

## **1. What server resources are required and what is the server load?**

SecurTrac™ requires and 32 megabytes of ram resources and 50 megabytes of disk space on the Domino server where the software resides. There are built-in housekeeping features that can archive the data and begin a new log. If there are a significant number of transactions, then additional storage is required. The server load of SecurTrac™ will depend on the number of monitors and transactions processed. A 10% server load is typical.

## **2. What server operating systems does SecurTrac™ support?**

SecurTrac™ currently runs on Windows NT Server, Windows 2000 Server and Windows XP Server. Releases for other network operating systems are planned. Please contact us for an update.

## **3. How is the software licensed?**

SecurTrac™ is licensed on a per server basis. There is a license key for each server installation.

## **4. Can I set up multiple monitors for a single database?**

Yes, SecurTrac™ will permit multiple monitors for a single database. This will allow you to log all transactions for a database with one monitor and have specific alerts go to you and/or a specified person. An additional monitor can be configured to send other alerts to another person(s) based on some other filtered criteria.

## **5. Can the reporting and alert notifications be sent to other people besides the network administrator?**

SecurTrac™ permits the logs to be viewed by specified individuals. The notifications can also be sent to specified individuals. For example, there may a human resources database that has a monitor configured. The alerts can be directed to a contact in the human resources department instead of the IT administrator.

## **6. What is the support/maintenance policy?**

SecurTrac™ has two maintenance plans – Maintenance and Maintenance Plus. These plans provide web, email and phone support. Maintenance Plus includes product upgrades.

**7. Do I have to get alerts for all events or can I just prepare reports with the log information?**

SecurTrac™ has logs that will contain the information based on the settings in the monitors. You do not have to enable alerts. All of the monitor information is processed into a Notes database file. It is easy to browse through the logs to view entries. Data can be exported into a spreadsheet or other program for reports.

**8. Can I search for events and perform hunts?**

The SecurTrac™ log database is a Notes database thereby allowing easy searching of events.

**9. What if I only want to track specific criteria such as email subjects – do I have to track everything or can I filter?**

The monitors offer various tabs that permit only specific items to be logged. For example, if the ACL of a database is to be monitored, then the monitor will only log ACL events. Often, companies want more specific items to be monitored. For example, a company may want to monitor email that has “Confidential” in the subject line. SecurTrac™ permits Lotus formulas to be used to filter events so as to track and send alert based on the formulas.

**10. If I create detailed monitors and I want to delete them, do I lose all my work and have to recreate later?**

SecurTrac™ can easily enable or disable monitors. Perhaps a specific database is being tracked for a period. The monitor can be enabled and then disabled, should there no longer be a need for tracking. All formulas and information in the monitor is saved and available should the monitor need to be enabled again.

**11. If someone uses an external editor, such as Notepad, to edit the notes.ini and that person has no Notes id, what happens?**

SecurTrac™ will record the event and all the changes regardless of the editor being used. An alert will be sent out if so configured. If the person does not have a Notes id, no individual will be listed, but the change will be recorded. We recommend tracking all Notes.ini changes so if there is an intruder, you will be able to view log entries and see which entries do not have a Notes.id specified and to provide a complete log of all events.