



ContentKeeper Advanced Reporting Platinum Getting Started Guide

This document is intended to help you get started using ***ContentKeeper Advanced Reporting Module Platinum***. For more detailed information, please see the ***Advanced Reporting Platinum*** user guide or online help.

Please send all issues or queries to ContentKeeper Support (support@contentkeeper.com).

About *ContentKeeper* Advanced Reporting Module *Platinum*

ContentKeeper Advanced Reporting Module *Platinum* is the latest release in the popular range of Internet monitoring products created by a company called WebSpy, provided under license to ContentKeeper Technologies Pty Ltd. It enables you to analyze log files from firewalls, proxy and email servers to discover what members of your organization have been browsing, and when.

Advanced Reporting Module *Platinum* features the ability to efficiently load and analyze gigabytes of data, making it a true enterprise scale monitoring solution. It also utilizes a new intuitive user interface, improving usability.

ContentKeeper Advanced Reporting Module supports over 60 log formats, with new formats added regularly. If you have a format we don't support, please send a sample file and the name of the product that produced the file to support@contentkeeper.com.

Key Features

- Efficiently loads and analyzes gigabytes of data from firewall, proxy and email server log files
- Allows in-depth interrogation of your log file data
- Provides both Internet and email usage analysis
- Generates customizable reports in a variety of common formats
- Enables logical organization of your data using configurable aliases and profiles
- Schedules tasks for "set and forget" data analysis
- Utilizes existing network resources like Windows NT® User Groups
- Simple installation and set-up
- Intuitive user interface with a web-like look and feel

Before Installing

For optimal performance ContentKeeper recommends that **Advanced Reporting Module *Platinum*** is installed on a workstation running Windows® 2000 or above on an NTFS file system with at least 256 MB of RAM and a PIII 500 MHz or faster processor. You need Microsoft® Internet Explorer 5.5 or above to run **Advanced Reporting Module *Platinum*** HTML reports.

Please Note: While **Advanced Reporting Module *Platinum*** can be installed on a workstation that is running Windows® 95 or above, Windows® 2000 or XP is preferred. Also, *Analyzer Giga* should be run on a workstation rather than a server.

Users of **Advanced Reporting Module Platinum** must have access to the log files, and have permission to read and write files to the Program Files folder on the computer running **Advanced Reporting Module Platinum**.

Importing Log Files

To get started with **ContentKeeper Advanced Reporting Module Platinum**, you need to import log files. When *Analyzer Giga* imports log files, they are loaded into a compressed format called a 'Storage'. The architecture of a storage enables efficient processing of large amounts of data.

To import log files into a storage:

- 1 Select **Views | Storages** from the main menu. Click the **Import log files** link in the Files task pad to launch the Import Wizard.
- 2 Proceed to the Storage page and make sure the 'Create a new storage for your log files' radio button is selected. Type a name for your storage into the edit box and click **Next** to continue.
- 3 On the Input Format page, select the name of your firewall, proxy or email server from the list, and click **Next**. **Advanced Reporting Module Platinum** will automatically detect the format of your log files.
- 4 On the Input Location page, click the **Add** button and select Files from the pop-up menu to select individual log files to import. Consult your system administrator or proxy server documentation for information on where your proxy server creates and stores its log files. The files you selected will be displayed in the list. Click **Next** to continue.
- 5 On the final page of the wizard, click **Finish** to start importing your log files. **Advanced Reporting Module Platinum** will import your log files, and run an analysis for you.

You can also import data into an existing storage, specify an entire folder of log files to import, and import log files from an FTP site. For more information on importing log files, see the online help or the user guide.

Once you have imported some log files, you can create reports, and utilize other **Advanced Reporting Module Platinum** functions such as Aliases, Profiles and Tasks.

Analyzing Data

Once you have imported data into storages, you can use Summaries to view the data. **Advanced Reporting Module Platinum** allows you to drill down into all areas of your data and view the results graphically. You can access Summaries by selecting **Views | Summaries** from the main menu.

To display the data in your storages, you need to run the Analysis Wizard, which will guide you through the process of selecting the data you want to analyze.

To run an analysis:

- 1 Click the **New Analysis** link in the Summaries task pad to launch the wizard
- 2 Proceed to the Select Analysis page. Select the 'Standard Analysis' radio button to include common summaries. Click **Next**.
Hint: You can run other analyses, such as Email or Full.
- 3 On the Storages page, select your storage by checking the checkbox next its name. Click **Next**.
- 4 You do not need to make any selections on the Selection page. Click **Next**.
- 5 Click **Finish** to begin the analysis

On the Selection page, you can choose to filter the data being analyzed based on certain criteria. For more information, please see the online help.

