



8e6<sup>®</sup> Enterprise Reporter

# USER GUIDE

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## Web Client Application



**Model: ER 4.0**

Release 4.0.00 / Version No.: 1.01



# 8E6 ENTERPRISE REPORTER WEB CLIENT USER GUIDE

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

## About this User Guide

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

This user guide is organized into the following sections:

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

# How to Use this User Guide

## ***Conventions***

The following icons are used throughout this user guide:



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



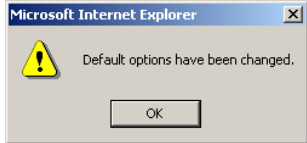

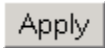

***TIP:*** The “tip” icon is followed by italicized text giving you hints on how to execute a task more efficiently.



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

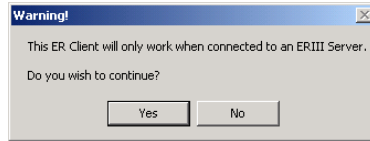
## Terminology

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

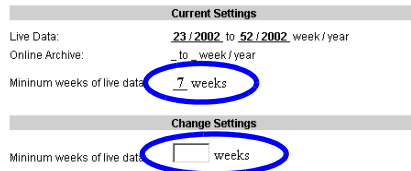
- **alert box** - a message box that opens in response to an entry you made in a dialog box, window, or screen. This box often contains a button (usually labeled “OK”) for you to click in order to confirm or execute a command. 
- **arrow** - a triangular-shaped object or button that displays in a window or on a screen. When displayed as a non-stationary object, the arrow points to the item that was selected in a list. When displayed as a button, the arrow is static. By clicking on this button, depending on the direction of the arrow, the previous item or the next item in a list displays or is selected. 
- **button** - an object in a dialog box, window, or screen that can be clicked with your mouse to execute a command. 
- **checkbox** - a small square in a dialog box, window, or screen used for indicating whether or not you wish to select an option. This object allows you to toggle between two choices. By clicking in this box, a check mark or an “X” is placed, indicating that you selected the option. When this box is not checked, the option is not selected. 



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



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



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



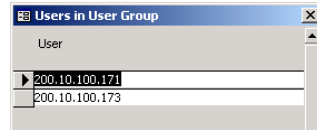
- **icon** - a small image in a dialog box, window, or screen that can be clicked. This object can be a button or an executable file.



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



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



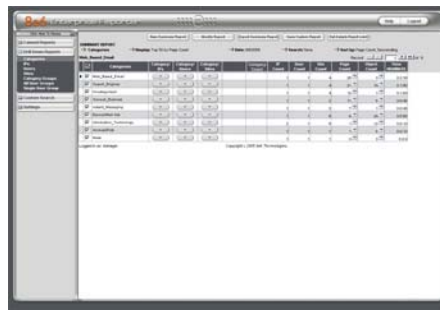
- **pull-down menu** - a field in a dialog box, window, or screen that contains a down arrow to the right. When you click the arrow, a menu of items displays from which you make a selection.



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



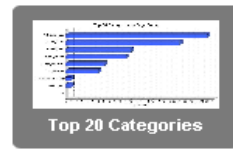
- **screen** - a main object of an application that displays across your monitor. A screen can contain windows, frames, fields, text boxes, list boxes, icons, buttons, and radio buttons.



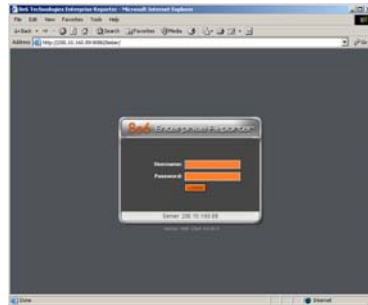
- **text box** - an area in a dialog box, window, or screen that accommodates your data entry. A text box is a type of field.



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



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



# Getting Started

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

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

## *Login window*

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



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

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

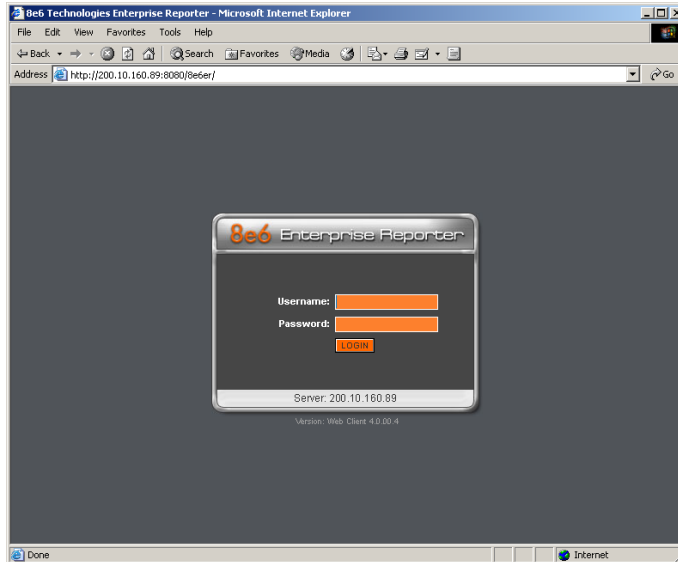
***http://x.x.x.x:8080***

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

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



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



*Fig. 1:1-1 Client Login window*

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



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



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

## Log In

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

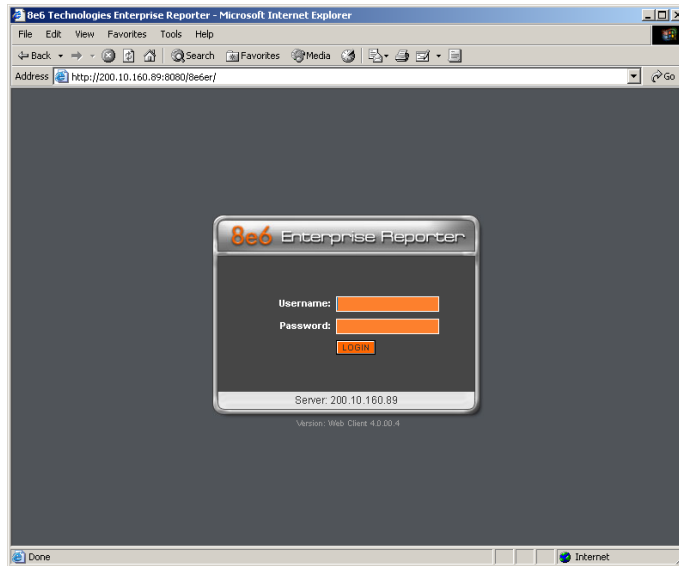



Fig. 1:1-2 Client Login window


1. In the **Username** field, type in your username. If you have not had your username changed, enter the default username **manager** in lowercase letters, as shown here.
2. In the **Password** field, type in your password. If you have not had your password changed, enter the default password **8e6Report**, using upper- and lowercase letters, as shown here. A series of asterisks displays for each character entered.

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

3. Click the **LOGIN** button to open the application, displaying yesterday's pre-generated (canned) report as the default report view in the right panel, including thumbnail images in the "dashboard" above the report. A navigational panel displays in the left panel, and buttons display to the right in the panel above:



Fig. 1:1-3 Default canned report

 **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.”

## Client Screen Navigation

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### Buttons

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



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

### Menu Topics

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

- **Canned Reports** - click this topic to access Canned Reports that provide an overview of end user Internet activity.
- **Drill Down Reports** - click this topic to drill down into reporting data to identify specific Internet usage criteria.
- **Custom Reports** - click this topic to generate custom reports not available using the drill down report option, or to edit existing customized reports.
- **Settings** - click this topic to access menu options for customizing the Client application.



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





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

## Using the Client

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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, Drill Down Report, Custom Report.
4. A report view can be exported in a specified file format, printed, emailed, and/or saved.
5. A saved report can be scheduled to run at a given time.

## Log Out

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



Fig. 1:1-4 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:

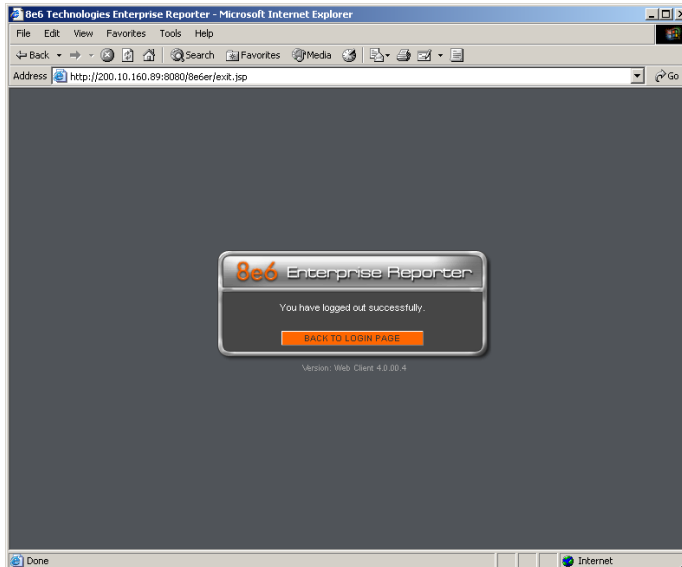


Fig. 1:1-5 Client Logout window

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

One of two actions can now be performed:

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

## Re-login

---

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

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

To log in again, perform one of two actions:

- Close your browser window, and then open a new browser window to log back into the Client.
- In your current browser window, click **Logout** to log out of the Client. This action opens the logout message window (see Fig. 1:1-4) and displays the logout window (see Fig. 1:1-5) from which you can log back into the Client.

# ADMINISTRATOR SECTION

## Introduction

This section of the user guide provides instructions to administrators on how to set up the Client application for managers to use.

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

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



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

- *The standard Enterprise Reporter version of this document can be obtained from **<http://www.8e6.com/docs/er4server.pdf>**.*
- *The R3000IR version of this document can be obtained from **[http://www.8e6.com/docs/ir\\_er4server.pdf](http://www.8e6.com/docs/ir_er4server.pdf)**.*

# Chapter 1: Installation and Maintenance

## *Environment Requirements*

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

### **ER Server**

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

### **Workstation**

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



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

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

## ***Client Updates***

Updates for the Client are available in ER release patches on 8e6's Web site 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 a patch on the ER Server.

# Chapter 2: Configuring the Client

## Settings

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

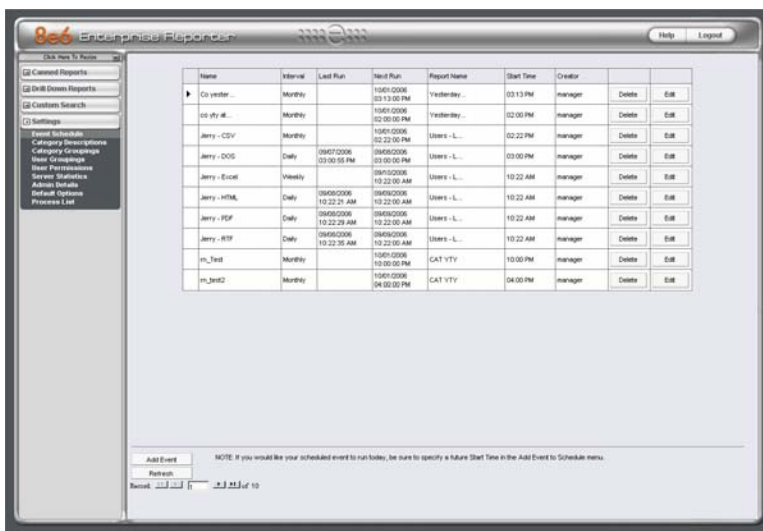


Fig. 2:2-1 Settings menu (administrator), Event Schedule window

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



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

## Category Descriptions

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



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

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

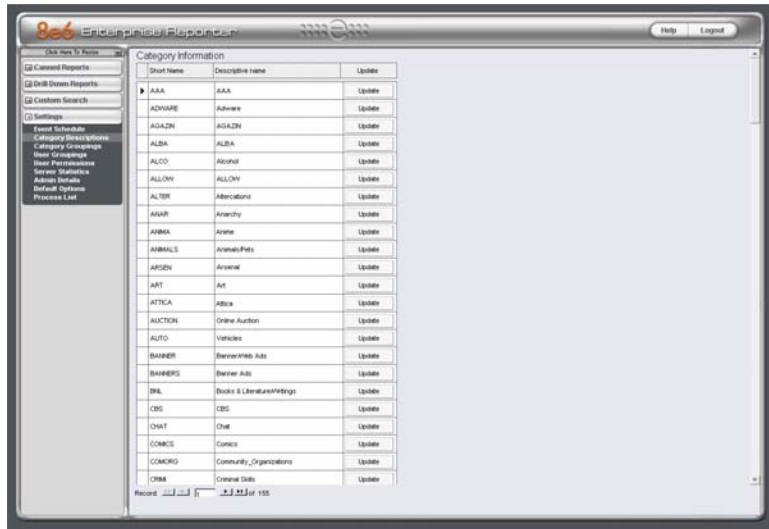



Fig. 2:2-2 Category Information window



## View Details for a Filter Category

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

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

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

## Update a Filter Category

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

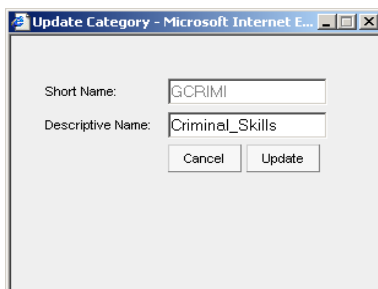



Fig. 2:2-3 Update a Filter Category

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

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

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

## Category Groupings

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

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

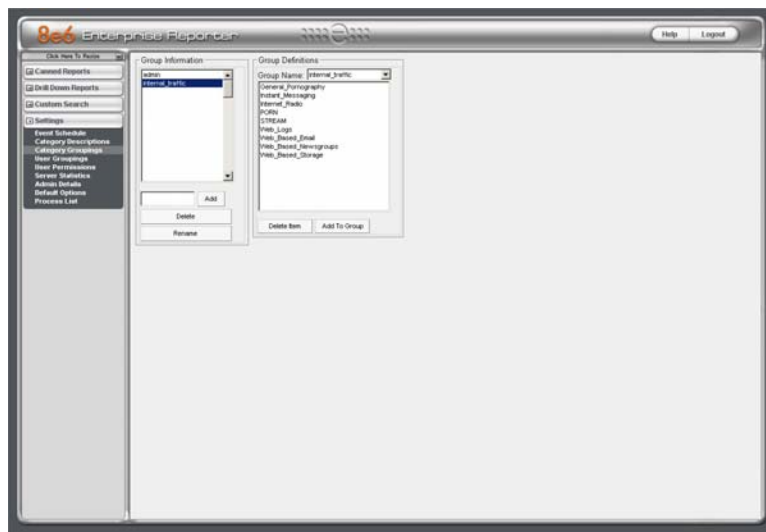


Fig. 2:2-4 Category Group Setup window

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

## Group Information frame

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

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

### **Add a Category Group**

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



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



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

## Rename a Category Group

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



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

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



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

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



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

## Delete a Category Group

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



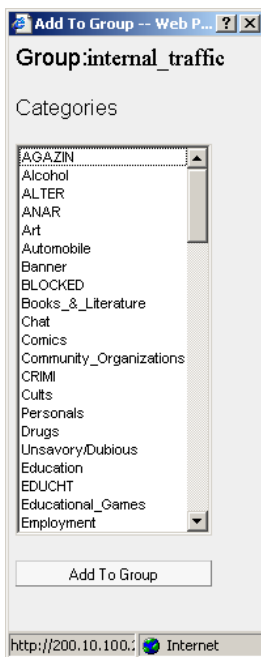
**NOTE:** The category group you deleted also is removed from the Group Name pull-down menu in the Group Definitions frame to the right.

