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.com
Phone: (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

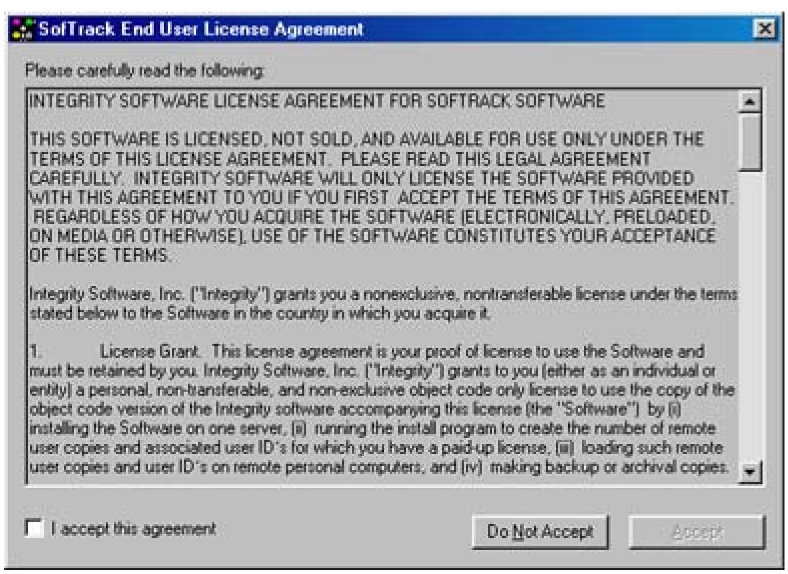
Download SofTrack Quick Inventory:

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*.

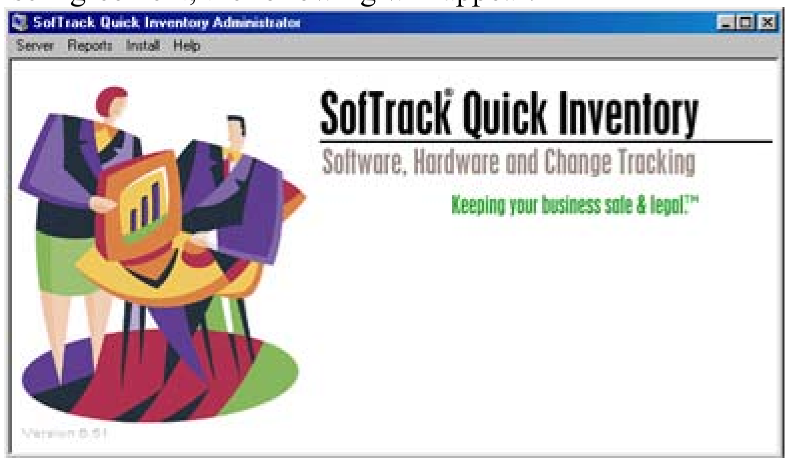
DO NOT RUN the evaluation from within the "zip file viewer". While this is technically possible it can result in some abnormal behavior during your evaluation. The abnormal behavior we most often experience is the sudden shutdown of `QIADMIN.EXE`, it literally disappears from the screen. Therefore, please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

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

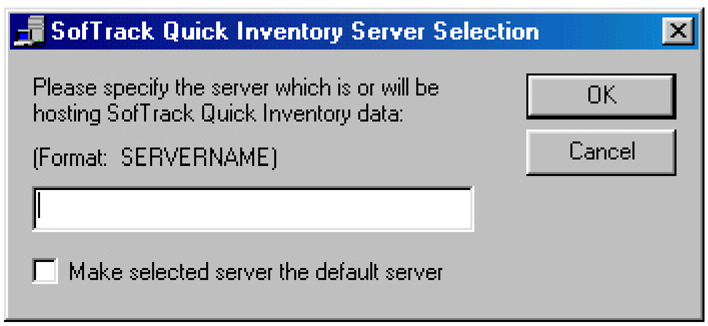


This window contains the End User License Agreement for SofTrack. To continue, please read and check the **I accept this agreement** checkbox and click on the **Accept** button.

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:



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.*

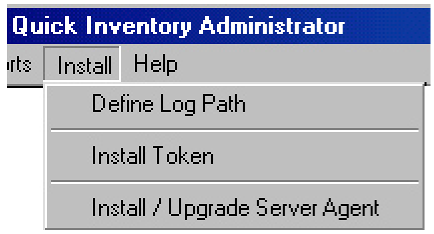
⌖ **IMPORTANT** Do not use `QIADMIN.EXE` from within a Thin Client / Terminal Server session -- it will not function properly.

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\SOFTWARE\ SofTrackQuickInventory

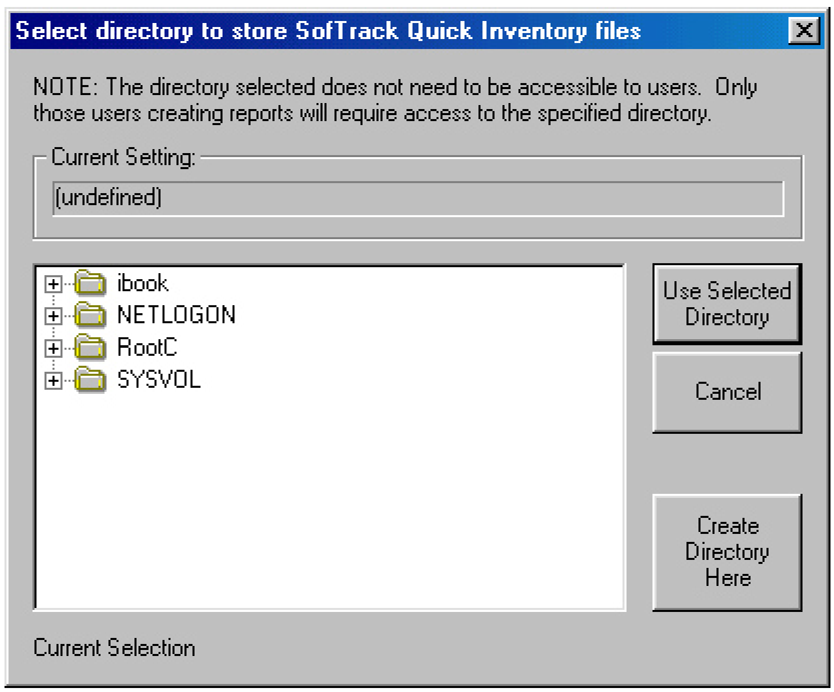
Next, click on the **Install** menu item and the following will appear:



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

Defining the Log Path

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



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

⌖ **NOTE** 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

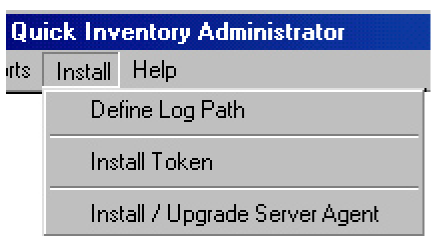
    - Is used to store inventory files from each workstation
    - Each file is for a specific workstation and requires from 2,000 to 100,000+ bytes each
    - Files are in a proprietary binary format
    - Inventory files do not require archiving, they are continually maintained by use of `INVENTRY.EXE` 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

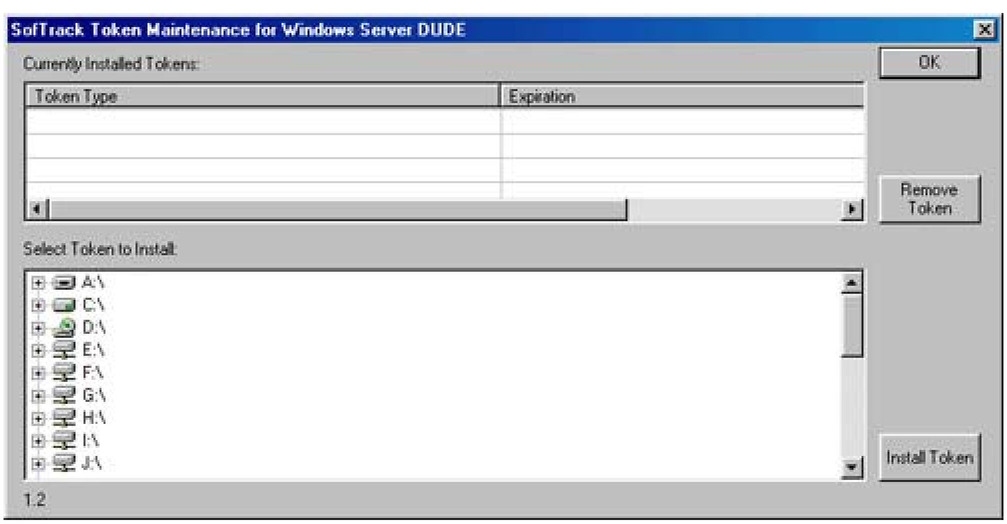
To use SofTrack Quick Inventory you must have valid token. If you are evaluating SofTrack, we deliver your evaluation token via email. To use, please unzip the token.zip email attachment to a directory of your choice. We recommend the directory where `QIADMIN.EXE` is located.

