

AppSpy Frequently Asked Questions

last updated: 4/20/01

1) Will AppSpy give me Window's NT user names?

No. AppSpy was designed to work on systems using Novell Netware only.

2) I have an ascii text file open on the file server but AppSpy tells me there is no one using the file, Why?

AppSpy will not work with text files. It will, however, work with most binary files with extensions of EXE (Executable), XLS (Excel), COM (Executable), DOC (Word), DWG (AutoCAD Drawing), MDB (Access Database), etc.

3) Is there any way I can speed up the file scanning in AppSpy?

Yes. Click the User Options Button under "User Detail" and de-select one or more items. The rule of thumb is: The less items that are selected the faster the file scanning will be. Some selections that slow down scanning considerably are "Directory Rights" and "Address".

4) How come when I scan a particular file I'm getting duplicate user IDs?

Most likely because that user has that file open on more than one machine. Look at the connection number to see if this is the case.

5) Why does the Directory Rights item always show "NA"?

This is because you do not have the necessary network rights to see this information. See your LAN Administrator.

6) How do I set AppSpy so that it will scan files every n seconds?

Simply select the check box at the lower left corner of the screen "Update every n seconds". Here you can also specify the time interval in seconds, 1 through 65.

7) How do I send a message to all users using a file?

In the section named "Users" click the All Button to select all users. Next, click the Send Button, type a message and click the OK Button.

8) How do I start AppSpy with the automatic file scanning feature enabled?

To start AppSpy with file scanning enabled (see #6 above) just pass the switch "-t" as shown in the example below:

```
"C:\Program Files\AppSpy\appspy.exe" -t
```

Note: The double quotes enclosing AppSpy's file path are necessary because of the space in the directory C:\Program Files.

9) How do I use the daily file statistics feature of AppSpy?

Before using this feature you must add applications/files to AppSpy by clicking the Add Button in the section named "Application / File". You must add at least one file. Next, select the check box "Update every n seconds" at the bottom of the screen to enable automatic file scanning. Now just sit back and relax - AppSpy will continually check the files for users and store the results to the Window's Registry. AppSpy stores the maximum number of users it finds for a specific file. To get accurate results AppSpy should be running during peak file usage times for the day. Click the Daily Button to see the results. This feature of AppSpy is very useful when you want to determine which applications/files are most frequently used during the course of a day. You can then move the most frequently used files to the appropriate file servers that are best equipped to handle them.

10) How do I use the total file statistics feature of AppSpy?

Before using this feature you must add applications/files to AppSpy by clicking the Add Button in the section named "Application / File". You must add at least one file. Next, select the check box "Update every n seconds" at the bottom of the screen to enable automatic file scanning. Now just sit back and relax - AppSpy will continually check the files for users and store the results to the Window's Registry. AppSpy stores the maximum number of users it finds for a specific file. To get accurate results AppSpy should be running every day during peak file usage times. Click the Total Button to see the results. This feature of AppSpy is very useful when you want to determine which applications/files are most frequently used. You can then move the most frequently used files to the appropriate file servers that are best equipped to handle them.

11) How do I store daily file statistics to an Excel workbook?

By enabling this powerful feature of AppSpy you can determine on which day and time files are most frequently (or infrequently) used. Before using this feature you must add applications/files to AppSpy by clicking the Add Button in the section named "Application / File". You must add at least one file. Next, select the check box "Update every n seconds" at the bottom of the screen to enable automatic file scanning. Finally, select the check box "Save daily statistics to

STATS.XLS" and sit back and watch AppSpy do it's thing! Note: You should leave AppSpy running during business hours each business day to ensure accurate results.

12) How do I unlock locked files with AppSpy?

After scanning files select a specific file then click the Clear Locks Button in the section named "Users" and answer the following questions appropriately.

13) How do I purchase AppSpy?

When you purchase AppSpy I email you a special code which you use to register it thus allowing you to use AppSpy indefinitely (i.e. the 40-day time constraint is removed).

At the present time methods of payment include credit card with RegNow (www.regnow.com) and PayPal (www.paypal.com), check, money order, or wire transfer of funds to my bank account. Pricing for AppSpy is only \$19.95 for a single-user license or only \$99.95 for a site license. If you want to purchase by check, money order, or wire transfer please email me for details at:

kusluski@mail.ic.net

Note: If you purchase AppSpy with RegNow you will receive the registration code immediately. If you purchase using PayPal you will receive the registration code within the same day. If you use any other method of payment you will receive the registration code in a few days.