Using Summaries to View Data

Once it has finished an analysis, **Advanced Reporting Module Platinum** displays an overview screen similar to the one in Figure 1.

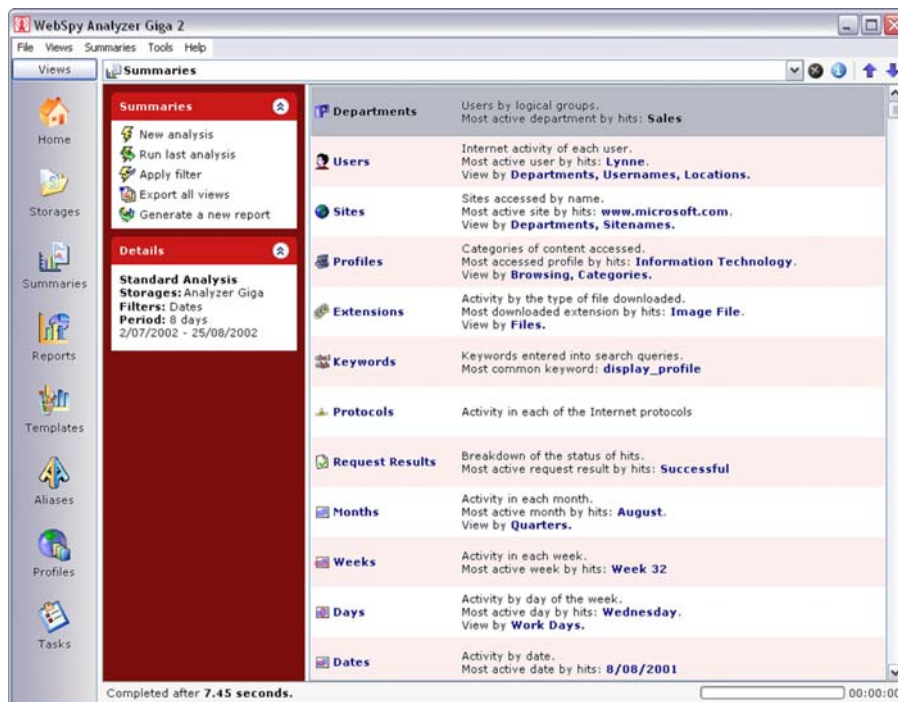


Figure 1: The Overview screen in Summaries

Clicking on a summary in this Overview screen displays the data in your log files grouped by that summary.

For example, if you click the 'Users' link in Figure 1, you will see all imported data, but organized by users. If you then return to the Overview (by selecting 'Reports' from the Location bar) and click the 'Sites' link, you will see the same information, but organized by site.

Once you have selected a summary to view, you can view data associated with any item in that summary using **Advanced Reporting Module Platinum's** drilldown functionality. To drill down into a data item, right-click the item and select Drilldown from the pop-up menu. This displays a list from which you can select the summary that you wish to view.

