8e6 Technologies

8e6® Enterprise Reporter

USER GUIDE

Web Client Application

Model: ER 4.0

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8E6 ENTERPRISE REPORTER WEB CLIENT USER GUIDE

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CONTENTS

INTRODUCTORY SECTION 1

Enterprise Reporter 1

Operations 1

About this User Guide 2

How to Use this User Guide 3
Conventions 3
Terminology 4

Getting Started 8
Login window 8
Log In 10
Client Screen Navigation 13
Buttons 13
Menu Topics 13
Using the Client 14
Log Out 15
Re-login 16

ADMINISTRATOR SECTION 17

Introduction 17

Chapter 1: Installation and Maintenance 18
Environment Requirements 18
Client Updates 19

Chapter 2: Configuring the Client 20
Settings 20
Category Descriptions 21
View Details for a Filter Category 22
Update a Filter Category 22
Category Groupings 23
Group Information frame 24
Add a Category Group 24

Rename a Category Group 25
Delete a Category Group 25
Group Definitions frame 26
Add Categories to a Category Group 26
Delete a Category from a Category Group 27
User Groupings 28
Group Information frame 29
Add a User Group 29
Rename a User Group 29
Delete a User Group 30
Group Definitions frame 31
View a List of Users in a User Group 31
Define a User Group 32
Delete a User 34
User Permissions 35
Add User 36
User Information frame 37
Add User to a User Group 37
Remove User from a User Group 37
Group Information frame 38
Update User Group by Adding a User 38
Update User Group by Removing a User 38
Edit Password or Delete User 38
Change a User’s Password 39
Delete a User 39
Admin Details 40
Change the Administrator Password 40
View, Modify Server Information 41
Process List 44
View Details on a Process 44
Terminate a Process 45

Chapter 3: Canned Reports 46
Generate a Canned Report 47
Export a Canned Report 50

CLIENT USER SECTION 51

Introduction 51

Chapter 1: Installation Requirements 52

Chapter 2: Customizing the Client 53
Settings 53
Event Schedule 54
View Details or Edit a Scheduled Event 55
View Details for a Scheduled Event 56
Edit a Scheduled Event 57
Add an Event to the Schedule 58
Delete a Scheduled Event 59
My Account 60
View Users in a User Group 61
Change Password 61
Server Statistics 62
Date Scopes 63
Expiration Info 63
ER Activity 64
Web Client Server Startup Time 67
Default Options 68
Set New Defaults 68

Chapter 3: Drill Down Reports 70
Generate a Drill Down Report 71
Generate a Single User Group Report 74
Using Tools to Navigate a Report 76
Using Report Columns 76
Filter columns and buttons 76
Count columns 77
Sort Records by another column 79
Navigation Tips 80
Back button 80
Record navigation field 80
Record Exportation Tip 81
Select Records to be exported 81
Using Header Buttons 82
New Drill Down Report 83
Modify Report 84
Export Drill Down Report 85
Save Custom Report 86
Set Result Limit 89
Using Report Fields 90
Type field 90
Date Scope and Date fields 90

Display and # Records fields ... 92
Search and Filter String fields ... 93
Sort by and Order fields ... 93
Break type field ... 94
Format field ... 94
For double-break reports only ... 95
Amount shown ... 95
Records ... 95
For pie and bar charts only ... 96
Generate using ... 96
Exporting a Drill Down Report ... 97
Email option ... 97
View and Print options ... 100
View and Print Tools ... 100
Print Setup ... 101
Sample Report File Formats ... 102
MS-DOS Text ... 103
PDF ... 104
Rich Text Format ... 105
HTML ... 106
Comma-Delimited Text ... 107
Excel (Chinese) ... 108
Excel (English) ... 109

Chapter 4: Custom Reports ... 110
Sample Custom Reports ... 111
Report Format ... 112
Top 20 Categories by Page Count ... 113
Top 20 IPs by Category/IP ... 114
Top 20 Users by Category/User ... 115
Top 20 Users by Page Count ... 116
Top 20 Categories by User/Category ... 117
Top 20 Sites by User/Site ... 118
By User/Category/Site ... 119
Top 20 Sites by Category/Site ... 120
By Category/Site/IP ... 121
By Category/User/Site ... 122
Wall Clock Time Reports ... 123
Generate a Wall Clock Time Report ... 123
View the Wall Clock Time Report ... 126
Wall Clock Time algorithm ... 127

New Custom Report 128
Generate a New Custom Report 128
Using Tools to Navigate a Custom Report 134
Navigation Tips 134
Page links.. 134
Mouse over Record to View Truncated Data 134
Click a URL to View the Page/Object............................... 134
View Report Type Columns 135
Using Header Buttons 137
Modify Report.. 137
Export Custom Report... 139
Save Custom Report... 140
New Drill Down Report... 144
Using Custom Report Fields 145
Date Scope and Date fields 145
Sort by and Order fields 147
Result Set Limit 147
Break type field 148
Format field 148
Display and # Records fields.. 149
Search and Filter String fields 150
Type field.. 150
Exporting a Custom Report 151
Email option 151
View and Print options 154
View and Print Tools 154
Print Setup 155
Saved Custom Reports 156
View Information on a Saved Custom Report 157
Delete a Custom Report 158
Edit or Copy a Custom Report 159
Run a Custom Report 162
Run On Demand 162
Schedule to Run Later 162
Scheduling a Report to Run 163

TECHNICAL SUPPORT SECTION 164

Tech Support Coverage 164
Hours 164
Contact Information 164

Domestic (United States) 164
International 164
E-Mail 164
Office Locations and Phone Numbers 165
8e6 Corporate Headquarters (USA)................................. 165
8e6 Taiwan.. 165
8e6 China.. 165
Support Procedures 166

APPENDICES SECTION 167

Appendix A 167
Evaluation Mode 167
Client 167
Evaluation Mode alert box... 167
ER Server Statistics window 168

Appendix B 169
Lotus Notes Configuration 169
Steps for Former MS Outlook / Express Users 169
Steps for Installing, Configuring Lotus Notes 170
Step 1: Install Lotus Notes 170
Step 2: Configure Microsoft Mail Client............................. 170
Step 3: Verify Internet Explorer Settings 170

Appendix C 171
Disable Pop-up Blocking Software 171
Yahoo! Toolbar Pop-up Blocker 171
Add the Client to the White List 171
Google Toolbar Pop-up Blocker 173
Add the Client to the White List 173
AdwareSafe Pop-up Blocker 174
Disable Pop-up Blocking 174
Windows XP SP2 Pop-up Blocker 175
Set up Pop-up Blocking 175
Use the Internet Options dialog box................................. 175
Use the IE Toolbar 177
Set up the Information Bar.. 178
Access the Client... 178

Appendix D 180

Set up an Event using the Task Scheduler 180

Appendix E 188
Glossary 188

INDEX 189

INTRODUCTORY SECTION

Enterprise Reporter

Though many companies have Internet filtering solutions to prevent employees from accessing inappropriate, non-work related Web sites, simply blocking these sites is not enough. Administrators want the ability to know who is accessing which site, the duration of each site visit, and the frequency of these visits. This data can help administrators identify abusers, develop policies, and target sites to be filtered, in order to maximize bandwidth utilization and productivity.

The Enterprise Reporter (ER) from 8e6 Technologies is designed to readily obtain this information, giving the user the ability to interrogate massive datasets through flexible drill-down technology, until the desired view is obtained. This “view” can then be memorized and saved to a user-defined report menu for repetitive, scheduled execution and distribution.

Operations

In simplified terms, the ER operates as follows: the ER Server box accepts log files (text files containing Web access data) from a source device such as the 8e6 R3000 Enterprise Filter. 8e6’s proprietary programs “normalize” the transferred data and insert them into a MySQL database. The ER Client reporting application accesses this database to generate a virtually unlimited number of queries and reports.

About this User Guide

The Enterprise Reporter Web Client User Guide addresses the administrators designated to configure the ER Server and ER Client, and the manager(s) given permission by the Client administrator to use the Client.

This user guide is organized into the following sections:

- **Introductory Section** - This section provides an overview and information on how to use this user guide to help you access the Client and become familiarized with the application.
- **Administrator Section** - This section includes information for administrators to configure the Client application.
- **Client User Section** - This section includes information on using the Client application to generate reports.
- **Technical Support Section** - This section contains information on technical support coverage.
- **Appendices Section** - Appendix A provides information on how to use the ER Client in the evaluation mode, and how to switch to the activated mode. Appendix B includes information on configuring Lotus Notes to work with Client application reports, instead of Microsoft Outlook. Appendix C explains how to disable pop-up blocking software installed on a workstation in order to use the Client. Appendix D gives details on configuring the Windows Task Scheduler to run scheduled events. Appendix E includes a glossary of terms used in this user guide.
- **Index** - This section includes an index of topics and the first page numbers where they appear in this user guide.

How to Use this User Guide

Conventions

The following icons are used throughout this user guide:


NOTE*: The "note" icon is followed by italicized text providing additional information about the current topic.*

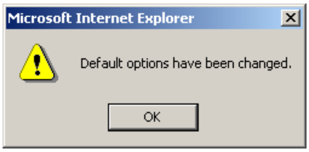

TIP*: The "tip" icon is followed by italicized text giving you hints on how to execute a task more efficiently.*


WARNING*: The "warning" icon is followed by italicized text cautioning you about making entries in the application, executing certain processes or procedures, or the outcome of specified actions.*

Terminology

The following terms are used throughout this user guide. Sample images (not to scale) are included for each item.

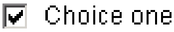
- **alert box** - a message box that opens in response to an entry you made in a dialog box, window, or screen. This box often contains a button (usually labeled “OK”) for you to click in order to confirm or execute a command.



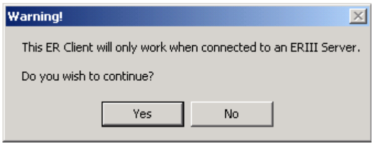
- **arrow** - a triangular-shaped object or button that displays in a window or on a screen. When displayed as a non-stationary object, the arrow points to the item that was selected in a list. When displayed as a button, the arrow is static. By clicking on this button, depending on the direction of the arrow, the previous item or the next item in a list displays or is selected.

- **button** - an object in a dialog box, window, or screen that can be clicked with your mouse to execute a command.

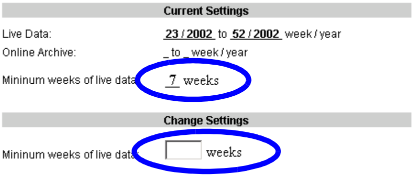
- **checkbox** - a small square in a dialog box, window, or screen used for indicating whether or not you wish to select an option. This object allows you to toggle between two choices. By clicking in this box, a check mark or an “X” is placed, indicating that you selected the option. When this box is not checked, the option is not selected.



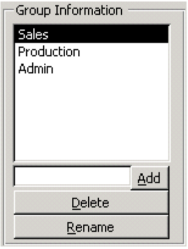
- **dialog box** - a box that opens in response to a command made in a window or screen, and requires your input. You must choose an option by clicking a button (such as “Yes” or “No”, or “Next” or “Cancel”) to execute your command. As dictated by this box, you also might need to make one or more entries or selections prior to clicking a button.



- **field** - an area in a dialog box, window, or screen that either accommodates your data entry, or displays pertinent information. A text box is a type of field.

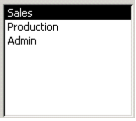


- **frame** - a boxed-in area in a dialog box, window, or screen that includes a group of objects such as fields, text boxes, list boxes, buttons, and/or radio buttons. Objects within a frame belong to a specific function or group. A frame often is labeled to indicate its function or purpose.

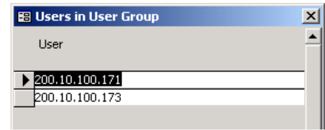


- **icon** - a small image in a dialog box, window, or screen that can be clicked. This object can be a button or an executable file.

- **list box** - an area in a dialog box, window, or screen that accommodates and/or displays entries of items that can be added or removed.



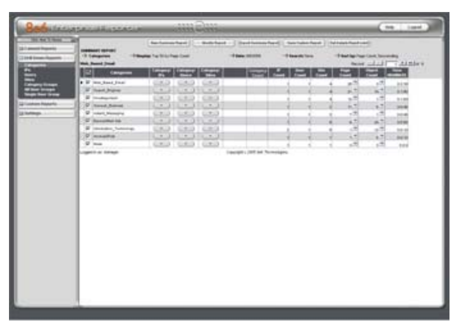
- **pop-up box** or **pop-up window** - a box or window that opens after you click a button in a dialog box, window, or screen. This box or window may display information, or may require you to make one or more entries. Unlike a dialog box, you do not need to choose between options.



- **pull-down menu** - a field in a dialog box, window, or screen that contains a down arrow to the right. When you click the arrow, a menu of items displays from which you make a selection.

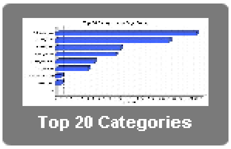
- **radio button** - a small, circular object in a dialog box, window, or screen used for selecting an option. This object allows you to toggle between two choices. By clicking a radio button, a dot is placed in the circle, indicating that you selected the option. When the circle is empty, the option is not selected.

- **screen** - a main object of an application that displays across your monitor. A screen can contain windows, frames, fields, text boxes, list boxes, icons, buttons, and radio buttons.

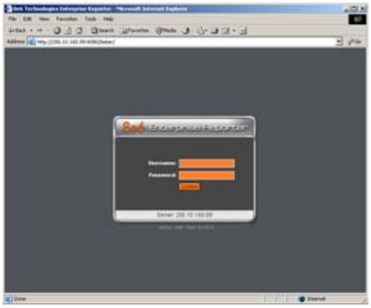


- **text box** - an area in a dialog box, window, or screen that accommodates your data entry. A text box is a type of field.

- **thumbnail** - a small image in a window or on a screen that when clicked displays the same image enlarged within a window or on the screen.



- **window** - displays on a screen, and can contain frames, fields, text boxes, list boxes, icons, buttons, and radio buttons. Types of windows include ones from the system such as the Save As window, pop-up windows, or login windows.



Getting Started

This sub-section helps the Client administrator and Client manager become familiarized with basic log in and log out procedures, and navigating the screen of the ER Client.

Before getting started, the ER Server administrator needs to install the necessary ER hardware and software components, as described in the following Administrator Section. The ER Client administrator should then set up his/her unique password for accessing the Client. Finally, the Client administrator must set up each designated manager with permissions in order for an authorized user to use the ER Client.

Login window

1. From your workstation, launch Internet Explorer to open an IE browser window.

NOTE*: If pop-up blocking software is installed on the workstation, it must be disabled. Information about disabling pop-up blocking software can be found in this Client User Guide in Appendix C: Disable Pop-up Blocking Software.*

2. In the **Address** field of the browser window, type in the URL for either standard site access or secured site access to the Web Client (in which 'x.x.x.x' represents the IP address of your ER Server):

   http://x.x.x.x:8080

   https://x.x.x.x:8443

   This action opens the ER Client login window (see Fig. 1:1-1).

NOTE*: A maximum of eight users can use the Web Client simultaneously.*

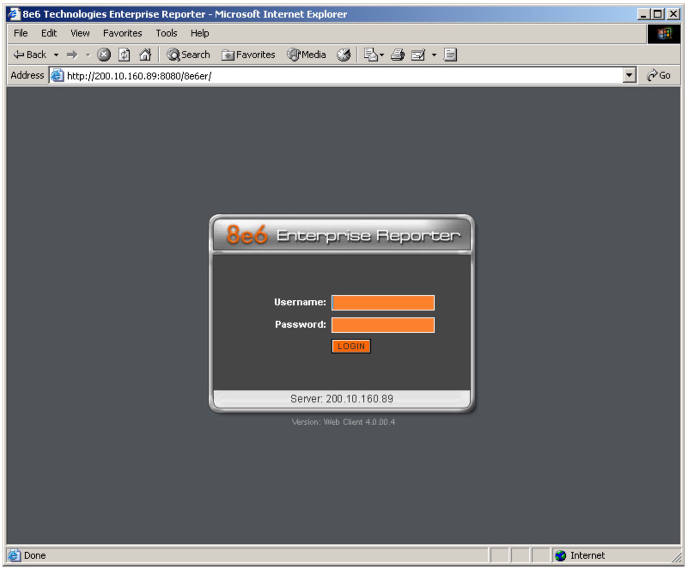


Fig. 1:1-1 Client Login window

This window serves as a portal for the administrator and managers to log into the Client, and gives the Client administrator access to pop-up windows for changing passwords and modifying a set of Server components.

NOTE*: In this window, the Server IP address displays at the bottom of the login frame, and the software Version number of the Server displays beneath the frame.*

TIP*: In any box or window in the Client, press the Tab key on your keyboard to move to the next field. To return to a previous field, press Shift-Tab.*

Log In

To log in the Client, you must enter your username and password in the login window:

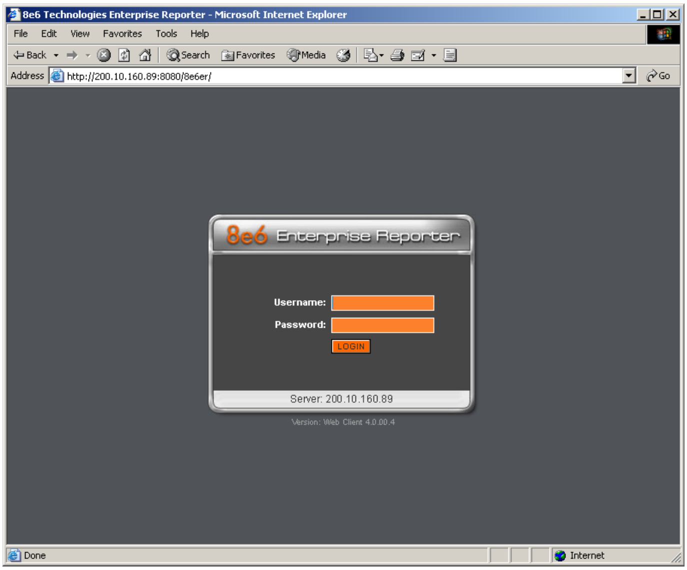


Fig. 1:1-2 Client Login window

1. In the **Username** field, type in your username. If you have not had your username changed, enter the default username ***manager*** in lowercase letters, as shown here.
2. In the **Password** field, type in your password. If you have not had your password changed, enter the default password ***8e6ReporT***, using upper- and lowercase letters, as shown here. A series of asterisks displays for each character entered.

***TIP**: Administrators who access the Client application for the first time should change the administrator password, as described in the Administrator Section of this user guide. This ensures that only the administrator will be able to modify Server components. The administrator username and password is modified in the Admin Details window accessible via the Admin Details menu option. (See the Administrator Section for information on the Admin Details window.)*

3. Click the **LOGIN** button to open the application. If logging in as an administrator, by default yesterday's pre-generated (canned) report displays in the right panel, including thumbnail images in the "dashboard" above the report. A list of menu topics and sub-topics display in the navigational panel to the left of the screen, and buttons display to the right in the panel above:

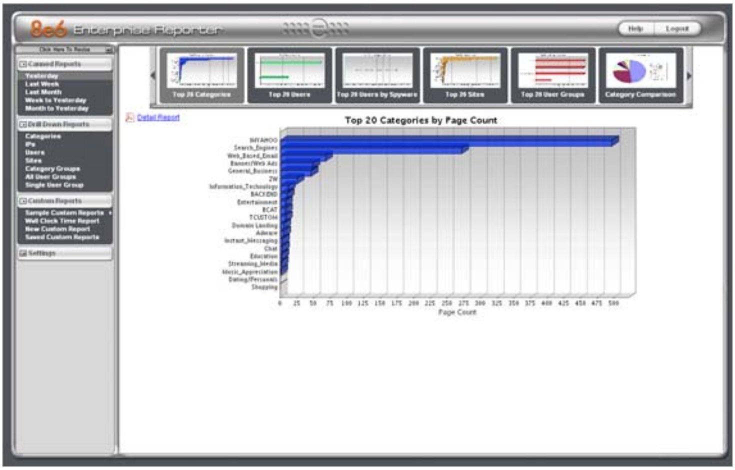


Fig. 1:1-3 Default canned report, administrator ID

***NOTE**: If the ER Server does not contain any data—as on a newly installed unit—the default report page will not show any thumbnail images or bar chart report in the right panel, and the following text displays: "This report cannot be displayed because there is no data to show for this report."*

If logging in as a manager, by default the following message displays in the right panel: “Canned reports contain confidential information and are visible to authorized personnel only.”

Fig. 1:1-4 Default screen, manager ID

Client Screen Navigation

Buttons

The buttons at the top of the screen let you access the user guide or log out of the Client:

- **Help** - click this button to launch a separate browser window containing the PDF version of the user guide.
- **Logout** - click this button to log out of the Client (see Log Out for details on log out procedures).

Menu Topics

The navigational panel at the left of the screen consists of the following menu topics for configuring and using the Client to generate reports:

- **Canned Reports** - administrators can click any Canned Reports menu option to obtain an overview of end user Internet activity. For managers, the note “Not Available” displays beneath the Canned Reports button.
- **Drill Down Reports** - menu options for this topic let you drill down into reporting data to identify specific Internet usage criteria.
- **Custom Reports** - menu options for this topic let you generate custom reports that are not available using the drill down report option, and/or edit existing customized reports.
- **Settings** - click this topic to access menu options for customizing the Client application.

***TIP**: Clicking* 

(“Click Here To Resize”) at the top of the navigational panel extends the window in the right panel across the entire screen. Clicking the  *icon at the top of the navigational panel resizes the window back to its default width in the right panel.*

***NOTE**: More about other buttons, thumbnails, icons, and the navigational panel—and the functions of their corresponding windows and screens—can be found in the Administrator Section and Client User Section of this user guide.*

Using the Client

1. Before you can begin using the Client, the ER Server administrator must customize the ER Server for using the Client.
2. Next, the Client administrator should customize the Client application's settings via the Settings option.
3. Once the ER Server and the Client have been customized, the database can be queried and report views generated for the reporting type of your choice: Canned Report (administrators only), Drill Down Report, Custom Report.
4. A report view can be exported in a specified file format, printed, emailed, and/or saved.
5. A saved report can be scheduled to run at a given time.

Log Out

To log out of the Client application, click the **Logout** button in the upper right corner of the screen to open the logout message window:

Fig. 1:1-5 Client Logout message window

The message reads: “You are logging out of the Enterprise Reporter. This window will close automatically when you have logged out successfully.”

When your session has been terminated, the logout window displays:

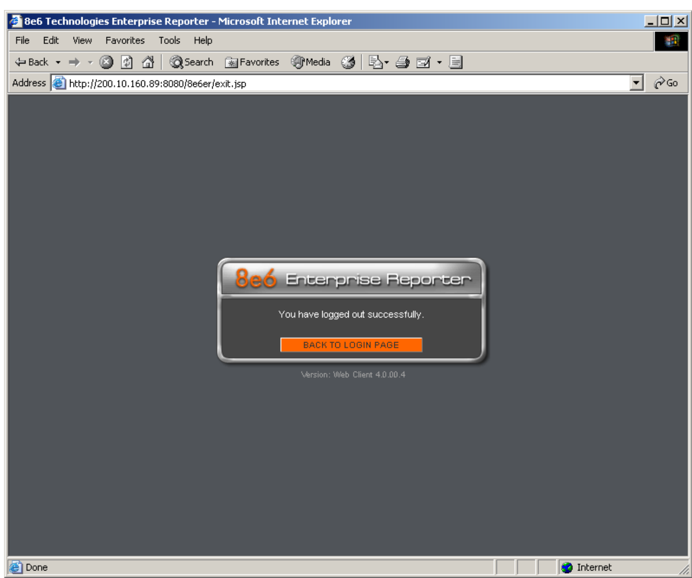


Fig. 1:1-6 Client Logout window

The following message displays: “You have logged out successfully.”

One of two actions can now be performed:

- Click the “X” in the upper right corner of the logout window to close the window.
- Click **BACK TO LOGIN PAGE** to return to the login window.

Re-login

Each Client session is timed so that it remains active as long as there is activity in the Client within a 30 minute period. You need to log into the Client again after a 30 minute period of inactivity, or in the event that the ER Server was restarted.

If your Client session is timed out, when you click a button, thumbnail, or menu item in the Client report screen, the following message displays in the right panel: “Your session may have timed out, or the Web server has been restarted. Please close your browser window and open a new browser window to log back in to the ER Web Client.”

To log in again, perform one of two actions:

- Close your browser window, and then open a new browser window to log back into the Client.
- In your current browser window, click **Logout** to log out of the Client. This action opens the logout message window (see Fig. 1:1-5) and displays the logout window (see Fig. 1:1-6) from which you can log back into the Client.

ADMINISTRATOR SECTION

Introduction

This section of the user guide provides instructions to administrators on how to set up the Client application for managers to use. Information on generating canned reports is also included.

Before the Client application can be used, the ER Server must be fully configured, and the Structured Query Language (SQL) server must be installed on the network and connected to the Web access logging device(s).

After verifying that the necessary components are installed, configured, and functioning, the Client administrator can begin setting up the Client application for managers.

***NOTE**: Information about the ER Server can be found in the ER Administrator User Guide:*

- *The standard Enterprise Reporter version of this document can be obtained from **http://www.8e6.com/docs/er4server.pdf**.*
- *The R3000IR version of this document can be obtained from **http://www.8e6.com/docs/ir_er4server.pdf**.*

Chapter 1: Installation and Maintenance

Environment Requirements

The following environment requirements must be fulfilled in order to use the Client:

ER Server

- ER Server must be be fully configured, and the Structured Query Language (SQL) server must be installed on the network and connected to the Web access logging device(s)

Workstation

- Windows 2000 and Windows XP Operating Systems are supported for Web Client usage
- Pentium III class processor or greater
- 512 MG RAM minimum, 1 GB RAM recommended
- 2 GB hard drive space for saving files
- Internet Explorer 6 (or higher)
- screen resolution settings of 1024 x 768 are recommended
- if pop-up blocking software is installed on the workstation, it must be disabled

***NOTES**: Information about the ER Server can be found in the ER Administrator User Guide.*

Information about disabling pop-up blocking software can be found in this Client User Guide in Appendix C: Disable Pop-up Blocking Software.

Client Updates

Updates for the Client are available in ER software releases that are downloaded to the ER Server. Once applied to the ER Server, Client users will be able to obtain all the new features and enhancements currently available.

NOTE*: Refer to the Software Update screen sub-section in the ER Administrator User Guide for information about installing software updates on the ER Server.*

Chapter 2: Configuring the Client

Settings

To begin configuring the Client, click the **Settings** topic in the navigational panel to open the menu of customization options, and to display the Event Schedule window in the right panel by default:

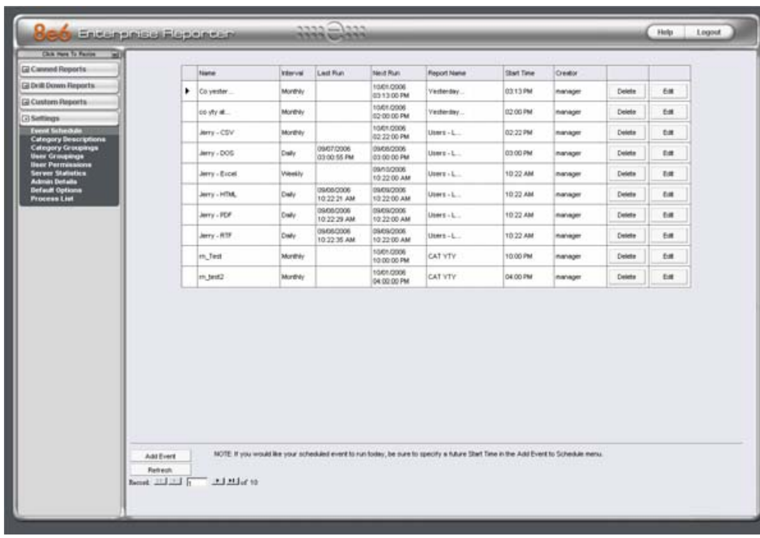


Fig. 2:2-1 Settings menu (administrator), Event Schedule window

Click an option in the Settings menu to display the specified window in the right panel. The following options are available to administrators: Event Schedule, Category Descriptions, Category Groupings, User Groupings, User Permissions, Server Statistics, Admin Details, Default Options, and Process List.

NOTE*: Information about Event Schedule, Server Statistics, and Default Options available to both administrators and managers can be found in Chapter 2 of the Client User Section.*

Category Descriptions

The Category Descriptions option is used for viewing and updating category names and descriptions of filtering categories used by the Web access logging device(s).

***NOTE**: When logs are imported each hour, new categories found by the Server are automatically entered and will display in the Client. The Server generates a short name for the category and also uses this name as the descriptive “long” name.*

To view details on a filter category, or to update a filter category, click **Category Descriptions** in the Settings menu to display the Category Information window in the right panel:

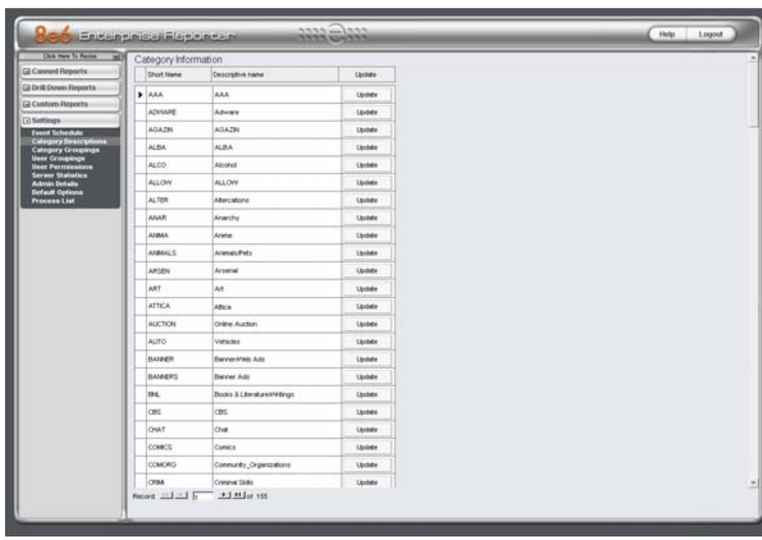


Fig. 2:2-2 Category Information window

View Details for a Filter Category

In the Category Information window, filter categories display as rows of records. The following information is included for each record: Short Name of the category, its corresponding Descriptive name, and Update button.

In the Record field at the bottom of the window, the number of the selected record displays, along with the total number of records (categories).

***TIP**: The selected record is designated by an arrow in the white box to the left of a row. To select another record, click the white box in that row to display the arrow. You also can navigate to another record by using the Record navigation field. Click in the box between the arrow buttons and enter a new record number to go to that record. Or click any of the four arrow buttons to advance forward or backward through the list of records. In the order in which they display in the Record field, clicking these buttons moves you to the first record, the record prior to the selected record, the record following the selected record, and the last record.*

Update a Filter Category

1. Click the **Update** button in the Update column for the category you wish to modify. This action opens the Update Category dialog box:

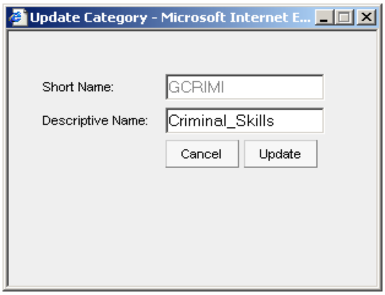


Fig. 2:2-3 Update a Filter Category

2. Edit the **Descriptive Name**. This description for the filter category displays in the Categories column on the report screen.

TIP: *Click Cancel to return to the Category Information window without saving your edits.*

3. Click **Update** to accept your modifications. The update you made displays in the Category Information window.

Category Groupings

The Category Groupings option is used for defining a customized group of filter categories, if you wish to run reports using certain filter categories only.

To create, edit, or delete a category group, click **Category Groupings** in the Settings menu to display the Category Group Setup window in the right panel:

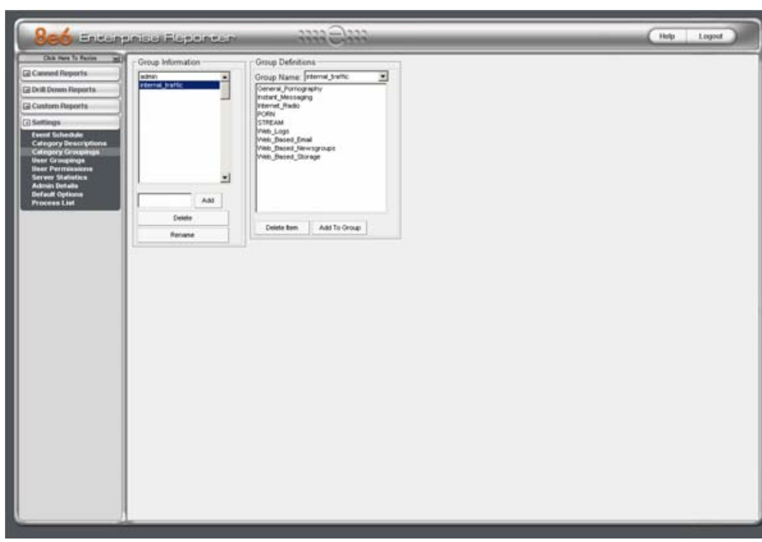


Fig. 2:2-4 Category Group Setup window

The Category Group Setup window is comprised of two frames used for setting up and maintaining category groupings: Group Information, and Group Definitions.

Group Information frame

The Group Information frame displays to the left in the Category Group Setup window. In this frame you can add, rename, or delete a category group.

Any category groups that were created display in alphanumerical order in the list box in this frame.

