8e6 Technologies

8e6® Enterprise Reporter

USER GUIDE

Web Client Application

Model: ER

Release 5.2.00 • Manual Version 1.01

8E6 ENTERPRISE REPORTER WEB CLIENT USER GUIDE

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Trademarks

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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 accepts log files (text files containing Web access data) from a source device such as the 8e6 R3000 Enterprise Filter. 8e6 Technologies’ 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 sub-administrator(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 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.*

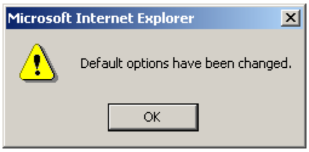
TIP*: The “tip” icon is followed by italicized text giving you hints on how to execute a task more efficiently.*

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.

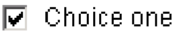
- **alert box** - a message box that opens in response to an entry you made in a dialog box, window, or screen. This box often contains a button (usually labeled “OK”) for you to click in order to confirm or execute a command.



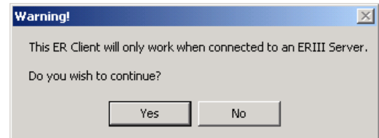
- **arrow** - a triangular-shaped object or button that displays in a window or on a screen. When displayed as a non-stationary object, the arrow points to the item that was selected in a list. When displayed as a button, the arrow is static. By clicking on this button, depending on the direction of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

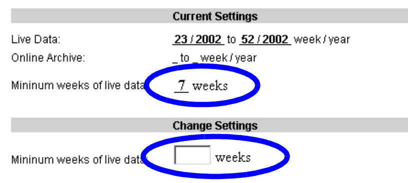
- **checkbox** - a small square in a dialog box, window, or screen used for indicating whether or not you wish to select an option. This object allows you to toggle between two choices. By clicking in this box, a check mark or an “X” is placed, indicating that you selected the option. When this box is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

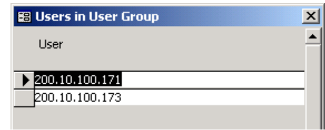


- **frame** - a boxed-in area in a dialog box, window, or screen that includes a group of objects such as fields, text boxes, list boxes, buttons, and/or radio buttons. Objects within a frame belong to a specific function or group. A frame often is labeled to indicate its function or purpose.

- **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.

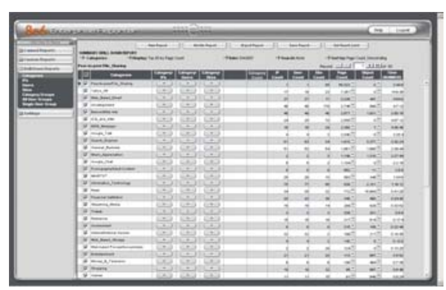
- **pop-up box** or **pop-up window** - a box or window that opens after you click a button in a dialog box, window, or screen. This box or window may display information, or may require you to make one or more entries. Unlike a dialog box, you do not need to choose between options.



- **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.

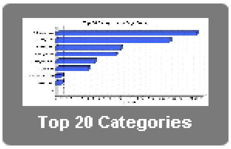
- **radio button** - a small, circular object in a dialog box, window, or screen used for selecting an option. This object allows you to toggle between two choices. By clicking a radio button, a dot is placed in the circle, indicating that you selected the option. When the circle is empty, the option 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.

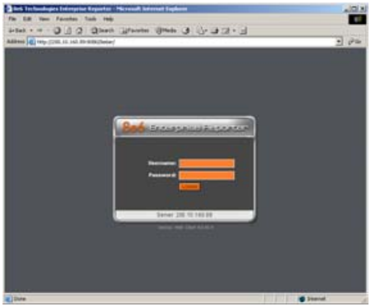


- **text box** - an area in a dialog box, window, or screen that accommodates your data entry. A text box is a type of field.

- **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 sub-administrator 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 sub-administrator with permissions in order for an authorized user to use the ER Client.

Login window

1. From your workstation, launch a version-supported Internet Explorer, Firefox, or Safari 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. However, for optimum results, 8e6 Technologies recommends no more than four users generate reports at the same time.*

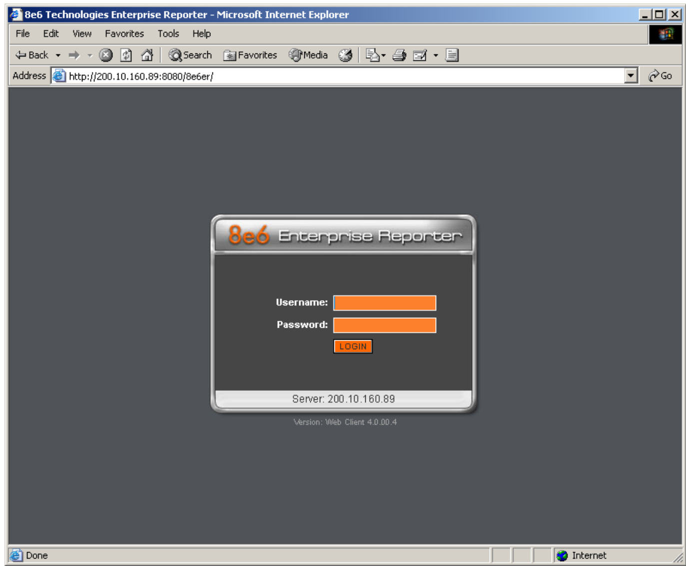


Fig. 1:1-1 Client Login window

This window serves as a portal for the administrator and sub-administrators 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:

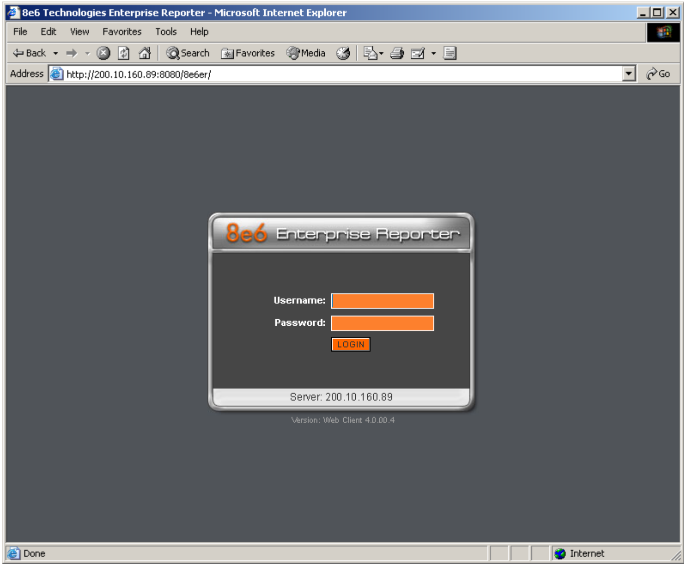


Fig. 1:1-2 Client Login window

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.

TIP*: Administrators who access the Client application for the first time should change the administrator password. This ensures that only the administrator will be able to access information for all user groups. The administrator username and password is modified in the User Permissions window, accessible via User Permissions option from the Settings menu. (See the Administrator Section for information on the User Permissions window.)*

3. Click the **LOGIN** button to open the application.

NOTE: *If your password has been set by the administrator to expire after a specified number of days, upon clicking the* ***LOGIN*** *button, the login window re-displays with a message informing you that your password has expired.*

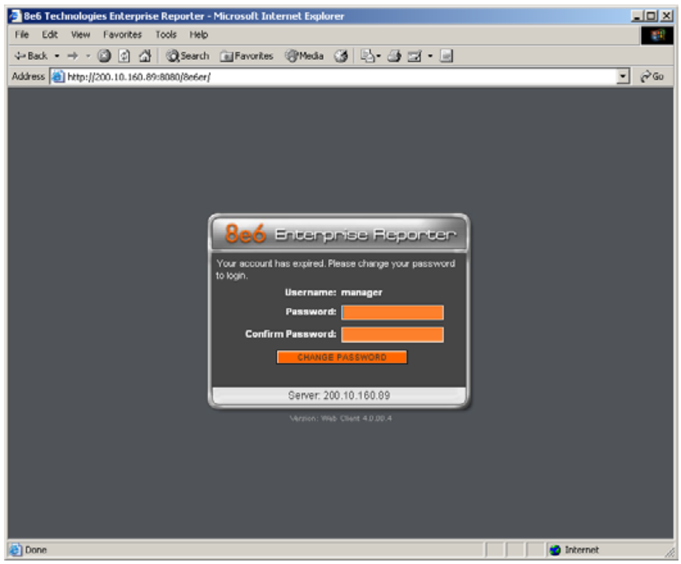


Fig. 1:1-3 Client Login window, password expired

Beneath your displayed Username, enter eight to 20 characters for the new password in both the ***Password*** *and* ***Confirm Password*** *fields, including at least one alpha character, one numeric character, and one special character. The password is case sensitive. The password is case sensitive. Click* ***CHANGE PASSWORD*** *to open an alert box confirming the changed password activity. Click* ***OK*** *to close the alert box and to open the application.*

If logging in as an administrator—or as a sub-administrator with authorization to view canned reports—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 navigation panel to the left of the screen, and buttons display to the right in the panel above:

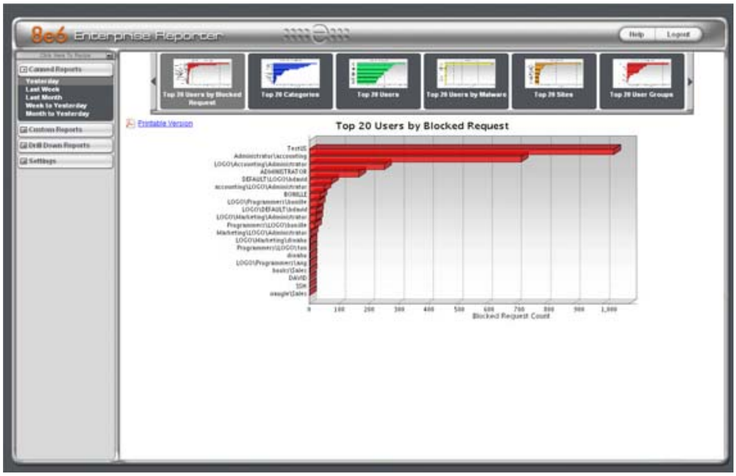


Fig. 1:1-4 Default canned report, administrator ID

NOTES*: 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 using a consolidated ER Server (CER), some screens in the Client differ slightly, and the Consolidated Mode icon displays at the top of the screen—to the left of the Help and Logout buttons:

.

A CER is used in environments with multiple ER Servers, and acts as the source for consolidating records from all remote ER Servers added in the Consolidated Mode Settings screen of the Administrator console. See the ER Administrator User Guide for more information on Consolidated Mode Settings.

If logging in as a sub-administrator, by default the Custom Wizard Report displays in the right panel—if authorization was not granted for this account to access canned reports:

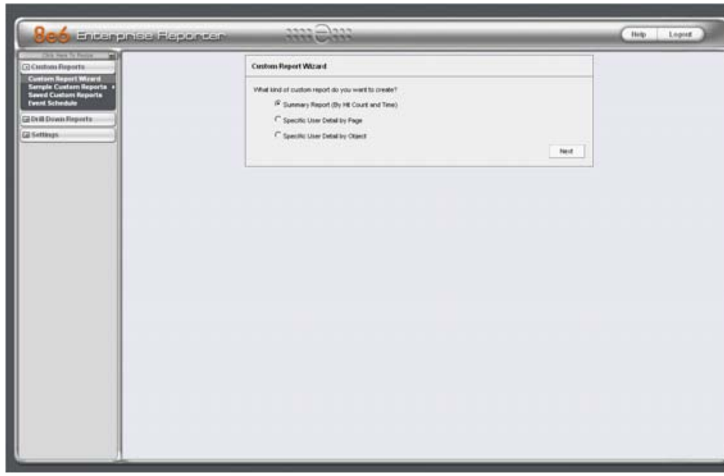


Fig. 1:1-5 Default screen, sub-administrator ID

***TIP**: User permissions are set up by the administrator via the User Permissions option, available from the Settings menu.*

Client Screen Navigation

Buttons at the Top of the Screen

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).

Buttons in the Navigation Panel

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

- **Canned Reports** - click this button to open the Canned Reports menu. Administrators and authorized sub-administrators can click any canned report menu option to obtain an overview of end user Internet activity. For sub-administrators who are not authorized to view canned reports, the note “Not Available” displays beneath the Canned Reports button.
- **Custom Reports** - click this button to open the Custom Reports menu. These menu options let you generate, edit, save, and/or run reports customized to your specifications.
- **Drill Down Reports** - click this button to open the Drill Down Reports menu. These menu options let you drill down into reporting data to identify specific Internet usage criteria.
- **Settings** - click this button to open the Settings menu. These menu options let you customize the Client application.

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

NOTE: *More about other buttons, thumbnails, icons, and the navigation 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 and authorized sub-administrators only), Custom Report, Drill Down 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. 1:1-6 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:

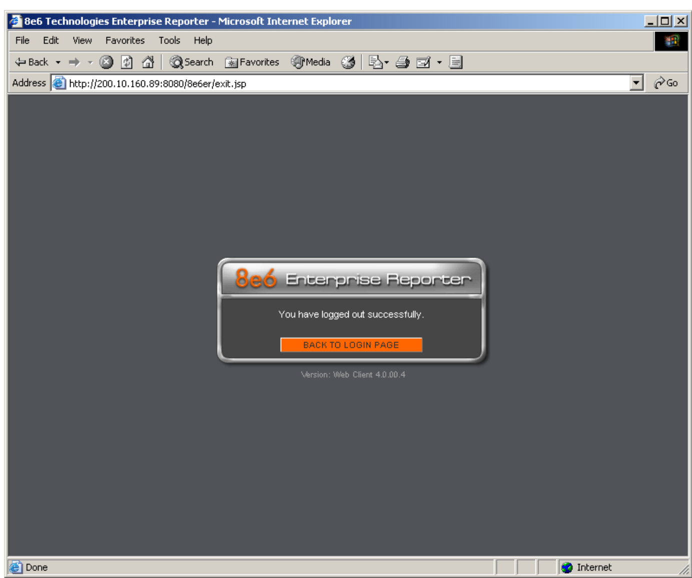


Fig. 1:1-7 Client Logout window

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 an eight hour period. You need to log into the Client again after an eight hour 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 sub-administrators 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 sub-administrators.

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.m86security.com/software/8e6/docs/er5server.pdf****.*
- *The R3000IR version of this document can be obtained from* ***http://www.m86security.com/software/8e6/docs/ir_er5server.pdf****.*

Chapter 1: Installation and Maintenance

Environment Requirements

The following minimum 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 XP or Vista Operating Systems running Internet Explorer (IE) 6.0 or 7.0, or Firefox 3.0, for Client usage
- Macintosh OS X Version 10.5 running Safari 3.1.2, or Firefox 3.0, for Client usage
- Pentium III class processor or greater
- 512 MB RAM minimum, 1 GB RAM recommended
- 2 GB hard drive space for saving files
- 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 navigation panel to open its menu of customization options:

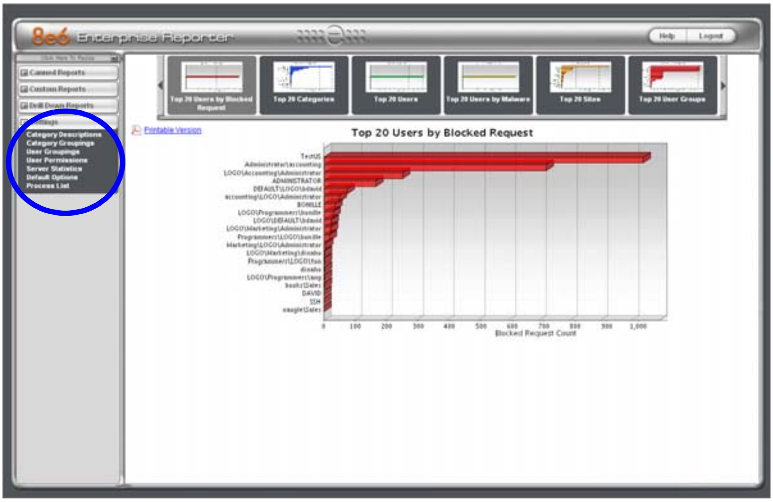


Fig. 2:2-1 Settings menu (administrator), default canned report

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

NOTE: *Information about Server Statistics and Default Options—available to both administrators and sub-administrators—can be found in Chapter 2 of the Client User Section.*

Category Descriptions

The Category Descriptions option is used for viewing 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 when the Client is accessed.*

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

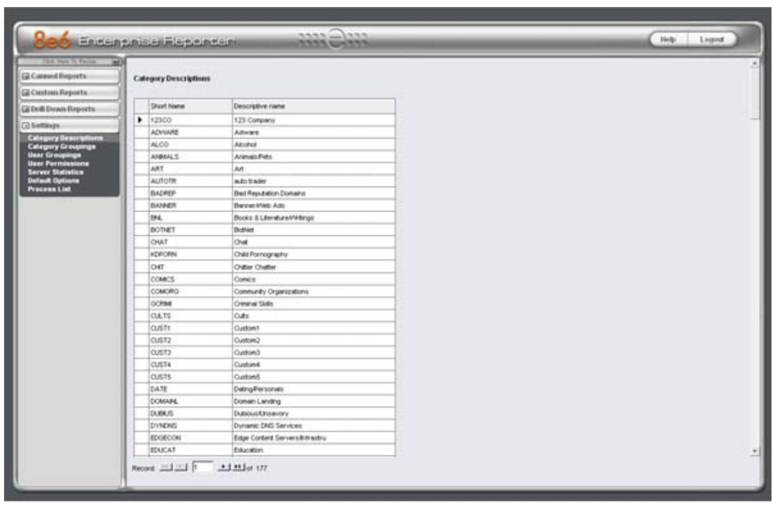


Fig. 2:2-2 Category Descriptions window

View Details for a Filter Category

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

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.*

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 Groupings window in the right panel:

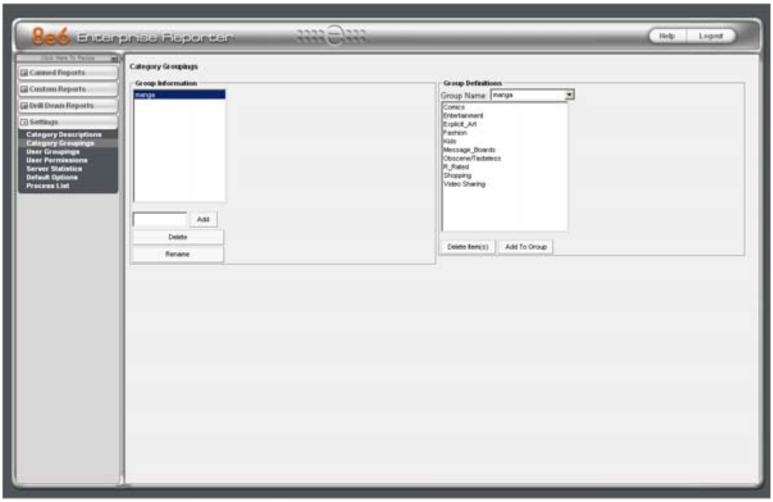


Fig. 2:2-3 Category Groupings window

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

***NOTE**: If using a Client for a consolidated ER Server (CER), the Rollup Category Groups frame displays to the far right of this window: See the Consolidated Mode: Rollup Category Groups frame sub-section for information on the rollup function.*

Group Information frame

The Group Information frame displays to the left in the Category Groupings 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.*

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:

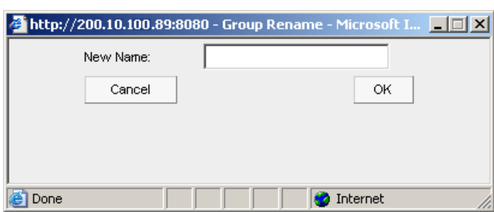


Fig. 2:2-4 Edit a Category Group Name

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

TIP*: Click Cancel if you wish to return to the Category Groupings 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 Groupings 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:

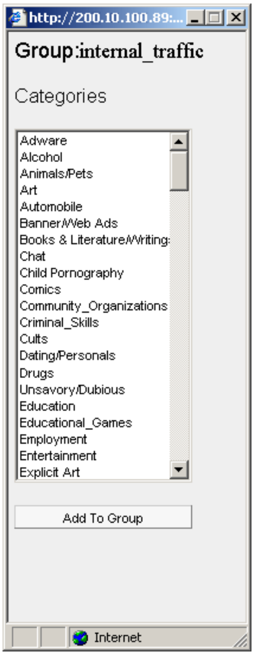


Fig. 2:2-5 Add To Group

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.

