

Burst Technology

presents

bt-LogAnalyzer

User Guide

Burstek™

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bt-LogAnalyzer™ Installation and User Guide

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Preface

This Guide

This guide provides an overview of Burstek's Web and Email Reporting tool bt-LogAnalyzer.

Chapter 1 describes bt-LogAnalyzer software and features, lists system requirements, and provides instructions to install and configure the bt-LogAnalyzer software.

Chapter 2 reviews the Log Information Source Properties. This chapter also explains how to add, change and delete Log Information Sources.

Chapter 3 provides step-by-step instructions on how to generate standard reports, how to generate customized reports by user and/or category, and how to schedule reports for automatic generation and Email distribution.

Chapter 4 examines the bt-LogAnalyzer Properties and describes how to modify them.

Chapter 5 explains the Bandwidth Cost Factor and how to set the Bandwidth Cost Factor options.

Chapter 6 explains the Viewing Time Factor and how to set the Viewing Time Factor options.

Chapter 7 describes the Category Lookup tool.

Chapter 8 explains how to add URLs to existing categories and how to set up custom categories.

Chapter 9 explains how to setup and use the bt-LogAnalyzer Web Interface.

This guide also contains a description for each predefined category. See Appendix A for detailed information about the bt-LogAnalyzer categories. You should read this guide if you are responsible for

evaluating, installing, operating, and/or managing the bt-LogAnalyzer software. This guide assumes you are familiar with the Windows 2000, 2003 and/or XP operating systems, MMC (Microsoft Management Console), and/or your organizations internal network. You should also have some knowledge of the Internet, HTTP (Hypertext Transfer Protocol), and FTP (File Transfer protocol).

Technical Support

Burstek is committed to providing you with intuitive technical products. Additionally, we provide superior online and print documentation to enable you to work independently in using our products. However, should you find yourself with a technical question that you cannot answer with the provided tools, please contact our Technical Support department.

[Submit a Problem Request Online](#)

Ask questions and receive detailed answers from the Technical Support Department. You will receive a reply via Email.

http://www.burstek.com/support/submit_ticket.htm

[Suggest a URL for Categorization](#)

If you find a Website that you feel should be in our URL Control List that is not already there, visit our website and submit it for consideration. Our technicians will review each entry before updating the list.

<http://www.burstek.com/support/controlList/suggesturl.htm>

[Email](#)

You can contact our technical support department via Email 24 hours a day, 7 days a week at:

support@burstek.com

[Telephone](#)

You can reach Burstek Technical Support by phone 24 hours a day, 7 days a week at:

239.495.5900

[Burstek Website](#)

Use the Burstek Website to learn more about our products and services.

<http://www.burstek.com>

[Frequently Asked Questions](#)

Burstek Web has compiled a list of responses to Web and Email FAQs for bt-LogAnalyzer.

<http://www.burstek.com/support/btLogAnalyzer/faq.htm>

[Online Help](#)

Context-sensitive, Online Help is available for the bt-LogAnalyzer product.

To View the Online Help:

1. From the **LogAnalyzer Management Console**, right-click the bt-LogAnalyzer Server to display the Shortcut menu and select **Help**, or click on the  icon on the toolbar.



Note: The online help is context-sensitive. The help topic that appears depends on the Window you are viewing when you access the help option.

Our Products

Burstek provides Web Filtering and Reporting tools. Our Proxy and Firewall Internet Productivity Solutions include:

bt-WebFilter

Web Blocking and Filtering for Windows 2000 or Windows 2003 based servers including Microsoft ISA and Standalone Servers. Blocking and filtering are setup in a Categorized format (i.e. Education, Sex, Sports, Hacking, Gambling, Games, Business Services, etc.) and is completely customizable.

bt-LogAnalyzer

bt-LogAnalyzer provides Web and Email usage reporting for Windows 200x or XP environments. bt-LogAnalyzer supports the following log file formats:

- Forefront TMG
- W3C Extended Log File (the standard IIS Log format)
- MS ISA Server 200x
- MS Proxy Server Log File (similar to W3C Extended Log File)
- ODBC Data Sources (containing ISA Server log information)
- bt-WebFilter Logs (containing denied activity log information)
- iPlanet Proxy Log File
- Squid Cache Log File
- BorderManager
- Cisco Content Engine
- CacheFlow Hardware Appliance (Bluecoat)

- Bluecoat new format 'CacheOS W3C Compatible'
- Network Appliance
- Inktomi Traffic Server
- MS Exchange 5.5 Internet Mail Service Tracking Log File
- MS Exchange 2000 Message Tracking Log File
- MS Exchange 2003
- RedHat Proxy v8 on Linux – logging to Squid
- Re-Soft MailSweeper

We also support logging to SQL, Oracle, Sybase or any ODBC compliant database.

Log files are automatically read and then output into categorized (i.e. Education, Sex, Sports, Hacking, Gambling, Games, Business Services, etc.) reports based on Websites accessed. All reports are completely customizable.

Chapter 1

bt-LogAnalyzer

bt-LogAnalyzer is an easy-to-use reporting tool that helps you evaluate employee Web and Email use in your organization.

- **Web Reporting** - bt-LogAnalyzer provides automatic categorization (i.e. Education, Sex, Sports, Hacking, Gambling, Games, Business Services, etc.) of Websites accessed and makes it easy to identify possible issues with regard to Internet access, company risk or bandwidth consumption by generating detailed reports, summaries and graphs.
- **Email Reporting** - bt-LogAnalyzer reports on inbound, outbound and internal Email by Email addresses, volume, bandwidth and subject.

The bt-LogAnalyzer program can be used as a stand-alone Internet and Email log file analysis tool, or it can be used in combination with Burstek's WebFilter to control and evaluate employee Web and Email use.

bt-LogAnalyzer implements client-server architecture. Server software and client software may be running on different computers. The ability to map the network drives lets the administrator change the location of the log files according to his (the administrator's) preferences and to the system requirements.

Features

- Active Directory Support - Native and mixed mode
- MMC Remote Administration and an MMC user interface makes integrating with the system simple and user-friendly
- Multi-threaded, this allows you to use other features of LogAnalyzer while reports are processing
- Supports any ODBC compliant database.
- Supports multiple log formats in multiple locations; multiple log files can be combined into a single report.
- Reports based on users and groups as defined in Windows 200x Active Directory.
- Hot link directly from reports to the visited URL.
- Over 50 predefined categories.
- Web GUI
Allow managers to run reports on their employees via a Web interface.
- Viewing Time Factor
Capability to determine approximate amount of time spent viewing Web pages.
- Bandwidth Cost
Capability to determine cost per category for individual users and or groups.
- Complete user/group support.
- Users can also easily set up custom categories; see Chapter 3 for complete step-by-step instructions.
- Group and User Reporting
- Web Reports show which sites were visited and how they are categorized (i.e. Gambling, Shopping, Sex, etc.). Email Reports show inbound and outbound addresses, bandwidth consumption and subject line.
- Customizable reporting
- Change report formats and categories to suit your needs.
- Automatic scheduling and delivery
- Schedule reports for automatic generation and Email distribution.
- Multiple export formats

- Export reports in HTML or XML.

Note: bt-LogAnalyzer uses the same category database as bt-WebFilter.

Requirements

In order to use the bt-LogAnalyzer program you must have the following minimum software:

1. Windows 2000 Professional or Server with SP4 or higher, Windows 2003 Server, or Windows XP Professional
2. At least one of the following (or any combination):
 - Microsoft ISA Server
 - W3C Extended
 - Cisco Content Engine
 - iPlanet or Netscape Proxy
 - Squid Cache Server
 - NetCache Appliance
 - Inktomi Traffic Server
 - CacheFlow Appliance
 - Novell BorderManager
 - Microsoft Exchange 5.5
 - Microsoft Exchange 200x

Installing bt-LogAnalyzer

The bt-LogAnalyzer program uses InstallShield Wizard. To install the bt-LogAnalyzer software, run the bt-LogAnalyzer Installation program **Setup.exe** and follow the onscreen instructions.

Note: *If you are installing bt-WebFilter and bt-LogAnalyzer on the same machine, bt-WebFilter **must** be installed first. If uninstalling the Burstek software, bt-LogAnalyzer should be uninstalled first, then bt-WebFilter.*

Step-by-Step Installation Instructions

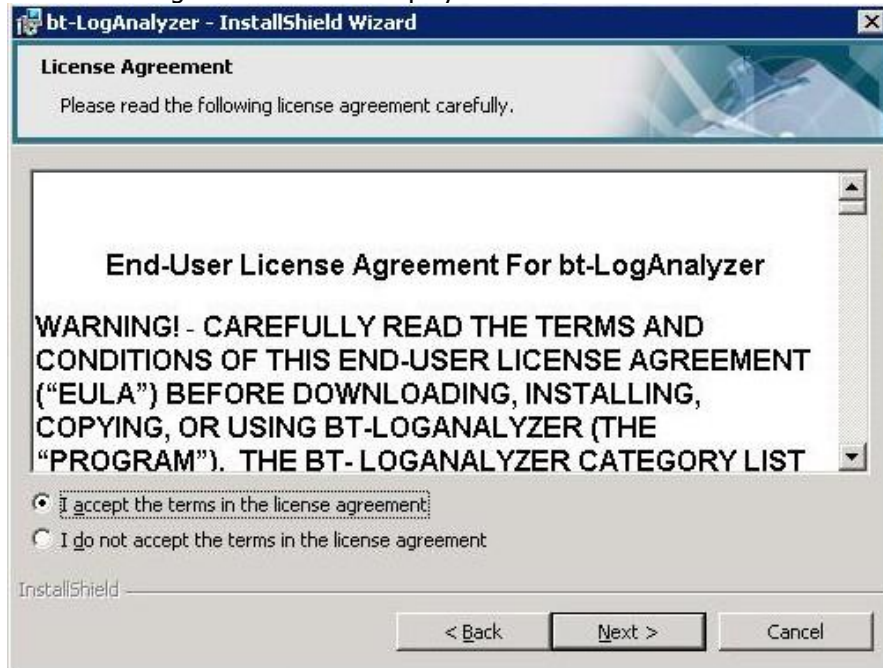
1. Start the bt-LogAnalyzer installation program **Setup.exe**.

The InstallShield Wizard screen displays.



2. Click "**Next**".

The License Agreement screen displays.



3. Click, **"I accept the terms in this license agreement"** and click **"Next"** to continue with the install.

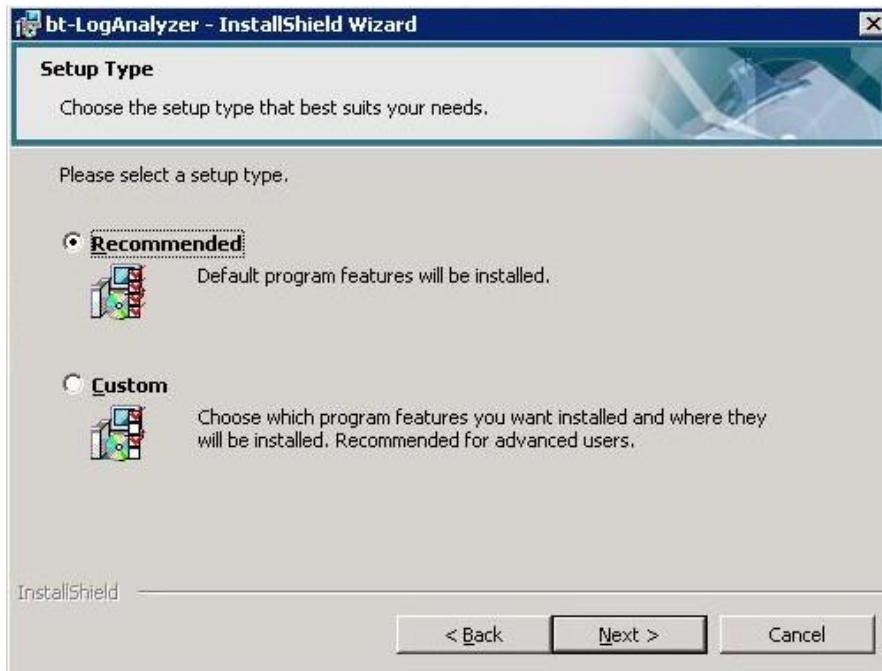
The Destination Folder screen displays.



