



Frequently Asked Questions SysTrack Cloud Edition

Q. What are the system requirements?

A. Because it is a cloud-based service, customers can enjoy detailed results with no infrastructure setup or investment required. The service does leverage an agent to collect data. It is supported for download and installation on any supported Windows desktop version or Windows Server operating system running Terminal Services.

Q. How do I deploy the agents?

A. Agents are provided as MSI files and can be deployed by directly executing them on the servers or via any third-party MSI distribution tool. The installation is transparent and does not require a server reboot. The agent does not utilize any kernel mode components.

Q. What is the agent's footprint?

A. The SysTrack agent is a patented, ultra-lightweight solution that on average consumes less than 0.5% CPU of a single CPU core. The collected data is summarized daily by the agent and then sent securely to the SysTrack Cloud service. This process requires minimal network traffic (in the order of magnitude of a few hundred kilobytes per server per day).

Q. How can I invite others to view the data?

A. The original registrant can invite and administer additional users within the portal using the "Invite User" link option.

Q. What if my organization prefers to use an on premises tool?

A. The full version of SysTrack is a suitable tool for on premises deployments of the SysTrack master server. Please contact salesinfo@lakesidesoftware.com for more details.

Q. What kind of data does the agent collect?

A. The agent collects up to 10,000 discrete data points as frequently as every 15 seconds. This data pertains to server processes, applications, user sessions, errors, system events, and similar categories. The agent does not capture screens or log keyboard inputs, mouse movements, or any other intellectual property. For more information, please refer to our white paper, "[How SysTrack Works.](#)"

Q. Where is my data stored?

A. The SysTrack Cloud Edition leverages secure cloud infrastructure. The communication between your systems and SysTrack Cloud Edition is encrypted.