

trakPC tips

TrakPC serves as an auditing tool for computers operating on Microsoft Windows. For background information about TrakPC and how it works please reference our other documents related to Asset Management.

download trakPC.exe

The newest version of the TrakPC executable (TrakPC.exe) can be downloaded from Knowledge Base Article #1842 on our support site: https://support.issuetrak.com/Kb_ArticleView.asp?ArticleNbr=1842.

trakPC.exe parameters

TrakPC.exe requires parameters to work correctly if you are deploying TrakPC as part of a login script or group policy. These parameters tell TrakPC.exe where to send its output and how often to create a new audit. Sample parameters include:

- **/u"http://yoursitename/inv_TrakPC_URLsubmit.asp"** – Tells TrakPC.exe to upload the newly created audit file to Issuetrak. Without this parameter you'll need to manually retrieve and upload the audit file to Issuetrak.
- **/f** – Tells TrakPC.exe how often to create a new audit file. For example, /fq means create a new audit quarterly and /fm means monthly. Without this parameter, TrakPC.exe will create a new audit every time the login script or group policy is activated and could result in a high volume of audits.

Specific examples include:

- **TrakPC.exe /u"http://Issuetrak/inv_TrakPC_URLsubmit.asp"** – Runs the TrakPC.exe from the same location as the batch file.
- **C:\TrakPC.exe /fw /u"http://Issuetrak/inv_TrakPC_URLsubmit.asp"** – Runs the TrakPC.exe from the root of the C:\ drive and has a frequency set for weekly.
- **\\share\TrakPC.exe /fm /u"http://Issuetrak/inv_TrakPC_URLsubmit.asp"** – Runs the TrakPC.exe from a shared folder and has a frequency set for monthly.
- **TrakPC.exe C:\Temp\ /fq /u"http://Issuetrak/inv_TrakPC_URLsubmit.asp"** – Runs the TrakPC.exe from the same location as the batch file but outputs the xml file to the C:\Temp\ folder and has a frequency set for quarterly.



Read about these and other available options in Knowledge Base Article #69 on our support site: <https://support.issuetrak.com/Kb-ArticleView.asp?ArticleNbr=69>.

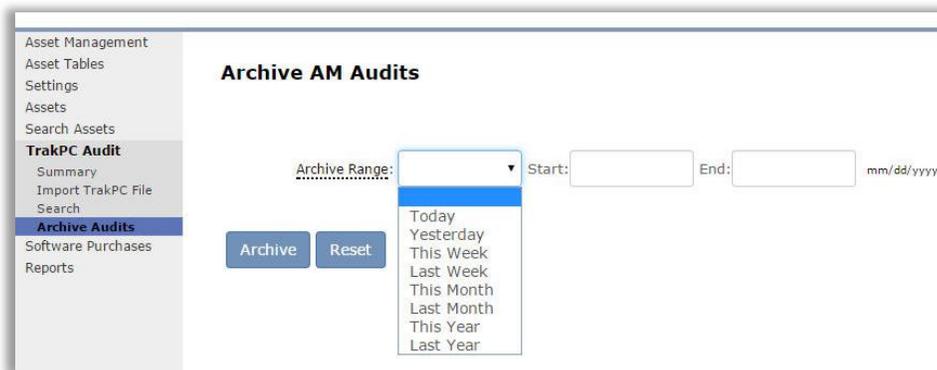
applying audits automatically

Other documents describe how to manually apply and manage the audits that TrakPC creates. Audits can also be applied automatically. Premise customers can configure this themselves by following the directions in Knowledge Base Article #1552 on our support site: <https://support.issuetrak.com/Kb-ArticleView.asp?ArticleNbr=1552>. Cloud-based customers can request automatic audit application from the Support Team at no additional charge.

archiving audits

Use the Archive Audits feature to remove old audit information that's no longer useful. Archiving audits removes them from Issuetrak, freeing up space in your system. This can allow audit based reports and other operations to run faster.

To access the Archive Audit feature navigate to Modules> Asset Management> TrakPC Audit> Archive Audits.



Archived information is moved from Issuetrak to a CSV file on your web server. Premise customers can retrieve the CSV files from the Archives folder on their web server. Cloud-Based customers can contact the Support Team to request a copy of the archive file.

archive audit reminder

Most customers find that a recurring issue can serve as a good reminder to archive your audits on a regular basis.

whitelist trakPC.exe

Depending on your company security infrastructure and PC security settings, TrakPC.exe may need to be whitelisted to be allowed to run.

update trakPC.exe In all shared locations

Using TrakPC.exe with a login script or group policy normally requires accessing it from a shared location. Remember to update this shared copy of TrakPC.exe when you update your Issuetrak system.

next steps

Many features of the Asset Management module such as Software Purchases, working with Audits, and the TrakPC/ScanPC application have additional documentation available. Check them out or contact us at proservices@issuetrak.com with any questions.

