

SysTrack Cloud Edition FAQ

What are the system requirements?

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 the following operating systems:

- Microsoft Windows 7 Service Pack 1 (SP1), with latest Windows updates
- Microsoft Windows 8.1 (with Update 2919355)
- Microsoft Windows 10 version 1507 and above
- Microsoft Windows Server 2008 SP2
- Microsoft Windows Server 2008 R2 SP1
- Microsoft Windows Server 2012
- Microsoft Windows Server 2012 R2 (with Update 2919355)
- Microsoft Windows Server 2016
- Microsoft Windows Server 2019 and above
- macOS versions 10.9 and above (Mavericks)
- Android 8.0 and above (SDK 26+)

How do I deploy the agents?

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.

What is the agent's footprint?

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).

How can I invite others to view the data?

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

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

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.

What kind of data does the agent collect?

The agent collects thousands of discrete data points as frequently as every 15 seconds. The 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.

Where is my data stored?

The SysTrack Cloud Edition leverages secure cloud infrastructure through Azure. The communication between your systems and SysTrack Cloud Edition is encrypted. Azure hosting locations for SysTrack Cloud Edition include Japan, Germany, Australia, and the U.S.

For more information on data privacy and security, see the [SysTrack Cloud Edition Security Overview](#).