Add a Category Group

1. In the field to the left of the Add button, type in the name for the category group.
2. Click the **Add** button to add this entry to the list box above.

NOTE*: The category group you added also displays in the Group Name pull-down menu in the Group Definitions frame to the right.*

WARNING*: Any new category groups added by using the MS Access version of the Client will not display in the Group Name pull-down menu until you log out of the Web Client and back in again.*

Rename a Category Group

1. Select the category group from the list box by clicking on your choice to highlight it.
2. Click the **Rename** button to open the Group Rename dialog box:

Fig. 2:2-5 Edit a Category Group Name

3. In the **New Name** field, enter the new category group name.

TIP: *Click Cancel if you wish to return to the Category Group Setup window without saving your modifications.*

4. Click **OK** to close the Group Rename dialog box and to update the list box in the Group Information frame with your edits.

NOTE: *The category group you renamed also displays in the Group Name pull-down menu in the Group Definitions frame to the right.*

Delete a Category Group

1. Select the category group from the list box by clicking on your choice to highlight it.
2. Click the **Delete** button to remove the category group from the list box.

NOTE: *The category group you deleted also is removed from the Group Name pull-down menu in the Group Definitions frame to the right.*

Group Definitions frame

The Group Definitions frame displays to the right in the Category Group Setup window. In this frame you define a category group by specifying which categories will belong to that group.

Add Categories to a Category Group

1. Select a category group from the **Group Name** pull-down menu. Any categories previously entered display in the list box in this frame.
2. Click the **Add To Group** button to open the Add To Group pop-up box:

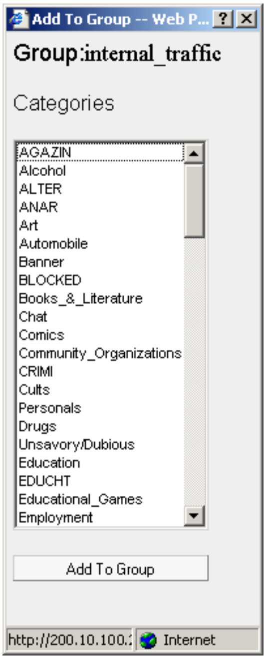


Fig. 2:2-6 Add To Group

3. Select a category from the pop-up box by clicking on your choice to highlight it.

***TIP**: To select multiple categories, press the Ctrl key on your keyboard and then click on categories to highlight them.*

4. Click the **Add To Group** button in the pop-up box to specify the selected categories to be added to the Group Definitions frame list box.
5. Click the "X" in the upper right corner of the Add To Group pop-up box to close it, and to add all selected categories to the list box in the Group Definitions frame.

Delete a Category from a Category Group

1. Select a category group from the **Group Name** pull-down menu to display all categories for that category group in the list box.
2. Select the category to be removed by clicking on your choice to highlight it.
3. Click the **Delete Item** button to remove the category from the list box for that category group.

User Groupings

The User Groupings option is used for defining a customized group of users, if you wish to run reports for certain users only.

To create, edit, or delete a user group, click **User Groupings** in the Settings menu to display the User Group Setup window in the right panel:

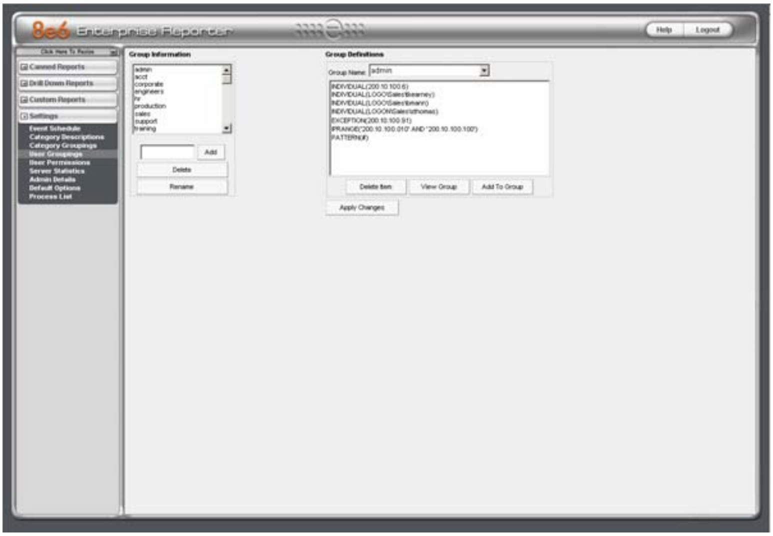


Fig. 2:2-7 User Group Setup window

The User Group Setup window is comprised of two frames used for setting up and maintaining user groupings: Group Information, and Group Definitions.

After making all additions, modifications, or deletions in this window, click **Apply Changes**.

Group Information frame

The Group Information frame displays to the left in the User Group Setup window. In this frame you can add, rename, or delete a user group.

Any user groups that were created display in the list box in this frame.

Add a User Group

1. In the field to the left of the Add button, type in the name for the user group.
2. Click the **Add** button to add this entry to the list box above.

***NOTE**: The user group you added also displays in the Group Name pull-down menu in the Group Definitions frame to the right.*

***WARNING**: Any new user groups added by using the MS Access version of the Client will not display in the Group Name pull-down menu until you log out of the Web Client and back in again.*

Rename a User Group

1. Select the user group from the list box by clicking on your choice to highlight it.
2. Click the **Rename** button to open the Group Rename dialog box:

Fig. 2:2-8 Group Rename dialog box

3. In the **New Name** field, enter the new user group name.

***TIP**: Click Cancel if you wish to return to the User Group Setup window without saving your modifications.*

4. Click **OK** to close the Group Rename dialog box and to update the list box in the Group Information frame with your edits.

NOTE: *The user group you renamed also displays in the Group Name pull-down menu in the Group Definitions frame to the right.*

Delete a User Group

1. Select the user group from the list box by clicking on your choice to highlight it.
2. Click the **Delete** button to remove the user group from the list box.

NOTE: *The user group you deleted also is removed from the Group Name pull-down menu in the Group Definitions frame to the right.*

Group Definitions frame

The Group Definitions frame displays to the right in the User Group Setup window. In this frame you can view members of a user group, and can define a user group by specifying which users will belong to that group.

View a List of Users in a User Group

1. Select a user group from the **Group Name** pull-down menu. Any users previously entered display in the list box in this frame.
2. To view the entire list of users in a different format, click the the **View Group** button to open the Users in the ‘user group’ pop-up box:

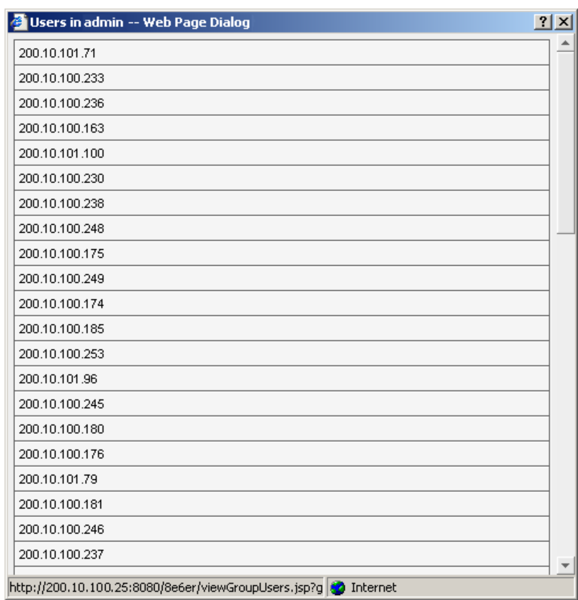


Fig. 2:2-9 Users in user group pop-up box

Each user entered for the user group displays as a separate row in this pop-up box.

3. Click the "X" in the upper right corner of the pop-up box to close it.

Define a User Group

When defining a user group, you can add and/or exclude users to/from that group. Modifications to a user group can be made at any time, as necessary.

1. Select a user group from the **Group Name** pull-down menu. Any users previously entered display in the list box in this frame.
2. Click the **Add To Group** button to open the pop-up box where you define users to be added/excluded to/from the group:

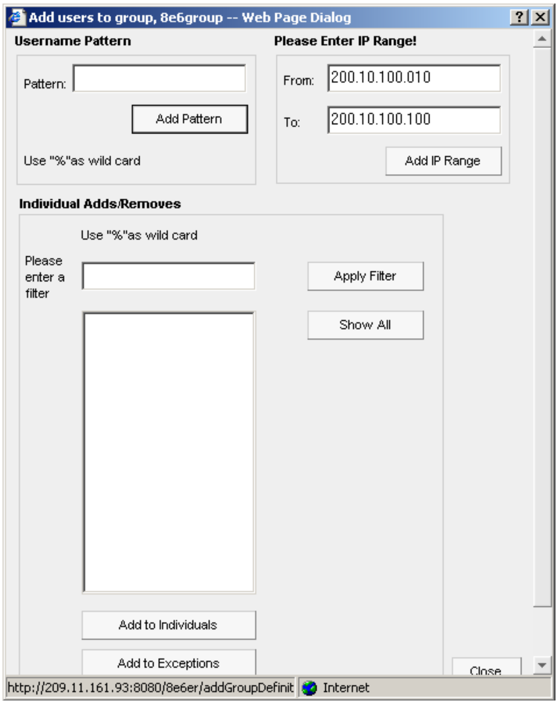


Fig. 2:2-10 Add Users to group

***TIPS**: To view a list of all users, go to the Individual Adds/ Removes frame and click the Show All button to display the list of users in the list box.*

*To clear your entries in this pop-up box without accepting them, **do not** click any of the buttons in the frames described below. Instead, click the Close button in the pop-up box, and return to step 1.*

3. Make entries in one of the three frames:
   - **Username Pattern** - This frame is used for including users from a specific group (such as "sales") on the network. In the **Pattern** field, enter the appropriate characters and wild card "%" to add specified users to the group. For example, type in **sales%** to add anyone to the group who has a "sales" designation on your network. Click the **Add Pattern** button to add the pattern.
   - **Please Enter IP Range!** - This frame is used for including users based on a range of IP addresses. For example, you might have one range of IP addresses for sales, and another for admin. Enter the IP address range in the **From** and **To** fields. Click the **Add IP Range** button to add the IP address range.
   - **Individual Adds/Removes** - This frame is used for including and/or excluding specified users. Click the **Show All** button to display a list of all users in the list box. To narrow down the list of users, make an entry in the **Please enter a filter** field using the "%" wild card, and click the **Apply Filter** button to only display the users you specified. To select from users in the list box, click on the user(s) to highlight your choice(s). After making all choices, click **Add to Individuals** to include the selected users to the group, or click **Add to Exceptions** to exclude the users from the group.

***TIP**: In the Individual Adds/Removes frame, if you know which users you would like to add/exclude to/from the group, you can bypass the step for showing all users and making your selections. To use this shortcut, enter the criteria in the Please enter a filter field along with the "%" wild card, and then click the Apply Filter button to display your results in the list box.*

4. After you have made your entries, click **Close** to close the pop-up box.

The following information displays in the Group Definitions frame list box when a selection for the group is made from the Group Name pull-down menu:

- If an entry was made in the Username Pattern frame, "PATTERN" and the character(s) you entered display(s).
- If entries were made in the IP Range frame, "IP RANGE('X.X.X.X' AND 'X.X.X.X')" displays, in which 'X.X.X.X' represents the IP address that was entered in the From or To field.
- If entries were made in the Individual Adds/Removes frame, "INDIVIDUAL(...)" and/or "EXCEPTION(...)" displays, in which '(...)' represents specific details about the entry.

***NOTE**: A combination of any of items above may display in the Group Definitions frame list box, based on entries you made in any of the frames in the pop-up box.*

Delete a User

1. Select a user group from the **Group Name** pull-down menu. Any users previously entered display in the list box in this frame.
2. Click on the user to highlight your selection.
3. Click the **Delete Item** button to remove the user from the user group.

User Permissions

The User Permissions option is used for giving authorization to personnel such as managers to view reports for their group and to change their own passwords. This option requires a user group to be set up via the User Groupings option from the Settings menu.

To assign permissions, or to edit permissions that have been assigned, click **User Permissions** in the Settings menu to display the User and Group Information window in the right panel:

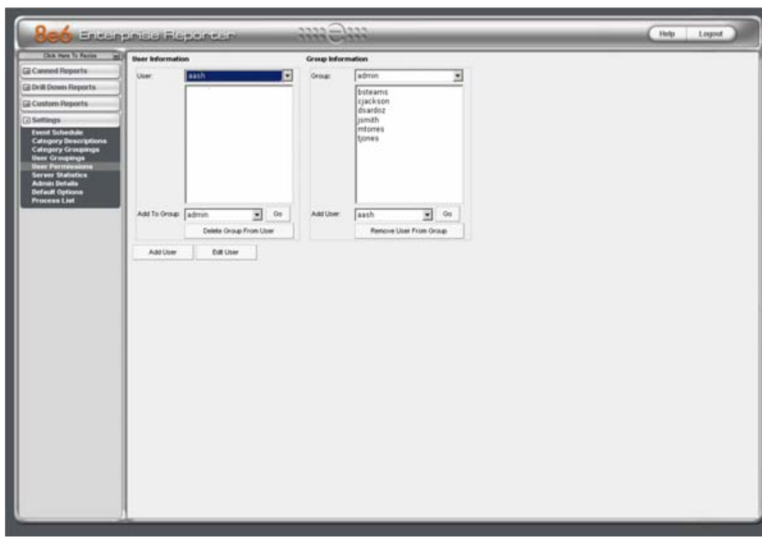


Fig. 2:2-11 User and Group Information window

Using the User and Group Information window, you can maintain the list of users and user groups set up to access the Client.

Add User

When adding a user who will be authorized to access the Client, you must first set up the user's username and password, then specify the group(s) to which the user will belong.

1. Click the **Add User** button to open the Enter Username and Password dialog box:

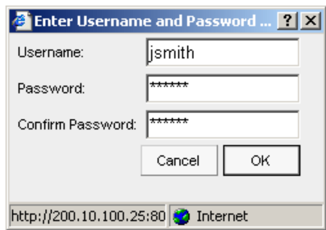


Fig. 2:2-12 Add User

2. Type in the **Username**.
3. Type in the alphanumeric **Password** in upper- and/or lowercase characters. Your entry displays as a series of asterisks for security purposes.
4. Type in the same characters in the **Confirm Password** field.

***TIP**: Click Cancel if you wish to return to the User and Group Information window without saving your entries.*

5. Click **OK** to add the user to the list of available users.

***NOTE**: The username is added to the User pull-down menu in the User Information frame. When the User and Group Information window is refreshed (by going to another window, then clicking User Permissions in the Settings menu to return to this window), the username also displays in the Add User pull-down menu in the Group Information frame.*

You must now add the user to a user group by making entries in either the User Information frame or the Group

Information frame. While both frames contain similar contents, each serves a different function. The User Information frame is used for maintaining a list of authorized users, while the Group Information frame is used for maintaining user groups.

User Information frame

In the User Information frame, you can add a user to a user group, or remove a user from a user group.

Add User to a User Group

1. Select the **User** from the pull-down menu. If the user has been added to other groups, these groups display in the list box below.
2. From the **Add To Group** pull-down menu, select the group to which the user should be added.
3. Click **Go** to add the user to the specified group, and to display the group name in the list box above.

Remove User from a User Group

1. Select the **User** from the pull-down menu. The user's group(s) display(s) in the list box below.
2. Select the group from which the user should be removed by clicking on your choice to highlight it.
3. Click the **Delete Group From User** button to remove the group from user and from the list box.

Group Information frame

In the Group Information frame, you update user groups by adding or removing users.

Update User Group by Adding a User

1. Select the **Group** from the pull-down menu. Any users added to this user group display in the list box below.
2. From the **Add User** pull-down menu, select the user to be added to the group.
3. Click **Go** to display the user name in the list box above.

Update User Group by Removing a User

1. Select the **Group** from the pull-down menu. Any users added to this user group display in the list box below.
2. Select the user to be removed from the group by clicking on your choice to highlight it.
3. Click the **Remove User From Group** button to remove the user from the list box.

Edit Password or Delete User

Click the **Edit User** button in the User and Group Information window to open the User Information dialog box:

Fig. 2:2-13 Edit user password, delete user

In this dialog box you can change a user's password, or delete a user from the user list.

***TIP**: Click Cancel if you wish to close the dialog box and return to the User and Group Information window without saving your edits.*

Change a User's Password

1. In the User Information dialog box, select the user from the **Username** pull-down menu.
2. In the **Password** field, type in the new alphanumeric password in upper- and/or lowercase characters. Your entry displays as a series of asterisks for security purposes.
3. Press the Tab key on your keyboard to move to the **Confirm Password** field, and type in the same characters you entered in the Password field.
4. Click **OK**.

Delete a User

1. In the User Information dialog box, select the user from the **Username** pull-down menu.
2. Click the **Delete User** button to delete the user from the user list.

***NOTE**: The username is removed from the choices in the User pull-down menu in the User Information frame, and from the choices in the Add to User pull-down menu in the Group Information frame.*

Admin Details

To change the password of the administrator, or to modify Server components—including the manager's username and password—click **Admin Details** in the Settings menu to display the Admin Details window in the right panel:

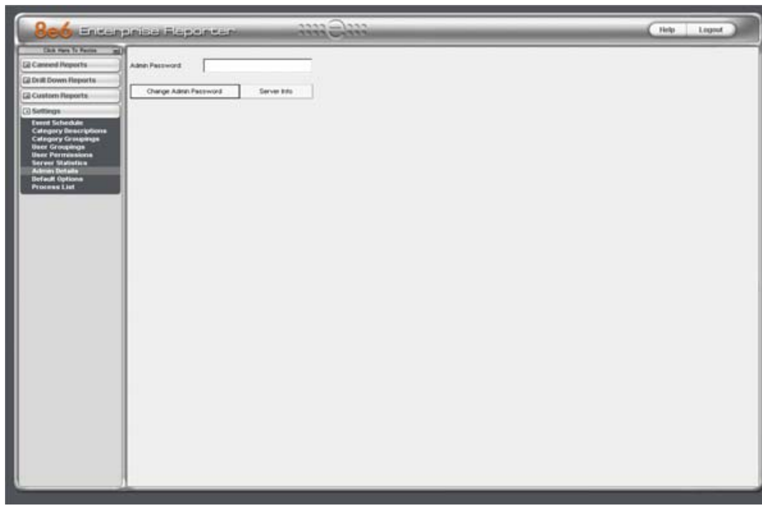


Fig. 2:2-14 Admin Details window

Change the Administrator Password

NOTE*: The administrator password is different than the manager password, the latter which is used at the Password field in the login window.*

1. In the **Admin Password** field, if this password has never been changed, type in the default password ***admin*** exactly as shown here, in lowercase letters. Otherwise, enter the administrator password.
2. Click the **Change Admin Password** button to open the Changing Admin Password dialog box:

Fig. 2:2-15 Changing Admin Password box

3. In the **New Password** field, enter an alphanumeric password in upper- and/or lowercase characters.
4. In the **Again** field, re-enter the password in the exact format used at the New Password field.

TIP: *Click Cancel to close the pop-up box and dialog box.*

5. Click **OK** to accept your changes.

View, Modify Server Information

In addition to changing the administrator password, the Client administrator can modify a set of Server components, such as manager usernames and passwords for accessing the Client application.

1. In the **Admin Password** field of the Admin Details window (see Fig. 2:2-14), if the administrator password has never been changed, type in the default password ***admin*** exactly as shown here, in lowercase letters. Otherwise, enter the administrator password.
2. Click the **Server Info** button to open the Server Information pop-up box:

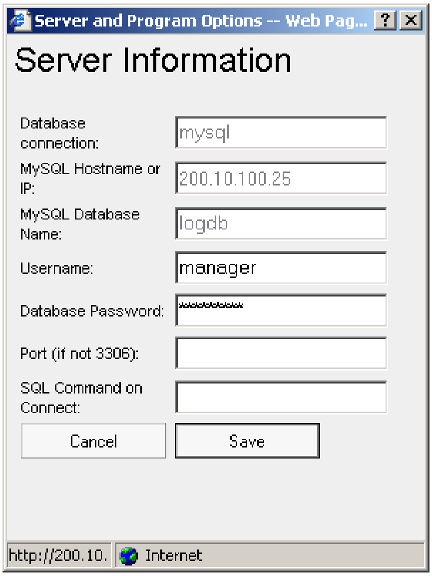


Fig. 2:2-16 Server Information pop-up box

3. The following fields can be viewed but cannot be edited:

    - **Database connection** - type of database connection (*mysql* displays)
    - **MySQL Hostname or IP** - IP address of the ER Server displays
    - **MySQL Database Name** - name of the MySQL database (*logdb* displays)

    The following fields can be viewed and edited, if necessary:

    - **Username** - case sensitive, alphanumeric manager username to be used at the Username field in the Client login window (default is *manager*)
    - **Database Password** - case sensitive, alphanumeric manager password to be used at the Password field in the Client login window (default in this field and in the Server's Administrator console is *8e6ReporT*)

***WARNING**: The password for the ER Client **must** be the same password entered on the Tools screen in the Administrator console. (On the ER Server, the default password is **8e6ReporT**.) If you don't know the database password, contact the administrator of your ER Server. For more information about the Database Password, see the Tools screen sub-section under the Database menu in the Administrator Section of the ER Administrator User Guide.*

- **Port (if not 3306)** - port number (default is blank or zero)
- **SQL Command on Connect** - SQL command when connection is made (default is blank)

4. Click **Save** to save your entries, or click **Cancel** to proceed without saving your entries. Either action closes the Server Information pop-up box and returns you to the Admin Details window.

Process List

The Process List option is used for viewing or halting a process that is currently running.

To access information about current processes, click **Process List** in the Settings menu to display the Process List window in the right panel:

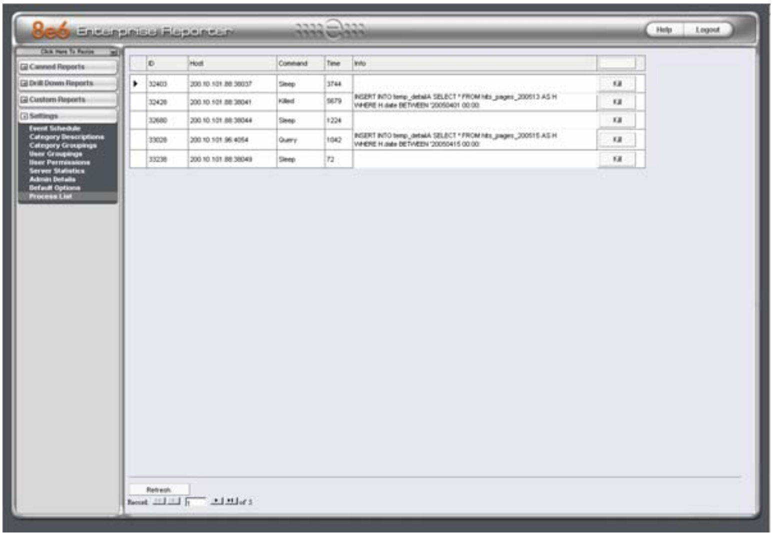


Fig. 2:2-17 Process List window

View Details on a Process

Each row in the list includes the following information: process identification number (ID) on the MySQL server; Host name or IP address of the server, and port connected to the database; the state of the last Command issued by the user (“Killed”, “Query”, “Sleep”); the amount of Time in seconds the process has remained in its current state, and SQL statement for a process currently running (Info).

in the Record field at the bottom of the window, the number of the selected record displays, along with the total number of records.

Click the **Refresh** button to refresh the list of records.

***TIP**: The selected record is designated by an arrow in the white box to the left of a row. To select another record, click the white box in that row to display the arrow. You also can navigate to another record by using the Record navigation field. Click in the box between the arrow buttons and enter a new record number to go to that record. Or click any of the four arrow buttons to advance forward or backward through the list of records. In the order in which they display in the Record field, clicking these buttons moves you to the first record, the record prior to the selected record, the record following the selected record, and the last record.*

Terminate a Process

1. Select the process to be terminated and click **Kill**. This action opens a dialog box with the message: "Are you sure you want to kill this process?"

***WARNING**: Be sure that you do not kill the wrong process.*

***TIP**: Click Cancel to resume the process and to close the dialog box.*

2. Click **OK** to terminate the process. After the process is killed, an alert box opens displaying the message: "Process Killed!"

3. Click **OK** to close the alert box.

Chapter 3: Canned Reports

This chapter provides information about "canned" reports that are generated in the PDF format as bar charts or pie charts, followed by pages containing a list of details. Canned reports contain pre-generated data for a specified period of time (Yesterday, Last Week, Last Month, Week to Yesterday, or Month to Yesterday) for any of the following report topics or entities showing Internet activity:

- **Top 20 Categories by Page Count** - bar chart report based on the total page count for each filtering category set up in the Category Description list from the Settings menu.
- **Top 20 Users by Page Count** - bar chart report based on each end user's total page count.
- **Top 20 Users by Spyware Hit Count** - bar chart report based on each end user's total hit count in the Spyware filtering category.
- **Top 20 Sites by Page Count** - bar chart report based on the total page count for the most popular sites accessed by end users.
- **Top 20 User Groups by Page Count** - bar chart report based on the total page count for each user group set up in the User Groupings list from the Settings menu.
- **Category Comparison** - pie chart report based on the total page count for each filtering category set up in the Category Description list from the Settings menu.
- **User Group Comparison** - pie chart report based on the total page count for each user group set up in the User Groupings list from the Settings menu.

Once you have obtained an overview of Internet activity using canned reports, you can drill down to access more detailed information about specified end user activity.

***NOTE**: See Client User Section, Chapter 3: Drill Down Reports for information on creating and using drill down reports.*

Generate a Canned Report

By default, upon successfully logging into the Web Client interface, yesterday's Top 20 (Internet Filtering) Categories by Page Count report view displays in the right panel:

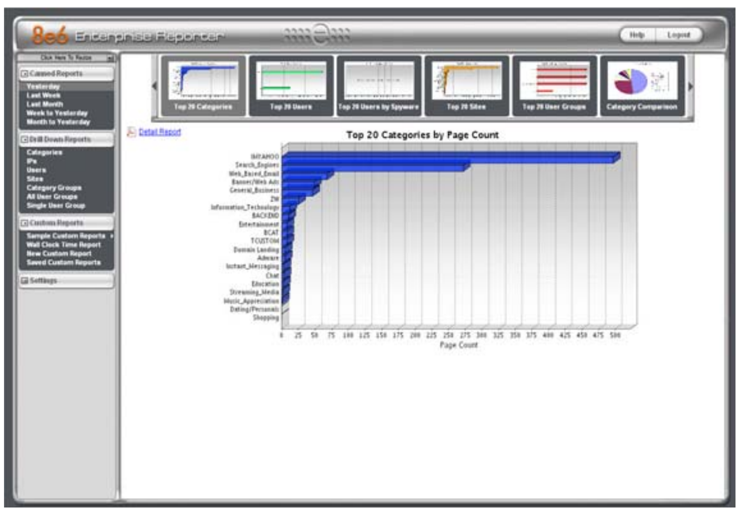


Fig. 2:3-1 Yesterday's Top 20 Categories by Page Count Report

***TIP**: Click the left arrow or right arrow at the edges of the dashboard to display thumbnail images that are currently hidden.*

***NOTE**: If the ER Server does not contain any data—as on a newly installed unit—the default report page will not show any thumbnail images or bar chart report in the right panel, and the following text displays: "This report cannot be displayed because there is no data to show for this report."*

To generate a canned report:

1. Click a menu topic in the navigational panel for the time period to be included in the report: Yesterday, Last Week, Last Month, Week to Yesterday, or Month to Yesterday.
2. Click a thumbnail in the dashboard for the selected report option to display as the report view.

***NOTE**: If necessary, click another time period or thumbnail to display that specified report view in the right panel.*

3. To see details for the generated canned report view, click the **Detail Report** link to the left, just below the dashboard. This action opens a separate browser window containing the canned report in the PDF format:

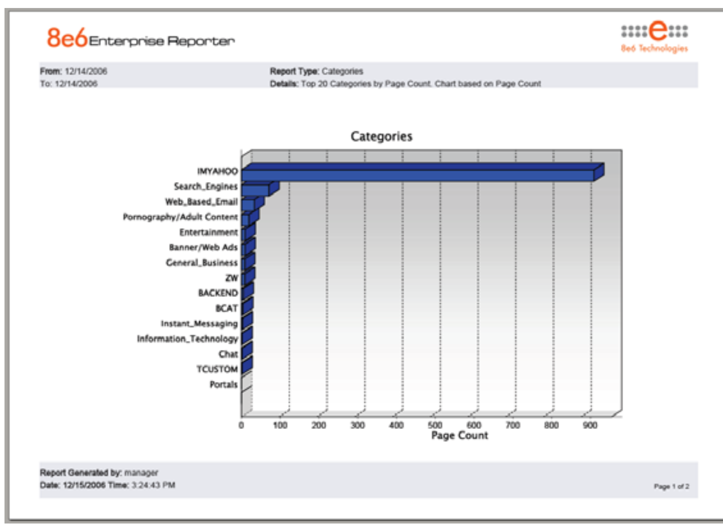


Fig. 2:3-2 Sample Bar Chart Canned Report

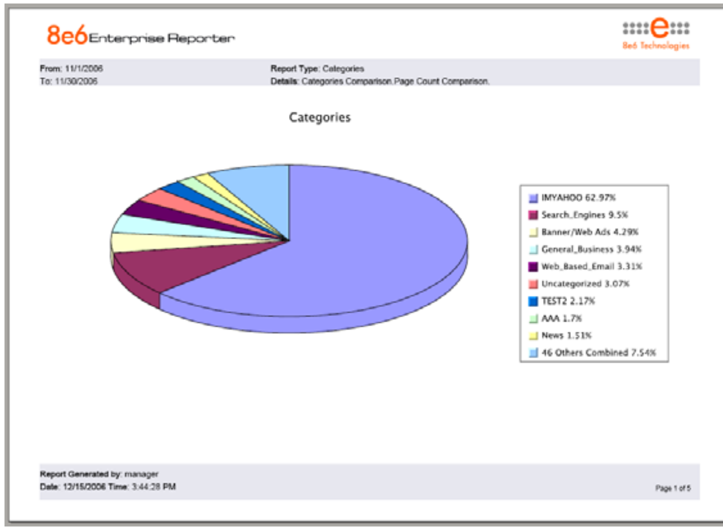


Fig. 2:3-3 Sample Pie Chart Canned Report

The header of the generated canned report includes the date range, Report Type, and criteria Details.

The body of the first page of the report includes the following information:

- Bar chart - name of category, username, username path, URL or site IP address, or user group name, and corresponding bar graph.
- Pie chart - color-coded pie graph and key showing a maximum of 15 categories or user groups. Any categories or user groups with page counts totalling less than one percent are grouped together under the “Others Combined” label.

The footer of the report includes the username of the person who generated the report (Report Generated by), the Date and Time the report was generated, and Page number.

The body of the following page(s) of the report includes Count columns and corresponding totals.

The Grand Total and Count display at the end of the report.

***NOTE**: See Client User Section, Chapter 3: Drill Down Reports for information about report elements referenced above.*

Export a Canned Report

From the open PDF file, the canned report can be exported in some of the following ways:

- print the report - click the print  icon to open the Print dialog box, and proceed with standard print procedures.
- save the report - click the save  icon to open the Save a Copy dialog box, and proceed with standard save procedures.
- email the report file - go to **File > Send > Page by E-mail** to open an email message window containing the PDF file as an attachment, and proceed with standard email procedures.
- email the report link - go to **File > Send > Link by E-mail** to open an email message window containing a link to the PDF file, and proceed with standard email procedures.

CLIENT USER SECTION

Introduction

This section of the user guide provides instructions to managers on how to utilize the Client application to generate report views and interpret results.

Chapter 1: Installation Requirements

The following components must be installed in order to use the Client:

- Windows 2000 and Windows XP Operating Systems are supported for Web Client usage
- Pentium III class processor or greater
- 512 MG RAM minimum, 1 GB RAM recommended
- 2 GB hard drive space for saving files
- Internet Explorer 6 (or higher) must be installed on a workstation designated to use the Client
- screen resolution settings of 1024 x 768 are recommended
- if pop-up blocking software is installed on the workstation, it must be disabled

NOTE*: Information about disabling pop-up blocking software can be found in this Client User Guide in Appendix C: Disable Pop-up Blocking Software.*

Chapter 2: Customizing the Client

This chapter provides information on customizing the Client to generate reports based on your specified settings.

Settings

To begin customizing the Client, log in to the Client to access the main menu.

Click the **Settings** topic in the navigational panel to open the menu of customization options, and to display the Event Schedule window in the right panel by default:

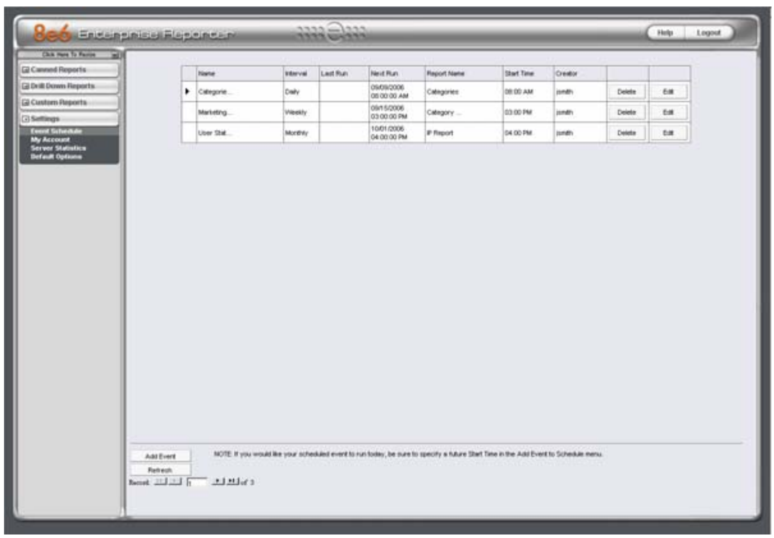


Fig. 3:2-1 Settings menu (manager), Event Schedule window

Click an option in the Settings menu to display the specified window in the right panel. The following options are available to managers: Event Schedule, My Account, Server Statistics, and Default Options.