Note: By default, the bt-LogAnalyzer program will be installed in **C:\Program Files\Burstek\bt-LogAnalyzer**. To install the bt-LogAnalyzer program in a different folder, click **"Change..."** and select the folder.

4. After you select the installation folder, click **"Next"** to continue with the install.

The Setup Type screen displays.



5. Choose the Setup Type that best suits your needs.

- If you select **"Recommended"** - the bt-LogAnalyzer program will install the default components (see ["Typical Installation"](#)).
- If you select **"Custom"** – the bt-LogAnalyzer program will allow you to select the program features you want installed. **Recommended for advanced users.** Options include:
 - Client (remote access)
 - Standalone
 - Integrated: Choose an integrated install if you are using both bt-LogAnalyzer and bt-WebFilter (See ["Complete Installation"](#)).

Typical Installation

1. From the bt-LogAnalyzer Setup Type screen, select **"Typical"** and click **"Next"** to continue with the install. The Setup Components screen displays. (The options on this screen are not available when performing a "Typical" Install.)
2. Click **"Next"**.

The Setup Integration Mode screen displays. (The options on this screen are not available when performing a "Typical" Install.)

3. Click **"Next"**.

The Setup Report Generator Credentials screen displays.



Note: If log files are stored on a network drive, provide a network account and password that will allow access to the log files.

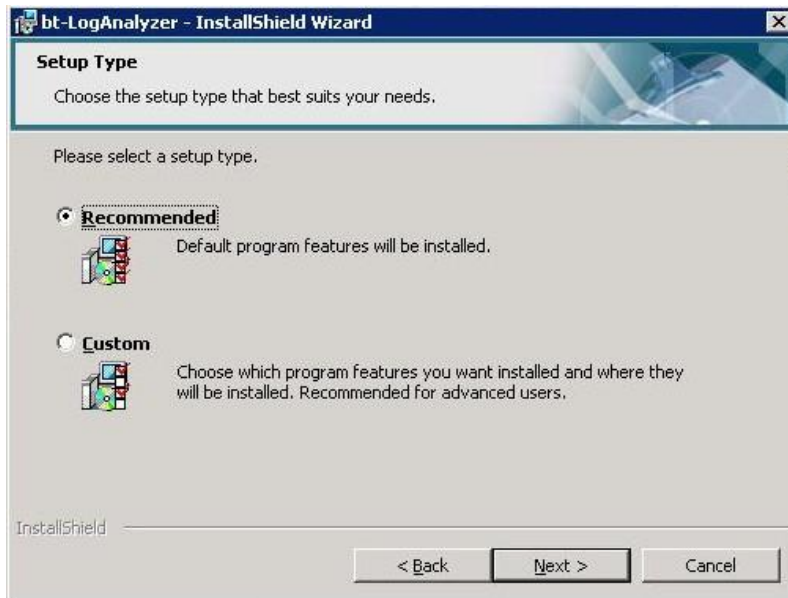
4. If your log files are stored on a local machine, click **"Next"** to continue with the install.
5. If the log files are stored on a network drive, enter the account information in the format **"administrator."** Click **"Next"** to continue with the install.

The Ready to Install the Program screen displays (see ["Completing the Install"](#)).

Custom Installation

1. From the bt-LogAnalyzer Setup Type screen, select "**Custom**" and click "Next" to continue with the install.

The Setup Components screen displays.

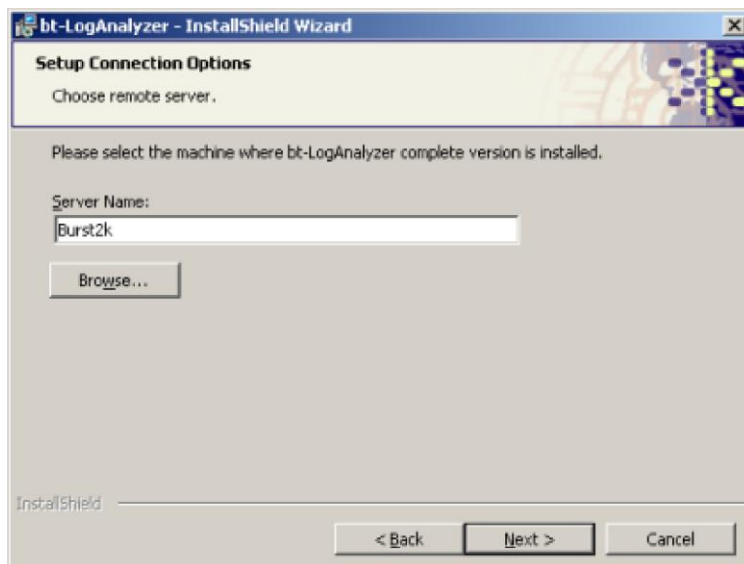


2. If you select **Recommended**, all default program features will be installed. If you select **Custom**, the GUI only will be installed. Select the option that best suits your installation requirements and click "**Next**" to continue with the install.

Note: A complete version of bt-LogAnalyzer must first be installed on the network to use the bt-LogAnalyzer remote client.

Client Install

If you selected a **Client** Install, the Setup Options screen displays.

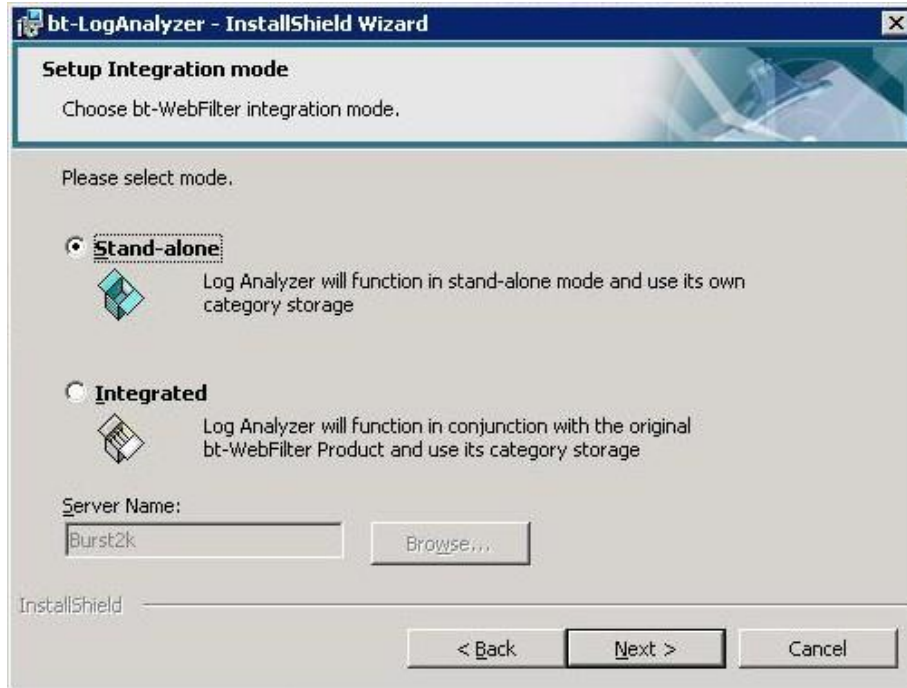


3. Enter the Server Name where a “complete” installation of the LogAnalyzer resides and click **“Next”** to continue with the install.

The Ready to Install the Program screen displays. (See [“Completing the Install”](#)).

Complete Install

If you selected a **Complete** Install, the Setup Integration Mode screen displays.



4. **If you do not have the bt-WebFilter software installed**, select **Stand-alone**. Only bt-LogAnalyzer components will be installed and bt-LogAnalyzer will use its own category storage.

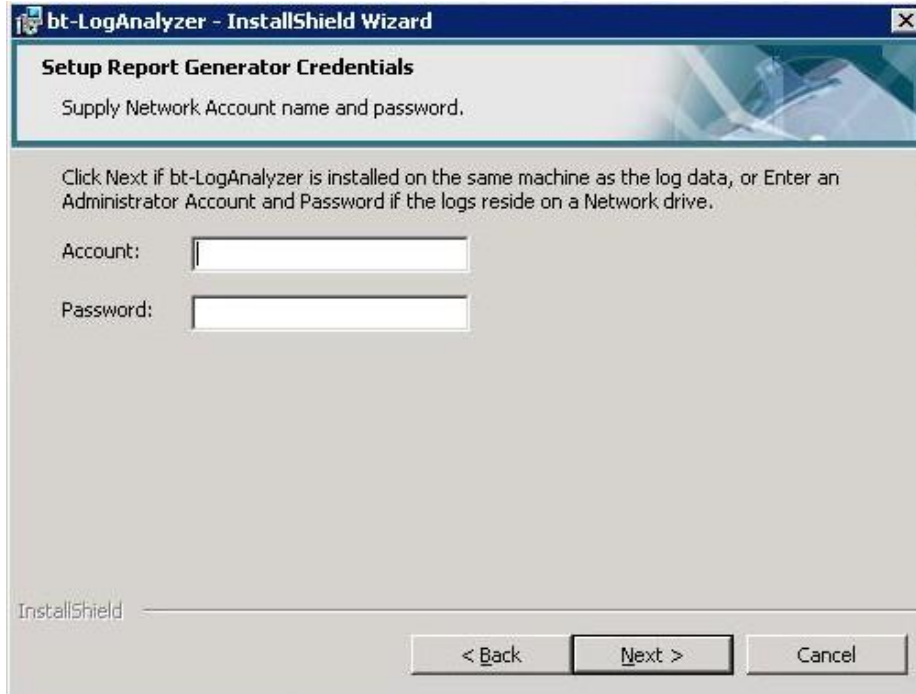
If you have the bt-WebFilter Product installed, select **Integrated**. Enter the Server Name where the bt-WebFilter software resides. The bt-LogAnalyzer software will function in conjunction with the original bt-WebFilter Product and use the bt-WebFilter category storage. (See "[Integrated Install](#)").

Stand-Alone Install

If you selected a Stand-alone Install, the Setup Options screen displays.

5. Click "**Next**" to continue with the install.

The Setup Report Generator credentials screen will display.



Note: If log files are stored on a network drive, provide a network account and password, which will allow access to the log files. This account must also have Administrator privileges for the machine where LogAnalyzer is being installed and be in the format **"Domain\User"**.

6. If the log files are stored on a local machine, click **"Next"** to continue with the install.
7. If the log files are stored on a network drive, enter the account information in the format "administer." Click **"Next"** to continue with the install.

The Ready to Install the Program screen displays.

Integrated Install

If you selected an integrated Install, type in the server domain name and click **"Next"** to continue with the install.

The Setup Report Generator credentials screen will display.



Note: If log files are stored on a network drive, provide a network account and password, which will allow access to the log files.

8. If your log files are stored on a local machine, click **"Next"** to continue with the install.
9. If your log files are stored on a network drive, enter the account information in the format **"Domain\User."** Click **"Next"** to continue with the install.

The Ready to Install the Program screen displays.

Completing the Install

1. To limit certain users to be able to run reports only for the users within their *own* Active Directory Organizational Unit, check the Enable Active Directory Organization Unit support box, otherwise leave the box unchecked.

Note: This feature is primarily used with the bt-LogAnalyzer Web Interface.



2. You will now be asked if you want to setup your Log Info Sources. You do not have to do this at this time. Instructions for setting up your Log Info Sources can be found in Chapter 2.



Web Interface Installation

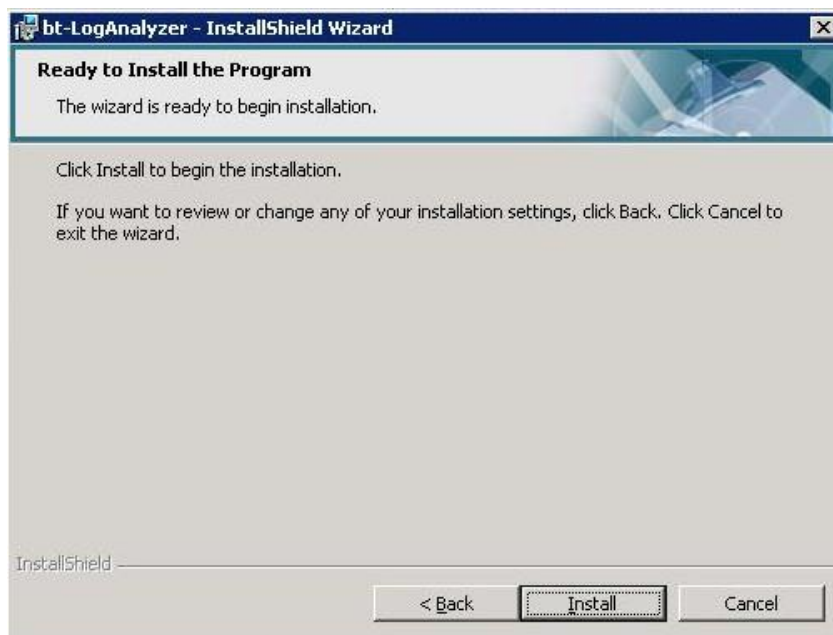
Note: Before setting up the bt-LogAnalyzer Web Interface with Windows 2003 Server running IIS 6.0 you **must** install asp.net from the Add/Remove Programs in the Windows Control Panel **prior to**

installing the bt-LogAnalyzer Web Interface. Please see "[bt-LogAnalyzer Web Interface Configuration](#)" for more information.