Consolidated Mode: Rollup Category Groups frame

For a consolidated ER (CER), the Client displays the Rollup Category Groups frame to the far right, with a greyed-out list of the ER Server(s) that had previously been added in the Administrator console. This feature is used for synchronizing the contents of selected ER Servers with the CER Server on demand.

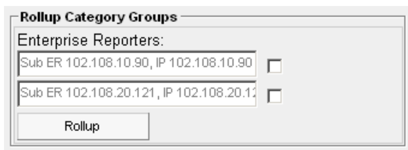


Fig. 2:2-6 Rollup Category Groups frame

***NOTES**: Though automatic rollups are performed by the CER Server every four hours, today's data will not be included.*

Each category group must be manually rolled up in order for that group to be included on the CER.

If a category group name on an ER already exists on the CER, the ER's member categories will replace the category group definitions on the CER.

If a category group by the same name exists on two ERs, their combined definitions will replace the definitions of an identically-named group on the CER.

Roll up category groups on demand

To roll up category groups on demand to the CER:

1. Click the checkbox(es) corresponding to the ER Server(s) to be synchronized with the CER.
2. Click **Rollup** to perform the rollup.

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 Groupings window in the right panel:

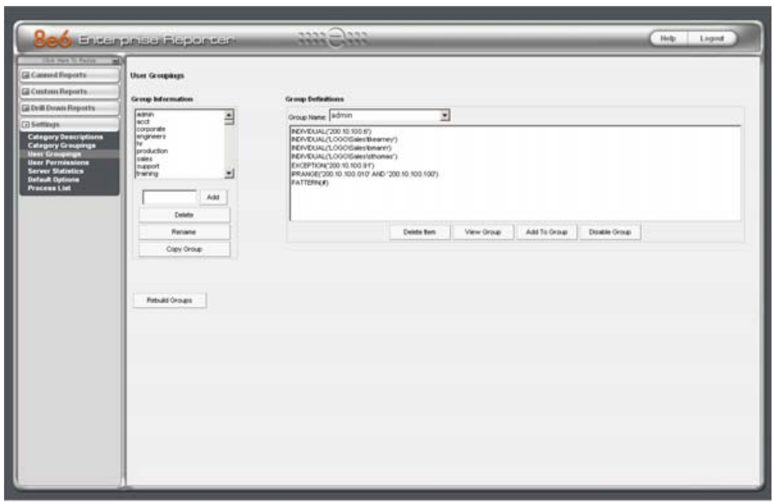


Fig. 2:2-7 User Groupings window

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

***NOTE**: If using a Client for a consolidated ER Server (CER), the Rollup User Groups frame displays beneath the Group Definitions frame in this window: See the Consolidated Mode: Rollup User Groups frame sub-section for information on the rollup function.*

After making all additions, modifications, or deletions in this window, click **Rebuild Groups**.

***NOTES**: When clicking Rebuild Groups, the window becomes blank and displays the following message: “Please wait while the groups are being rebuilt...”. When the user groups have been rebuilt, the window refreshes itself and becomes available again.*

Reports for a newly-created user group will only be available after the user group is created, even though reporting data may be available for each individual user prior to the time the user group was created.

Group Definitions frame

The Group Definitions frame displays to the left in the User Group Setup window. In this frame you can view members of a user group, define any non-imported user group by specifying which users will belong to that group, and indicate whether or not to disable a user group.

View a List of Users in a User Group

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

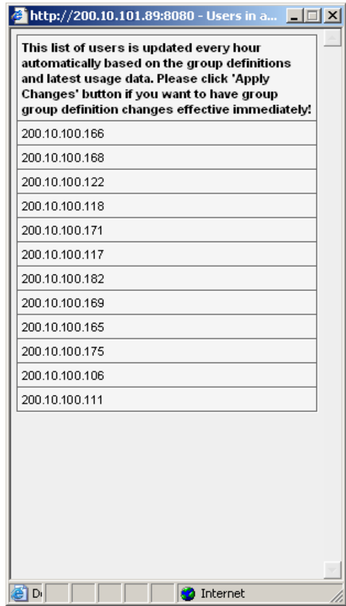


Fig. 2:2-8 Users in user group pop-up box

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

***NOTE**: If you have just copied or created a new user group, the pop-up box does not yet show any users and the following message displays: “Sorry there are no Users in the ‘X’ group at this moment.” (in which ‘X’ represents the group name). Any modifications just made to a user group will not immediately display, since the list of users is updated automatically each hour based on the group definitions and latest usage data. In order to have group definition changes effective immediately, click Rebuild Groups.*

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—unless the group was imported to the ER Server from an R3000's LDAP server, since imported user group data cannot be edited. Modifications to a non-imported user group can be made at any time, as necessary.

1. Select a non-imported user group from the **Group Name** pull-down menu. Users set up for that group 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:

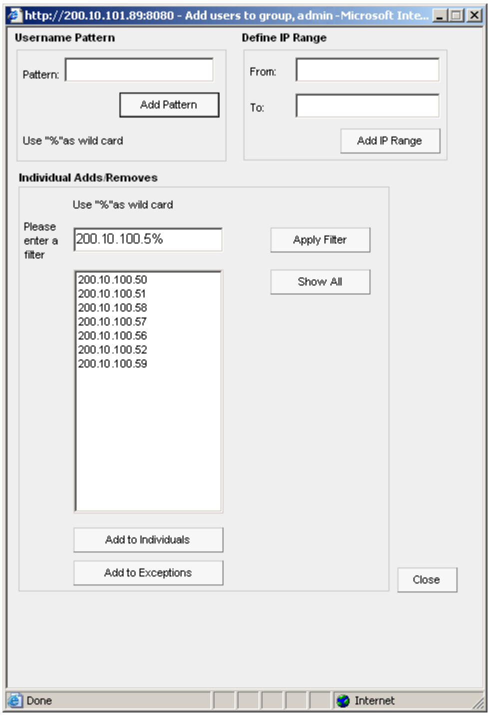


Fig. 2:2-9 Add Users to group

***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.
    - **Define 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.*

Disable a User Group

1. Select a user group from the **Group Name** pull-down menu. Users set up for that group display in the list box in this frame.
2. Click the **Disable Group** button to exclude the user group from reports.

***TIPS**: This function for specifying which user groups will not be included in reports is useful in conjunction with the Copy Group function—disabling an imported user group but enabling its copied counterpart.*

Any user group that is currently disabled can be enabled by selecting the Group Name and clicking Enable Group.

Delete User(s) from User Group

1. Select a user group from the **Group Name** pull-down menu. Users set up for that group display in the list box in this frame.
2. Click on the user to highlight your selection.

***TIP**: To select multiple users, press the Ctrl key on your keyboard and then click on the users to highlight them.To select a block of users, click the first user, press the Shift key on your keyboard, and then click the last user.*

3. Click the **Delete Item(s)** button to remove the user(s) from the user group.

Group Information frame

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

Any user groups that were created display in the list box in this frame, along with any LDAP user groups imported from the R3000 to the ER Server.

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 left.*

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:

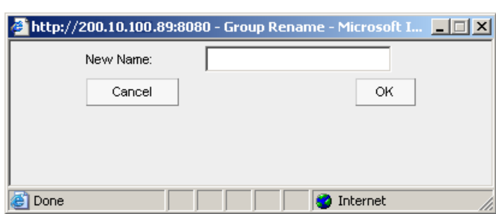


Fig. 2:2-10 Group Rename dialog box

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 left.*

Copy a User Group

The Copy Group feature is useful when importing an LDAP user group from an R3000 server, since imported LDAP user groups cannot be modified, but any copied user group can be modified.

1. Select the user group from the list box by clicking on your choice to highlight it.
2. Click the **Copy Group** button to add the copied user group name to the list box, with "-Copied" appended to the name.

***NOTE**: The user group you copied 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.*

Consolidated Mode: Rollup User Groups frame

For a consolidated ER (CER), the Client displays the Rollup User Groups frame beneath the Group Definitions frame, with a greyed-out list of the ER Server(s) that had previously been added in the Administrator console. This feature is used for synchronizing the contents of selected ER Servers with the CER on demand.

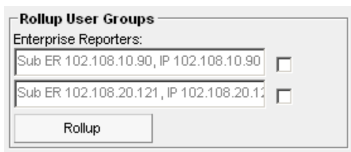


Fig. 2:2-11 Rollup User Groups frame

***NOTES**: Though automatic rollups are performed by the CER every four hours, today's data will not be included.*

Each user group must be manually rolled up in order for that group to be included on the CER.

If a user group name on an ER already exists on the CER, the ER's patterns, individuals, IP ranges, and exceptions will replace the user group definitions on the CER.

If a user group by the same name exists on two ERs, their combined definitions will replace the definitions of an identically-named group on the CER.

Roll up user groups on demand

To roll up user groups on demand to the CER:

1. Click the checkbox(es) corresponding to the ER Server(s) to be synchronized with the CER.
2. Click **Rollup** to perform the rollup.

User and Group Permissions

The User and Group Permissions option is used for creating and maintaining user accounts so that administrators and authorized sub-administrators can view reports for their group(s) and change their own passwords. This option requires user groups 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 Permissions window in the right panel:

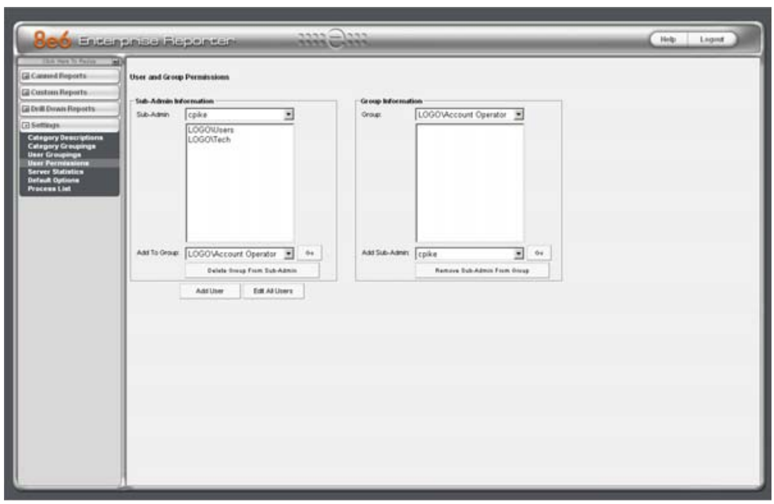


Fig. 2:2-12 User and Group Permissions window

Using the User and Group Permissions window, you can maintain the list of sub-administrators and user groups.

Add User

When adding a user who will be authorized to use the Client, you must first: Set up the user's username and password, specify if the user will have rights as an administrator or sub-administrator, and then indicate if the user will be able to access canned reports. Next, you must specify the user group(s) to which the user will belong.

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

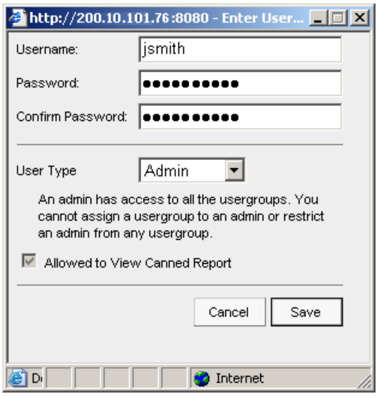


Fig. 2:2-13 Add User

2. In the **Username** field, enter up to 20 characters without spaces—this may include upper- and/or lowercase alphanumeric characters, and special characters.
3. In the **Password** field, enter eight to 20 characters—including at least one alpha character, one numeric character, and one special character. The password is case sensitive.
4. Type in the same characters in the **Confirm Password** field.
5. Indicate the **User Type** by selecting the level of user permissions ("Admin" or "Sub-Admin"). An administrator will have access to all features in the Web Client, and will

have access to all user groups. A sub-administrator will only be able to manage his/her account and user groups assigned to him/her.

6. An administrator has access to all canned reports. For a sub-administrator, specify if this user will be **Allowed to View Canned Report** by clicking the corresponding checkbox.

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

7. Click **Save** to add the user to the list of available users.

NOTE*: The list of administrators and sub-administrators can be viewed in the User Information dialog box, accessible by clicking Edit All Users. If a sub-administrator was added, the username additionally is included in the Sub-Admin pull-down menu in the Sub-Admin Information frame and also displays in the Add Sub-Admin pull-down menu in the Group Information frame.*

If a sub-administrator was just added to the list, you must now add at least one user group to the sub-administrator's account by making entries in either the Sub-Admin Information frame or the Group Information frame. While both frames contain similar contents, each serves a different function. The Sub-Admin Information frame is used for maintaining a list of authorized sub-administrators, while the Group Information frame is used for maintaining user groups.

Sub-Admin Information frame

In the Sub-Admin Information frame, you can add a user group to the sub-administrator's account, or remove a user group from the sub-administrator's account.

***NOTE**: User groups will not show up in the sub-administrator's generated reports until the following day.*

Add User Group to a Sub-Admin

1. Select the **Sub-Admin** from the pull-down menu. If any user groups have been added to the sub-administrator's account, these groups display in the list box below.
2. From the **Add To Group** pull-down menu, select the group to be added to the sub-administrator's account.
3. Click **Go** to add the user group to the sub-administrator's account, and to display the group name in the list box above.

Remove User Group from a Sub-Admin

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

Group Information frame

In the Group Information frame, you update user groups by adding or removing sub-administrators.

Update User Group by Adding a Sub-Admin

1. Select the **Group** from the pull-down menu. Any sub-administrator added to this user group displays in the list box below.
2. From the **Add Sub-Admin** pull-down menu, select the sub-administrator to be added to the group.
3. Click **Go** to display the sub-administrator's username in the list box above.

Update User Group by Removing a Sub-Admin

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

Edit Password, Change Permissions, Delete User

Click the **Edit All Users** button in the Sub-Admin and Group Information window to open the User Information dialog box:

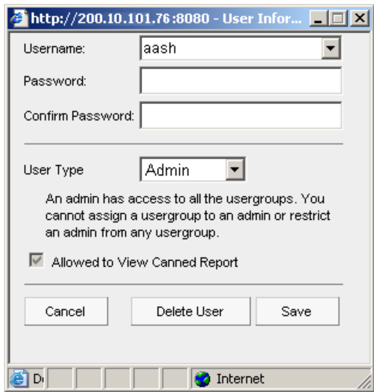


Fig. 2:2-14 Edit user password, change permissions, delete user

In this dialog box you can modify an administrator or sub-administrator's password, change a sub-administrator's permissions for accessing canned reports, or delete an administrator or sub-administrator from the user list.

***TIP**: Click Cancel if you wish to close the dialog box and return to the Sub-Admin and Group Information window without saving any edits.*

Change a User's Password

1. In the User Information dialog box, select the username of the administrator or sub-administrator from the **User-name** pull-down menu.
2. In the **Password** field, type in the new password using eight to 20 characters—including at least one alpha character, one numeric character, and one special character. The password is case sensitive.

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.

Database Process List

The Database 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:

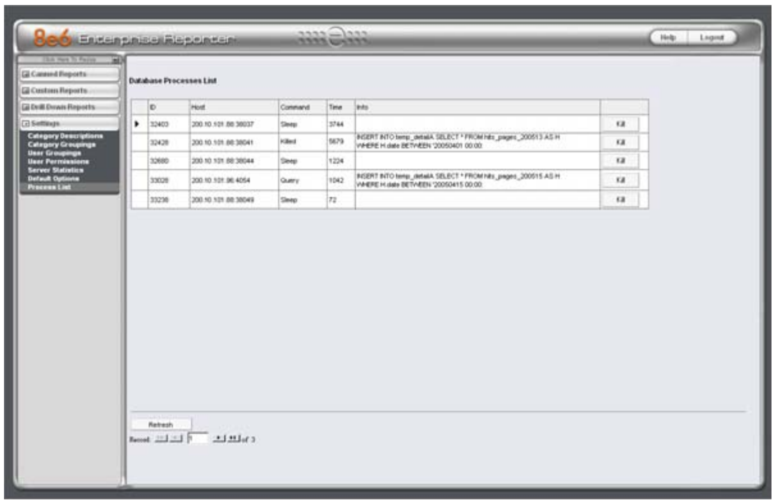


Fig. 2:2-15 Process List window

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.

CLIENT USER SECTION

Introduction

This section of the user guide provides instructions to sub-administrators 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, and Macintosh OS X 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), Firefox 1.5, or Safari 2.0 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, then click the **Settings** topic in the navigation panel to open its menu of customization options:

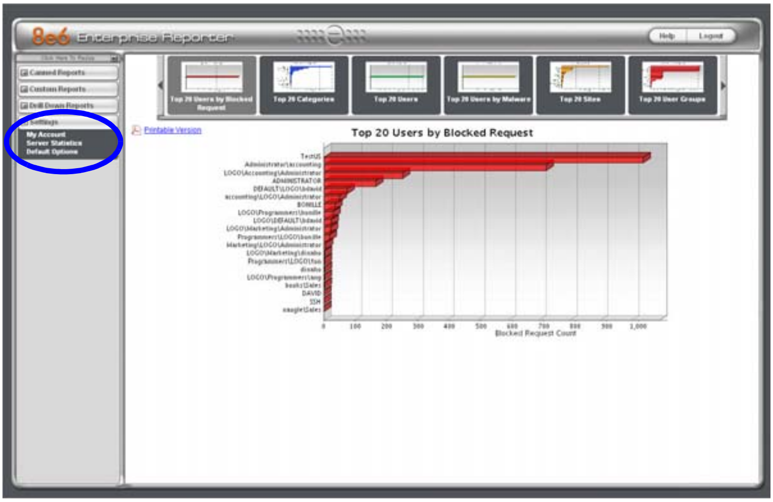


Fig. 3:2-1 Settings menu (sub-administrator), default canned report

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

My Account

The My Account option displays only for sub-administrators 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:

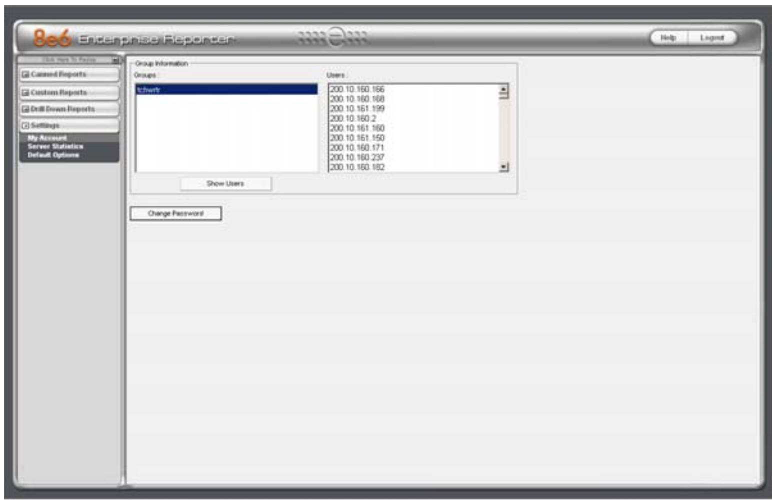


Fig. 3:2-2 My Account window

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. 3:2-2).