> **TIP** 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:

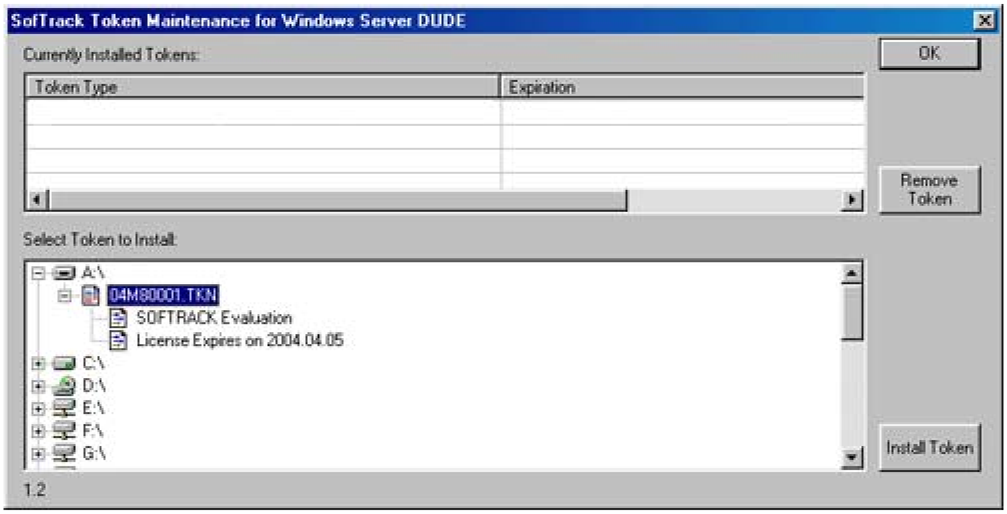


Once selected, the following will appear:



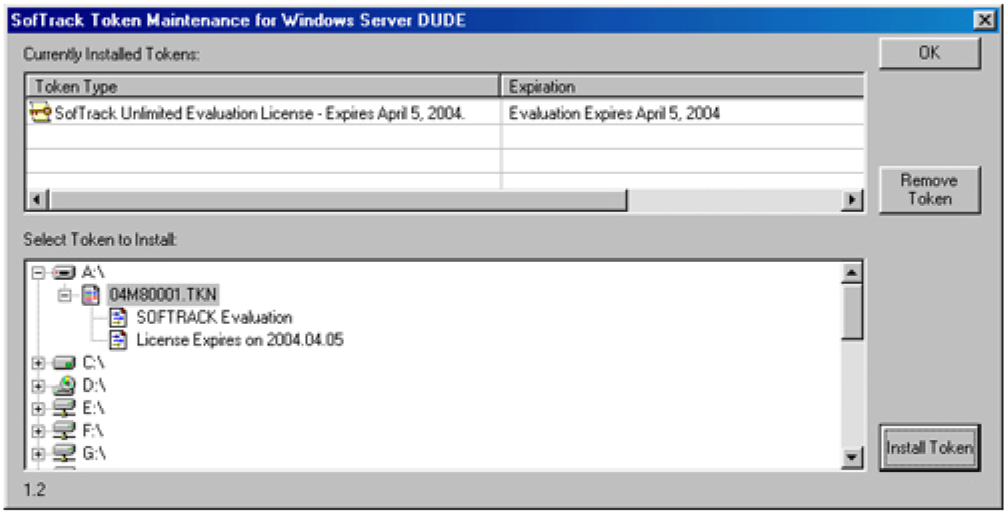
Use the bottom window to navigate to where you unzipped your token. *Note: If you did not receive an evaluation token or if your token is expired/invalid, contact support@softwaremetering.com for a new one.*

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



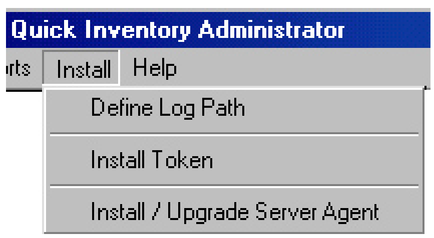
Once you have selected your token, click **Install Token**. The following message will appear:

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



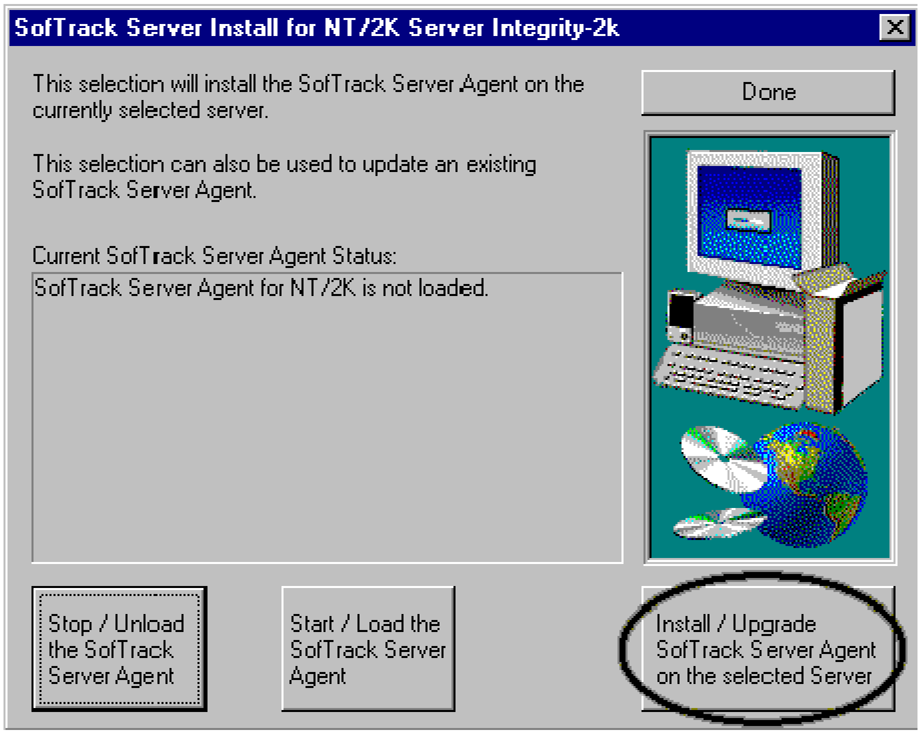
Installing the SofTrack Server Agent (SSA)

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



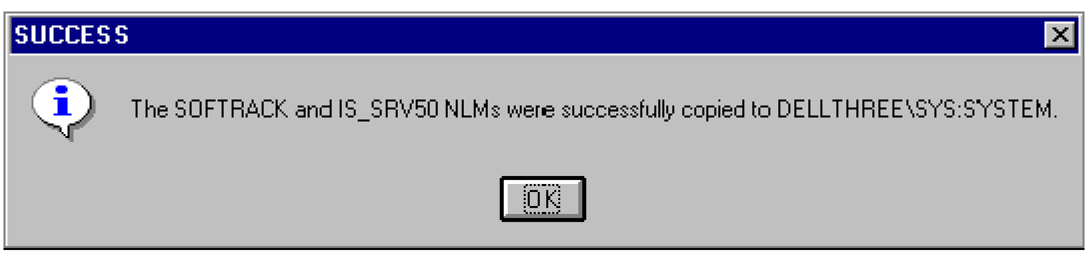
Once selected, the following will appear:

The following requestor will appear:



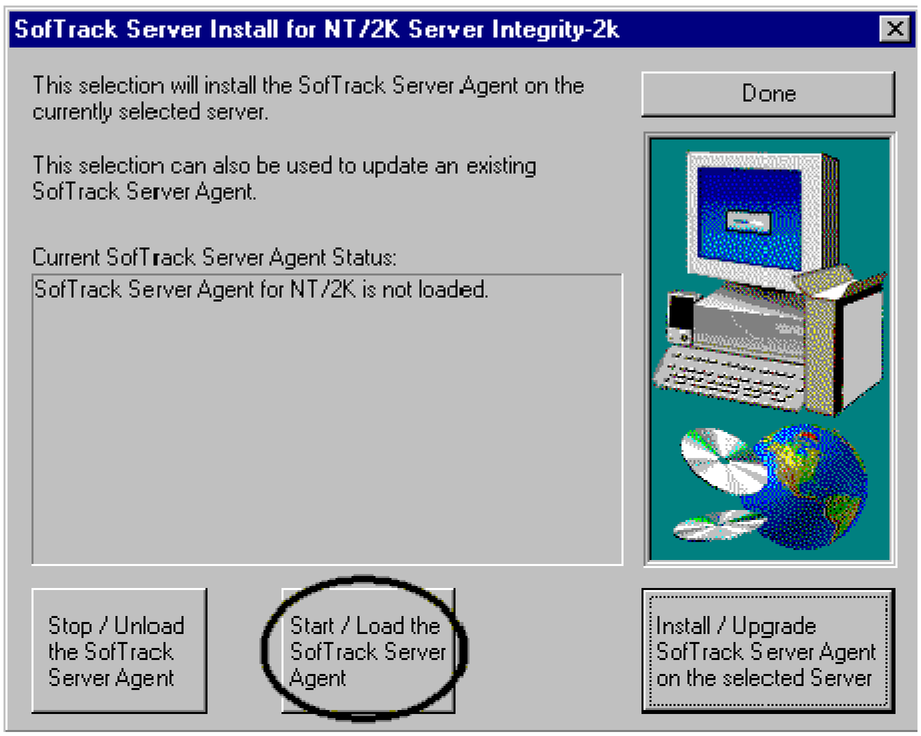
Select the **Install / Upgrade** button and the following requestor will appear:

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

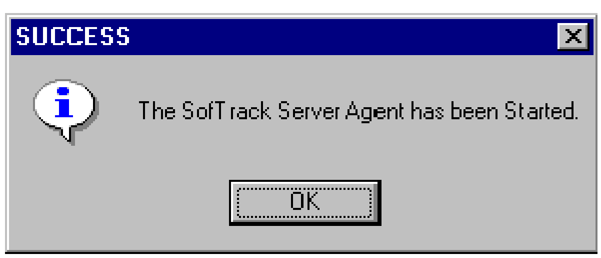


If the SofTrack Server Agent for Windows is already running you will see this prompt first:

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:



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 SSA:

- 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 SSA.

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 SSA:

- 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)
- 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

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.