3. The last installation option asks if you wish to install the bt-LogAnalyzer Web Interface. If you would like to allow other users to remotely run reports without having the LogAnalyzer program installed on their machine, a Webpage interface may be used.



4. Click **Install** to install the bt-LogAnalyzer Program.





5. Click **"Finish"** to exit the Wizard.

Installation is now complete!

Startup

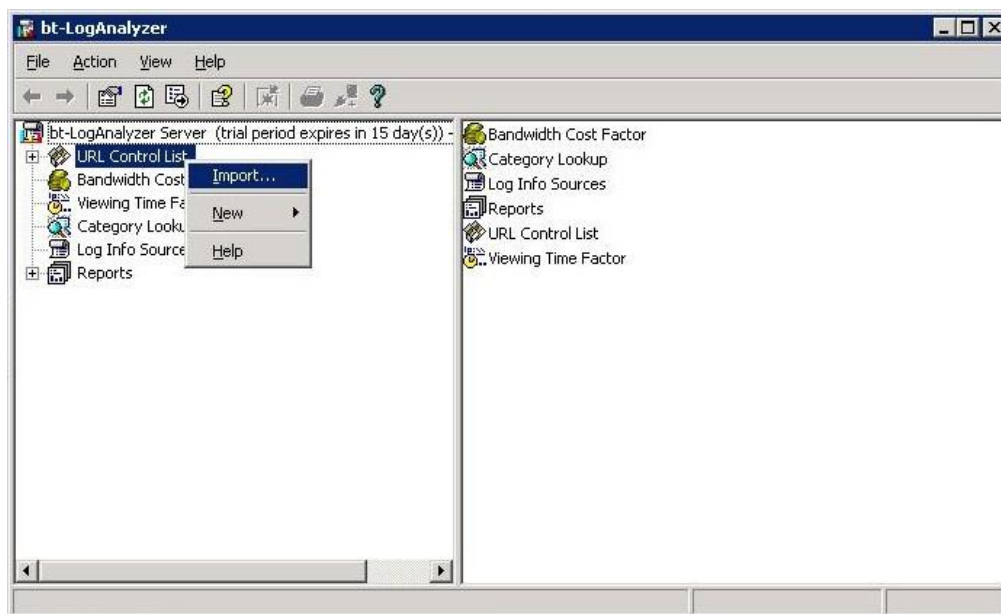
After you have installed the bt-LogAnalyzer Software, restart your computer and set the URL Control List **Automatic Updates** option.

Automatic Updates

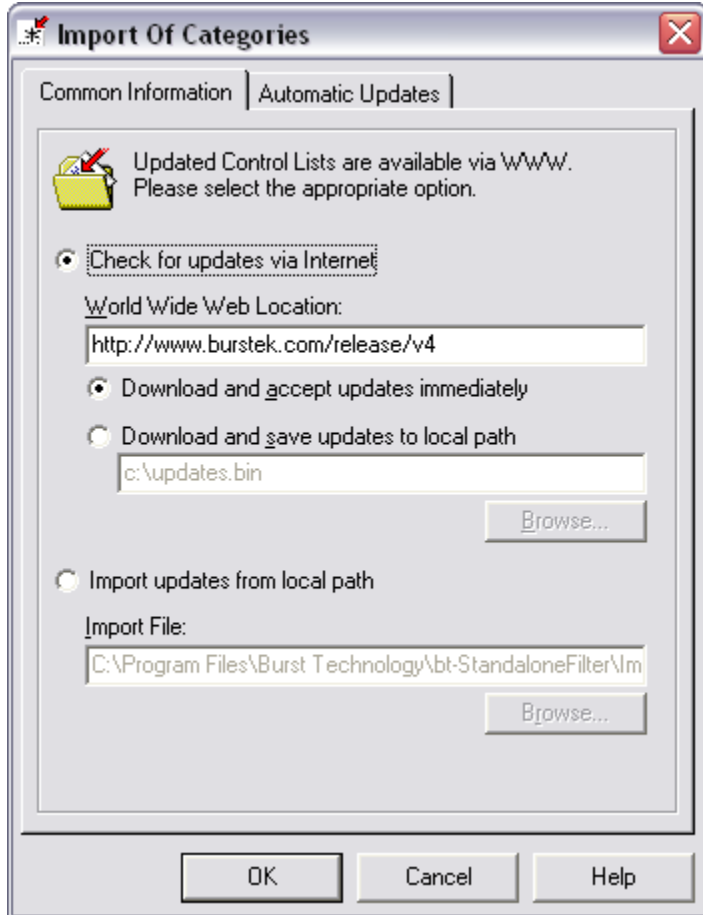
The bt-LogAnalyzer program URL Control List is updated daily by Burstek. You can choose to automatically update your Control List on a daily, weekly or monthly basis.

1. To update the URL Control List, select **Start> Programs> Burstek> bt-LogAnalyzer Management**.

2. From the **LogAnalyzer Management Console**, select the **URL Control list**.
3. Right-mouse click to display the Shortcut menu and select **Import** or From the Action Menu, select **Import**.



The Common Information Tab now displays.



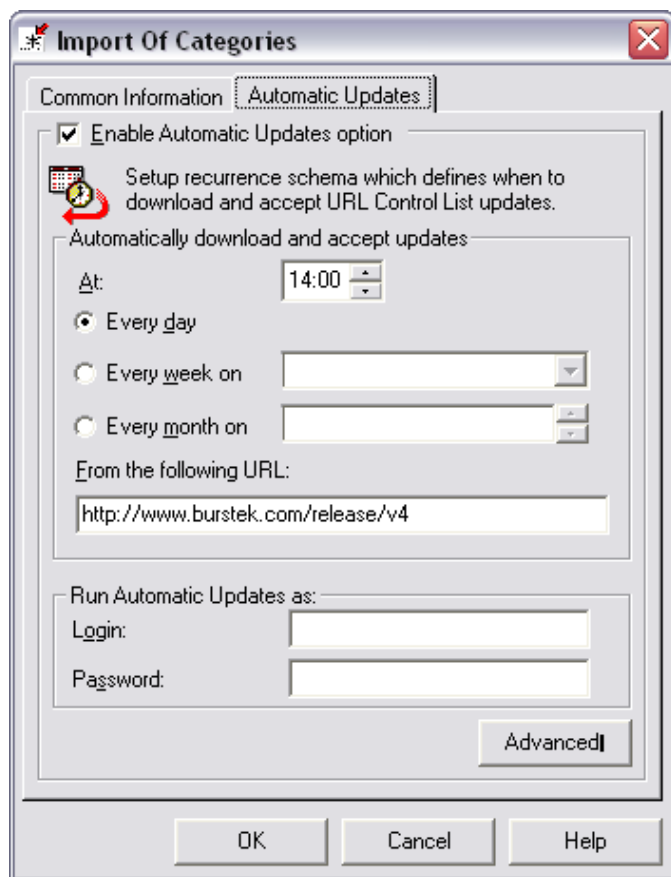
Note: In a network server environment with multiple server locations, you may wish to have one server location receive updates via the Internet and replicate the updates to a local path. The remote servers would then access the local/network path and import the updated files.

4. Click the **"Check for Updates via the Internet"** radio button.

The default World Wide Web Location displays.

5. Click the Automatic Updates Tab.

The Automatic Updates screen displays



6. Check the **"Enable Automatic Updates"** option.
7. Enter the time and click the radio button next to the **Every Day, Every Week** or **Every Month** update option.

Note: Since the Internet is so dynamic, Burstek recommends that you update your URL Control List on a *daily* basis.

Website Authentication

Note: Website Authentication is not currently being used. This option is available for future product enhancements.

Run Automatic Updates As

8. Enter the Run Automatic Updates **Login** and **Password**, if necessary. This will enable you to automatically download Control List updates if you require authentication for permission to download files.

Note: The Run Automatic Updates Login and Password may be needed if the machine is behind a proxy server that requires authentication. This login and password will allow the Run Automatic Updates download component to pass through the proxy server. If the proxy server allows anonymous access, the Login and Password can be omitted.

9. Click **"OK"**.

10. The URL Control List will be updated automatically according to the schedule you have selected.

Note: If you have added or modified URL Control List Categories (See "[URL Control List](#)"), the categories you have added or modified will not be overwritten by automatic updates.

User Licensing Information Entry

If you have purchased bt-LogAnalyzer, entering your Name and License Number are important to enable all features within the program. Instructions for entering this information can be found in "[Storage and Customer Options](#)".

Chapter 2

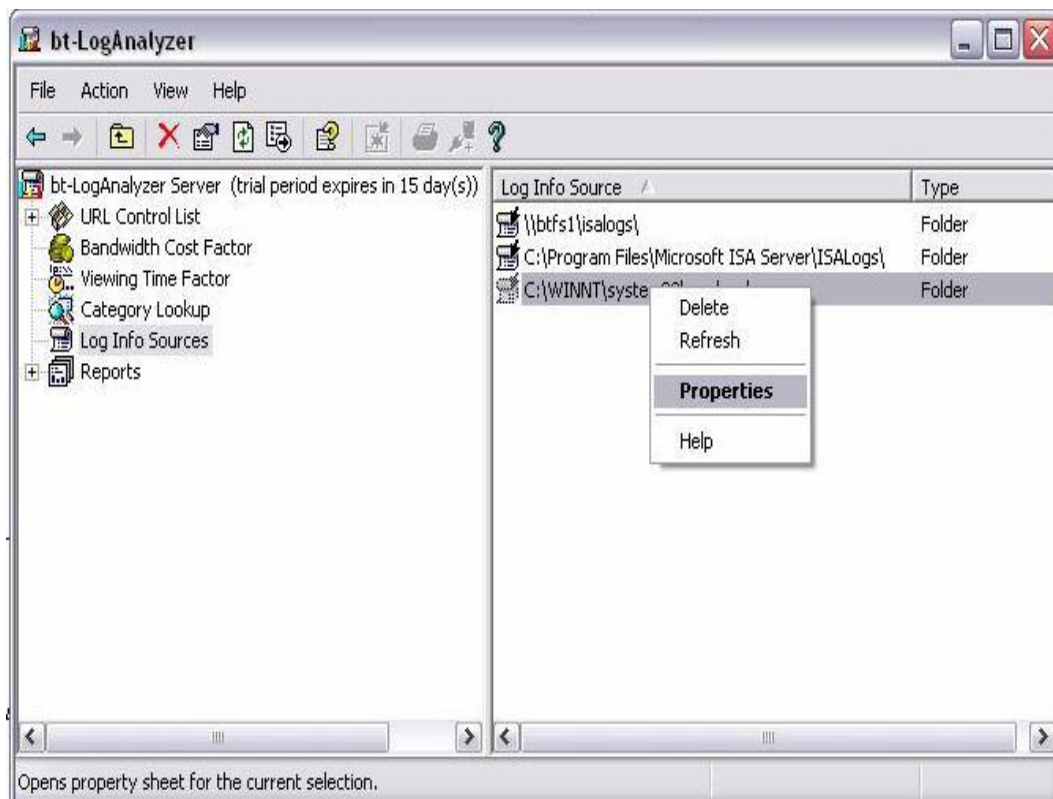
Log Info Sources

The bt-LogAnalyzer program supports multiple platforms, multiple log file formats, and multiple sources. You can define which log files and which source locations will be used for report generation. As a result, you are not restricted to a single directory or type of log (i.e. flat file or SQL).