Event Schedule

The Event Schedule option is used for maintaining a schedule for generating a customized report.

To view details on a scheduled event, or to edit, add, or delete a scheduled event, click **Event Schedule** in the Settings menu to display the Event Schedule window in the right panel:

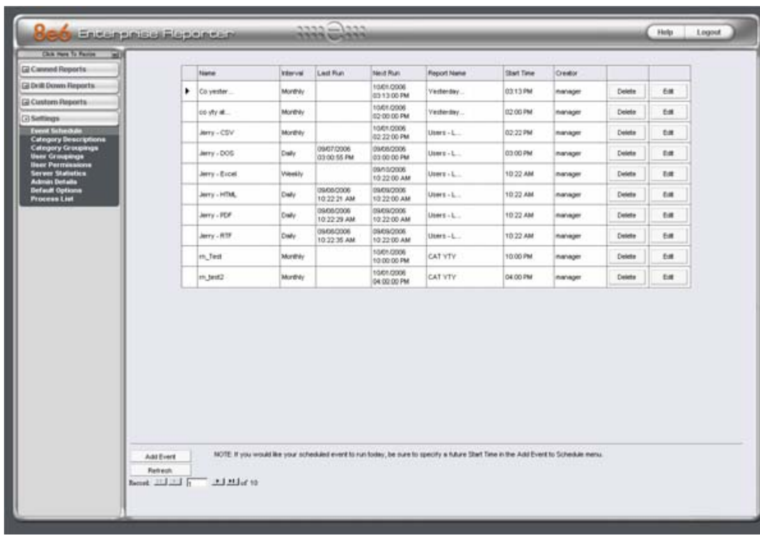


Fig. 3:2-2 Event Schedule window (administrator)

If logged in as the administrator, all scheduled events display. If logged in as a manager, only the events scheduled by that manager login ID display. If the Web Client Scheduler is turned off, the message “To view event schedules, please enable Web Client scheduler using ER Admin GUI.” displays in place of scheduled events.

TIP*: If using both the Access Client and the Web Client, only one of the two can be used for running scheduled events.*

***NOTE**: Refer to these user guide sections for information about the following topics:*

- *To save reports using the Save Custom Report option, see Chapter 3: Drill Down Reports and Chapter 4: Custom Reports, under the Save Custom Report option sub-sections.*
- *To schedule an event using the Windows Task Scheduler, see Appendix D: Set up an Event using the Task Scheduler.*
- *To enable or disable the Web Client to run scheduled events, see the Web Client Server Management screen sub-section of the ER Administrator User Guide.*

View Details or Edit a Scheduled Event

In the Event Schedule window, events display as rows of records. The following information is included for each record: Name assigned to the scheduled event, Interval when the report is scheduled to run, date Last Run, Report Name, Start Time for the report to run, and Creator of the schedule (login username). Delete and Edit buttons display to the left of each row.

In the Record field at the bottom of the window, the number of the selected record displays, along with the total number of records (scheduled events).

Click the **Refresh** button to refresh the list of records and to scroll to the top of the list.

***TIP**: The selected record is designated by an arrow in the white box to the left of a row. To select another record, click the white box in that row to display the arrow. You also can navigate to another record by using the Record navigation field. Click in the box between the arrow buttons and enter a new record number to go to that record. Or click any of the four arrow buttons to advance forward or backward through the list of records. In the order in which they display in the Record field, clicking these buttons moves you to the first record, the record prior to the selected record, the record following the selected record, and the last record.*

View Details for a Scheduled Event

To view additional information on an event, click the **Edit** button for that event. This action opens the Update Scheduled Event dialog window:

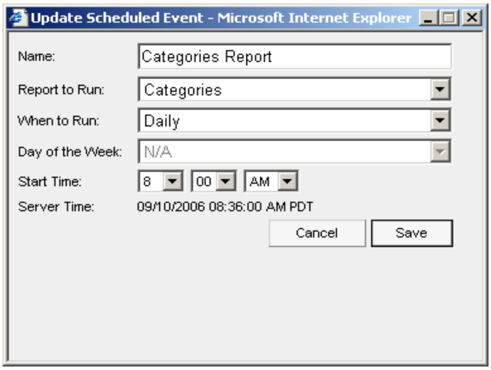


Fig. 3:2-3 View event details

The following information displays in this dialog box: Name assigned to the scheduled event; selected Report to Run; interval When to Run the report; Day of the Week the report will run if the report is a daily report, or Day of the Month the report will run if the report is a monthly report, Start Time to run, and Server Time details.

Edit a Scheduled Event

1. In the Event Schedule window, click the **Edit** button for the event you wish to modify. This action opens the Update Scheduled Event dialog box (see Fig. 3:2-3). In this dialog box you can:

    - change the **Name** of the report
    - make different selections as necessary from the pull-down menus for **Report to Run**, **When to Run**, and/or **Day of the Week** or **Day of the Month**
    - change the **Start Time** for running the report

TIP*: Click Cancel if you wish to return to the Event Schedule window without saving your edits.*

2. Click the **Save** button to display the updated criteria in the Event Schedule window.

Add an Event to the Schedule

***NOTE**: See Appendix D: Set up an Event using the Task Scheduler to schedule an event using the Windows Task Scheduler.*

1. In the Event Schedule window, click the **Add Event** button to open the Add Event to Schedule dialog box:

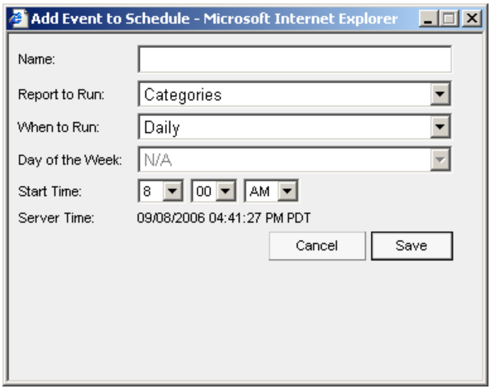


Fig. 3:2-4 Add an event

2. Enter a **Name** for the event.
3. Select the **Report to Run** from the pull-down menu.
4. Select the frequency **When to Run** from the pull-down menu (Daily, Weekly, or Monthly).

   If Weekly, specify the **Day of the Week** from the pull-down menu (Sunday - Saturday).

   If Monthly, specify the **Day of the Month** from the pull-down menu (1st - 31st).
5. Select the **Start Time** for the report: 1 - 12 for the hour, 00 - 59 for the minute, and AM or PM.

***NOTE**: The default Start Time is 8:00 AM. If you wish to run a report today and this time has already passed, be sure to select a future time.*

TIP: *Click Cancel to return to the Event Schedule window without saving your edits.*

6. Click **Save** to add the scheduled event.

Delete a Scheduled Event

1. In the Event Schedule window, click the **Delete** button for the event you wish to delete. This action opens a dialog box with the message: “Are you sure you want to delete this event?”
2. Click **OK** to execute your action and to close the dialog box. This action also opens an alert box with the message: “Event deleted!”
3. Click **OK** to close the alert box.

My Account

The My Account option displays only for managers who have been set up by the administrator to use the Client. My Account is used for viewing a list of users who are included in your user group(s), and for updating your password.

To access your account, click **My Account** in the Settings menu to display the My Account window in the right panel:

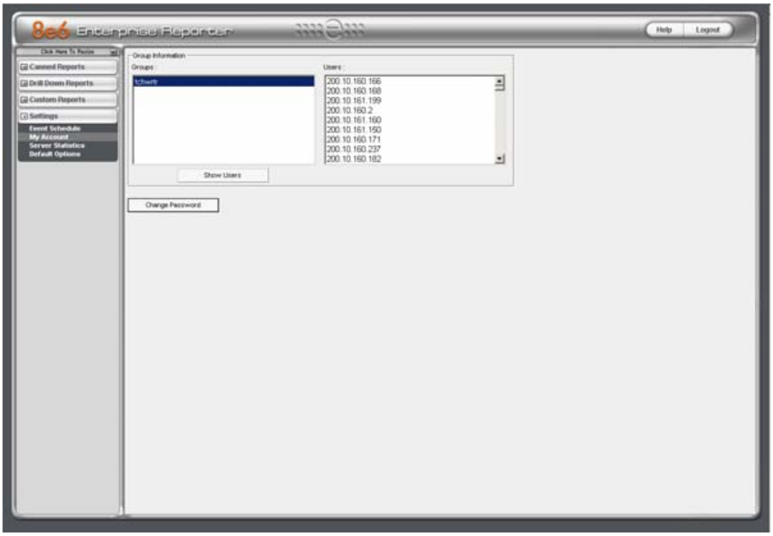


Fig. 3:2-5 My Account window

Upon accessing My Account, any user group to which your username has been assigned (via the User Permissions option from the Settings menu) displays in the Groups list box.

View Users in a User Group

To view a list of users in your user group:

1. In the Groups list box, select the user group by clicking on your choice to highlight it.
2. Click the **Show Users** button to display the users in the Users list box to the right (see Fig. 3:2-5).

***TIP**: If there is another user group listed that you wish to view, follow the steps above to view the usernames in that user group.*

Change Password

1. Click the **Change Password** button to open the Change User Password dialog box:

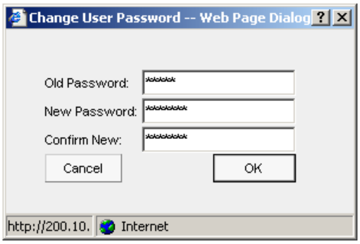


Fig. 3:2-6 Change User Password

2. Type in the **Old Password**. Your entry displays as a series of asterisks for security purposes.
3. Type in the alphanumeric **New Password** in upper- and/or lowercase characters. Your entry displays as a series of asterisks for security purposes.
4. Type in the same characters for the new password in the **Confirm New** field.

***TIP**: Click Cancel if you wish to return to the My Account box without saving your entries.*

5. Click **OK** to save your settings.

Server Statistics

The ER Server Statistics window contains details about data storage on the ER Server, and the time the Web Client Server was last restarted.

Click **Server Statistics** in the Settings menu to display the ER Server Statistics window in the right panel:

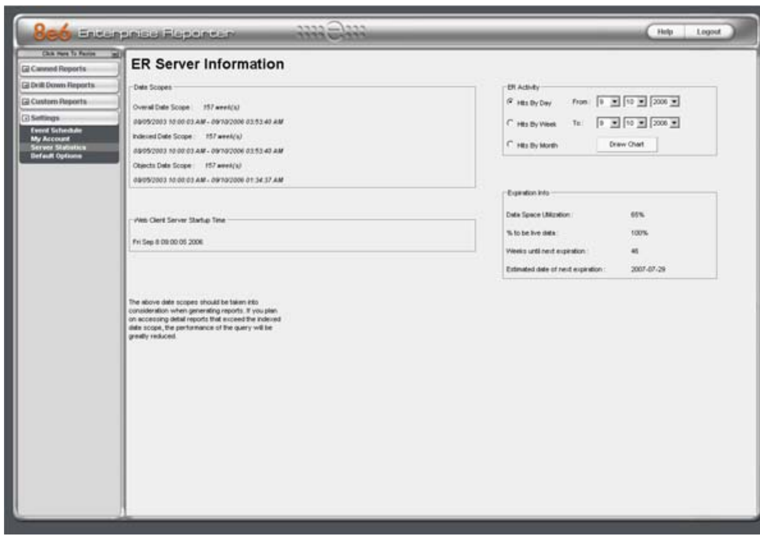


Fig. 3:2-7 ER Server Statistics window

This window is comprised of four frames: Date Scopes, ER Activity, Expiration Info, and Web Client Server Startup Time.

Date Scopes

In the Date Scopes frame, the number of week(s) of data stored on the ER Server, and the date and time range display for the following date scopes:

- **Overall Date Scope** - this date scope pertains to all data currently stored on the Server, including both live (indexed) and archive (non-indexed) data.
- **Indexed Date Scope** - this date scope pertains only to live data currently stored on the Server. Live data can include Web pages and objects, and will always include the indexes for these items. Objects include images from Web pages, and items such as JavaScript files and flash files.
- **Objects Date Scope** - this date scope pertains only to objects currently stored on the Server. If this date scope overlaps the date ranges for indexed and non-indexed data currently stored on the Server, both live and archive items will be included in this date scope.

Expiration Info

In the Expiration Info frame, the following data displays:

- **Data Space Utilization** - the percentage of database storage space currently being used on the ER Server
- **% to be live data** - the percentage of data that is set to be live data stored on the Server
- **Weeks until next expiration** - the number of weeks from this week that data on the Server will expire
- **Estimated date of next expiration** - the date scheduled for the next automatic database expiration

ER Activity

In the ER Activity frame, specify the type of chart you wish to generate that provides details on the number of hits within a designated time period. A “hit” is any page and/or object an end user accesses as the result of entering a URL in his/her browser window.

By default, the **Hits By Day** radio button is selected, and in the From and To fields, today’s date displays in the MM, DD, and YYYY format.

1. Specify the time period for the chart you wish to draw by doing the following:
   - Click the radio button corresponding to **Hits By Day**, **Hits By Week**, or **Hits By Month**.
   - At the **From** and **To** fields, make a selection from any of the pull-down menus for month (1-12), day (1-31), or year (2003-2007).
2. Click the **Draw Chart** button to open a window that displays the chart of your selection in the PDF file format.

   The top portion of the chart includes the title of the chart, date range, and a graph illustrating the general Number of Hits for each unit of Time in the specified period.

   The bottom portion of the chart includes details spelling out the time measurement (Day, Week, or Month), the exact Number of Hits corresponding to each unit of time, date and time the report was generated (shown in the MM/DD/YYYY HH:MM AM/PM format), and the Total Records.

   Depending on the time frame specified, this chart may be several pages in length.

   - **Hits Per Day** - If you selected Hits By Day, days within the date range are plotted on the graph, grouped into equal time intervals. The summary shows the Number of Hits for a specified Day (MM-DD-YYYY).

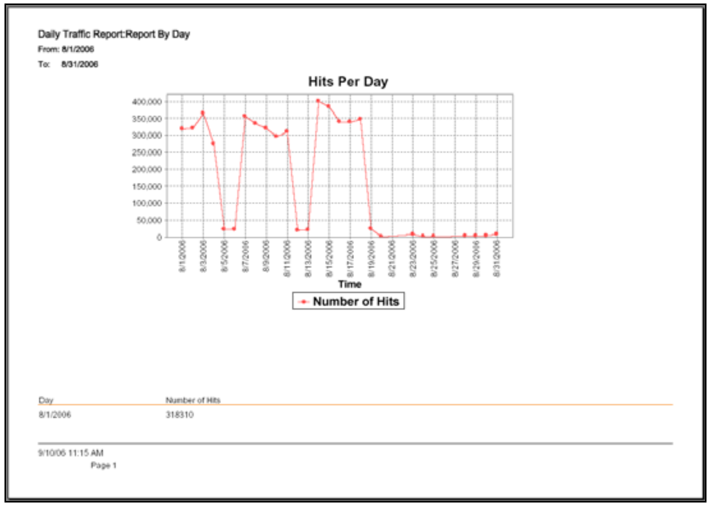


Fig. 3:2-8 Hits Per Day chart

- **Hits Per Week -** If you selected Hits By Week, each week within the date range is plotted on the graph. The summary shows the Number of Hits for a specified Week (YYYY-WW). Weeks are numbered 1-52.

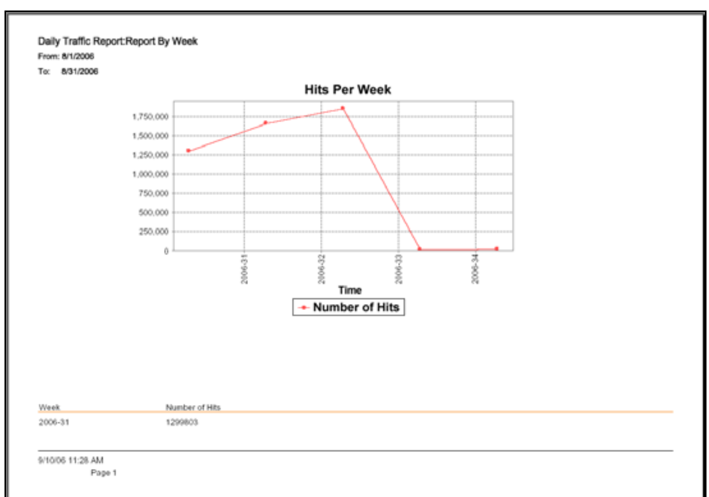


Fig. 3:2-9 Hits Per Week chart

- **Hits Per Month** - If you selected Hits By Month, each month within the date range is plotted on the graph. The summary shows the Number of Hits for a specified Month (Mnth-'YY). Month names are abbreviated.

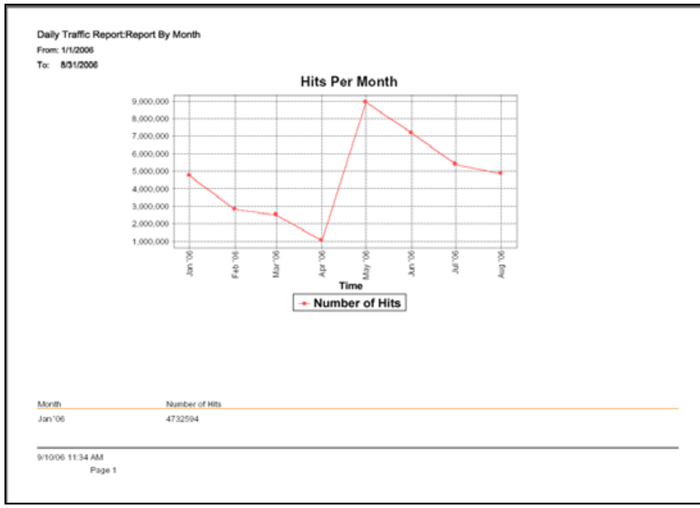


Fig. 3:2-10 Hits Per Month chart

3. You now have the option to do any of the following:

- print the chart - click the print  icon to open the Print dialog box, and proceed with standard print procedures.

- save the chart - click the save  icon to open the Save a Copy dialog box, and proceed with standard save procedures.
- close the chart window - click the "X" in the upper right corner to close the chart window.
- generate a new chart - make new entries in the ER Server Statistics pop-up box.

Web Client Server Startup Time

The Web Client Server Startup Time frame contains the following information pertaining to the last time the Web Client Server was restarted: Day of the week, abbreviation for the month, military time (HH:MM:SS), and year (YYYY).

NOTE*: This information is useful for troubleshooting manually generated reports. If your reports are not displaying, it may be that the Web Client Server has restarted and terminated the report generation process.*

Default Options

Default Options is used for specifying various settings to be used in reports.

Click **Default Options** in the Settings menu to display the Options window in the right panel:

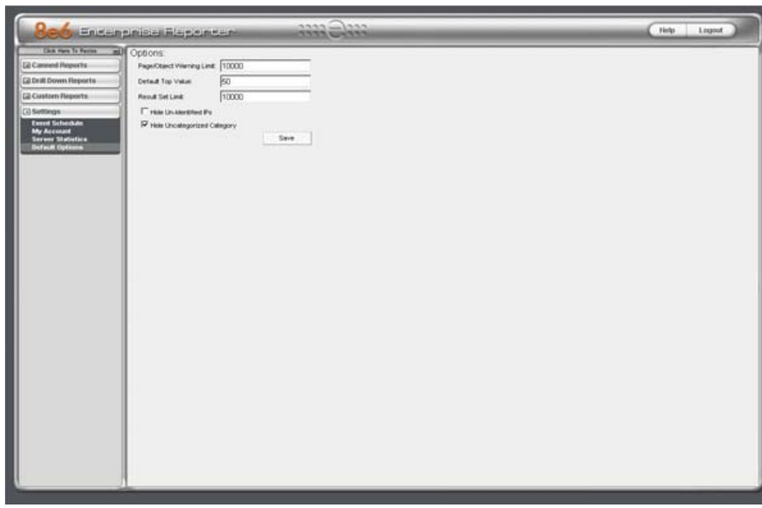


Fig. 3:2-11 Options window

Set New Defaults

1. Enter the maximum number of records that can be returned by a custom report query before triggering the **Page/Object Warning Limit** message. This warning message indicates that the number of records exceeds the number specified in this field. The default is “1000” records.
2. Enter the **Default Top Value** of records that will be generated for drill down reports. The default is “50” records.
3. Enter the maximum number of records that will be included in a custom report’s **Result Set Limit**. If the

number of records from a query exceeds the limit established in this field, the overflow will be included in the next set of records. The default is “1000” records per set.

4. By default, the **Hide Un-Identified IPs** checkbox is deselected. This indicates that activity on machines not assigned to specific users will be included in reports.

   If you wish to exclude activity from machines not assigned to specific users, click in the checkbox to enter a check mark.

***NOTE**: If the option for including IP addresses of unidentified machines is selected, when reports are generated, activity on these machines is included in a record under the “IP Only” label, or a customized label—if a unique label was created by the administrator of the ER Server.*

5. By default, the **Hide Uncategorized Category** checkbox is selected. This indicates that uncategorized sites will not be displayed or counted in drill down reports.

   If you wish to include uncategorized sites in drill down reports, click in the checkbox to remove the check mark.

***TIP**: Click Cancel to exit without saving your entries.*

5. Click the **Save** button to save your settings and to exit the Options window.

Chapter 3: Drill Down Reports

This chapter provides information about "drill down" reports that let you query the database to access more detailed information about end user Internet activity. The following types of reports can be generated:

- **Categories** - includes data in each filter category that was set up for monitoring user activity.
- **IPs** - includes Internet activity by user IP address.
- **Users** - includes Internet activity by username.
- **Sites** - includes activity on Web sites users accessed.
- **Category Groups** - includes activity by category groups, if category groups previously have been set up via the Settings menu.
- **All User Groups** - includes activity by all user groups, if user groups previously have been set up via the Settings menu.
- **Single User Group** - after selecting the user group from a list of available choices, this report shows activity for that user group, if the user group previously has been set up via the Settings menu.

Once you have generated a drill down report view, you can customize your view, save the view, export the view, and/or schedule the report to run at a designated time.

Generate a Drill Down Report

To generate a drill down report:

1. Click one of the following menu topics in the navigational panel for the type of report you wish to view: Categories, IPs, Users, Sites, Category Groups, All User Groups:

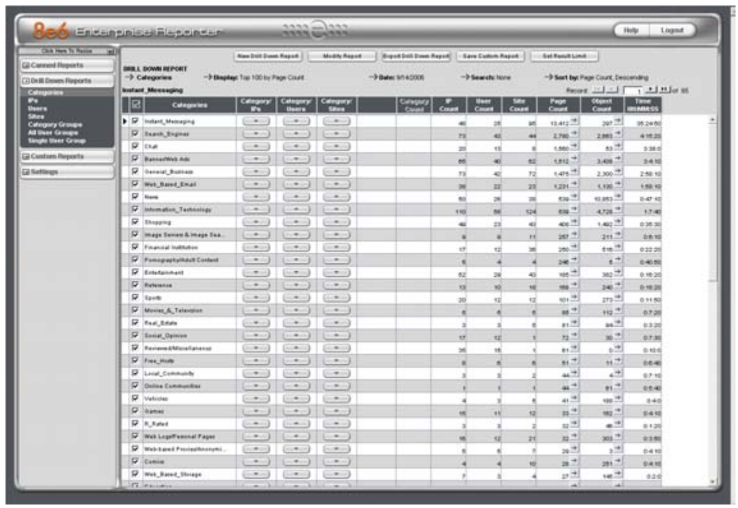


Fig. 3:3-1 Sample Drill Down Categories Report

***NOTES**: As the report is generating, the message: "Please wait for your report to be generated." displays. If no records are available, an alert box opens displaying the message "No records returned!"*

Information on generating a Single User Group report view is provided in the Generate a Single User Group Report subsection.

2. The report view is horizontally organized into three sections:

    - Header section - includes buttons for customizing the current view: New Drill Down Report, Modify Report, Export Drill Down Report, Save Custom Report, Set Result Limit. The following information displays beneath the row of buttons: Report type, Display criteria, Date, Search criteria, Sort by criteria. Beneath this row of data, the navigation path for the first record in the current report view displays to the far left. The Record navigation field at far right lets you navigate to a specific record and includes the total number of records.
    - Body section - includes rows of records returned by the reporting query. Each row is preceded by a checkbox. For each record, columns of buttons display. These buttons are followed by columns of statistics for tracking user activity on the Internet by Category Count, IP Count, User Count, Site Count, Page Count, Object Count, or Time HH:MM:SS. A right arrow (—>) displays to the right of the Page Count and Object Count for each record. By clicking the arrow, a custom report for that record displays.

NOTE*: See Chapter 4: Custom Reports for more information about custom reports.*

    - Footer section - includes the username of the login ID used for this session (Logged in as).

    Use the tools in the right panel to create the desired drill down view.

NOTE*: See Using Tools to Navigate a Report for information on using the reporting elements described in this sub-section.*

3. The drill down view can be exported, saved, and/or scheduled to run at a specified time.

***NOTE**: See Exporting a Drill Down Report in this chapter for information on exporting a report view. See the Scheduling a Report to Run sub-section in Chapter 5 for information on how to schedule a report to run at a specified time.*

Generate a Single User Group Report

To generate a Single User Group Report:

1. In the Drill Down Reports menu, click Single User Group to display the Single User Group window in the right panel:

Fig. 3:3-2 Single User Group window

***NOTE**: See Using Tools to Navigate a Report for information on using the reporting elements described in this sub-section.*

2. Specify the following Drill Down Report criteria:

   - **Type**: choose the report type from the available selections.
   - **User Group**: choose the user group from the available selections set up via the User Groupings option from the Settings menu.
   - **Date Scope**: choose from the available date scope selections: Today, Month to Date, Monthly, Year to Date, Daily, Yesterday, Month to Yesterday, Year to Yesterday, Last Week, Last Weekend, Current Week, Last Month.

Depending on the selection made at this field, you may need to specify a date range in the **From Date** and **To Date** fields below, if these fields are activated.

3. Click **Advance Options** to display additional fields, and specify any pertinent criteria:

    - **Display** / **# Records** - if you wish to include top count data, you can choose the top number of records from the available selections (Top Category Count, Top IP Count, Top User Count, Top Site Count, Top Page Count, Top Object Count, Top Time (HH:MM:SS), Top Hit Count), and then enter the number of records if this amount should differ from the quantity specified in Default Options from the Settings menu. Or you can include “All Data Shown”.
    - **Search** / **Filter String** - if you wish to specify search terms to be used in the report to be generated, you can make a selection from the available choices (Contains, Starts with, Ends with), and then enter the search string. Otherwise, use the default selection, “None”.
    - **Sort by** / **Order** - if you wish the report to be sorted by a specified count column, choose from the available selections (Category Count, IP Count, User Count, Site Count, Page Count, Object Count, Time (HH:MM:SS), Hit Count), and then specify the sort order (Ascending, Descending).

TIP: *To view only basic options, press the Back Space key on your keyboard to close the Advance Options display.*

4. Click **Apply** to generate the report. When the report has generated, the report view displays (see Fig. 3:3-1) and can be modified, exported, or saved.

NOTE: *See Exporting a Drill Down Report in this chapter for information on exporting a report view. See the Scheduling a Report to Run sub-section in Chapter 5 for information on how to schedule a report to run at a specified time.*

Using Tools to Navigate a Report

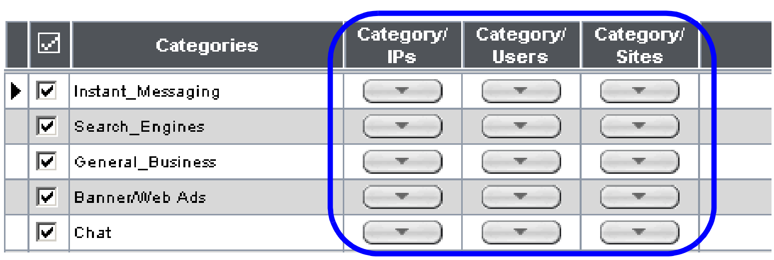
Understanding reporting tools and their functions is paramount, since the usage of these tools determines the results of your query. Drill down reports share some common components with canned reports and custom reports, but each type of report also has its own unique components.

Using Report Columns

Filter and count columns display in the body of drill down report views. These columns are used for specifying additional information to be included for records or for sorting records by a different column.

Filter columns and buttons

Filter columns display after the column containing the record name, and precede the Count columns (Category Count, IP Count, User Count, Site Count, Page Count, Object Count, Time HH:MM:SS). Filter columns include an oblong button for each record in the report view.



Clicking a specific filter button for a record gives more in-depth analysis on a given record displayed in the current view.

Count columns

Columns for specified “item counts” display in the body of all drill down report views. The column for the current report type does not display and therefore cannot be selected.

	Category Count	IP Count	User Count	Site Count	Page Count	Object Count	Time HH:MM:SS
		63	37	132	35,963	434	95:40:20
		95	60	60	6,885	6,088	10:59:0
		97	57	116	4,542	6,919	8:19:10
		94	56	87	4,458	8,883	8:8:0
		30	20	12	3,223	207	7:33:30

- **Category Count** - displays the number of categories a user has visited, or the number of categories included within a given site. Categories are set up for the Web access logging device filter via the Settings menu option. It is possible for a site to be listed in more than one category, so even if a user has visited only one site, this column may count the user’s visit in two or three categories.
- **IP Count** - displays the number of sites or categories visited by the IP address on the user’s machine.
- **User Count** - displays the number of individuals who have visited a specific site or category.
- **Site Count** - displays the number of sites a user has visited, or the number of sites in a category. This figure is based on the root name of the site. For example, if a user visits www.espn.com, www.msn.com, and www.foxsports.com, that user will have visited three pages. If that same user additionally visits www.espn.com/scores, the total number of sites visited would still count as three—and not as four—because the latter page is on the original ESPN site that was already counted.

- **Page Count** - displays the total number of pages visited. A user may visit only one site, but visit 20 pages on that site. If a user visits a page with pop-up ads, these items would add to the page count. If a page has banner ads that link to other pages, these items also would factor into the page count. In categories that use a lot of pop-up ads—porn, gambling, and other related sites—the page count usually exceeds the number of objects per page.

  By clicking the arrow to the right of any record in this column, the custom report view displays data for all pages visited, including hyperlinks to those pages. In the custom report view, you have the option to include Information columns for Category, User, IP, Site, Content Type, Blocked content, and Content criteria by clicking the corresponding checkboxes.

***TIP**: If the date range that was specified at the Date Scope field is outside the scope of live data currently stored on the Server, when clicking the arrow button, a warning message displays to inform you that if you wish to proceed, the report will take a longer amount of time to generate.*

- **Object Count** - displays the number of objects on a Web page. All images, graphics, multimedia items, and text items count as objects. The number of objects on a page is generally higher than the number of pages a user visits.

  However, if an advertisement or banner ad (an object on the page) is actually a page from another site, this item would not be classified as an object but as a page, since it comes from a different server.

  By clicking the arrow to the right of any record in this column, the custom report view displays data for all objects accessed, including hyperlinks to those objects. In the custom report view, you have the option to include Information columns for Category, User, IP, Site, Content

Type, Blocked content, and Content criteria by clicking the corresponding checkboxes.

TIP*: If the date range that was specified at the Date Scope field includes both live and archive data currently stored on the Server, when clicking the down arrow, a warning message displays to inform you that if you wish to proceed, only the objects that exist on the Server will display.*

- **Time HH:MM:SS** - displays the amount of time a user spent at a given site. Each page detected by a user's machine adds to the count. If a browser window is opened to a certain page and left there for an extended time period, and that page is refreshed by either the user or a banner ad, the counter starts again and continues as long as Web activity is detected. If that Web page contains an active banner ad that refreshes the page every 10 to 30 seconds, a user could show an incredibly high page count and many minutes, even though only one page was opened by that user.

Sort Records by another column

To sort records in ascending/descending order by a specified column, click that column's header (Category Count, IP Count, User Count, Site Count, Page Count, Object Count, or Time HH:MM:SS).

Click the same column header again to sort records for that column in the reverse order.

Navigation Tips

Back button

Click the Back button 

in the toolbar of the browser window to return to a previous page in the current report.

Record navigation field

The total number of records displays to the right of the Record navigation field, located above the rows of records:

This indicator helps you determine how long it will take to generate a report view or to print a report. If there are many records, you may wish to filter your results to reduce the time it will take to process the report.

The selected record is designated by the record number displayed in the Record navigation field, and by an arrow ▶ to the left of a record in the body of a report view.

To select another record, do any of the following:

- click the specified row to display the arrow preceding that record, and the record number in the Record navigation field.
- in the **Record** navigation field, enter a new record number in the white box between the arrow buttons to go to that record.
- in the Record navigation field, click any of the four arrow buttons to advance forward or backward through the list of records. In the order in which they display in the Record field, clicking these buttons moves you to the first record, the record prior to the selected record, the record following the selected record, and the last record.