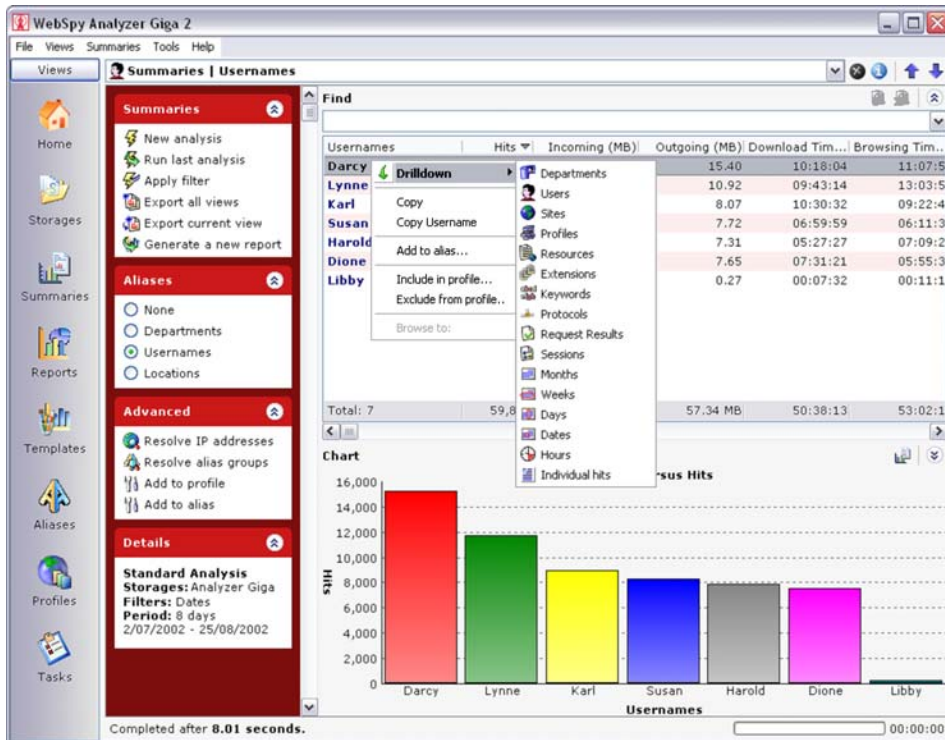


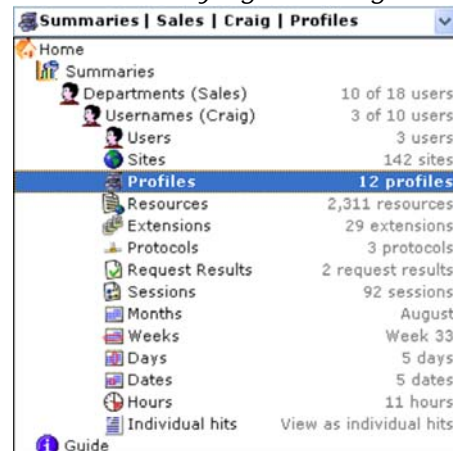
Figure 2: Drilldown functionality

For example, if you click the 'Sites' summary on the Overview screen, a list of all websites that have been visited is displayed. You can view the users that visited a site by right-clicking the site in the list and selecting **Drilldown | Users**. Alternatively, you can view the profiles that the site falls into by right-clicking the site and selecting **Drilldown | Profiles**.

You can use the Location bar at the top of the screen to switch between different views of the currently displayed data.

For example, if you view the web sites a user visited, you can change views to see emails they sent.

Once you are comfortable drilling down into data and using the Location bar to switch views, finding the information you are looking for is fast and easy.



The best way of understanding the power of this reporting interface is to experiment.

Figure 3: Location Bar

Reports

The easiest way to create a report for printing is to use the new Report Wizard. Click the **Generate new report** link in the Reports task pad in Reports, and Analyzer Giga will launch the Report Wizard, which will guide you through generating a report.

You can view the resulting report of any defined template by clicking the Generate new report link in the Reports task pad on the Summaries, Reports or Templates screens.

Getting More from Analyzer Giga

To get the maximum benefit from **Advanced Reporting Module Platinum's** reporting capabilities, you need to configure **Advanced Reporting Module Platinum** to appropriately interpret your organization's log file data. The features included in Templates, Aliases, Profiles and Tasks help you use **Advanced Reporting Module Platinum** more efficiently and to produce more useful reports.

Templates

Templates enable you to define commonly used drilldowns. **Advanced Reporting Module Platinum** comes with predefined templates that enable you to quickly generate printed reports.

Templates are fully customizable, so you can specify any information to be included in a report. You should avoid specifying exceptionally large reports, such as all users versus all sites.

For more information on using and configuring Templates, please see the online help or the user guide.

Aliases

Aliases are used to represent raw data items with understandable names, enabling you to create more meaningful reports.

For example, you can set up the 'Usernames' alias to translate user IP addresses in your log files into real names, or you can categorize browsing from different profiles as being appropriate or inappropriate.

Advanced Reporting Module Platinum comes with a list of default aliases; however, you can create your own to suit your organization.

Using Aliases

The easiest way to create and apply aliases to your data is with **Advanced Reporting Module Platinum's** Quick Alias function in Summaries.

To do this:

- 1 Select **View | Summaries** from the menu and run an analysis
- 2 Select a summary such as 'Sites' by clicking the appropriate hyperlink in the Overview screen. Notice that the list of Aliases available in the task pad only shows aliases applicable to the current summary.
- 3 Select the item to add to the alias
- 4 Click the **Add to alias** link in the Advanced task pad
- 5 Select an alias from the In alias drop down list, and a group from the As list
- 6 Click **OK**

In the example displayed in Figure 4, when the Departments alias is selected in the Aliases task pad in Summaries, the user Darcy will be included in the Management department.

For more information on using and configuring aliases, please see the online help or the user guide.