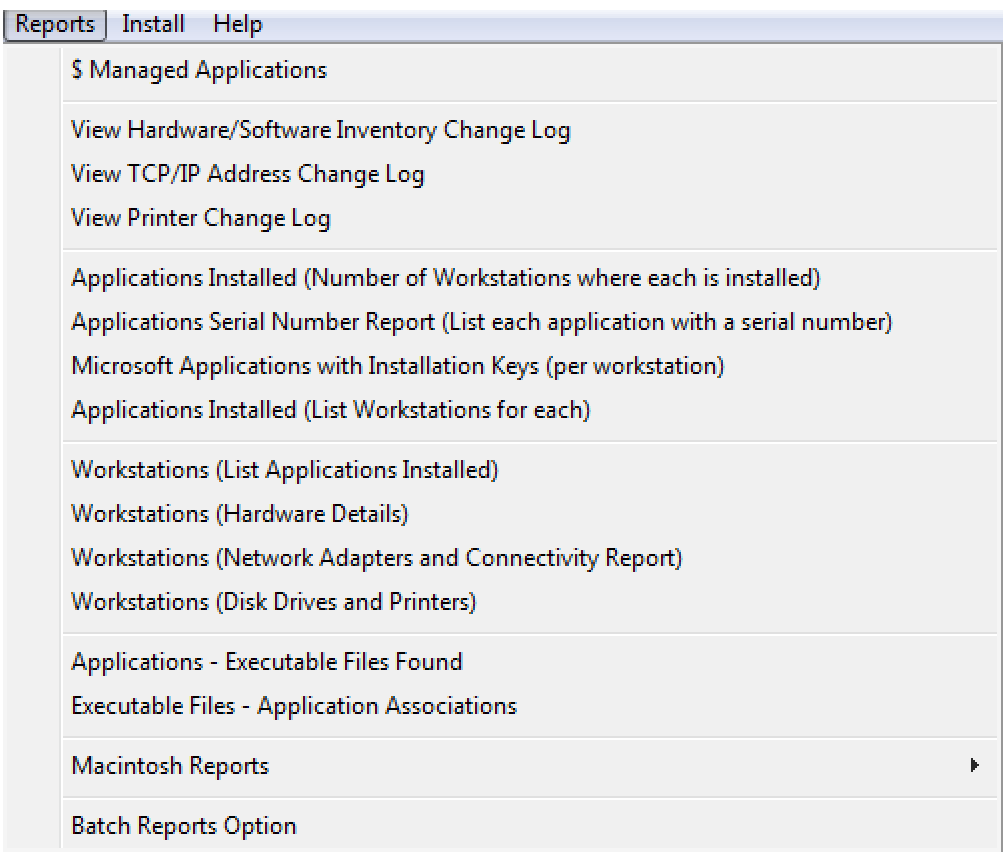
2) Using SimpleText or TextEdit, create a plain text file named "SofTrack QIA" or "SofTrack QIA.txt" on the desktop. This file must contain, on a single line, the IP address of the server hosting the SofTrack Server Agent. Do not append a "return" or "carriage feed". Do not include port specifiers. Only the dotted IP address such as "10.10.33.52" (without the "quotes").

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

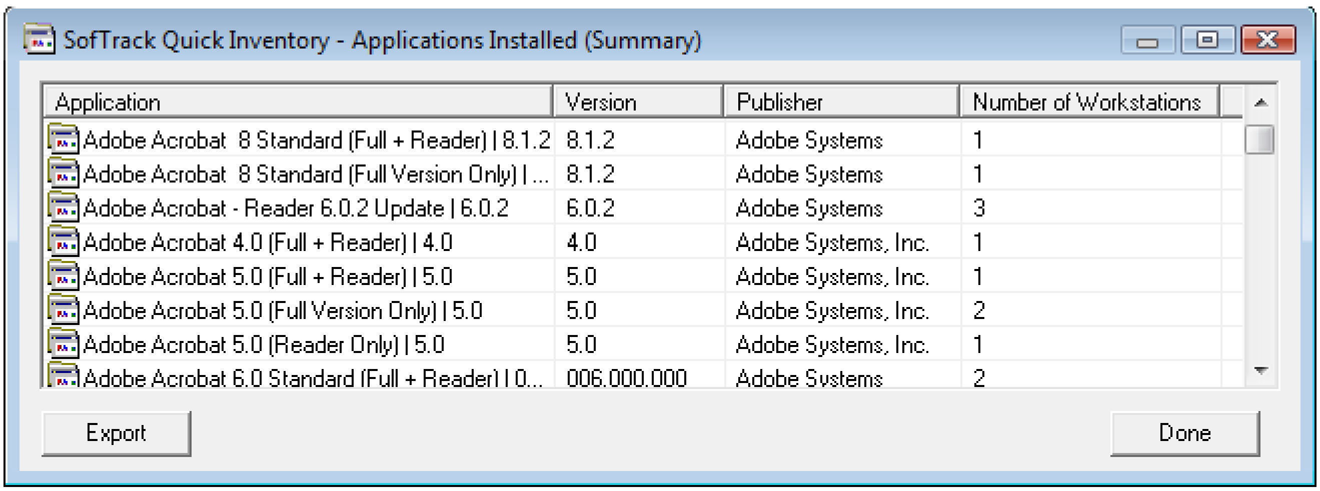
Each time the inventory is run it will send an updated inventory report to replace the existing report for that workstation. To see the inventory report, open the `QIADMIN.EXE` and select the server where the SSA is running. Next, select the menu item **Reports** as shown here:



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:

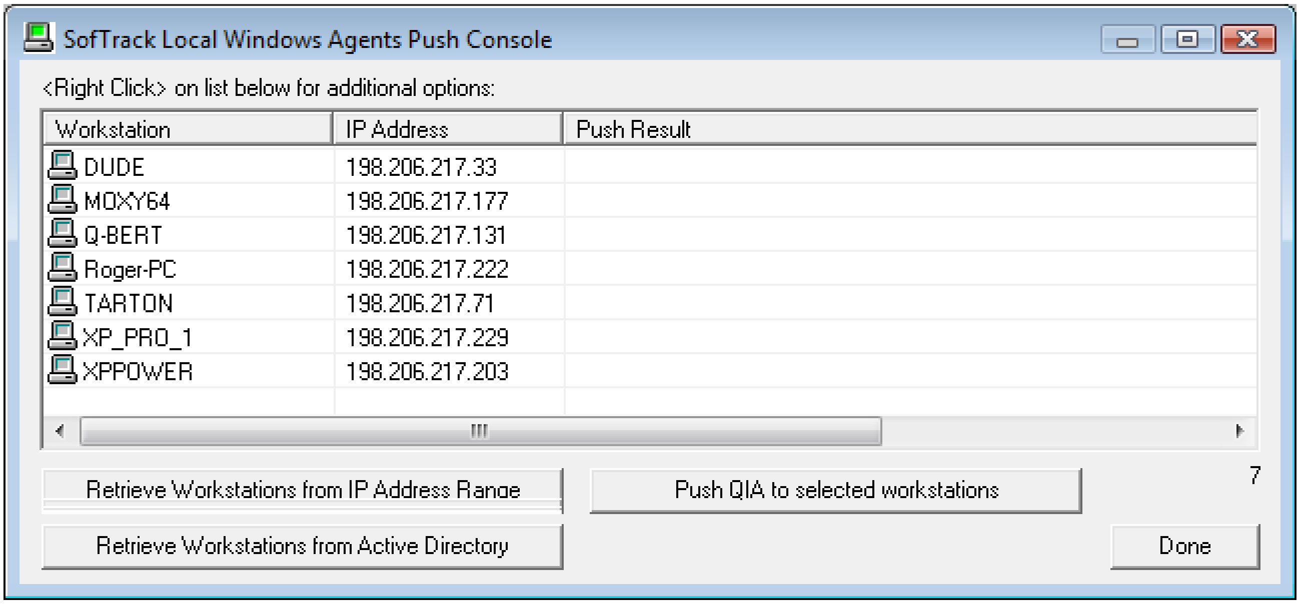


Distributing the Quick Inventory Agent for Windows®

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:

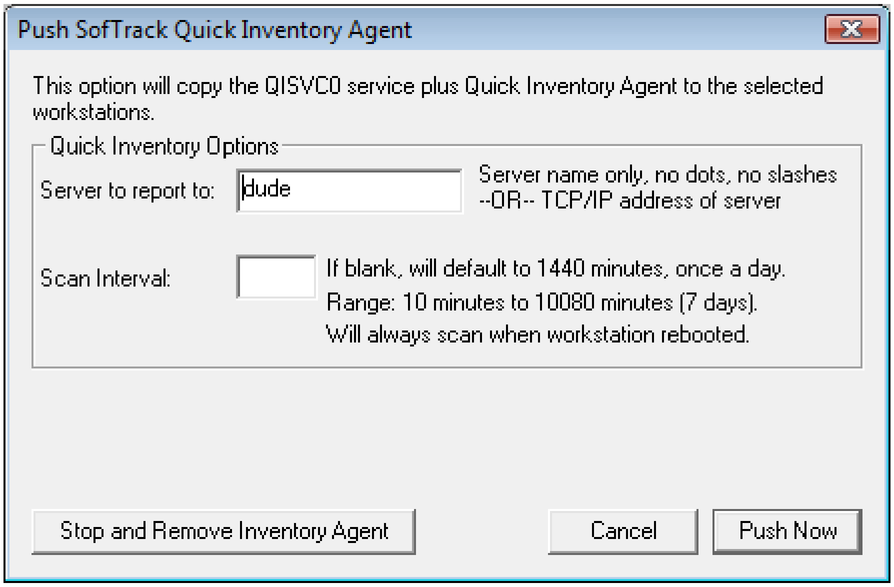


The list of workstations presented include all that have been previously scanned. If none have been previously scanned the list will include one workstation, the one your are currently using. The list of previously scanned workstations is stored in the registry of the server hosting the SofTrack Server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