## Group Definitions frame

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

### *Add Categories to a Category Group*

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



*Fig. 2:2-6 Add To Group*

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



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

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

### ***Delete a Category from a Category Group***

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

## User Groupings

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

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

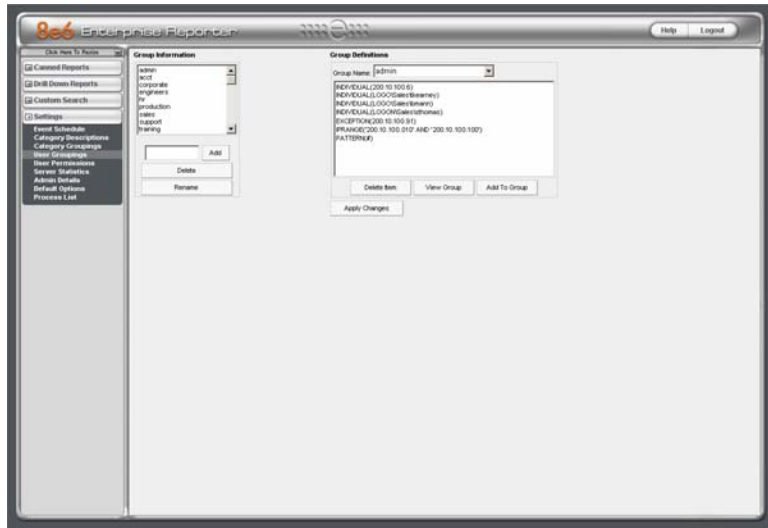


Fig. 2:2-7 User Group Setup window

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

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


## Group Information frame


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

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

### Add a User Group

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

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

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


### Rename a User Group

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



Fig. 2:2-8 Group Rename dialog box

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

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



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



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

### **Delete a User Group**

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



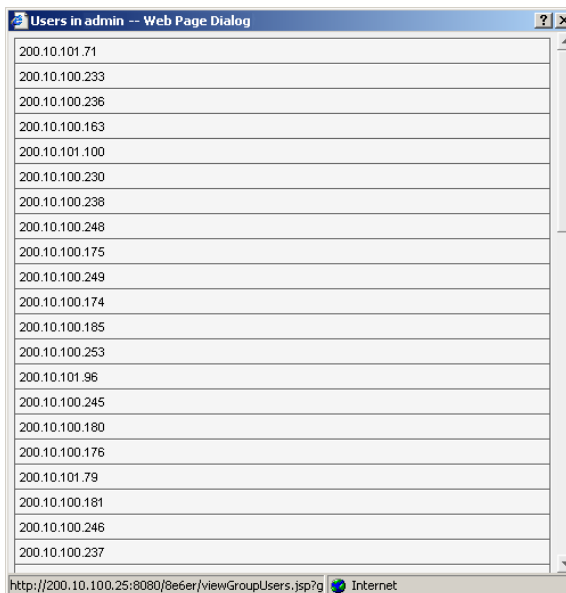
**NOTE:** *The user group you deleted also is removed from the Group Name pull-down menu in the Group Definitions frame to the right.*

## Group Definitions frame

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

### *View a List of Users in a User Group*

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



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

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

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

### ***Define a User Group***

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

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

The screenshot shows a web browser dialog box titled "Add users to group, 8e6group -- Web Page Dialog". It contains three main sections:

- Username Pattern:** A text input field labeled "Pattern:" with an "Add Pattern" button below it. Below the button is the text "Use \"%\"as wild card".
- Please Enter IP Range!:** Two text input fields labeled "From:" (containing "200.10.100.010") and "To:" (containing "200.10.100.100"), with an "Add IP Range" button below them.
- Individual Adds/Removes:** A large empty list box. To its left is the text "Please enter a filter". To its right are "Apply Filter" and "Show All" buttons. Below the list box are "Add to Individuals" and "Add to Exceptions" buttons.

The status bar at the bottom of the browser shows the URL "http://209.11.161.93:8080/8e6er/addGroupDefinit" and "Internet".

*Fig. 2:2-10 Add Users to group*



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

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

3. Make entries in one of the three frames:

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



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

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

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

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



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

### **Delete a User**

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

## User Permissions

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

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

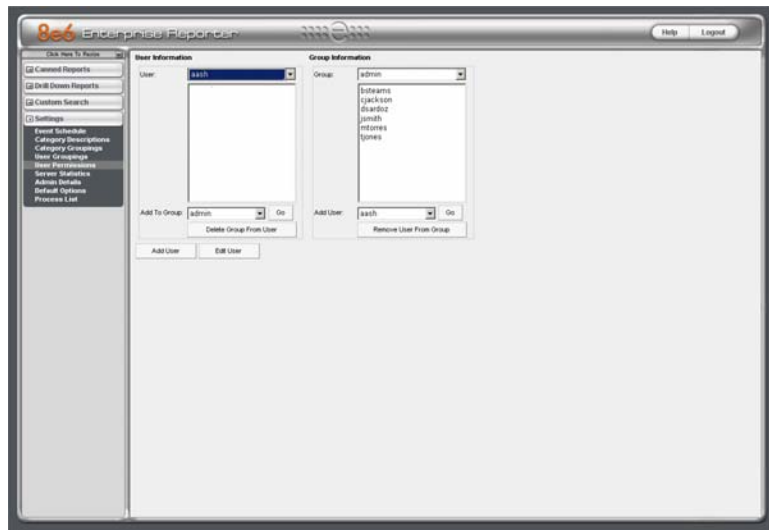


Fig. 2:2-11 User and Group Information window

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

## Add User

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

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

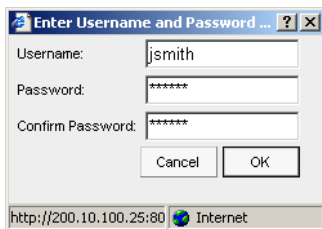




Fig. 2:2-12 Add User

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

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

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

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

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

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

## User Information frame

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

### *Add User to a User Group*

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

### *Remove User from a User Group*

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



## Group Information frame

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

### *Update User Group by Adding a User*

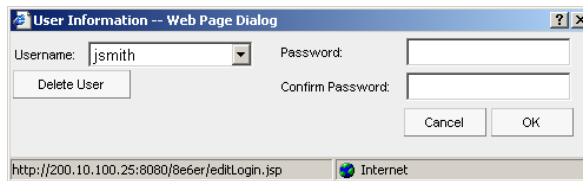
1. Select the **Group** from the pull-down menu. Any users added to this user group display in the list box below.
2. From the **Add User** pull-down menu, select the user to be added to the group.
3. Click **Go** to display the user name in the list box above.

### *Update User Group by Removing a User*

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

## Edit Password or Delete User

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



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

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



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

### ***Change a User's Password***

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

### ***Delete a User***

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



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

## Admin Details

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

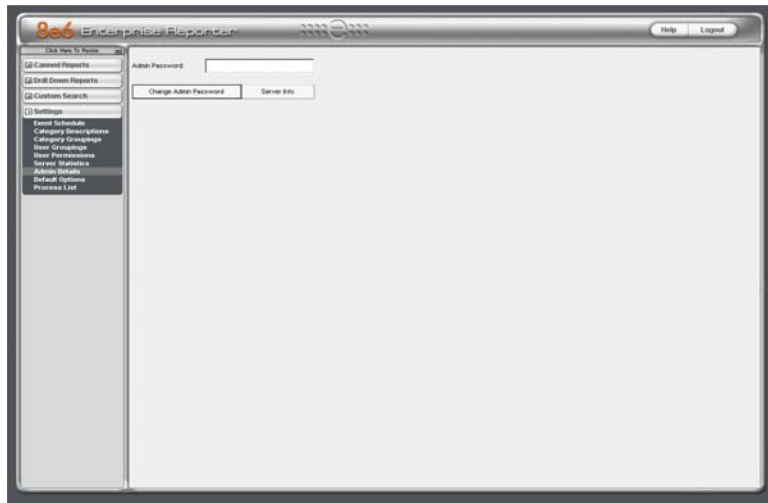


Fig. 2:2-14 Admin Details window

## Change the Administrator Password



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

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

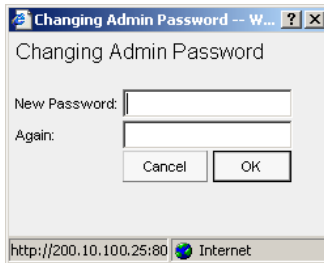


Fig. 2:2-15 Changing Admin Password box

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



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

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

## View, Modify Server Information

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

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

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

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

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

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

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



**WARNING:** *The password for the ER Client **must** be the same password entered on the Tools screen in the Administrator console. (On the ER Server, the default password is **8e6ReportT**.) If you don't know the database password, contact the administrator of your ER Server. For more information about the Database Password, see the Tools screen sub-section under the Database menu in the Administrator Section of the ER Administrator User Guide.*

- **Port (if not 3306)** - port number (default is blank or zero)
  - **SQL Command on Connect** - SQL command when connection is made (default is blank)
4. Click **Save** to save your entries, or click **Cancel** to proceed without saving your entries. Either action closes the Server Information pop-up box and returns you to the Admin Details window.

## Process List

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

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

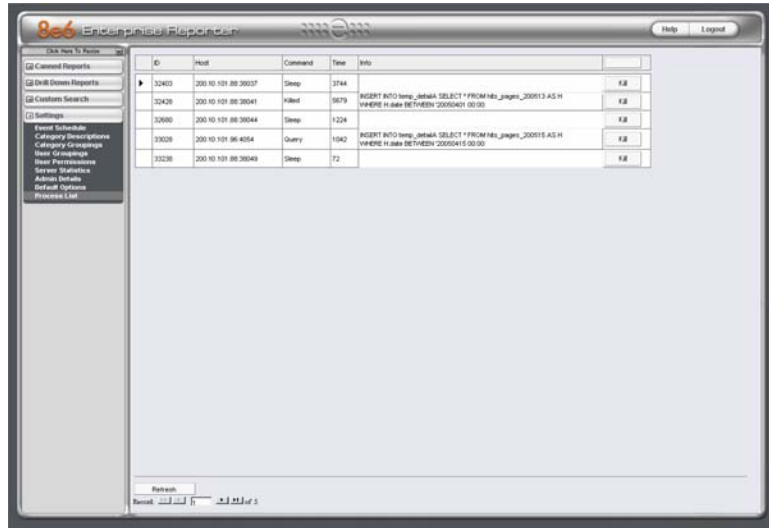


Fig. 2:2-17 Process List window

## View Details on a Process

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

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

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



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

## Terminate a Process

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



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



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

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



# CLIENT USER SECTION

## Introduction

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

# Chapter 1: Installation Requirements

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

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



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

## Chapter 2: Customizing the Client

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

### Settings

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

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

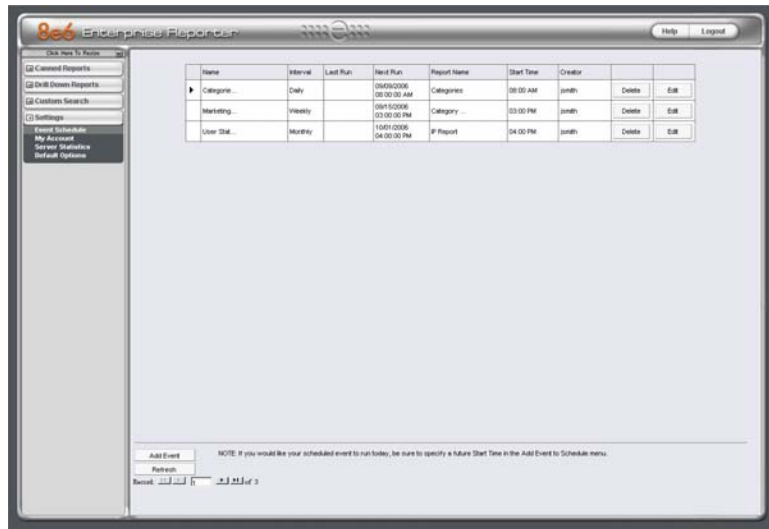


Fig. 3:2-1 Settings menu (manager), Event Schedule window

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

## Event Schedule

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

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

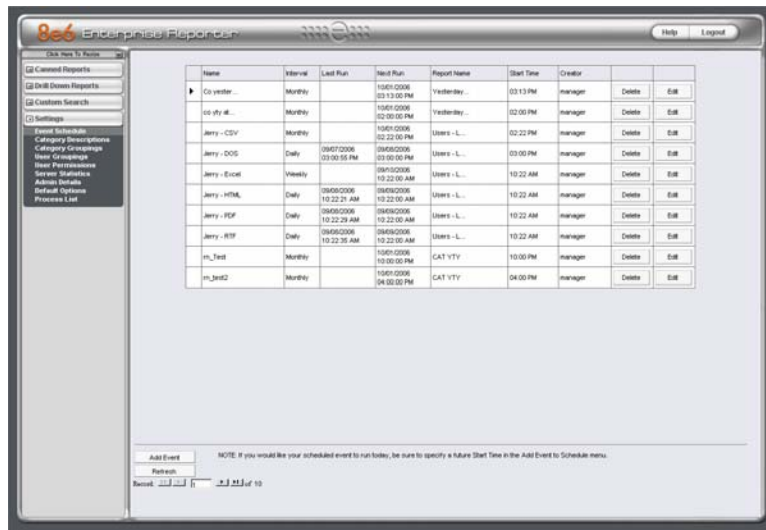


Fig. 3:2-2 Event Schedule window (administrator)

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

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



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

- To save reports using the Save Custom Report option, see Chapter 4: Drill Down Reports and Chapter 5: Custom Reports, under the Save Custom Report option sub-sections.
- To schedule an event using the Windows Task Scheduler, see Appendix D: Set up an Event using the Task Scheduler.
- To enable or disable the Web Client to run scheduled events, see the Web Client Server Management screen sub-section of the ER Administrator User Guide.

## View Details or Edit a Scheduled Event

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

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

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



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

### View Details for a Scheduled Event

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

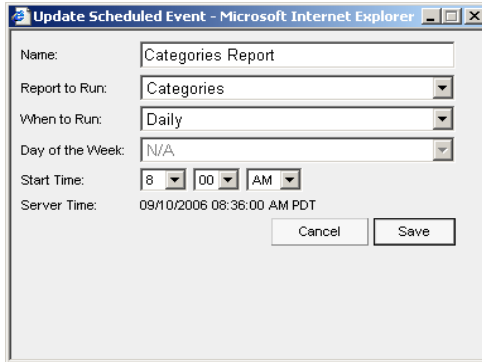


Fig. 3:2-3 View event details

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

## ***Edit a Scheduled Event***

1. In the Event Schedule window, click the **Edit** button for the event you wish to modify. This action opens the Update Scheduled Event dialog box (see Fig. 3:2-3). In this dialog box you can:
  - change the **Name** of the report
  - make different selections as necessary from the pull-down menus for **Report to Run**, **When to Run**, and/or **Day of the Week** or **Day of the Month**
  - change the **Start Time** for running the report



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

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

## Add an Event to the Schedule



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

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

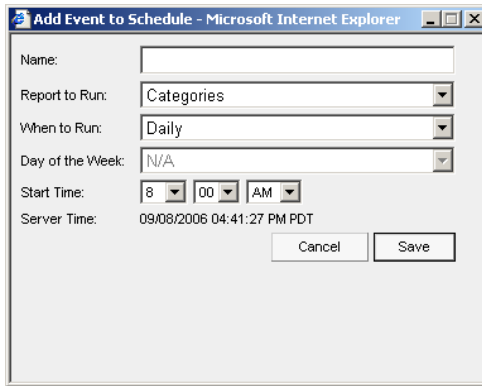


Fig. 3:2-4 Add an event

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

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

If Monthly, specify the **Day of the Month** from the pull-down menu (1st - 31st).

