears, open SOFTRACK\_CONSOLE.EXE and select your server, then click the “Profiles” tab. Next, double click the CALCULATOR license profile. It should present the following screen:



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, your user should disappear from the active user list.

This completes the testing of the CALCULATOR License Profile.

### Controlling Bentley® Applications

SofTrack has introduced additional functionality to accurately track *all* Bentley® applications including but not limited to Microstation, Autopipe, InRoads, Geopak, PowerCivil, PowerDraft, RAM Frame, ProSteel, ProConcrete, STAAD, AecoSIM, WaterGEMs, WaterCAD, CulvertMaster, Hammer, RM Bridge, Navigator, MaxSurf, and so on.

*All Bentley® applications are accurately tracked and controlled by SofTrack per Calendar 10-minute, Calendar Hour or Calendar Day.*

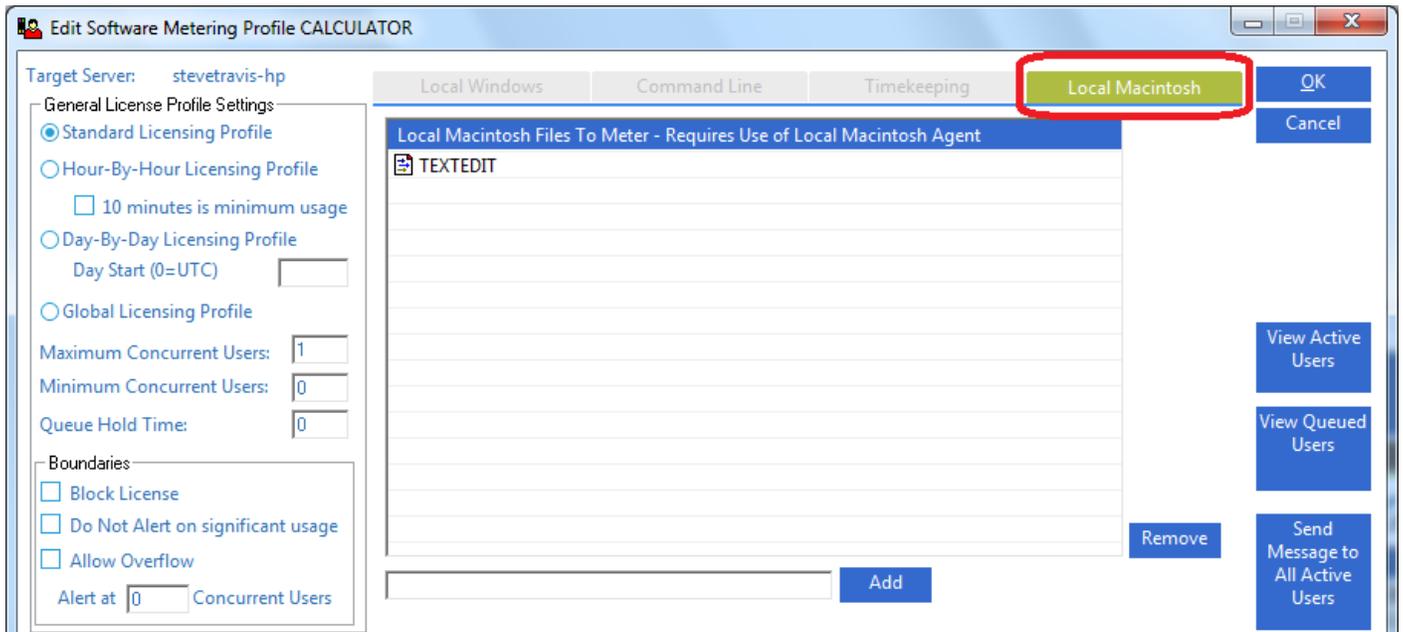
Please note that Bentley® specific tracking is not merely tracking EXE or DLL files but actually tracks Bentley® *license activation events* to ensure 100% accuracy and includes when a single Bentley® application consumes multiple different Bentley® licenses including those incurred via MDL launched applications. And, when defined, SofTrack will also track Bentley® applications by feature strings as configured by the Municipal License Administrator Tool.

Please refer to Chapter 11 of the SofTrack Administrator's Guide for an in-depth discussion on the additional steps required.