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:

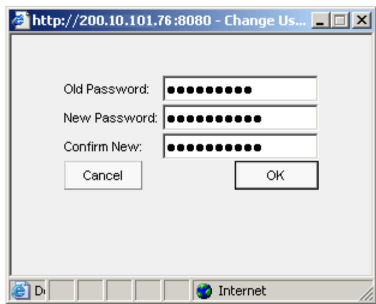


Fig. 3:2-3 Change User Password

2. Type in the **Old Password**.
3. Type in the **New Password**, entering eight to 20 characters—including at least one alpha character, one numeric character, and one special character. The password is case sensitive.
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.

ER Server Information

The ER Server Information window contains details about data storage on the ER Server, the time the Web Client Server was last restarted, and the ER Server's IP address and current software version number.

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

Fig. 3:2-4 ER Server Information window

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

NOTES*: If using a Client for a consolidated ER Server (CER), these frames are named as follows: Date Scopes Consolidated ER, ER Activity Consolidated ER, Web Client Server Startup Time Consolidated ER, Server Info Consolidated ER, and Expiration Info Consolidated ER.*

The additional Date Scopes Remote ERs frame displays Overall Date Scope and Indexed Date Scope information for each remote ER set up for access on the CER. See Consolidated Mode: Date Scopes Remote ERs for more information.

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.

NOTE*: If using a Client for a consolidated ER Server (CER), there is no data for the Indexed Date Scope and Objects Date Scope since this data is not pertinent to a CER.*

Consolidated Mode: Date Scopes Remote ERs

The Date Scopes Remote ERs frame displays for a consolidated ER (CER).

For each remote ER unit, the following columns of information are included: ER (name and IP address); and the number of weeks stored and date scopes for the following: Overall Date Scope, Indexed Date Scope, Objects Date Scope, and Summarized Date Scope.

***NOTE**: Since the CER only stores summary data on the appliance itself while detail data is stored on the remote ERs, the summary data for a remote ER might display in the CER Web Client even though detail data for that remote ER may have expired. In the CER Web Client, this scenario might generate a report with the message: "No Records Found."*

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 and month name abbreviation, day, 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.*

Server Info

The Server Info frame contains the following ER Server information: **Software Version** number and **Database Server IP** address.

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 (1998-2010).
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 (in red) and Number of IPs that generated those hits (in green) 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 and Number of IPs for a specified Day (MM/DD/YYYY).

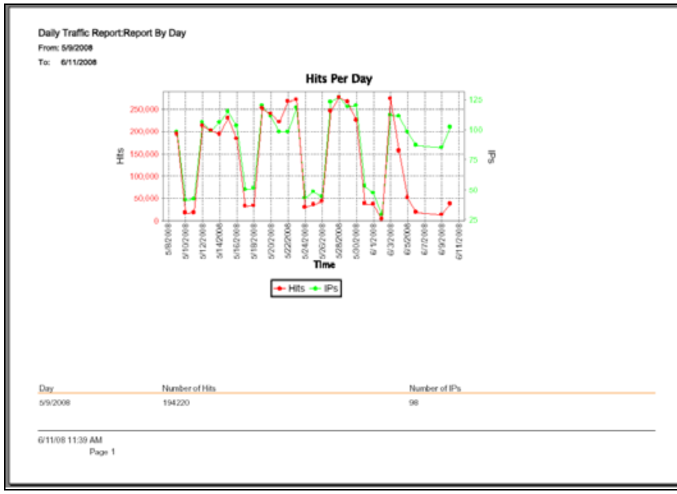


Fig. 3:2-5 Hits Per Day chart

- **Hits Per Week** - If you selected Hits By Week, each week within the date range is plotted on the graph. The summary shows the general Number of Hits (in red) and Number of IPs that generated those hits (in green) for a specified Week (YYYY-WW). Weeks are numbered 1-52.

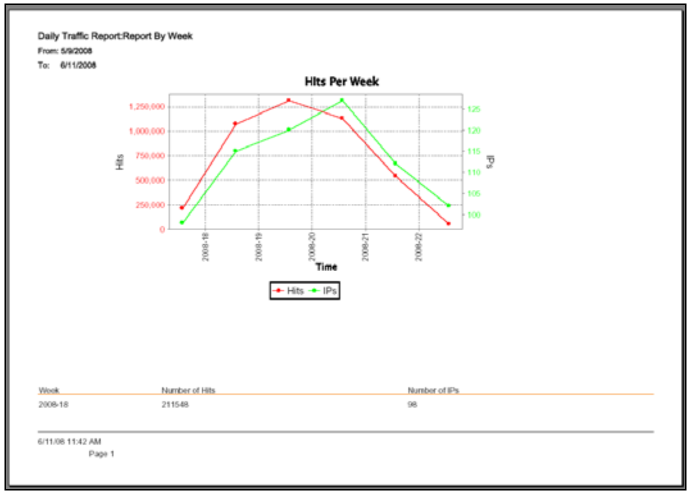


Fig. 3:2-6 Hits Per Week chart

- **Hits Per Month -** If you selected Hits By Month, each month within the date range is plotted on the graph. The summary shows the general Number of Hits (in red) and Number of IPs that generated those hits (in green) for a specified Month (Month 'YY). Month names are abbreviated.

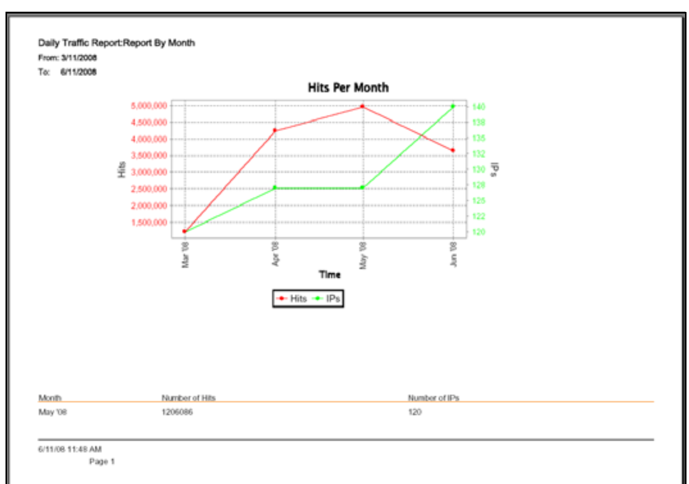


Fig. 3:2-7 Hits Per Month chart

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 Information window.

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

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 Default Options window in the right panel:

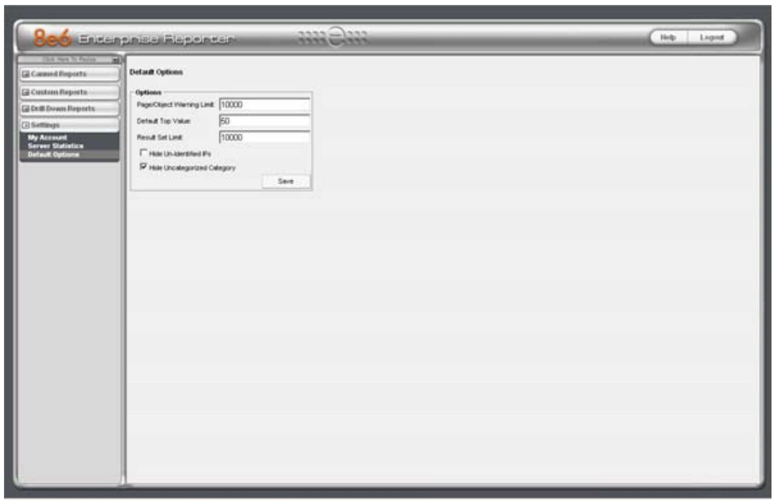


Fig. 3:2-8 Default Options window

Set New Defaults

1. Enter the maximum number of records that can be returned by a detail 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 summary reports. The default is “50” records.
3. Enter the maximum number of records that will be included in a 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.

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.*

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

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 Users by Blocked Request** - bar chart report based on each end user's total number of Blocked and Warn Blocked requests. This report is only available if the Block Request Count feature is enabled in the Optional Features screen on the ER Server.

***NOTE**: Warn Blocked request information will only be included if the R3000 is upgraded to software version 2.0.00 or higher.*

- **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 Malware Hit Count** - bar chart report based on each end user's total hit count from the following categories in the Security, Internet Productivity, and Internet Communication (Instant Messaging) category groups: BotNet, Malicious Code/Virus, Bad Reputation Domains, Spyware, Adware, and IRC.
- **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.

- **Top 20 Blocked Searched Keywords -** bar chart report based on the total number of blocked keyword requests. This report is only available if the Block Searched Keywords Report feature is enabled in the Optional Features screen on the ER Server.
- **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 generate customized or drill down report views, save these views, export them, and/or schedule these reports to run at a designated time.

Generate a Canned Report

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

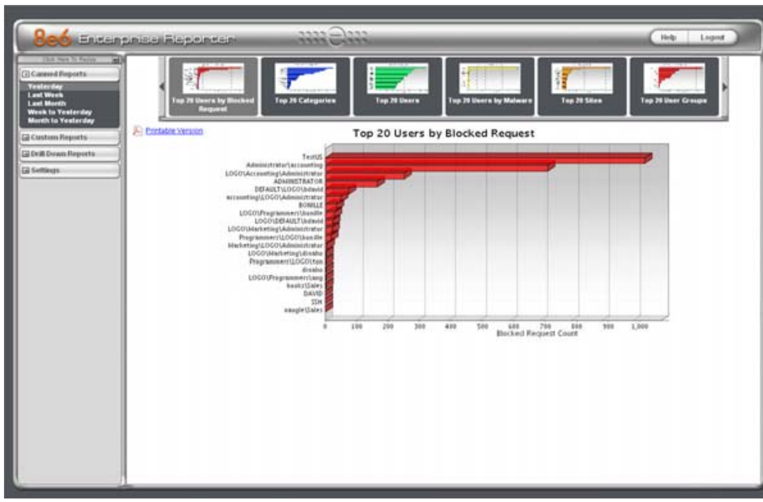


Fig. 3:3-1 Yesterday's Top 20 Users by Blocked Request Report

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 navigation 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 **Printable Version** link in the upper left of the report view. This action opens a separate browser window containing the canned report in the PDF format:

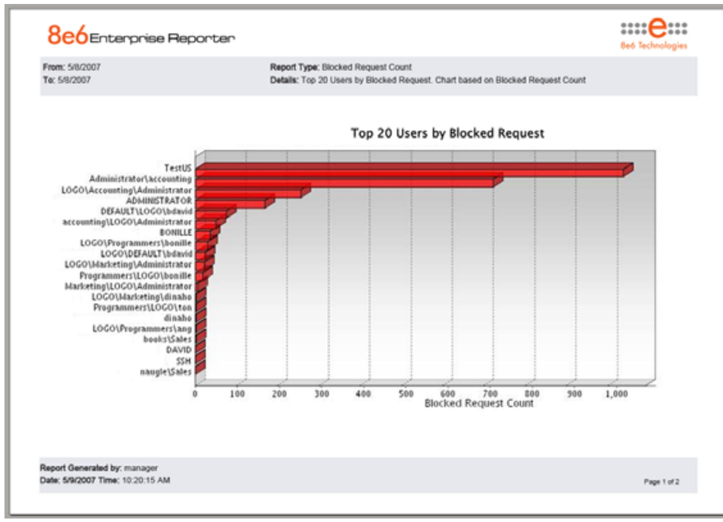


Fig. 3:3-2 Sample Bar Chart Canned Report

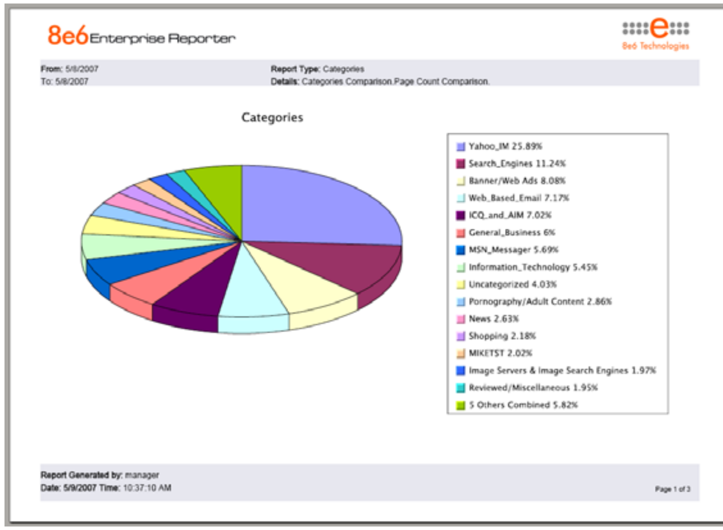


Fig. 3:3-3 Sample Pie Chart Canned Report

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, user group name, or blocked user request, and corresponding bar graph. Beneath the bar graph are count indicators and a label describing the type of Count used in the report.
- 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 pages following the first page of the bar or pie chart report includes the following information:

- Top 20 Users by Blocked Request report - user NAME and corresponding BLOCKED REQUEST COUNT—which includes Blocked and Warn Blocked requests. Total Records and Total Number of Blocked Requests for this Date Scope display at the end of the report.

***NOTE**: In order for Warn Blocked requests to be included in the report, the R3000 must be upgraded to software version 2.0.00 or higher.*

- Top 20 Blocked Searched Keywords report - Blocked Keywords and corresponding Blocked Count. A Grand Total of Blocked Count displays at the end of the report.
- All other reports - Count columns and corresponding totals for all reports. Grand Total and Count display at the end of the report.

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.

Chapter 4: Summary and Detail Reports

The two basic reports administrators and sub-administrators can generate with customizations are the summary report and the detail report. Report views for these reports are implemented via the Custom Reports and the Drill Down Reports sections of the Client application.

While summary and detail reports share some common components with canned reports and Wall Clock Time or Blocked Request reports, each kind of report also has its own unique components.

Before you begin generating report views for these reports, we recommend that you review this chapter in order to become familiar with the organization of summary and detail report views, and how report view tools and components are used in creating summary drill down reports and detail drill down reports customized to your specifications.

NOTE: *When generating reports on a consolidated ER (CER), depending upon the storage capacity of the remote ER Servers, the summary data for a particular date scope displayed on the CER may not have any detail data corresponding to it on the remote ERs. This occurs when the detail data for a particular date scope on the remote ERs has been expired and the summary data stored on the CER has not. If you encounter this situation, upon execution of your query, you will get the message "No Records Found". (See the ER Server Information sub-section from Settings in Chapter 2: Customizing the Client for more information about data expiration.)*

Summary Drill Down Report View

The summary drill down report view provides a snapshot of end user activity for a specified report type and defined date of activity recorded by the ER Server.

These reports are generated via menu options from Drill Down Reports and the Custom Report Wizard from Custom Reports.

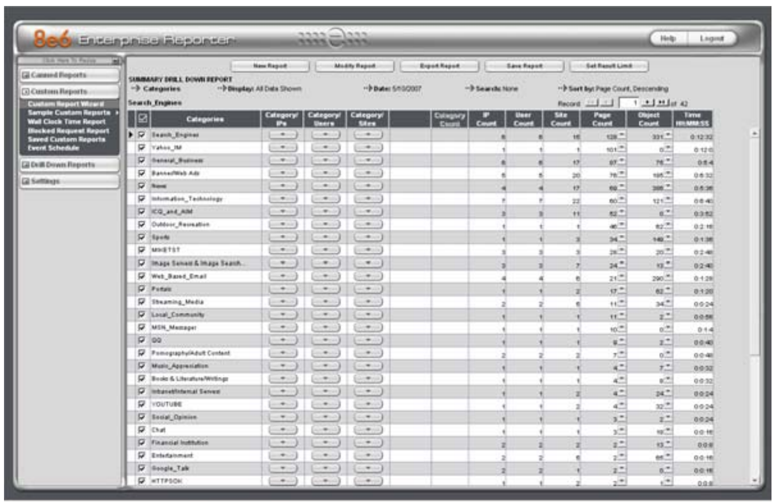


Fig. 3:4-1 Summary Drill Down Report view (administrator)

The summary drill down report view is horizontally organized into three sections:

- Header section - includes buttons for customizing the current view: New Report, Modify Report, Export Report, Save Report, and 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 filter 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 down arrow displays to the right of the Page Count and Object Count for each record. By clicking the arrow, a detail report view for that record displays.
- Footer section - includes the username of the login ID used for this session (Logged in as).

Detail Drill Down Report View

The detail drill down report view provides information on pages or objects accessed by end users within a specific time period.

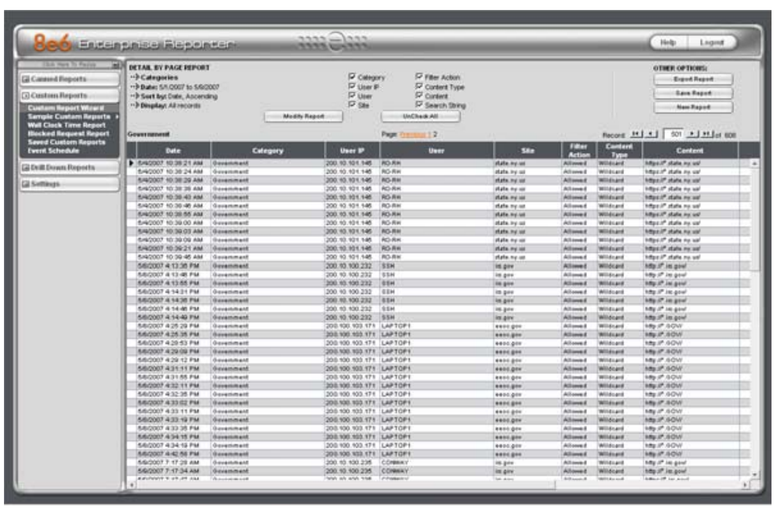


Fig. 3:4-2 Detail Drill Down Report view (administrator)

Similarly with summary reports, these reports are generated via menu options from Drill Down Reports and the Custom Report Wizard from Custom Reports.

