SysTrack Community:
How-to and FAQ

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Introduction

The SysTrack Community program is an exciting new way for SysTrack customers to enjoy comparative analytics.

While SysTrack provides the industry's deepest and most detailed analytical capabilities for end-user computing environments, organizations have been longing for the ability to compare key aspects of their own SysTrack data to the data of other, similar SysTrack customers. The SysTrack Community enables just this kind of comparative analytics while protecting the sensitive SysTrack data and privacy of the organizations and their users.

This document describes the operating principles behind the SysTrack Community, describes the process of joining your SysTrack deployment to the Community and answers frequently asked questions.

Operating Principles

The SysTrack Community is built on a Lakeside Software owned database. SysTrack customers who choose to join the Community share highly anonymized summaries of some of the data from their own SysTrack deployment. In return for sharing, customers have access to a set of reports that compares and contrasts key performance indicators from their own environment to those of the larger Community.

Data Sharing

Organizations use the SysTrack Deploy tool or a stand-alone uploader to join their SysTrack environment to the Community. The specific steps are detailed later in this document.

The SysTrack master server then contacts the Community server and receives a set of queries. The master server then executes these queries and sends the resulting data via an SSL-encrypted connection to the Community cloud. In order to minimize the impact on the network or the servers, not every query is executed every day; instead, only a small number of queries are executed each day and therefore the whole set of an organization's Community data gets accumulated over several days.

The organization is represented by an anonymous key and no identifiable information such as machine names or user names are shared with the Community.

Organizations also have the ability to specify certain text strings that they wish to exclude from the Community data set. This will allow organizations which have custom

applications that may include the organization's name to exclude those applications from being shared with the Community.

Data Auditing

Organizations use the SysTrack Deploy tool or a stand-alone uploader to join their SysTrack environment to the Community. The specific steps are detailed later in this document.
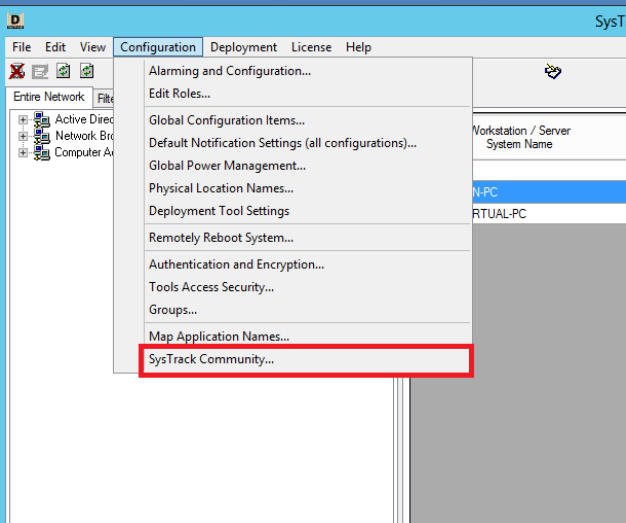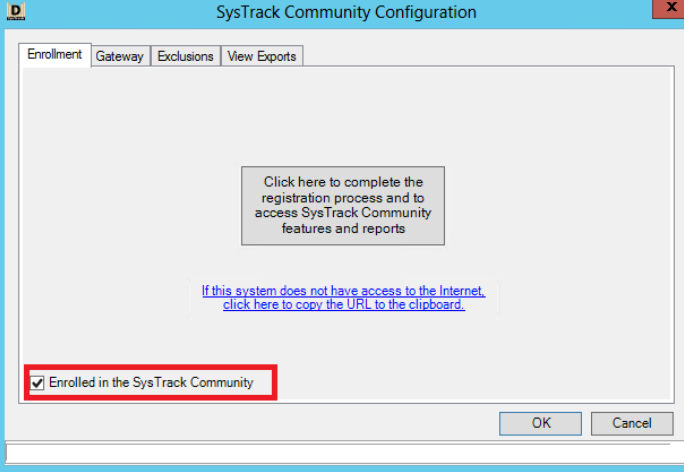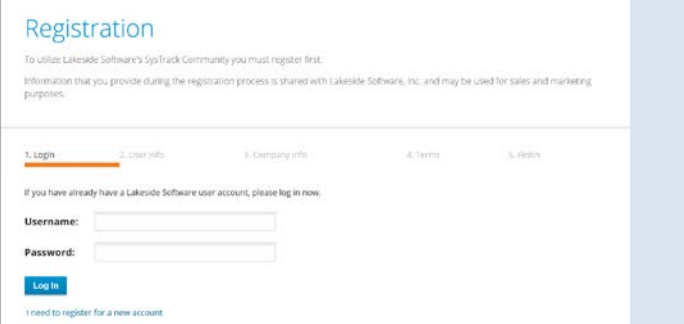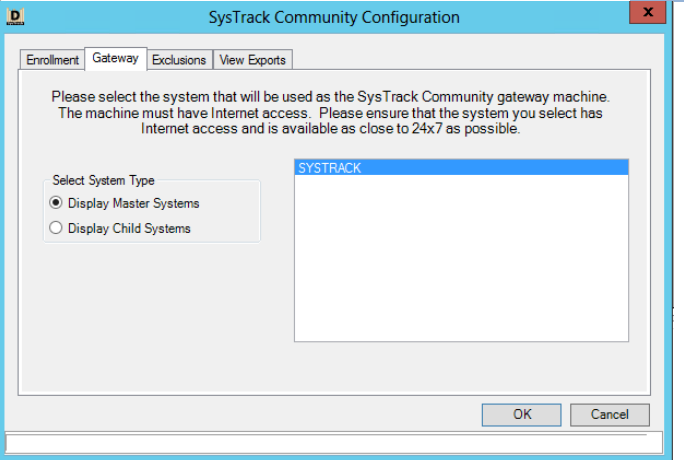
Specific Data Sets