To Display the Log Info Sources Properties

1. From the bt-LogAnalyzer Console, select Log Info Sources.
2. In the right pane of the bt-LogAnalyzer Console, select a log info source.
3. Right-click to display the Shortcut menu and select **Properties**.

The Log Info Source Properties dialog displays.

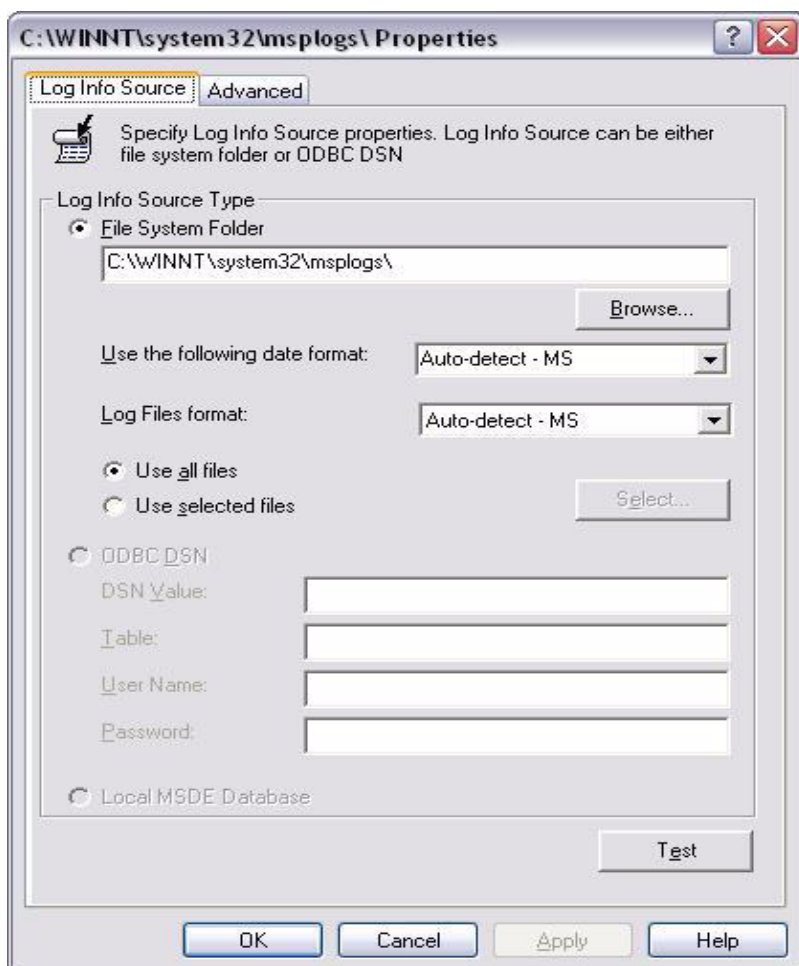


Note: bt-LogAnalyzer is delivered with 2 Log Info Sources which can be deleted or modified. These are default locations for MS ISA Server and MS Proxy Server.

To Add Log Info Sources

1. From the bt-LogAnalyzer Console, select **Log Info Sources**.
2. Right-click to display the Shortcut menu and select **New> Log Info Source**.
3. The Log Info Source Properties dialog displays.

Note: bt-LogAnalyzer supports multiple log sources and multiple locations. For example, your company could have an ISA Server in New York that has SQL logs, an MS Proxy Server in Chicago that has text logs and a Squid Cache Server in Los Angeles that has flat log files. LogAnalyzer can point to all or any combination of the log files and create a single consolidated report. Output can be either HTML or XML and can be automatically scheduled, printed, Emailed or saved.



Note: If you did not enter a network user name and password during the installation of bt-LogAnalyzer, you will need to edit the log On properties of the bt-LogAnalyzer Service in Windows so that a network user, not a local user, is running the Service or you will not be able to create or edit Log Info Sources located on the network.

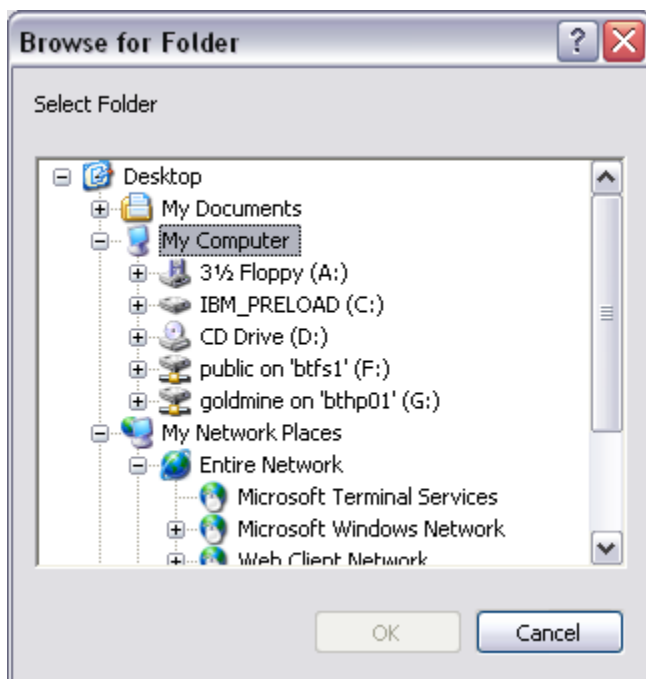
Log Info Source Type

The Log Info Source Type is either: **File System Folder**, **ODBC DSN** (if the log files are located on an SQL server) or **Local MSDE Database**.

4. Click the radio button to select the Log Info Source Type.
5. If you selected ODBC DSN, skip to step 14.

File System Folder

6. If you selected File System Folder, click the "Browse" button to select the folder.



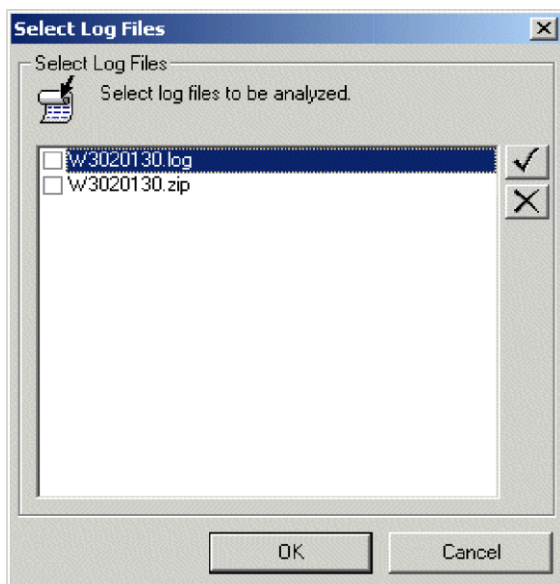
7. Select the Folder and click OK.
8. Select the date format from the drop down list.

Note: If you are using Microsoft Servers (ISA, Proxy, Exchange) use **Auto-detect** for the Date and Log File format.

9. Select the Log Files format from the drop down menu. Options include:
 - Auto detect - MS
 - bt-WebFilter
 - MS ISA Server
 - MS Proxy Server

- W3C Extended
- Cisco Cache Engine
- iPlanet Proxy
- Squid Cache
- Net Cache
- Inktomi Traffic Server
- CacheOS W3C Compatible
- BorderManager
- Exchange 5.5
- Exchange 200x
- MailSweeper
- XML Report Results

1. Click the Radio button to select Use all Files or Use Selected Files.
2. If you choose the Use Selected Files option, click the select button to display the Select Log Files dialog.



3. Click the check box to select the log files to be analyzed. Click the button or button on the right of the screen to select or deselect all. After you have selected the log files, click "OK."

4. Click "Test" to make sure the bt-LogAnalyzer Program can access the log files.
5. Click OK to add the log info source type.

ODBC DSN

6. If you selected **ODBC DSN** as your log info source type, enter the DSN Value

Note: You can enter either the IP Address or the DSN Name.

7. Enter the Table
8. Enter the User Name
9. Enter the Password to access log files.
10. Click "Test" to make sure the bt-LogAnalyzer Program can access the log files.
11. Click OK to add the log info source type.

Local MSDE Database

12. If bt-LogAnalyzer is installed on the same server as your Microsoft ISA Server, select this option to read from the ISA Server's local log files.

To Change Log Info Sources

1. From the bt-LogAnalyzer Console, select **Log Info Sources**.
2. In the right pane of the bt-LogAnalyzer Console, select the log info source you wish to edit.
3. Right-click **Properties** to display the shortcut menu.

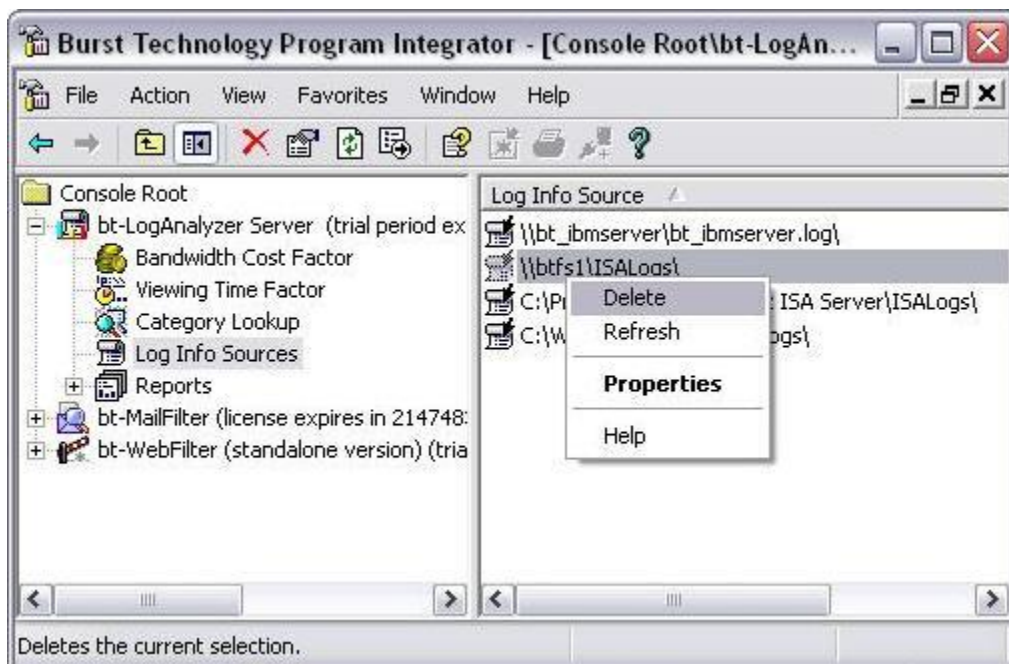
The Log Info Source Properties dialog displays.

4. Change the Log Info Source information as desired and click "**Test**" to make sure the bt-LogAnalyzer Program can access the log files.
5. Click "**OK**" to change the log info source type.

To Delete Log Info Sources

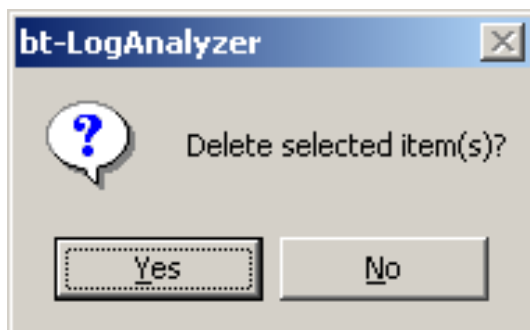
1. From the bt-LogAnalyzer Console, select **Log Info Sources**.
2. In the right pane of the bt-LogAnalyzer Console, select the Log Info Source you want to delete.

3. Right-click to display the Shortcut menu and select **Delete**.



4. Click the **"Delete"** button to remove the Log Info Source from the list.

The bt-LogAnalyzer will prompt you to delete the selected item from the list.



5. Click **"Yes"** to delete the selected item.

Advanced Log Info Source Properties

There are two options under the Advanced tab in the Log Info Source Properties.

1. If **Authentication Mode** is turned on, bt-LogAnalyzer will exclude log entries for anonymous user IDs from license counts, but will include them in reports. If it is turned off, anonymous user IDs will not be counted or included in reports.