As with the summary report view, the detail report view is also horizontally organized into three sections but includes different content in its header and body:

- Header section - includes the following data: report type, Date, Sort by criteria, and Display information for records. Checkboxes (used for specifying columns to be included in the body of the report) display to the right of this information: Category, User IP, User name, Site, Filter Action, Content Type, Content, and Search String. The following buttons display below: Modify Report, UnCheck All / Check All. The following Other Options buttons display to the right: Export Report, Save Report, and New Report. The navigation path for the first record in the current report view displays below 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. The Date and URL columns display for each record, along with any of the following columns specified by populating the corresponding checkbox in the header: Categories, User IP, User name, Site, Filter Action, Content Type, Content criteria, Search String, URL (hyperlink).
- Footer section - includes the username of the login ID used for this session (Logged in as).

Report View Tools and Usage Tips

Understanding report view tools and their functions is paramount to generating a report containing relevant content, since the usage of these tools determines the results of your query.

As you will learn from the rest of this chapter, report view tools along with report view components help you create the desired report view. This report view can then be exported, saved, and/or scheduled to run at a specified time.

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.

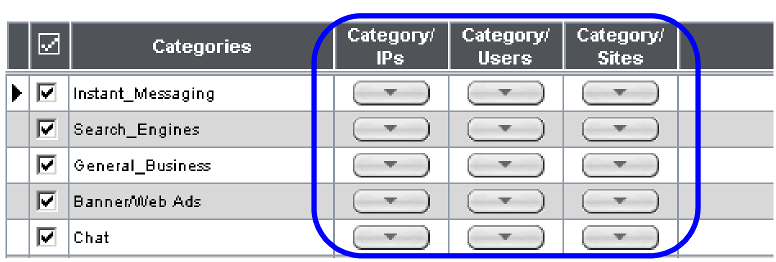
To select another record, do any of the following:

- 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.

Summary Report View Tools and Tips

Filter columns and buttons

In a summary drill down report view, 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 and column arrows

In a summary drill down report view, columns for specified “item counts” display in the body of the report view. 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 detail report view displays data for all pages accessed, including hyperlinks to those pages. In the detail report view, you have the option to exclude Information columns for Category, User IP, User name, Site, Filter Action, Content Type, Content criteria, and Search String by clicking the corresponding checkboxes.

- **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 detail report view displays data for all objects accessed, including hyperlinks to those objects. In the detail report view, you have the option to include Information columns for Category, User IP, User name, Site, Filter Action, Content Type, Content criteria, and Search String by clicking the corresponding checkboxes.

***NOTE**: If “Pages only” was specified in the Object Count frame of the Optional Features screen in the Administrator interface, **all** records of objects accessed by end users will be lost for the time period in which this option was enabled. Even if there were objects accessed by end users during that time period, zeroes (“0”) will display in the Object Count column in the report. See the Optional Features sub-section of the ER Administrator User Guide for information about Object Count frame options.*

- **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.

Column sorting tips

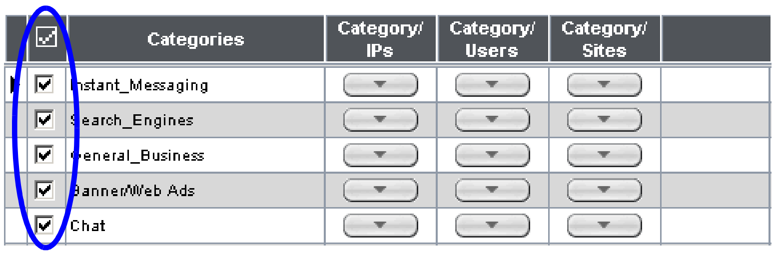
To sort summary report view records in ascending/ descending order by a specified column, click that column’s header: Category Count, IP Count, User Count, Site Count, Page Count, Object Count, or Time HH:MM:SS).

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

Click another column header to sort records by that specified column.

Record exportation

In a summary drill down 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 de-select a record, click the checkbox to remove the check mark from the checkbox.

To de-select all records, click the checkbox in the column header. Clicking the checkbox in the column header again reselects all records.

Detail Report View Tools and Tips

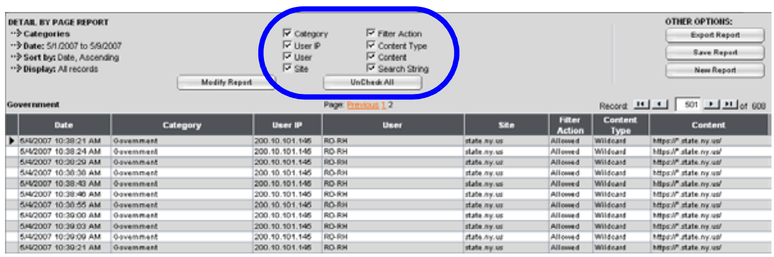
Page link navigation

If more than one page of records was returned by a detail report query, one or more Page numbers display(s) above the rows of records: Page: 1 2 3 4 5 6 7 8 9 10 Next

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

Report Type columns

In the detail report view header, by default all checkbox(es) are populated to include all column(s) for records in the current report view. Any column can be hidden from view by clicking the corresponding checkbox to remove the check mark. Clicking **UnCheck All** excludes all columns from displaying in the current report view. This button toggles back to **Check All** when at least one of the checkboxes is empty.



- **Category** - displays the category name (e.g. “Alcohol”).
- **User IP** - displays the IP address of the user’s machine (e.g. “200.10.101.80”).
- **User** - displays any of the following information: user-name, user IP address, or the path and username (e.g. “logo\admin\jsmith”).

- **Site** - displays the URL the user attempted to access (e.g. “coors.com”).
- **Filter Action** - displays the type of filter action used by the R3000 in creating the record: "Allowed", "Blocked", "Warn Blocked" (for the first warning page that displayed for the end user), "Warn Allowed" (for any subsequent warning page that displayed for the end user), “Quota Blocked” (if a quota blocked the end user), "X-Strike", or "N/A" if the filter action was unclassified at the time the log file was created.

***NOTE**: “Warn Blocked” and “Warn Allowed” will only display if the R3000 has been upgraded to software version 2.0.00 or higher.*

- **Content Type** - displays 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), “File Type”, “Https Medium” (HTTPS Filtering Level set at Medium), or “N/A” if the content was unclassified at the time the log file was created.
- **Content** - displays criteria used for determining the categorization of the record, or “N/A” if unclassified.
- **Search String** - displays the full search string the end user typed into a search engine text box in search sites such as Google, Bing, Yahoo!, MSN, AOL, Ask.com, YouTube.com, and MySpace.com—if the Search Engine Reporting option is enabled in the Optional Features screen of the Administrator interface.

***NOTE**: Refer to the Optional Features screen sub-section of the ER Administrator User Guide for information about the Search String feature.*

Column sorting tips

To sort detail report view records in ascending/descending order by a specified column, click that column's header: Date, Category, User IP, User name, Site, Filter Action, Content Type, Content criteria, Search String, or URL.

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

Click another column header to sort records by that specified column.

Page/Object viewing tip

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

Truncated data viewing tip

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

Using escape characters in an NT domain query

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

Header Buttons for Customization Options

Clicking a button in the header of a report view opens a pop-up box that lets you customize the current report view. The following header buttons are available in the summary and detail report views: New Report, Modify Report, Export Report, and Save Report.

The Set Result Limit button is additionally available in summary report views.

***NOTE**: Information on using the fields in these pop-up boxes can be found in the Report View Components sub-section.*

New Report button

This option that is available in both summary and detail reports lets you generate a new drill down report view for a date range other than the current (default) date.

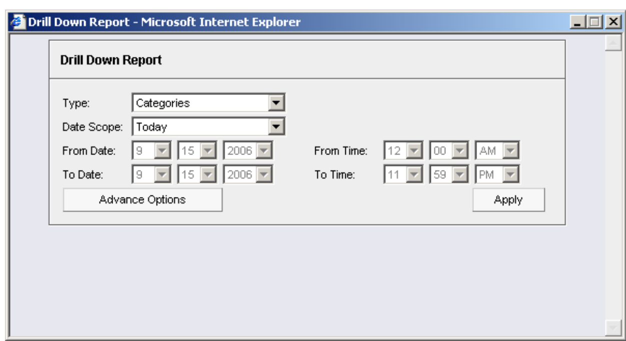


Fig. 3:4-3 New Drill Down Report pop-up box

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:

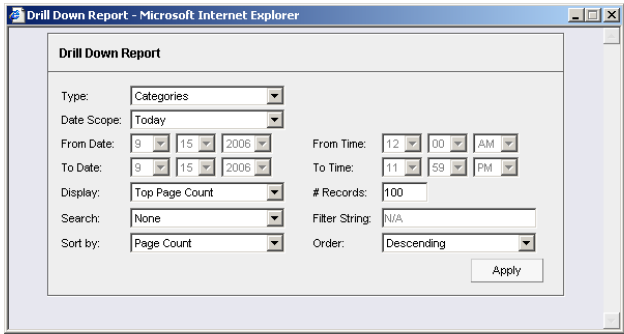


Fig. 3:4-4 New Drill Down Report with Advance Options

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

NOTE*: After all modifications are made, click* ***Apply*** *to save your settings and to close the pop-up box.*

Set Result Limit button

This option lets you specify the maximum number of records to be included in the summary report view, instead of the default number (entered in Default Options).

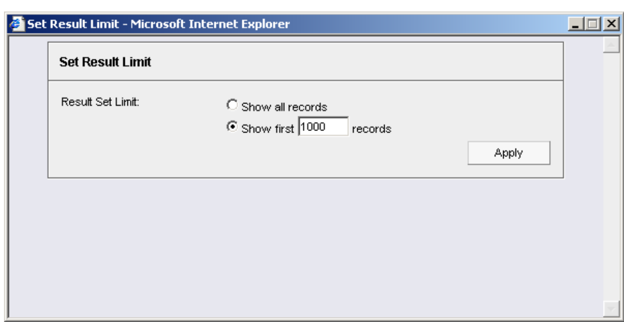


Fig. 3:4-5 Set Result Limit pop-up box

NOTE*: After all modifications are made, click* ***Apply*** *to save your settings and to close the pop-up box.*

Modify Report button

Drill Down Report option

For summary reports, 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.

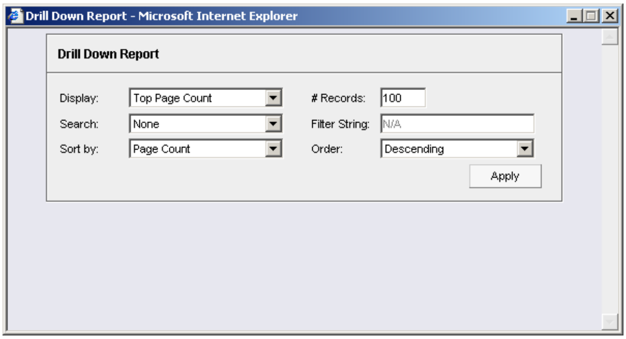


Fig. 3:4-6 Drill Down Report pop-up box

Detail Custom Report option

For detail reports, 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.

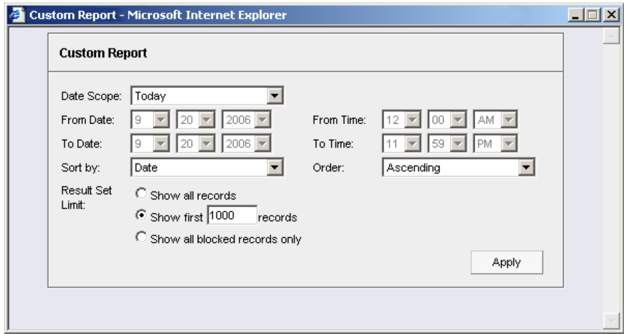


Fig. 3:4-7 Custom Report pop-up box

***NOTE**: After all modifications are made, click **Apply** to save your settings and to close the pop-up box.*

Export Report button

Export Drill Down Report option

This option lets you email or view the current summary report view in the specified output format.

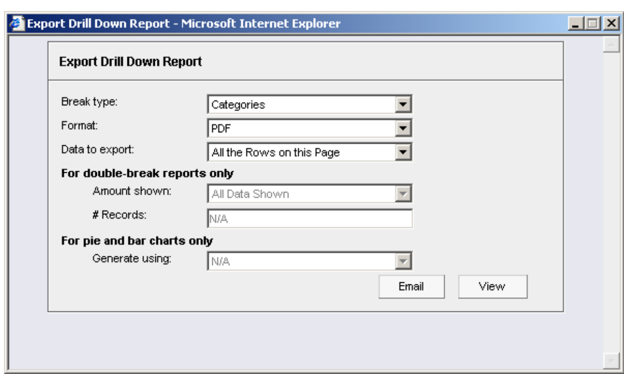


Fig. 3:4-8 Export Drill Down Report pop-up box

Export Custom Report option

This option lets you email or view the current detail report view in the specified output format, defining the break type, file format, and maximum number of records to be included in the report view instead of the default number (entered in the Default Options window).

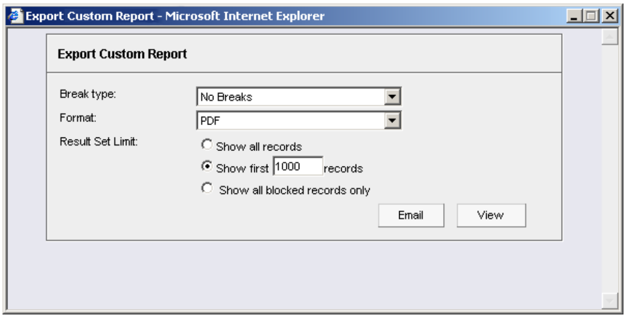


Fig. 3:4-9 Export Custom Report pop-up box

NOTES*: After all modifications are made, click* ***Email*** *to open the Email Report pop-up box where email criteria is entered, or click* ***View*** *to launch a separate browser window containing the generated report in the specified format.*

- *See Exporting a Report in this chapter for information about using the Email option to email a report.*
- *See View and Print Options in this chapter for information about using the View option to view and print a generated report, and for sample reports.*

Save Report button

This option lets you save the current report view so a report using these customizations can be run again later at a designated time.

Summary Drill Down Report option

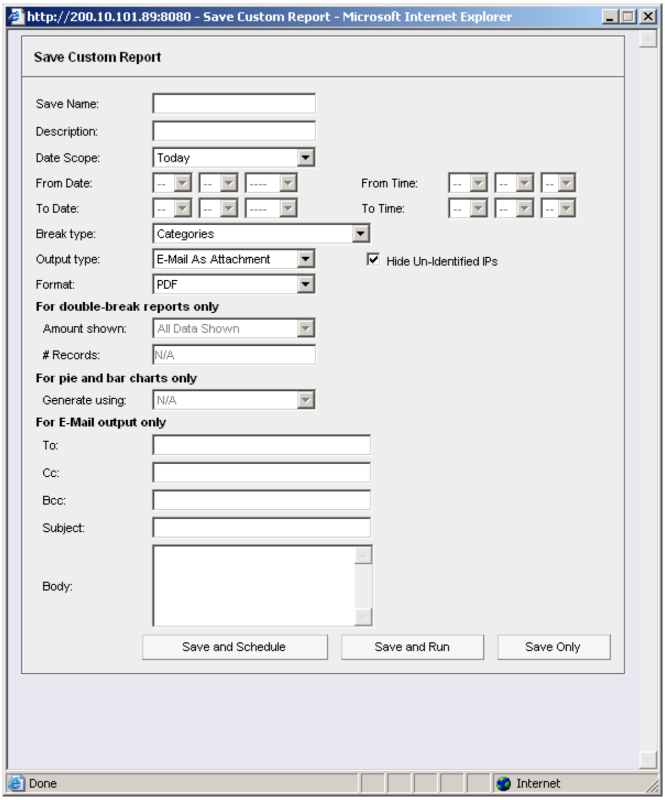


Fig. 3:4-10 Save Custom Report pop-up box for summary reports

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

Detail Drill Down Report option

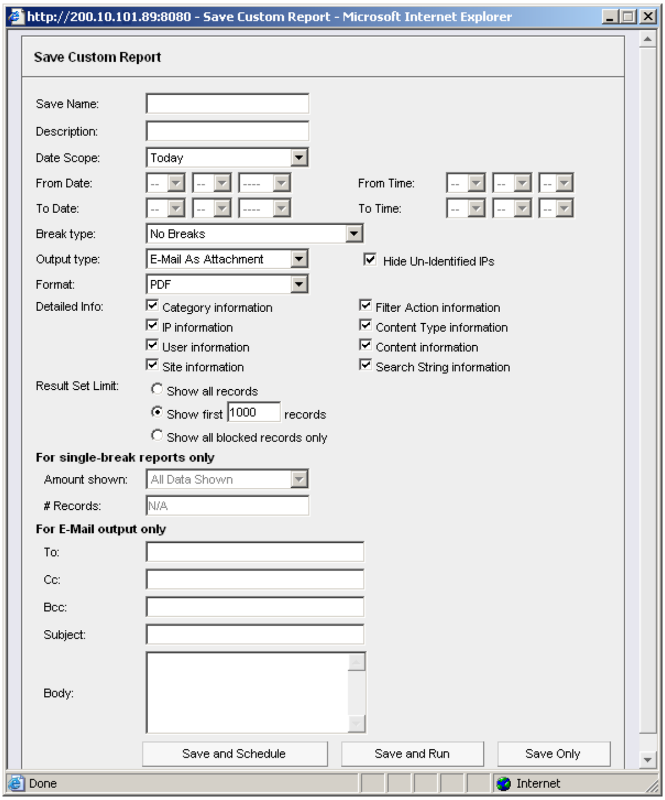


Fig. 3:4-11 Save Custom Report pop-up box for detail reports

***NOTES**: After all modifications are made, click **Save and Schedule** to open the Event Schedules window where a schedule can be set up for running the report, **Save and Run** to save the report in the specified format and then email it to the designated email address(es), or **Save Only** to save the report.*

See Custom Report Wizard in Chapter 6 for information about using these report options.

Report View Components

Report Fields and Usage

The following fields are used in the Custom Report Wizard, Save Custom Report, and/or summary or detail report views and pop-up boxes linked to report views.

Type field

The Type field is used for specifying the report type for the summary report to be generated.

At the **Type** field, make a selection from the pull-down menu for one of the following report types:

- **Categories** - this option performs a query on filter categories accessed by end users.
- **IPs** - this option performs a query on Internet activity by end user IP address.
- **Users** - this option performs a query on end user Internet activity by username.
- **Sites** - this option performs a query on Web sites visited by end users.
- **Category Groups** - this option performs a query on end user Internet activity in category groups. Category groups are set up using the Category Groupings option from the Settings menu.
- **User Groups** - this option performs a query on Internet activity of user groups. User groups are set up using the User Groupings option from the Settings menu.

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. Reports can be run for any data saved in the ER Server's memory.