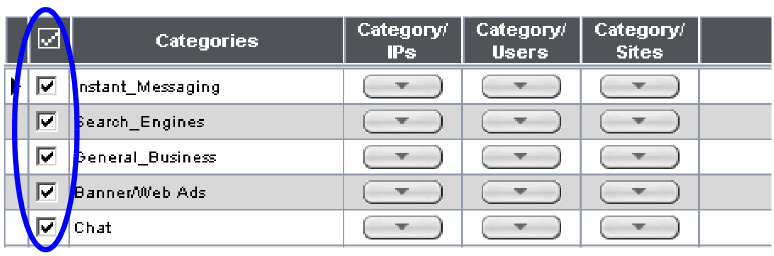
Record Exportation Tip

Select Records to be exported

In the report view, each record is preceded by a checkbox that is populated (selected) by default.

When exporting a report, only selected records are included. To deselect a record, click the checkbox to remove the check mark from the checkbox.

To deselect all records, click the checkbox in the column header. Clicking the checkbox in the column header again reselects all records.



Using Header Buttons

Clicking one of the buttons at the top of the report view opens a pop-up box that lets you customize the current report view. The following buttons are available:

- **New Drill Down Report -** this option lets you generate a drill down report view for a date range other than the current (default) date.
- **Modify Report** - this option lets you modify the current report view by doing any of the following: specify the maximum number of records to be included other than the number entered in Default Options; perform a search for specified text, or sort the report in ascending or descending order by a specified column.
- **Export Drill Down Report -** this option lets you email, print, or view the current report view in the specified output format.
- **Save Custom Report** - this option lets you save the current report view so a report using these customizations can be run again later at a designated time.
- **Set Result Limit -** this option lets you specify the maximum number of records to be included in the report view, instead of the default number (entered in Default Options).

New Drill Down Report

1. Click the **New Drill Down Report** button to open the Drill Down Report pop-up box:

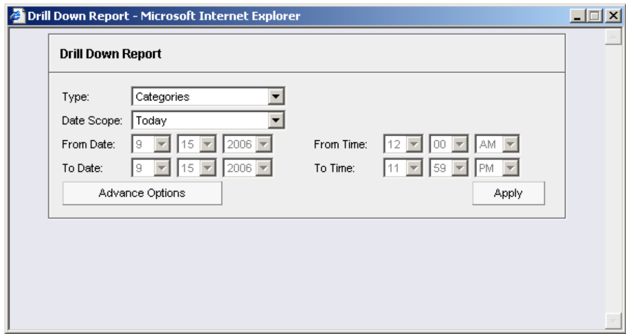


Fig. 3:3-3 New Drill Down Report option

2. Basic options in this box let you modify the report Type and Date Scope.

3. Click the **Advance Options** button to display additional fields in this box that let you modify the way the view is sorted, or enter search criteria:

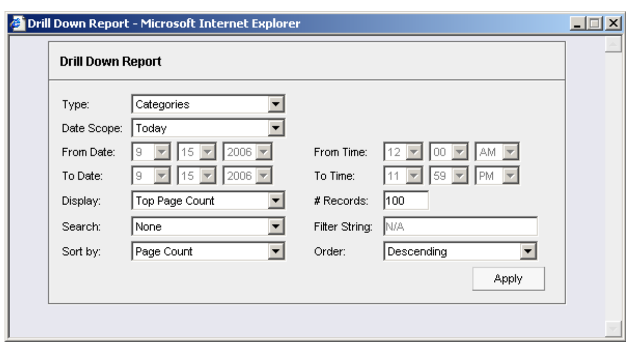


Fig. 3:3-4 New Drill Down Report with Advance Options

NOTE: *Information on using the fields in this pop-up box can be found in the Using Report Fields sub-section.*

TIP: *To view only basic options, press the Back Space key on your keyboard to close the Advance Options display.*

4. After all modifications have been made, click the **Apply** button to close this pop-up box. As a result, the report view now displays criteria based on your specifications.

Modify Report

1. Click the **Modify Report** button to open the Drill Down Report pop-up box:

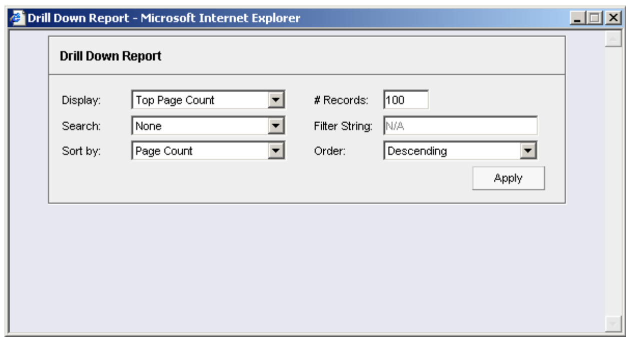


Fig. 3:3-5 Modify Report option

NOTE*: Information on using the fields in this pop-up box can be found in the Using Report Fields sub-section.*

2. Modify the way the view is sorted, or enter search criteria.

3. After all modifications have been made, click the **Apply** button to close this pop-up box. As a result, the report view now displays criteria based on your specifications.

Export Drill Down Report

1. Click the **Export Drill Down Report** link to open the Export Drill Down Report pop-up box:

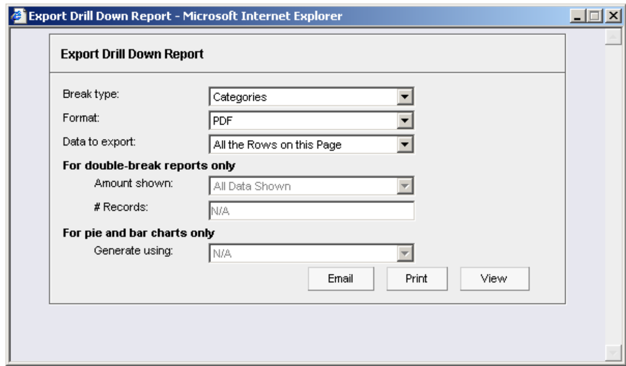


Fig. 3:3-6 Export Drill Down Report option

NOTE*: Information on using the fields in this pop-up box can be found in the Using Report Fields sub-section.*

2. At the **Data to export** field, select the amount of data to be exported from the pull-down menu: All the Rows on this Page, Only the Selected Rows on this Page. The second selection is available only if some of the records in the report view were deselected.

3. After making selections and/or entries in all fields, click the **Email**, **Print**, or **View** button to close this pop-up box and to export the data in the specified file format.

NOTE*: Information on using the buttons this pop-up box can be found in the Exporting a Drill Down Report sub-section.*

Save Custom Report

1. Click the **Save Custom Report** button to open the Save Custom Report pop-up box:

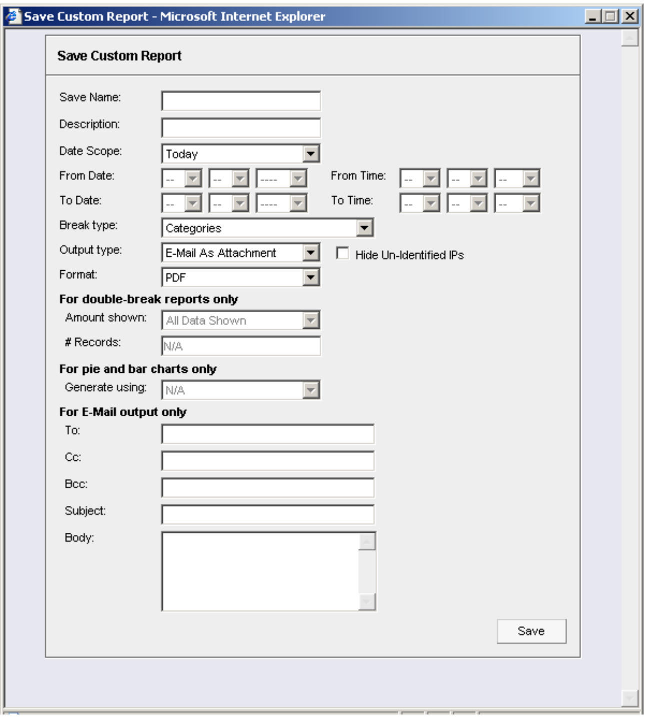


Fig. 3:3-7 Save Custom Report option

2. In the **Save Name** field, enter a name for the report. This name will display in the Report Name pull-down menu in the Saved Custom Reports option accessible via the Custom Reports menu.

TIP: *The Copy (Ctrl+C) and Paste (Ctrl+V) functions can be used in the fields in the Save Custom Report pop-up box.*

3. In the **Description** field, enter the report description. This description will display in the Report Description field in the Saved Custom Reports option accessible via the Custom Reports menu.

4. The date scope for the current report view displays in the From Date and To Date fields. If you wish to change the date scope, make a selection from the following choices in the **Date Scope** pull-down menu: Today, Month to Date, Monthly, Year to Date, Daily, Yesterday, Month to Yesterday, Year to Yesterday, Last Week, Last Weekend, Current Week, Last Month.
   - The From Date and To Date fields become unavailable if one of the following selections is made: Today, Month to Date, Year to Date, Yesterday, Month to Yesterday, Year to Yesterday, Last Week, Last Weekend, Current Week, Last Month.
   - If Monthly is selected, in the **From Date** and **To Date** fields, make a selection for the month (1-12), and year (2003-2007).
   - If Daily is selected, in the **From Date** and **To Date** fields, make a selection for the month (1-12), day (1-31), and year (2003-2007).
5. Make a selection from the pull-down menus in the following fields:
   - **Break type** - available selections are based on the type of report generated.
   - **Output type** - choose either E-Mail As Attachment, or E-Mail As Link.
   - **Format** - selections include: MS-DOS Text, PDF, Rich Text Format, HTML, Comma-Delimited Text, Excel (Chinese), Excel (English).
6. The Hide Un-Identified IPs checkbox is deselected by default if the checkbox by this same name was deselected in the Options window.

NOTE*: The Options window is accessible via Default Options in the Settings menu. See the Default Options sub-section in Chapter 2: Customizing the Client for more information about the Hide Un-Identified IPs option.*

To change the selection in this field, click the **Hide Un-Identified IPs** checkbox to remove—or add—a check mark in the checkbox. By entering a check mark in this checkbox, activity on machines not assigned to specific end users will not be included in report views. Changing this selection will not affect the setting previously saved in the Options window.

7. If pertinent, make a selection for additional reporting options:
    - **For double-break reports only** - specify the top count option to be used.
    - **For pie and bar charts only** - specify the count column sort option to be used.

***NOTE**: Information on using the fields not detailed in this pop-up box can be found in the Using Report Fields sub-section.*

8. In the **For E-Mail output only** field, fill in the fields for emailing the report: To, Cc, Bcc, Subject, Body.
9. Click **Save** to save your selections and entries for the custom report, and to close this pop-up box. Most of the captured information is available for modification in the Saved Custom Reports option accessible via the Custom Reports menu.

***NOTE**: See the Scheduling a Report to Run sub-section in Chapter 5 for information on how to schedule a report to run at a specified time.*

Set Result Limit

1. Click the **Set Result Limit** button to open the Set Result Limit pop-up box:

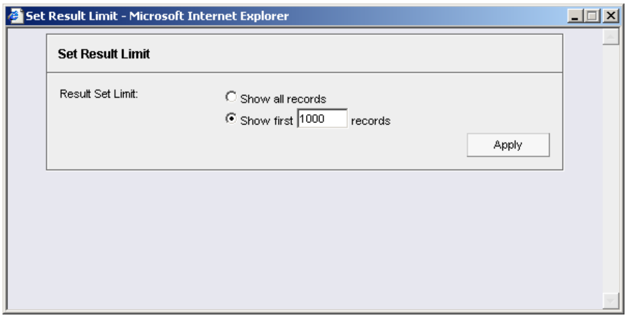


Fig. 3:3-8 Set Result Limit option

2. Indicate the **Result Set Limit** by selecting the appropriate radio button:

   - **Show all records** - Click this radio button to include all records returned by the report query.
   - **Show first** 'X' **records** - Click this radio button to only include the first set of records returned by the report query.

     Indicate the number of records to be included in a set by making an entry in the blank field, represented here by the 'X'.

3. Click **Apply** to apply your settings in the current report view and to close this pop-up box.

Using Report Fields

Type field

The Type field is used for specifying the report type by which the generated report view will be sorted. This field is available in the Drill Down Report pop-up box via the New Drill Down Report option, and in the Single User Group window.

At the **Type** field, make a selection from the pull-down menu for one of the available report types: Categories, IPs, Users, Sites, Category Groups, User Groups, and the current report format displayed.

Date Scope and Date fields

The Date Scope field is used for specifying the period of time to be included in the generated report view. Depending on the scope selected, the From Date and To Date fields are used in conjunction with this field. These fields are available in the Drill Down Report pop-up box via the New Drill Down Report option, in the Single User Group window, and in the Save Custom Report pop-up box via the Save Custom Report option.

At the **Date Scope** field, make a selection from the pull-down menu for the time frame you wish to use in your query: Today, Month to Date, Monthly, Year to Date, Daily, Yesterday, Month to Yesterday, Year to Yesterday, Last Week, Last Weekend, Current Week, Last Month. Reports can be run for any data saved in the ER Server's memory.

- **Today** - this option generates the report view for today only, if logs from the Web access logging device have been received and processed.
- **Month to Date** - this option generates the report view for the range of days that includes the first day of the current month through today.

- **Monthly** - selecting this option activates the **From Date** and **To Date** pull-down menus where you specify the range of months (1-12) and/or years (2003-2007).
- **Year to Date** - this option generates the report view for the range of days that includes the first day of the current year through today.
- **Daily** - selecting this option activates the **From Date** and **To Date** pull-down menus where you specify the range of months (1-12), days (1-31), and/or years (2003-2007). The generated report view includes data for the specified days only, if the data for these days are stored on the Server.
- **Yesterday** - this option generates the report view for yesterday only.
- **Month to Yesterday** - this option generates the report view for the range of days that includes the first day of the current month through yesterday.
- **Year to Yesterday** - this option generates the report view for the range of days that includes the first day of the current year through yesterday.
- **Last Week** - this option generates the report view for all days in the past week, beginning with Sunday and ending with Saturday.
- **Last Weekend** - this option generates the report view for the past Saturday and Sunday.
- **Current Week** - this option generates the report view for today and all previous days in the current week, beginning with Sunday and ending with Saturday.
- **Last Month** - this option generates the report view for all days within the past month.

Display and # Records fields

The Display and # Records fields are used for specifying the number of records from the query you wish to include in the report view, and how these records will be sorted. These fields are available in the Drill Down Report pop-up box via the Modify Report option, and in the Advance Options portion of the New Drill Down Report option and Single User Group window.

At the **Display** field, make a selection from the pull-down menu for the records to be shown on the screen: All Data Shown, Top Category Count, Top IP Count, Top User Count, Top Site Count, Top Page Count, Top Object Count, Top Time, Top Hit Count.

In the **# Records** field, “N/A” displays greyed-out if “All Data Shown” was selected at the Display field. If any other selection was made at the previous field, the default number saved in the Options window displays in this field. Enter the maximum number of top records to be included in the query.

NOTE: *The Default Top Value entry in the Options window is accessible via Default Options in the Settings menu. See the Default Options sub-section in Chapter 2: Customizing the Client for information about the Default Top Value.*

Search and Filter String fields

The Search and Filter String fields are used for specifying search criteria in the current report view. These fields are available in the Drill Down Report pop-up box via the Modify Report option, and in the Advance Options portion of the New Drill Down Report option and Single User Group window.

At the **Search** field, make a selection from the pull-down menu for the search term to be used: None, Contains, Starts with, Ends with.

In the **Filter String** field, "N/A" displays greyed-out if "None" was selected at the Search field. If any other selection was made at the previous field, enter text in this field corresponding to the type of search term selected.

Sort by and Order fields

The Sort by and Order fields are used for specifying the manner in which the generated report view will be sorted. These fields are available in the Drill Down Report pop-up box via the Modify Report option, and in the Advance Options portion of the New Drill Down Report option and Single User Group window.

At the **Sort by** field, make a selection from the pull-down menu for one of the available sort options: Category Count, IP Count, User Count, Site Count, Page Count, Object Count, Time, Hit Count.

At the **Order** field, make a selection from the pull-down menu for the order in which to display the sort option count: Ascending, Descending.

Break type field

The Break type field is used for indicating the manner in which records will display for the specified format when the report view is emailed, printed, or viewed. This field is available in the Export Drill Down Report pop-up box via the Export Drill Down Report button, and in the Save Custom Report pop-up box via the Save Custom Report button.

Choose from the available report selections at the **Break type** pull-down menu. Based on the current report view displayed, the selections in this menu might include the main report type such as “Categories”, double break report types such as “Category/IPs” or “Category/Sites”, and triple break report types such as “Category/User/IPs” or “Category/Site/Users”.

For Categories and Category Groups reports, the following report types also are available: Pie Chart (Usernames), Pie Chart (IPs), Bar Chart (Usernames), and Bar Chart (IPs). For All User Group reports, the following report types also are available: User Group Pie Chart, User Group Bar Chart.

Format field

The Format field is used for specifying the manner in which text from the report view will be output. This field is available in the Export Drill Down Report pop-up box via the Export Drill Down Report button, and in the Save Custom Report pop-up box via the Save Custom Report button.

At the **Format** pull-down menu, choose the format for the report: MS-DOS Text, PDF, Rich Text Format, HTML, Comma-Delimited Text, Excel (Chinese), Excel (English).

***NOTES**: For pie or bar chart selections, “PDF” displays greyed out since this is the only output format available for these report types. Information on report formats can be found in the Exporting a Drill Down Report sub-section.*

For double-break reports only

The Amount shown and # Records fields are available in the Export Drill Down Report pop-up box via the Export Drill Down Report button, and in the Save Custom Report pop-up box via the Save Custom Report button. These fields are deactivated by default.

Amount shown

The Amount shown field is used for specifying how the report view will be sorted. By default, “All Data Shown” displays greyed-out in the Amount shown field. This field becomes activated when a double break report type is selected at the Break type field.

At the **Amount shown** field, make a selection from the pull-down menu for an available sort option: Top Category Count, Top IP Count, Top User Count, Top Site Count, Top Page Count, Top Object Count, Top Time, Top Hit Count.

 # Records

The # Records field is used for specifying the number of records that will display for the selected sort option. By default, “N/A” displays greyed-out in the # Records field. This field becomes activated when a Top item Count is selected at the Amount shown field.

In the activated **# Records** field, the number saved in the Options window displays by default. This number can be edited to indicate the number of records to be included in the exported report.

NOTE*: The Default Top Value entry in the Options window is accessible via Default Options in the Settings menu. See the Default Options sub-section in Chapter 2: Customizing the Client for information about the Default Top Value.*

For pie and bar charts only

The Generate using field is available in the Export Drill Down Report pop-up box via the Export Drill Down Report button, and in the Save Custom Report pop-up box via the Save Custom Report button.This field is deactivated by default.

Generate using

The Generate using field is used for specifying how a Categories pie chart or bar chart will be sorted. By default, "N/A" displays greyed-out in the Generate using field. This field becomes activated when a pie or bar chart report type is selected from the Break type pull-down menu.

At the activated **Generate using** field, make a selection from the pull-down menu for the sort option to be used: IP Count, User Count, Site Count, Page Count, Object Count, Time (HH:MM:SS), Hit Count.

Exporting a Drill Down Report

A drill down report view can be emailed, viewed in a specified output format, and/or printed via the Export Drill Down Report option.

***NOTE**: Reports created with the Web Client cannot be emailed, viewed, or printed using the MS Access Client.*

Email option

The email option for exporting reports lets you electronically send the report in the specified file format to designated personnel.

***NOTES**: If you are using Lotus Notes as your primary e-mail client instead of Microsoft Outlook or Outlook Express, refer to Appendix B for information on how to configure Lotus Notes to work with the ER Client.*

For reports generated in the HTML format, the contents of the file will be embedded in the email message. For reports generated in any other format [MS-DOS Text, PDF, Rich Text Format, Comma-Delimited Text, Excel (Chinese), Excel (English)], the file will be sent as an email attachment.

***WARNING**: If using a spam filter on your mail server, email messages or attachments sent by the Client might not be delivered if these messages contain keywords that are set up to be blocked. Consult with the administrator of the mail server for work around solutions between the spam filter and mail server.*

1. In the Export Drill Down Report box, click the **Email** button to open the Email Report pop-up box:

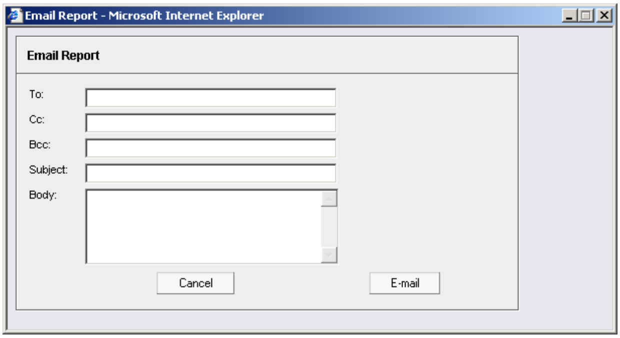


Fig. 3:3-9 Email Report pop-up box

2. In the **To** field, enter the email address of each intended report recipient, separating each address by a comma (,) and a space.

3. An entry in each of the following fields is optional:

   - **Subject** - Type in a brief description about the report.
   - **Cc** - Enter the email address of each intended recipient of a carbon copy of this message, separating each address by a comma (,) and a space.
   - **Bcc** - Enter the email address of each intended recipient of a blind carbon copy of this message, separating each address by a comma (,) and a space.
   - **Body** - Type in text pertaining to the report.

TIP*: Click Cancel to close the Email Report pop-up box and to return to the report view.*

4. Click **E-mail** to send the report to the designated recipient(s). As a result of this action, the Email Report pop-up box now displays the following message above greyed-out text fields: "Please wait for your report to be generated.":

***WARNING**: Large reports might not be sent due to email size restrictions on your mail server. The maximum size of an email message is often two or three MB. Please consult your mail server administrator for more information about email size restrictions.*

After the report is generated in the specified file format, the Email Result pop-up box displays this message: “The report has been sent to the following address(es)”, and lists the email address(es) below:

Fig. 3:3-10 Email Result pop-up box

5. Click the “X” in the upper right corner of the Email Result pop-up box to close it.

View and Print options

The view and print options for exporting reports let you view/ print the report in the specified file format. The view option lets you make any necessary adjustments to your report file settings prior to printing the report. To print the report, you must have a printer configured for your workstation.

Click the **View** or **Print** button to begin generating the report in the specified file format. As a result of this action, a window opens displaying the following message: “Please wait for your report to be generated.”

After the report is generated in the specified file format, the finished report displays in the open message window. For the print option, the Print dialog box also opens.

NOTE*: Reports generated in the format for MS-DOS Text, Comma-Delimited Text, or Excel (Chinese or English) will display a single row of text for each record. Reports generated in all other formats (PDF, Rich Text Format, HTML) will display any lengthy string of text wrapped around within a fixed column width for each record.*

View and Print Tools

In the browser window containing the report, the tools available via the toolbar let you perform some of the following actions on the open report file:

File:

- **Save** (Ctrl+S) or **Save As** - save the report file to your local drive
- **Print** (Ctrl+P) - print the report file
- **Print Preview** - view the report file before printing it
- **Send > Page by E-mail** - send the report file as an email attachment to a designated address

- **Send > Link by E-mail** - send the report file link to a designated email address
- **Send > Shortcut to Desktop** - create a shortcut to the report file on your workstation desktop

Edit:

- **Select All** - highlight the entire text (Ctrl+A), and then Copy (Ctrl+C) and Paste (Ctrl+V) this text in an open file
- Perform a search for text > **Find (on This Page)** - search for specific text in the file (Ctrl+F)

To close the report file window, click the "X" in the upper right corner of the window.

Print Setup

When clicking the **Print** button in the Export Drill Down Report pop-up box, the generated report file displays along with the Print dialog box.

In the Print dialog box, you can change the orientation of the printed page by selecting **Portrait** (vertical) or **Landscape** (horizontal).

Click **Cancel** to close the Print dialog box.

Sample Report File Formats

The following report file formats are available for emailing, printing, and viewing: MS-DOS Text, PDF, Rich Text Format, HTML, Comma-Delimited Text, Excel (Chinese), Excel (English).

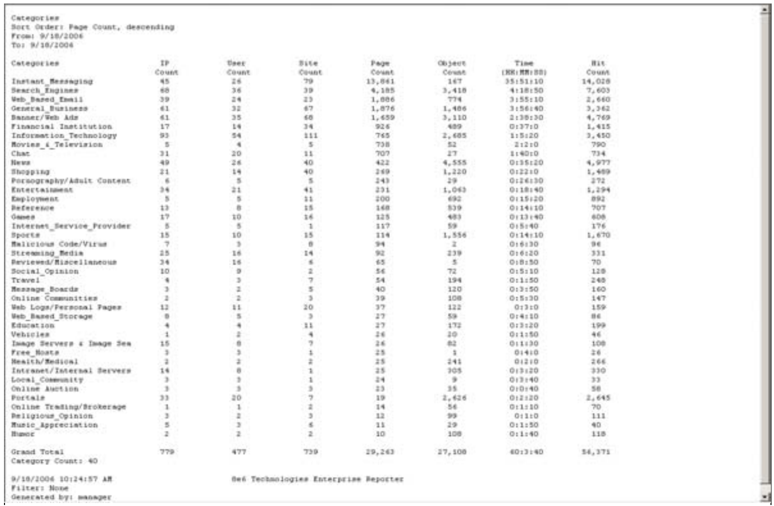
***NOTES**: 8e6 recommends using the PDF and HTML file formats over other file format selections—in particular for custom reports—since these files display and print in a format that is easiest to read. Lengthy text in PDF, HTML, and Rich Text Format files wraps around within the column so all text is captured without displaying truncated.*

Comma-Delimited Text and Excel report columns may display with truncated text, but an entire column can be viewed by manipulating the column width in the generated report file. These reports can then be printed at a smaller percentage than normal size in order to accommodate all text.

For MS-DOS Text reports, text may display truncated—in particular for lengthy usernames and URLs in custom reports—but an entire column can be viewed by scrolling to the right. Since there is no way to manipulate text in the generated report file, the printed report may display with truncated text. However, the maximum amount of text can be captured by printing the report in the landscape format.

MS-DOS Text

This is a sample of the Categories report in the MS-DOS Text format, saved with a .txt file extension:



Categories
Sort Order: Page Count, descending
From: 9/18/2006
To: 9/18/2006

Categories	IP Count	User Count	Site Count	Page Count	Object Count	Time (HH:MM:SS)	Hit Count
Instant_Messaging	45	26	79	13,861	167	35:51:10	14,028
Search_Engines	68	36	39	4,185	3,418	4:18:50	7,603
Web_Based_Email	39	24	23	1,886	774	3:55:10	2,660
General_Business	61	32	67	1,876	1,486	3:56:40	3,362
Banner/Web Ads	61	35	68	1,659	3,110	2:38:30	4,769
Financial Institution	17	14	34	926	489	0:37:0	1,415
Information_Technology	93	54	111	765	2,685	1:5:20	3,450
Movies_&_Television	5	4	5	738	52	2:2:0	790
Chat	31	20	11	707	27	1:40:0	734
News	49	26	40	422	4,555	0:35:20	4,977
Shopping	21	14	40	269	1,220	0:22:0	1,489
Pornography/Adult Content	6	5	5	243	29	0:26:30	272
Entertainment	34	21	41	231	1,063	0:18:40	1,294
Employment	5	5	11	200	692	0:15:20	892
Reference	13	8	15	168	539	0:14:10	707
Games	17	10	16	125	483	0:13:40	608
Internet_Service_Provider	5	5	1	117	59	0:5:40	176
Sports	15	10	15	114	1,556	0:14:10	1,670
Malicious Code/Virus	7	3	8	94	2	0:6:30	96
Streaming_Media	25	16	14	92	239	0:6:20	331
Reviewed/Miscellaneous	34	16	6	65	5	0:8:50	70
Social_Opinion	10	9	2	56	72	0:5:10	128
Travel	4	3	7	54	194	0:1:50	248
Message_Boards	3	2	5	40	120	0:3:50	160
Online Communities	2	2	3	39	108	0:5:30	147
Web Logs/Personal Pages	12	11	20	37	122	0:3:0	159
Web_Based_Storage	8	5	3	27	59	0:4:10	86
Education	4	4	11	27	172	0:3:20	199
Vehicles	1	2	4	26	20	0:1:50	46
Image Servers & Image Sea	15	8	7	26	82	0:1:30	108
Free_Hosts	3	3	1	25	1	0:4:0	26
Health/Medical	2	2	2	25	241	0:2:0	266
Intranet/Internal Servers	14	8	1	25	305	0:3:20	330
Local_Community	3	3	1	24	9	0:3:40	33
Online Auction	3	3	3	23	35	0:0:40	58
Portals	33	20	7	19	2,626	0:2:20	2,645
Online Trading/Brokerage	1	1	2	14	56	0:1:10	70
Religious_Opinion	3	2	3	12	99	0:1:0	111
Music_Appreciation	5	3	6	11	29	0:1:50	40
Humor	2	2	2	10	108	0:1:40	118
Grand Total	779	477	739	29,263	27,108	40:3:40	56,371

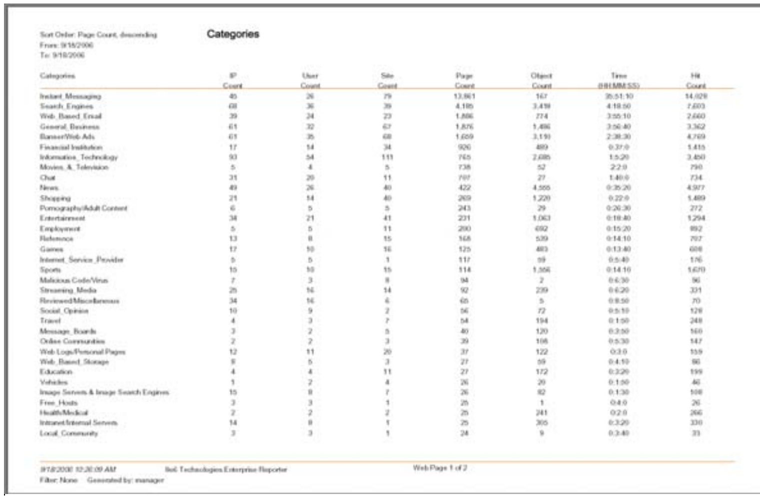
Category Count: 40

9/18/2006 10:24:57 AM   8e6 Technologies Enterprise Reporter
Filter: None
Generated by: manager

Fig. 3:3-11 Categories report, MS-DOS Text file format

PDF

This is a sample of the Categories report in the PDF format, saved with a .pdf file extension:



Sort Order: Page Count, descending
From: 9/18/2006
To: 9/18/2006

Categories

Categories	IP Count	User Count	Site Count	Page Count	Object Count	Time (HH:MM:SS)	Hit Count
Instant_Messaging	45	26	79	13,861	167	35:51:10	14,028
Search_Engines	68	36	39	4,185	3,418	4:18:50	7,603
Web_Based_Email	39	24	23	1,886	774	3:55:10	2,660
General_Business	61	32	67	1,876	1,486	3:56:40	3,362
Banner/Web Ads	61	35	68	1,659	3,110	2:38:30	4,769
Financial Institution	17	14	34	926	489	0:37:0	1,415
Information_Technology	93	54	111	765	2,685	1:5:20	3,450
Movies_&_Television	5	4	5	738	52	2:2:0	790
Chat	31	20	11	707	27	1:40:0	734
News	49	26	40	422	4,555	0:35:20	4,977
Shopping	21	14	40	269	1,220	0:22:0	1,489
Pornography/Adult Content	6	5	5	243	29	0:26:30	272
Entertainment	34	21	41	231	1,063	0:18:40	1,294
Employment	5	5	11	200	692	0:15:20	892
Reference	13	8	15	168	539	0:14:10	707
Games	17	10	16	125	483	0:13:40	608
Internet_Service_Provider	5	5	1	117	59	0:5:40	176
Sports	15	10	15	114	1,556	0:14:10	1,670
Malicious Code/Virus	7	3	8	94	2	0:6:30	96
Streaming_Media	25	16	14	92	239	0:6:20	331
Reviewed/Miscellaneous	34	16	6	65	5	0:8:50	70
Social_Opinion	10	9	2	56	72	0:5:10	128
Travel	4	3	7	54	194	0:1:50	248
Message_Boards	3	2	5	40	120	0:3:50	160
Online Communities	2	2	3	39	108	0:5:30	147
Web Logs/Personal Pages	12	11	20	37	122	0:3:0	159
Web_Based_Storage	8	5	3	27	59	0:4:10	86
Education	4	4	11	27	172	0:3:20	199
Vehicles	1	2	4	26	20	0:1:50	46
Image Servers & Image Search Engines	15	8	7	26	82	0:1:30	108
Free_Hosts	3	3	1	25	1	0:4:0	26
Health/Medical	2	2	2	25	241	0:2:0	266
Intranet/Internal Servers	14	8	1	25	305	0:3:20	330
Local_Community	3	3	1	24	9	0:3:40	33

9/18/2006 12:26:09 AM 8e6 Technologies Enterprise Reporter Web Page 1 of 2
Filter: None Generated by: manager

Fig. 3:3-12 Categories report, PDF format

Rich Text Format

This is a sample of the Categories report in the Rich Text file Format, saved with a .rtf file extension:

Categories

Categories	IP Count	User Count	Site Count	Page Count	Object Count	Time (HH:MM:SS)	Hit Count
Instant_Messaging	45	26	79	13,061	167	35:51:10	14,028
Search_Engines	68	36	39	4,105	3,418	4:10:50	7,603
Web_Based_Email	39	24	23	1,886	774	3:55:10	2,660
General_Business	61	32	67	1,876	1,486	3:56:40	3,362
Banner/Web Ads	61	35	68	1,659	3,110	2:30:30	4,769
Financial Institution	17	14	34	926	489	0:37:0	1,415
Information_Technology	93	54	111	765	2,685	1:5:20	3,450
Movies_&_Television	5	4	5	738	52	2:2:0	790
Chat	31	20	11	707	27	1:40:0	734
News	49	26	40	422	4,555	0:35:20	4,977
Shopping	21	14	40	269	1,220	0:22:0	1,489
Pornography/Adult Content	6	5	5	243	29	0:26:30	272
Entertainment	34	21	41	231	1,063	0:10:40	1,294
Employment	5	5	11	200	692	0:15:20	892
Reference	13	8	15	168	539	0:14:10	707
Games	17	10	16	125	483	0:13:40	608
Internet_Service_Provider	5	5	1	117	59	0:5:40	176
Sports	15	10	15	114	1,556	0:14:10	1,670
Malicious Code/Virus	7	3	8	94	2	0:6:30	96
Streaming_Media	25	16	14	92	239	0:6:20	331
Reviewed/Miscellaneous	34	16	6	65	5	0:8:50	70
Social_Opinion	10	9	2	56	72	0:5:10	128
Travel	4	3	7	54	194	0:1:50	248
Message_Boards	3	2	5	40	120	0:3:50	160
Online Communities	2	2	3	39	108	0:5:30	147
Web Logs/Personal Pages	12	11	20	37	122	0:3:0	159
Web_Based_Storage	8	5	3	27	59	0:4:10	86
Education	4	4	11	27	172	0:3:20	199
Vehicles	1	2	4	26	20	0:1:50	46
Image Servers & Image Search Engines	15	8	7	26	82	0:1:30	108
Free_Hosts	3	3	1	25	1	0:4:0	26
Health/Medical	2	2	2	25	241	0:2:0	266
Intranet/Internal Servers	14	8	1	25	305	0:3:20	330
Local_Community	3	3	1	24	9	0:3:40	33
Online Auction	3	3	3	23	35	0:0:40	58
Portals	33	20	7	19	2,626	0:2:20	2,645
Online Trading/Brokerage	1	1	2	14	56	0:1:10	70
Religious_Opinion	3	2	3	12	99	0:1:0	111
Music_Appreciation	5	3	6	11	29	0:1:50	40
Humor	2	2	2	10	100	0:1:40	110
Grand Total	779	477	709	29,263	27,108	60:3:40	56,371

Fig. 3:3-13 Categories report, RTF format

HTML

This is a sample of the Categories report in the HTML format, saved with a .html file extension:

Sort Order: Page Count, descending **Categories**
From: 9/18/2006
To: 9/18/2006

Categories	IP Count	User Count	Site Count	Page Count	Object Count	Time (HH:MM:SS)	Hit Count
Instant_Messaging	45	26	79	13,861	167	35:51:10	14,028
Search_Engines	68	36	39	4,185	3,418	4:18:50	7,603
Web_Based_Email	39	24	23	1,886	774	3:55:10	2,660
General_Business	61	32	67	1,876	1,486	3:56:40	3,362
Banner/Web Ads	61	35	68	1,659	3,110	2:38:30	4,769
Financial Institution	17	14	34	926	489	0:37:0	1,415
Information_Technology	93	54	111	765	2,685	1:5:20	3,450
Movies_&_Television	5	4	5	738	52	2:2:0	790
Chat	31	20	11	707	27	1:40:0	734
News	49	26	40	422	4,555	0:35:20	4,977
Shopping	21	14	40	269	1,220	0:22:0	1,489
Pornography/Adult Content	6	5	5	243	29	0:26:30	272
Entertainment	34	21	41	231	1,063	0:18:40	1,294
Employment	5	5	11	200	692	0:15:20	892
Reference	13	8	15	168	539	0:14:10	707
Games	17	10	16	125	483	0:13:40	608
Internet_Service_Provider	5	5	1	117	59	0:5:40	176
Sports	15	10	15	114	1,556	0:14:10	1,670
Malicious Code/Virus	7	3	8	94	2	0:6:30	96
Streaming_Media	25	16	14	92	239	0:6:20	331
Reviewed/Miscellaneous	34	16	6	65	5	0:8:50	70
Social_Opinion	10	9	2	56	72	0:5:10	128
Travel	4	3	7	54	194	0:1:50	248
Message_Boards	3	2	5	40	120	0:3:50	160
Online Communities	2	2	3	39	108	0:5:30	147
Web Logs/Personal Pages	12	11	20	37	122	0:3:0	159
Web_Based_Storage	8	5	3	27	59	0:4:10	86
Education	4	4	11	27	172	0:3:20	199
Vehicles	1	2	4	26	20	0:1:50	46
Image Servers & Image Search Engines	15	8	7	26	82	0:1:30	108
Free_Hosts	3	3	1	25	1	0:4:0	26
Health/Medical	2	2	2	25	241	0:2:0	266
Intranet/Internal Servers	14	8	1	25	305	0:3:20	330
Local_Community	3	3	1	24	9	0:3:40	33
Online Auction	3	3	3	23	35	0:0:40	58
Portals	33	20	7	19	2,626	0:2:20	2,645
Online Trading/Brokerage	1	1	2	14	56	0:1:10	70
Religious_Opinion	3	2	3	12	99	0:1:0	111
Music_Appreciation	5	3	6	11	29	0:1:50	40
Humor	2	2	2	10	108	0:1:40	118
Categories	IP Count	User Count	Site Count	Page Count	Object Count	Time (HH:MM:SS)	Hit Count
Grand Total	779	477	739	29,263	27,108	60:3:40	56,371

Count: 40

9/18/2006 10:28:54 AM 8e6 Technologies Enterprise Reporter
Filter: None
Generated by: manager

Fig. 3:3-14 Categories report, HTML file format

Comma-Delimited Text

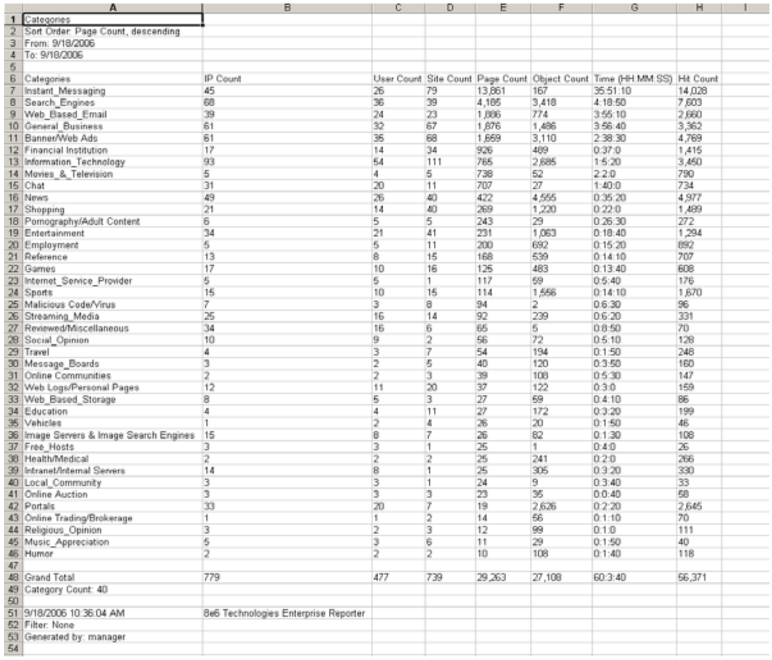
This is a sample of the Categories report in the Comma-Delimited Text format, saved with a .csv file extension:

	A	B	C	D	E	F	G	H	I	J
1	Categories									
2	Sort Order: Page Count, descending									
3	From: 9/18/2006									
4	To: 9/18/2006									
5										
6	Categories	IP Count	User Count	Site Count	Page Count	Object Count	Time (HH:MM:SS)	Hit Count		
7	Instant_Messaging	45	26	79	13,861	167	35:51:10	14,028		
8	Search_Engines	68	36	39	4,185	3,418	4:18:50	7,603		
9	Web_Based_Email	39	24	23	1,886	774	3:55:10	2,660		
10	General_Business	61	32	67	1,876	1,486	3:56:40	3,362		
11	Banner/Web Ads	61	35	68	1,659	3,110	2:38:30	4,769		
12	Financial Institution	17	14	34	926	489	0:37:00	1,415		
13	Information_Technology	93	54	111	765	2,686	1:06:20	3,450		
14	Movies_&_Television	5	4	5	738	52	2:02:00	790		
15	Chat	31	20	11	707	27	1:40:00	734		
16	News	49	26	40	422	4,555	0:35:20	4,977		
17	Shopping	21	14	40	269	1,220	0:22:00	1,489		
18	Pornography/Adult Content	6	5	5	243	29	0:26:30	272		
19	Entertainment	34	21	41	231	1,063	0:18:40	1,294		
20	Employment	5	5	11	200	692	0:15:20	892		
21	Reference	13	8	15	168	539	0:14:10	707		
22	Games	17	10	16	125	483	0:13:40	608		
23	Internet_Service_Provider	5	5	1	117	59	0:05:40	176		
24	Sports	10	15	114	1,556	0:14:10	1,670			
25	Malicious Code/Virus	7	3	8	94	2	0:06:30	96		
26	Streaming_Media	25	16	14	92	239	0:06:20	331		
27	Reviewed/Miscellaneous	34	16	6	65	5	0:08:50	70		
28	Social_Opinion	10	9	2	56	72	0:05:10	128		
29	Travel	4	3	7	54	194	0:01:50	248		
30	Message_Boards	3	2	5	40	120	0:03:50	160		
31	Online Communities	2	2	3	39	108	0:05:30	147		
32	Web Logs/Personal Pages	12	11	20	37	122	0:03:00	159		
33	Web_Based_Storage	8	5	3	27	59	0:04:10	86		
34	Education	4	4	11	27	172	0:03:20	199		
35	Vehicles	1	2	4	26	20	0:01:50	46		
36	Image Servers & Image Search Engines	15	8	7	26	82	0:01:30	108		
37	Free_Hosts	3	3	1	25	1	0:04:00	26		
38	Health/Medical	2	2	2	25	241	0:02:00	266		
39	Intranet/Internal Servers	14	8	1	25	305	0:03:20	330		
40	Local_Community	3	3	1	24	9	0:03:40	33		
41	Online Auction	3	3	3	23	35	0:00:40	58		
42	Portals	33	20	7	19	2,626	0:02:20	2,645		
43	Online Trading/Brokerage	1	1	2	14	56	0:01:10	70		
44	Religious_Opinion	3	2	3	12	99	0:01:00	111		
45	Music_Appreciation	5	3	6	11	29	0:01:50	40		
46	Humor	2	2	2	10	108	0:01:40	118		
47										
48	Grand Total	779	477	739	29,263	27,108	60:03:40	56,371		
49	Category Count: 40									
50										
51	9/18/2006 10:32	8e6 Technologies Enterprise Reporter								
52	Filter: None									
53	Generated by: manager									
54										

Fig. 3:3-15 Categories report, Comma-Delimited Text file

Excel (Chinese)

This is a sample of the Categories report in the Excel (Chinese) format, saved with a .xls file extension:



	A	B	C	D	E	F	G	H	I
1	Categories								
2	Sort Order: Page Count, descending								
3	From: 9/18/2006								
4	To: 9/18/2006								
5									
6	Categories	IP Count	User Count	Site Count	Page Count	Object Count	Time (HH:MM:SS)	Hit Count	
7	Instant_Messaging	45	26	79	13,861	167	35:51:10	14,028	
8	Search_Engines	68	36	39	4,185	3,418	4:18:50	7,603	
9	Web_Based_Email	39	24	23	1,886	774	3:55:10	2,660	
10	General_Business	61	32	67	1,876	1,486	3:56:40	3,362	
11	Banner/Web Ads	61	35	68	1,659	3,110	2:38:30	4,769	
12	Financial Institution	17	14	34	926	489	0:37:0	1,415	
13	Information_Technology	93	54	111	765	2,685	1:5:20	3,450	
14	Movies_&_Television	5	4	5	738	52	2:2:0	790	
15	Chat	31	20	11	707	27	1:40:0	734	
16	News	49	26	40	422	4,555	0:35:20	4,977	
17	Shopping	21	14	40	269	1,220	0:22:0	1,489	
18	Pornography/Adult Content	6	5	5	243	29	0:26:30	272	
19	Entertainment	34	21	41	231	1,063	0:18:40	1,294	
20	Employment	5	5	11	200	692	0:15:20	892	
21	Reference	13	8	15	168	539	0:14:10	707	
22	Games	17	10	16	125	483	0:13:40	608	
23	Internet_Service_Provider	5	5	1	117	59	0:5:40	176	
24	Sports	15	10	15	114	1,556	0:14:10	1,670	
25	Malicious Code/Virus	7	3	8	94	2	0:6:30	96	
26	Streaming_Media	25	16	14	92	239	0:6:20	331	
27	Reviewed/Miscellaneous	34	16	6	65	5	0:8:50	70	
28	Social_Opinion	10	9	2	56	72	0:5:10	128	
29	Travel	4	3	7	54	194	0:1:50	248	
30	Message_Boards	3	2	5	40	120	0:3:50	160	
31	Online Communities	2	2	3	39	108	0:5:30	147	
32	Web Logs/Personal Pages	12	11	20	37	122	0:3:0	159	
33	Web_Based_Storage	8	5	3	27	59	0:4:10	86	
34	Education	4	4	11	27	172	0:3:20	199	
35	Vehicles	1	2	4	26	20	0:1:50	46	
36	Image Servers & Image Search Engines	15	8	7	26	82	0:1:30	108	
37	Free_Hosts	3	3	1	25	1	0:4:0	26	
38	Health/Medical	2	2	2	25	241	0:2:0	266	
39	Intranet/Internal Servers	14	8	1	25	305	0:3:20	330	
40	Local_Community	3	3	1	24	9	0:3:40	33	
41	Online Auction	3	3	3	23	35	0:0:40	58	
42	Portals	33	20	7	19	2,626	0:2:20	2,645	
43	Online Trading/Brokerage	1	1	2	14	56	0:1:10	70	
44	Religious_Opinion	3	2	3	12	99	0:1:0	111	
45	Music_Appreciation	5	3	6	11	29	0:1:50	40	
46	Humor	2	2	2	10	108	0:1:40	118	
47									
48	Grand Total	779	477	739	29,263	27,108	60:3:40	56,371	
49	Category Count: 40								
50									
51	9/18/2006 10:36:04 AM	8e6 Technologies Enterprise Reporter							
52	Filter: None								
53	Generated by: manager								
54									

Fig. 3:3-16 Categories report, Excel (Chinese) file format

***NOTE**: The Excel (Chinese) option supports up to 10,000 rows of exported data. If exporting more than 10,000 rows of data, 8e6 recommends using the PDF format option.*

Excel (English)

This is a sample of the Categories report in the Excel (English) format, saved with a .xls file extension:

	A	B	C	D	E	F	G	H	I
1	Categories								
2	Sort Order: Page Count, descending								
3	From: 2/2/2007								
4	To: 2/2/2007								
5									
6	Categories	IP Count	User Count	Site Count	Page Count	Object Count	Time (HH:MM:SS)	Hit Count	
7	Information_Technology	29	1	33	1,296	1,232	1:57:20	2,528	
8	Instant_Messaging	5	1	6	427	0	1:05:50	427	
9	Search_Engines	14	1	20	286	1,939	0:32:50	2,225	
10	Web_Based_Email	8	1	7	175	56	0:17:30	231	
11	Weather/Traffic	1	1	4	152	2	0:24:50	154	
12	Financial Institution	5	1	8	127	15	0:06:20	142	
13	News	6	1	22	102	174	0:09:00	276	
14	Banner/Web Ads	8	1	29	83	289	0:11:20	372	
15	General_Business	12	1	22	79	328	0:08:20	407	
16	Peer-to-peer/File_Sharing	22	1	29	63	0	0:09:00	63	
17	Entertainment	4	1	4	60	816	0:03:00	876	
18	Pornography/Adult Content	3	1	11	60	35	0:05:50	95	
19	Games	4	1	4	25	233	0:02:40	258	
20	Education	3	1	8	20	127	0:02:40	147	
21	Reference	2	1	7	17	13	0:01:00	30	
22	Shopping	6	1	12	16	294	0:02:10	310	
23	Movies_&_Television	8	1	4	14	281	0:02:00	295	
24	Online Auction	2	1	4	14	20	0:01:30	34	
25	Vehicles	1	1	1	12	48	0:00:50	60	
26	TKW	5	1	12	12	29	0:01:40	41	
27	Health/Medical	2	1	4	11	98	0:01:20	109	
28	Free_Hosts	2	1	2	7	0	0:01:10	7	
29	Alcohol	1	1	1	6	73	0:00:40	79	
30	Local_Community	1	1	2	4	31	0:00:30	35	
31	Image Servers & Image Search Engines	2	1	2	4	20	0:00:10	24	
32	TEST	1	1	2	3	19	0:00:20	22	
33	Social_Opinion	2	1	1	2	0	0:00:20	2	
34	VoIP	1	1	2	2	3	0:00:20	5	
35	ASDFGH	1	1	1	2	1	0:00:20	3	
36	Streaming_Media	4	1	5	1	18	0:00:10	19	
37	Music_Appreciation	1	1	1	1	1	0:00:10	2	
38	Web Logs/Personal Pages	2	1	2	1	1	0:00:10	2	
39	Internet_Service_Provider	1	1	1	1	0	0:00:10	1	
40	Domain Landing	1	1	1	1	11	0:00:10	12	
41	R_Rated	2	1	2	0	8	0:00:00	8	
42	Sports	2	1	2	0	4	0:00:00	4	
43	Gambling	3	1	6	0	28	0:00:00	28	
44	Comics	1	1	1	0	5	0:00:00	5	
45	Chat	2	1	1	0	3	0:00:00	3	
46	Portals	1	1	1	0	1	0:00:00	1	
47	Freeware/Shareware	1	1	1	0	5	0:00:00	5	
48	Reviewed/Miscellaneous	1	1	1	0	2	0:00:00	2	
49	Web Hosts	1	1	1	0	4	0:00:00	4	
50	Online Communities	1	1	1	0	1	0:00:00	1	
51									
52	Grand Total	185	44	291	3,086	6,268	5:31:40	9,354	
53	Category Count: 44								
54									
55	2/2/2007 10:43	8e6 Technologies Enterprise Reporter							
56	Filter: None								
57	Generated by: dota								
58									

Fig. 3:3-17 Categories report, Excel (English) file format

NOTES*: The Excel (English) option supports up to 65,000 rows of exported data. If exporting more than 65,000 rows of data, 8e6 recommends using another format.*

The number of rows that can be exported varies with each file format.

Chapter 4: Custom Reports

This chapter provides information about custom reports that can be generated if additional detailed information is needed about end user Internet activity.

The following options are available from the Custom Reports menu:

- **Sample Custom Reports -** this option includes “canned” selections of 10 of the most popular reports that you can readily generate in the PDF format.
- **Wall Clock Time Reports** - this option displays for administrators by default when Custom Reports is selected in the navigational panel, and is not available to managers. Wall Clock Time Reports use the Wall Clock Time algorithm to calculate the amount of time each end user spent accessing a given page or object.
- **New Custom Report -** this option displays for managers by default when Custom Reports is selected in the navigational panel. A custom report is generated by querying the database for pages or objects viewed by end users.
- **Saved Custom Reports** - this option lets you view, edit, copy, delete, or run a custom report that was previously saved in the Client.

Sample Custom Reports

To generate a sample custom report:

1. Choose Sample Custom Reports from the Custom Reports menu, and then click one of the following available selections to open a separate browser window containing the generated canned report in the PDF format:
    - Top 20 Categories by Page Count
    - Top 20 IPs by Category/IP
    - Top 20 Users by Category/User
    - Top 20 Users by Page Count
    - Top 20 Categories by User/Category
    - Top 20 Sites by User/Site
    - By User/Category/Site
    - Top 20 Sites by Category/Site
    - By Category/Site/IP
    - By Category/User/Site
2. From the open PDF file, the canned report can be exported in some of the following ways:
    - print the report - click the print  icon to open the Print dialog box, and proceed with standard print procedures.
    - save the report - click the save  icon to open the Save a Copy dialog box, and proceed with standard save procedures.
    - email the report file - go to **File > Send > Page by E-mail** to open an email message window containing the PDF file as an attachment, and proceed with standard email procedures.

- email the report link - go to **File > Send > Link by E-mail** to open an email message window containing a link to the PDF file, and proceed with standard email procedures.

3. Click the “X” in the upper right corner of the report window to close it.

Report Format

For each report, the header of the reports contain the following information:

- **Sort Order: Page Count, descending**
- **From:** / **To:** today’s date displays
- the name of the report displays

The footer of the reports contain the following information:

- today’s date (MM/DD/YYYY) and time (HH:MM:SS AM/PM) the report was generated
- **Page** number
- **Filter: None**
- **Generated by:** manager’s login ID

Top 20 Categories by Page Count

The name of the report (Categories) displays in the header.

The body of the report contains the following columns: list of the top 20 Categories and corresponding IP Count, User Count, Site Count, Page Count, Object Count, Time (HH:MM:SS), and Hit Count.

The Grand Total and Count display at the end of the report.

Sort Order: Page Count, descending
From: 9/18/2006
To: 9/18/2006

Categories

Categories	IP Count	User Count	Site Count	Page Count	Object Count	Time (HH:MM:SS)	Hit Count
Instant_Messaging	20	14	60	11,009	122	27:26:20	11,131
Search_Engines	33	22	54	5,609	4,225	7:22:50	9,834
General_Business	29	20	81	2,258	1,657	3:56:0	3,915
Banner/Web Ads	30	21	88	1,923	5,334	3:19:40	7,257
Chat	17	13	8	1,525	22	3:51:0	1,547
Financial Institution	13	11	38	1,448	260	1:0:50	1,708
Movies_&_Television	9	8	11	1,419	445	3:25:30	1,864
Web_Based_Email	26	19	24	1,367	1,781	2:1:20	3,148
Reference	12	12	18	1,358	811	0:25:50	2,169
Information_Technology	42	26	118	717	2,961	1:12:0	3,678
News	21	15	53	630	4,725	0:58:20	5,355
Image Servers & Image Search Engines	12	9	24	348	82	0:3:50	430
Shopping	18	14	45	282	2,778	0:27:0	3,060
Portals	20	16	5	246	2,740	0:22:0	2,986
Entertainment	19	14	32	221	1,198	0:23:0	1,419
Internet_Service_Provider	7	7	5	173	167	0:27:30	340
Comics	3	3	8	154	433	0:25:0	587
Employment	4	4	7	130	164	0:7:20	294
Message_Boards	2	2	2	127	9	0:9:10	136
Sports*	10	9	18	115	1,023	0:10:20	1,138
Grand Total	347	259	699	31,059	30,937	57:34:50	61,996

Count: 20

9/18/2006 4:27:01 PM 8e6 Technologies Enterprise Reporter Web Page 1 of 1
Filter: None Generated by: dola

Fig. 3:4-1 Sample Categories report

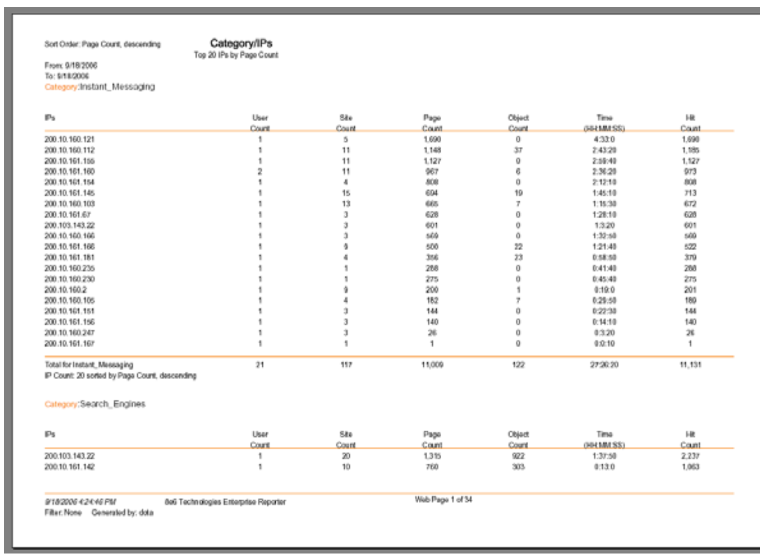
Top 20 IPs by Category/IP

The name of the report (Category/IPs: Top 20 IPs by Page Count) displays in the header.

The body of the report contains the following information for each Category listed: columns showing the top 20 user IPs and corresponding User Count, Site Count, Page Count, Object Count, Time (HH:MM:SS), and Hit Count.

The category Total and IP Count display at the end of each Category section.

The Grand Total and Category Count display at the end of the report.


Sort Order: Page Count, descending

Category/IPs
Top 20 IPs by Page Count

From: 9/18/2006
To: 9/18/2006
Category:Instant_Messaging

IPs	User Count	Site Count	Page Count	Object Count	Time (HH:MM:SS)	Hit Count
200.10.160.121	1	5	1,690	0	4:33:0	1,690
200.10.160.112	1	11	1,148	37	2:43:20	1,185
200.10.161.155	1	11	1,127	0	2:59:40	1,127
200.10.161.160	2	11	967	6	2:36:20	973
200.10.161.164	1	4	808	0	2:12:10	808
200.10.161.145	1	15	694	19	1:45:10	713
200.10.160.103	1	13	665	7	1:16:30	672
200.10.161.67	1	3	628	0	1:28:10	628
200.103.143.22	1	3	601	0	1:3:20	601
200.10.160.166	1	3	569	0	1:32:50	569
200.10.161.166	1	9	500	22	1:21:40	522
200.10.161.181	1	4	356	23	0:58:50	379
200.10.160.235	1	1	288	0	0:41:40	288
200.10.160.230	1	1	275	0	0:45:40	275
200.10.160.2	1	9	200	1	0:19:0	201
200.10.160.105	1	4	182	7	0:29:50	189
200.10.161.151	1	3	144	0	0:22:30	144
200.10.161.156	1	3	140	0	0:14:10	140
200.10.160.247	1	3	26	0	0:3:20	26
200.10.161.167	1	1	1	0	0:0:10	1
Total for Instant_Messaging	21	117	11,009	122	27:26:20	11,131

IP Count: 20 sorted by Page Count, descending

Category:Search_Engines

IPs	User Count	Site Count	Page Count	Object Count	Time (HH:MM:SS)	Hit Count
200.103.143.22	1	20	1,315	922	1:37:50	2,237
200.10.161.142	1	10	760	303	0:13:0	1,063

9/18/2006 4:24:46 PM 8e6 Technologies Enterprise Reporter Web Page 1 of 34
Filter: None Generated by: dola

Fig. 3:4-2 Sample Category/IPs report

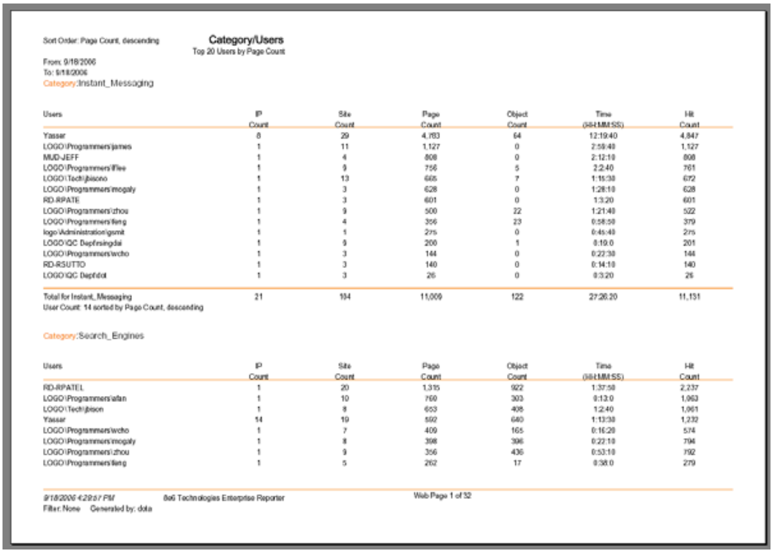
Top 20 Users by Category/User

The name of the report (Category/Users: Top 20 Users by Page Count) displays in the header.

The body of the report contains the following information for each Category listed: columns showing the top 20 Users (usernames/username paths) and corresponding IP Count, Site Count, Page Count, Object Count, Time (HH:MM:SS), and Hit Count.

The category Total and User Count display at the end of each Category section.

The Grand Total and Category Count display at the end of the report.



Sort Order: Page Count, descending

Category/Users
Top 20 Users by Page Count

From: 9/18/2006
To: 9/18/2006
Category:Instant_Messaging

Users	IP Count	Site Count	Page Count	Object Count	Time (HH:MM:SS)	Hit Count
Yasser	8	29	4,783	64	12:19:40	4,847
LOGO\Programmers\james	1	11	1,127	0	2:59:40	1,127
MUD-JEFF	1	4	808	0	2:12:10	808
LOGO\Programmers\flee	1	9	756	5	2:2:40	761
LOGO\Tech\jbisono	1	13	665	7	1:15:30	672
LOGO\Programmers\mogaly	1	3	628	0	1:28:10	628
RD-RPATE	1	3	601	0	1:3:20	601
LOGO\Programmers\zhou	1	9	500	22	1:21:40	522
LOGO\Programmers\feng	1	4	356	23	0:58:50	379
logo\Administration\gsmit	1	1	275	0	0:45:40	275
LOGO\QC Dept\singdai	1	9	200	1	0:19:0	201
LOGO\Programmers\wcho	1	3	144	0	0:22:30	144
RD-RSUTTO	1	3	140	0	0:14:10	140
LOGO\QC Dept\dot	1	3	26	0	0:3:20	26
Total for Instant_Messaging	21	104	11,009	122	27:26:20	11,131

User Count: 14 sorted by Page Count, descending

Category:Search_Engines

Users	IP Count	Site Count	Page Count	Object Count	Time (HH:MM:SS)	Hit Count
RD-RPATEL	1	20	1,315	922	1:37:50	2,237
LOGO\Programmers\afan	1	10	760	303	0:13:0	1,063
LOGO\Tech\jbison	1	8	653	408	1:2:40	1,061
Yasser	14	19	592	640	1:13:30	1,232
LOGO\Programmers\wcho	1	7	409	165	0:16:20	574
LOGO\Programmers\mogaly	1	8	398	396	0:22:10	794
LOGO\Programmers\zhou	1	9	356	436	0:53:10	792
LOGO\Programmers\feng	1	5	262	17	0:38:0	279

9/18/2006 4:29:57 PM 8e6 Technologies Enterprise Reporter Web Page 1 of 32
Filter: None Generated by: dola

Fig. 3:4-3 Sample Category/Users report

Top 20 Users by Page Count

The name of the report (Users) displays in the header.

The body of the report contains columns with the following information for the top 20 Users: usernames/username paths and corresponding Category Count, IP Count, Site Count, Page Count, Object Count, Time (HH:MM:SS), and Hit Count.

The Grand Total and user Count display at the end of the report.

Sort Order: Page Count, descending
From: 9/18/2006
To: 9/18/2006

Users

Users	Category Count	IP Count	Site Count	Page Count	Object Count	Time (HH:MM:SS)	Hit Count
Yasmin	43	21	234	8,754	6,518	19:3:50	15,272
RD-RPATE	37	1	166	4,511	10,272	4:7:10	14,783
LOGO\Programmers\mogaly	31	1	78	3,801	4,130	7:54:40	7,931
LOGO\Tech\jbison	29	1	107	2,571	2,840	3:59:0	5,411
LOGO\QC Dept\dol	11	1	24	1,510	500	3:47:50	2,010
LOGO\Programmers\zhou	25	1	79	1,458	1,731	3:8:50	3,189
LOGO\Programmers\james	16	1	47	1,257	438	3:13:10	1,695
LOGO\Programmers\flee	18	1	48	1,240	856	2:48:20	2,096
LOGO\QC Dept\singdai	31	1	142	1,008	1,743	2:0:0	2,751
LOGO\Programmers\afan	15	1	38	938	988	0:28:30	1,926
LOGO\Programmers\wcho	26	1	62	861	1,129	1:13:30	1,990
MUD-JEFF	7	1	13	817	6	2:13:30	823
logo\Programmers\chan	23	1	69	740	2,066	1:0:40	2,806
LOGO\Programmers\feng	19	1	51	700	365	1:48:20	1,065
LOGO\Accounting\mill	14	1	43	338	516	0:19:20	854
LOGO\Accounting\jdefraner	9	1	31	317	119	0:25:0	436
logo\Administration\gsmit	4	1	7	309	9	0:51:20	318
LOGO\Programmers\bnogh	11	1	25	304	171	0:11:20	475
RD-RSUTTO	12	1	26	203	70	0:22:20	273
LOGO\Accounting\gigu	7	1	11	160	77	0:8:10	237
Grand Total	388	40	1,301	31,797	34,544	58:59:50	66,341
Count: 20							

9/18/2006 4:31:47 PM 8e6 Technologies Enterprise Reporter Web Page 1 of 1
Filter: None Generated by: dola

Fig. 3:4-4 Sample Users report

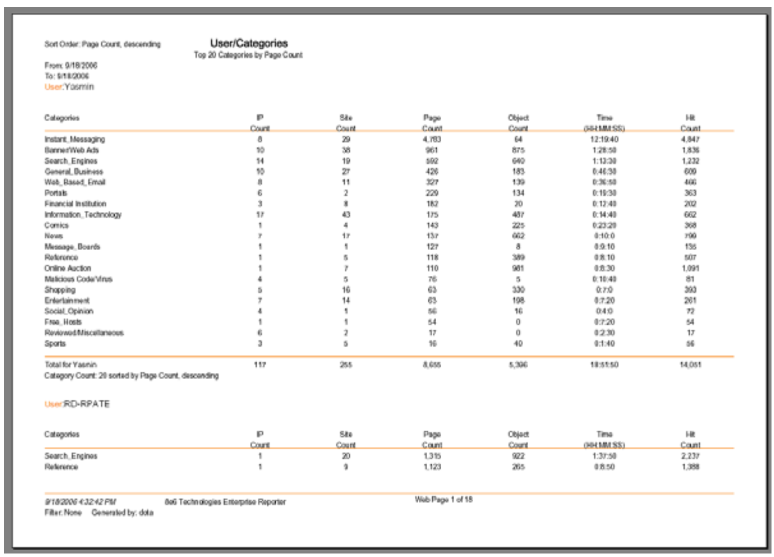
Top 20 Categories by User/Category

The name of the report (Users/Categories: Top 20 Categories by Page Count) displays in the header.