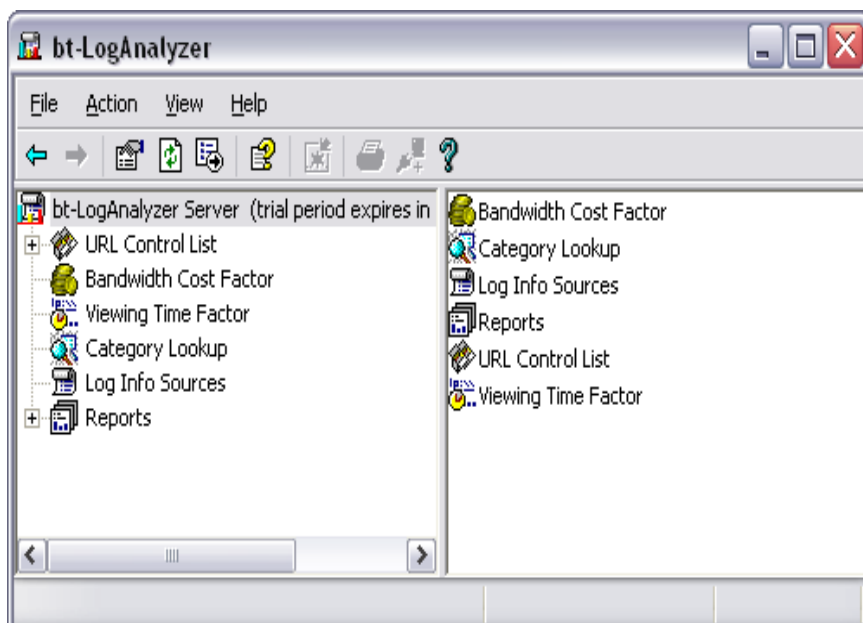
2. The second option, if turned on, will drop domain names from the front of user names in the reports unless a domain is specifically listed in the log file. Otherwise the default domain name will be shown.

Chapter 3

Reports

The strength of the bt-LogAnalyzer software is the ease in which you can automatically generate and distribute Standard and Customized reports.

To view the Reports, select **Start> Programs> Burstek> bt-LogAnalyzer Management**.



From the **LogAnalyzer Management Console**, click on the plus (+) symbol to expand the Reports list.

Actions Menu

The following actions are available from the Report Actions Menu

- **Generate**

Allows you to automatically generate a report.

- **Stop**

The Stop option allows you to stop a report that is currently being generated.

- **Clear Results**

You can clear the results and regenerate the report.

- **Export To**

Allows you to export reports in either XML or HTML format.

- **Send To**

Allows you to send the report to the printer or Email the report.

- **Copy Report Definition**

Allows you to create a duplicate copy of a report.

- **Replicate Report Definition**

Allows you to push a report out to a replication server.

- **Delete**

Deletes the report from the list.

- **Rename**

Allows you to rename the report.

- **Refresh**

Updates the screen to show the latest report results.

- **Properties**

Displays the current Report Properties. The Properties Tab consists of four tabs: Common Options, Customize, Schedule, and Distribution.

- **Help**

Displays the online help for the bt-LogAnalyzer program.

Standard Reports

The bt-LogAnalyzer program has fourteen Standard Web Reports and seven standard Email reports.

Standard Web Reports

- Bandwidth Cost Summary
- Enterprise Summary
- Legal Liability Summary
- Lunch Hour Summary
- Management Summary
- Non-productive Summary
- Permissible Summary

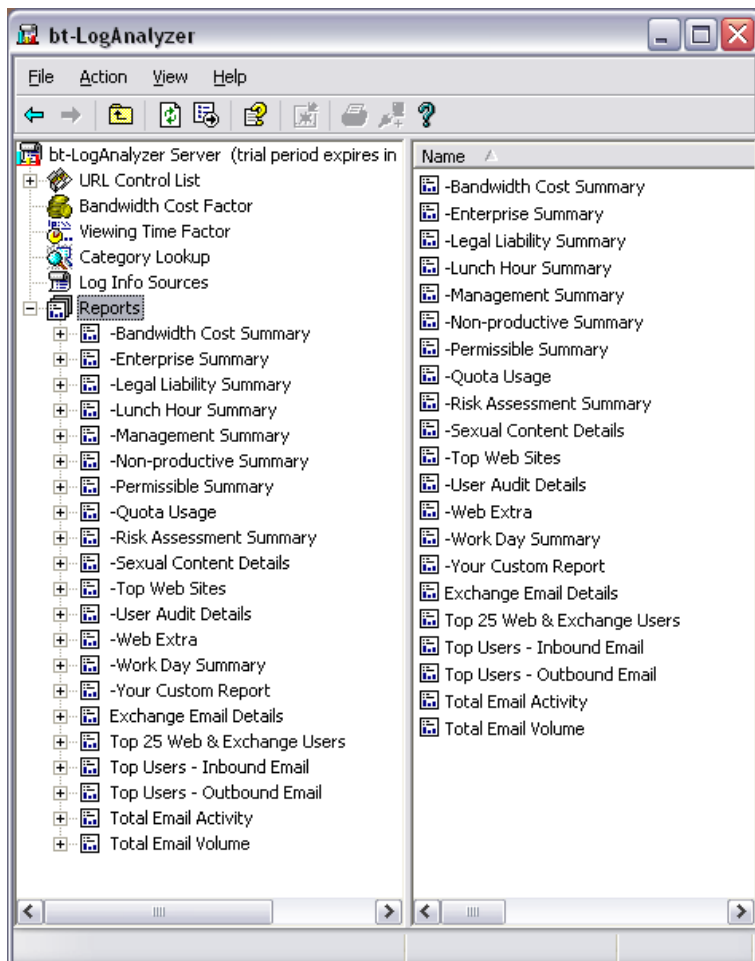
- Quota usage
- Risk Assessment Summary
- Sexual Content Details
- Top Websites
- User Audit Details
- Web Extra
- Work Day Summary

Standard Email Reports

- Your Custom Report
- Exchange Email Details
- Top 25 Web & Exchange Users
- Top Users - Inbound Email
- Top Users -Outbound Email
- Total Email Activity
- Total Email Volume

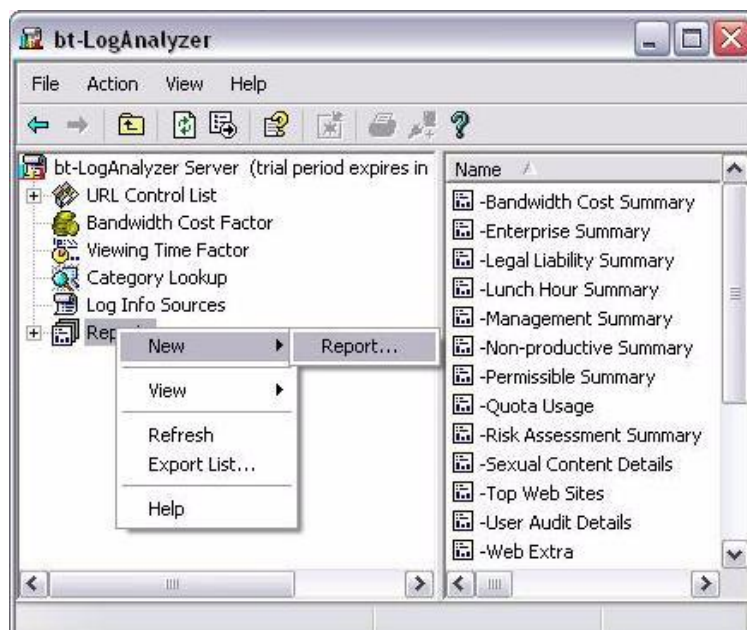
Customized Reports

The bt-LogAnalyzer program allows you to generate an unlimited number of customized Web reports, e.g. Intranet, Local, etc. Any of the standard Web and Email reports can be customized to meet your business requirements. For detailed instruction on how to customize an existing report see "[Customized Reports](#)". For instruction on how to create a new customized report see "[To Create a New Report](#)".



To Create a New Report

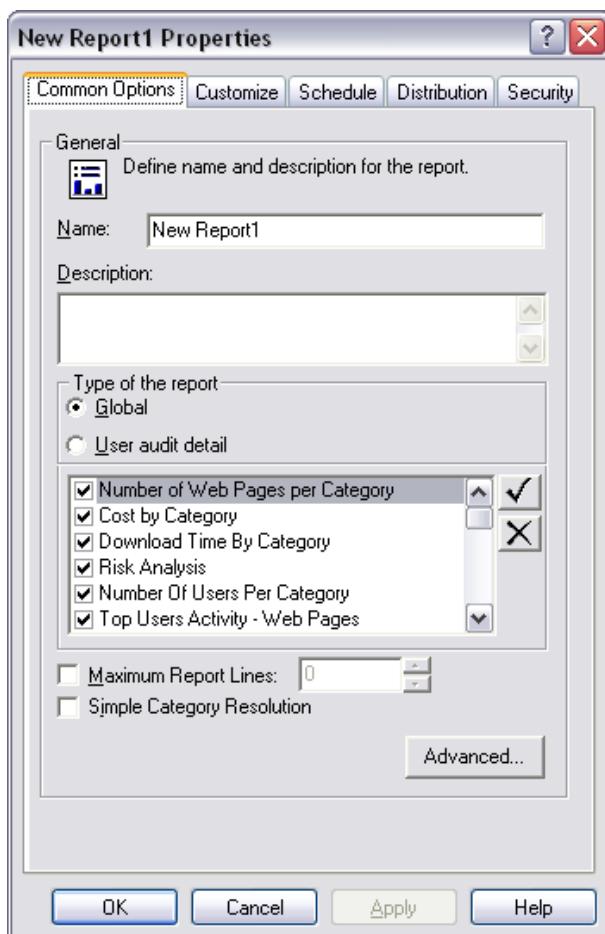
1. Select **Report**, right-click to display the Shortcut Menu.



2. Select **New> Report**.

The New Report Properties Tab displays.

3. Enter the report name and a description of the information contained in the report and click **"OK"**.
4. The name of the Report will appear in the MMC Console under Reports.
5. Follow the instructions below to define the Report Properties



Report Properties

Report Properties are separated into four Tabs:

- Common Options
- Customize
- Schedule
- Distribution

Common Options

The Common Options Tab allows you to enter the Report Name and Description. You can also select the type of Report and the details you wish to display. Other options include Maximum Report Lines, Simple Category Resolution and Resolve User Names.

To Set Common Options:

1. From the Common Options Tab, Enter the report name and a description of the information contained in the report.
2. Select the type of report, **global** or **user audit detail**
3. Click the check box next to the report information to be included. Click the button or button on the right of the screen to select or deselect all.

Note: Detail reports are used when you wish to display URLs.

Global Report Options:

The following Web and Email reporting options are available when generating global reports.

Note: The Email reporting options for outbound, inbound and internal Email volume and bandwidth are new.

Number of Web Pages per Category	Represents the number of one-category documents downloaded by a user or a group of users. Measured by the number of web pages downloaded per category.
Download Time by Category	Using the Viewing Time Factor, a calculation of the approximate amount of time spent on websites within a category. Days:Hours:Minutes:Seconds.
Risk Analysis	A table representing a breakdown of websites visited into five default risk categories: Business Related, Legal Liability, Non-Business, Popups, and Security Risk.
Cost by Category	Represents the cost of one-category documents downloaded by a user or a group of users. The bt-LogAnalyzer program allows you to calculate the cost of Internet and Email bandwidth use (see " Email Domains ").
Download Time by Category	Represents the amount of time spent downloading documents by category. Days:Hours:Minutes:Seconds.
Number of Users per Category	Represents the number of users who visited URLs for a particular category.
Top Users Activity Web Pages	Represents the most active users in the system. Top Users Activity is measured in number of downloaded documents per user.
Top Users - Denied Activity	Represents the most active users who tried to gain access to forbidden sites. User Activity is measured in amount of the downloaded

	documents per user.
Top Users - Category Activity	The number of user(s) visits per category. (The category must be specified as a report filter.)
Top Users - Category Volume	The most active users in the system. <i>Top Users - Category Volume</i> is measured in kilobytes per user.
Top Users - Volume	The most active users in the system. <i>Top Users - Volume</i> is measured in kilobytes per user.
Top Web Sites	Represents the most visited web sites. (The users and/or groups must be specified as a report filter.)
Top Web Sites by Bandwidth	Represents the most visited web sites by Bandwidth. (Bandwidth is measured in total kilobytes.)
Web Access - Hourly Activity	Hourly Activity is measured in web pages accessed per hour. (The users and/or groups must be specified as a report filter.)
Web Access - Hourly Bandwidth	Displays the hourly bandwidth used to access web sites. (Bandwidth is measured in total kilobytes.)
Web Access - Results Summary	Lets you complete all report types of the global group at one time. (The users and/or groups must be specified as a report filter.)
Top Users - Volume Quota	This option is used in conjunction with bt-Web Filter. Volume Quotas are assigned in bt-WebFilter and the results are displayed according the percent of quota used.
Top Users - Time Quota	This option is used in conjunction with bt-Web Filter. Time Quotas are assigned in bt-WebFilter and the results are displayed according the percent of quota used.
Top Users - Total Email Activity	Lists the most active users (total number of Emails sent and received) Email activity is defined as percentage of user transferred Emails compared to all transferred Emails.
Top Users - Total Email Volume	Lists the most active users by volume (number of kilobytes sent and received) Email Volume is defined as percentage of user Email volume compared to the volume of all transferred Emails.
Top Users - Outbound Email Activity	It represents the most active users who have the highest number of sent Emails. Outbound Email Activity is defined as percentage of user sent Emails compared to the total number of all sent Emails.