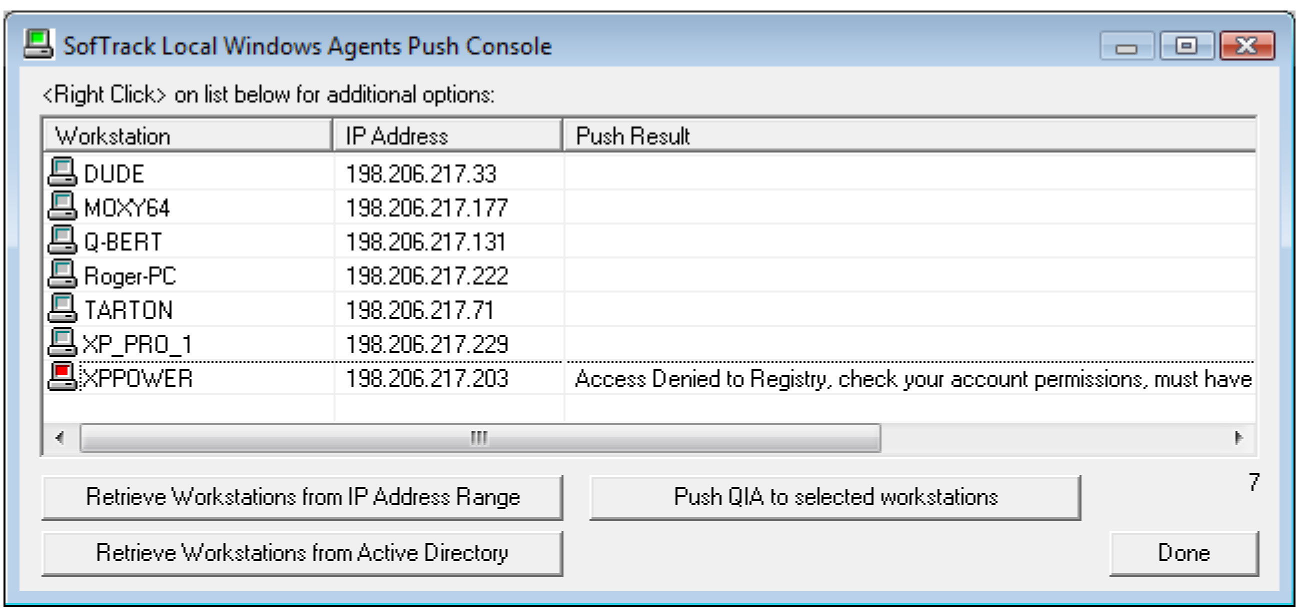
When ready, select the workstation(s) to push the SofTrack QIA to and click the "Push QIA" button. You will be prompted with the following:



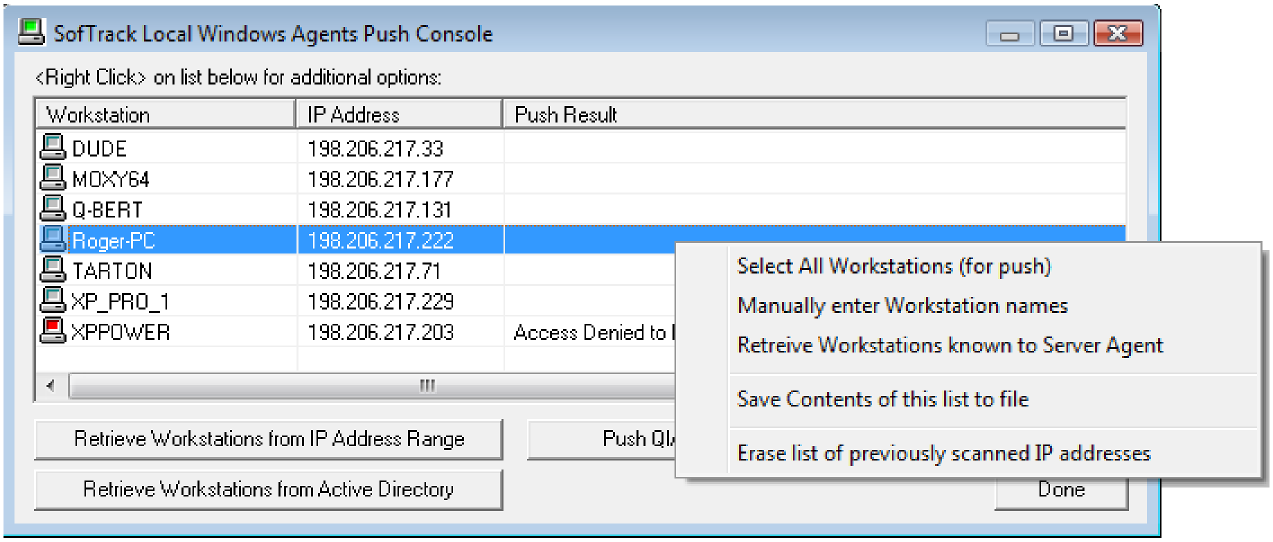
Notice this requestor includes the ability to remove the agent.

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.



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



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:

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).

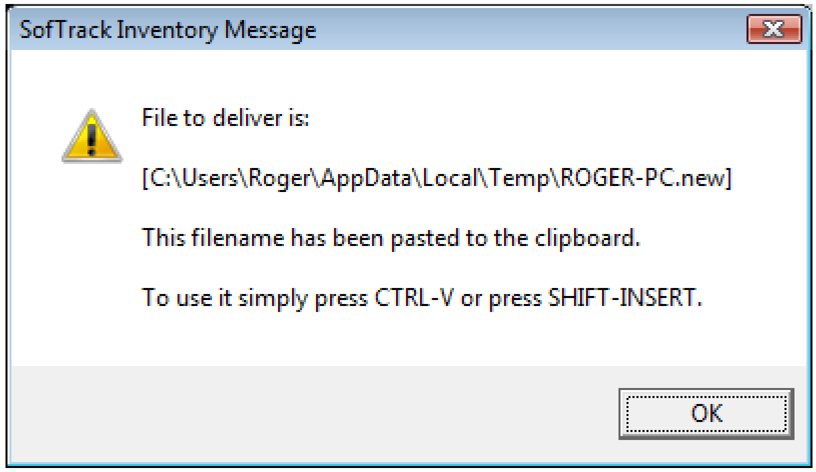
2. On the designated workstation open a DOS Command Window (Start / Run / CMD.EXE or Start / Run / Command.com).

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 @ \\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.

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 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]
-q2                     Applications Installed [List Workstations for each]
-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]
-q7                     Applications [Serial Number Report]
-q8                     Workstations [Network Adapters and Connectivity Report]
-q9                     Workstations [Microsoft Apps+Install Keys]
-qx                     Workstations [Disk Drives and Printers]

-a1           Macintosh Applications Installed [Number of Workstations
                                                 where each is installed]
-a2           Macintosh Applications Installed [List Workstations for each]
-a3           Macintosh Workstations [List Applications installed for each]
-a4           Macintosh Workstations [Hardware and Operating System Details]
-a5           Macintosh Workstations [Network Adapters Report]
```

```
-u[t|c|q]               Output Selection [*Text|Comma delimited|Quoted CSV]
-r                      Include header row at top of report

[ Options for all reports ]

-f[file]                Output report to [file] <default: output to console>
-l[num]                 Lines of detail per page <default:40>
-n[servername]          Server to run report on <default: current server>
-u[t|c]                 Output Selection [*Text|Comma delimited]
```

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
```

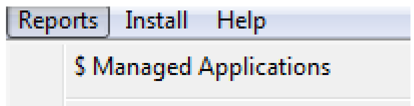
Managed Applications Option

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.

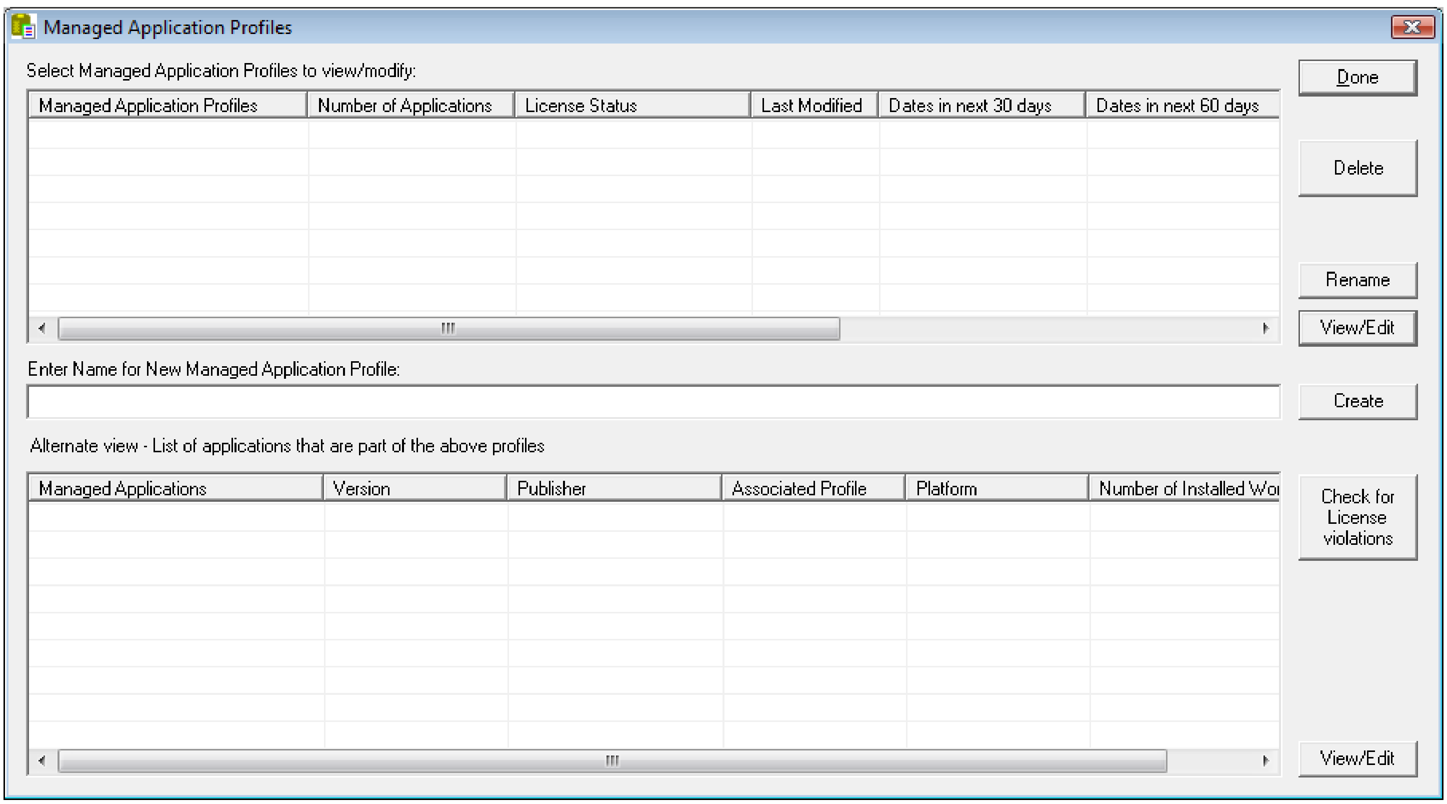
Create the data items that are useful for you and your enterprise.

The following illustrates how to use the Managed Applications option.