5. Select the **Start Time** for the report: 1 - 12 for the hour, 00 - 59 for the minute, and AM or PM.



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





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

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

## Delete a Scheduled Event

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

## My Account

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

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

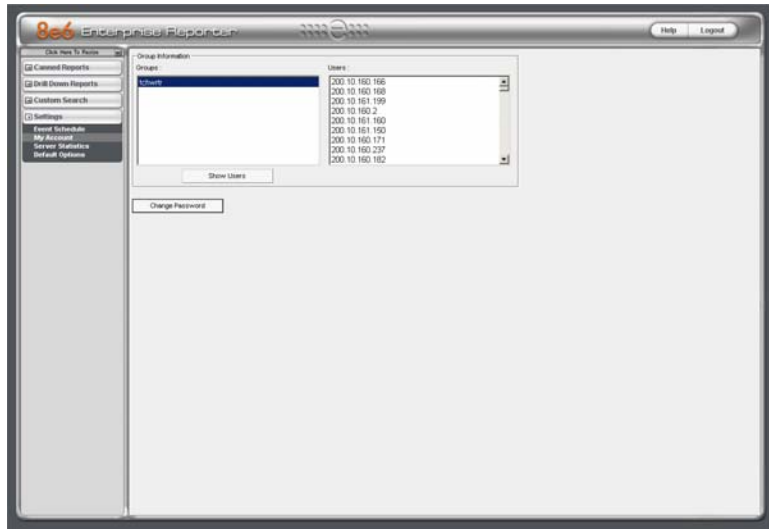



Fig. 3:2-5 My Account window

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

## View Users in a User Group

To view a list of users in your user group:

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

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

## Change Password

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

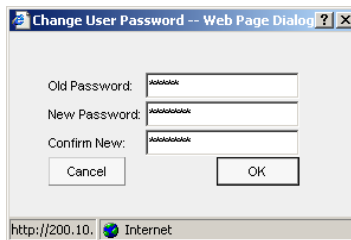



Fig. 3:2-6 Change User Password

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

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

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

## Server Statistics

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

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



Fig. 3:2-7 ER Server Statistics window

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

## Date Scopes

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

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

## Expiration Info

In the Expiration Info frame, the following data displays:

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

## ER Activity

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

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

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

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

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

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

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

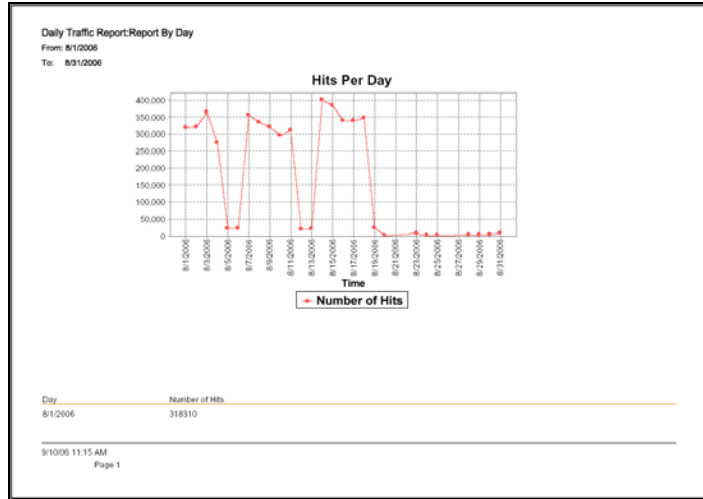


Fig. 3:2-8 Hits Per Day chart

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

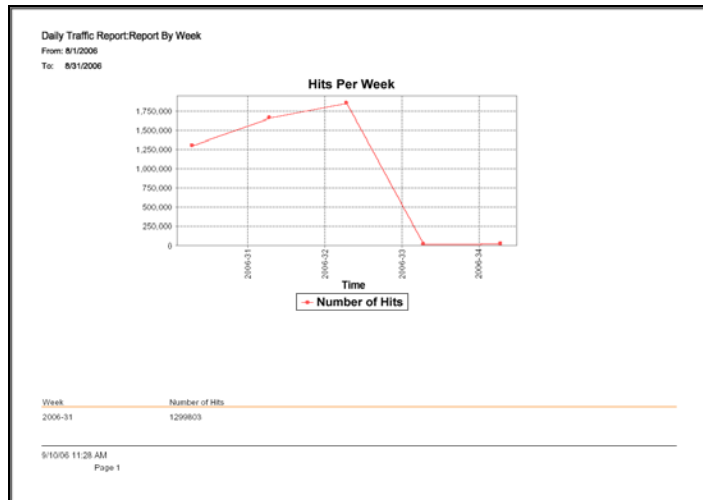


Fig. 3:2-9 Hits Per Week chart

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

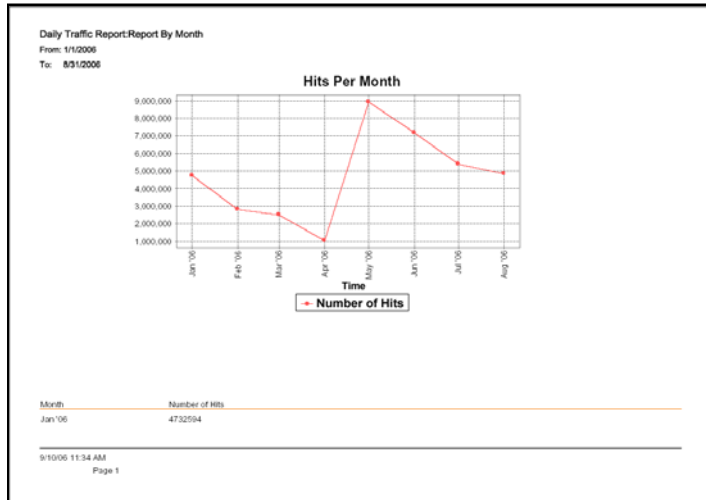




Fig. 3:2-10 Hits Per Month chart

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

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



## Web Client Server Startup Time

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



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

## Default Options

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

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

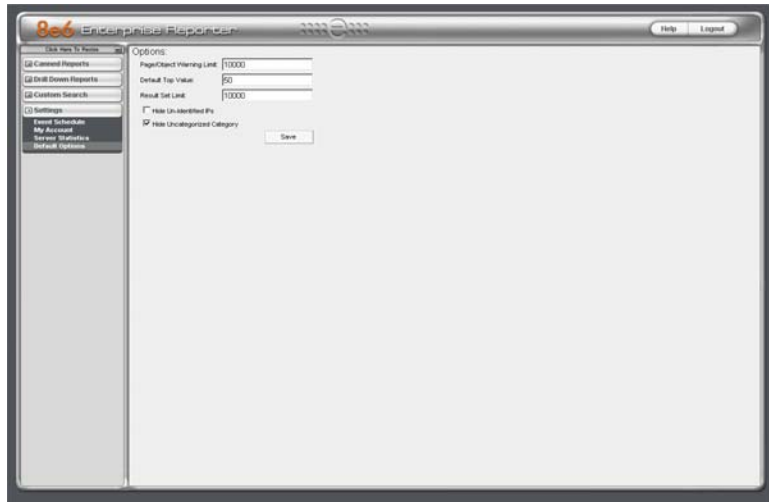


Fig. 3:2-11 Options window

## Set New Defaults

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

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

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

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



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

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

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



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

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

## Chapter 3: Canned Reports

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

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

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



**NOTE:** See Chapter 4: Drill Down Reports for information on creating and using drill down reports.

## Generate a Canned Report

To generate a canned report:

1. Go to the navigational panel and click Canned Reports to display (by default) yesterday's Top 20 (Internet Filtering) Categories by Page Count report view in the right panel:

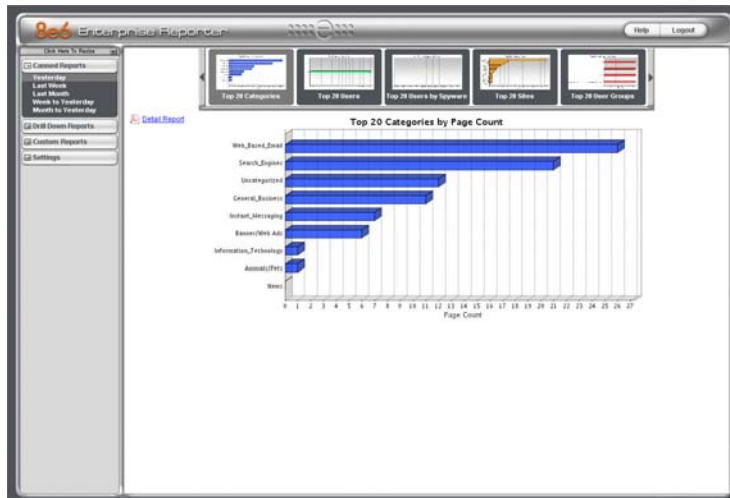


Fig. 3:3-1 Yesterday's Top 20 Categories by Page Count Report



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



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

2. Click a menu topic in the navigational panel for the time period to be included in the report: Yesterday, Last Week, Last Month, Week to Yesterday, or Month to Yesterday.
3. 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.

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

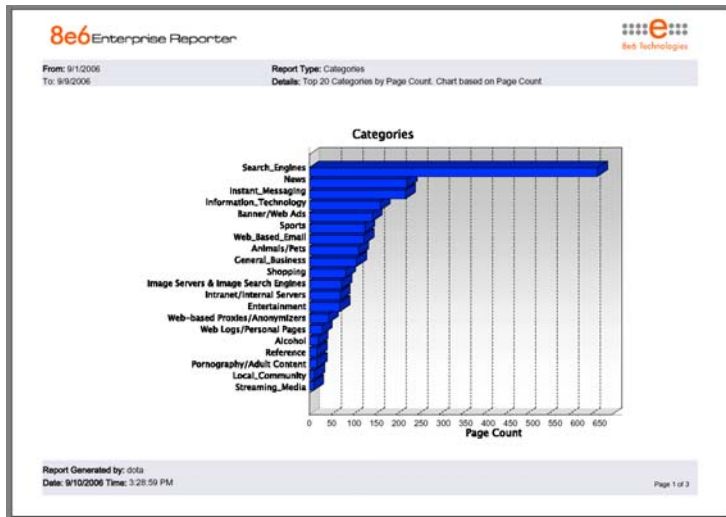
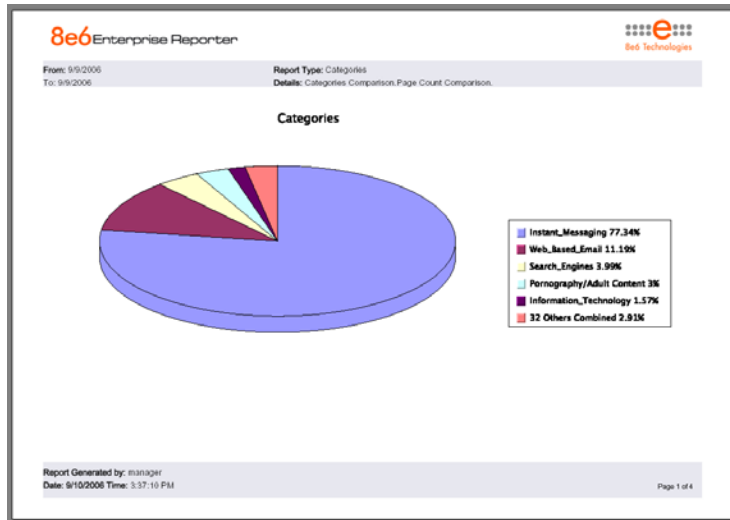


Fig. 3:3-2 Sample Bar Chart Canned Report



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

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

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



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



**NOTE:** See *Drill Down Reports* for information about report elements referenced above.

## ***Export a Canned Report***

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

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



## Chapter 4: Drill Down Reports

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

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

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

## Generate a Drill Down Report

To generate a drill down report:

1. Go to the navigational panel and click Drill Down Reports to display (by default) today's Categories report view by Page Count in the right panel:

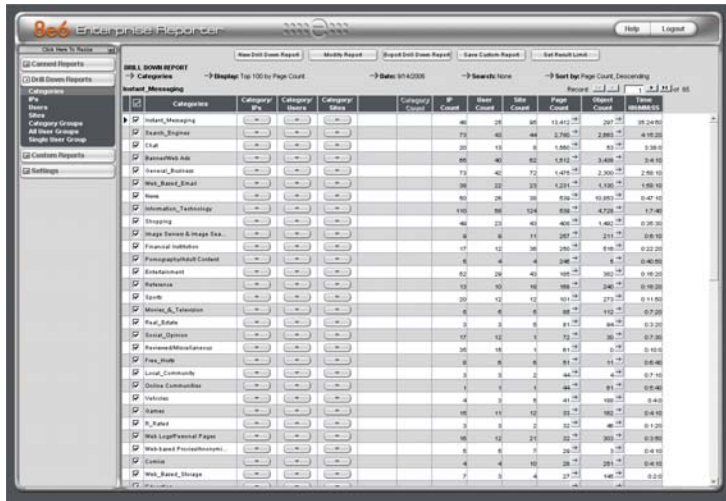


Fig. 3:4-1 Sample Drill Down Categories Report

2. Click one of the following menu topics in the navigational panel for the type of report you wish to view: Categories, IPs, Users, Sites, Category Groups, All User Groups. (Information on generating a Single User Group report view is described in the Generate a Single User Group Report sub-section.)



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

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



**NOTE:** See Chapter 5: Custom Reports for more information about custom reports.

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

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



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

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



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

## Generate a Single User Group Report

To generate a Single User Group Report:

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



Fig. 3:4-2 Single User Group window



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

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

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

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



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

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



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

## Using Tools to Navigate a Report

















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

### Using Report Columns

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

#### Filter columns and buttons

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

	Categories	Category/ IPs	Category/ Users	Category/ Sites
<input checked="" type="checkbox"/>	Instant_Messaging			
<input checked="" type="checkbox"/>	Search_Engines			
<input checked="" type="checkbox"/>	General_Business			
<input checked="" type="checkbox"/>	Banner/Web Ads			
<input checked="" type="checkbox"/>	Chat			

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

## Count columns

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

Category Count	IP Count	User Count	Site Count	Page Count	Object Count	Time HH:MM:SS
	63	37	132	35,963	434	95:40:20
	95	60	60	6,886	6,088	10:59:0
	97	57	116	4,542	6,919	8:19:10
	94	56	87	4,458	8,883	8:8:0
	30	20	12	3,223	207	7:33:30

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



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

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



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

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

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

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

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



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

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


## Sort Records by another column

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

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

## Navigation Tips

### Back button


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

### Record navigation field

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



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

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

To select another record, do any of the following:

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

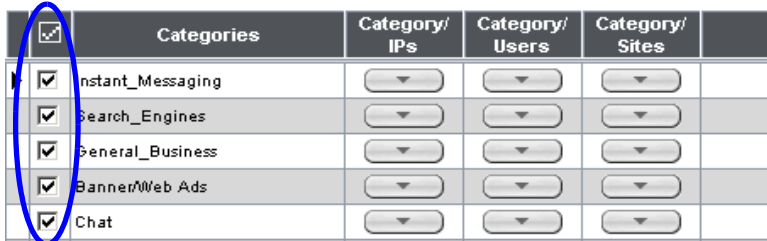
## Record Exportation Tip

### Select Records to be exported

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

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

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



<input checked="" type="checkbox"/>	Categories	Category/ IPs	Category/ Users	Category/ Sites	
<input checked="" type="checkbox"/>	Instant_Messaging	<input type="button" value="v"/>	<input type="button" value="v"/>	<input type="button" value="v"/>	
<input checked="" type="checkbox"/>	Search_Engines	<input type="button" value="v"/>	<input type="button" value="v"/>	<input type="button" value="v"/>	
<input checked="" type="checkbox"/>	General_Business	<input type="button" value="v"/>	<input type="button" value="v"/>	<input type="button" value="v"/>	
<input checked="" type="checkbox"/>	Banner/Web Ads	<input type="button" value="v"/>	<input type="button" value="v"/>	<input type="button" value="v"/>	
<input checked="" type="checkbox"/>	Chat	<input type="button" value="v"/>	<input type="button" value="v"/>	<input type="button" value="v"/>	

## Using Header Buttons

---

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

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

## New Drill Down Report

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

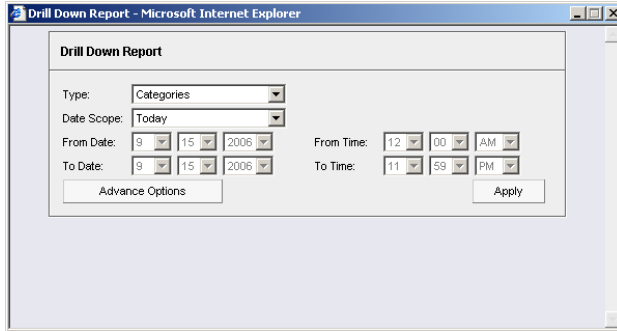


Fig. 3:4-3 New Drill Down Report option

2. Basic options in this box let you modify the report Type and Date Scope.
3. Click the **Advance Options** button to display additional fields in this box that let you modify the way the view is sorted, or enter search criteria:

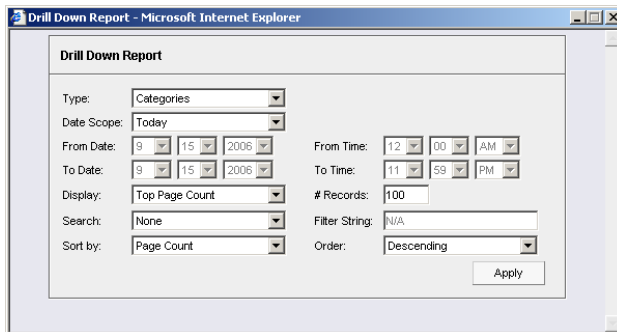




Fig. 3:4-4 New Drill Down Report with Advance Options

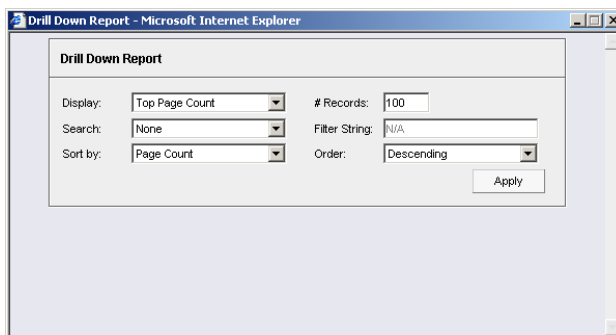
 **NOTE:** Information on using the fields in this pop-up box can be found in the Using Report Fields sub-section.