Top Users - Outbound Email Volume	It represents the most active users who have the highest volume (measured in kilobytes) of sent Emails. Outbound Email Volume is defined as percentage of user sent Emails compared to the total volume of all sent Emails.
Top Users - Inbound Email Activity	It represents the most active users who have the highest number of received Emails. Inbound Email Activity is defined as percentage of user received Emails compared to the total number of all received Emails.
Top Users - Inbound Email Volume	It represents the most active users who have the highest volume (measured in Kilobytes) of received Emails. Inbound Email Volume is defined as percentage of user received Emails compared to the total volume of all received Emails.
Top Outbound Email Addresses	The most popular outbound Email addresses that occur among sent Emails. It is defined as percentage of the number of sent Emails to a particular outbound address compared to the number of all sent Emails.
Top Inbound Email Addresses	The most popular originating Email addresses that occur among received Emails. It is defined as percentage of received Emails originating from a particular compared to the number of all received Emails.

User Audit Detail Options:

- The following Web and Email reporting options are available when generating user audit detail reports.

Number of Web Pages per Category	Represents the number of one-category documents downloaded by a user or a group of users. Measured by the number of web pages downloaded per category.
Cost by Category	Represents the cost of one-category documents downloaded by a user or a group of users. The bt-LogAnalyzer program allows you to calculate the cost of Internet and Email bandwidth use (see " Email Domains ").
Download Time by Category	Represents the amount of time spent downloading documents by category.
Top Web Sites	Represents the most visited web sites. (The users and/or groups must be specified as a report filter.)
Top Web Sites by Bandwidth	Represents the most visited web sites by Bandwidth. (Bandwidth is measured in total kilobytes.)

Web Access - Hourly Activity	Hourly Activity is measured in web pages accessed per hour. (The users and/or groups must be specified as a report filter.)
Web Access - Hourly Denied Activity	Hourly Denied Activity is measured in web pages denied access per hour. (The users and/or groups must be specified as a report filter.)
Web Access - Hourly Bandwidth	Hourly Bandwidth is measured in kilobytes per hour. (The users and/or groups must be specified as a report filter.)
Web Access - Results Summary	Lets you complete all report types of the global group at one time. (The users and/or groups must be specified as a report filter.)
Web Page Details	List the URL visited and the date/time of visit, the IP Address of the machine and the category of the URL. Note: The user and/or group should be specified as a report filter. If not, the report will be built for all users found in the log files and the user name will be listed for each record.
Top Users - Total Email Activity	Lists the most active users (total number of Emails sent and received) Email activity is defined as percentage of user transferred Emails compared to all transferred Emails.
Top Users - Total Email Volume	Lists the most active users by volume (number of kilobytes sent and received) Email Volume is defined as percentage of user Email volume compared to the volume of all transferred Emails.
Top Users - Outbound Email Activity	It represents the most active users who have the highest number of sent Emails. Outbound Email Activity is defined as percentage of user sent Emails compared to the total number of all sent Emails.
Top Users - Outbound Email Volume	It represents the most active users who have the highest volume (measured in kilobytes) of sent Emails. Outbound Email Volume is defined as percentage of user sent Emails compared to the total volume of all sent Emails.
Top Users - Inbound Email Activity	It represents the most active users who have the highest number of received Emails. Inbound Email Activity is defined as percentage of user received Emails compared to the total number of all received Emails.
Top Users - Inbound Email Volume	It represents the most active users who have the highest volume (measured in Kilobytes) of received Emails. Inbound Email Volume is defined as percentage of user received Emails compared to the total volume of all received Emails.
Top Outbound Email Addresses	The most popular outbound Email addresses that occur among sent Emails. It is defined as percentage of the number of sent Emails to a particular outbound address compared to the number of all sent Emails.

Top Inbound Email Addresses	The most popular originating Email addresses that occur among received Emails. It is defined as percentage of received Emails originating from a particular compared to the number of all received Emails.
Email Details	List the number of sent and received Emails and the originating address of received Emails as well as the destination address of sent Emails.

5. Set the remaining report options.

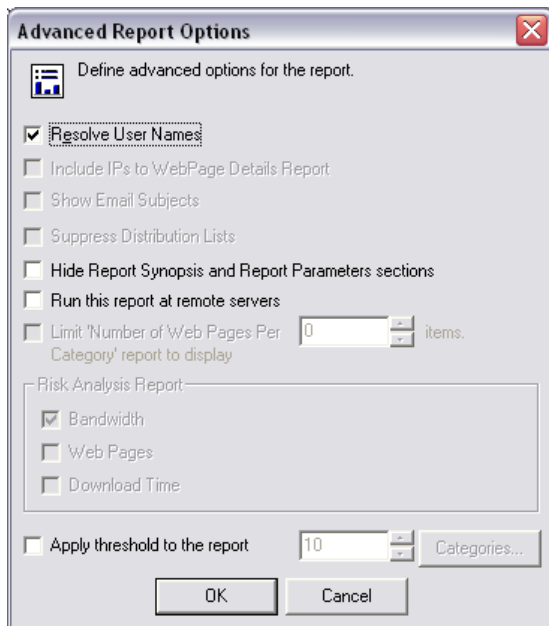
Maximum Report Lines:

You can set the maximum number of users that will appear on a global report or the maximum number of lines that will appear on a detail report. Click the check box to set this option. Type the number of users or lines you want to appear on the report. You can use the up and down arrows to increase or decrease the number.

Simple Category Resolution:

This allows you to specify any URLs that might be included in multiple categories to only be reported in one category. Click the check box to select this option.

Advanced Options



Note: Different Advanced Report options will be available depending on if you are running a Global report or a User Audit Detail Report.

Resolve User Names - this option allows you to specify the actual user name be displayed, rather than their domain/logon name. Click the check box to select this option.

Include IPs to Web Page Details Report - this option allows you to specify IP address of the computer used to access the Web page as well as the user domain/ logon name. Click the check box to select this option.

Show Email Subjects - this option allows you to show the Email subject line in Email details reports.

Suppress Distribution Lists - this option allows you to suppress Email distribution lists.

Hide Report Synopsis and Report Parameters sections - this option allows you to hide the report synopsis and report parameters section of a report so that you can immediately view the data.

Run This Report at Remote Server - this option tells the report to also run on your remote bt-LogAnalyzer server(s).

Limit 'Number of Web Pages per Category' Report to Display "X" Items - this option allows you to limit the number of specific Web page details shown for each category to only what you specify.

Risk Analysis Report:

Bandwidth - displays a bar on the Risk Analysis chart showing the number of kilobytes per risk category.

Web Pages - displays a bar on the Risk Analysis chart showing the number of Web pages visited per risk category.

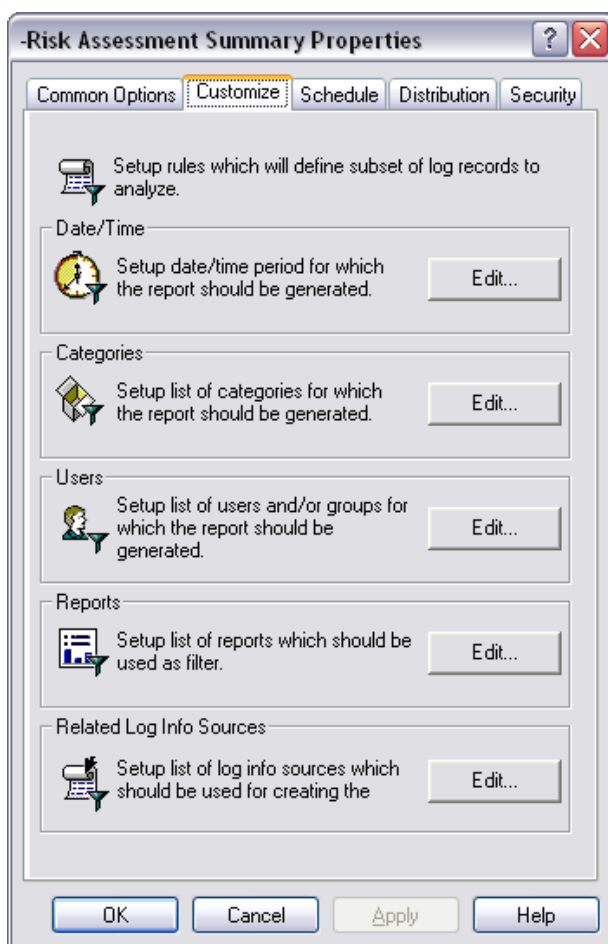
Download Time - displays a bar on the Risk Analysis chart showing the approximate amount of time spent downloading pages within each risk category.

Apply Threshold to the Report - this option allows you to specify whether to apply a threshold to the report or not. You can setup a default report threshold or separate thresholds to some or all categories. For example, recognizing that accidents happen, you may want to specify that a user needs to visit 4 sites that are categorized as "Gambling" before it shows up on a report because anything less than that could be accidental views.

6. After you have set all of the Common Options, click the "Apply" button to apply these options.

[Customize](#)

The customize tab allows you to set the rules which will define the subset or records to analyze. You can set the Date and Time intervals to be filtered, select the categories to be included in the report, select the individual user(s) and/or group(s) to be included in the report and specify which reports are to be filtered.



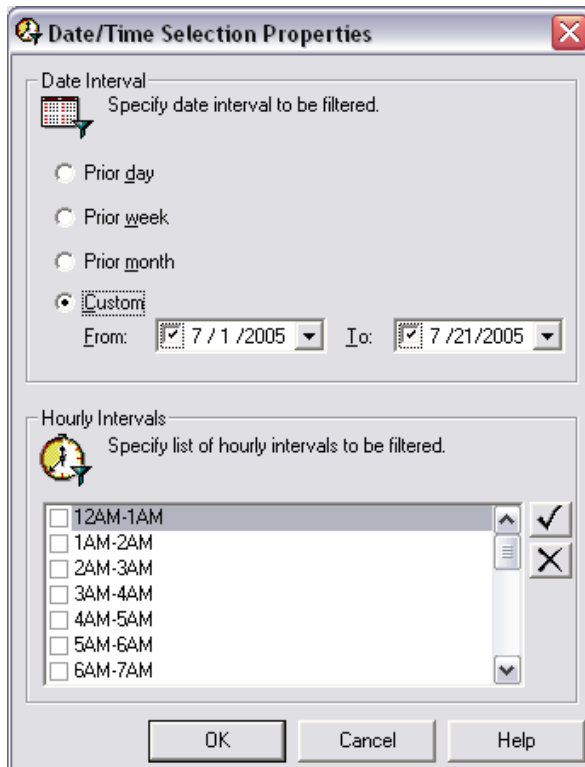
Date/Time Filters

The Date/Time filter option allows you to specify the date and the list of hourly intervals to be filtered. For example, you may wish to find out how many Websites are visited on Monday from 9AM- 10AM and from 1PM - 2PM.

To Specify the Date Interval to be filtered:

1. From the Customize Tab, click the **"Edit"** button next to the Date/Time option.

The Date/Time Selection Properties dialog displays.



- Specify the date interval to be filtered: **Prior day**, **Prior week**, **Prior month** or **Custom**.

To Specify the Hourly Interval(s) to be filtered:

- Click the check box next to the hour interval to select the interval. Click the button or button on the right of the screen to select or deselect all.

Note: The default is 24 hours (i.e. leave all unchecked).