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



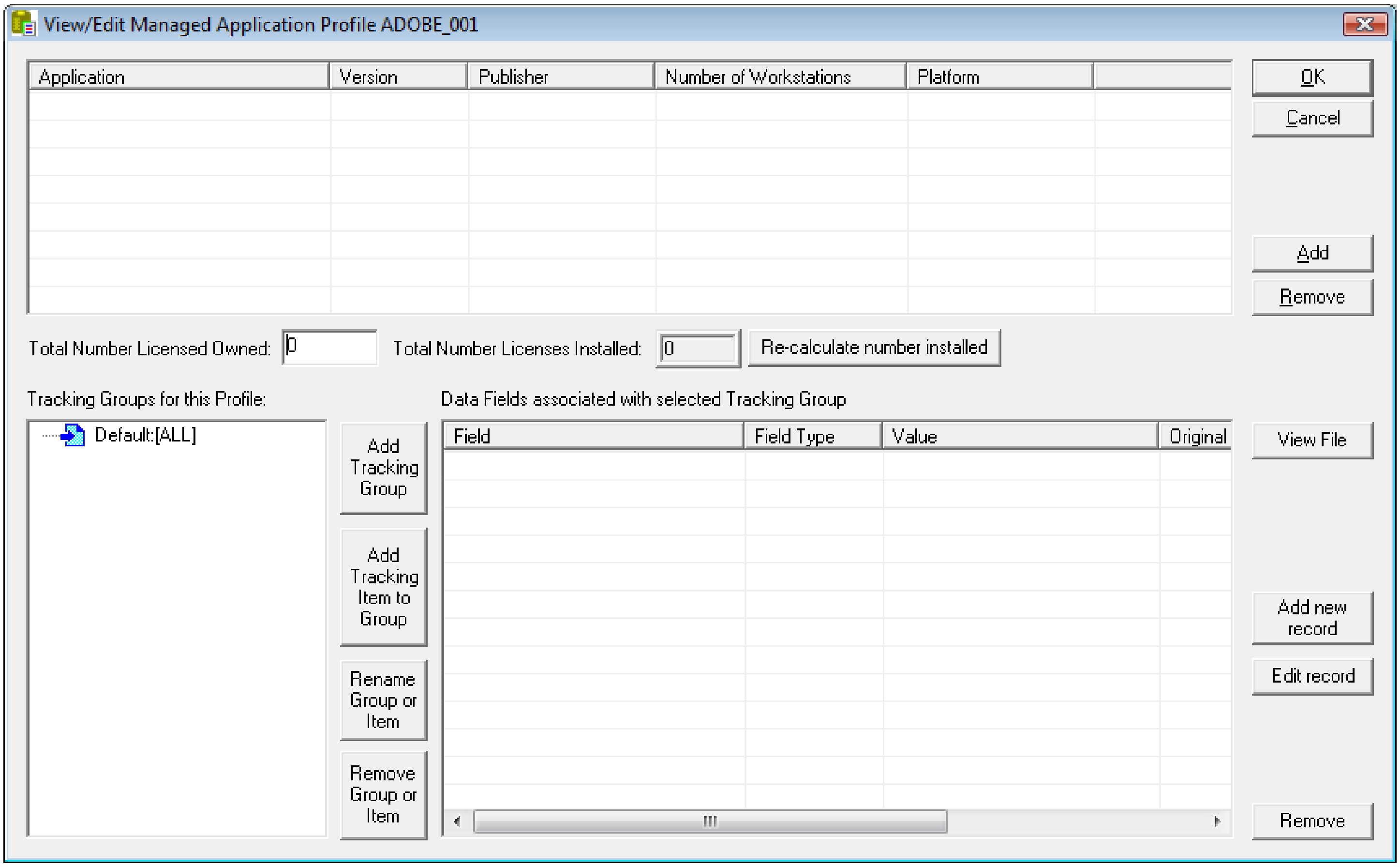
The following is presented:



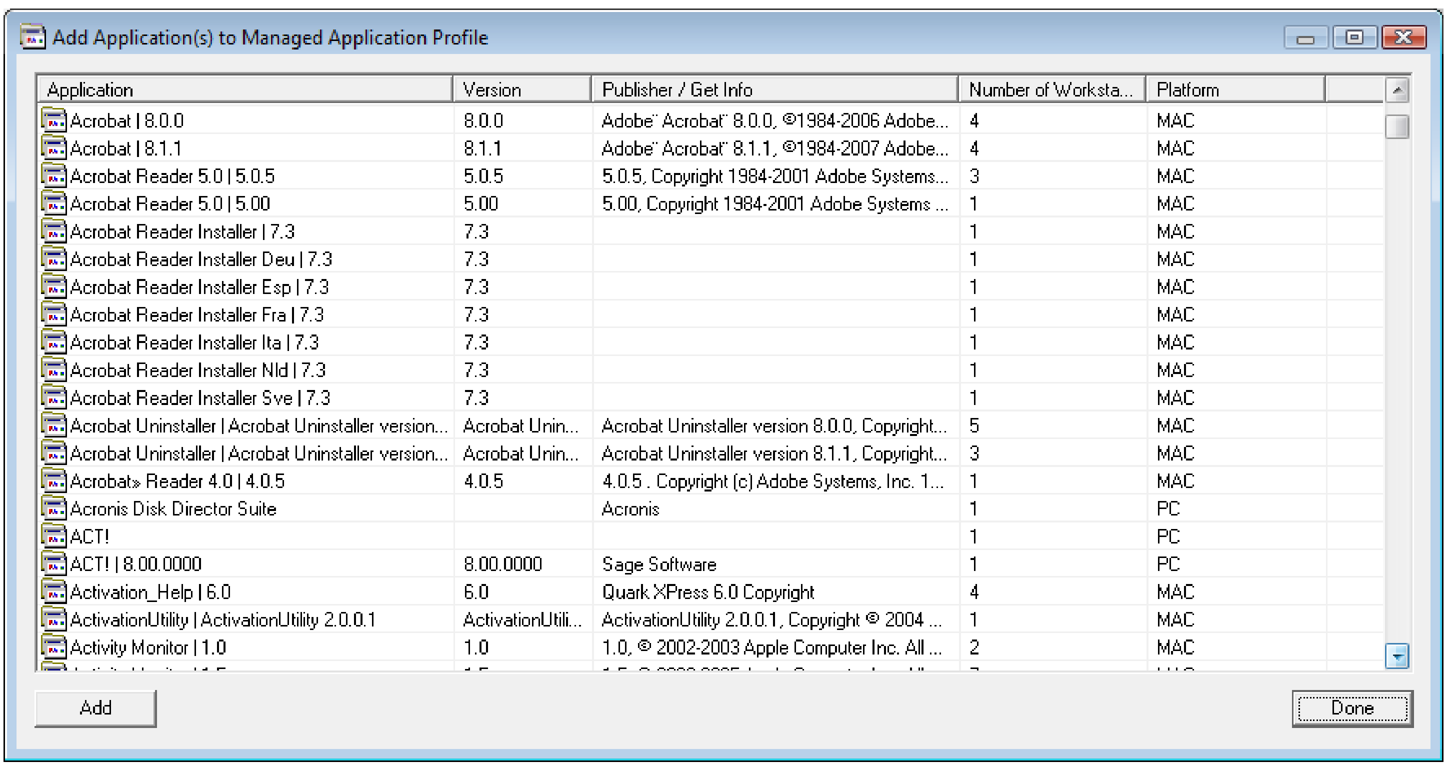
The initial view is empty.

Add Applications to a Managed Application Profile

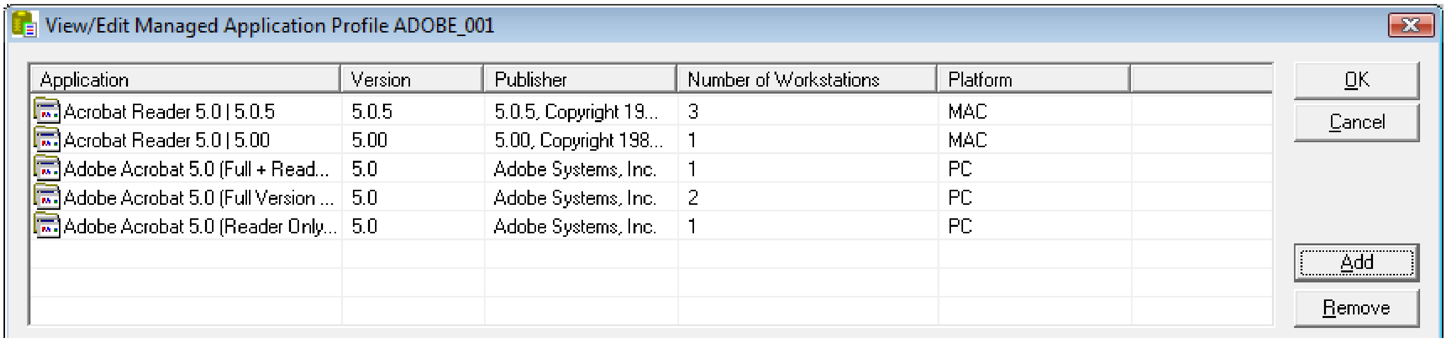
To being, create a new Managed Application Profile. At the center of the screen type in a name for a Managed Application Profile and click the "Create" button next to this field. In this example we will use the name ADOBE_001. After you click the Create button the following screen will appear:



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:



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:



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.

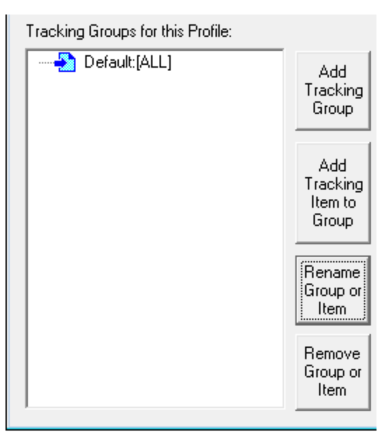
Use the “Re-calculate number installed” button to initiate a scan of all inventory files for all with matching applications and present the total number installed. This list can take a few moments to prepare. Once complete the “Total Number Licenses Installed” field will be populated.

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.