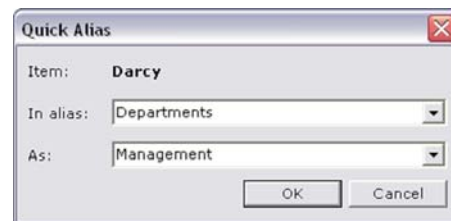


Figure 4: Quick Alias

Profiles

Profiles are collections of keywords that are matched against the site name and resource name of a hit. Profiles are used to categorize the types of browsing recorded in your log files. Using profiles is an easy way to group common hits into a category for enhanced analysis.

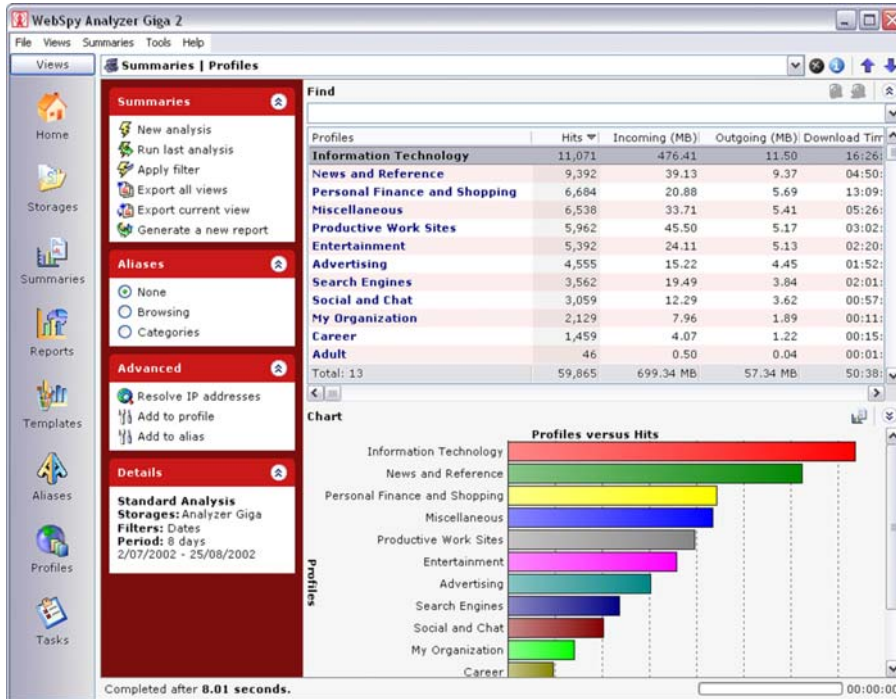


Figure 5: Viewing Profiles in Summaries

Advanced Reporting Module Platinum comes with a set of default profiles such as Adult, Advertising and Information Technology. Any browsing that does not match a profile is assigned to the Miscellaneous profile. You can view the hits that belong to a certain profile in Summaries, by clicking 'Profiles' on the Overview screen, and drilling down into the desired profile.

There are two types of keywords: includes and excludes. If a site or resource name contains an includes keyword for a profile, it will be placed in that profile. If a site or resource name contains an excludes keyword, it will not be placed in that profile even if the site or resource name contains an included keyword.

Configuring Profiles

The easiest way to configure profiles is with **Advanced Reporting Module Platinum's** Quick Profile function in Summaries.

To utilize this function:

- 1 Select **View | Summaries** from the menu and run an analysis
- 2 Select a summary category such as 'Sites' by clicking the appropriate hyperlink in the Overview screen
- 3 Select the item to add to a profile
- 4 Click the **Add to profile** link in the Advanced task pad
- 5 Select the profile to associate the keyword with from the Profile drop down box, or type the name of a new profile
- 6 Click **OK**

In the example displayed in Figure 6, any hits that contain the text



'www.inspectionmanager.com' will be assigned to the 'My Organization' profile.

For more information on using and configuring profiles, please see the online help or the user guide.

Tasks

Tasks enable you to set up activities for **Advanced Reporting Module Platinum** to perform at a later time. These activities include importing data into storages, and creating and publishing reports. This is especially useful for dealing with large amounts of data as you can set the task to run overnight. For information on using and configuring tasks, please see the online help or the user guide.

Contact Information

If you would like further assistance with any ContentKeeper product, you can email your query to support@contentkeeper.com. If you have any comments or suggestions, please feel free to send them to info@contentkeeper.com.

For sales information, please contact the ContentKeeper Technologies Pty Ltd. office in your region:

- Australia: sales@contentkeeper.com
- Europe: info@contentkeeper.com
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