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

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

## Modify Report

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



The screenshot shows a web browser window titled "Drill Down Report - Microsoft Internet Explorer". Inside the window is a "Drill Down Report" pop-up box. The box contains the following fields and controls:

- Display:** A dropdown menu set to "Top Page Count".
- # Records:** A text input field containing "100".
- Search:** A dropdown menu set to "None".
- Filter String:** A text input field containing "N/A".
- Sort by:** A dropdown menu set to "Page Count".
- Order:** A dropdown menu set to "Descending".
- Apply:** A button located at the bottom right of the form.

Fig. 3:4-5 Modify Report option



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

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

## Export Drill Down Report

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

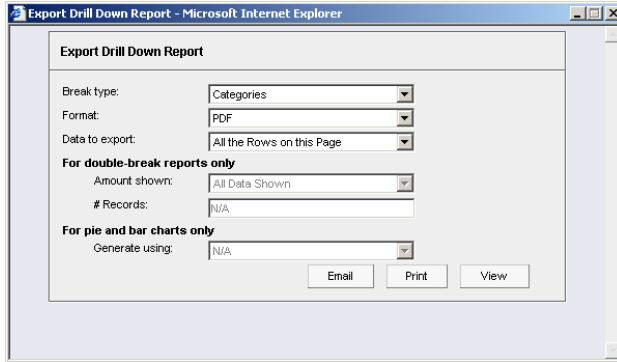


Fig. 3:4-6 Export Drill Down Report option



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

2. At the **Data to export** field, select the amount of data to be exported from the pull-down menu: All the Rows on this Page, Only the Selected Rows on this Page. The second selection is available only if some of the records in the report view were deselected.
3. After making selections and/or entries in all fields, click the **Email**, **Print**, or **View** button to close this pop-up box and to export the data in the specified file format.



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



## Save Custom Report

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

Fig. 3:4-7 Save Custom Report option

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

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

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

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



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

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

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



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

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



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

## Set Result Limit

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

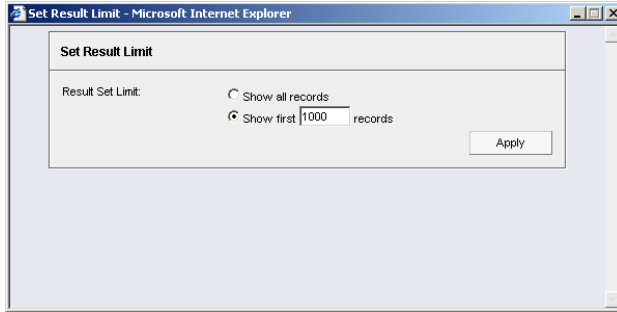


Fig. 3:4-8 Set Result Limit option

2. Indicate the **Result Set Limit** by selecting the appropriate radio button:
  - **Show all records** - Click this radio button to include all records returned by the report query.
  - **Show first 'X' records** - Click this radio button to only include the first set of records returned by the report query.  
 Indicate the number of records to be included in a set by making an entry in the blank field, represented here by the 'X'.
3. Click **Apply** to apply your settings in the current report view and to close this pop-up box.

## Using Report Fields

---

### Type field

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

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

### Date Scope and Date fields

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

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

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

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

## Display and # Records fields

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

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

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



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

## Search and Filter String fields

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

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

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

## Sort by and Order fields

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

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

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



## Break type field

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

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

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

## Format field

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

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



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

## For double-break reports only

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

### **Amount shown**

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

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

### **# Records**

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

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



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

## For pie and bar charts only

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

### ***Generate using***

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

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

## Exporting a Drill Down Report

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



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

### Email option

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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, Microsoft Excel), the file will be sent as an email attachment.



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

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


Fig. 3:4-9 Email Report pop-up box

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



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

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

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

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

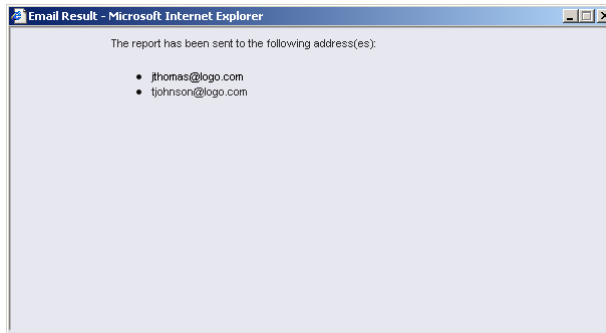


Fig. 3:4-10 Email Result pop-up box

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

## View and Print options

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

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

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



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

## View and Print Tools

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

### File:

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

- **Send > Shortcut to Desktop** - create a shortcut to the report file on your workstation desktop

**Edit:**

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

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

## **Print Setup**

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

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

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



## Sample Report File Formats

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



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

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

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

## MS-DOS Text

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

```

Categories
Sort Order: Page Count, descending
From: 9/18/2004
To: 9/18/2004

```

Categories	IP Count	Size Count	File Count	Page Count	Object Count	Time (MM:SS:BB)	Hit Count
Instant Messaging	65	26	79	13,041	167	33:53:10	14,508
Search_Engine	60	36	39	4,185	3,410	4:18:50	7,603
Web_Based_Email	39	24	23	1,086	774	3:55:10	3,660
General_Business	41	32	47	1,876	1,486	3:56:40	3,242
Banner/Web_Ads	41	35	60	1,659	3,110	2:39:30	4,769
Financial_Institution	17	14	24	925	686	0:37:10	1,615
Information_Technology	93	54	111	745	2,685	1:31:20	3,430
News_e_Television	0	4	5	738	52	2:21:0	790
Chat	31	20	11	707	27	1:40:10	714
News	40	26	40	422	4,558	0:35:20	4,977
Shopping	21	14	40	249	1,220	0:22:10	1,469
Photography/Adult_Content	6	5	5	241	29	0:16:30	272
Entertainment	34	5	41	231	1,062	0:18:40	1,294
Employment	5	5	11	100	492	0:15:20	892
Reference	13	8	15	148	819	0:14:10	707
Games	17	10	14	125	483	0:13:40	608
Internet_Service_Provider	5	5	1	117	59	0:13:40	174
Spooks	15	10	15	114	1,554	0:14:10	1,670
Malicious_Code/Virus	7	3	8	94	2	0:6:30	94
Streaming_Media	25	14	14	92	239	0:6:20	251
Reviews/Miscellaneous	24	16	6	65	5	0:8:30	70
Social_Opinion	10	9	2	54	71	0:15:10	118
Travel	4	3	7	54	194	0:11:30	248
Message_Boards	3	2	5	40	110	0:7:50	140
Online_Communities	2	2	3	39	108	0:15:30	147
Web_Logs/Personal_Pages	12	11	20	37	112	0:13:0	159
Web_Based_Storage	0	5	3	27	59	0:4:10	86
Education	4	4	11	27	172	0:31:20	199
Vehicles	1	2	4	24	20	0:11:50	46
Image_Services_x_Image_Search	15	8	7	24	82	0:11:30	108
Face_Books	3	3	1	25	1	0:4:0	24
Health/Medical	2	2	2	25	241	0:12:10	244
Internet/Internet_Services	14	8	1	25	305	0:13:20	310
Local_Community	3	3	1	24	9	0:7:40	33
Online_Auction	3	3	3	23	35	0:10:40	58
Partials	33	20	7	19	2,624	0:21:0	2,645
Online_Training/Brokerage	1	1	2	14	56	0:11:10	70
Religious_Opinion	3	2	3	12	89	0:11:0	111
Music_Appreciation	5	3	4	11	29	0:11:30	40
Home	2	2	2	10	108	0:11:40	118
<b>Grand Total</b>	<b>779</b>	<b>477</b>	<b>739</b>	<b>29,243</b>	<b>27,108</b>	<b>40:31:40</b>	<b>34,373</b>
Category Count: 40							
9/18/2004 10:24:57 AM				Re6 Technologies Enterprise Reporter			
Filter: None							
Generated by: manager							

Fig. 3:4-11 Categories report, MS-DOS Text file format

PDF

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

Categories							
Category	IP Count	User Count	Site Count	Page Count	Object Count	Time (BMMSS)	H# Count
Instant Messaging	40	26	29	13,861	167	36:51:59	14,028
Search_Engine	68	36	39	4,180	3,438	4:18:00	7,603
Web_Based_Email	29	24	23	1,266	774	3:50:10	2,040
General_Business	61	32	47	1,876	1,466	2:58:40	3,362
Business/Work_Ads	63	35	68	1,659	3,151	2:38:30	4,789
Financial_Institution	17	14	24	926	489	0:37:57	1,415
Information_Technology	50	54	111	743	2,085	1:3:20	3,480
Movies_A_Television	5	4	5	738	52	2:2:9	730
Chat	31	20	11	797	27	1:40:45	174
News	49	26	40	422	4,550	0:35:20	4,917
Shopping	21	14	40	269	1,220	0:22:9	1,489
Photography/Adult_Content	6	5	5	243	79	0:20:28	272
Entertainment	38	21	41	231	1,063	0:18:40	1,294
Employment	5	5	11	290	492	0:15:20	692
Reference	13	8	15	168	339	0:14:10	627
Games	17	10	16	125	483	0:13:40	608
Internet_Service_Provider	5	5	1	117	98	0:5:48	116
Sports	10	10	15	114	1,354	0:14:10	1,670
Medicine_Coach/You	7	3	9	94	2	4:3:30	96
Streaming_Media	26	14	14	92	239	0:6:20	311
Reviews/Miscellaneous	34	16	4	65	5	0:8:50	70
Social_Opinion	10	9	2	96	72	0:5:15	128
Travel	4	3	2	54	194	0:1:50	248
Message_Boards	3	2	5	40	130	0:3:50	168
Online_Communities	2	2	3	39	108	0:5:20	147
Web_Log/Personal_Page	12	11	20	37	122	0:3:10	139
Web_Based_Storage	8	5	3	27	95	0:4:15	90
Education	4	4	11	27	172	0:2:25	199
Utilities	1	2	4	26	20	0:1:50	40
Image_Searches_and_Image_Search_Engine	15	8	7	26	82	0:1:30	108
Free_Hosts	3	3	3	25	1	0:4:0	26
Health/Medical	2	2	2	25	141	0:2:0	266
Internet/Network_Servers	14	8	1	25	365	0:3:20	330
Local_Community	3	3	1	24	9	0:3:40	33

#7/2/2008 10:26:09 AM Red Technologies Enterprise Reporter Web Page 1 of 2  
Filter Name: Generated by manager

Fig. 3:4-12 Categories report, PDF format

## Rich Text Format

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

Category	IP Count	User Count	Site Count	Page Count	Object Count	Time (MM:SS)	Hit Count
Internet_Messaging	45	26	79	15,961	167	19:51:18	14,928
Search_Engine	68	36	39	4,185	1,418	4:18:50	7,493
Web_Site_Email	39	24	29	1,896	774	9:55:10	2,660
General_Business	61	32	67	1,896	1,486	9:36:40	3,362
News/Tab_News	61	35	64	1,659	1,110	2:38:30	4,369
Financial_Institution	17	14	34	906	439	0:37:0	1,415
Information_Technology	93	54	111	765	2,645	1:37:28	3,460
Movie_&Television	5	4	5	738	92	2:2:0	790
Chat	31	20	11	707	27	1:40:0	794
News	43	26	40	422	4,955	0:35:20	4,377
Shipping	21	14	40	269	1,229	0:22:0	1,489
Professional/Adult_Content	6	5	5	243	29	0:36:30	272
Entertainment	34	21	41	230	1,969	0:19:40	1,294
Employment	5	5	11	206	692	0:15:20	892
Reference	13	8	15	168	939	0:14:10	707
Games	17	10	16	125	440	0:13:40	608
Telephone_Service_Provider	5	5	1	117	99	0:5:40	176
Sports	15	10	15	114	1,956	0:14:10	1,470
Religious_Gods/Vices	7	9	6	94	2	0:6:30	96
Streaming_Media	25	16	14	92	239	0:6:20	338
Internet/Email/News	34	16	6	65	35	0:5:50	79
Social_Media	18	9	2	96	72	0:5:10	128
Travel	4	3	7	54	144	0:1:50	240
Message_Boards	3	2	5	40	120	0:3:50	160
Online_Communities	2	2	3	39	188	0:3:30	147
Web_Site/Personal_Pages	12	11	20	37	122	0:3:0	179
Web_Site_Storage	8	5	3	27	59	0:4:10	86
Education	4	4	11	27	112	0:3:20	179
Utilities	1	2	4	26	29	0:1:50	46
Image_Servers_&Image_Search_Engines	15	9	7	26	92	0:1:30	168
File_Share	3	3	1	25	1	0:4:0	26
Mail_To/Weblogs	2	2	2	25	240	0:2:0	286
Internet/Content/Services	14	9	9	23	105	0:2:20	190
Local_Content_Tp	3	3	3	24	9	0:3:40	93
Online_Weblogs	3	3	3	23	105	0:4:40	58
Online_TV/Radio/Broadcasting	33	28	7	19	12,426	0:2:20	2,445
Online_TV/Radio/Broadcasting	1	1	2	14	56	0:1:10	70
Religious_Opinion	3	2	3	12	19	0:1:0	111
Multi_Applications	5	3	6	11	29	0:1:50	49
Music	2	2	2	10	188	0:1:40	114
<b>Grand Total</b>	<b>799</b>	<b>477</b>	<b>799</b>	<b>26,263</b>	<b>27,136</b>	<b>603:40</b>	<b>26,971</b>

Fig. 3-4-13 Categories report, RTF format

# HTML

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

Sort Order	Page Count	descending	Categories					
From: 01/30/2006								
To: 01/30/2006								
Categories	# Count	User Count	Site Count	Page Count	Object Count	Time (HH:MM:SS)	HE Count	
Instant_Messaging	45	26	79	13,591	147	26:01:10	14,026	
Search_Engine	65	36	39	4,785	3,418	4:18:50	7,603	
Web_Based_Email	39	24	23	1,898	774	3:55:10	2,660	
General_Business	61	32	67	1,976	1,496	3:56:40	3,262	
Business/Info_Ads	61	35	69	1,859	3,715	2:38:30	4,769	
Financial Institution	17	14	34	926	499	0:37:0	1,415	
Information_Technology	93	54	111	795	2,895	1:52:0	3,450	
News_3_Television	5	4	5	739	52	2:23	790	
Chat	39	20	11	707	27	1:40:0	734	
News	49	26	40	422	4,555	0:35:20	4,977	
Shipping	21	14	40	269	1,220	0:22:0	1,499	
Photography/Art Content	6	5	5	243	20	0:20:30	272	
Entertainment	34	21	41	231	1,063	0:18:40	1,294	
Employment	5	5	11	200	692	0:15:20	692	
Reference	13	8	15	168	539	0:14:10	707	
Games	17	10	16	125	493	0:13:40	608	
Internet_Service_Provider	5	5	1	117	59	0:54:0	176	
Sports	15	10	15	114	1,598	0:14:10	1,670	
Medical/Code/Drug	7	3	9	84	2	0:6:30	96	
Streaming_Media	25	16	14	92	239	0:6:20	331	
Reviews/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	240	
Message_Boards	3	2	5	40	120	0:3:50	160	
Online_Communities	2	2	3	39	109	0:5:30	147	
Web_Log/Personal Pages	12	11	20	37	122	0:33	159	
Web_Based_Storage	8	5	3	27	59	0:4:10	96	
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	100	
Free_Hotels	3	3	1	25	1	0:4:0	26	
Health/Medical	2	2	2	25	241	0:2:0	296	
Keyword/External 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	2,829	0:22:0	2,845	
Online_Trading/Damage	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	28	0:14:0	118	
Categories	# Count	User Count	Site Count	Page Count	Object Count	Time (HH:MM:SS)	HE Count	
Grand Total	779	477	739	29,263	27,108	60:34:0	56,371	
Count: 40								