At the **Date Scope** field, make a selection from the pull-down menu for the time frame you wish to use in your query (depending on the scope selected, the From Date and To Date fields are used in conjunction with this field):

- **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 (1999-2010).
- **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 (1999-2010). 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.

For detail reports, the following fields are additionally available:

- **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 time range on the specified date. In the **From Date** and **To Date** fields, make a selection for the month (1-12), day (1-31), and year (1999-2010). In the **From Time** and **To Time** fields, make a selection for the hour (1-12), minutes (00-59), and AM or PM.

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 summary report view, and how these records will be sorted.

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 Default 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 Default 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 summary report view.

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.

For summary reports, 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”.

For detail reports, at the **Sort by** field, make a selection from the pull-down menu for one of the available sort options: "Date", "Category", "User IP", "User", "Site", "Filter Action", "Content Type", "Content", "Search String", "URL".

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 fields

The Result Set Limit fields are used for specifying the maximum number of records to be included in the report view.

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 or viewed.

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 outputted.

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**: The Save Report pop-up window—accessible via the Edit Report button in Saved Custom Reports—also includes the “Access Snapshot” format. This report format is used for reports previously saved using the former ER Access Client.*

Data to export field

The Data to export field is used for specifying which records will be exported when the generated summary report is emailed or viewed.

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”, or “Only the Selected Rows on this Page”. The second selection is available only if some of the records in the report view were deselected.

For double-break reports only

The Amount shown and # Records fields are used in double-break reports and are deactivated by default.

***NOTE**: These fields also display in Save Custom Report under the label: For single-break reports only.*

Amount shown field

The Amount shown field is used for specifying how the report view will be sorted. By default, “All Data Shown” displays greyed-out and 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: “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”.

Records field

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 and 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 Default 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 Default 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

Generate using field

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 and 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”, “Hit Count”.

Output type field

The Output type field is used for specifying how the generated report will be sent to the recipient(s).

At the **Output type** field, choose either “E-Mail As Attachment”, or “E-Mail As Link”.

Hide Un-Identified IPs checkbox

The Hide Un-Identified IPs checkbox is used for specifying whether or not IP addresses of workstations that are not assigned to a designated end user will be included in reports. This checkbox is deselected by default if the checkbox by this same name was deselected in the Default Options window.

***NOTE**: The Default 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 Default Options window.

For E-Mail output only / Email Report fields

The For E-Mail output only fields and Email Report fields are used for entering email criteria pertinent to the report to be sent to the designated addressee(s).

Specify the following in the **For E-Mail output only** field or the Email Report pop-up box fields:

- **To** - enter the email address of each intended report recipient, separating each address by a comma (,) and a space.
- **Subject** - type in a brief description about the report.
- **Cc** (optional) - 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** (optional) - 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.

Detailed Info field

The Detailed Info field is used for specifying which columns of data will be excluded from detail reports.

In the **Detailed Info** field, by default all checkboxes corresponding to detail report columns are selected. Click the checkbox corresponding to any of the following options to remove the check marks and thereby exclude those columns of information from displaying in the report:

- **Category information** - click this checkbox to exclude the column that displays the library category name.

- **IP information** - click this checkbox to exclude the column that displays the end user IP address.
- **User information** - click this checkbox to exclude the column that displays the username.
- **Site information** - click this checkbox to exclude the column that displays the IP addresses or URLs of sites.
- **Filter Action information** - click this checkbox to exclude the column that displays the type of filter action used by the R3000 in creating the record: "Allowed", "Blocked", "Warn Blocked" (for the first warning page that displayed for the end user), "Warn Allowed" (for any subsequent warning page that displayed for the end user), “Quota Blocked” (if a quota blocked the end user), "X-Strike", or "N/A" if the filter action was unclassified at the time the log file was created.
- **Content Type information** - click this checkbox to exclude the column that displays 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.
- **Content information** - click this checkbox to exclude the column that displays criteria used for determining the categorization of the record, or “N/A” if unclassified.
- **Search String information** - click this checkbox to exclude the column that displays the full search string the end user typed into a search engine text box. This column displays pertinent information only if the Search Engine Reporting option is enabled in the Optional Features screen of the Administrator interface.

***NOTE**: Refer to the Optional Features screen sub-section of the ER Administrator User Guide for information about the Search String feature.*

Exporting a Report

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

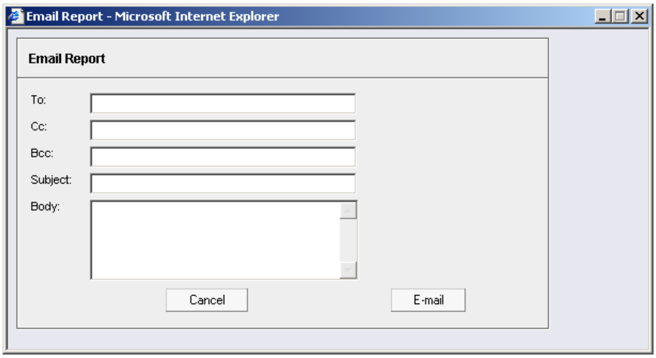


Fig. 3:4-12 Email Report pop-up box

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 information to indicate the report is being 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. 3:4-13 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.

In the Export Drill Down Report or Export Custom Report pop-up box, click the **View** button to open the ER Report browser window containing the status of the report being generated.

When completely generated, the ER Report browser window displays “Report Finished” and can be closed. The generated report view opens in a separate window in the specified file format.

***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) - open the Print dialog box where specifications can be made before printing the report file, such as changing the orientation of the printed page by selecting **Portrait** (vertical) or **Landscape** (horizontal).

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** - 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.

Sample Report File Formats

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

***NOTES**: 8e6 Technologies recommends using the PDF and HTML file formats over other file format selections—in particular for detail 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 detail 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	60:3:40	56,371

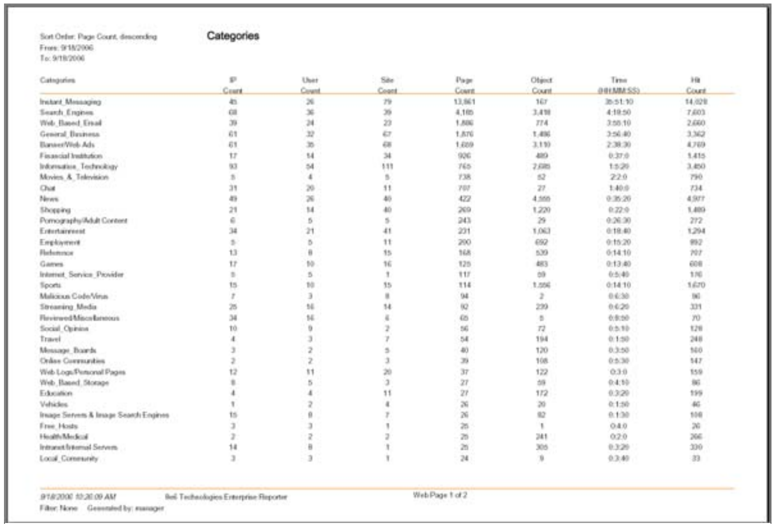
Category Count: 40

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

Fig. 3:4-14 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	4:19:50	7,603
Web_Based_Email	39	24	23	1,886	774	3:58:10	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 10:20:09 AM 8e6 Technologies Enterprise Reporter Web Page 1 of 2
Filter: None Generated by: manager

Fig. 3:4-15 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:

Sort Order: Page Count, descending
From: 6/11/2008 To 6/11/2008

Categories

Categories	IP Count	User Count	Site Count	Page Count	Object Count	Time (HH:MM:SS)	Hit Count
Search_Engines	68	64	20	1,569	1,562	2:36:30	3,111
Web_Based_Email	26	20	8	1,498	216	2:33:40	1,714
MSN_messenger	12	8	24	1,020	0	2:26:0	1,020
Banner/Web Ads	47	39	39	727	1,134	1:16:10	1,861
ICQ_and_AIM	21	20	39	538	0	1:6:40	538
Google_Chat	8	8	5	472	0	1:7:50	472
Information_Technology	47	33	63	470	313	0:47:20	783
Edge Content Servers/Infrastructure	43	36	6	464	389	0:18:50	843
News	41	33	24	365	413	0:11:50	778
General_Business	44	37	36	362	1,063	0:42:0	1,425
HTTPS	5	3	6	319	0	0:3:20	319
Portals	33	28	4	183	688	0:22:50	871
Intranet/Internal Servers	46	36	4	177	887	0:19:20	1,064
Reference	11	11	11	117	270	0:7:40	387
Financial Institution	16	11	16	107	185	0:11:10	292
R_Rated	3	3	3	82	0	0:13:40	82
Sports	2	2	3	80	24	0:6:50	104
Education	6	6	10	76	385	0:6:50	461
Games	8	5	11	68	411	0:5:30	479
Free_Hosts	1	1	1	0	4	0:0:0	4
Humor	1	1	1	0	6	0:0:0	6
QQ	1	1	1	0	2	0:0:0	2
Music_Appreciation	3	3	4	0	69	0:0:0	69
Recreation	1	1	1	0	69	0:0:0	69
Weather/Traffic	1	1	1	0	29	0:0:0	29
Travel	1	1	1	0	6	0:0:0	6
VoIP	7	5	1	0	7	0:0:0	7
Web Logs/Personal Pages	6	5	7	0	32	0:0:0	32
Grand Total	506	411	339	8,674	8,134	14:42:0	16,808
Count: 28							

8e6 Technologies Enterprise Reporter

Fig. 3:4-16 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. 3:4-17 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	2,685	1:05:20	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. 3:4-18 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. 3:4-19 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 Technologies 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. 3:4-20 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 Technologies recommends using another format.*

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

Chapter 5: Drill Down Reports

This chapter provides information about generating drill down reports from the Drill Down Reports menu. As explained in the previous chapter, drill down reports let you query the database to access more detailed information about end user Internet activity. The following types of reports can be generated from this menu:

- **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.

As previously discussed, 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 from this menu:

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

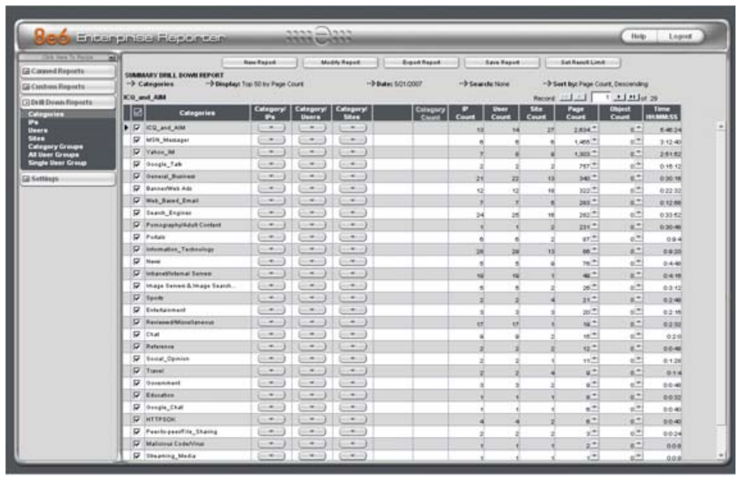


Fig. 3:5-1 Sample Drill Down Categories Report

NOTES: *As the report is generating, a message describing the current status 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 sub-section.

2. Use the tools in the right panel to create the desired drill down view.
3. The drill down view can be exported, saved, and/or scheduled to run at a specified time.

Generate a Single User Group Report

To generate a Single User Group Report from this menu:

1. Click Single User Group from the navigation panel to display the Single User Group window in the right panel:

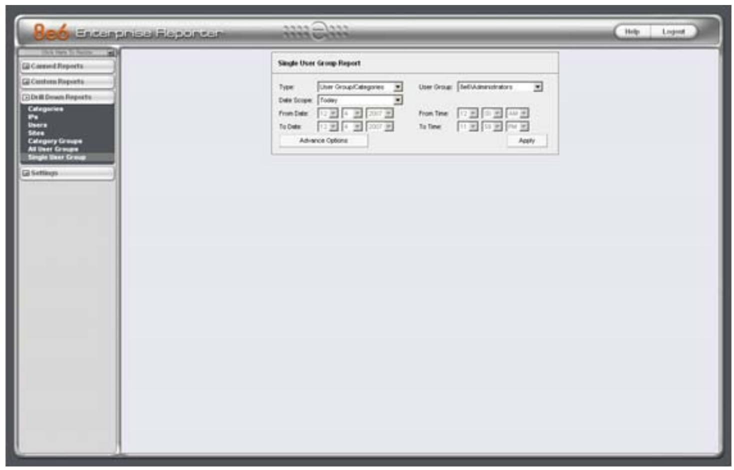


Fig. 3:5-2 Single User Group window

2. Specify the following report criteria: “Type”, “User Group”, “Date Scope”, and Advance Options such as “Display” / “# Records”, “Search” / “Filter String”, “Sort by” / “Order”.
3. Click **Apply** to generate the report. When the report has generated, the report view displays (see Fig. 3:5-1) and can be modified, exported, or saved.

Chapter 6: Custom Reports

This chapter provides information about custom reports that can be generated if more specific details are needed about end user Internet activity.

The following options are available from the Custom Reports menu:

- **Custom Report Wizard -** this option lets you use the wizard to generate a customized report, querying the database for hits, pages, or objects viewed by end users.
- **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 Report -** this option is available to administrators only. 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.

NOTES*: Wall Clock Time Report is only available in the Custom Reports menu if the Wall Clock Time feature is enabled in the Administrator interface. See the ER Administrator User Guide for information about the Wall Clock Time feature.*

To include object hits in the Wall Clock Time Report, the "Pages and Objects" selection must be made in the Object Count frame of the Optional Features screen. See Optional Features in the ER Administrator User Guide for more information about this selection.

- **Blocked Request Report -** this option is available to administrators only. Blocked Request reports show data for all specified users' blocked requests within the designated time frame.

NOTE*: Blocked Request Report is only available in the Custom Reports menu if the Block Request Count feature is enabled in the Administrator interface. See the ER Administrator User Guide for information about the Block Request feature.*

- **Saved Custom Reports -** this option lets you view, edit, copy, delete, or run a customized report that was previously saved in the Client.
- **Event Schedule** - this option is used for creating and maintaining schedules for generating customized reports.

Custom Report Wizard

When clicking Custom Report Wizard in the Custom Reports menu, the main screen of the Custom Report Wizard displays in the right panel:

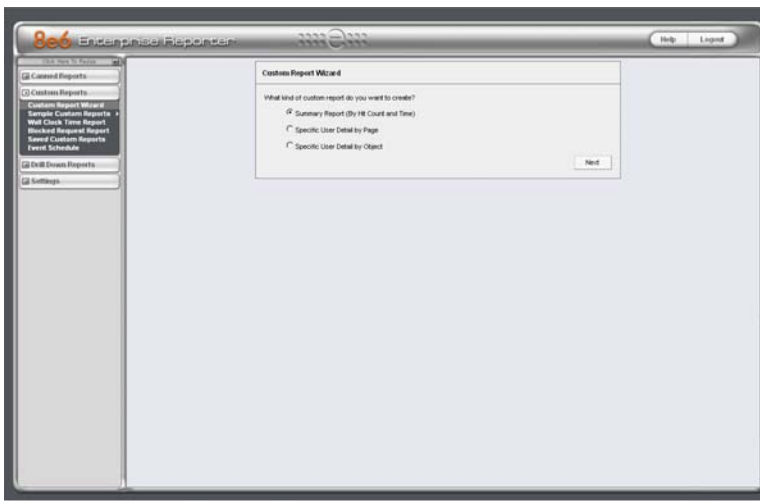


Fig. 3:6-1 Custom Report Wizard screen (administrator)

Step 1: Specify Report Option

1. Select one of three available custom report options:
   - **Summary Report (By Hit Count and Time) -** this report provides a synopsis of specified end user Internet activity by hit count and time for a designated period.
   - **Specific User Detail by Page -** this report provides information about end user Web page access for a specified time period.
   - **Specific User Detail by Object -** this report provides information about end user Web object access for a specified time period.
2. Click **Next** to display the next screen of the wizard.

When selecting the summary report option, the following screen displays after clicking Next:

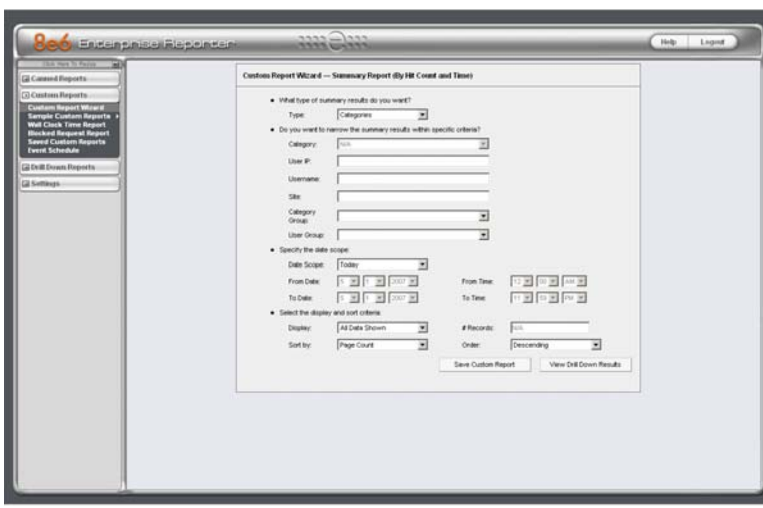


Fig. 3:6-2 Summary Report wizard screen (administrator)

When selecting the detail report option, the following screen displays after clicking Next:

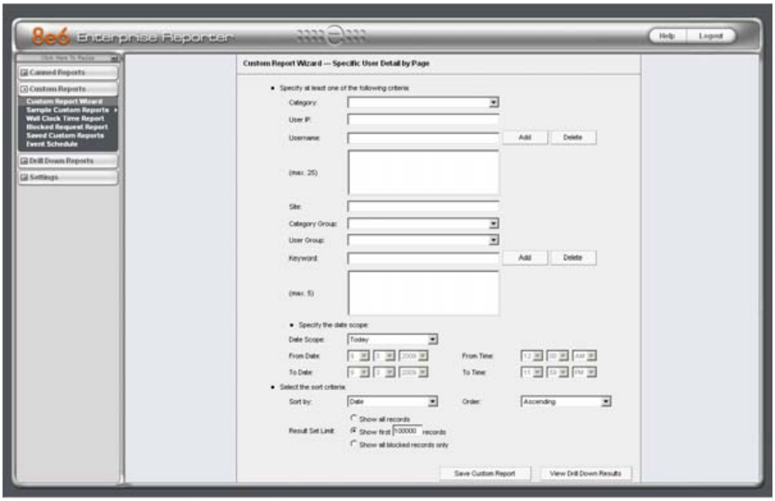


Fig. 3:6-3 Detail Report by Page wizard screen (administrator)

***NOTES**: The detail report by object screen is similar to the detail report by page screen, substituting the word “Object” for “Page” in the header.*

See Report View Components in Chapter 4: Summary and Detail Reports for various field entries in this wizard.

Step 2: Specify Report Selection

Summary report

Make a choice for the **Type** of report to be generated: “Categories”, “IPs”, “Users”, “Sites”, “Category Groups”, “User Groups”. This choice affects all other fields on the screen by enabling or disabling them as pertinent to your selection.