The body of the report contains columns with the following information for each User listed: top 20 Categories and corresponding IP Count, Site Count, Page Count, Object Count, Time (HH:MM:SS), and Hit Count.

The user Total and Category Count display at the end of each User section.

The Grand Total and User Count display at the end of the report.



Sort Order: Page Count, descending

User/Categories
Top 20 Categories by Page Count

From: 9/18/2006
To: 9/18/2006
User:Yasmin

Categories	IP Count	Site Count	Page Count	Object Count	Time (HH:MM:SS)	Hit Count
Instant_Messaging	8	29	4,783	64	12:19:40	4,847
Banner/Web Ads	10	38	961	875	1:28:50	1,836
Search_Engines	14	19	592	640	1:13:30	1,232
General_Business	10	27	426	183	0:46:30	609
Web_Based_Email	8	11	327	139	0:36:50	466
Portals	6	2	229	134	0:19:30	363
Financial Institution	3	8	182	20	0:12:40	202
Information_Technology	17	43	175	487	0:14:40	662
Comics	1	4	143	225	0:23:20	368
News	7	17	137	662	0:10:0	799
Message_Boards	1	1	127	8	0:9:10	135
Reference	1	5	118	389	0:8:10	507
Online Auction	1	7	110	981	0:8:30	1,091
Malicious Code/Virus	4	5	76	5	0:10:40	81
Shopping	5	16	63	330	0:7:0	393
Entertainment	7	14	63	198	0:7:20	261
Social_Opinion	4	1	56	16	0:4:0	72
Free_Hosts	1	1	54	0	0:7:20	54
Reviewed/Miscellaneous	6	2	17	0	0:2:30	17
Sports	3	5	16	40	0:1:40	56
Total for Yasmin	117	255	8,655	5,396	18:51:50	14,051

Category Count: 20 sorted by Page Count, descending

User:RD-RPATE

Categories	IP Count	Site Count	Page Count	Object Count	Time (HH:MM:SS)	Hit Count
Search_Engines	1	20	1,315	922	1:37:50	2,237
Reference	1	9	1,123	265	0:8:50	1,388

9/18/2006 4:32:42 PM 8e6 Technologies Enterprise Reporter Web Page 1 of 18
Filter: None Generated by: dola

Fig. 3:4-5 Sample User/Categories report

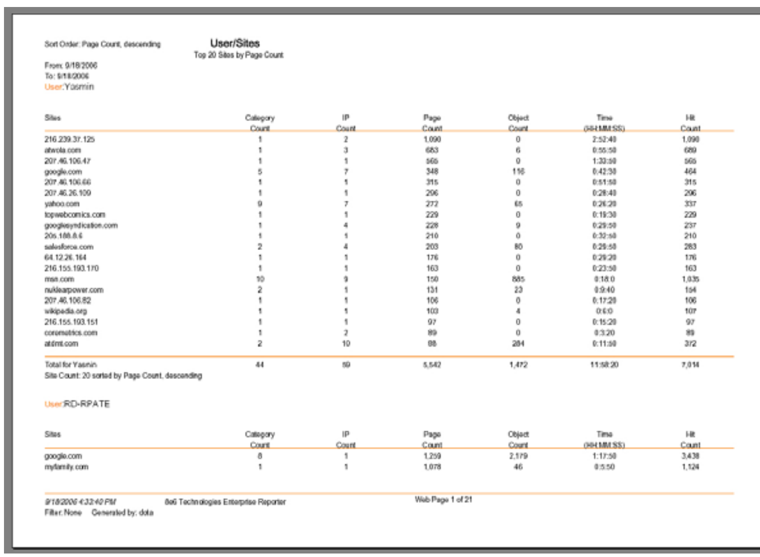
Top 20 Sites by User/Site

The name of the report (User/Sites: Top 20 Sites by Page Count) displays in the header.

The body of the report contains columns with the following information for each User listed: top 20 Sites and corresponding Category Count, IP Count, Page Count, Object Count, Time (HH:MM:SS), and Hit Count.

The user Total and Site Count display at the end of each User section.

The Grand Total and User Count display at the end of the report.



Sort Order: Page Count, descending

User/Sites
Top 20 Sites by Page Count

From: 9/18/2006
To: 9/18/2006
User:Yasmin

Sites	Category Count	IP Count	Page Count	Object Count	Time (HH:MM:SS)	Hit Count
216.239.37.125	1	2	1,090	0	2:52:40	1,090
atwola.com	1	3	683	6	0:55:50	689
207.46.106.47	1	1	565	0	1:33:50	565
google.com	5	7	348	116	0:42:30	464
207.46.106.66	1	1	315	0	0:51:50	315
207.46.26.109	1	1	296	0	0:28:40	296
yahoo.com	9	7	272	65	0:26:20	337
topwebcomics.com	1	1	229	0	0:19:30	229
googlesyndication.com	1	4	228	9	0:29:50	237
206.188.8.6	1	1	210	0	0:32:50	210
salesforce.com	2	4	203	80	0:29:50	283
64.12.26.164	1	1	176	0	0:29:20	176
216.155.193.170	1	1	163	0	0:23:50	163
msn.com	10	9	150	885	0:18:0	1,035
nuklearpower.com	2	1	131	23	0:9:40	154
207.46.106.82	1	1	106	0	0:17:20	106
wikipedia.org	1	1	103	4	0:6:0	107
216.155.193.151	1	1	97	0	0:15:20	97
coremetrics.com	1	2	89	0	0:3:20	89
atdmt.com	2	10	88	284	0:11:50	372
Total for Yasmin	44	59	5,542	1,472	11:58:20	7,014

Site Count: 20 sorted by Page Count, descending

User:RD-RPATE

Sites	Category Count	IP Count	Page Count	Object Count	Time (HH:MM:SS)	Hit Count
google.com	8	1	1,259	2,179	1:17:50	3,438
myfamily.com	1	1	1,078	46	0:5:50	1,124

9/18/2006 4:33:40 PM 8e6 Technologies Enterprise Reporter Web Page 1 of 21
Filter: None Generated by: dola

Fig. 3:4-6 Sample User/Sites report

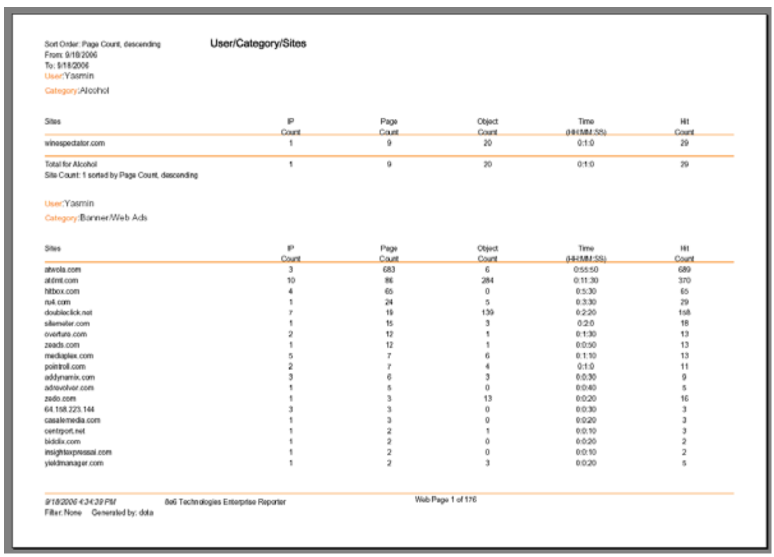
By User/Category/Site

The name of the report (User/Category/Sites) displays in the header.

The body of the report contains columns with the following information for each User and Category listed: Sites and corresponding IP Count, Page Count, Object Count, Time (HH:MM:SS), and Hit Count.

The category Total and Site Count display at the end of each User/Category section.

The Grand Total and User Count display at the end of the report.



Sort Order: Page Count, descending
From: 9/18/2006
To: 9/18/2006

User/Category/Sites

User:Yasmin
Category:Alcohol

Sites	IP Count	Page Count	Object Count	Time (HH:MM:SS)	Hit Count
winespectator.com	1	9	20	0:1:0	29
Total for Alcohol	1	9	20	0:1:0	29

Site Count: 1 sorted by Page Count, descending

User:Yasmin
Category:Banner/Web Ads

Sites	IP Count	Page Count	Object Count	Time (HH:MM:SS)	Hit Count
atwola.com	3	683	6	0:55:50	689
atdmt.com	10	86	284	0:11:30	370
hitbox.com	4	65	0	0:5:30	65
ru4.com	1	24	5	0:3:30	29
doubleclick.net	7	19	139	0:2:20	158
sitemeter.com	1	15	3	0:2:0	18
overture.com	2	12	1	0:1:30	13
zeads.com	1	12	1	0:0:50	13
mediaplex.com	5	7	6	0:1:10	13
pointroll.com	2	7	4	0:1:0	11
addynamix.com	3	6	3	0:0:30	9
adrevolver.com	1	5	0	0:0:40	5
zedo.com	1	3	13	0:0:20	16
64.158.223.144	3	3	0	0:0:30	3
casalemedia.com	1	3	0	0:0:20	3
centrport.net	1	2	1	0:0:10	3
bidclix.com	1	2	0	0:0:20	2
insightexpressai.com	1	2	0	0:0:10	2
yieldmanager.com	1	2	3	0:0:20	5

9/18/2006 4:34:39 PM 8e6 Technologies Enterprise Reporter Web Page 1 of 176
Filter: None Generated by: dola

Fig. 3:4-7 Sample User/Category/Sites report

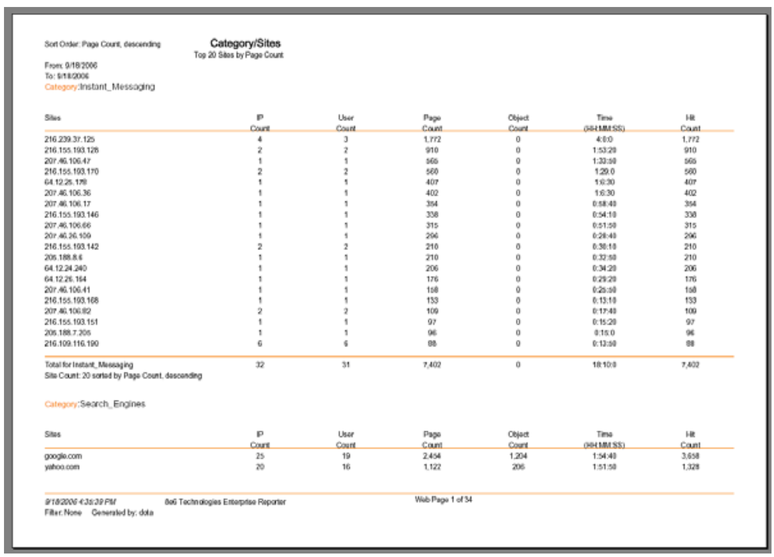
Top 20 Sites by Category/Site

The name of the report (Category/Sites: Top 20 Sites by Page Count) displays in the header.

The body of the report contains columns with the following information for each Category listed: Sites and corresponding IP Count, Page Count, Object Count, Time (HH:MM:SS), and Hit Count.

The category Total and Site Count display at the end of each Category section.

The Grand Total and Category Count display at the end of the report.



Sort Order: Page Count, descending

Category/Sites

Top 20 Sites by Page Count

From: 9/18/2006
To: 9/18/2006
Category:Instant_Messaging

Sites	IP Count	User Count	Page Count	Object Count	Time (HH:MM:SS)	Hit Count
216.239.37.125	4	3	1,772	0	4:0:0	1,772
216.155.193.128	2	2	910	0	1:53:20	910
207.46.106.47	1	1	565	0	1:33:50	565
216.155.193.170	2	2	560	0	1:29:0	560
64.12.26.178	1	1	407	0	1:6:30	407
207.46.106.36	1	1	402	0	1:6:30	402
207.46.106.17	1	1	354	0	0:58:40	354
216.155.193.146	1	1	338	0	0:54:10	338
207.46.106.66	1	1	315	0	0:51:50	315
207.46.26.109	1	1	296	0	0:28:40	296
216.155.193.142	2	2	210	0	0:30:10	210
205.188.8.6	1	1	210	0	0:32:50	210
64.12.24.240	1	1	206	0	0:34:20	206
64.12.26.164	1	1	176	0	0:29:20	176
207.46.106.41	1	1	158	0	0:25:50	158
216.155.193.168	1	1	133	0	0:13:10	133
207.46.106.82	2	2	109	0	0:17:40	109
216.155.193.151	1	1	97	0	0:15:20	97
205.188.7.205	1	1	96	0	0:15:0	96
216.109.116.190	6	6	88	0	0:13:50	88
Total for Instant_Messaging	32	31	7,402	0	18:10:0	7,402

Site Count: 20 sorted by Page Count, descending

Category:Search_Engines

Sites	IP Count	User Count	Page Count	Object Count	Time (HH:MM:SS)	Hit Count
google.com	25	19	2,454	1,204	1:54:40	3,658
yahoo.com	20	16	1,122	206	1:51:50	1,328

9/18/2006 4:35:39 PM   8e6 Technologies Enterprise Reporter   Web Page 1 of 34
Filter: None   Generated by: dola

Fig. 3:4-8 Sample Category/Sites report

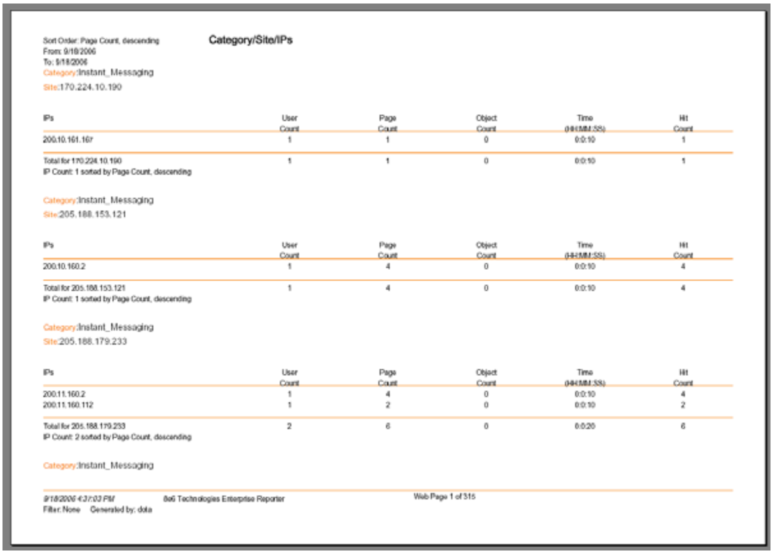
By Category/Site/IP

The name of the report (Category/Site/IPs) displays in the header.

The body of the report contains columns with the following information for each Category and Site listed: IPs and corresponding User Count, Page Count, Object Count, Time (HH:MM:SS), and Hit Count.

The category Total for each site and IP Count display at the end of each Category/Site section.

The Grand Total and Category Count display at the end of the report.



Category/Site/IPs

Sort Order: Page Count, descending
From: 9/18/2006
To: 9/18/2006
Category:Instant_Messaging
Site:170.224.10.190

IPs	User Count	Page Count	Object Count	Time (HH:MM:SS)	Hit Count
200.10.161.167	1	1	0	0:0:10	1
Total for 170.224.10.190	1	1	0	0:0:10	1

IP Count: 1 sorted by Page Count, descending

Category:Instant_Messaging
Site:205.188.153.121

IPs	User Count	Page Count	Object Count	Time (HH:MM:SS)	Hit Count
200.10.160.2	1	4	0	0:0:10	4
Total for 205.188.153.121	1	4	0	0:0:10	4

IP Count: 1 sorted by Page Count, descending

Category:Instant_Messaging
Site:205.188.179.233

IPs	User Count	Page Count	Object Count	Time (HH:MM:SS)	Hit Count
200.11.160.2	1	4	0	0:0:10	4
200.11.160.112	1	2	0	0:0:10	2
Total for 205.188.179.233	2	6	0	0:0:20	6

IP Count: 2 sorted by Page Count, descending

Category:Instant_Messaging

9/18/2006 4:37:03 PM 8e6 Technologies Enterprise Reporter Web Page 1 of 315
Filter: None Generated by: dola

Fig. 3:4-9 Sample Category/Site/IPs report

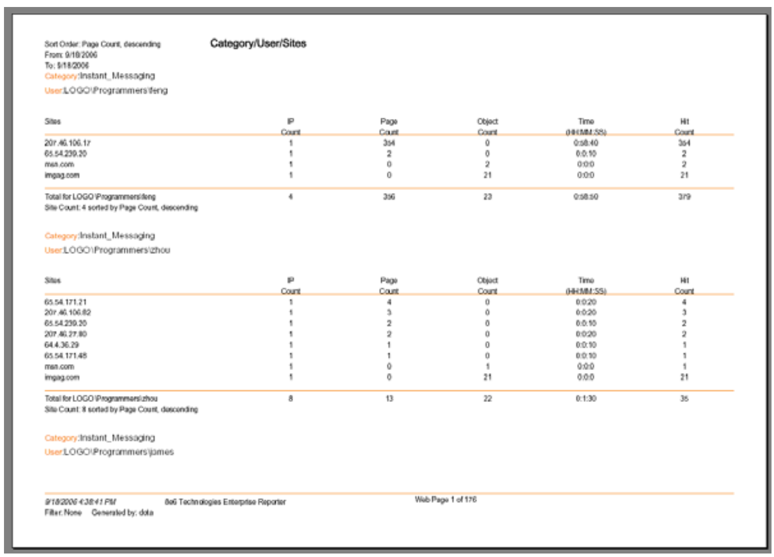
By Category/User/Site

The name of the report (Category/User/Sites) displays in the header.

The body of the report contains columns with the following information for each Category and User listed: Sites and corresponding IP Count, Page Count, Object Count, Time (HH:MM:SS), and Hit Count.

The category Total for each user and Site Count display at the end of each Category/User section.

The Grand Total and Category Count display at the end of the report.



Sort Order: Page Count, descending
From: 9/18/2006
To: 9/18/2006

Category/User/Sites

Category:Instant_Messaging
User:LOGO\Programmers\feng

Sites	IP Count	Page Count	Object Count	Time (HH:MM:SS)	Hit Count
207.46.106.17	1	354	0	0:58:40	354
65.54.239.20	1	2	0	0:0:10	2
msn.com	1	0	2	0:0:0	2
imgag.com	1	0	21	0:0:0	21
Total for LOGO\Programmers\feng	4	356	23	0:58:50	379

Site Count: 4 sorted by Page Count, descending

Category:Instant_Messaging
User:LOGO\Programmers\zhou

Sites	IP Count	Page Count	Object Count	Time (HH:MM:SS)	Hit Count
65.54.171.21	1	4	0	0:0:20	4
207.46.106.82	1	3	0	0:0:20	3
65.54.239.20	1	2	0	0:0:10	2
207.46.27.80	1	2	0	0:0:20	2
64.4.36.29	1	1	0	0:0:10	1
65.54.171.48	1	1	0	0:0:10	1
msn.com	1	0	1	0:0:0	1
imgag.com	1	0	21	0:0:0	21
Total for LOGO\Programmers\zhou	8	13	22	0:1:30	35

Site Count: 8 sorted by Page Count, descending

Category:Instant_Messaging
User:LOGO\Programmers\james

9/18/2006 4:38:41 PM 8e6 Technologies Enterprise Reporter Web Page 1 of 176
Filter: None Generated by: dola

Fig. 3:4-10 Sample Category/User/Sites report

Wall Clock Time Reports

Wall Clock Time Reports are accessible by administrators only and provide textual results of end user Internet usage activity for a specified time period, based on the Wall Clock Time algorithm (see Wall Clock Time algorithm in this sub-section).

***NOTE**: The Wall Clock Time button does not display if the Wall Clock Time report option is disabled in the ER Administrator GUI. Refer to the Web Client Server Management screen sub-section of the ER Administrator User Guide for information about enabling or disabling the Wall Clock Time report feature.*

Generate a Wall Clock Time Report

For administrators, the Wall Clock Time Report window displays when Wall Clock Time Report is clicked in the navigational panel:

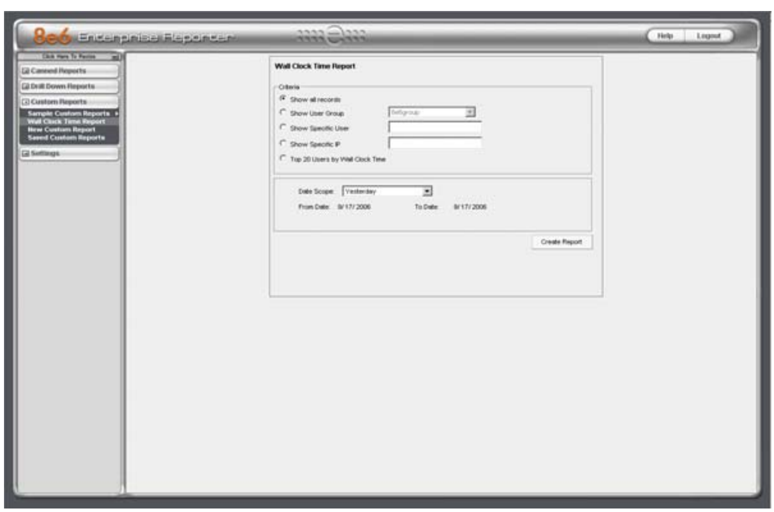


Fig. 3:4-11 Wall Clock Time Report window

To generate a Wall Clock Time report:

1. In the Criteria frame, specify the type of report to be generated by clicking the radio button corresponding to that option, and—if necessary—making entries/selections in pertinent fields:
   - **Show all records** - if choosing this option, the Date Scope field displays “Yesterday” and yesterday’s date.
   - **Show User Group -** if choosing this option, select the user group from the pull-down menu to the right. The Date Scope field displays “Yesterday” and yesterday’s date.
   - **Show Specific User -** if choosing this option, enter the username in the text box to the right, and then make a selection from the **Date Scope** field to display the date range for that time period: Yesterday, Last Week, Last Month, Week to Yesterday, Month to Yesterday.
   - **Show Specific IP -** if choosing this option, enter the IP address in the text box to the right, and then make a selection from the **Date Scope** field to display the date range for that time period: Yesterday, Last Week, Last Month, Week to Yesterday, Month to Yesterday.
   - **Top 20 Users by Wall Clock Time -** if choosing this option, make a selection from the **Date Scope** field to display the date range for that time period: Yesterday, Last Week, Last Month, Week to Yesterday, Month to Yesterday.
2. Click **Create Report** to generate the report view in the PDF format in a separate window.

   As with other Web Client reports exported in the PDF format, this report can be saved and/or printed.

***NOTE**: If there is no data available—or if data is available for only a partial number of days within the date scope range—a message displays indicating that no records are available.*

***NOTES**: If a new user group with existing usernames or IP addresses was added, data for that user group will not be available for viewing on the current day. Data for the following viewing options are available according to this schedule:*

- *Yesterday, Week to Yesterday, and Month to Yesterday - available by the next day*
- *Last Week - available by the next Sunday*
- *Last Month - available by the first of next month.*

If a new user group with new users was added, by the next day only the "Yesterday" viewing option will contain data available for viewing. All other viewing options will not be available until the full length of time indicated by the viewing option has transpired.

3. From the open PDF file, the Wall Clock Time report can be exported in some of the following ways:

    - print the report - click the print  icon to open the Print dialog box, and proceed with standard print procedures.
    - save the report - click the save  icon to open the Save a Copy dialog box, and proceed with standard save procedures.
    - email the report file - go to **File > Send > Page by E-mail** to open an email message window containing the PDF file as an attachment, and proceed with standard email procedures.
    - email the report link - go to **File > Send > Link by E-mail** to open an email message window containing a link to the PDF file, and proceed with standard email procedures.

4. Click the "X" in the upper right corner of the report window to close it.

View the Wall Clock Time Report

The header of the generated Wall Clock Time report includes the date range, Report Type, and criteria Details.

The body of the report includes the end user NAME, WALL CLOCK time totals in days, hours, and minutes, and any other relative criteria, such as username path or IP address.

The Total Records displays at the end of each section.

The footer of the report includes the Date and Time the report was generated, and Page number.

The Total Time for this Date Scope in days, hours, and minutes displays at the end of the report.


8e6 Enterprise Reporter

8e6 Technologies

From: 9/10/2006
To: 9/16/2006

Report Type: Wall Clock
Details: Top 20 Users by Wall Clock. Chart based on Wall Clock

NAME	WALL CLOCK
jsmith\LOGO\Programmers	5 days 13 hours 59 minutes
tjones\LOGO\Programmers	1 days 00 hours 00 minutes
rlindstrom\LOGO\Programmers	0 days 23 hours 52 minutes
mmckay\LOGO\Sales	0 days 12 hours 50 minutes
ljackson\LOGO\Admin	0 days 09 hours 58 minutes
hfung\LOGO\Admin	0 days 07 hours 20 minutes
edavidson\LOGO\Marketing	0 days 06 hours 03 minutes
slee\LOGO\Sales	0 days 04 hours 14 minutes
rmarkowitz\LOGO\Sales	0 days 03 hours 55 minutes
gramirez\LOGO\Support	0 days 01 hours 29 minutes
asummers\LOGO\Programmers	0 days 01 hours 00 minutes
bjackson\LOGO\Admin	0 days 00 hours 59 minutes
ccasanova\LOGO\Support	0 days 00 hours 59 minutes
gbuonaventura\LOGO\Support	0 days 00 hours 29 minutes
cgomez\LOGO\Sales	0 days 00 hours 27 minutes
jlowell\LOGO\Admin	0 days 00 hours 27 minutes
nwright\LOGO\Support	0 days 00 hours 24 minutes
jholberg\LOGO\Marketing	0 days 00 hours 21 minutes
pdalton\LOGO\Programmers	0 days 00 hours 20 minutes
grohm\LOGO\Support	0 days 00 hours 15 minutes

Date: 9/19/2006 **Time:** 3:38:47 PM

Page 1 of 2

Fig. 3:4-12 Sample Wall Clock Time Report for Top 20 Users

Wall Clock Time algorithm

For each end user included in the report, the number of seconds from the log is dropped, and each unique minute within a given hour counts as one minute.

In the following example, the end user shows a total of seven minutes of Wall Clock Time:

12:00:01	www.8e6.com
12:00:10	www.abc.com
12:01:00	www.8e6.com
12:02:04	www.whitepages.com
12:05:58	www.yellowpages.com
12:05:58	www.yellowpages.com/714.jsp
12:05:59	www.yellowpages.com/phone_number.gif
12:07:03	www.google.com
12:07:33	www.yahoo.com
12:08:23	www.news.com
12:08:30	www.usatoday.com
12:08:59	www.usatoday.com/usa.gif
12:09:00	www.usatoday.com/ca.gif
12:09:01	www.yahoo.com
12:09:02	http://200.100.10.65:88
12:09:03	www.abc.com
12:09:04	www.nbc.com

The total for this end user is based on a nine-minute time span that includes 17 entries in the log, and seven unique minute entries: 00, 01, 02, 05, 07, 08, and 09.

New Custom Report

The New Custom Report option provides information on pages or objects viewed by end users within a specific time period.

Generate a New Custom Report

The New Custom Report window displays when New Custom Report is clicked in the navigational panel:

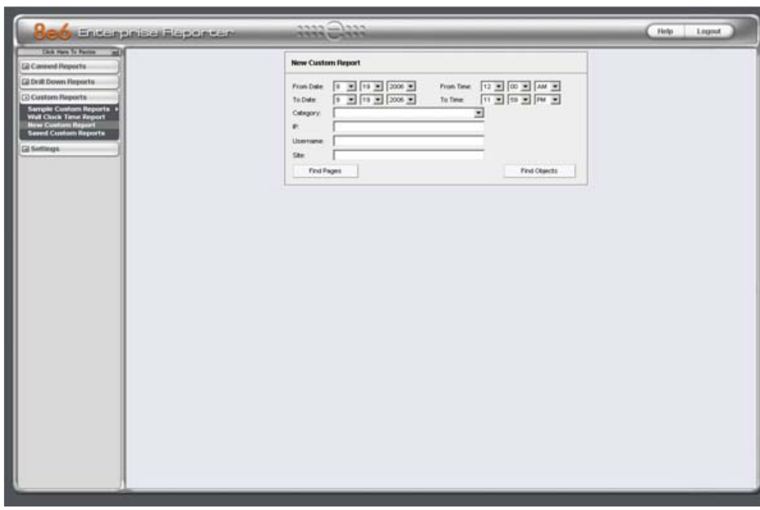


Fig. 3:4-13 New Custom Report window

To generate a custom report:

1. Specify the date and time range for the query:
    - At the **From Date** field, specify the start of the date range by making a selection from any of the pull-down menus for month (1-12), day (1-31), or year (2003-2007).
    - At the **To Date** field, specify the end of the date range by making a selection from any of the pull-down menus for month (1-12), day (1-31), or year (2003-2007).

- At the **From Time** field, specify the start of the time range by making a selection from any of the pull-down menus for the hour (1 - 12), minute (00 - 59), or AM or PM.
- At the **To Time** field, specify the end of the time range by making a selection from any of the pull-down menus for the hour (1 - 12), minute (00 - 59), or AM or PM.

2. Specify the type of query you wish to perform (Category, IP, Username, Site):

   - **Category** - to perform a query on activity within a specific filter category, make a selection from the filter categories in the pull-down menu. Category items are set up under the Category Descriptions option from the Settings menu.
   - **IP** - to perform a query on the activity of a specific machine, enter the IP address of the machine (e.g. “200.10.100.174”).
   - **Username** - to perform a query on the activity of a specific user, enter the username (e.g. “tjohnson”).
   - **Site** - to perform a query on activity at a specific Web site visited by users, enter the domain or site address (e.g. “yahoo.com” or “icq.com”).

***TIP**: Use the Back Space key to clear an entry in the IP, Username, or Site field.*

NOTE*: When running a query on an NT domain and special characters are present in the search string, escape characters must be included in the username entry.*

MySQL recognizes the following escape sequences:

- *\' A single quote (‘) character.*
- *\" A double quote (“) character.*
- *\\ A backslash (\ ) character.*
- *\% A percentage (%) character.*
- *_ An underscore (_) character.*

Example:

Single quote: \'
Original string: John Smith's
New string: John Smith\'s

Scenario 1: *If usernames are entered as follows:*

CO-Administration\Steve.Williams
CO-Financial\Susan.Reynolds

In order to find these users via a New Custom Report query in the ER client, you need to add a secondary "\" to all "\" entries in the string, as follows:

CO-Administration\\Steve.Williams
CO-Financial\\Susan.Reynolds

Scenario 2: *If a domain name precedes the username, as in the following entries:*

COOP\CO-Administration\Steve.Williams
COOP\CO-Financial\Susan.Reynolds

Entries should be as follows:

COOP\\CO-Administration\\Steve.Williams
COOP\\CO-Financial\\Susan.Reynolds

3. Specify the type of items to be included in the query by clicking either the **Find Pages** or **Find Objects** button, which generates the report view in the right panel:

    - **Find Pages -** click this button to query Web pages that were accessed. Results display in a report in your browser window showing the Date and URL for each Web page matching the query criteria. A hyperlink to the page is included so you can visit that page.

***NOTE**: When the Find Pages button is clicked, if the date and time range that was specified is outside the scope of live data currently stored on the Server, a warning message displays to inform you that if you wish to proceed, the report will take a longer amount of time to generate.*

    - **Find Objects** - click this button to query objects that were viewed (image files, JavaScript files, flash files, etc.). Results display in a report in your browser window showing the Date and URL for each object matching the query criteria. A hyperlink to the object is included so you can visit that item.

***NOTE**: When the Find Objects button is clicked, if the date and time range that was specified includes both live and archive data currently stored on the Server, a warning message displays to inform you that if you wish to proceed, only the objects that still exist on the Server will display.*

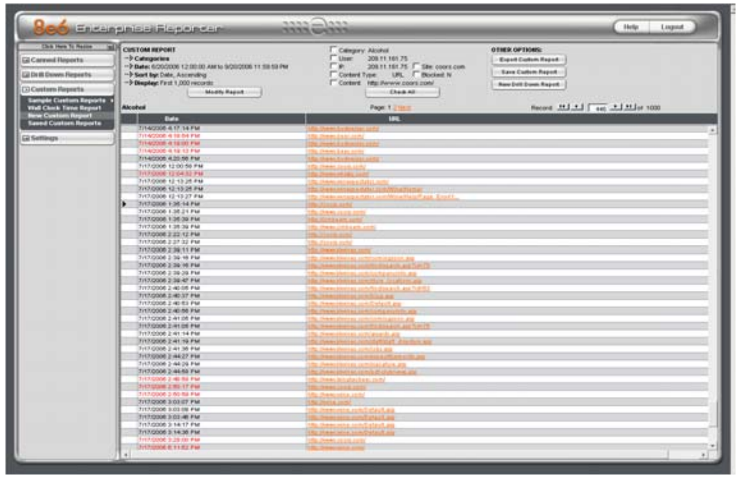


Fig. 3:4-14 New Custom Report view

NOTE*: As the report is generating, the message: “Please wait for your report to be generated.” displays on the blank screen.*

4. The report view is horizontally organized into three sections:

   - Header section - includes the following information to the left: Report type, Date, Sort by criteria, and Display criteria. The Modify Report button displays below.