01/30/2006 10:28:54 AM Bell Technologies Enterprise Reporter  
 Fiber Name  
 Generated by: manager

Fig. 3:4-14 Categories report, HTML file format

## Comma-Delimited Text

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

A	B	C	D	E	F	G	H	I	J
1	Categories								
2	Sort Order: Page Count, descending								
3	From: 9/18/2006								
4	To: 9/18/2006								
5									
6	Categories	IP Count	User Count	Site Count	Page Count	Object Count	Time (HH:MM:SS)	Hit Count	
7	Instant_Messaging	45	26	79	13,861	167	35:51:10	14,028	
8	Search_Engines	68	36	39	4,195	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	4,759	
12	Financial_Institution	17	14	34	926	489	0:37:00	1,415	
13	Information_Technology	93	54	111	785	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	1,200	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	1,254	
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	1,596	0:14:10	1,870		
25	Malicious_Code/Virus	7	3	8	94	2	0:08:30	96	
26	Streaming_Media	25	16	14	92	239	0:06:20	331	
27	Reviewed/Miscellaneous	34	16	6	65	5	0:09:50	70	
28	Social_Opion	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	188	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_Hotels	3	3	1	25	1	0:04:00	26	
38	Health/Medical	2	2	2	25	241	0:02:30	265	
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	0:03:40	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_Opion	3	2	3	12	99	0:01:50	111	
45	Music_Appreciation	6	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: 43								
50									
51		9/18/2006 10:32 846 Technologies Enterprise Reporter							
52	Filter: None								
53	Generated by: manager								
54									

Fig. 3:4-15 Categories report, Comma-Delimited Text file

## Microsoft Excel

This is a sample of the Categories report in the Microsoft Excel 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	4,165	3,418	4:18:50	7,603
9	Web_Based_Email	39	24	23	1,006	774	3:55:10	2,680
10	General_Business	61	32	67	1,676	1,486	3:55:40	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	499	0:37:0	1,415
13	Information_Technology	93	54	111	765	2,885	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	1,230	0:22:0	1,489
18	Pornography/Adult Content	6	5	5	243	25	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	16	168	539	0:14:10	709
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	1,566	0:14:10	1,670
25	Malicious_Code/Virus	7	3	9	94	2	0:6:30	96
26	Streaming_Media	26	16	14	92	239	0:6:20	331
27	Reviews/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	100	0:5:30	147
32	Web_Logs/Personal Pages	12	11	20	37	122	0:3:0	159
33	Web_Based_Storage	8	6	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	62	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/Intranet 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	68
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. 3:4-16 Categories report, Microsoft Excel file format

## Chapter 5: Custom Reports

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



The following options are available from the Custom Reports menu:

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



## ***Sample Custom Reports***

To generate a sample custom report:

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

- email the report link - go to **File > Send > Link by E-mail** to open an email message window containing a link to the PDF file, and proceed with standard email procedures.
3. Click the “X” in the upper right corner of the report window to close it.

## Report Format

---

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

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

The footer of the reports contain the following information:

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

## Top 20 Categories by Page Count

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

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

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

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	26	14	60	11,009	152	27:26:20	11,131
Search_Engine	33	22	54	3,609	4,229	7:22:56	9,034
General_Business	29	20	61	2,258	1,617	3:46:55	3,915
Banner/Web Ads	36	21	88	1,023	5,334	3:19:40	7,257
Chat	17	13	8	1,626	22	3:11:0	1,547
Financial Institution	13	11	38	1,448	200	1:05:0	1,108
Movies_A_Television	9	8	11	1,419	445	3:25:36	1,864
Web_Based_Email	26	19	24	1,367	1,081	2:12:0	3,148
Reference	12	12	18	1,358	811	0:25:58	2,100
Information_Technology	42	26	118	717	2,961	1:12:0	3,678
News	21	15	53	630	4,125	0:58:26	5,305
Image Servers & Image Search Engines	12	9	24	345	92	6:33:0	430
Shipping	18	14	45	262	2,778	6:27:0	3,000
Private	20	16	5	246	2,740	6:22:0	2,986
Entertainment	19	14	32	221	1,388	6:21:0	1,410
Internet_Service_Provider	7	7	5	173	167	0:27:36	340
Comics	3	3	6	154	433	6:26:0	687
Employment	4	4	7	130	164	6:12:0	204
Message_Boards	2	2	2	127	9	6:9:10	136
Sports	10	9	18	115	1,023	0:16:26	1,138
Grand Total	347	240	690	31,069	30,507	57:34:40	61,966
Count: 20							

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

Fig. 3.5-1 Sample Categories report

## Top 20 IPs by Category/IP

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

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

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

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

Sort Order: Page Count, descending

Category/IPs  
Top 20 IPs by Page Count

From: 9/19/2006  
To: 9/19/2006  
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
200.10.160.132	1	11	1,148	37	2:43:29	1,195
200.10.161.156	1	11	1,127	0	2:59:49	1,127
200.10.161.160	2	11	967	6	2:36:29	973
200.10.161.154	1	4	858	0	2:12:53	858
200.10.161.145	1	15	694	19	1:45:19	713
200.10.160.103	1	13	665	7	1:16:36	672
200.10.161.67	1	3	629	0	1:26:19	629
200.103.143.22	1	3	601	0	1:32:0	601
200.10.160.146	1	3	560	0	1:37:56	560
200.10.161.166	1	9	550	22	0:21:48	572
200.10.161.181	1	4	356	23	0:58:59	379
200.10.160.235	1	1	298	0	0:41:40	298
200.10.160.230	1	1	275	0	0:40:49	275
200.10.160.2	1	9	200	1	0:19:0	201
200.10.160.105	1	4	182	7	0:29:59	189
200.10.161.115	1	3	148	0	0:22:59	148
200.10.161.196	1	3	140	0	0:14:19	140
200.10.160.247	1	3	26	0	0:32:0	26
200.10.161.167	1	1	1	0	0:0:10	1
<b>Total for Instant_Messaging</b>	<b>21</b>	<b>117</b>	<b>11,009</b>	<b>122</b>	<b>27:36:30</b>	<b>11,131</b>

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	1,310	922	1:37:56	2,232
200.10.161.142	1	10	760	303	0:13:0	1,063

9/19/2006 4:24:46 PM 8x6 Technologies Enterprise Reporter Web Page 1 of 54  
Filter: None Generated by: dba

Fig. 3-5-2 Sample Category/IPs report

## Top 20 Users by Category/User

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

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

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

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

Sort Order: Page Count, descending						
Category/Users						
Top 20 Users by Page Count						
From: 9/19/2006						
To: 9/19/2006						
Category: Instant_Messaging						
Users	IP Count	Site Count	Page Count	Object Count	Time (HH:MM:SS)	Hit Count
Yasar	0	29	4,193	64	12:19:40	4,847
LOGO\Programmer\james	1	11	1,127	0	2:59:49	1,127
MUD-JEFF	1	4	808	0	2:12:19	808
LOGO\Programmer\llee	1	3	756	5	2:24:40	761
LOGO\Tech\jason	1	13	686	7	1:11:38	692
LOGO\Programmer\mogy	1	3	628	0	1:28:19	628
RD-APATE	1	3	601	0	1:32:20	601
LOGO\Programmer\zhou	1	9	500	22	1:21:49	522
LOGO\Programmer\king	1	4	356	23	6:58:59	379
lgo\Administrator\garnet	1	1	276	0	8:48:49	276
LOGO\GC\lucy\lucy	1	9	260	1	6:16:10	261
LOGO\Programmer\wubo	1	3	144	0	8:22:33	144
RD-ASUTD	1	3	140	0	8:14:19	140
LOGO\GC\lucy	1	3	26	0	8:32:20	26
<hr/>						
Total for Instant_Messaging	21	194	11,009	122	27:26:20	11,131
User Count: 14 sorted by Page Count, ascending						
Category: Search_Engines						
Users	IP Count	Site Count	Page Count	Object Count	Time (HH:MM:SS)	Hit Count
RD-APATEL	1	20	1,316	922	1:37:56	2,237
LOGO\Programmer\lbin	1	10	760	303	6:13:30	1,062
LOGO\Tech\lbin	1	8	653	408	1:24:40	1,061
Yasar	14	10	640	640	1:12:38	1,319
LOGO\Programmer\wubo	1	7	470	165	6:16:29	634
LOGO\Programmer\mogy	1	8	396	306	6:22:19	704
LOGO\Programmer\zhou	1	9	356	436	8:53:19	792
LOGO\Programmer\king	1	5	262	17	6:38:00	279
<hr/>						
9/19/2006 4:20:17 PM B&E Technologies Enterprise Reporter Web Page 1 of 52						
Filter: None Generated by: dba						

Fig. 3:5-3 Sample Category/Users report

## Top 20 Users by Page Count

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

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

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

Users									
Users	Category Count	IP Count	Site Count	Page Count	Object Count	Time (HH:MM:SS)	Hit Count		
Yasmin	43	21	204	6,754	6,518	19:23:50	15,272		
RD-RPATE	37	1	166	4,511	10,272	4:7:10	14,783		
LOGO/Programmer/mogaly	31	1	18	3,861	4,130	7:04:48	7,991		
LOGO/Tech/ajson	29	1	107	2,571	2,840	3:00:00	5,411		
LOGO/QC/Dupfist	11	1	24	1,518	660	3:42:50	2,010		
LOGO/Programmer/choa	29	1	19	1,458	1,731	3:35:50	3,189		
LOGO/Programmer/james	16	1	47	1,257	426	3:13:16	1,685		
LOGO/Programmer/Bleo	18	1	48	1,249	856	2:48:20	2,096		
LOGO/QC/Dupfingal	31	1	142	1,068	1,743	2:05:	2,751		
LOGO/Programmer/duha	15	1	38	953	968	0:28:38	1,926		
LOGO/Programmer/woho	26	1	62	861	1,120	1:13:30	1,990		
MED-JEFF	7	1	13	817	6	2:13:36	923		
log/Programmer/ichan	23	1	69	740	2,095	1:04:00	2,835		
LOGO/Programmer/Bing	19	1	51	700	365	1:48:20	1,065		
LOGO/Accounting/mrs	14	1	43	358	316	0:19:26	674		
LOGO/Accounting/palfner	9	1	31	317	110	0:25:00	436		
log/Administrator/jgsatt	4	1	7	309	9	0:11:26	318		
LOGO/Programmer/brogh	11	1	25	304	171	0:11:26	475		
RD-RSHTTQ	12	1	25	293	78	0:22:28	373		
LOGO/Accounting/gpu	7	1	11	160	77	6:8:10	237		
Grand Total	388	40	1,301	31,797	34,544	68:00:00	66,341		
Count: 20									

9/18/2006 4:31:47 PM 866 Technologies Enterprise Reporter Web Page 1 of 1  
 Filter: None Generated by: data

Fig. 3:5-4 Sample Users report

## Top 20 Categories by User/Category

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

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

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

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

User/Categories						
Top 20 Categories by Page Count						
Categories	IP Count	Site Count	Page Count	Object Count	Time (HH:MM:SS)	Hit Count
Instant Messaging	8	29	4,103	64	11:19:40	4,947
Barcode/Title Ads	10	38	981	875	1:29:58	1,836
Search_Engines	14	19	852	640	1:13:38	1,232
General_Business	10	27	426	183	8:46:58	689
Web_Based_Email	8	11	327	138	8:36:58	466
Portable	6	2	229	134	8:19:38	363
Financial Institution	3	8	182	70	8:12:48	262
Information_Technology	17	43	175	487	8:14:48	662
Comics	1	4	143	225	8:23:28	368
News	7	17	137	662	8:10:0	196
Message_Boards	1	1	127	8	8:0:10	151
Reference	1	5	118	389	8:8:10	507
Online Auction	1	7	110	901	8:8:30	1,091
Multimedia Collections	4	9	76	5	8:18:48	81
Shipping	9	16	63	330	8:7:0	393
Entertainment	7	14	63	108	8:2:20	201
Social_Opinion	4	1	66	16	8:0:0	72
Free_Hosts	1	1	54	0	8:2:20	54
Reviews/Miscellaneous	6	2	37	0	8:2:30	17
Sports	3	8	16	40	8:1:40	86
<b>Total for Yasin</b>	<b>117</b>	<b>255</b>	<b>8,645</b>	<b>5,386</b>	<b>18:51:50</b>	<b>14,051</b>
Category Count: 28 sorted by Page Count, descending						
User:RCD-RPATE						
Categories	IP Count	Site Count	Page Count	Object Count	Time (HH:MM:SS)	Hit Count
Search_Engines	1	20	1,379	662	1:37:58	2,237
Reference	1	9	1,123	265	8:8:50	1,388
9/18/2006 4:32:42 PM 846 Technologies Enterprise Reporter Web Page 1 of 18						
Filter: None Generated by: dba						

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

## Top 20 Sites by User/Site

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

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

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

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

Sort Order: Page Count, descending

**User/Sites**  
Top 20 Sites by Page Count

From: 9/19/2006  
To: 9/19/2006  
User: YADMIN

Sites	Category Count	IP Count	Page Count	Object Count	Time (HH:MM:SS)	Hit Count
216.239.31.125	1	2	1,090	0	2:52:40	1,998
atnrc.com	1	3	685	6	0:50:58	689
207.46.106.47	1	1	565	0	1:33:58	569
google.com	5	7	348	116	0:42:50	464
207.46.106.60	1	1	315	0	0:31:58	315
207.46.26.100	1	1	296	0	0:28:48	296
yahoo.com	9	7	272	65	0:28:29	337
topredconics.com	1	1	229	0	0:19:28	229
googleindexation.com	1	4	229	9	0:29:58	237
206.188.8.8	1	1	210	0	0:30:58	210
salesforce.com	2	4	205	80	0:29:58	283
64.12.26.184	1	1	178	0	0:29:28	178
216.150.193.110	1	1	163	0	0:23:58	163
msn.com	10	9	159	885	0:18:0	1,035
nukeapower.com	2	1	151	33	0:9:40	154
207.46.106.82	1	1	106	0	0:17:28	106
vidiads.org	1	1	103	4	0:6:0	107
216.156.193.151	1	1	97	0	0:15:28	97
comcastics.com	1	2	89	0	0:3:20	89
atfmc.com	2	10	88	284	0:11:58	302
<b>Total for YADMIN</b>						
Site Count: 20 sorted by Page Count, descending	44	60	5,542	1,472	11:58:30	7,914

User: RCD-RPATE

Sites	Category Count	IP Count	Page Count	Object Count	Time (HH:MM:SS)	Hit Count
google.com	0	1	1,239	2,119	1:17:58	2,438
myfamily.com	1	1	1,078	46	0:5:50	1,124

9/19/2006 4:32:40 PM 8x6 Technologies Enterprise Reporter Web Page 1 of 21  
Filter: None Generated by: dba

Fig. 3-5-6 Sample User/Sites report



## By User/Category/Site

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

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

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

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

User/Category/Sites					
Sort Order: Page Count, descending					
From: 9/18/2006					
To: 9/18/2006					
User: YAdmin					
Category: Alcohol					
Sites	IP Count	Page Count	Object Count	Time (HH:MM:SS)	Hit Count
whisperdator.com	1	9	20	0:1:0	29
Total for Alcohol					
Site Count: 1					
Site Count: 1 sorted by Page Count, descending					
User: YAdmin					
Category: Banner/Web Ads					
Sites	IP Count	Page Count	Object Count	Time (HH:MM:SS)	Hit Count
afmedia.com	3	683	6	0:5:50	689
adint.com	10	86	284	0:11:30	370
ntbox.com	4	65	0	0:5:30	65
ru4.com	1	24	5	0:3:30	29
discovery.net	7	19	139	0:2:20	168
skamalar.com	1	15	3	0:2:0	18
ovofra.com	2	12	1	0:1:30	13
zaido.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
adlym.com	3	6	3	0:0:30	9
adswisher.com	1	5	0	0:0:40	5
zido.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
centipet.net	1	2	1	0:0:10	3
hulu.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 4:34:29 PM 846 Technologies Enterprise Reporter Web Page 1 of 176  
Filter: None Generated by: data