At the current time, the SysTrack Community collects data pertaining to system hardware configuration, applications, software packages, system health data, computer performance, application faults, and storage data. Note that Lakeside Software may add queries for additional data at any time to expand the use cases and value of the Community program. Organizations can always review the latest Community data sent from their master server to the Community database.
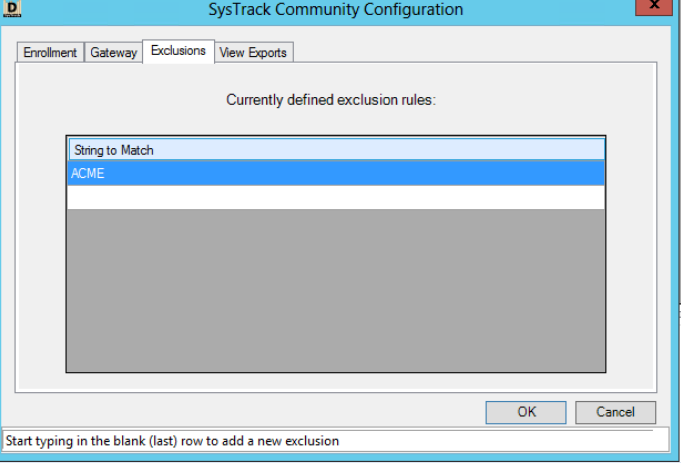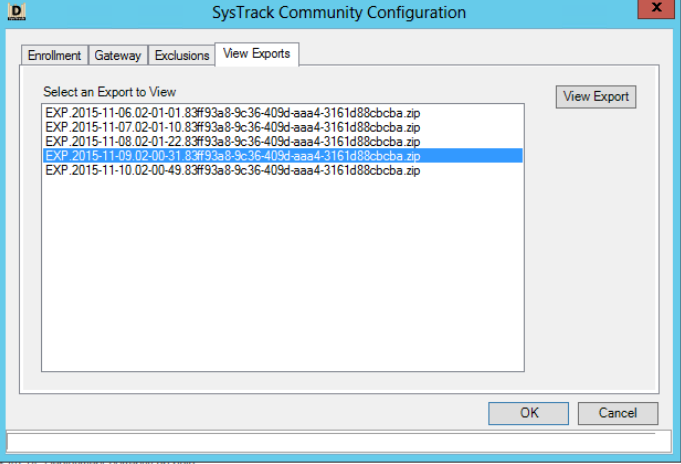
Joining the Community: A Step-by-Step Guide

Organizations who wish to join the SysTrack Community should execute the following steps. Note that uplinked master servers are not capable of joining the Community. You must use the highest level master server in your tree.

Joining from the SysTrack Deploy tool – versions 7.2.157 and later

Step	Screen Shot	Description
1		Open the Deploy tool. Navigate to **Configuration** and then **SysTrack Community...**

Step	Screen Shot	Description
2		Check the box labelled **Enrolled in the SysTrack Community.** Click on the **button** to launch a web browser to complete the Community enrollment. Should the system running the Deploy tool not have access to the Internet, click on the hyperlink to copy the URL to the clipboard.
3		Login with your SysTrack support portal username and password. Complete the rest of the registration wizard.
4		Should the master server not have access to the Internet, the Gateway tab of the Community dialog enables you to specify another master server or a child system from your SysTrack tree to act as the gateway. In the example shown here, the master server is selected as the gateway server. Click to highlight it. The remaining steps are optional. To

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Step	Screen Shot	Description
		complete the enrollment process, click on **OK**
5		Optional: Organizations can specify text strings to be excluded from the Community dataset. Any data row that is found to have a field that fully or partially matches one of the specified strings is excluded from the Community data set. In the example shown in this screen shot, an application package called "ACME Employee Portal" would be excluded from the Community data collection.
6		Optional: For auditing purposes, the **View Exports** tab shows the last five Community uploads. Highlight the desired one and click the **View Export** button. A Windows Explorer window with the comma separated file(s) will be displayed.
7		Click on OK to close the Community Configuration Dialog.