     The middle of the header includes the following check-boxes: Category, User, IP, Site, Content Type, Blocked, and Content. The Check All button displays below.

     OTHER OPTIONS displays to the right and includes the following buttons: Export Custom Report, Save Custom Report, and New Drill Down Report.

     The navigation path for the first record in the current report view displays to the far left. The Record navigation field at far right lets you navigate to a specific record and includes the total number of records.

- Body section - includes rows of records returned by the reporting query, and columns for the Date and URL—and any of the following, if you clicked the checkbox(es) for the specified report type(s) in the header: Category; User; IP; Site; Content Type; Blocked; and/or Content the user attempted to access. All report type columns display if you clicked the Check All button. Text displays in red for a record containing a blocked URL.

  The Date column uses the MM/DD/YYYY HH:MM:SS AM/PM format.

  The URL column includes a hyperlink for the entire URL that was accessed at that given date and time. Clicking the URL takes you to that page or object.

TIP: *Pages/objects must exist within the date scope that was specified in order to be viewed.*

- Footer section - includes the username of the login ID used for this session (Logged in as).

Use the tools in the right panel to create the desired custom report view.

NOTE: *See Using Tools to Navigate a Custom Report for information on using the reporting elements described in this sub-section.*

5. The custom report view can be exported, saved, and/or scheduled to run at a specified time.

NOTE: *See Exporting a Drill Down Report in this chapter for information on exporting a report view. See the Scheduling a Report to Run sub-section in Chapter 5 for information on how to schedule a report to run at a specified time.*

Using Tools to Navigate a Custom Report

Custom report shares some common components with drill down reports, but also has its own unique components.

Navigation Tips

Page links

If more than one page of records was returned by the query, one or more Page numbers display(s) above the rows of records: 

Click the page number to navigate to that page of records.

Mouse over Record to View Truncated Data

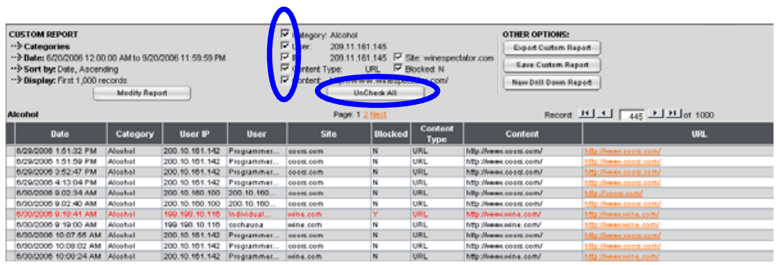
To view record data that displays truncated in a column, mouse over the column to view the entire string of data in the column for a given record:

Click a URL to View the Page/Object

Click the URL for a specific record to view the page or object currently indexed in the ER’s memory.

View Report Type Columns

In the report header, click the following checkbox(es) to include the specified column(s) in the current custom report view, or click the **Check All** button to include all columns for each record displayed:



- **Category** - the Category column includes the category name (e.g. “Alcohol”).
- **User** - the User column includes any of the following information: username, user IP address, or the path and username (e.g. “logo\admin\jsmith”).
- **IP** - the User IP column includes the IP address of the user’s machine (e.g. “200.10.101.80”).
- **Site** - the Site column includes the URL the user attempted to access (e.g. “coors.com”).
- **Content Type** - the Content Type column shows the method used by the R3000 in creating the record—Search KW (Search Engine Keyword), URL KW (URL Keyword), URL, Wildcard, Https High (HTTPS Filtering Level set at High), X-strike (X Strikes Blocking), Pattern (Proxy Pattern Blocking), or N/A if the content was unclassified at the time the log file was created.
- **Blocked** - the Blocked column indicates whether or not the URL was blocked for the filtering profile (Yes or No), or N/A if unclassified.

- **Content** - the Content column includes content type criteria used for determining the categorization of the record, or N/A if unclassified.

To remove columns from the current report view:

- single column - click the checkbox for the specified column.
- all columns - click the **UnCheck All** button.

Using Header Buttons

Clicking one of the following buttons at the top of the report view opens a pop-up box that lets you customize the current report view:

- **Modify Report** - this option lets you modify the current report view by doing any of the following: change the date scope, sort the report in ascending or descending order by a specified column, and specify the maximum number of records to be included other than the number entered in Default Options.
- **Export Custom Report** - this option lets you email, print, or view the current report view in the specified output format, specifying the break type and format, and maximum number of records to be included in the report view instead of the default number (entered in the Options window).
- **Save Custom Report** - this option lets you save the current report view so a report using these customizations can be run again later at a designated time.
- **New Drill Down Report** - this option lets you generate a drill down report view with customized settings.

Modify Report

1. Click the **Modify Report** button to open the Custom Report pop-up box:

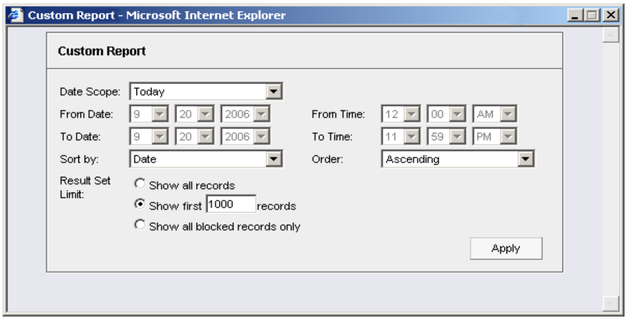


Fig. 3:4-15 Modify Report option

NOTE*: Information on using the fields in this pop-up box can be found in the Using Custom Report Fields sub-section.*

2. Modify the Date Scope, or the way the view is sorted.
3. Indicate the Result Set Limit by selecting the appropriate radio button.
4. After all modifications have been made, click the **Apply** button to close this pop-up box. As a result, the report view now displays criteria based on your specifications.

Export Custom Report

1. Click the **Export Custom Report** link to open the Export Custom Report pop-up box:

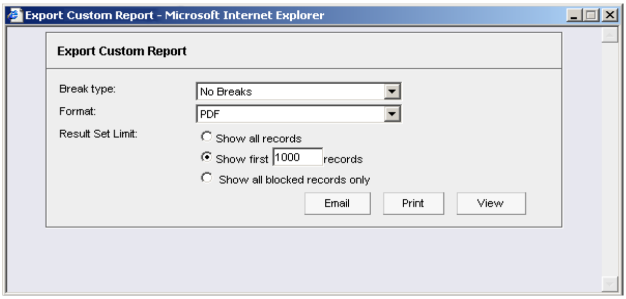


Fig. 3:4-16 Export Custom Report option

NOTE*: Information on using the fields in this pop-up box can be found in the Using Custom Report Fields sub-section.*

2. Modify the Break type and Format, and specify the number of records to be included in the report view.
3. After making selections and/or entries in all fields, click the **Email**, **Print**, or **View** button to close this pop-up box and to export the data in the specified file format.

NOTE*: Information on using the buttons this pop-up box can be found in the Exporting a Custom Report sub-section.*

4. After all modifications have been made, click the **Apply** button to close this pop-up box. As a result, the report view now displays criteria based on your specifications.

Save Custom Report

1. Click the **Save Custom Report** button to open the Save Custom Report pop-up box:

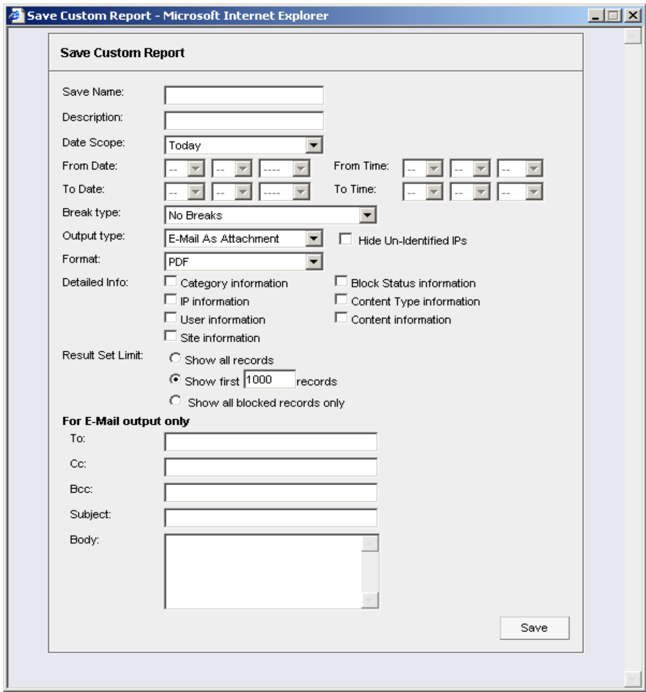


Fig. 3:4-17 Save Custom Report option

2. In the **Save Name** field, enter a name for the report. This name will display in the Report Name pull-down menu in the Saved Custom Reports option accessible via the Custom Reports menu.

TIP: *The Copy (Ctrl+C) and Paste (Ctrl+V) functions can be used in the fields in the Save Custom Report pop-up box.*

3. In the **Description** field, enter the report description. This description will display in the Report Description field in the Saved Custom Reports option accessible via the Custom Reports menu.

4. The date scope for the current report view displays in the From Date and To Date fields. If you wish to change the date scope, make a selection from the following choices in the **Date Scope** pull-down menu: Today, Month to Date, Monthly, Year to Date, Daily, Yesterday, Month to Yesterday, Year to Yesterday, Last Week, Last Weekend, Current Week, Last Month.
   - The From Date and To Date fields become unavailable if one of the following selections is made: Today, Month to Date, Year to Date, Yesterday, Month to Yesterday, Year to Yesterday, Last Week, Last Weekend, Current Week, Last Month.
   - If Monthly is selected, in the **From Date** and **To Date** fields, make a selection for the month (1-12), and year (2003-2007).
   - If Daily is selected, in the **From Date** and **To Date** fields, make a selection for the month (1-12), day (1-31), and year (2003-2007).
   - If Part of Today or Part of Yesterday is selected, in the **From Time** and **To Time** fields, make a selection for the hour (1-12), minutes (00-59), and AM or PM.
   - If Part of Specific Day is selected, in the **From Date** and **To Date** fields, make a selection for the month (1-12), day (1-31), and year (2003-2007). In the **From Time** and **To Time** fields, make a selection for the hour (1-12), minutes (00-59), and AM or PM.
5. Make a selection from the pull-down menus in the following fields:
   - **Break type** - available selections are based on the type of report generated.
   - **Output type** - choose either E-Mail As Attachment, or E-Mail As Link.
   - **Format** - selections include: MS-DOS Text, PDF, Rich Text Format, HTML, Comma-Delimited Text, Excel (Chinese), Excel (English).

6. The Hide Un-Identified IPs checkbox is deselected by default if the checkbox by this same name was deselected in the Options window.

NOTE*: The Options window is accessible via Default Options in the Settings menu. See the Default Options sub-section in Chapter 2: Customizing the Client for more information about the Hide Un-Identified IPs option.*

   To change the selection in this field, click the **Hide Un-Identified IPs** checkbox to remove—or add—a check mark in the checkbox. By entering a check mark in this checkbox, activity on machines not assigned to specific end users will not be included in report views. Changing this selection will not affect the setting previously saved in the Options window.

7. To include the specified column in the report, click any of the following checkboxes:

   - “Category information” - this column will include the category name (e.g. “Alcohol”) for each record.
   - “IP information” - this column will include the IP address of the machine (e.g. “200.10.101.80”) for each record.
   - “User information” - this column will include the path of the username (e.g. “LOGO\Admin\JSmith”) for each record.
   - “Site information” - this column will include the URL of the Web site visited by the user (e.g. “coors.com”) for each record.
   - “Block Status information” - this column will indicate whether or not the URL was blocked for the filtering profile (Yes or No), or N/A if unclassified.

- “Content Type information” - this column will show the method used by the R3000 in creating the record: Search KW (Search Engine Keyword), URL KW (URL Keyword), URL, Wildcard, Https High (HTTPS Filtering Level set at High), X-strike (X Strikes Blocking), Pattern (Proxy Pattern Blocking).
- “Content information” - this column will include content type criteria used for determining the categorization of the record, or N/A if unclassified.

8. **Result Set Limit** - Specify the records to be included in the report view.

NOTE*: Information on using the fields not detailed in this pop-up box can be found in the Using Report Fields sub-section.*

9. In the **For E-Mail output only** field, fill in the fields for emailing the report: To, Cc, Bcc, Subject, Body.

10. Click **Save** to save your selections and entries for the custom report, and to close this pop-up box. Most of the captured information is available for modification in the Saved Custom Reports option accessible via the Custom Reports menu.

NOTE*: See the Scheduling a Report to Run sub-section in Chapter 5 for information on how to schedule a report to run at a specified time.*

New Drill Down Report

1. Click the **New Drill Down Report** button to open the Drill Down Report pop-up box.
2. Basic options in this box let you modify the report Type and Date Scope.

NOTE*: Information on using the fields in this pop-up box can be found in the Using Report Fields sub-section from Chapter 3: Drill Down Reports.*

3. Click the **Advance Options** button to display additional fields in this box that let you modify the way the view is sorted, or enter search criteria.

TIP*: To view only basic options, press the Back Space key on your keyboard to close the Advance Options display.*

Using Custom Report Fields

Date Scope and Date fields

The Date Scope field is used for specifying the period of time to be included in the generated report view. Depending on the scope selected, the From Date and To Date fields are used in conjunction with this field. These fields are available in the Custom Report pop-up box via the Modify Report option, in the Save Custom Report pop-up box via the Save Custom Report option, and in the Drill Down Report pop-up box via the New Drill Down Report option.

At the **Date Scope** field, make a selection from the pull-down menu for the time frame you wish to use in your query: Today, Month to Date, Monthly, Year to Date, Daily, Yesterday, Month to Yesterday, Year to Yesterday, Last Week, Last Weekend, Current Week, Last Month. Reports can be run for any data saved in the ER Server's memory.

- **Today** - this option generates the report view for today only, if logs from the Web access logging device have been received and processed.
- **Month to Date** - this option generates the report view for the range of days that includes the first day of the current month through today.
- **Monthly** - selecting this option activates the **From Date** and **To Date** pull-down menus where you specify the range of months (1-12) and/or years (2003-2007).
- **Year to Date** - this option generates the report view for the range of days that includes the first day of the current year through today.
- **Daily** - selecting this option activates the **From Date** and **To Date** pull-down menus where you specify the range of months (1-12), days (1-31), and/or years (2003-2007). The generated report view includes data for the specified

days only, if the data for these days are stored on the Server.

- **Yesterday** - this option generates the report view for yesterday only.
- **Month to Yesterday** - this option generates the report view for the range of days that includes the first day of the current month through yesterday.
- **Year to Yesterday** - this option generates the report view for the range of days that includes the first day of the current year through yesterday.
- **Part of Today** - this option generates the report view for today’s time range specified in the **From Time** and **To Time** fields. Make a selection for the hour (1-12), minutes (00-59), and AM or PM.
- **Part of Yesterday** - this option generates the report view for yesterday’s time range specified in the **From Time** and **To Time** fields. Make a selection for the hour (1-12), minutes (00-59), and AM or PM.
- **Part of Specific Day** - this option generates the report view for the specified date. In the **From Time** and **To Time** fields, make a selection for the hour (1-12), minutes (00-59), and AM or PM.
- **Last Week** - this option generates the report view for all days in the past week, beginning with Sunday and ending with Saturday.
- **Last Weekend** - this option generates the report view for the past Saturday and Sunday.
- **Current Week** - this option generates the report view for today and all previous days in the current week, beginning with Sunday and ending with Saturday.
- **Last Month** - this option generates the report view for all days within the past month.

Sort by and Order fields

The Sort by and Order fields are used for specifying the manner in which the generated report view will be sorted. These fields are available in the Custom Report pop-up box via the Modify Report option, and in the Advance Options portion of the Drill Down Report pop-up box via the New Drill Down Report option.

At the **Sort by** field, make a selection from the pull-down menu for one of the available sort options: Category Count, IP Count, User Count, Site Count, Page Count, Object Count, Time, Hit Count.

At the **Order** field, make a selection from the pull-down menu for the order in which to display the sort option count: Ascending, Descending.

Result Set Limit

The Result Set Limit is used for specifying the maximum number of records to be included in the report view. This field is available in the Custom Report pop-up box via the Modify Report option, in the Export Custom Report pop-up box via the Export Custom Report option, and in the Save Custom Report pop-up box via the Save Custom Report option.

Indicate the **Result Set Limit** by selecting the appropriate radio button:

- **Show all records** - Click this radio button to include all records returned by the report query.
- **Show first** ‘X’ **records** - Click this radio button to only include the first set of records returned by the report query.

  Indicate the number of records to be included in a set by making an entry in the blank field, represented here by the ‘X’.

- **Show all blocked records only** - Click this radio button to only include records for URLs that were blocked.

Break type field

The Break type field is used for indicating the manner in which records will display for the specified format when the report view is emailed, printed, or viewed. This field is available in the Export Custom Report pop-up box via the Export Custom Report button, and in the Save Custom Report pop-up box via the Save Custom Report button.

Choose from the available report selections at the **Break type** pull-down menu. Based on the current report view displayed, the selections in this menu might include the main report type such as “Sites”, or double break report types such as “Users/Sites”.

Format field

The Format field is used for specifying the manner in which text from the report view will be output. This field is available in the Export Custom Report pop-up box via the Export Custom Report button, and in the Save Custom Report pop-up box via the Save Custom Report button.

At the **Format** pull-down menu, choose the format for the report: MS-DOS Text, PDF, Rich Text Format, HTML, Comma-Delimited Text, Excel (Chinese), Excel (English).

***NOTE**: Information on report formats can be found in the Exporting a Drill Down Report sub-section.*

Display and # Records fields

The Display and # Records fields are used for specifying the number of records from the query you wish to include in the report view, and how these records will be sorted. These fields are available in the Drill Down Report pop-up box via the Advance Options portion of the New Drill Down Report option.

At the **Display** field, make a selection from the pull-down menu for the records to be shown on the screen: All Data Shown, Top Category Count, Top IP Count, Top User Count, Top Site Count, Top Page Count, Top Object Count, Top Time, Top Hit Count.

In the **# Records** field, "N/A" displays greyed-out if "All Data Shown" was selected at the Display field. If any other selection was made at the previous field, the default number saved in the Options window displays in this field. Enter the maximum number of top records to be included in the query.

***NOTE**: The Default Top Value entry in the Options window is accessible via Default Options in the Settings menu. See the Default Options sub-section in Chapter 2: Customizing the Client for information about the Default Top Value.*

Search and Filter String fields

The Search and Filter String fields are used for specifying search criteria in the current report view. These fields are available in the Drill Down Report pop-up box via the Advance Options portion of the New Drill Down Report option.

At the **Search** field, make a selection from the pull-down menu for the search term to be used: None, Contains, Starts with, Ends with.

In the **Filter String** field, “N/A” displays greyed-out if “None” was selected at the Search field. If any other selection was made at the previous field, enter text in this field corresponding to the type of search term selected.

Type field

The Type field is used for specifying the report type by which the generated report view will be sorted. This field is available in the Drill Down Report pop-up box via the New Drill Down Report option.

At the **Type** field, make a selection from the pull-down menu for one of the available report types: Categories, IPs, Users, Sites, Category Groups, User Groups, and the current report format displayed.

Exporting a Custom Report

A custom report view can be emailed, viewed in a specified output format, and/or printed via the Export Custom Report option.

***NOTE**: Reports created with the Web Client cannot be emailed, viewed, or printed using the MS Access Client.*

Email option

The email option for exporting reports lets you electronically send the report in the specified file format to designated personnel.

***NOTES**: If you are using Lotus Notes as your primary e-mail client instead of Microsoft Outlook or Outlook Express, refer to Appendix B for information on how to configure Lotus Notes to work with the ER Client.*

For reports generated in the HTML format, the contents of the file will be embedded in the email message. For reports generated in any other format [MS-DOS Text, PDF, Rich Text Format, Comma-Delimited Text, Excel (Chinese), Excel (English)], the file will be sent as an email attachment.

***WARNING**: If using a spam filter on your mail server, email messages or attachments sent by the Client might not be delivered if these messages contain keywords that are set up to be blocked. Consult with the administrator of the mail server for work around solutions between the spam filter and mail server.*

1. In the Export Custom Report box, click the **Email** button to open the Email Report pop-up box:

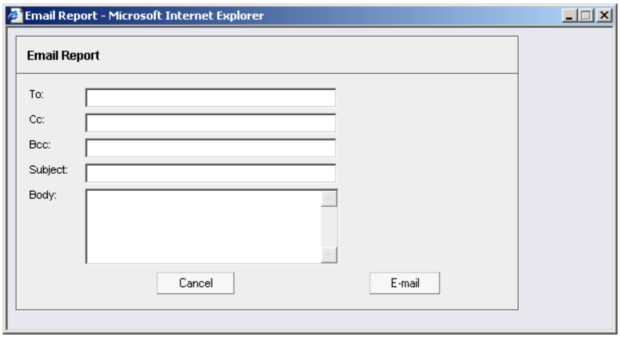


Fig. 3:4-18 Email Report pop-up box

2. In the **To** field, enter the email address of each intended report recipient, separating each address by a comma (,) and a space.
3. An entry in each of the following fields is optional:
   - **Subject** - Type in a brief description about the report.
   - **Cc** - Enter the email address of each intended recipient of a carbon copy of this message, separating each address by a comma (,) and a space.
   - **Bcc** - Enter the email address of each intended recipient of a blind carbon copy of this message, separating each address by a comma (,) and a space.
   - **Body** - Type in text pertaining to the report.

TIP: *Click Cancel to close the Email Report pop-up box and to return to the report view.*

4. Click **E-mail** to send the report to the designated recipient(s). As a result of this action, the Email Report pop-up box now displays the following message above greyed-out text fields: “Please wait for your report to be generated.”:

***WARNING**: Large reports might not be sent due to email size restrictions on your mail server. The maximum size of an email message is often two or three MB. Please consult your mail server administrator for more information about email size restrictions.*

After the report is generated in the specified file format, the Email Result pop-up box displays this message: “The report has been sent to the following address(es)”, and lists the email address(es) below:

Fig. 3:4-19 Email Result pop-up box

5. Click the “X” in the upper right corner of the Email Result pop-up box to close it.

View and Print options

The view and print options for exporting reports let you view/print the report in the specified file format. The view option lets you make any necessary adjustments to your report file settings prior to printing the report. To print the report, you must have a printer configured for your workstation.

Click the **View** or **Print** button to begin generating the report in the specified file format. As a result of this action, a window opens displaying the following message: “Please wait for your report to be generated.”

After the report is generated in the specified file format, the finished report displays in the open message window. For the print option, the Print dialog box also opens.

NOTE: *Reports generated in the format for MS-DOS Text, Comma-Delimited Text, or Excel (Chinese or English) will display a single row of text for each record. Reports generated in all other formats (PDF, Rich Text Format, HTML) will display any lengthy string of text wrapped around within a fixed column width for each record.*

View and Print Tools

In the browser window containing the report, the tools available via the toolbar let you perform some of the following actions on the open report file:

File:

- **Save** (Ctrl+S) or **Save As** - save the report file to your local drive
- **Print** (Ctrl+P) - print the report file
- **Print Preview** - view the report file before printing it
- **Send > Page by E-mail** - send the report file as an email attachment to a designated address

- **Send > Link by E-mail** - send the report file link to a designated email address
- **Send > Shortcut to Desktop** - create a shortcut to the report file on your workstation desktop

Edit:

- **Select All** - highlight the entire text (Ctrl+A), and then Copy (Ctrl+C) and Paste (Ctrl+V) this text in an open file
- Perform a search for text > **Find (on This Page)** - search for specific text in the file (Ctrl+F)

To close the report file window, click the "X" in the upper right corner of the window.

Print Setup

When clicking the **Print** button in the Export Custom Report pop-up box, the generated report file displays along with the Print dialog box.

In the Print dialog box, you can change the orientation of the printed page by selecting **Portrait** (vertical) or **Landscape** (horizontal).

Click **Cancel** to close the Print dialog box.

Saved Custom Reports

The Saved Custom Reports option lets you view, copy, or edit data in a report you created, or run a report.

This window displays when Saved Custom Reports is selected from the Custom Reports menu in the navigational panel:

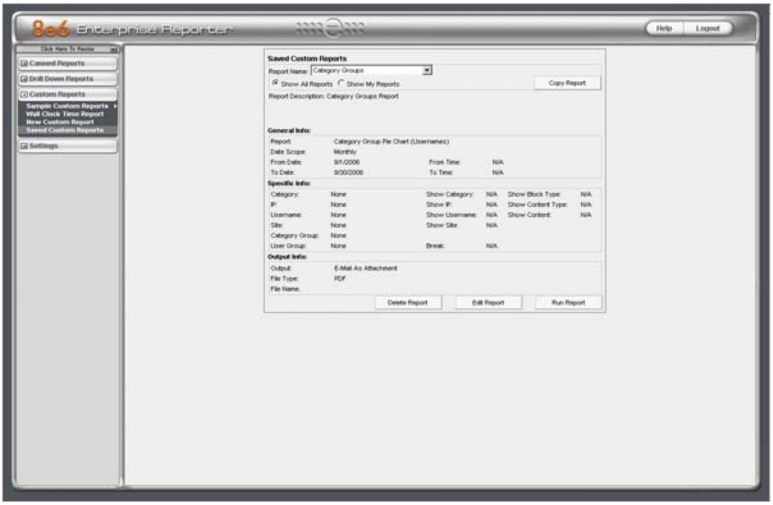


Fig. 3:4-20 Saved Custom Reports window

***NOTE**: The radio button options in the top frame do not display for managers.*

View Information on a Saved Custom Report

In the top frame, all report selections display in the Report Name pull-down menu.

If you are logged in as an administrator:

1. Click the radio button corresponding to either option:
    - **Show All Reports** - This selection displays in the Report Name pull-down menu a list of all recorded reports
    - **Show My Reports** - This selection displays in the Report Name pull-down menu only the reports you recorded

***NOTE**: The radio button options do not display for managers.*

2. Make a selection from the **Report Name** pull-down menu to display the Report Description below this frame, and to populate the General Info, Specific Info, and Output Info frames:
    - **General Info:** Report type; Date Scope; From/To Date; From/To Time (if available)
    - **Specific Info:** Category, Show Category, IP, Show IP, Username, Show Username, Site, Show Site, Category Group, User Group, Break, Show Block Type, Show Content Type, Show Content
    - **Output Info:** Output format, File Type, File Name

Delete a Custom Report

To remove the custom report from choices available in the Report Name pull-down menu, and the Event Schedule option:

1. Select the report from the **Report Name** pull-down menu.
2. Click **Delete Report**.

NOTE*: If a custom report is scheduled to run via the Event Schedule option, deleting the report removes it from the Scheduled Events box.*

Edit or Copy a Custom Report

The Save Custom Report box is used when editing or copying a custom report. Settings for a saved custom report can be copied to save time when creating a new report.

1. Click **Edit Report** or click **Copy Report** to open the Save Custom Report pop-up box where you can edit report settings for a saved report, or make modifications for a new report.

   When editing or copying a drill down report, the Save Custom Report pop-up box appears as follows:

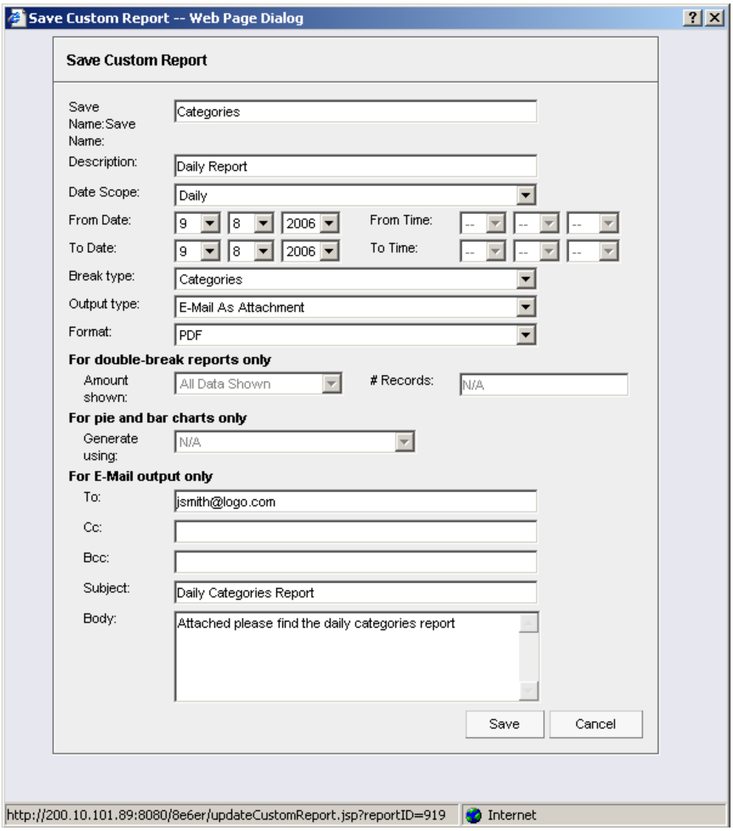


Fig. 3:4-21 Save Custom Report, edit drill down report

***NOTE**: When copying a report, the Description field displays the text "Copy of 'X'", in which 'X' represents the report name. The Cancel button does not display.*

When editing a custom report, the Save Custom Report pop-up box appears as follows:

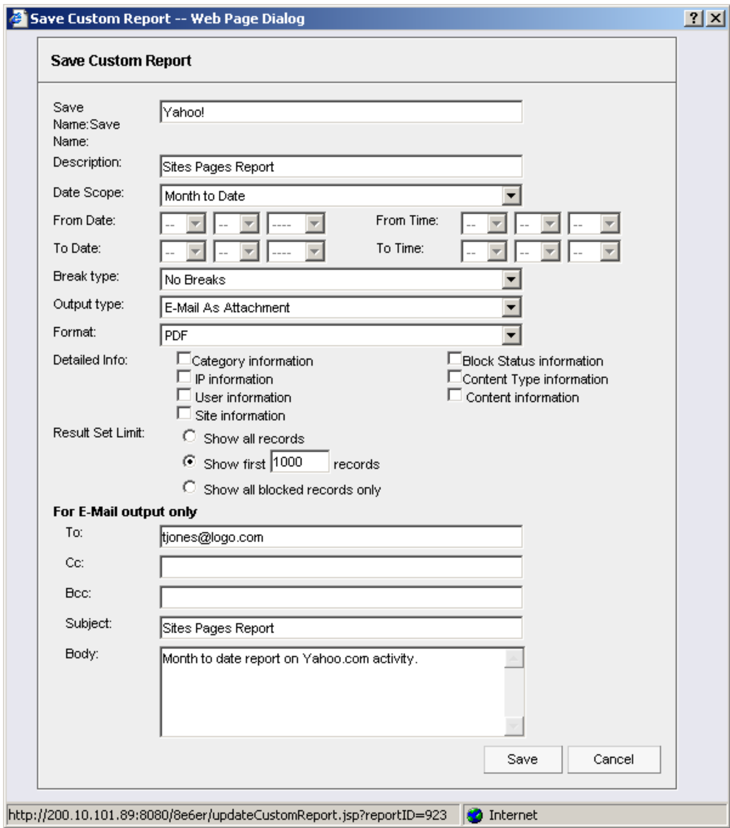


Fig. 3:4-22 Save Custom Report, edit custom report

***NOTE**: When editing or copying a report, the Hide Un-Identified IPs field does not display if this option is deselected in Default Options*

***TIPS**: The Copy (Ctrl+C) and Paste (Ctrl+V) functions can be used in the fields in the Save Custom Report pop-up box.*

Click Cancel to exit the Save Custom Report pop-up box without saving your edits.

2. Any of the following fields can be edited:
   - Drill down and custom reports: **Save Name**, **Description**, **Date Scope**, **From/To Date/Time**, **Break type**, **Output type**, **Format**, **For E-Mail output only**
   - Drill down reports only: **For double-break reports only** fields, **For pie and bar charts only** field

***NOTE**: The "File" selection from the Output type field and the "Access Snapshot" selection from the Format field are only available for the MS Access version of the Client.*

   - Custom reports only: **Detailed Info** check boxes and/or **Result Set Limit** radio button selections
3. Click **Save** to save your selections and entries.

***TIP**: If the Name you entered has already been used, a dialog box opens with the message: "Name already in use, would you like to overwrite? Event Schedules associated with this report will also be deleted." You can choose to either overwrite the record with the current report criteria by clicking OK, or rename the report by clicking Cancel to close the dialog box without saving your edits.*

Run a Custom Report

Run On Demand

To generate the custom report now, click **Run Report**.

Schedule to Run Later

A custom report can be scheduled to run at a specified interval using the Event Schedule option.

NOTES: *Information on using the Event Schedule option can be found in Chapter 2: Customizing the Client, in the Settings section, Event Schedule sub-section.*

Using the MS Access Client, a report could be scheduled and saved to the local hard drive. However, due to security restrictions in the Internet Explorer Web browser, user intervention is required in order to confirm the IE security notice prior to saving a file. Thus, when using the Web Client, report files cannot be scheduled for saving to the hard drive. As a work around solution, 8e6 recommends exporting a custom report via the email option, and then sending the report to your email address.