Fig. 3-5-7 Sample User/Category/Sites report

## Top 20 Sites by Category/Site

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

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

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

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

Sort Order: Page Count, descending		Category/Sites					
From: 9/19/2006		Top 20 Sites by Page Count					
To: 9/19/2006							
Category: Instant_Messaging							
Sites	IP Count	User Count	Page Count	Object Count	Time (HH:MM:SS)	Hit Count	
216.239.31.125	4	3	1,172	0	4:05	1,172	
216.155.103.129	2	2	910	0	1:33:29	910	
207.46.106.47	1	1	865	0	1:33:59	865	
216.155.103.110	2	2	550	0	1:28:0	560	
64.12.26.199	1	1	407	0	1:10:30	407	
207.46.106.36	1	1	402	0	1:6:30	402	
207.46.106.17	1	1	354	0	8:58:49	354	
216.155.103.146	1	1	338	0	0:54:53	338	
207.46.106.66	1	1	315	0	0:51:59	315	
207.46.26.159	1	1	296	0	8:28:49	296	
216.155.103.142	2	2	210	0	0:30:51	210	
206.188.8.8	1	1	210	0	0:32:59	210	
64.12.24.240	1	1	206	0	8:34:29	206	
64.12.24.164	1	1	175	0	0:29:29	175	
207.46.106.41	1	1	168	0	0:26:59	168	
216.155.103.168	1	1	153	0	8:13:15	153	
207.46.106.92	2	2	109	0	0:17:43	109	
216.155.103.151	1	1	97	0	0:15:29	97	
206.188.7.205	1	1	96	0	0:15:0	96	
216.109.116.190	6	6	88	0	0:13:59	88	
Total for Instant_Messaging		32	31	7,402	0	18:10:9	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	1,254	1:54:49	3,658	
yahoo.com	20	16	1,122	206	1:51:59	1,328	

9/19/2006 4:30:29 PM 8e6 Technologies Enterprise Reporter Web Page 1 of 54  
 Filter: None Generated by: dba

Fig. 3-5-8 Sample Category/Sites report

## By Category/Site/IP

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

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

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

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

Category/Site/IPs					
Sort Order: Page Count, descending					
From: 9/18/2006					
To: 9/18/2006					
Category: Instant_Messaging					
Site: 170.224.10.190					
IPs	User Count	Page Count	Object Count	Time (HH:MM:SS)	Hit Count
200.10.161.107	1	1	0	00:10	1
Total for 170.224.10.190					
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	00:10	4
Total for 205.188.153.121					
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	00:10	4
200.11.160.112	1	2	0	00:10	2
Total for 205.188.179.233					
IP Count: 2 sorted by Page Count, descending					
Category: Instant_Messaging					
9/18/2006 4:37:33 PM 846 Technologies Enterprise Reporter Web Page 1 of 316					
Filter: None Generated by: dba					

Fig. 3.5-9 Sample Category/Site/IPs report

## By Category/User/Site

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

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

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

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

Sort Order: Page Count, descending  
 From: 9/18/2006  
 To: 9/18/2006  
 Category: Instant\_Messaging  
 User: LOGO/ProgrammersFeng

**Category/User/Sites**

Sites	IP Count	Page Count	Object Count	Time (HH:MM:SS)	Hit Count
207.46.106.17	1	364	0	0:08:40	364
65.54.239.30	1	2	0	0:0:15	2
msn.com	1	0	2	0:0:0	2
imgap.com	1	0	21	0:0:0	21
<b>Total for LOGO/ProgrammersFeng</b>					<b>379</b>
Site Count: 4 sorted by Page Count, descending					

Category: Instant\_Messaging  
 User: LOGO/ProgrammersZhou

Sites	IP Count	Page Count	Object Count	Time (HH:MM:SS)	Hit Count
65.54.171.21	1	4	0	0:0:26	4
207.46.106.82	1	3	0	0:0:26	3
65.54.239.30	1	2	0	0:0:15	2
207.46.27.80	1	2	0	0:0:26	2
64.4.36.29	1	1	0	0:0:15	1
65.54.171.48	1	1	0	0:0:15	1
msn.com	1	0	1	0:0:0	1
imgap.com	1	0	21	0:0:0	21
<b>Total for LOGO/ProgrammersZhou</b>					<b>35</b>
Site Count: 8 sorted by Page Count, descending					

Category: Instant\_Messaging  
 User: LOGO/ProgrammersJames

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9/18/2006 4:38:41 PM 846 Technologies Enterprise Reporter Web Page 1 of 176  
 Filter: None Generated by: dba

Fig. 3.5-10 Sample Category/User/Sites report

## Wall Clock Time Reports

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



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

### Generate a Wall Clock Time Report

For administrators, the Wall Clock Time Report window displays by default when Custom Reports is accessed from the navigational panel, or when Wall Clock Time Report is clicked:

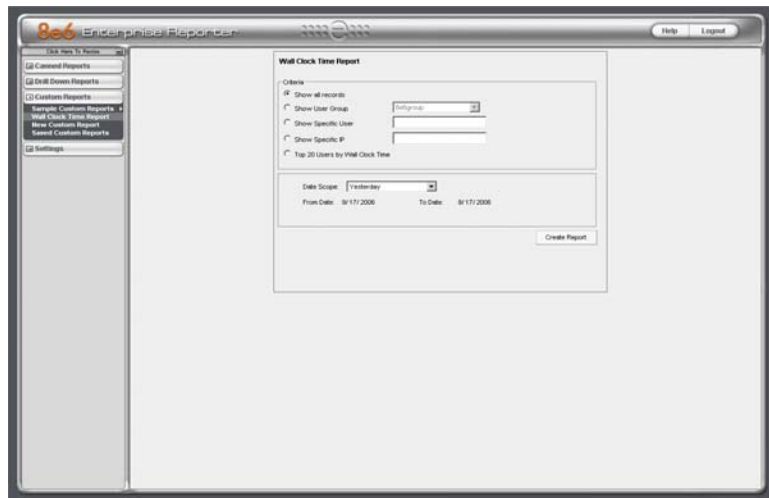


Fig. 3:5-11 Wall Clock Time Report window

To generate a Wall Clock Time report:

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

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



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





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

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

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

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

- print the report - click the print  icon to open the Print dialog box, and proceed with standard print procedures.
  - save the report - click the save  icon to open the Save a Copy dialog box, and proceed with standard save procedures.
  - email the report file - go to **File > Send > Page by E-mail** to open an email message window containing the PDF file as an attachment, and proceed with standard email procedures.
  - email the report link - go to **File > Send > Link by E-mail** to open an email message window containing a link to the PDF file, and proceed with standard email procedures.
4. Click the “X” in the upper right corner of the report window to close it.

## View the Wall Clock Time Report

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

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

The Total Records displays at the end of each section.

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

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

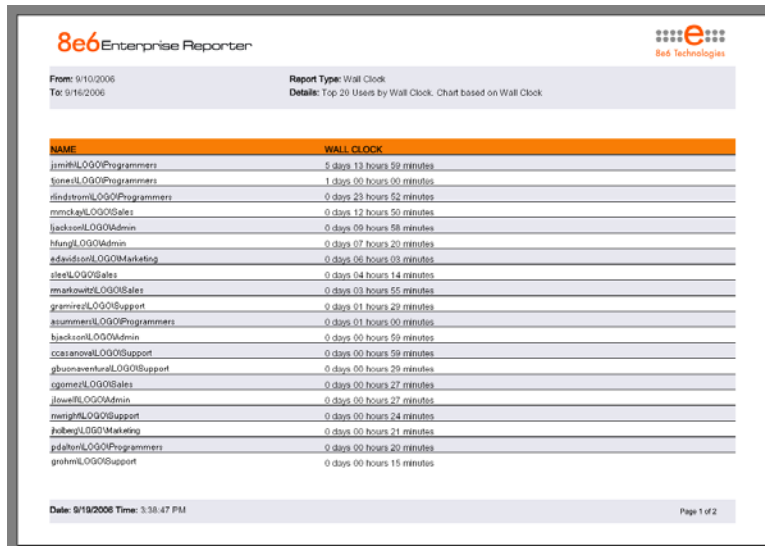


Fig. 3:5-12 Sample Wall Clock Time Report for Top 20 Users



## Wall Clock Time algorithm

---

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

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

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

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

## New Custom Report

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

### Generate a New Custom Report

For managers, the New Custom Report window displays by default when Custom Reports is accessed from the navigational panel, or when New Custom Report is clicked:

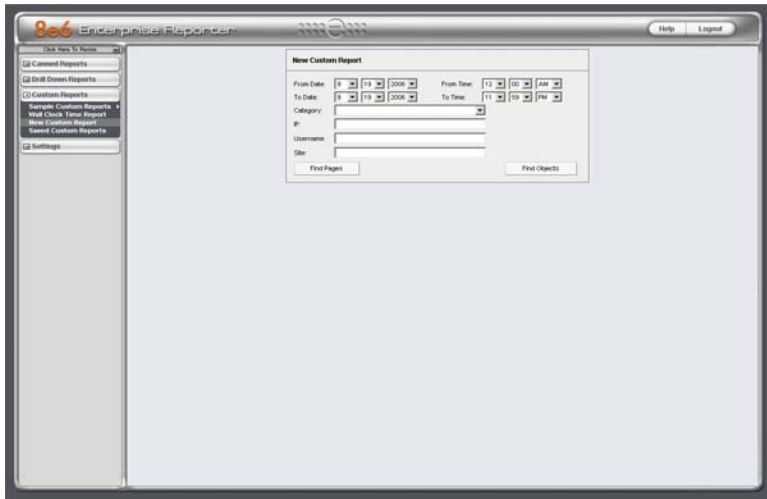


Fig. 3:5-13 New Custom Report window

To generate a custom report:

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

- At the **To Date** field, specify the end of the date range by making a selection from any of the pull-down menus for month (1-12), day (1-31), or year (2003-2007).
  - At the **From Time** field, specify the start of the time range by making a selection from any of the pull-down menus for the hour (1 - 12), minute (00 - 59), or AM or PM.
  - At the **To Time** field, specify the end of the time range by making a selection from any of the pull-down menus for the hour (1 - 12), minute (00 - 59), or AM or PM.
2. Specify the type of query you wish to perform (Category, IP, Username, Site):
- **Category** - to perform a query on activity within a specific filter category, make a selection from the filter categories in the pull-down menu. Category items are set up under the Category Descriptions option from the Settings menu.
  - **IP** - to perform a query on the activity of a specific machine, enter the IP address of the machine (e.g. "200.10.100.174").
  - **Username** - to perform a query on the activity of a specific user, enter the username (e.g. "tjohnson").
  - **Site** - to perform a query on activity at a specific Web site visited by users, enter the domain or site address (e.g. "yahoo.com" or "icq.com").



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



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

MySQL recognizes the following escape sequences:

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

**Example:**

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

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

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

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

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

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

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

Entries should be as follows:

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

3. Specify the type of items to be included in the query by clicking either the **Find Pages** or **Find Objects** button, which generates the report view in the right panel:
  - **Find Pages** - click this button to query Web pages that were accessed. Results display in a report in your browser window showing the Date and URL for each Web page matching the query criteria. A hyperlink to the page is included so you can visit that page.



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

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



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

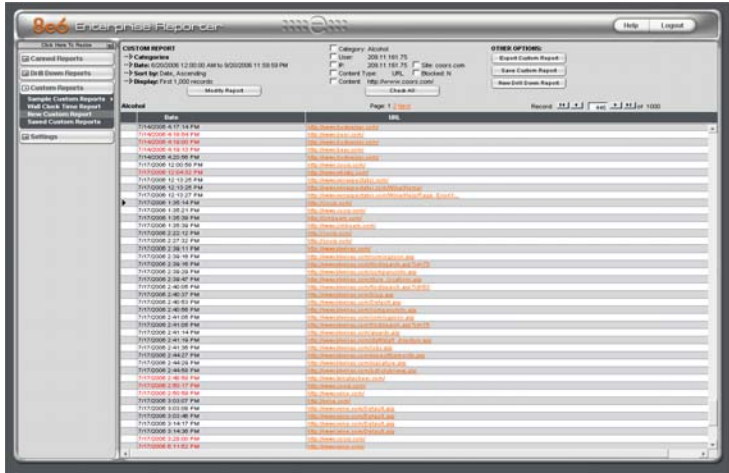


Fig. 3:5-14 New Custom Report view



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

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

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

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

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

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

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

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

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



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

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

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



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

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



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

## Using Tools to Navigate a Custom Report

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

### Navigation Tips

#### Page links

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

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

#### Mouse over Record to View Truncated Data

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

The screenshot shows a table with two columns: 'Date' and 'URL'. The 'Date' column contains timestamps from 08:17:14 PM to 08:1:35:59 PM. The 'URL' column contains various URLs, mostly from 'http://www.2ndstep.com/'. The URL for the record dated 08:1:35:54 PM is truncated in the table view. A blue oval highlights this truncated URL, and a tooltip appears above it showing the full URL: 'http://www.winespector.com/WineHelp/Page\_Error?%p39\_23%+%24%13s.html'.

Date	URL
08:4:17:14 PM	http://www.2ndstep.com/
08:4:18:54 PM	http://www.2ndstep.com/
08:4:19:00 PM	http://www.2ndstep.com/
08:4:19:13 PM	http://www.2ndstep.com/
08:4:20:59 PM	http://www.2ndstep.com/
08:4:20:58 PM	http://www.2ndstep.com/
08:12:04:52 PM	http://www.2ndstep.com/
08:12:13:29 PM	http://www.winespector.com/WineHelp/
08:12:13:25 PM	http://www.winespector.com/WineHelp/
08:12:13:27 PM	http://www.winespector.com/WineHelp/
08:1:35:54 PM	http://www.2ndstep.com/
08:1:35:21 PM	http://www.2ndstep.com/
08:1:35:59 PM	http://www.2ndstep.com/

#### Click a URL to View the Page/Object

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



## View Report Type Columns

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

The screenshot shows the 'CUSTOM REPORT' configuration window. The 'Category' is set to 'Alcohol'. The 'Date' range is from 12:00:00 AM to 11:59:59 PM on 6/20/2006. The 'Sort by' is 'Date, Ascending' and 'Display' is 'First 1,000 records'. The 'OTHER OPTIONS' section includes 'Export Custom Report', 'Save Custom Report', and 'New Drill Down Report'. The 'Content Type' column is checked, and the 'Check All' button is circled in blue. Below the configuration is a table of records with columns: Date, Category, User IP, User, Site, Blocked, Content Type, Content, and URL.