Joining from the stand-alone SysTrack Community tool – all 7.0, 7.1 and 7.2 versions prior to 7.2.157

If you're running a SysTrack 7.x version prior to 7.2.157 and wish to avoid a system upgrade, please leverage the stand-alone uploader that is available for download as a zip archive from this link: http://download.lakesidesoftware.com/Pre72Community.zip.

- Once the zip file has downloaded, extract its contents to a temporary folder on the master server.
- Open a command prompt as an Administrator.
- Execute the setup.bat file.
- At the end of the process you will be directed to a web site to complete the sign up process.

The stand-alone uploader creates a scheduled task at a random time between 00:00 and 4:59 AM to execute the data upload to the Community.

Accessing the Community Reports

In order to access the Community report(s), point your browser to community.lakesidesoftware.com and log in with your SysTrack portal ID you used to join the Community. Note that additional individuals from your organization can also sign up to get access to the Community reports. Simply have additional users follow the link in the Deploy tool again to associate their portal ID with your organization's Community data set.

Community Dashboard

Your Data
- SysTrack Community Report

Support
- Lakeside Software Support Portal
- FAQ
- Legal Information

Admin
- Change Company Settings

To access the Community report(s) simply click on the provided hyperlink to the PDF document. Note that the report is generated in real time against the Community data set and the execution may take a few minutes. Your browser will notify you when the report is ready for download.

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Technical Prerequisites

Some of the data summaries may rely on certain SysTrack views to be enabled in your systems' configuration record. At the time of this writing, the HEALTHDAILY view is required in order to generate the system health related data in the summary report. You can enable the view in the agent configurations in the SysTrack Deploy tool. In case that the view is not available in your environment, it can easily be added without requiring a system upgrade. Please contact our technical support team for assistance.

Lakeside Software may decide to add to the collected data and may rely on additional views to be enabled in the Deploy tool.

Frequently Asked Questions

How can I stop sharing data with the Community?

From the Deploy tool or the stand-alone uploader (see step by step instructions above) simply uncheck the box labeled Enrolled in the SysTrack Community.

What is the impact of the Community on my network?

Joining the Community does not change the amount of data that is communicated between the child systems and the master server(s). The amount of data shared between the master server (or the gateway machine) and the Lakeside Community server depends on the total size of your deployment. The data are shared in the form of compressed CSV files and the daily data amount is in the order of magnitude of kB rather than MB. The Community program has been deliberately designed to minimize the impact on the network.

How do I enable other people in my organization to access the Community reports?

Have those organizations execute the dialog via the Deploy tool or stand-alone uploader and complete the online sign-up process.

I don't see a menu option labeled "SysTrack Community…" What seems to be the problem?

SysTrack versions 7.2.157 and higher support the SysTrack Community in the Deploy tool. Any 7.x versions on earlier versions should use the stand-alone uploader. Secondly, Tree-

Uplinked master servers are not supported for community and only the highest level SysTrack master in a tree can be used to join the Community.

Are user names shared with the Community?

Never. The SysTrack Community does not collect individual user names.

Are system names shared with the Community?

Never. The SysTrack Community does not collect system names or FQDNs.

Are application names shared with the Community?

Yes. Both the names of individual executables and software packages are shared with the Community. This serves to gain an understanding in the use of systems and commonalities related to application faults and other errors. Should your organizations have applications that provide an indication of who you are, consider adding the relevant text strings to the Exclusions list discussed above.

I have specific system groups configured in my SysTrack environment, but I don't seem to be able to see my groups reflected in the Community data. Is that done on purpose?

Yes. As each individual SysTrack deployment specifies their own system groupings that are specific to the organization, it would not make much sense to try and find similar groups across a wide variety of SysTrack deployments. However, The SysTrack Community does system grouping based on a combination of operating system, physical form factor, and whether the system is a physical or virtual machine.

Where is the Community database located?

Lakeside Software currently leverages the Microsoft Azure platform as a secure database for the SysTrack Community.

Can I query the Community database directly?

No. Community data is not available for direct access.

For More Information

SysTrack is available through a network of resellers. Please visit www.lakesidesoftware.com to learn more.

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