- Click **"OK"** to apply these options.

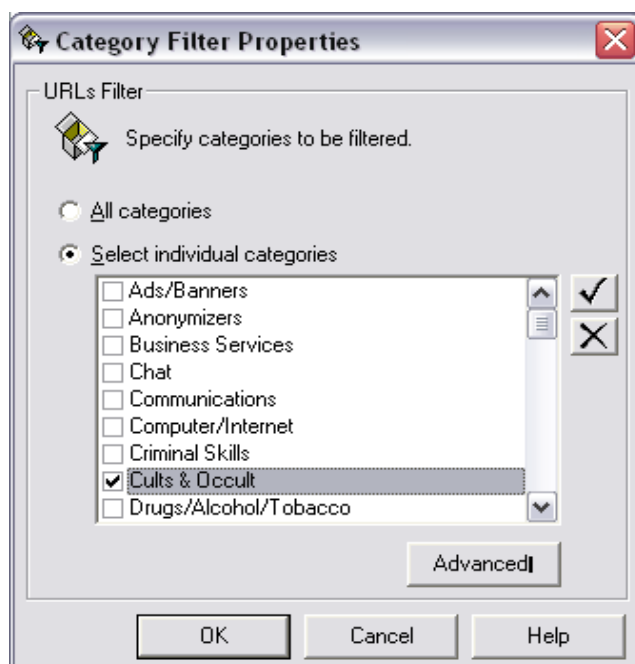
Category Filters

bt-LogAnalyzer allows you to select all categories or specify which individual categories to include in a report.

To Select the Categories to be Filtered:

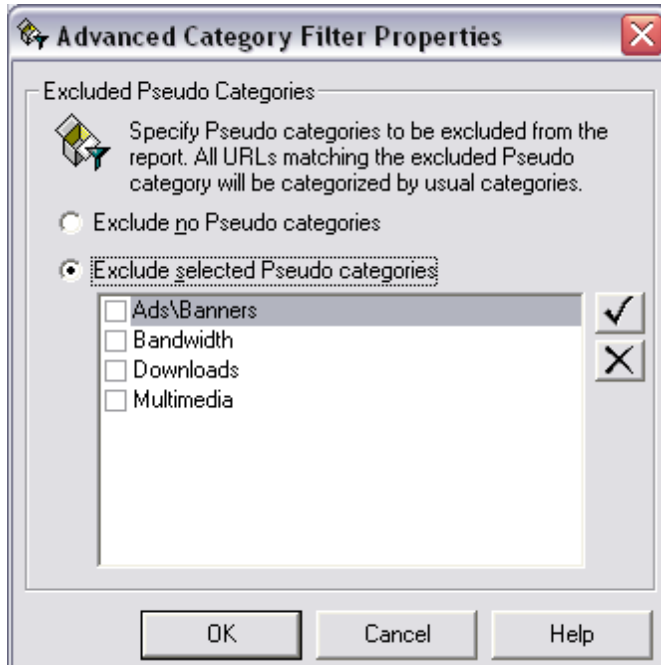
- From the Customize Tab, click the "Edit" button next to the "Category" option.

The Category Filter Properties dialog displays.



2. Click the radio button to automatically select **"All categories"** or **"Select Individual Categories."**
3. Specify the categories to be filtered. Click the Check box next to the category to select the category. Click the button or button on the right of the screen to select or deselect all.
4. Click **"OK"** to apply these categories.

Advanced/Pseudo Categories:



Exclude No Pseudo Categories - this is the default report option. When this is selected, all pseudo categories will be displayed on your reports.

Exclude Selected Pseudo Categories - use this option to exclude one or more pseudo categories from your reports. When a pseudo category is excluded, any Websites that would have fallen into the excluded pseudo category will be sorted into the general Control List categories they reside in.

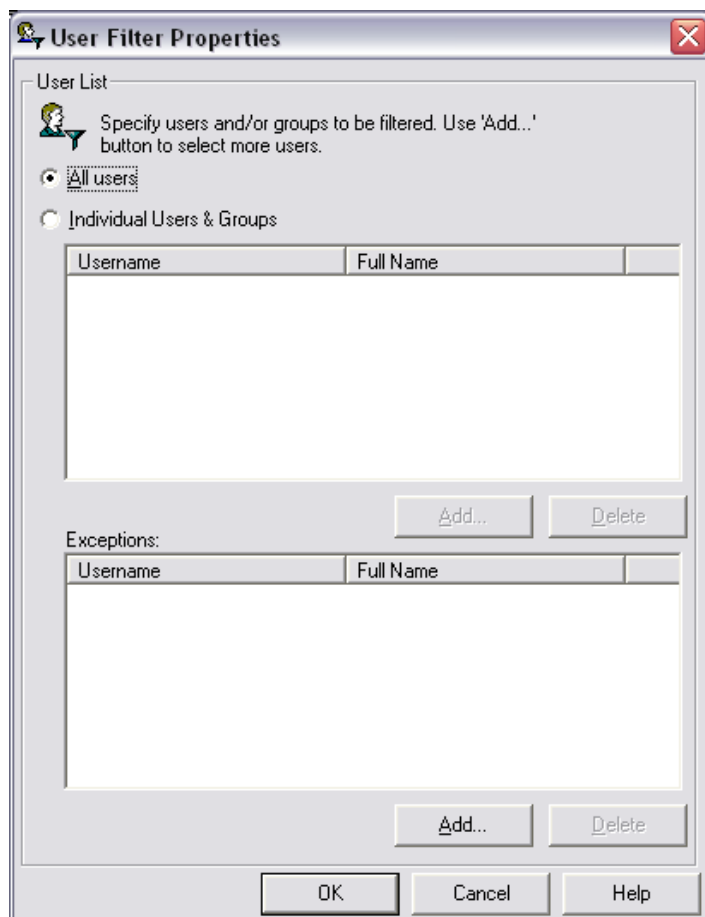
User Filters

You can specify which users or groups of users to include in a report. You can also specify which users or groups of users to exclude from a report

To Specify Which Users and/or Groups are to be Filtered:

1. From the Customize Tab, click the **"Edit"** button next to the **"Users"** option.

The User Filter Properties dialog displays.

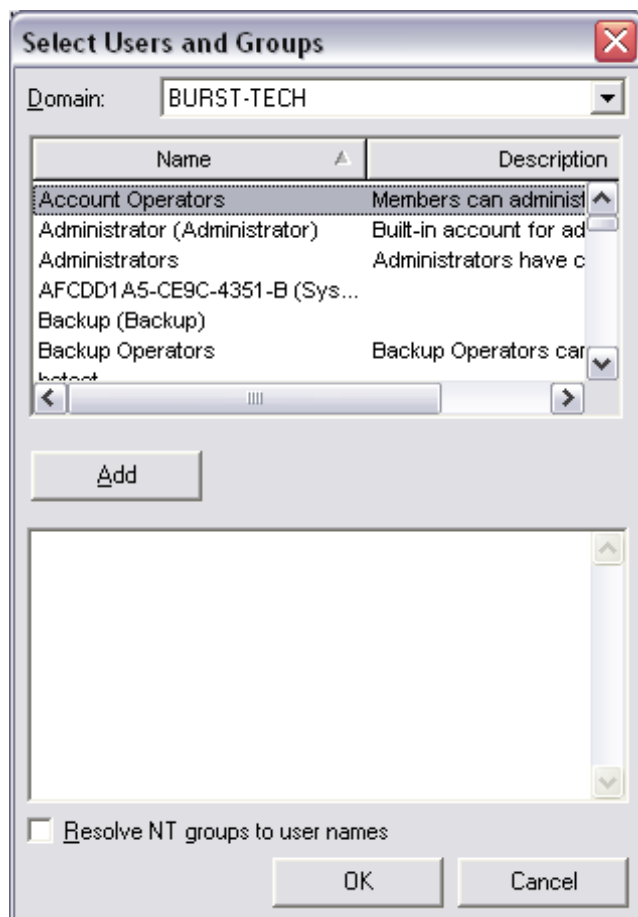


2. Click the radio button to automatically select **"All users"** or **"Individual Users & Groups."**

To Add Individual Users and/or Groups:

1. To add individual users and/or groups to the list, click the **"Add"** button.

The Select Users and Groups dialog displays.



2. Select the Domain from the drop down list.
3. Select the User and/or Group you wish to add and click the "Add" button. You can also type the user name in the box below. To add multiple items, separate the items by a semi-colon:

Burst-tech\TW8567;Burst-tech\MG2874;Burst-tech\RSL4563

To Add an IP Address:

1. Type the IP address into the box below your list of users. To add multiple items, separate the items by a semi-colon:

123.456.813.201;123.456.813.205

2. You can add a range of IP Addresses by using an IP Submask.

Note: *If the log file entries contain valid user IDs, bt-LogAnalyzer is capable of filtering on them only, not on corresponding IP addresses.*

To Add an IP Subnet:

1. Replace the final node of the IP submask with an asterisk
i.e., 123.456.813.*
2. After you have made all of the desired additions to your list, click **"OK"** to return to the User Filter Properties screen.
3. Click **"OK"** to apply these User Filter properties.

To Delete Individual Users and/or Groups:

1. To delete individual users and/or groups from the list, select the Users and/or Groups you wish to delete from the list and click the **"Delete"** button.
2. Click **"OK"** to apply these User Filter properties.

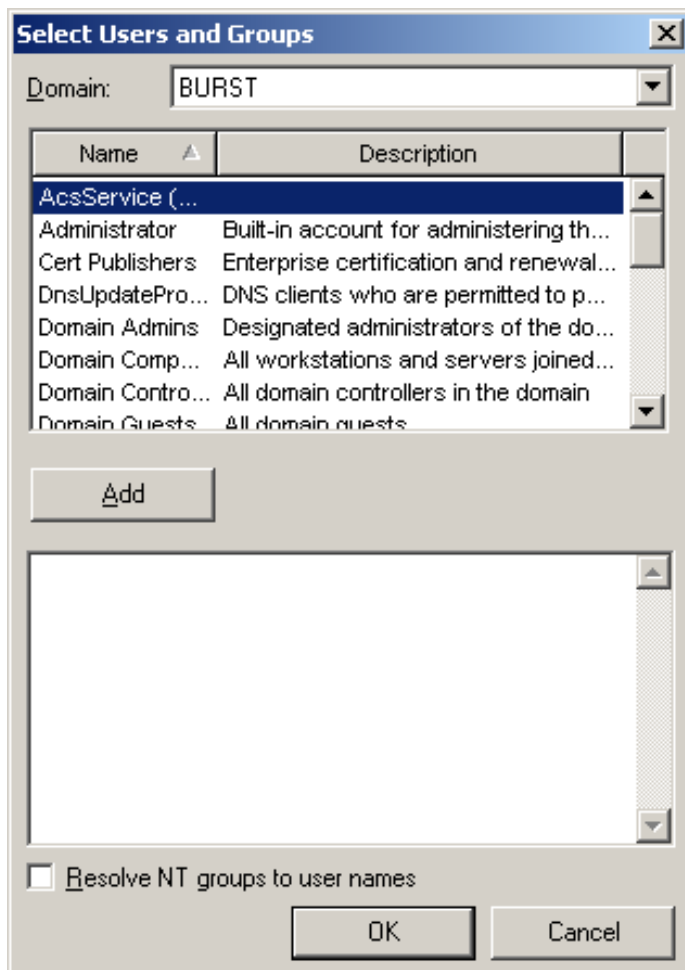
To Specify Exceptions (identify which users and/or groups are to be excluded from a report):

1. From the Customize Tab, click the **"Edit"** button next to the **"Users"** option.

The User Filter Properties dialog displays.

2. To specify exceptions to the individual users and/or groups, click the "Add" button in the Exceptions box.

The Select Users and Groups dialog displays.



3. Select the Domain from the drop down list.
4. Select the User and/or Group you wish to add to the exceptions list and click the "Add" button. You can also type the user name in the box below. To add multiple items, separate the items by a semi-colon:

Burst/Patrick;Burst/Steve;Burst/John

To Add an IP Address to the Exceptions List:

1. Type the IP address into the box below your list of users. To add multiple items, separate the items by a semi-colon:

123.456.813.201;123.456.813.205

Note: You can add a range of IP Addresses by using an IP Submask.