Date	Category	User IP	User	Site	Blocked	Content Type	Content	URL
6/20/2006 1:51:32 PM	Alcohol	200.10.101.142	Programmer...	coors.com	N	URL	http://www.coors.com/	http://www.coors.com/
6/20/2006 1:51:59 PM	Alcohol	200.10.101.142	Programmer...	coors.com	N	URL	http://www.coors.com/	http://www.coors.com/
6/20/2006 3:26:47 PM	Alcohol	200.10.101.142	Programmer...	coors.com	N	URL	http://www.coors.com/	http://www.coors.com/
6/20/2006 4:13:04 PM	Alcohol	200.10.101.142	Programmer...	coors.com	N	URL	http://www.coors.com/	http://www.coors.com/
6/20/2006 6:09:34 AM	Alcohol	200.10.101.142	Programmer...	coors.com	N	URL	http://www.coors.com/	http://www.coors.com/
6/20/2006 8:02:40 AM	Alcohol	200.10.101.142	Programmer...	coors.com	N	URL	http://www.coors.com/	http://www.coors.com/
6/20/2006 9:10:41 AM	Alcohol	199.199.10.119	Individual...	veins.com	Y	URL	http://www.veins.com/	http://www.veins.com/
6/20/2006 9:19:00 AM	Alcohol	199.199.10.119	Individual...	veins.com	N	URL	http://www.veins.com/	http://www.veins.com/
6/20/2006 10:07:56 AM	Alcohol	200.10.101.142	Programmer...	coors.com	N	URL	http://www.coors.com/	http://www.coors.com/
6/20/2006 10:08:02 AM	Alcohol	200.10.101.142	Programmer...	coors.com	N	URL	http://www.coors.com/	http://www.coors.com/
6/20/2006 10:09:24 AM	Alcohol	200.10.101.142	Programmer...	veins.com	N	URL	http://www.veins.com/	http://www.veins.com/

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

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

To remove columns from the current report view:

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

## Using Header Buttons

---

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

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

### Modify Report

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

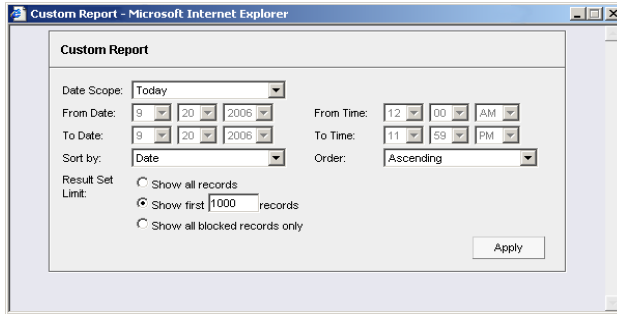


Fig. 3:5-15 Modify Report option



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


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

## Export Custom Report


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



Fig. 3:5-16 Export Custom Report option

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

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

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

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

## Save Custom Report

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

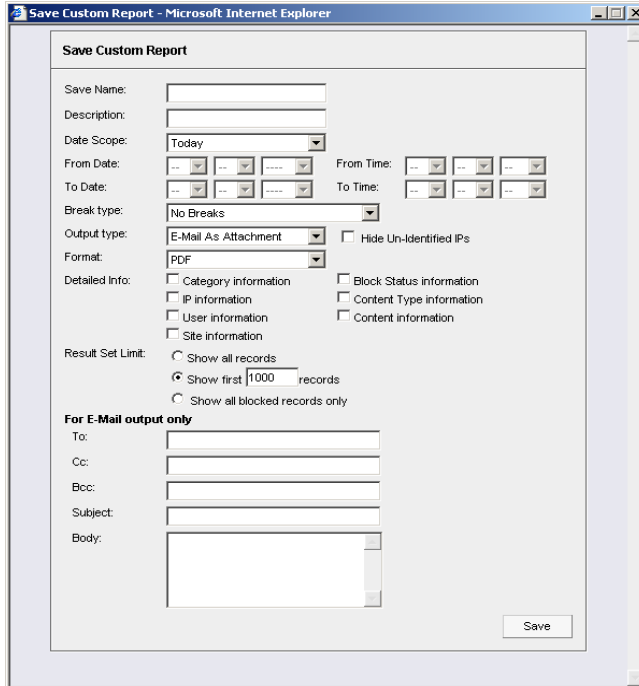


Fig. 3:5-17 Save Custom Report option

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

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

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

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

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



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

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

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



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



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

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



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

## New Drill Down Report

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



**NOTE:** Information on using the fields in this pop-up box can be found in the Using Report Fields sub-section from Chapter 4: Drill Down Reports.

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



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

## Using Custom Report Fields

---

### Date Scope and Date fields

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

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

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

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

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

## Sort by and Order fields

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

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

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

## Result Set Limit

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

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

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

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

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

## Break type field

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

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

## Format field

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

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



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

## Display and # Records fields

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

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

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



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

## Search and Filter String fields

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

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

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

## Type field

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

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



## Exporting a Custom Report

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



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

### Email option

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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, Microsoft Excel), the file will be sent as an email attachment.



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

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

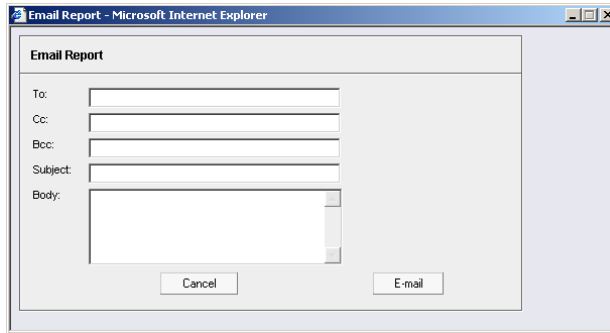



Fig. 3:5-18 Email Report pop-up box

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

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

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



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

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

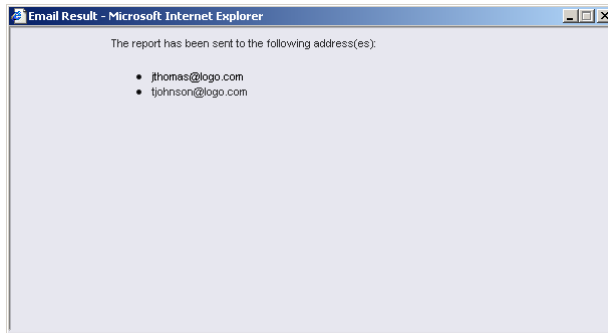


Fig. 3:5-19 Email Result pop-up box

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

## View and Print options

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

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

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



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

## View and Print Tools

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

### File:

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

- **Send > Shortcut to Desktop** - create a shortcut to the report file on your workstation desktop

**Edit:**

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

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

## **Print Setup**

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

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

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

## Saved Custom Reports

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

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

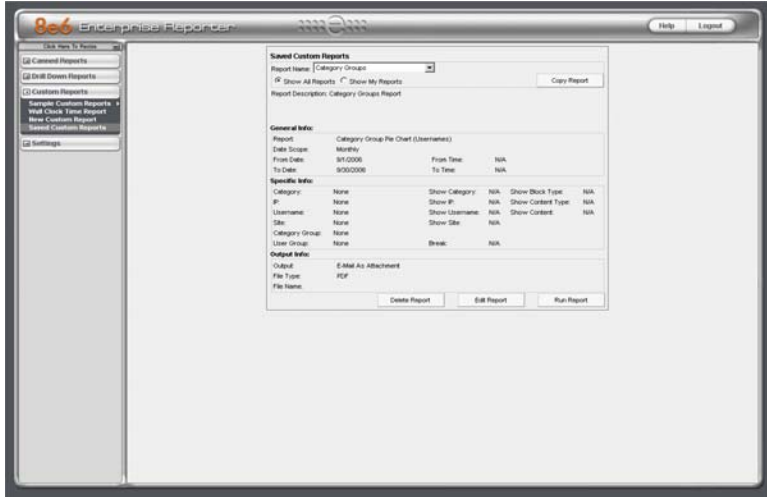


Fig. 3:5-20 Saved Custom Reports window



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

## View Information on a Saved Custom Report

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

If you are logged in as an administrator:

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



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

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

## Delete a Custom Report

---

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

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



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



## Edit or Copy a Custom Report

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

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

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

**Save Custom Report**

Save Name: Save Name: Categories

Description: Daily Report

Date Scope: Daily

From Date: 9 8 2006 From Time: -- -- --

To Date: 9 8 2006 To Time: -- -- --

Break type: Categories

Output type: E-Mail As Attachment

Format: PDF

**For double-break reports only**

Amount shown: All Data Shown # Records: N/A

**For pie and bar charts only**

Generate using: N/A

**For E-Mail output only**

To: jsmith@logo.com

Cc:

Bcc:


Subject: Daily Categories Report

Body: Attached please find the daily categories report

Save Cancel

http://200.10.101.89:8080/8e6er/updateCustomReport.jsp?reportID=919 Internet

Fig. 3:5-21 Save Custom Report, edit drill down report

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

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

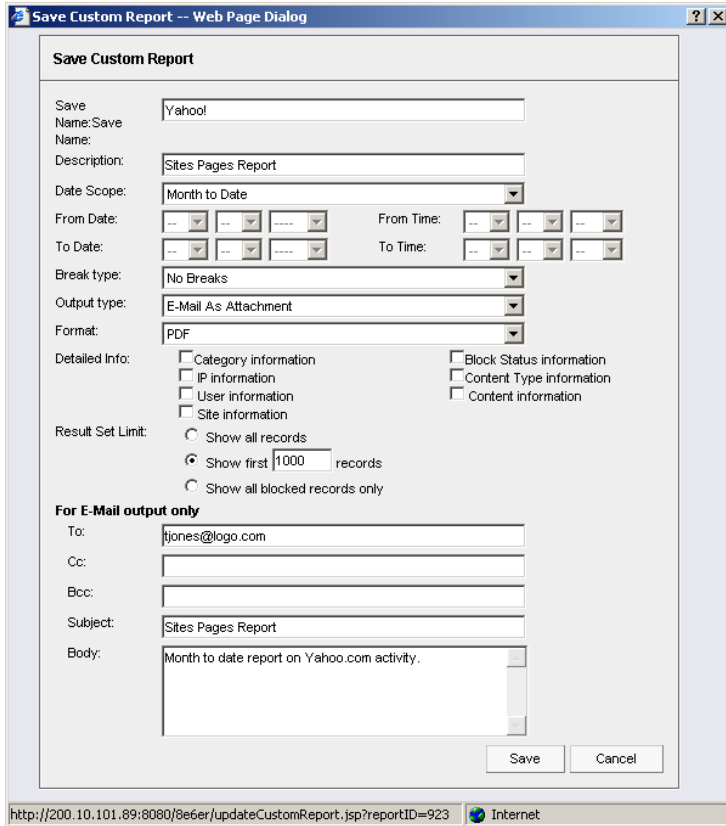




Fig. 3:5-22 Save Custom Report, edit custom report


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

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

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


2. Any of the following fields can be edited:

- Drill down and custom reports: **Save Name, Description, Date Scope, From/To Date/Time, Break type, Output type, Format, For E-Mail output only**
- Drill down reports only: **For double-break reports only** fields, **For pie and bar charts only** field

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

- Custom reports only: **Detailed Info** check boxes and/or **Result Set Limit** radio button selections

3. Click **Save** to save your selections and entries.

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

## Run a Custom Report

---

### Run On Demand

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

### Schedule to Run Later

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



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

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

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

## ***Scheduling a Report to Run***

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

To schedule a report to run:

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

# TECHNICAL SUPPORT SECTION

## Tech Support Coverage

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

### *Hours*

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

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

### *Contact Information*

#### **Domestic (United States)**

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

#### **International**

---

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

#### **E-Mail**

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For non-emergency assistance, e-mail us at [support@8e6technologies.com](mailto:support@8e6technologies.com)

## Office Locations and Phone Numbers

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### 8e6 Corporate Headquarters (USA)

828 West Taft Avenue  
Orange, CA 92865-4232  
USA

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

### 8e6 Taiwan

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

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

### 8e6 China

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

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

## ***Support Procedures***

When you contact our technical support department:

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



# APPENDICES SECTION

## Appendix A

### *Evaluation Mode*

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

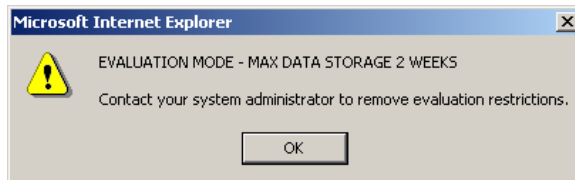
### Client

---

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

### Evaluation Mode alert box

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



*Fig. A-1 Evaluation Mode alert box*

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

## ER Server Statistics window

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

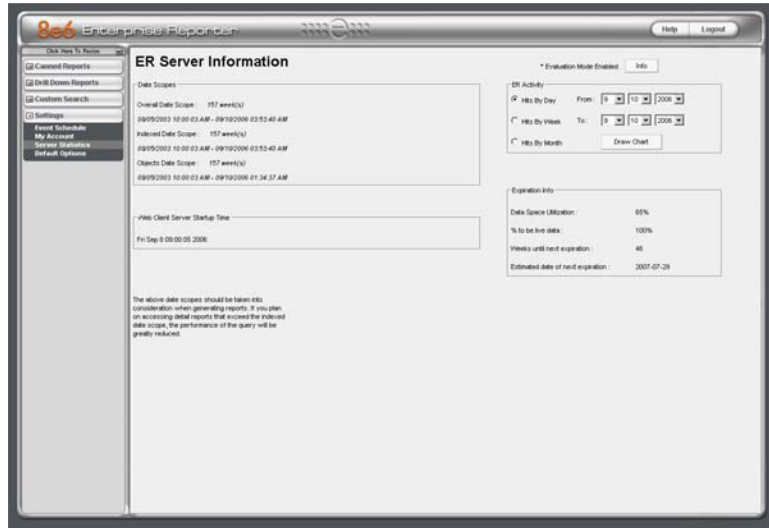


Fig. A-2 ER Server Statistics window

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

# Appendix B

## *Lotus Notes Configuration*

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

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



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

## **Steps for Former MS Outlook / Express Users**

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

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

## Steps for Installing, Configuring Lotus Notes

### Step 1: Install Lotus Notes

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



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

### Step 2: Configure Microsoft Mail Client

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

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



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

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



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

### Step 3: Verify Internet Explorer Settings

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

# Appendix C

## ***Disable Pop-up Blocking Software***

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

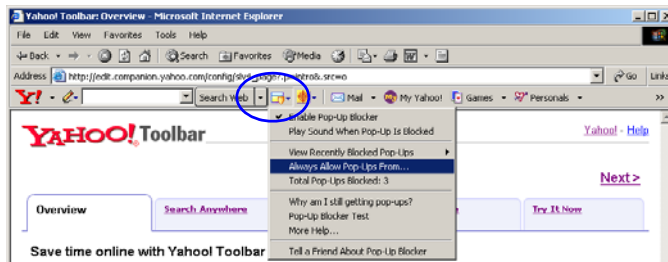
This appendix provides instructions on how to disable pop-up blocking software for the following products: Yahoo! Toolbar, Google Toolbar, AdwareSafe, and Windows XP Service Pack 2 (SP2).

## ***Yahoo! Toolbar Pop-up Blocker***

### **Add the Client to the White List**

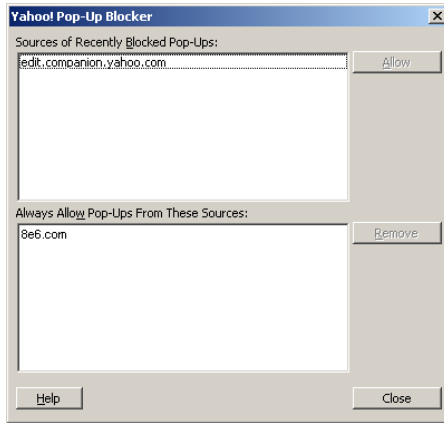
If the Client was previously blocked by the Yahoo! Toolbar, it can be moved from the black list and added to the white list so that it will always be allowed to pass. To do this:

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



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

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



*Fig. C-2 Allow pop-ups from source*

3. Select the source from the Sources of Recently Blocked Pop-Ups list box to activate the Allow button.
4. Click **Allow** to move the selected source to the Always Allow Pop-Ups From These Sources list box.
5. Click **Close** to save your changes and to close the dialog box.

## Google Toolbar Pop-up Blocker

### Add the Client to the White List

To add the Client to the white list so that it will always be allowed to pass, go to the Google Toolbar and click the # blocked icon:

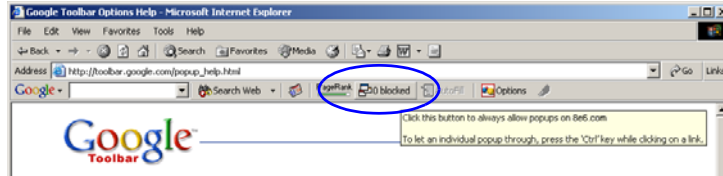


Fig. C-3 # blocked icon enabled

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

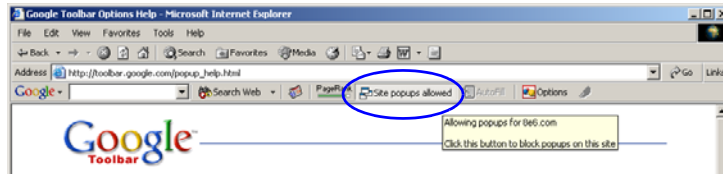


Fig. C-4 Site pop-ups allowed icon enabled

## ***AdwareSafe Pop-up Blocker***

### **Disable Pop-up Blocking**

---

AdwareSafe's SearchSafe toolbar lets you toggle between enabling pop-up blocking (# popups blocked) and disabling pop-up blocking (Popup protection off) by clicking the pop-up icon.