Since some reports previously scheduled using the MS Access Client will not be compatible with the Web Client, 8e6 recommends recreating all custom reports in the Web Client.

Scheduling a Report to Run

Once a report view has been saved, it can be scheduled to run at a designated time.

To schedule a report to run:

1. Go to the Settings menu in the navigational panel and select Event Schedule.
2. In the Event Schedule window, click Add Event.
3. In the Add Event to Schedule pop-up box, select the Report to Run from the saved custom reports listed in the pull-down menu.
4. Specify criteria for scheduling the event, and then click Save.

TECHNICAL SUPPORT SECTION

Tech Support Coverage

For technical support, visit 8e6 Technologies's Technical Support Web page at **http://www.8e6.com/support/index.htm**, or contact us by phone, by e-mail, or in writing.

Hours

Regular office hours are from Monday through Friday, 8 a.m. to 5 p.m. PST.

After hours support is available for emergency issues only. Requests for assistance are routed to a senior-level technician through our forwarding service.

Contact Information

Domestic (United States)

1. Call **1-888-786-7999**
2. Select *option 2*

International

1. Call **+1-714-282-6111**
2. Select *option 2*

E-Mail

For non-emergency assistance, e-mail us at **support@8e6technologies.com**

Office Locations and Phone Numbers

8e6 Corporate Headquarters (USA)

828 West Taft Avenue
Orange, CA 92865-4232
USA

Local	:	714.282.6111
Fax	:	714.282.6116
Domestic US	:	1.888.786.7999
International	:	+1.714.282.6111

8e6 Taiwan

RM B2, 13F, No. 49, Sec. 3, Minsheng E. Rd.
Taipei 104
Taiwan, R.O.C.

Taipei Local	:	2501-5285
Fax	:	2501-5316
Domestic Taiwan	:	02-2501-5285
International	:	886-2-2501-5285

8e6 China

Beijing Room 909, 9 Floor
Tower 1, Bright China Chang An Building
No. 7, Jian Guo Men Nei Dajie
Beijing 100005, China

Beijing Local	:	65180088
Fax	:	65180328
Domestic China	:	010-65180088
International	:	86-10-65180088

Support Procedures

When you contact our technical support department:

- You will be greeted by a technical professional who will request the details of the problem and attempt to resolve the issue directly.
- If your issue needs to be escalated, you will be given a ticket number for reference, and a senior-level technician will contact you to resolve the issue.
- If your issue requires immediate attention, such as your network traffic being affected or all blocked sites being passed, you will be contacted by a senior-level technician within one hour.
- Your trouble ticket will not be closed until your permission is confirmed.

APPENDICES SECTION

Appendix A

Evaluation Mode

By default, the ER Server and Client are set to the evaluation mode. This appendix explains how to use the ER Client in the evaluation mode, and how to activate the ER Client to function in the activated mode.

Client

On a box in the evaluation mode, when navigating to the ER Server Statistics window, the Evaluation Mode alert box opens.

Evaluation Mode alert box

The Evaluation Mode alert box provides information about the maximum number of weeks of data storage. This alert box advises the user to contact the system administrator to remove evaluation restrictions.

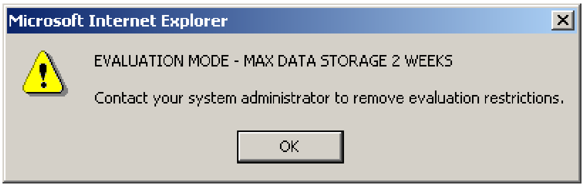


Fig. A-1 Evaluation Mode alert box

Click **OK** to close the Evaluation Mode alert box.

ER Server Statistics window

In the evaluation mode, the ER Server Statistics window displays the note "*Evaluation Mode Enabled" above the ER Activity frame:

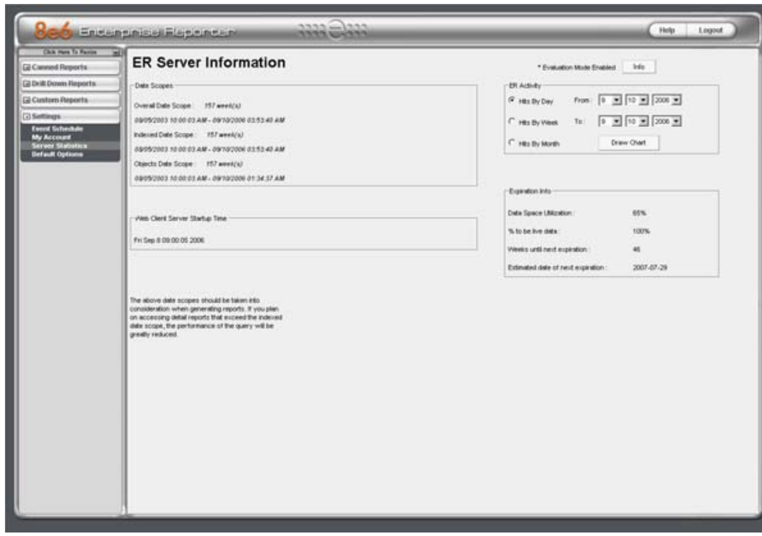


Fig. A-2 ER Server Statistics window

Click the **Info** button to the right of the "*Evaluation Mode Enabled" note to open the Evaluation Mode alert box (see Fig. A:1).

Appendix B

Lotus Notes Configuration

This appendix provides information on configuring the ER Client to use Lotus Notes (4.5 and above) in a Microsoft Windows environment in which Lotus Domino is the primary e-mail server.

Making these configurations ensures that e-mail reports sent from the ER Client are transported via the MAPI client in Outlook Express directly to the IP Address of the Lotus Domino e-mail server. This setup avoids any delays or “hung” reports that may occur if settings point to the Lotus Notes client, since Lotus Notes utilizes the MAPI .DLL differently than mail clients native to the Windows OS.

***NOTE**: Versions of Lotus Notes prior to 4.5 do not contain the necessary MAPI transport .DLL.*

Steps for Former MS Outlook / Express Users

Follow these steps if Microsoft Outlook or Outlook Express was the primary e-mail client used on your system.

1. Delete any current e-mail accounts residing in Outlook or Outlook Express.
2. If Outlook is currently installed with your Microsoft Office system, uninstall Outlook—but ***not*** Outlook Express.

Steps for Installing, Configuring Lotus Notes

Step 1: Install Lotus Notes

Install and configure Lotus Notes to connect to your network’s Lotus Domino server.

NOTE: *Check with your System Administrator if you are unsure about your settings.*

Step 2: Configure Microsoft Mail Client

Make the following configurations for the Microsoft Mail Client from the control panel:

1. When running the Internet Connection and Internet Explorer e-mail client wizard, be sure the e-mail address is set to the “Internet address” of your Lotus Notes account.

NOTE: *If this account has not yet been set up in Lotus Domino, create it now, and then run the e-mail client wizard.*

2. When the e-mail account wizard requests the server address, use the IP Address only—***not*** the Lotus Name—of your Lotus Domino server.

TIP: *These settings also can be generated directly by using the “mail” settings in the Windows control panel. Again, any previous non-Lotus Notes accounts must be deleted.*

Step 3: Verify Internet Explorer Settings

1. Open Internet Explorer.
2. Go to **Tools > Internet Options > Programs** tab.
3. Check your “E-mail” and “Newsgroups” settings to make sure they are set to “Outlook Express”—***not*** Lotus Notes.

Appendix C

Disable Pop-up Blocking Software

A user with pop-up blocking software installed on his/her workstation will need to disable pop-up blocking in order to use the Client.

This appendix provides instructions on how to disable pop-up blocking software for the following products: Yahoo! Toolbar, Google Toolbar, AdwareSafe, and Windows XP Service Pack 2 (SP2).

Yahoo! Toolbar Pop-up Blocker

Add the Client to the White List

If the Client was previously blocked by the Yahoo! Toolbar, it can be moved from the black list and added to the white list so that it will always be allowed to pass. To do this:

1. Go to the Yahoo! Toolbar and click the pop-up icon to open the pop-up menu:

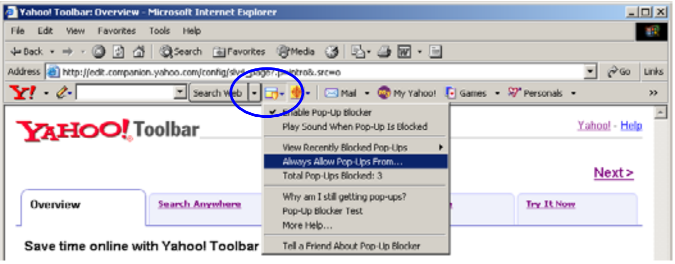


Fig. C-1 Select menu option Always Allow Pop-Ups From

2. Choose Always Allow Pop-Ups From to open the Yahoo! Pop-Up Blocker dialog box:

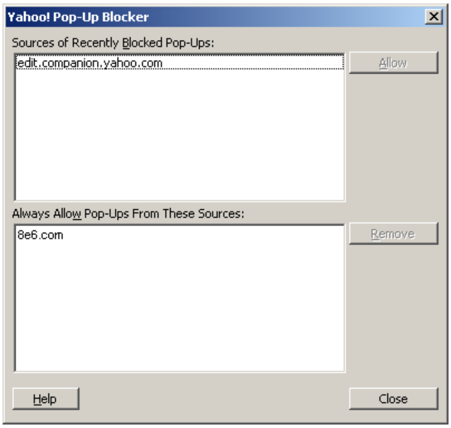


Fig. C-2 Allow pop-ups from source

3. Select the source from the Sources of Recently Blocked Pop-Ups list box to activate the Allow button.
4. Click **Allow** to move the selected source to the Always Allow Pop-Ups From These Sources list box.
5. Click **Close** to save your changes and to close the dialog box.

Google Toolbar Pop-up Blocker

Add the Client to the White List

To add the Client to the white list so that it will always be allowed to pass, go to the Google Toolbar and click the # blocked icon:

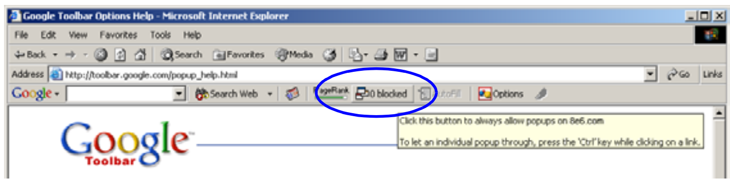


Fig. C-3 # blocked icon enabled

Clicking this icon toggles to the Site pop-ups allowed icon, adding the Client to your white list:

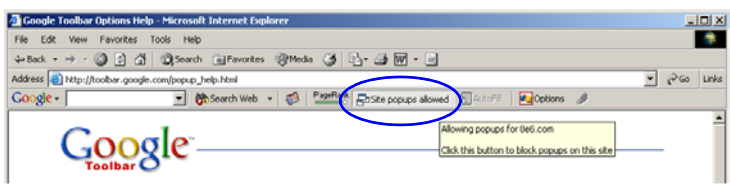


Fig. C-4 Site pop-ups allowed icon enabled

AdwareSafe Pop-up Blocker

Disable Pop-up Blocking

AdwareSafe's SearchSafe toolbar lets you toggle between enabling pop-up blocking (# popups blocked) and disabling pop-up blocking (Popup protection off) by clicking the pop-up icon.

1. In the IE browser, go to the SearchSafe toolbar and click the icon for # popups blocked to toggle to Popup protection off. This action turns off pop-up blocking.
2. After you are finished using the Client, go back to the SearchSafe toolbar and click the icon for Popup protection off to toggle back to # popups blocked. This action turns on pop-up blocking again.

Windows XP SP2 Pop-up Blocker

This sub-section provides information on setting up pop-up blocking and disabling pop-up blocking in Windows XP SP2.

Set up Pop-up Blocking

There are two ways to enable the pop-up blocking feature in the IE browser.

Use the Internet Options dialog box

1. From the IE browser, go to the toolbar and select **Tools > Internet Options** to open the Internet Options dialog box.
2. Click the Privacy tab:

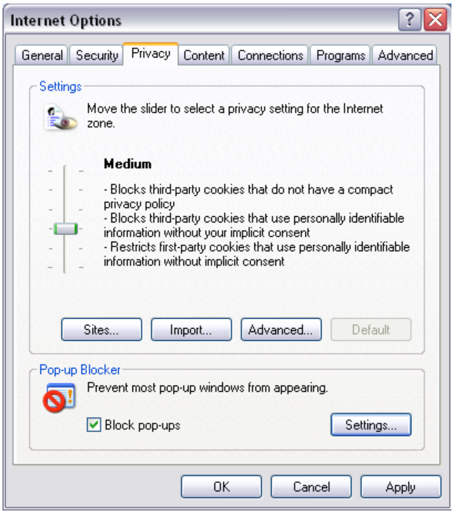


Fig. C-5 Enable pop-up blocking

3. In the Pop-up Blocker frame, check "Block pop-ups".
4. Click **Apply** and then click **OK** to close the dialog box.

Use the IE Toolbar

In the IE browser, go to the toolbar and select **Tools > Pop-up Blocker > Turn On Pop-up Blocker**:

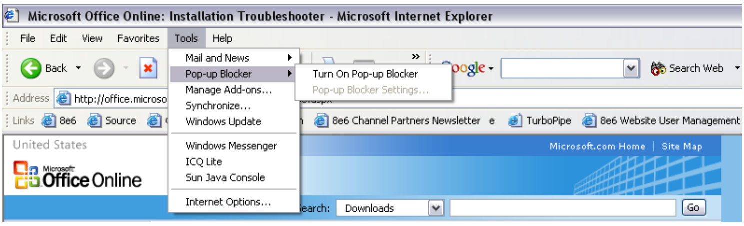


Fig. C-6 Toolbar setup

When you click Turn On Pop-up Blocker, this menu selection changes to Turn Off Pop-up Blocker and activates the Pop-up Blocker Settings menu item.

You can toggle between the On and Off settings to enable or disable pop-up blocking.

Add the Client to the White List

There are two ways to disable pop-up blocking for the Client and to add the Client to your white list.

Use the IE Toolbar

1. With pop-up blocking enabled, go to the toolbar and select **Tools > Pop-up Blocker > Pop-up Blocker Settings** to open the Pop-up Blocker Settings dialog box:

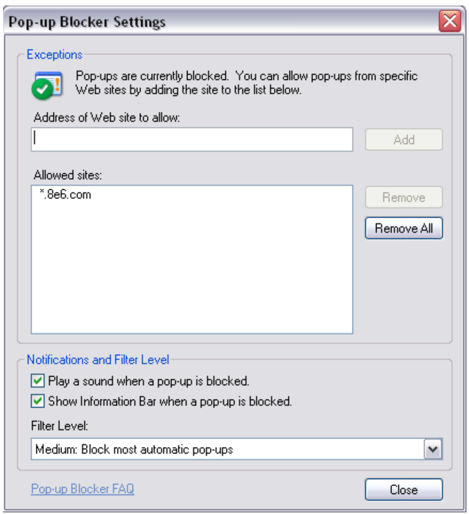


Fig. C-7 Pop-up Blocker Settings

2. Enter the **Address of Web site to allow**, and click **Add** to include this address in the Allowed sites list box. Click **Close** to close the dialog box. The Client has now been added to your white list.

Use the Information Bar

With pop-up blocking enabled, the Information Bar can be set up and used for viewing information about blocked pop-ups or allowing pop-ups from a specified site.

Set up the Information Bar

1. Go to the toolbar and select **Tools > Pop-up Blocker > Pop-up Blocker Settings** to open the Pop-up Blocker Settings dialog box (see Fig. C-7).
2. In the Notifications and Filter Level frame, click the checkbox for “Show Information Bar when a pop-up is blocked.”
3. Click **Close** to close the dialog box.

Access the Client

1. Click the Information Bar for settings options:

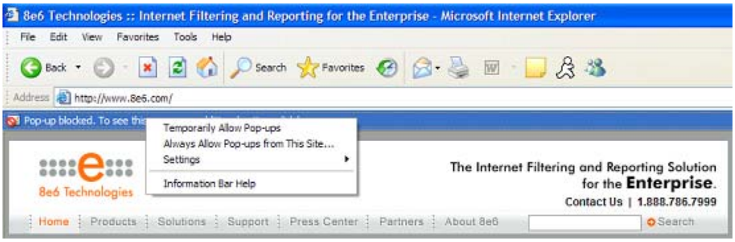


Fig. C-8 Information Bar menu options

2. Select Always Allow Pop-ups from This Site—this action opens the Allow pop-ups from this site? dialog box:

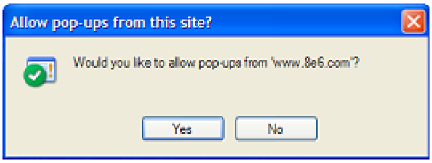


Fig. C-9 Allow pop-ups dialog box

3. Click **Yes** to add the Client to your white list and to close the dialog box.

NOTE*: To view your white list, go to the Pop-up Blocker Settings dialog box (see Fig. C-7) and see the entries in the Allowed sites list box.*

Appendix D

Set up an Event using the Task Scheduler

Follow these steps to set up a report to run at a scheduled time using the Windows Task Scheduler:

1. From the taskbar of your machine, go to **Start > Settings > Control Panel** to open the Control Panel window:

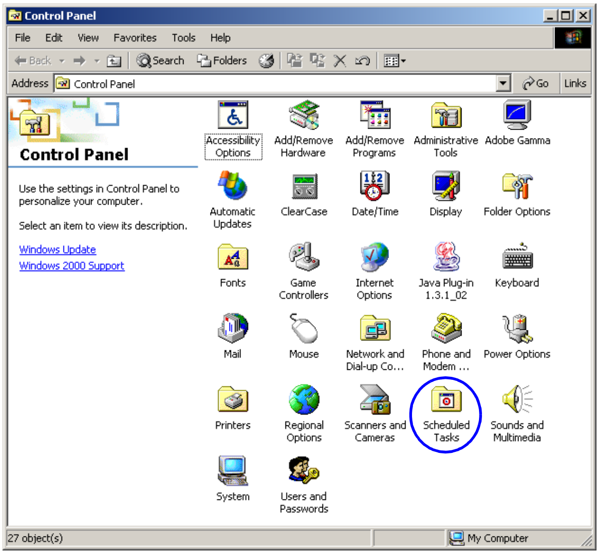


Fig. D-1 Control Panel window

2. Choose **Scheduled Tasks** to open the Scheduled Tasks window:

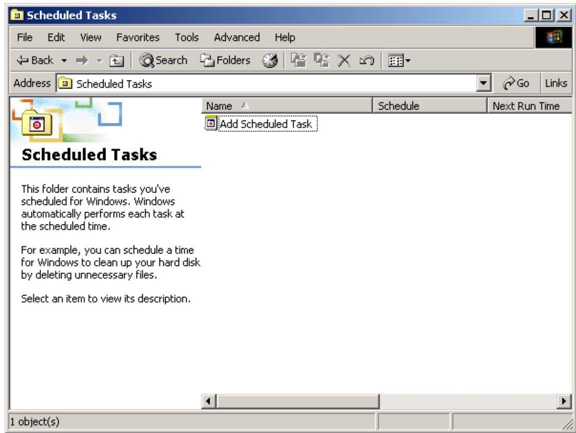


Fig. D-2 Scheduled Tasks window

3. Click **Add Scheduled Task** to launch the Scheduled Task Wizard:

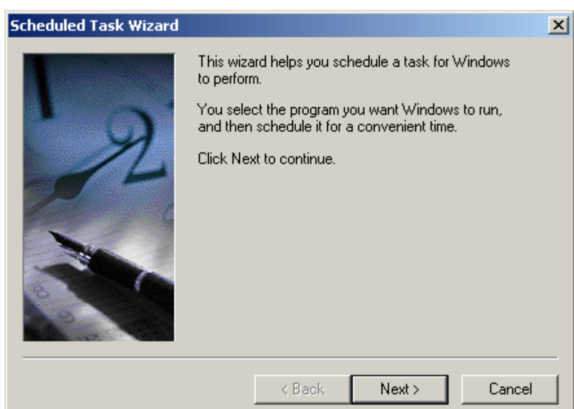


Fig. D-3 Scheduled Task Wizard, 1st frame

a. Click **Next** to display the list box showing available applications that can be run:

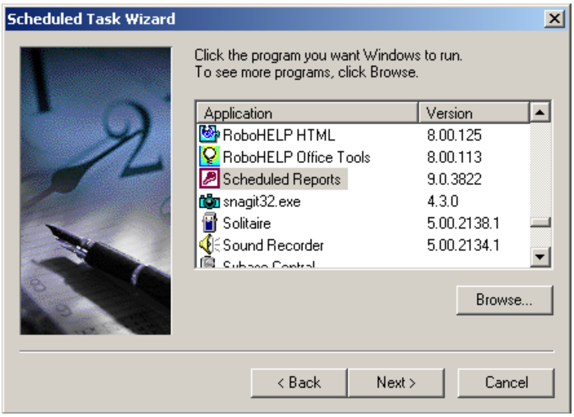


Fig. D-4 Scheduled Task Wizard, 2nd frame

b. Choose **Scheduled Reports**, and then click **Next** to specify criteria for the task:

Fig. D-5 Scheduled Task Wizard, 3rd frame

c. Accept the name of the task that displays in the text box, or enter a different name. Indicate when the task should be performed by clicking the radio button corresponding to the option for **Daily**, **Weekly**, or **Monthly**. When **Next** is clicked, the Wizard selections will differ depending on the time interval specified for performing the task:

Fig. D-6 Scheduled Task Wizard, 4th frame

d. Specify criteria regarding the time the task will be performed, and then click **Next** to display text boxes for user criteria:

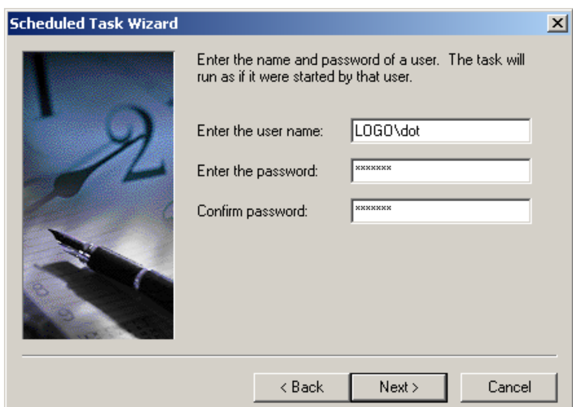


Fig. D-7 Scheduled Task Wizard, 5th frame

e. If necessary, modify the user name that displays. Enter the password used when logging on your machine, and then click **Next**:

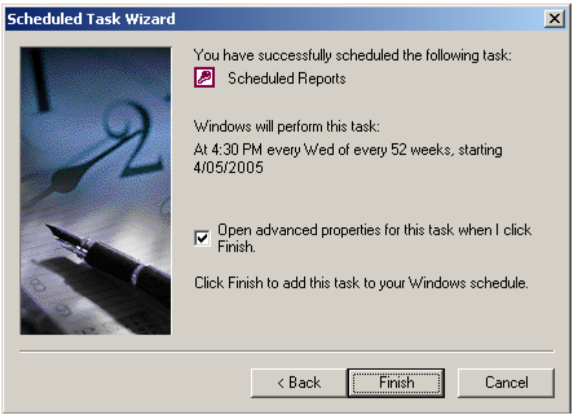


Fig. D-8 Scheduled Task Wizard, 6th frame

f. Click the advanced properties checkbox, and then click **Finish**. These actions close the Wizard and open the dialog box, showing the default Task tab for the scheduled task:

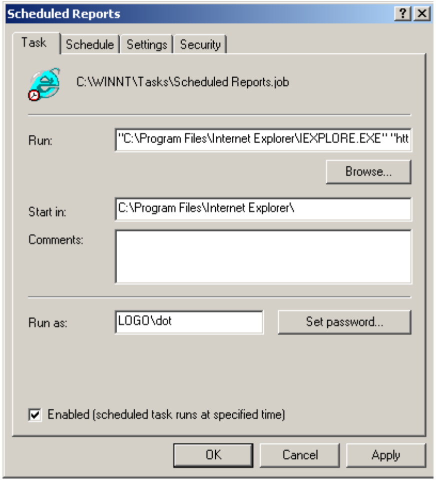


Fig. D-9 Dialog box, Task tab

4. At the **Run** field, do the following:

   a. Click the **Browse** button to open the Browse window:

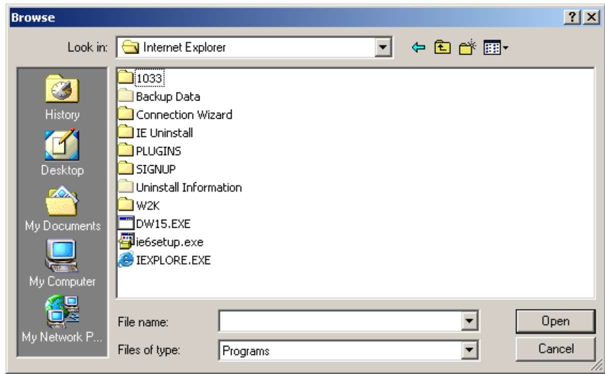


Fig. D-10 Browse window

   b. Select the path for **Program Files > Internet Explorer > IEXPLORER.EXE** to populate the **Run** field with this text: *"C:\Program Files\Internet Explorer\IEXPLORE.EXE"*

   c. At the end of this text, add a space, then this entry: ***"http://x.x.x.x:8080/8e6er/runSchedule.jsp"*** (in which 'x.x.x.x' represents the ER Client's URL).

5. In the **Run** field, copy the text *"C:\Program Files\Internet Explorer\IEXPLORE.EXE"* and paste this text in the **Start In** field.

6. If necessary, click the Schedule tab to modify schedule criteria:

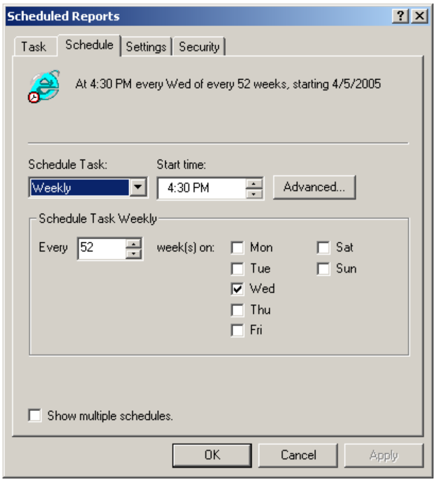


Fig. D-11 Dialog box, Schedule tab

7. After making any necessary edits, click **Apply**. This action opens the Set Account Information dialog box:

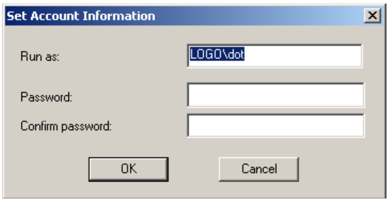


Fig. D-12 Set Account Info box

8. Enter the password twice, and then click **OK** to close the Set Account Information dialog box and to display the Scheduled Tasks window:

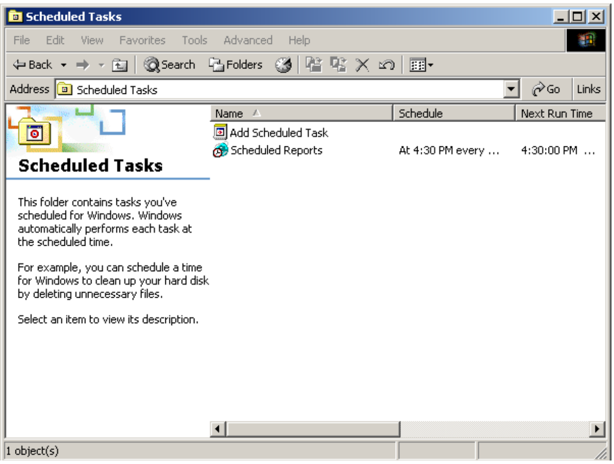


Fig. D-13 Scheduled Tasks window

9. The scheduled task can be modified at any time via the Scheduled Tasks window. Click the icon for the scheduled task to open the dialog box for the task, and make the necessary edits.

   The task can be deleted by selecting the icon for the task from this window, and then deleting the icon.

Appendix E

Glossary

This glossary includes definitions for terminology used in this user guide.

hit count - the number of pages and/or objects end users access as the result of entering URLs in a browser window.

object count - the number of objects end users access on a Web page, including images, graphics, multimedia items, and text items. The number of objects on a page is generally higher than the number of pages a user visits.

page count - the number of Web pages end users access, which can exceed the number of objects per page in categories that use a lot of pop-up ads (porn, gambling, and other related sites). A user may visit only one site, but visit 20 pages on that site if the page has pop-up ads or banner ads that link to other pages.

time count - the amount of time end users spend on a given Web page, including the number of times that page is refreshed by either the user or a banner ad.

Wall Clock Time count - the amount of time end users spend on the Internet, based on the Wall Clock Time algorithm. For each user, the number of seconds from the log is dropped, and any unique minute within a given hour counts as one minute.

INDEX

Symbols

Records *92*, *95*, *149*

A

Access Client *24*, *29*, *97*, *151*, *161*, *162*
Admin Details *40*
Admin Details menu option *11*
Advance Options *83*, *144*
alert box, terminology *4*
Amount shown *95*
arrow, terminology *4*

B

Back button *80*
Break type *94*, *148*
button, terminology *4*

C

Category Descriptions *21*
category group
    add additional groups *26*
    how to add *24*
Category Groupings *23*
charts
    hits per day, week, month *64*
checkbox, terminology *4*
Client
    change settings *20*, *53*
    ER Server Statistics *62*
    how to use *14*
    log in *10*
    log out *15*
    re-login *16*
Conventions *3*
Copy a Custom Report *159*

count columns *77*

D

Date Scope *90*, *145*
    ER Server Statistics *63*
Default Options *68*
Default Top Value *68*
dialog box, terminology *5*
disable pop-up blockers *171*
Display and # Records fields *92*, *149*
Draw Chart button *64*

E

Edit User button
    change passwords *39*
ER Activity, hits on Server *64*
escape characters, use of *130*
evaluation mode *167*
Event Schedule *54*
Expiration Info *63*
Export a Drill Down Report *97*, *151*
Export Custom Report *139*
Export Drill Down Report *85*
export reports *81*

F

field, terminology *5*
filter columns and buttons *76*
Filter String field *93*, *150*
For double-break reports only *95*
For pie and bar charts only *96*
Format *94*, *148*
frame, terminology *5*
From Date field *90*, *145*

G

generate
    custom report *128*

drill down report *71*
ER activity charts *64*
Single User Group Report *74*
Wall Clock Time report *124*

H

Hide Un-Identified IPs *69*, *87*, *142*
hit count, definition *188*
hit, definition *64*

I

icon, terminology *5*
Internet Explorer *8*, *18*, *52*, *162*, *170*, *174*, *185*

L

list box, terminology *5*
log
into Client *10*
out of Client *15*
Lotus Notes
configuration *169*

M

mail server *97*, *151*
Modify Report *84*, *137*
mouse
use to view truncated data *134*
MS Access Client *24*, *29*, *97*, *151*, *161*, *162*
My Account *60*
change password *60*
MySQL *1*, *42*

N

New Drill Down Report *83*, *144*

O

object count, definition *188*
Order field *93*, *147*
Outlook Express *169*

P

page count, definition *188*
Page links *134*
Page/Object Warning Limit *68*
password
  change Client administrator password *40*
  create for Client user *36*
pop-up blocking, disable *171*
pop-up box/window, terminology *6*
Print report *100*, *154*
Process List *44*
pull-down menu, terminology *6*

R

R3000 *1*
radio button, terminology *6*
Record navigation field *22*, *45*, *55*, *80*
records
  exportation *81*
  sort by another column *79*
re-login *16*
report
  count columns *77*
  Date Scope field *90*, *145*
  delete a custom report *158*
  double break *94*, *148*
  edit a custom report *159*
  enter search terms *93*, *150*
  ER Activity *64*
  export *81*
  filters *76*
  page numbers *134*
  records *80*
  run a custom report *162*

sample file formats *102*
sample, Comma-Delimited Text *107*
sample, Excel (Chinese) *108*
sample, Excel (English) *109*
sample, HTML *106*
sample, MS-DOS Text *103*
sample, PDF *104*
sample, Rich Text Format *105*
scheduling a report to run *163*
select record and columns to display *92*, *149*
triple break *94*
view info on a saved custom report *157*
Result Set Limit *147*

S

Save Custom Report *86*, *140*
screen, terminology *6*
search
NT domain with special characters *130*
Search field *93*, *150*
Server
User Guide *17*, *18*, *43*
view statistics using Client *62*
Server Info button *41*
Set Result Limit *89*
Settings menu option *20*
Sort by field *93*, *147*
sort records *79*
spam filter *97*, *151*

T

Technical Support section *164*
terminate a process *45*
Terminology *4*
text box, terminology *6*
thumbnail, terminology *7*
time count, definition *188*
timed out session *16*
To Date field *90*, *145*

Type field
New Summary Report *90*, *150*

U

update
category group *25*
scheduled event *57*
user group *29*
user group, add/remove user *38*
user group
how to add *29*
User Groupings *28*
User Permissions *35*
how to add a user to a group *37*
User Permissions button
change passwords *39*

V

view
ER Activity charts *64*
record data truncated in a column *134*
View report *100*, *154*

W

Wall Clock Time count, definition *188*
Wall Clock Time Report *123*
Web access logging device *17*, *21*, *77*, *90*, *145*
Web Client Server Startup Time *67*
window, terminology *7*