LogAnalyzer Quick Start Guide

System Requirements
Windows 2000, 2003, 2008, XP, and 7

bt-LogAnalyzer may be installed on a workstation to read logs across the network or on the server where the log data resides.

Quick Setup Procedure
1. To start the installation wizard, unzip and double-click on the **setup.exe** for bt-LogAnalyzer.
2. To install the **Web browser GUI**, please select **Custom** and then **Complete** during the installation.

Note: If you are planning on installing the bt-LogAnalyzer Web Interface on a Windows 2003 Server with IIS 6.0, be sure to install ASP.NET, Microsoft.Net Framework 1.1 and IIS, prior to the installation of bt-LogAnalyzer.

3. After completing the installation, launch the bt-LogAnalyzer Management Console. Right-click on **'URL Control List'** in the left navigation pane, select **'Import'** and click **'OK'** to update to the latest control list.
4. Click the plus sign **(+)** in the LogAnalyzer node in the top left pane to view options and reports.
5. Select **'Log Info Sources'** to define the location of the log files (input) and click the **'Test'** button near the bottom of the screen to check their accessibility.

Note: If you receive a **'Test Failed'** message in the right navigation pane, there is a problem with the log files in the data source directory, or Permissions are not set to allow this account access to the log file directory on the network.

6. Click the plus sign **(+)** next to **'Reports'** in the left navigation pane to view the pre-defined Reports.
7. Right-click one of the pre-defined Reports (we recommend the **'Enterprise Summary'** first) and select **'Generate'** to produce a report.
8. Some additional recommended reports are the '**Management Summary'** (an Internet Policy review) and the **'User Audit Detail'** (click the '**Customize'** tab in the **Report Properties** to select individual users).

NOTE: If **'No Data' displays in the report** for the selection criteria, it's typically caused by one of the following conditions:

1. There **are no log records for the Date or Time selected** (the default is the prior week) Verify the following settings:
    - Right-click on the selected report in the left navigation pane
    - Select '**Properties'**
    - Select the '**Customize'** tab
    - Click the **'Edit'** button for **Date and Time**

Select a **'custom'** date range for a period for which you have log files
Re-generate the report

2. **The Log Info Sources are not correct** – LogAnalyzer installs with two default 'Log Info Sources' on the local drive, for Microsoft ISA Server or Proxy 2.0. If your log files reside on another machine or in another location on this machine, you will have to modify or add the source.
Select **Log Info Sources** in the left pane
Right-click on the appropriate Log Info Source in the left pane and select **'Properties'**
Click the **'Browse'** button and navigate to the appropriate directory
Click the **'Test'** button near the bottom of the popup window
If **'Test Fails'**, there is a permissions or sharing problem with the directory, please see the next paragraph below to change the settings

Permissions are not set to allow this account to access the log file directory
Start **'services'**
Select bt-LogAnalyzer service and select **'Properties'**
Click the **'Log On'** tab
If **'Local System Account'** is checked, please uncheck
Enter an account User and Password with Administrative privileges on both the Local machine and the Remote machine
Stop and start the bt-LogAnalzyer service

3. An **incorrect log file format or date has been selected** (All Microsoft logs should use the default, all others should be selected from the drop down list.)
If using MS ISA Server logs and they have been modified, please ensure they contain these fields:
Client IP (c-ip)
Client User Name (cs-username)
Date (date)
Time (time)
Processing Time (time-taken)
Bytes Sent (cs-bytes)
Bytes Received (sc-bytes)
Protocol (cs-protocol)
Operation (s-operation)
Object Name (cs-url)
Object MIME (cs-mime-type)
Result Code (sc-status)

Technical Support Contacts

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