1. In the IE browser, go to the SearchSafe toolbar and click the icon for # popups blocked to toggle to Popup protection off. This action turns off pop-up blocking.
2. After you are finished using the Client, go back to the SearchSafe toolbar and click the icon for Popup protection off to toggle back to # popups blocked. This action turns on pop-up blocking again.



## Windows XP SP2 Pop-up Blocker

This sub-section provides information on setting up pop-up blocking and disabling pop-up blocking in Windows XP SP2.

### Set up Pop-up Blocking

There are two ways to enable the pop-up blocking feature in the IE browser.

#### Use the Internet Options dialog box

1. From the IE browser, go to the toolbar and select **Tools > Internet Options** to open the Internet Options dialog box.
2. Click the Privacy tab:

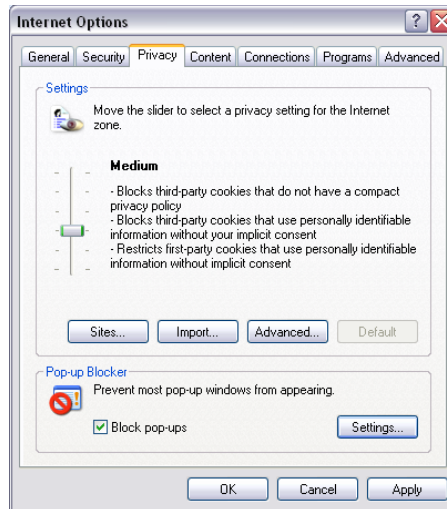
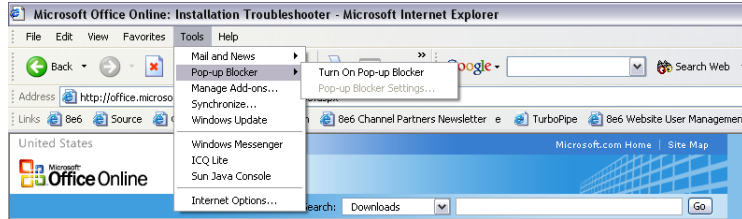


Fig. C-5 Enable pop-up blocking

3. In the Pop-up Blocker frame, check “Block pop-ups”.
4. Click **Apply** and then click **OK** to close the dialog box.

## Use the IE Toolbar

In the IE browser, go to the toolbar and select **Tools > Pop-up Blocker > Turn On Pop-up Blocker**:



*Fig. C-6 Toolbar setup*

When you click Turn On Pop-up Blocker, this menu selection changes to Turn Off Pop-up Blocker and activates the Pop-up Blocker Settings menu item.

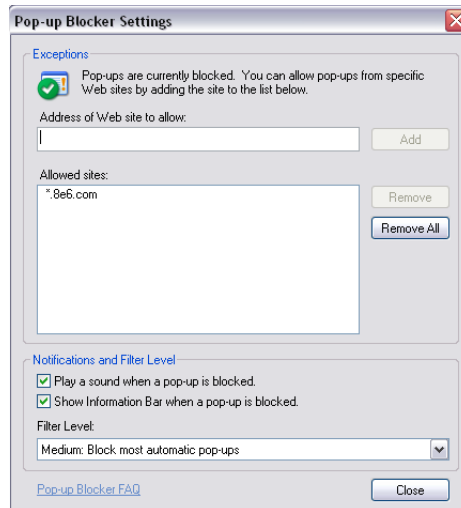
You can toggle between the On and Off settings to enable or disable pop-up blocking.

## Add the Client to the White List

There are two ways to disable pop-up blocking for the Client and to add the Client to your white list.

### Use the IE Toolbar

1. With pop-up blocking enabled, go to the toolbar and select **Tools > Pop-up Blocker > Pop-up Blocker Settings** to open the Pop-up Blocker Settings dialog box:



*Fig. C-7 Pop-up Blocker Settings*

2. Enter the **Address of Web site to allow**, and click **Add** to include this address in the Allowed sites list box. Click **Close** to close the dialog box. The Client has now been added to your white list.

## Use the Information Bar

With pop-up blocking enabled, the Information Bar can be set up and used for viewing information about blocked pop-ups or allowing pop-ups from a specified site.

### Set up the Information Bar

1. Go to the toolbar and select **Tools > Pop-up Blocker > Pop-up Blocker Settings** to open the Pop-up Blocker Settings dialog box (see Fig. C-7).
2. In the Notifications and Filter Level frame, click the checkbox for “Show Information Bar when a pop-up is blocked.”
3. Click **Close** to close the dialog box.

### Access the Client

1. Click the Information Bar for settings options:

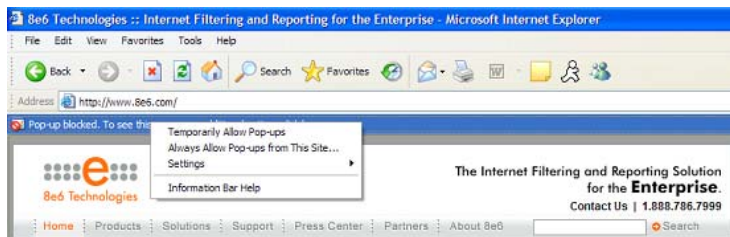


Fig. C-8 Information Bar menu options

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

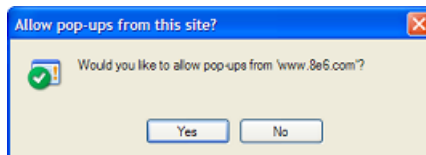


Fig. C-9 Allow pop-ups dialog box

3. Click **Yes** to add the Client to your white list and to close the dialog box.



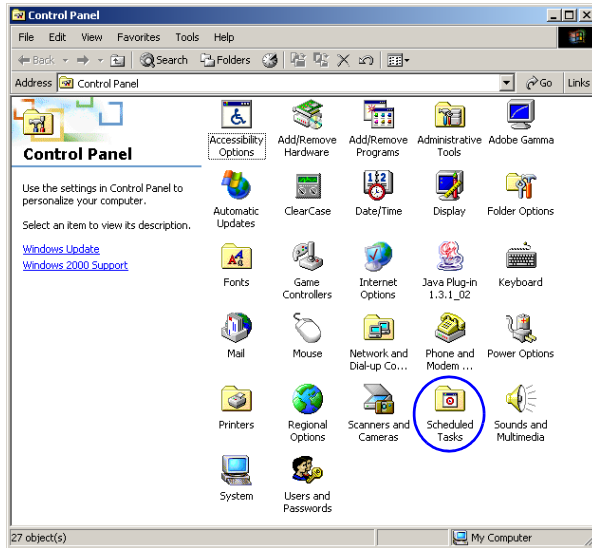
**NOTE:** *To view your white list, go to the Pop-up Blocker Settings dialog box (see Fig. C-7) and see the entries in the Allowed sites list box.*

# Appendix D

## *Set up an Event using the Task Scheduler*

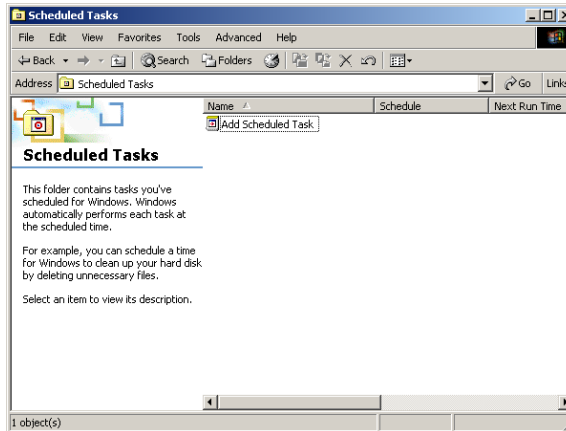
Follow these steps to set up a report to run at a scheduled time using the Windows Task Scheduler:

1. From the taskbar of your machine, go to **Start > Settings > Control Panel** to open the Control Panel window:



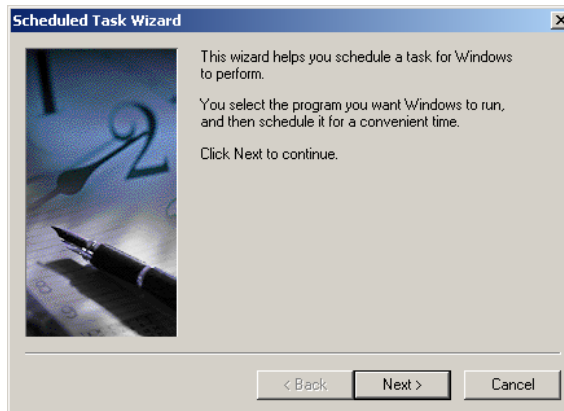
*Fig. D-1 Control Panel window*

2. Choose **Scheduled Tasks** to open the Scheduled Tasks window:



*Fig. D-2 Scheduled Tasks window*

3. Click **Add Scheduled Task** to launch the Scheduled Task Wizard:



*Fig. D-3 Scheduled Task Wizard, 1st frame*

- a. Click **Next** to display the list box showing available applications that can be run:

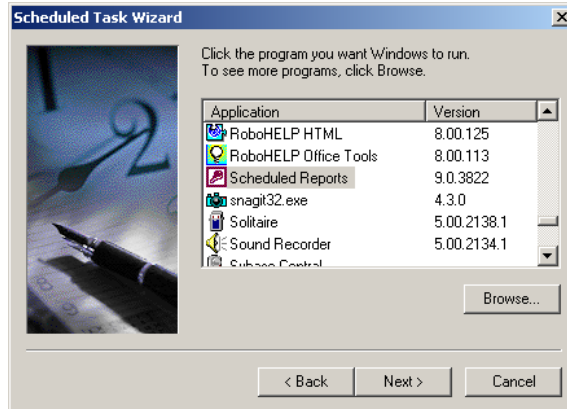


Fig. D-4 Scheduled Task Wizard, 2nd frame

- b. Choose **Scheduled Reports**, and then click **Next** to specify criteria for the task:



Fig. D-5 Scheduled Task Wizard, 3rd frame

- c. Accept the name of the task that displays in the text box, or enter a different name. Indicate when the task should be performed by clicking the radio button corresponding to the option for **Daily**, **Weekly**, or **Monthly**. When **Next** is clicked, the Wizard selections will differ depending on the time interval specified for performing the task:





Fig. D-6 Scheduled Task Wizard, 4th frame

- d. Specify criteria regarding the time the task will be performed, and then click **Next** to display text boxes for user criteria:



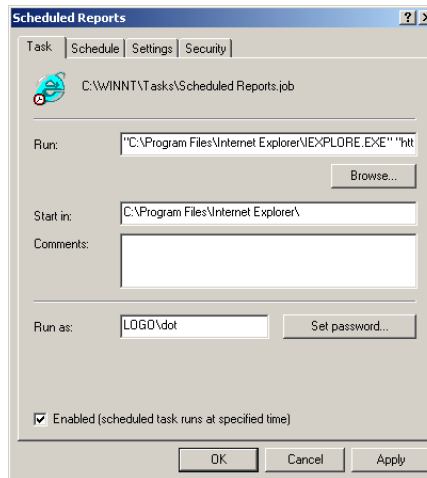
Fig. D-7 Scheduled Task Wizard, 5th frame

- e. If necessary, modify the user name that displays. Enter the password used when logging on your machine, and then click **Next**:



*Fig. D-8 Scheduled Task Wizard, 6th frame*

- f. Click the advanced properties checkbox, and then click **Finish**. These actions close the Wizard and open the dialog box, showing the default Task tab for the scheduled task:



*Fig. D-9 Dialog box, Task tab*

4. At the **Run** field, do the following:
  - a. Click the **Browse** button to open the Browse window:

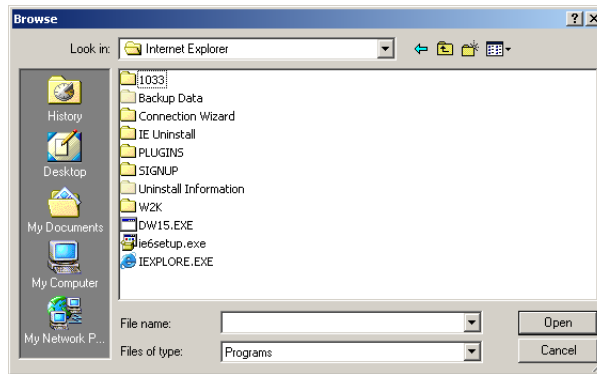
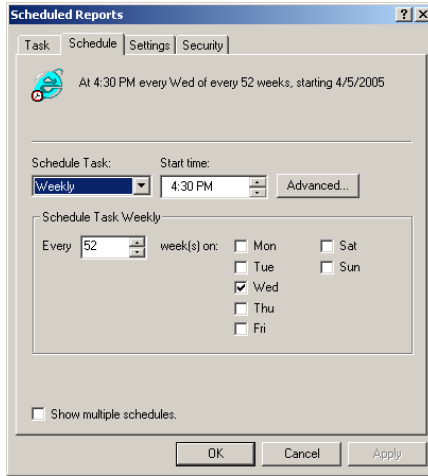


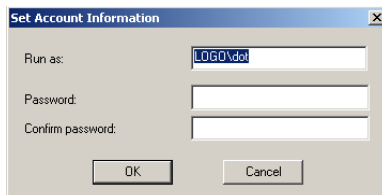
Fig. D-10 Browse window

- b. Select the path for **Program Files > Internet Explorer > IEXPLORE.EXE** to populate the **Run** field with this text: *"C:\Program Files\Internet Explorer\IEXPLORE.EXE"*
    - c. At the end of this text, add a space, then this entry: *"http://x.x.x.x:8080/8e6er/runSchedule.jsp"* (in which 'x.x.x.x' represents the ER Client's URL).
5. In the **Run** field, copy the text *"C:\Program Files\Internet Explorer\IEXPLORE.EXE"* and paste this text in the **Start In** field.
6. If necessary, click the Schedule tab to modify schedule criteria:



*Fig. D-11 Dialog box, Schedule tab*

7. After making any necessary edits, click **Apply**. This action opens the Set Account Information dialog box:



*Fig. D-12 Set Account Info box*

8. Enter the password twice, and then click **OK** to close the Set Account Information dialog box and to display the Scheduled Tasks window:

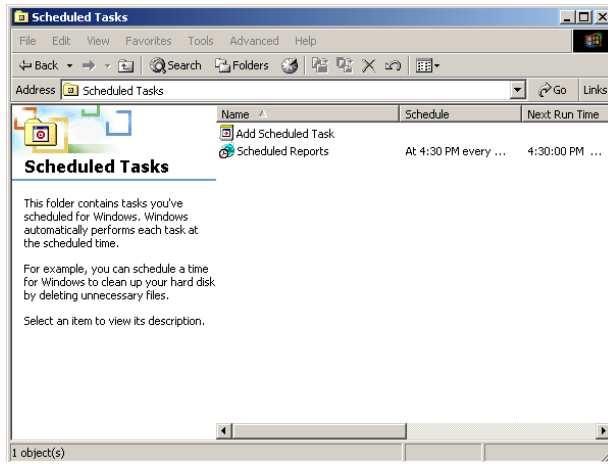


Fig. D-13 Scheduled Tasks window

9. The scheduled task can be modified at any time via the Scheduled Tasks window. Click the icon for the scheduled task to open the dialog box for the task, and make the necessary edits.

The task can be deleted by selecting the icon for the task from this window, and then deleting the icon.

# Appendix E

## *Glossary*

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

**hit count** - the number of pages and/or objects end users access as the result of entering URLs in a browser window.

**object count** - the number of objects end users access on a Web page, including images, graphics, multimedia items, and text items. The number of objects on a page is generally higher than the number of pages a user visits.

**page count** - the number of Web pages end users access, which can exceed the number of objects per page in categories that use a lot of pop-up ads (porn, gambling, and other related sites). A user may visit only one site, but visit 20 pages on that site if the page has pop-up ads or banner ads that link to other pages.

**time count** - the amount of time end users spend on a given Web page, including the number of times that page is refreshed by either the user or a banner ad.

**Wall Clock Time count** - the amount of time end users spend on the Internet, based on the Wall Clock Time algorithm. For each user, the number of seconds from the log is dropped, and any unique minute within a given hour counts as one minute.

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