To **narrow** your results, choose from one of the following drill down report options: “Category”, “User IP”, “Username”, “Site”, “Category Group”, “User Group”.

Detail report

Select at least one of the following **criteria** to be included in your query: “Category”, “User IP”, “Username”, “Site”, “Category Group”, “User Group,” “Keyword”.

***TIP**: The Username and Keyword fields can be used in conjunction or individually to specify the username(s) and/or URL substring(s)/keyword(s) to include in a query, as described in the following sub-sections.*

Batch user report

To generate a batch user report in which a single email is sent to the administrator with attached reports for up to 25 specified end users, make the following entries:

1. In the **Username** field, do one of the following to add a username in the list box below:
   - Type in the username
   - Enter valid alpha characters preceded and/or followed by a wildcard (‘%’), or
   - Enter a wildcard (‘%’)
2. Click **Add**; if a wildcard was used and more than one match was found on the server, this action opens the

Specific Search pop-up box (see Fig. 3:6-8) that displays all available matches in the Username frame:

a. Select up to 25 usernames from the pop-up box.

b. Click **OK** to close the pop-up box and to populate the list box in the wizard screen.

TIP: *To remove an entry from the list box, select it and then click Delete.*

NOTE: *If more than one Username is entered, the following message displays above the buttons at the bottom of this screen: 'NOTE: This report is very processor and time intensive and may take several minutes to complete.' and the View Drill Down Results button displays greyed-out. The report must now be saved and run at a later time.*

URL sub-string, keyword report

To generate a URL sub-string and/or keyword report, make the following entries:

1. In the **Keyword** field, do one of the following to add keywords/URL sub-strings in the list box below:
   - Type in a keyword at least three characters in length
   - Enter up to 255 characters of a phrase
2. Click **Add**.

TIP: *To remove an entry from the list box, select it and then click Delete.*

NOTE: *After adding an entry in the Keyword field, the following message displays above the buttons at the bottom of this screen: 'NOTE: This report is very processor and time intensive and may take several minutes to complete.' and the View Drill Down Results button displays greyed-out. The report must now be saved and run at a later time.*

Step 3: Specify Date Scope

Select the **Date Scope** from the following choices available in the pull-down menu.

***NOTE**: If more than one Username or if any Keyword was entered in this screen, the following Date Scope choices are the only choices available: "Yesterday" (default), "Previous 7 Days", selections for Previous 6, 5, 4, 3, or 2 Days, and "Daily".*

Step 4: Specify Order Criteria

Summary report

Select the column for which top results should **Display** and indicate the **# Records**.

Specify the column the report should **Sort by** and in which **Order**.

Detail report

Select the column the report should **Sort by** and indicate in which **Order**.

Specify the **Result Set Limit** for the records to be included.

Step 5: Specify when to Generate the Report

Indicate the next step in the wizard by selecting one of two choices that specify when the report will be generated:

- **Save Custom Report -** click this button to go to the Save Custom Report window where you save your report criteria now but generate your report later (see Save Custom Report).

***NOTE**: See Save Custom Report in this chapter for information on using the Save Custom Report window, and Chapter 5: Drill Down Reports for information about drill down reports.*

- **View Drill Down Results -** click this button to view the generated Drill Down Report now in the specified report view format (see Figs. 3:6-4 and 3:6-5).

NOTE*: The View Drill Down Results button greys-out if more than one Username or if any Keyword was entered for a detail report.*

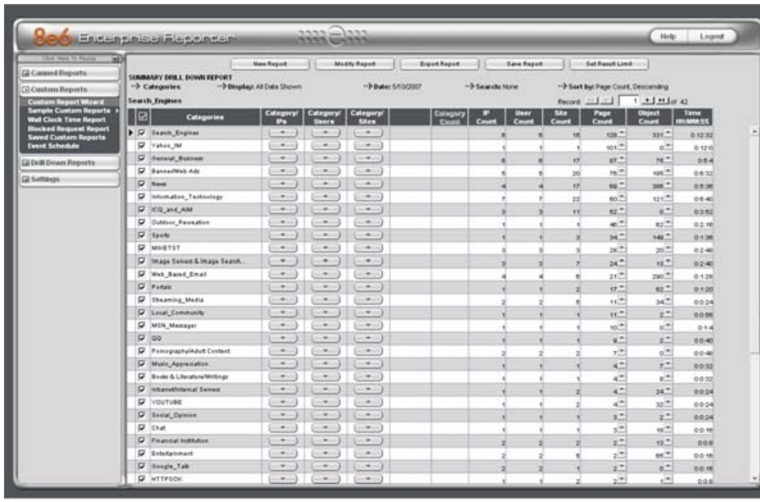


Fig. 3:6-4 Summary Drill Down Report (administrator)

Fig. 3:6-5 Detail by Page Drill Down Report (administrator)

Save Custom Report

1. Click the **Save Custom Report** button to display the Save Custom Report screen:

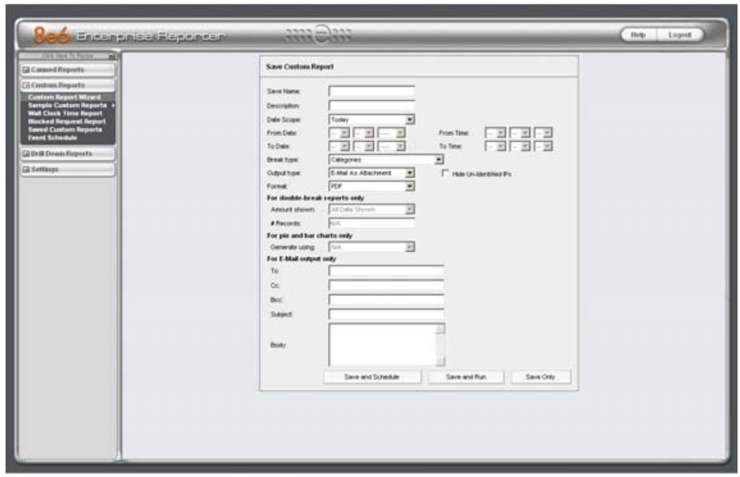


Fig. 3:6-6 Summary Save Custom Report (administrator)

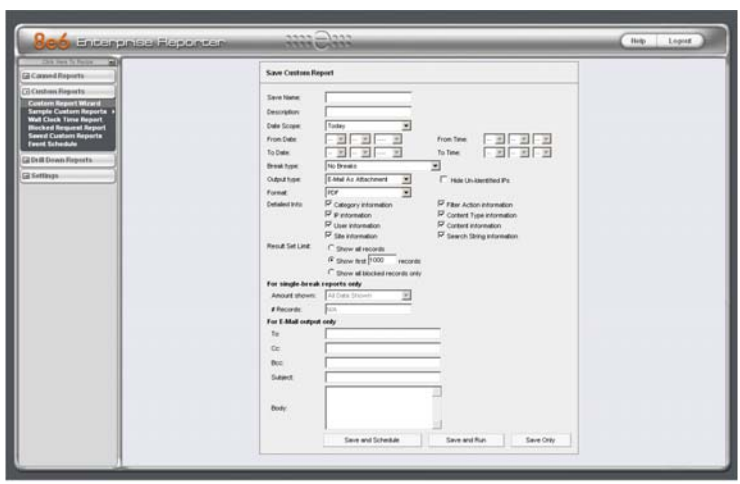


Fig. 3:6-7 Detail Save Custom Report (administrator)

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.

TIP: *The Copy (Ctrl+C) and Paste (Ctrl+V) functions can be used in the fields in this screen.*

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

4. Make a selection from pull-down menus for the following fields:

   - **Date Scope** - to change the date scope specified in the report view, make a selection from available choices in the pull-down menus.
   - **Break type** - available selections are based on the type of report specified.
   - **Output type** - choose either E-Mail As Attachment, or E-Mail As Link.
   - **Format** - choose from available output format selections in the pull-down menu.
   - **Hide Un-Identified IPs** - this checkbox is de-selected by default if the checkbox by this same name was de-selected in the Default Options window.

NOTE: *The Default 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.*

5. For detail reports, specify any of the following options:

   - **Detailed Info** - uncheck any checkbox corresponding to a column that should not be included in the report.
   - **Result Set Limit** - indicate the maximum number of records to be included in the report.

6. **For double/single-break reports only**, if a selection was made in the Break type field, specify the top count option to be used in the **Amount shown** and **# Records** fields.

7. **For pie and bar charts only** in a summary report, if the report is being generated for Categories, Category Groups, or User Groups, and a selection was made in the Break type field, the **Generate using** field lets you select the count column sort option.

8. **For E-Mail output only**, type in the email address(es) of the recipient(s), and enter any pertinent information to be sent with the report.

9. Specify the next—or final—step in the wizard by selecting one of three choices:

    - **Save and Schedule** - click this button to save your entries and to go to the Event Schedules window where the Add Event to Schedule pop-up box opens so you can set up a schedule for running the report.
    - **Save and Run** - click this button to save your entries and to email the generated report to the designated recipient(s). After the report is emailed, the Saved Custom Reports window displays if you need to run this report again or another report.

***NOTE**: If more than one Username or if any Keyword was entered in the report screen for a detail report, the Save and Run button is greyed-out and the following message displays above the buttons at the bottom of this screen: ‘NOTE: This report is very processor and time intensive and may take several minutes to complete.’*

- **Save Only** - click this button to save your entries and to go to the Saved Custom Reports window where you can delete, edit, or run this report or another report.

***NOTE**: See Event Schedules and Saved Custom Reports in this chapter for information on using these options.*

TIP: *For an administrator, when specifying a save option, if the report 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.*

Wizard Reporting Tips

Detail page Break report by Users, Category

To generate a detail report that includes page hits for the top users who accessed a specific category or category group:

1. Select "Specific User Detail by Page", and then click **Next**.
3. Choose the **Category** or **Category Group**, and then click **Save Custom Report**.
3. Specify at least the following criteria: **Save Name**, **Break type** "Users", **Amount shown** "Top Page Count", and email **To** address.
4. Click **Save and Run** to generate and email the report to the designated email address.

Use wildcards in a Specific Search query

To generate a report for a specific username, user IP address, or site URL, enter the minimum criteria:

1. Select one of the three wizard options, and then click **Next**.
2. Specify the type of search to be performed by choosing the appropriate field (**User IP**, **Username**, or **Site**) and entering text in the following format: **%X%** (in which "X" represents the user's IP address, the username, or the site URL.

Examples:

- User IP: **%200.10.100.51%**
- Username: **%jsmith%**
- Site: **%yahoo%**

3. Click **View Drill Down Results** to open the Specific Search pop-up box:

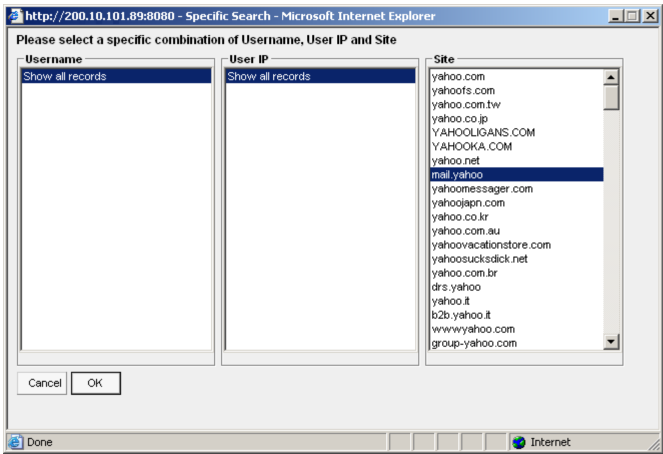


Fig. 3:6-8 Specific Search pop-up box showing site results

This pop-up box is comprised of three list boxes: Username, User IP, and Site. The list box pertinent to your query is populated with results—based on data stored in the system—returned by the search.

4. Make a selection from the list box, and then click **OK** to close the pop-up box and to begin generating the report.

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 canned report options: “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”.

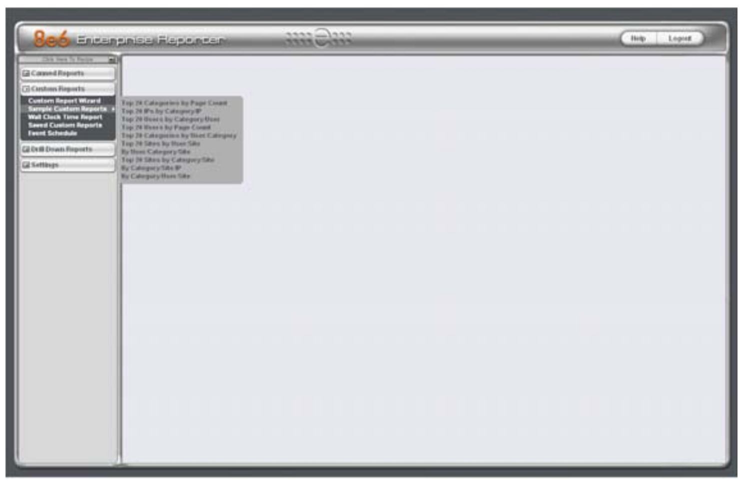


Fig. 3:6-9 Sample Custom Reports (administrator)

When the report has been generated, “Report Finished” displays in the right panel and a separate browser window opens with the canned report in the PDF format.

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.

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:

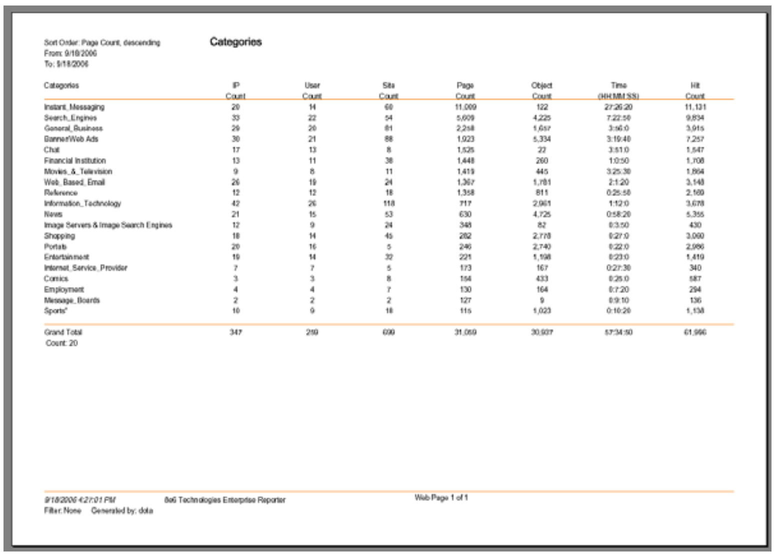
- today’s date (MM/DD/YYYY) and time (HH:MM:SS AM/PM) the report was generated
- **Page** number
- **Filter: None**
- **Generated by:** manager’s login ID

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	269	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. 3:6-10 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. 3:6-11 Sample Category/IPs report

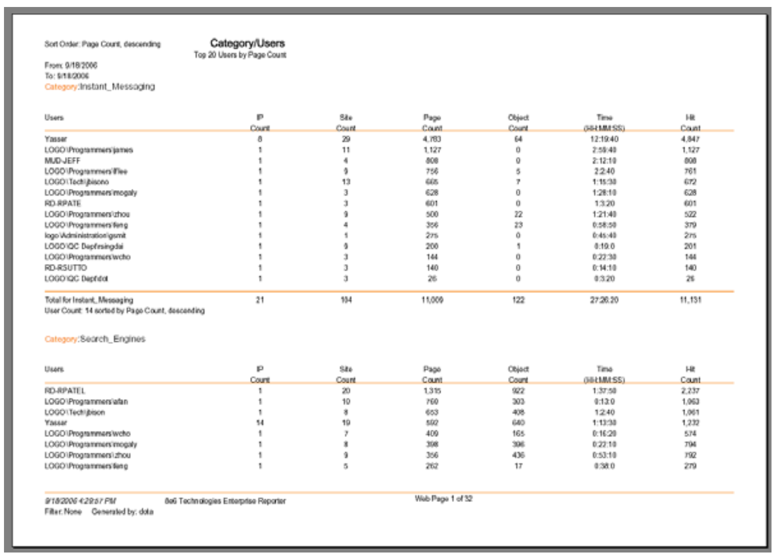
Top 20 Users by Category/User

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\rsingdai	1	5	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: dota

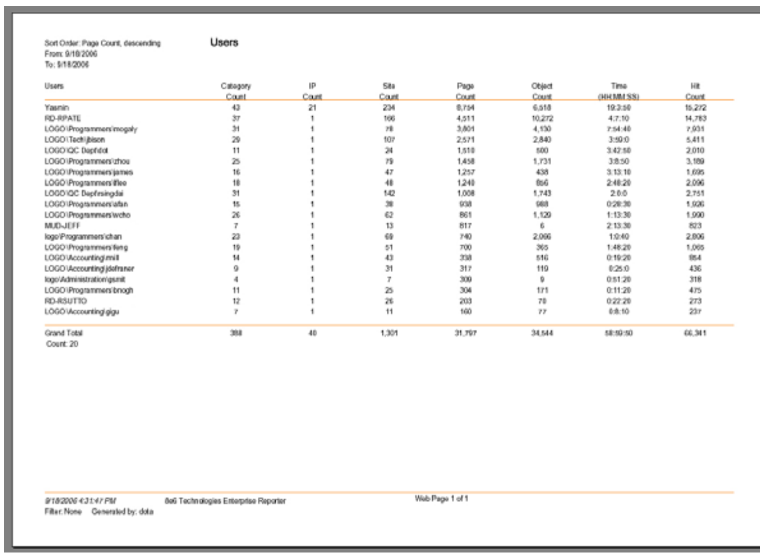
Fig. 3:6-12 Sample Category/Users report

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	3:42:50	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. 3:6-13 Sample Users report

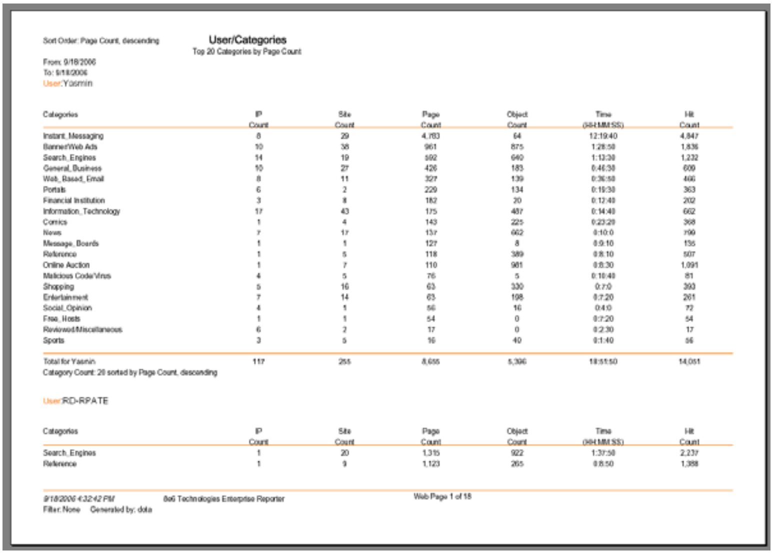
Top 20 Categories by User/Category

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. 3:6-14 Sample User/Categories report