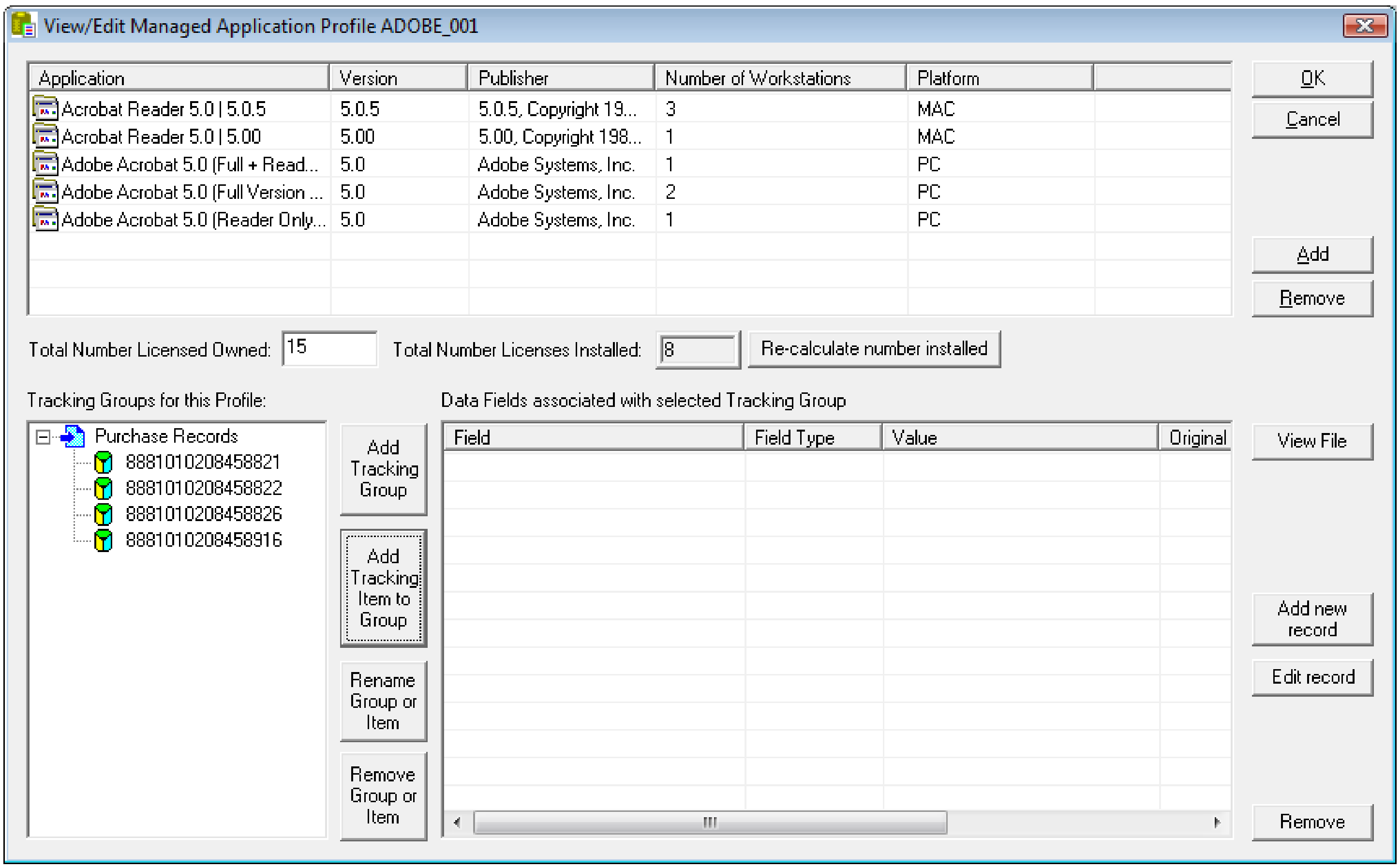
The first construct is the Tracking Group. For each Managed Application Profile you can have as many tracking groups as needed. The first one is included by default, it is named “Default:[ALL]” and can easily be renamed as needed.



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.

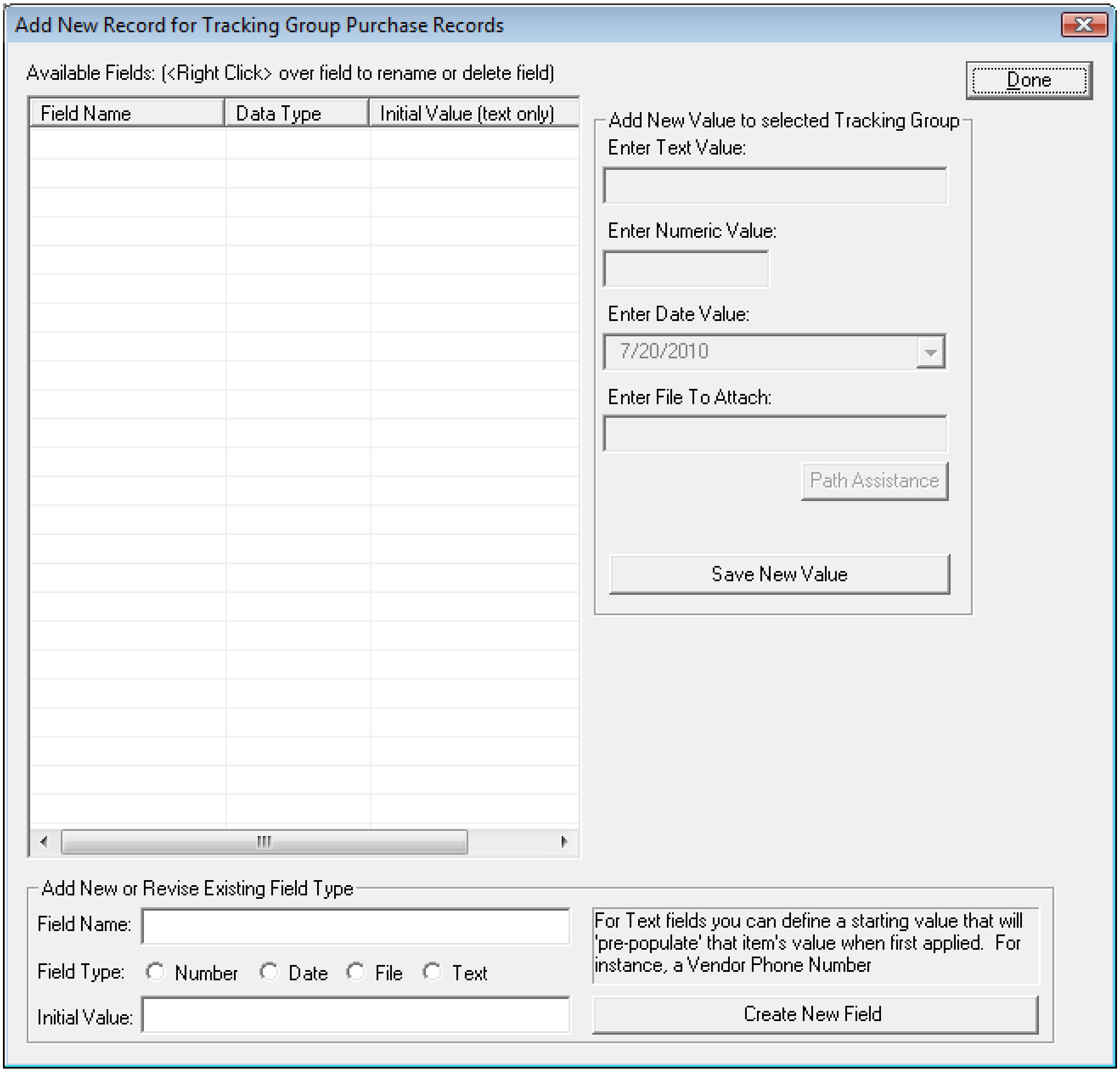
The following screen shows a new Tracking Group name plus some Tracking Items:



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

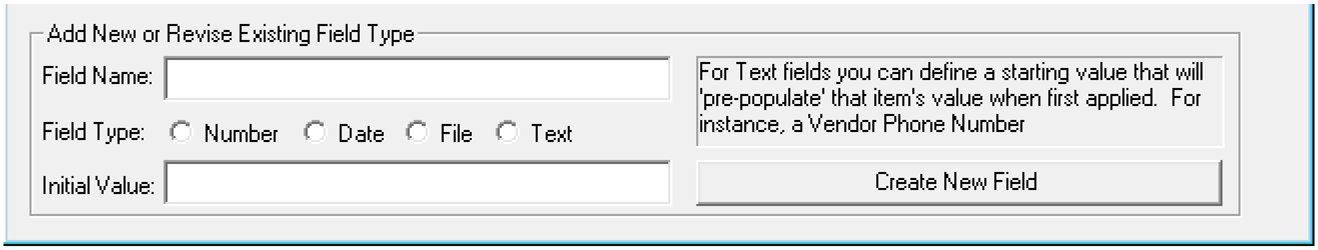
Each Tracking Group has its own set of Data Fields. In the screen image above there are no Data Fields defined. To add Data Fields click the "Add new record" button and the following screen will appear:



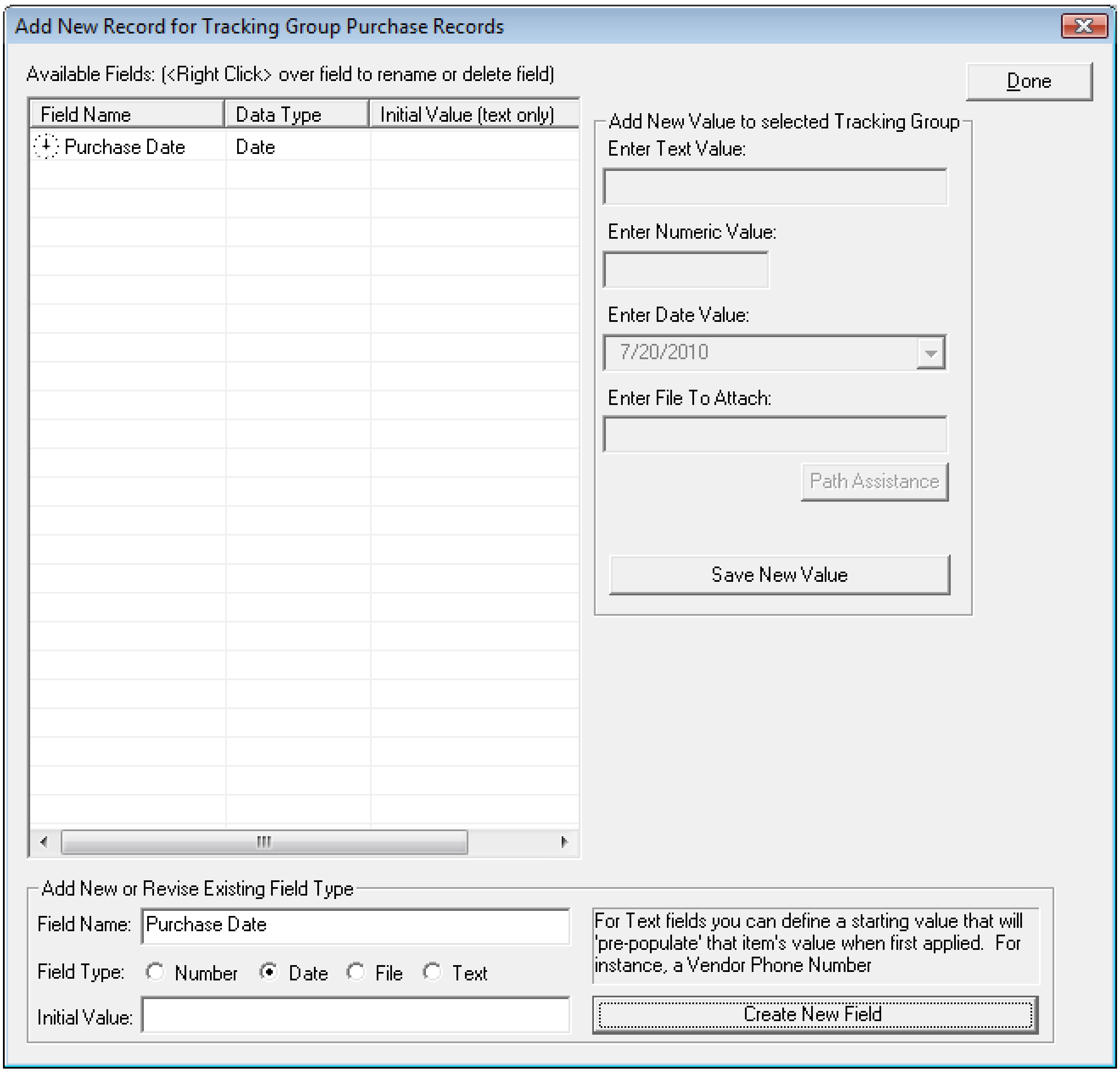
This screen provides two main functions: (1) Ability to create/edit Data Fields and (2) Ability to add Data Fields to a Tracking Group.

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.

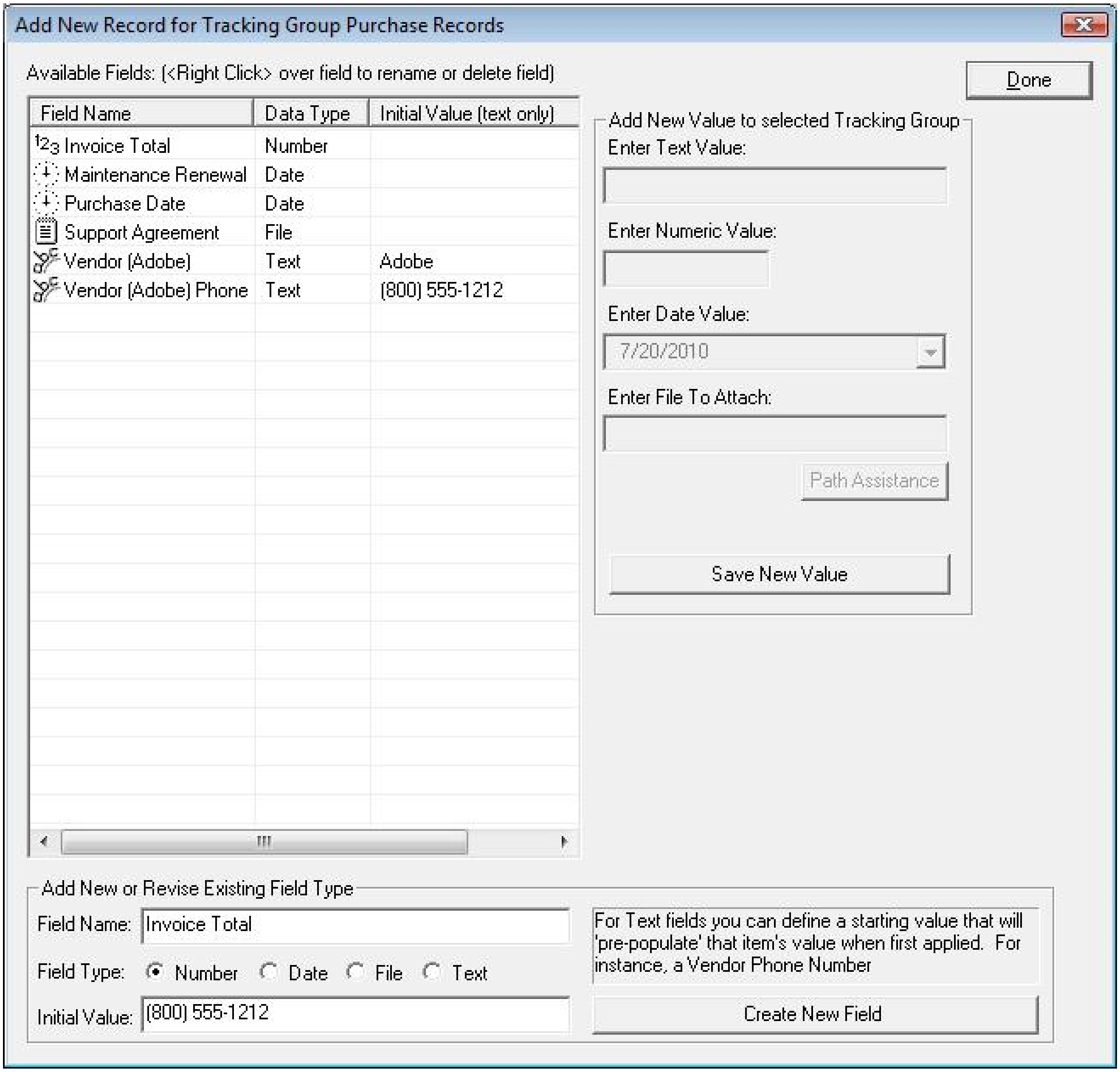


To begin select a Field Name and Field Type. If you select the *Text* Field Type you can also enter an Initial Value. When ready, click the “Create New Field” button and the new data field definition will appear in the list above.



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.

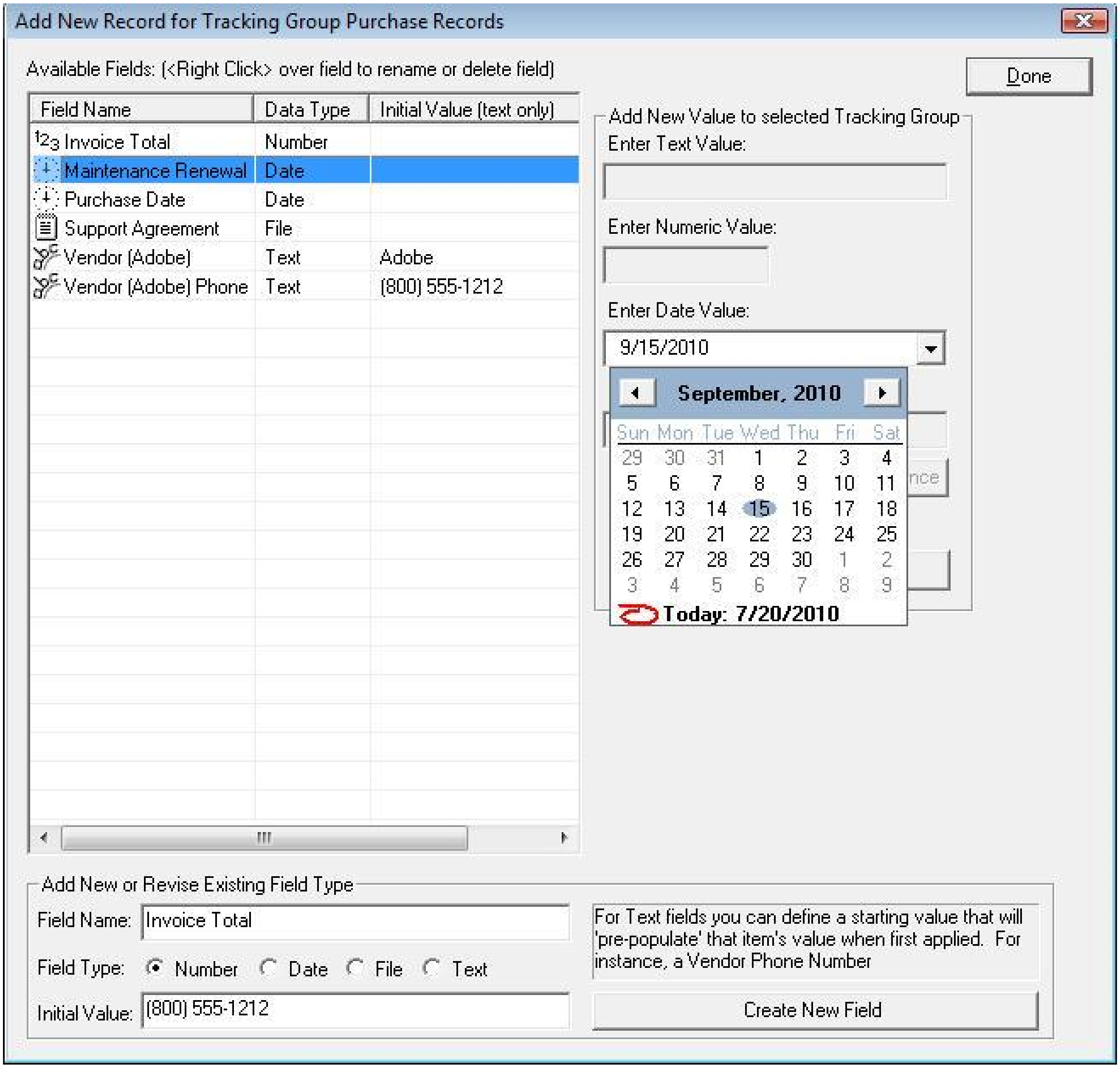
Results after creating a few more sample Data Fields:



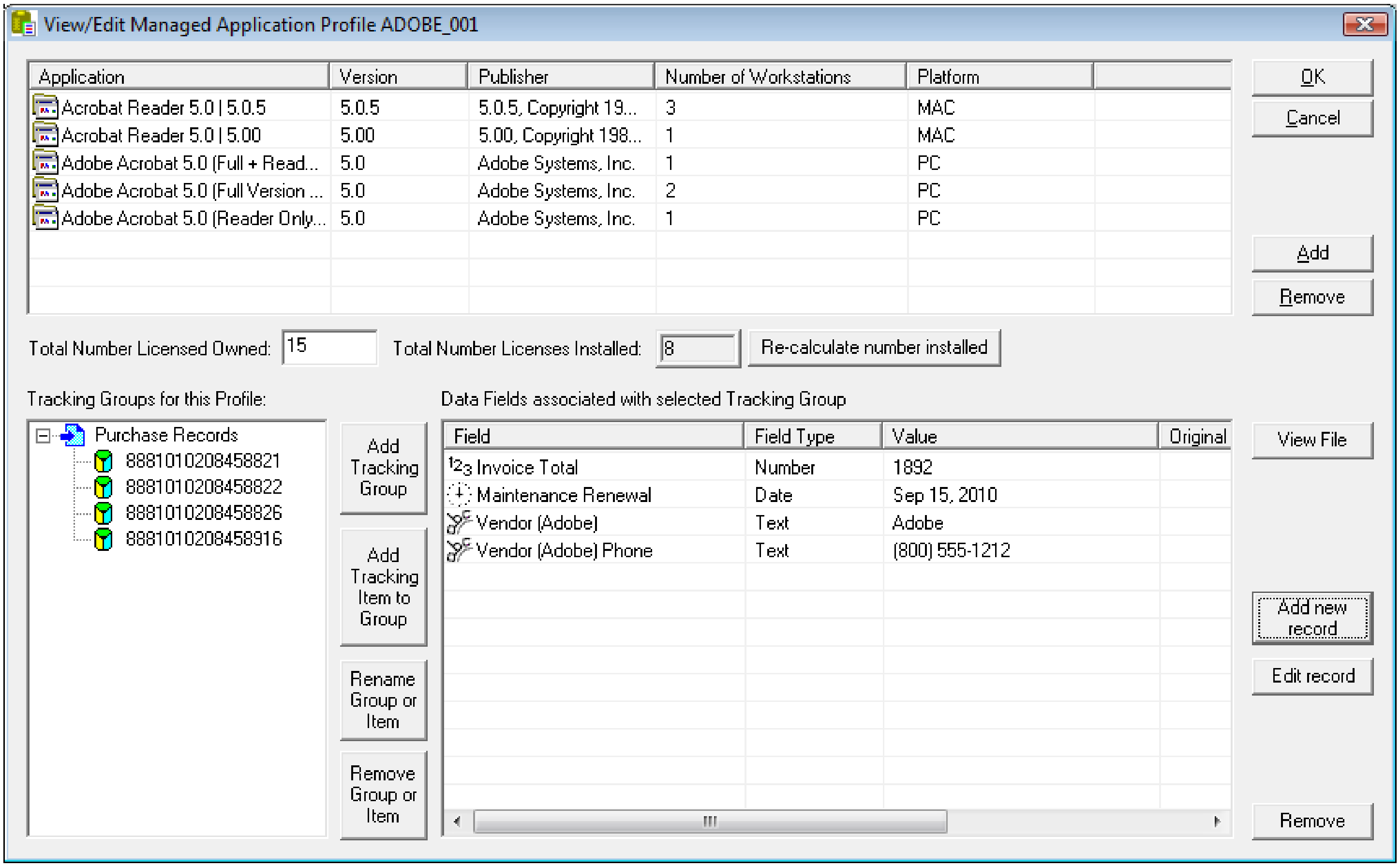
Adding Data Fields

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:



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".



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

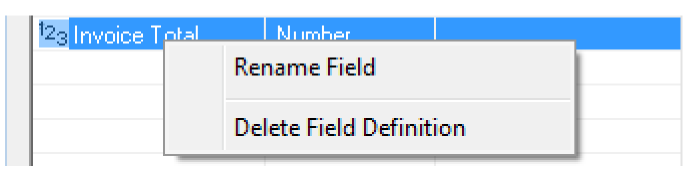
If any of the Data Fields added are of type File, the original file will be copied to a sub-directory connected to this Managed Application Profile+Tracking Group within the **Computers** folder (where your inventory datasets are stored). When you click the "View File" button, it will be this copy of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

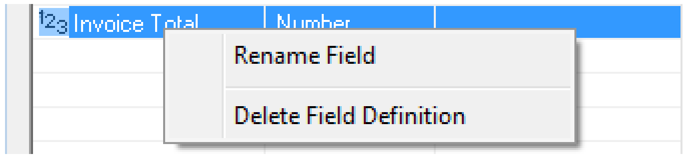
Position the mouse cursor over the Data Field to rename and click the right mouse button, a menu will appear:



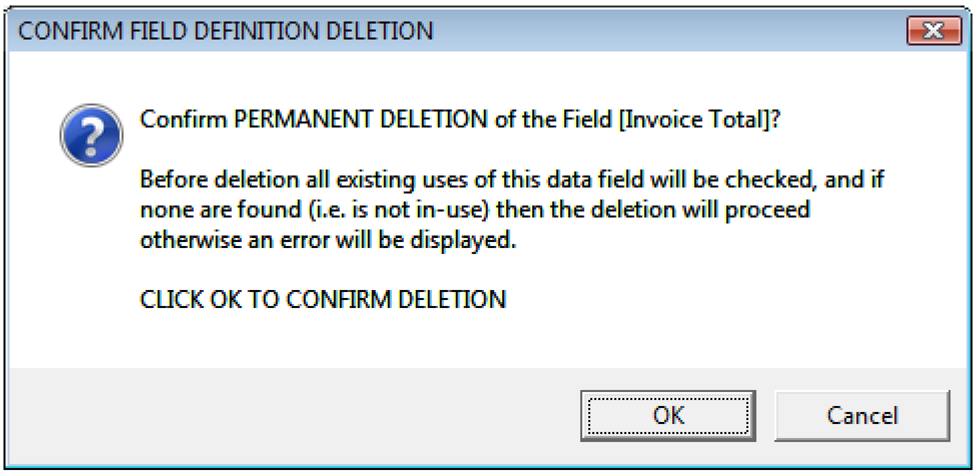
Select "Rename Field" and a requestor will be presented to complete the process. Note that you can rename Data Fields at any time with no effect on existing uses of that Data Field.

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:



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



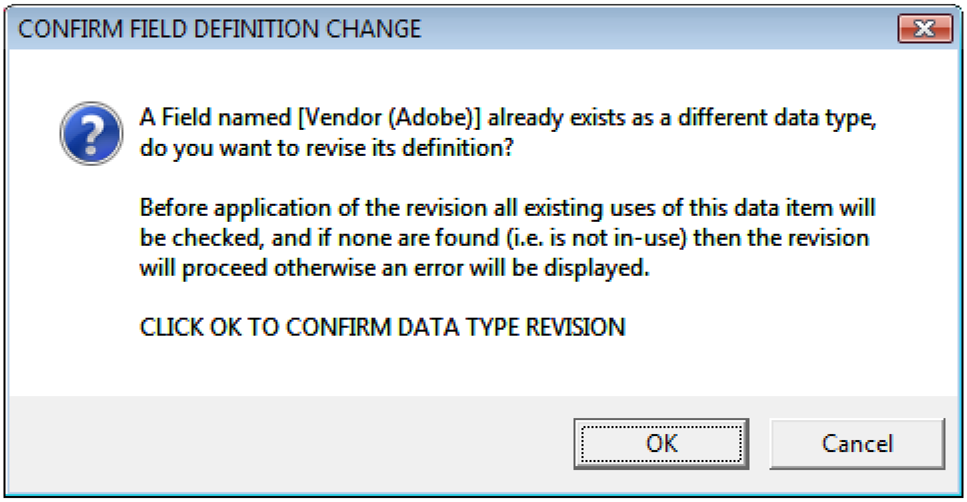
Note that you can only delete Data Fields that are not currently in-use.

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:



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: support@softwaremetering.com

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 I am stuck. How do I get Technical Support? section of this guide.

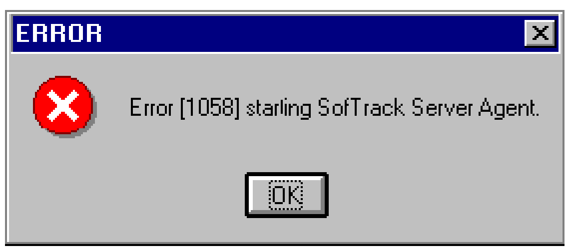
MANUAL STOP REQUIRED

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

Solution: Manually stop the SSA at the server.

Error (1058) Service Disabled

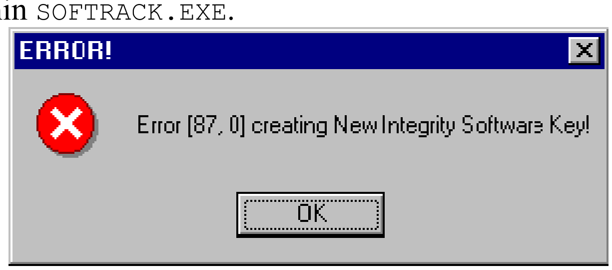
If the SSA service is disabled on the server hosting the SSA, you will receive the following requestor when you select the **Upgrade/Install** button on the **Install** screen within `SOFTRACK.EXE`:



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

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 http://discussion.iland.com/~softrack
- Via email sent to support@softwaremetering.com
- 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.