[http://www.softwaremetering.com/outgoing/stnt\\_manual.pdf](http://www.softwaremetering.com/outgoing/stnt_manual.pdf)

### Macintosh workstations

If you are tracking Macintosh applications click on the **Local Macintosh** 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.

#### 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 CALCULATOR 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 chose to force an application to shutdown 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.

⊕ **TIP** The text of the **Idle Warning** and **Idle Termination** messages can be customized with SOFTRACK\_CONSOLE.EXE via the “Server Configuration and Profiles”, select the server, select the “Configure Selected Server” button in the **Customize License Messages** area. These messages are loaded 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.

## **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 setup 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 Terminal Server Edition (TSE), Windows 2003/2008/2012/2016 server with Terminal Services and Citrix add-ons.

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 [Installing the LWA on Windows](#) 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 out [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.

### 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 “**Update SofTrack Server Agent on selected Servers**” button on the SOFTRACK\_CONSOLE.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:



This error is also recorded to the Server Alert log viewable in the SofTrack Console, Settings tab, sub-tab Tokens/SSA.

**Solution 1:** If your evaluation token has expired, contact our [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](mailto: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.

### 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 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.

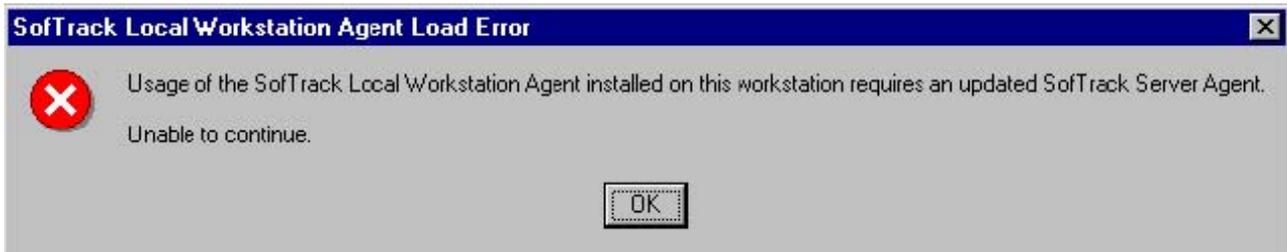
### “One of my workstations is not being metered.”

There are a number of reasons this could be happening:

- **Reason 1:** The SSA did not "see" the workstation logon 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 logout/logon 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 logon.
- **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 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:\WINDOWS\SYSTEM32\DRIVERS` or to `C:\WINDOWS\SYSWOW64\DRIVERS` (this assumes your `%SYSTEMROOT%` is `C:\WINDOWS`) and type `stlwa_nt -profile`. The resulting output will show you the server name to which this LWA is trying to send its reports. 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.

### 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:** Please check the Server name specified is reachable from the selected workstation.

If your workstation is Windows-based you can open a CMD.EXE “dos” window and type the following command:

```
STLWA_NT -profile
```

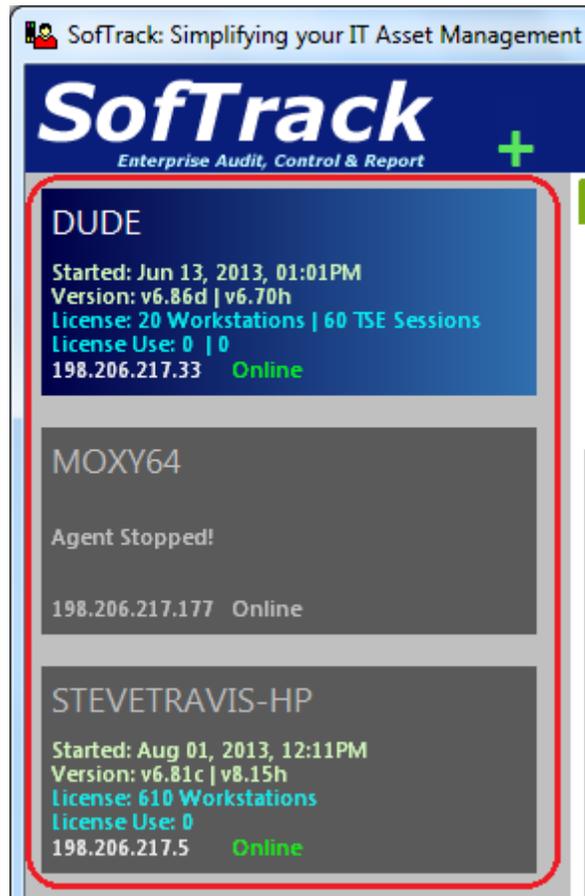
The Server name specified will be displayed. To ensure connectivity to this server, click on the Windows “Start” button and then select “Run” and enter the following:

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

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

*Please remember, when specifying the Server name for the SofTrack Local Windows agent you do not include \\ as in \\server\_name.*

- **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\_CONSOLE.EXE, your server details will be shown at the left side:



If the SofTrack Server Agent is not loaded please review the [Installing the SofTrack Server Agent](#) section. If the SofTrack Server Agent is Stopped, right click on it and select “Start SOFTRACK Server Agent”. If the evaluation token is not present, please review the [Installing your Evaluation Token](#) section. If you need further assistance, right click on the Server and select the “Export to CSV” and send the resulting file saved to [support@softwaremetering.com](mailto:support@softwaremetering.com).

## **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 CONSOLE1 (or NWADMIN)
- 7 Delete the SOFTRACK Organizational Unit and all leaf objects
- 8 Restart the server
- 9 Done

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

- 1 Open the SofTrack Console
- 2 Select the server's blue tile
- 3 Click the Settings Tab
- 4 Click the Tokens/SSA sub-tab
- 5 Click the Yellow button "Uninstall and Remove SofTrack Server Agent"
- 6 Reboot the server

## **Manual Method to remove the SSA on a Windows server:**

- 1 Logon 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, STAD0.DLL and STVIEW.SYS (and STVIEW2K.SYS on Windows 32bit servers and STVIEW64.SYS on Windows 64bit 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 32bit servers only)
  - "HKLM\SYSTEM\CurrentControlSet\Services\STVIEW64" delete it and all subkeys (On Windows 64bit servers only)

9 Reboot the Server

10 Done

## **How do I remove the LWA from my machine?**

### **For Windows workstations:**

1. Logon As ADMINSTRATOR (Or Equivalent)
2. Open Control Panel/Administrative Tools/SERVICES
3. Find the "SofTrack Local Metering Agent Service" and STOP then DISABLE it.
4. Open a CMD shell and Navigate to C:\WINNT\SYSTEM32\DRIVERS  
For 64bit workstations some files will also be in the path C:\WINNT\SYSWOW64\DRIVERS
5. Type STLWA\_NT -REMOVEALL
6. Delete all of the following files from your hard drive *if they are present* (some files may only be present on 64 bit and/or Windows Vista/7/2008/2012/2 machines):
  - STLWA\_NT.EXE
  - STLWMON.SYS
  - STBW\_K32.SYS
  - CPTLWA32.DLL
  - STVISTA.SYS

STBW\_K64.SYS  
STLWA\_64.SYS  
CPTLWA64.DLL  
CPT\_X64A.EXE

7. Open REGEDIT and make sure each of these keys and all sub keys are deleted:  
HKLM\SYSTEM\CurrentControlSet\Services\STLWMON  
HKLM\SYSTEM\CurrentControlSet\Services\STLWA\_64  
HKLM\SYSTEM\CurrentControlSet\Services\SofTrackLocalAgentService
8. Restart Workstation
9. Done

### **For Macintosh workstations:**

- 1 [Click here for MacOS X](#)
- 2 [Click here for MacOS X Classic Environment](#)
- 3 [Click here for MacOS 9](#)

“I’m stuck. How do I get Technical Support?”

**TIP** We consider *prospective* customers to be as 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 <http://discussion.iland.com/~softrack>
- Via email sent to [support@softwaremetering.com](mailto:support@softwaremetering.com)
- Via telephone: (512) 372-8991 x611 between 7:00a and 6:00p Central Time (USA)

**TIP** To insure prompt handling of your support request, please include the full text or screen shots of all error messages; steps that produce the problem and details regarding your servers and workstations in your first support email request. Thank you.