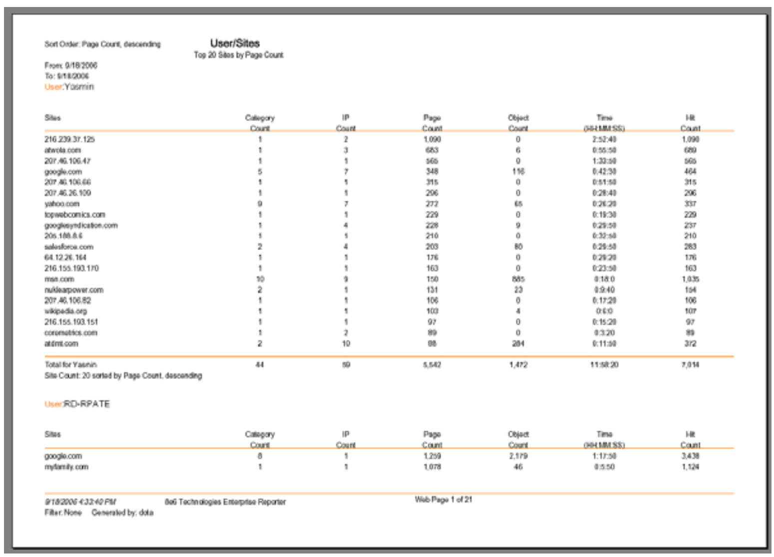
Top 20 Sites by User/Site

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 4:32:40 PM 8e6 Technologies Enterprise Reporter Web Page 1 of 21
Filter: None Generated by: dola

Fig. 3:6-15 Sample User/Sites report

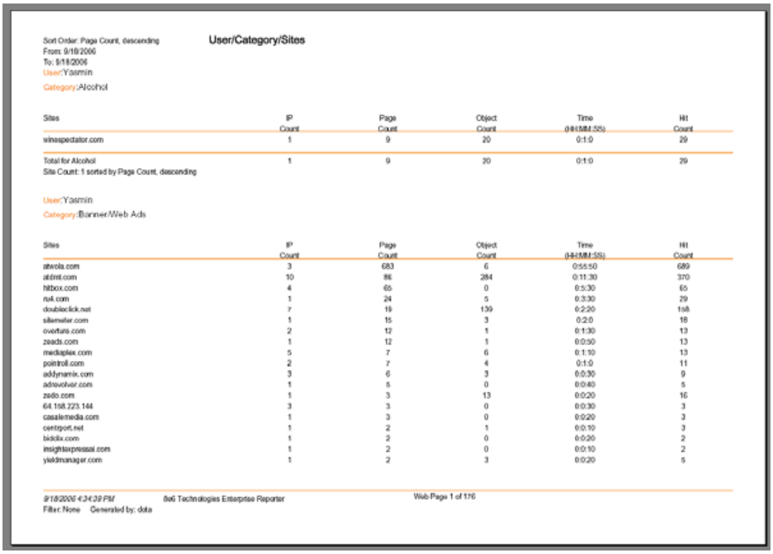
By User/Category/Site

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

User/Category/Sites

From: 9/18/2006
To: 9/18/2006
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: dota

Fig. 3:6-16 Sample User/Category/Sites report

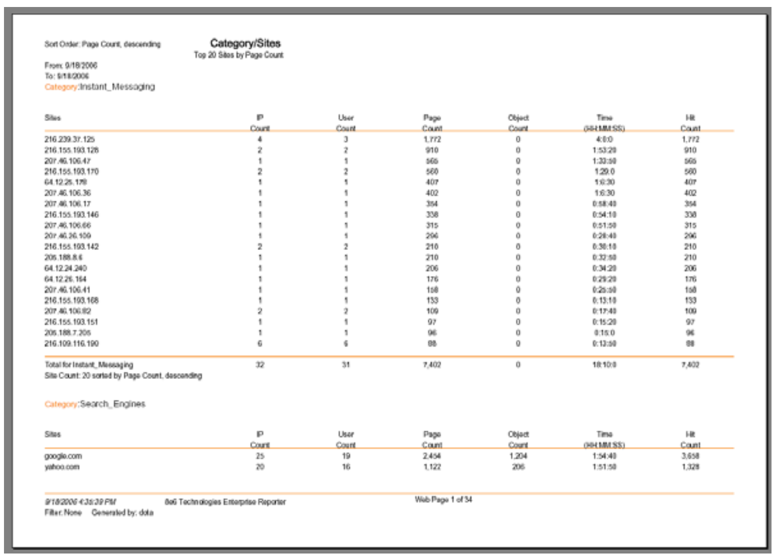
Top 20 Sites by Category/Site

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
64.12.25.178	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	0:38:10	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
205.188.7.206	1	1	96	0	0:16:0	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 4:36:39 PM 8e6 Technologies Enterprise Reporter Web Page 1 of 34
Filter: None Generated by: dola

Fig. 3:6-17 Sample Category/Sites report

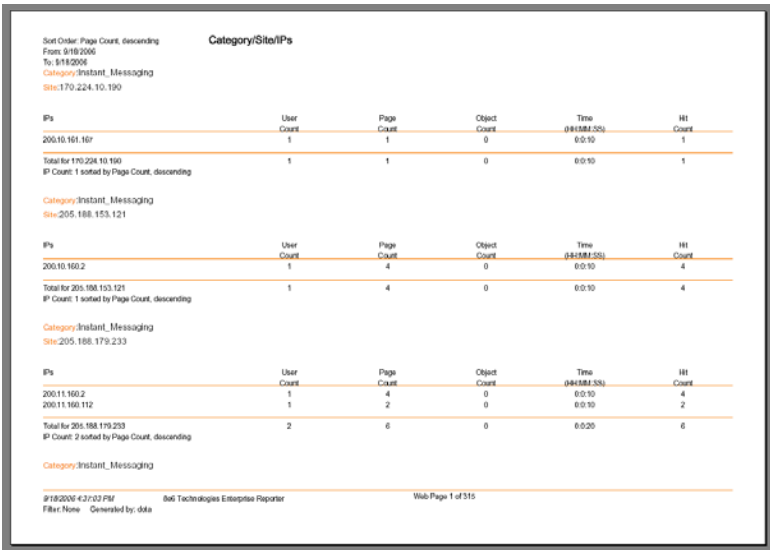
By Category/Site/IP

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.



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

Category/Site/IPs

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. 3:6-18 Sample Category/Site/IPs report

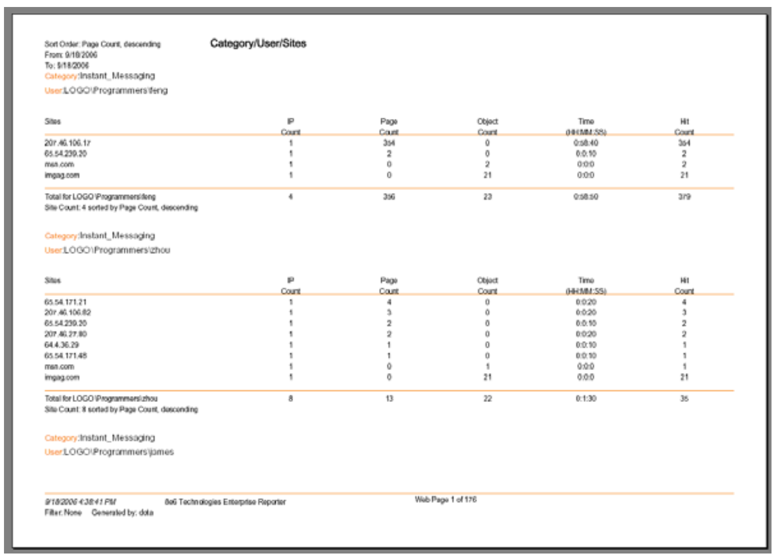
By Category/User/Site

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.



Category/User/Sites

Sort Order: Page Count, descending
From: 9/18/2006
To: 9/18/2006
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. 3:6-19 Sample Category/User/Sites report

Wall Clock Time Report

The Wall Clock Time Report option is accessible by administrators only and provides 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). This algorithm calculates the amount of time an end user spent accessing a given page or object—disregarding the number of seconds from each hit and counting each unique minute of Web time as one minute. Using this algorithm, an end user could never have more than 24 hours of Web time within a given 24-hour period.

***NOTE**: The Wall Clock Time Report option does not display if the Wall Clock Time feature is disabled in the ER Administrator interface. Refer to the Optional Features screen sub-section of the ER Administrator User Guide for information about enabling or disabling the Wall Clock Time 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 navigation panel:

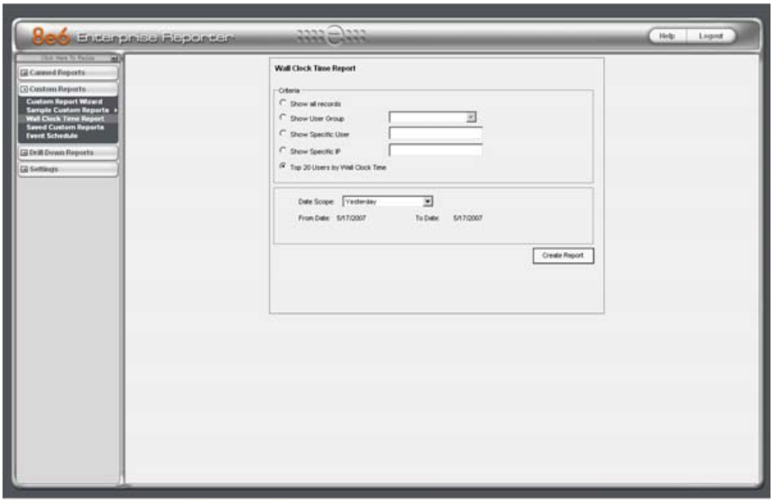


Fig. 3:6-20 Wall Clock Time Report window (administrator)

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—or a portion of the username with the '%' wildcard—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—or a portion of the IP address with the '%' wildcard—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 open a separate ER Report browser window containing the status of the report being generated. When completely generated, "Report Finished" displays, and the report view in PDF format opens in a separate window.

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

NOTES*: 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.*

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.

4. Click the “X” in the upper right corner of both the ER Report window and the PDF report window to close these windows.

View the Wall Clock Time Report

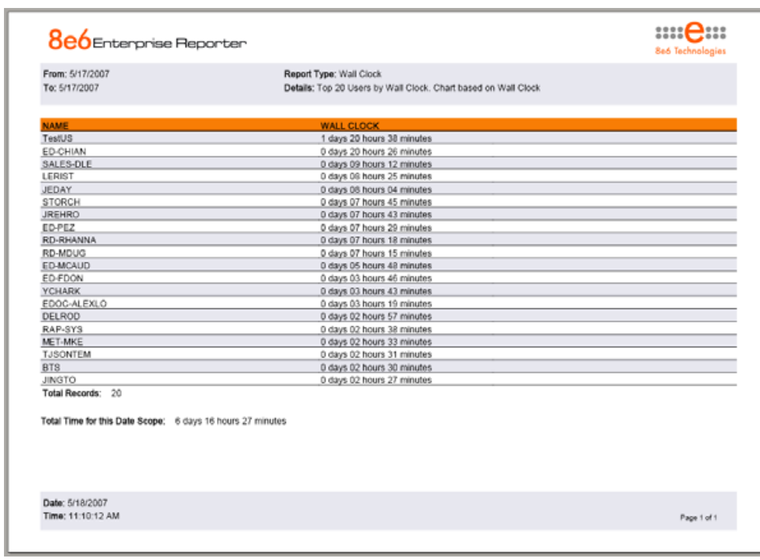
The header of the generated Wall Clock Time report includes the date range, Report Type, and Details criteria.

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.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From: 5/17/2007
To: 5/17/2007

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

NAME	WALL CLOCK
TestUS	1 days 20 hours 38 minutes
ED-CHIAN	0 days 20 hours 26 minutes
SALES-DLE	0 days 09 hours 12 minutes
LERIST	0 days 08 hours 25 minutes
JEDAY	0 days 08 hours 04 minutes
STORCH	0 days 07 hours 45 minutes
JREHRO	0 days 07 hours 43 minutes
ED-PEZ	0 days 07 hours 29 minutes
RD-RHANNA	0 days 07 hours 18 minutes
RD-MDUG	0 days 07 hours 15 minutes
ED-MCAUD	0 days 05 hours 48 minutes
ED-FDON	0 days 03 hours 46 minutes
YCHARK	0 days 03 hours 43 minutes
EDOC-ALEXLO	0 days 03 hours 19 minutes
DELROD	0 days 02 hours 57 minutes
RAP-SYS	0 days 02 hours 38 minutes
MET-MKE	0 days 02 hours 33 minutes
TJSONTEM	0 days 02 hours 31 minutes
BTS	0 days 02 hours 30 minutes
JINGTO	0 days 02 hours 27 minutes

Total Records: 20

Total Time for this Date Scope: 6 days 16 hours 27 minutes

Date: 5/18/2007
Time: 11:10:12 AM

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Fig. 3:6-21 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.

Use wildcards in a Specific Search query

To generate a report for a specific username or user IP, enter the minimum criteria:

1. Select “Show Specific User” or “Show Specific IP”.
2. Enter text in the following format: **%X%** (in which “X” represents the username or the user’s IP address).

   Examples:

   - Show Specific User: **%jsmith%**
   - Show Specific IP: **%200.10.100.51%**
3. Click **Create Report** to open the specific search pop-up box:

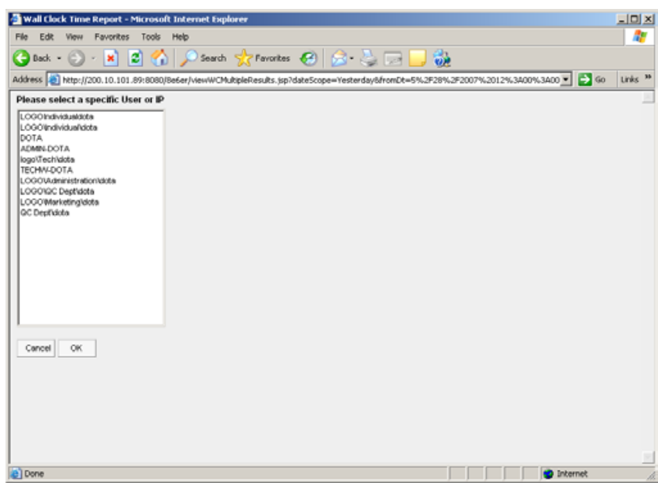


Fig. 3:6-22 Specific search pop-up box showing username results

   This pop-up box is comprised of a list box containing usernames or user IPs stored in the system—pertinent to your query—returned by the search.

4. Make a selection from the list box, and then click **OK** to close the pop-up box and to begin generating the report.

Blocked Request Report

The Blocked Request Report option is accessible by administrators only and provides textual results of end user Internet usage activity of blocked URLs for a specified time period.

***NOTE**: The Blocked Request Report option does not display if the Block Request Count feature is disabled in the ER Administrator interface. Refer to the Optional Features screen sub-section of the ER Administrator User Guide for information about enabling or disabling the Block Request Count feature.*

Generate a Blocked Request Report

For administrators, the Blocked Request Report window displays when Blocked Request Report is clicked in the navigation panel:

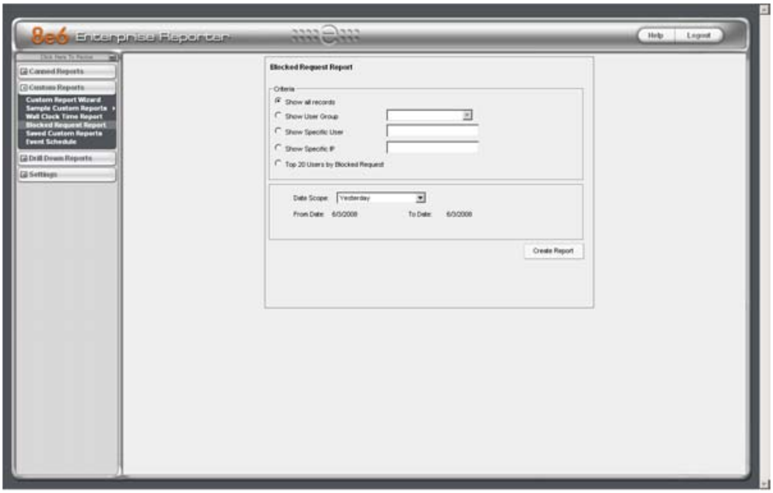


Fig. 3:6-23 Blocked Request Report window (administrator)

To generate a Blocked Request 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—or a portion of the username with the ‘%’ wildcard—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—or a portion of the IP address with the ‘%’ wildcard—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 Blocked Request** - 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 open a separate ER Report browser window containing the status of the report being generated. When completely generated, “Report Finished” displays, and the report view in PDF format opens in a separate window.

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

***NOTES**: 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.*

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 Blocked Request 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.

4. Click the "X" in the upper right corner of both the ER Report window and the PDF report window to close these windows.

View the Blocked Request Report

The header of the generated Blocked Request Report includes the date range, Report Type, and criteria Details.

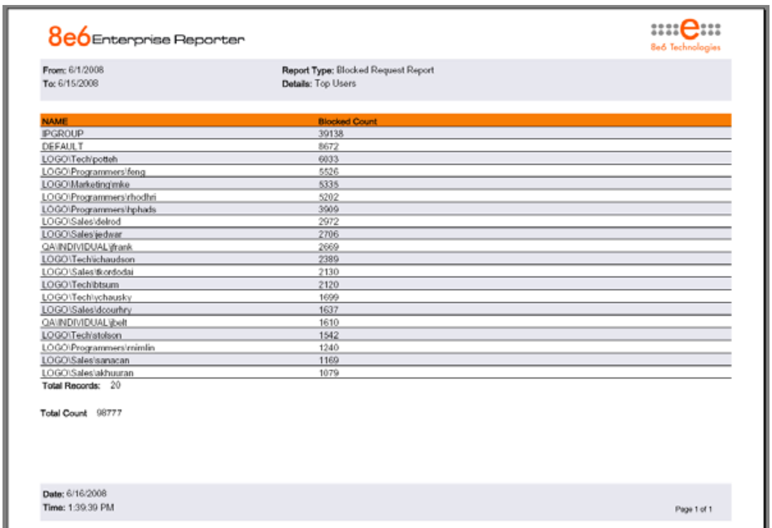
'RESULTS FOR: the date' displays above the NAME column header if the report criteria is other than "Top 20 Users by Blocked Request".

In the body of the report, rows of records display beneath the following column headers: end user NAME, IP address (if the report criteria is other than "Top 20 Users by Blocked Request"), and Blocked Count quantity.

If the report was generated for any criteria other than "Top 20 Users by Blocked Request", the Total for Day count displays beneath each section.

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

The Total Count for all blocked requests displays at the end of the report.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From: 6/1/2008
To: 6/15/2008

Report Type: Blocked Request Report
Details: Top Users

NAME	Blocked Count
IPGROUP	39138
DEFAULT	8672
LOGO\Tech\potteh	6033
LOGO\Programmers\feng	5526
LOGO\Marketing\mke	5335
LOGO\Programmers\rhodhri	5202
LOGO\Programmers\hphads	3909
LOGO\Sales\delrod	2972
LOGO\Sales\jedwar	2706
QA\INDIVIDUAL\jfrank	2669
LOGO\Tech\ichaudson	2389
LOGO\Sales\tkordodai	2130
LOGO\Tech\btsum	2120
LOGO\Tech\ychausky	1699
LOGO\Sales\dcourhry	1637
QA\INDIVIDUAL\jbelt	1610
LOGO\Tech\atolson	1542
LOGO\Programmers\mimlin	1240
LOGO\Sales\sanacan	1169
LOGO\Sales\akhuuran	1079

Total Records: 20

Total Count 98777

Date: 6/16/2008
Time: 1:39:39 PM

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Fig. 3:6-24 Blocked Request Report for Top 20 Users

***NOTE**: To use wildcards in a Blocked Request Report query, see Use Wildcards in a Specific Search query from the Wall Clock Time Report sub-section.*

Saved Custom Reports

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

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

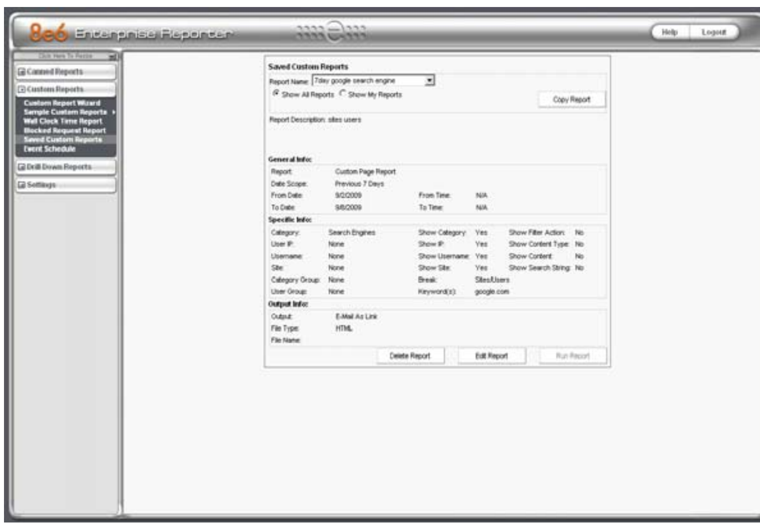

Fig. 3:6-25 Saved Custom Reports window (administrator)

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

View Information in 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 sub-administrators.*

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, User IP, Username, Site, Category Group, User Group, Show Category, Show IP, Show Username, Show Site, Show Filter Action, Show Content Type, Show Content, Show Search String, Break type, Keyword(s)
   - **Output Info:** Output format, File Type, File Name

Edit a Custom Report

The Save Report pop-up window is used when editing a summary or detail report.

1. Click **Edit Report** to open the Save Report pop-up window where you can edit report settings for a saved report.

   When editing a summary report, the Save Report pop-up window appears as follows:

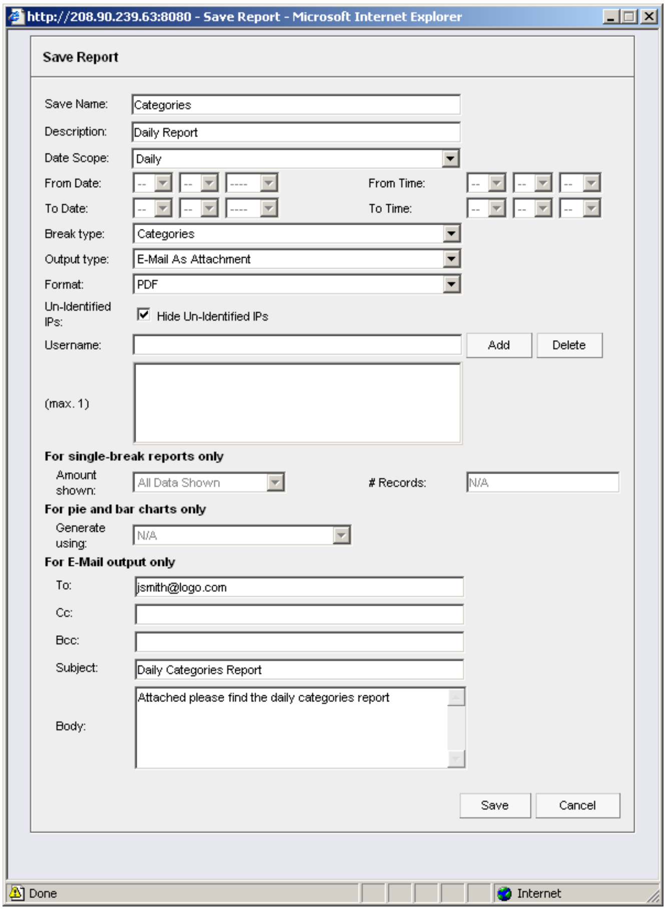

Fig. 3:6-26 Save Report, edit summary report

When editing a detail report, the Save Report pop-up window appears as follows:

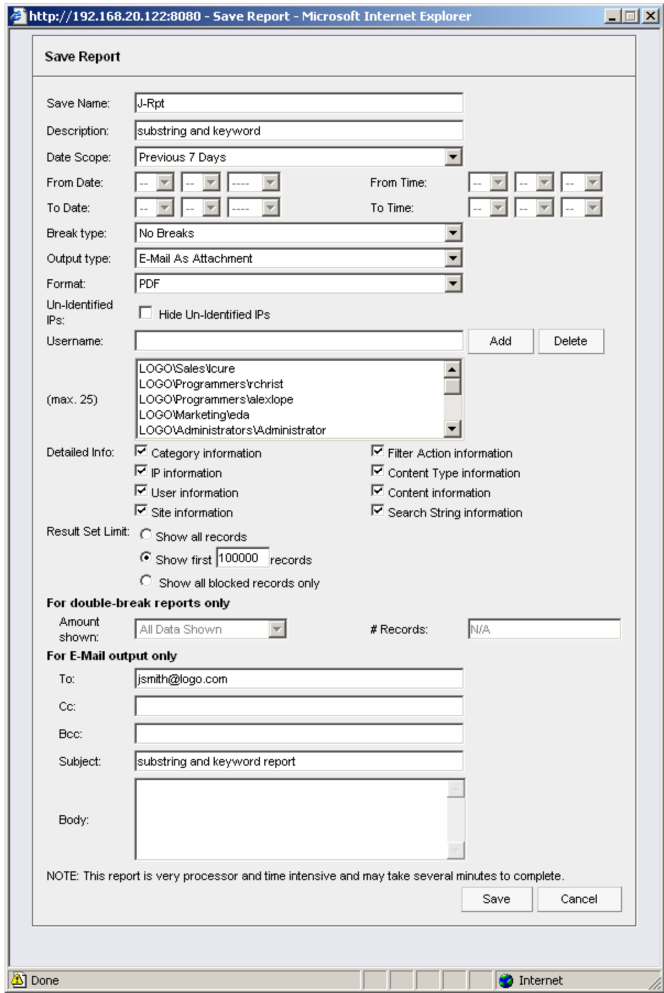

Fig. 3:6-27 Save Report, edit detail report

***NOTE**: When editing 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 Report pop-up window.*

When editing a summary or detail report, click Cancel to exit the Save Report pop-up window without saving your edits.

2. After making your selections and entries, click **Save**.

Add a Username

1. In the **Username** field of a summary or detail report, do one of the following to add a username in the list box below:
   - Type in the username
   - Enter valid alpha characters preceded and/or followed by a wildcard (‘%’), or
   - Enter a wildcard (‘%’)
2. Click **Add**; if a wildcard was used and more than one match was found on the server, this action opens the Specific Search pop-up box (see Fig. 3:6-8) that displays all available matches in the Username frame:

   a. For a summary report, select the username from the pop-up box. For a detail report, select up to 25 user-names from the pop-up box.

   b. Click **OK** to close the pop-up box and to populate the list box in the wizard screen.

TIP: *To remove an entry from the list box, select it and then click Delete.*

Copy a Custom Report

The copy feature is a great time saver, letting you use settings from a saved summary or detail report.

1. From the **Report Name** pull-down menu, select the report to be copied.
2. Click **Copy Report** to open the Copy Custom Report pop-up window where you make modifications for the new report.

See Edit a Custom Report for information on fields that display in the Copy Custom Report pop-up window.

***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*
- *The Hide Un-Identified IPs field does not display if this option is deselected in Default Options*
- *The Username field and accompanying list box do not display*

Run a Custom Report

Click **Run Report** to open a separate browser window that displays information to indicate the report is being generated.

After being completely generated, the report is emailed to the specified recipient(s).

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.*

Event Schedules

The Event Schedules 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 Schedules window in the right panel:

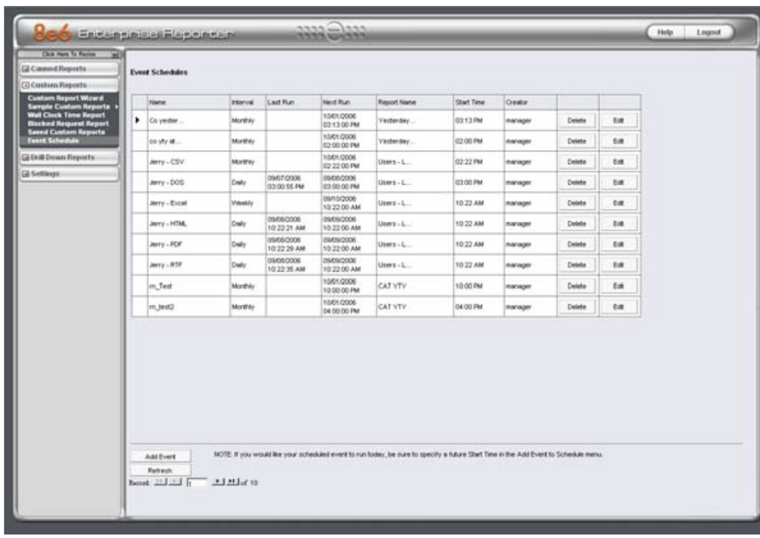

Fig. 3:6-28 Event Schedules window (administrator)

If logged in as the administrator, all scheduled events display. If logged in as a sub-administrator, only the events scheduled by that sub-administrator 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.

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

- *To save reports using the Save Custom Report option, see this chapter and Chapter 5: Drill Down Reports, under the Save Custom Report option sub-sections.*
- *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 Schedules 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 box:

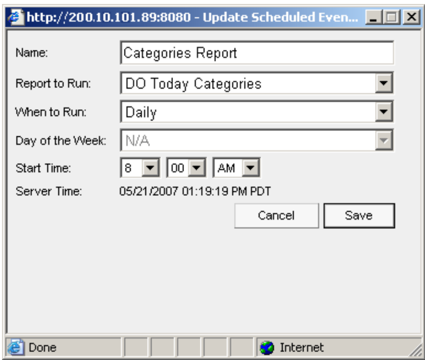

Fig. 3:6-29 View event details

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 Schedules window, click the **Edit** button for the event you wish to modify. This action opens the Update Scheduled Event dialog box (see Fig. 3:6-31). 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 Schedules window without saving your edits.*

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

Add an Event to the Schedule

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

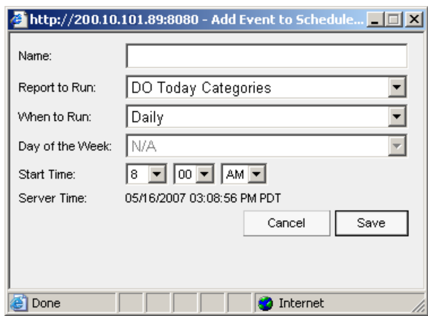

Fig. 3:6-30 Add an event

   This dialog box also opens when saving a custom report using the Custom Report Wizard, and selecting the Save and Schedule option.

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 Schedules window without saving your edits.*

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

Delete a Scheduled Event

1. In the Event Schedules 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.

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 navigation panel and select Event Schedule.
2. In the Event Schedules 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' Technical Support Web page at **http://www.m86security.com/support/** 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 3*

International

1. Call **+1-714-282-6111**
2. Select *option 3*

E-Mail

For non-emergency assistance, e-mail us at **support@m86security.com**

Office Locations and Phone Numbers

8e6 Technologies 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 Technologies Taiwan

7 Fl., No. 1, Sec. 2, Ren-Ai Rd.
Taipei 10055
Taiwan, R.O.C.

Taipei Local	:	2397-0300
Fax	:	2397-0306
Domestic Taiwan	:	02-2397-0300
International	:	886-2-2397-0300

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 Information 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.

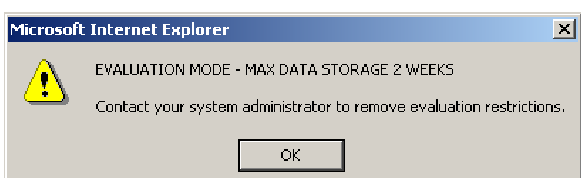

Fig. A-1 Evaluation Mode alert box

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

ER Server Information window

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

Fig. A-2 ER Server Information 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:

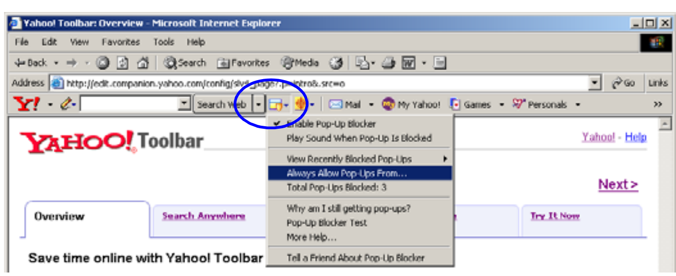

Fig. C-1 Select menu option Always Allow Pop-Ups From

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

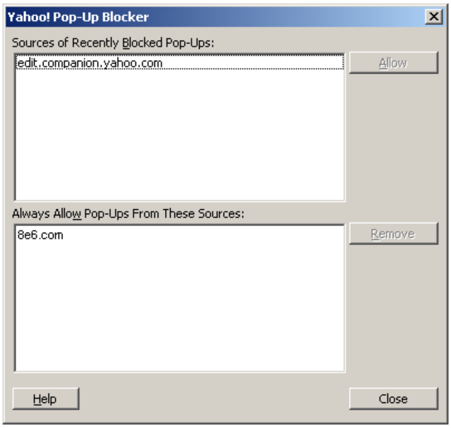

Fig. C-2 Allow pop-ups from source

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:

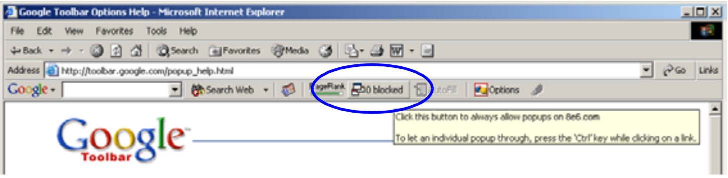

Fig. C-3 # blocked icon enabled

Clicking this icon toggles to the Site pop-ups allowed icon, adding the Client to your white list:

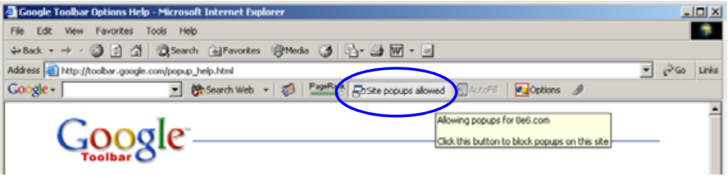

Fig. C-4 Site pop-ups allowed icon enabled

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:

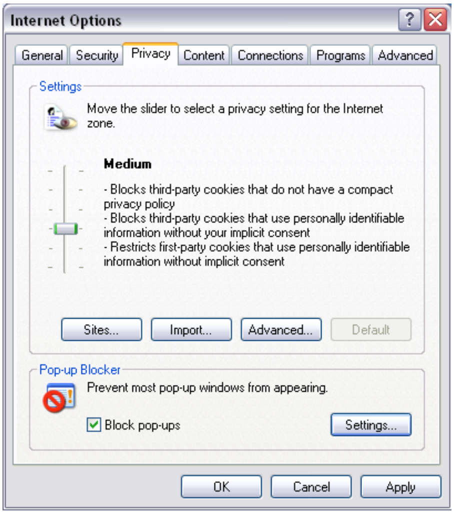

Fig. C-5 Enable pop-up blocking

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**:

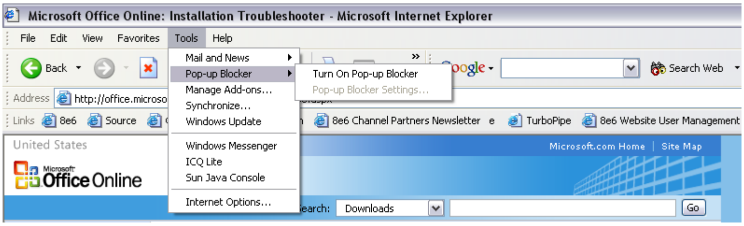

Fig. C-6 Toolbar setup

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:

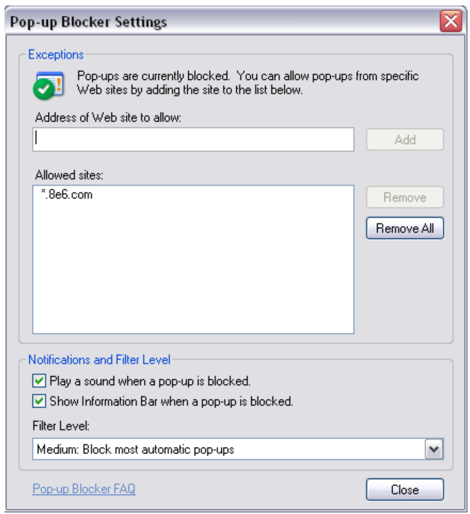

Fig. C-7 Pop-up Blocker Settings

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:

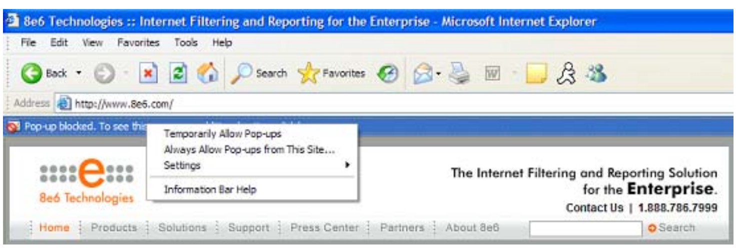

Fig. C-8 Information Bar menu options

2. Select Always Allow Pop-ups from This Site—this action opens the Allow pop-ups from this site? dialog box:

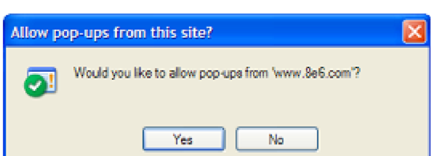

Fig. C-9 Allow pop-ups dialog box

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

Glossary

This glossary includes definitions for terminology used in this user guide.

double-break report - a report that uses two sets of criteria, such as User/Sites or Category/IPs.

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.

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