To Add an IP Subnet to the Exceptions List:

2. Replace the final node of the IP submask with an asterisk:

i.e., 123.456.813.*

3. After you have made all of the desired additions to your list, click **"OK"** to return to the User Filter Properties screen.
4. Click **"OK"** to apply these exceptions.

To Delete Individual Users and/or Groups from the Exceptions List:

1. To delete individual users and/or groups from the list, select the Users and/or Groups you wish to delete from the list and click the **"Delete"** button.
2. Click **"OK"** to delete the individual users and/or groups from the list.

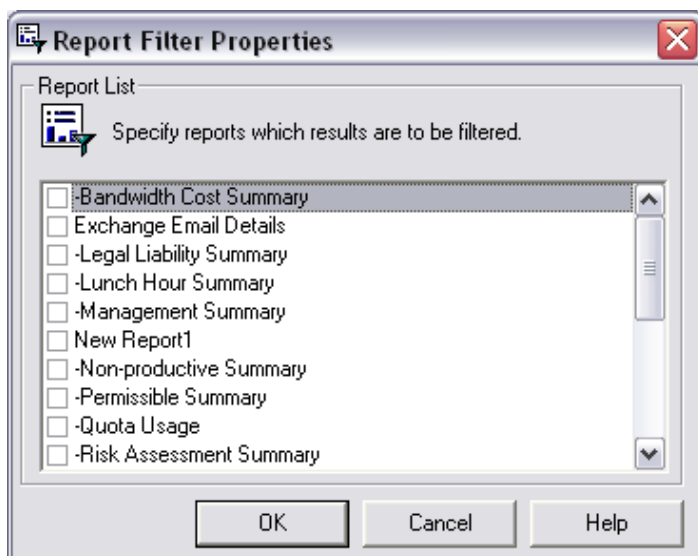
Report Filters

You can also specify which reports results are to be filtered. For example, you can run a report to generate the top 25 users, and then filter it with a report for the top 25 Websites. This would give you the top 25 Websites visited by the top 25 users.

To Specify Which Report Results are to be Filtered:

1. From the Customize Tab, click the **"Edit"** button next to the Reports option.

The Report Filter Properties dialog displays.



2. Click the check box next to a report to select the report.
3. Click **"OK"** to apply these Report Filter options.

Related Log Info Source Filters

One of the strengths of bt-LogAnalyzer, that separates it from the competition, is the ability to support multiple log file formats and point to multiple log files in multiple locations, and combine them into a single report. There may be instances however, when you do not want to include all log source files or all log file formats in a report. For example, you may have three ISA servers each with a different log info source and you may want to report against one server only or you may want to create a Denied Activity report that contains only Denied Activity Log Sources.

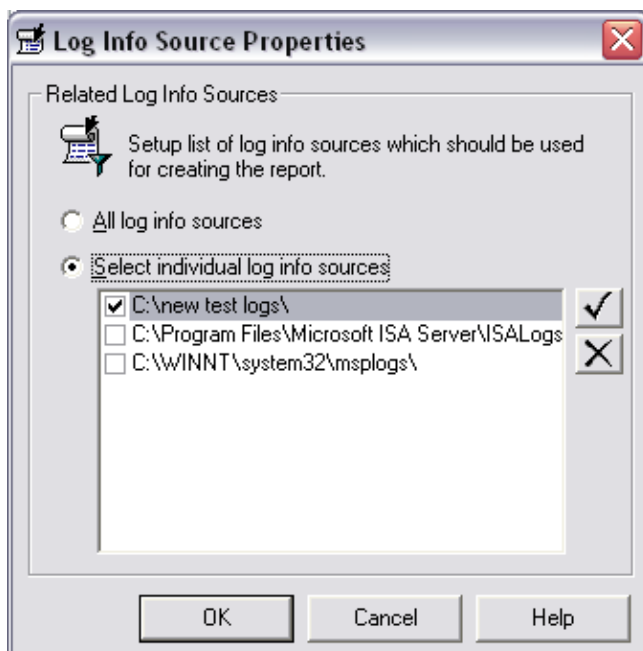
Note: In order to create a report that contains Denied Activity Log Sources, you must have the bt-WebFilter product installed and WebFilter Logging must be turned on.

To Select Individual Log Info Sources:

1. From the Customize Tab, click the **"Edit"** button next to the Related Log Info Sources option.

The Related log Info Sources dialog displays.

Note: The log info sources that display were previously defined. For step-by-step instructions on adding log info sources see, ["To Add Log Info Sources"](#).



2. Click the radio button to select **"All log info sources"** or **"Select individual log info sources."**
3. **If you "Select individual log info sources."** Specify which log info sources will be used to create the report. Click the Check box next to the individual log to select the log source. Click the button or button on the right of the screen to select or deselect all.
4. Click **"OK"** to apply these log sources.

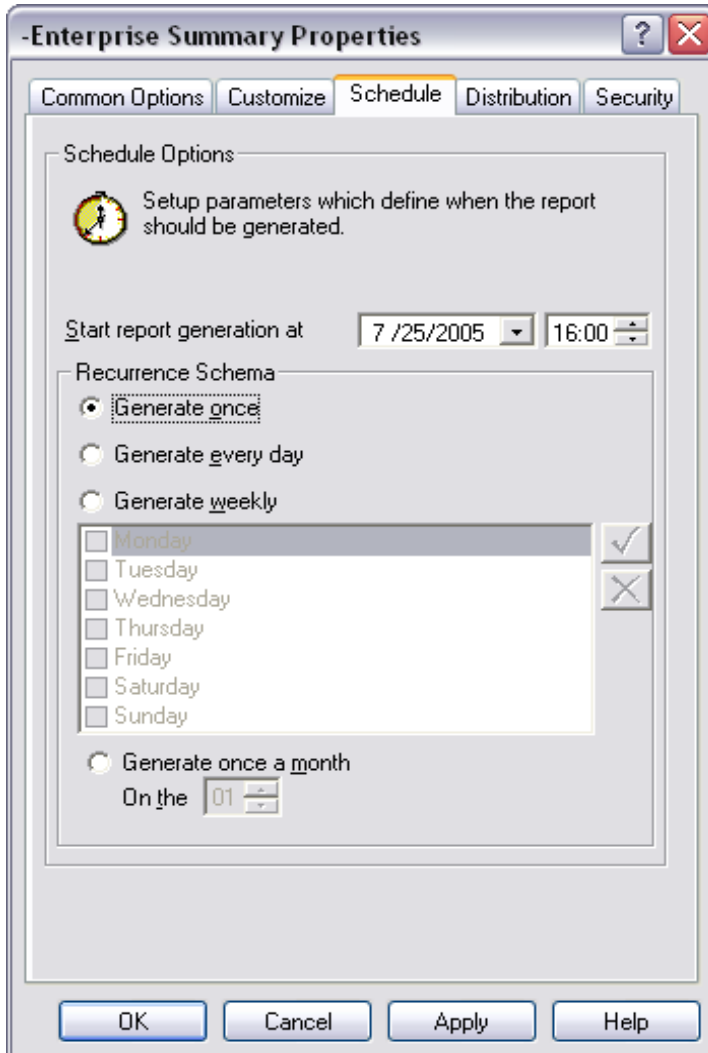
Schedule

The Schedule Tab allows you to define when and how often a report will be generated.

To Set Schedule Options:

1. From the Schedule Tab, in the **"Start Report Generation field,"** set the date and time you wish to begin generating the report.
2. Under Recurrence Schema select from one of the following options by clicking the radio button next to the selection:
 - **Generate once**
 - **Generate every day**
 - **Generate weekly**

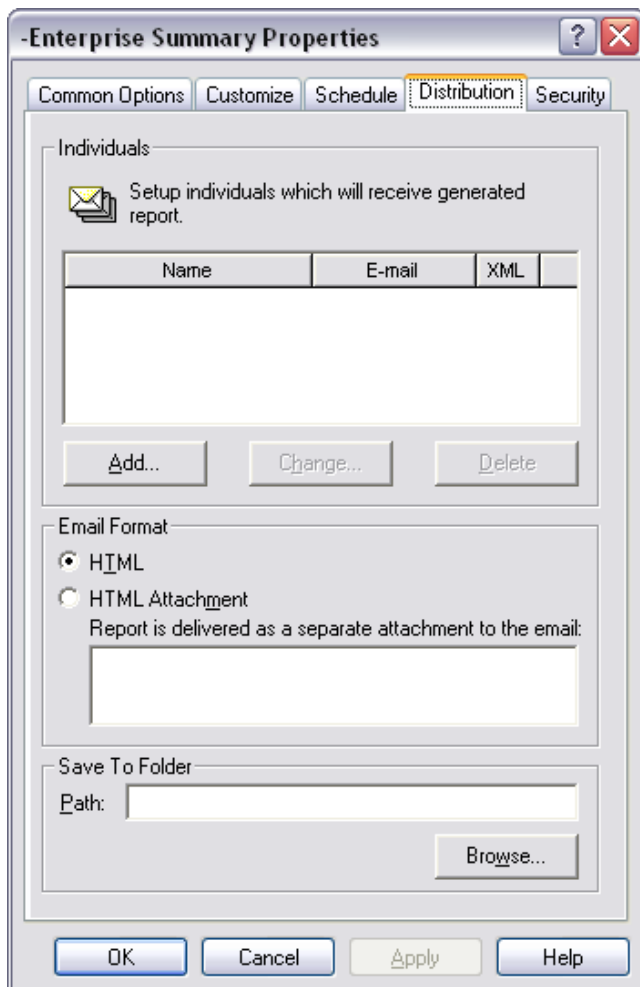
- **Generate once a month.**
3. If you select the Generate weekly option, select the day or day of the week you wish to generate the report.
 4. If you select the Generate monthly option, select the day of the month you wish to generate the report. Use the up and down arrows to select the date.



5. After you have selected your Schedule options, click the **"Apply"** button to apply the Schedule.

Distribution

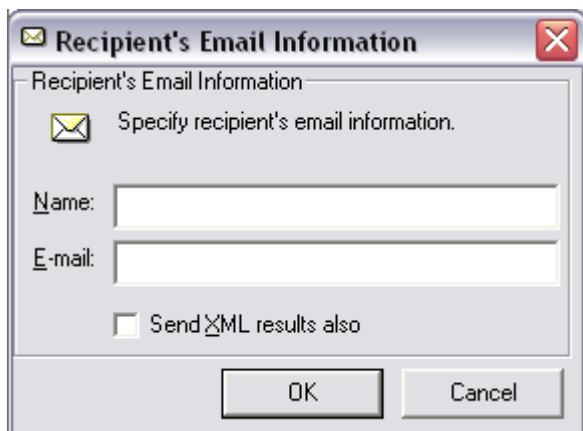
The Distribution tab allows you to specify who will receive a copy of the report via Email and automatically Emails the generated report to the individuals listed. You can also specify the Email attachment format (embedded or HTML attachment).



To Add Names to the Distribution List:

1. To add names to the distribution list for a specific report, right-click on the report.
2. Click **Properties**.
3. Click the **Distribution** tab.
4. Click the **"Add"** button.

The Recipient's Email information dialog displays



5. Type the person's name in the name field.
6. Type the Email address in the Email field and click **"OK."**

The individual will be added to the distribution list for the selected report.

Note: In order for reports to be emailed, you must have already entered your SMTP server. Please refer to ["Email Options"](#) for instructions on how to do this.

To Change or Edit Names or Email Addresses on the Distribution List:

1. To change or edit names or Email addresses on the distribution list for a specific report, right-click on the report.
2. Click **Properties**.
3. Click the **Distribution** tab.
4. Select the name of the person in the distribution list whose name or Email information you wish to change.
5. Click the **"change"** button.
6. Change the person's name or Email address as required and click **"OK."**

The changes will be applied to the list.

To Delete Names from the Distribution List:

1. To delete names from the distribution list for a specific report, right-click on the report.
2. Click **Properties**
3. Click the **Distribution** tab.

4. Select the name on the distribution list you want to delete.
5. Click the **"Delete"** button.

The name will be removed from the list.

Email Format

bt-LogAnalyzer allows you to Email the report in HTML format or send the report as an attachment to an Email in HTML format.

Click the radio button to select **"HTML"** or **"HTML Attachment"**.

Note: The "Report is delivered as a Separate Attachment to the Email" box is used for entering the subject of the Email being sent.

Save to Folder:

You can specify that a copy of the report be saved to a specific folder.

Click the **"Browse"** button to select the folder name and path or type the folder name and path in the path field.

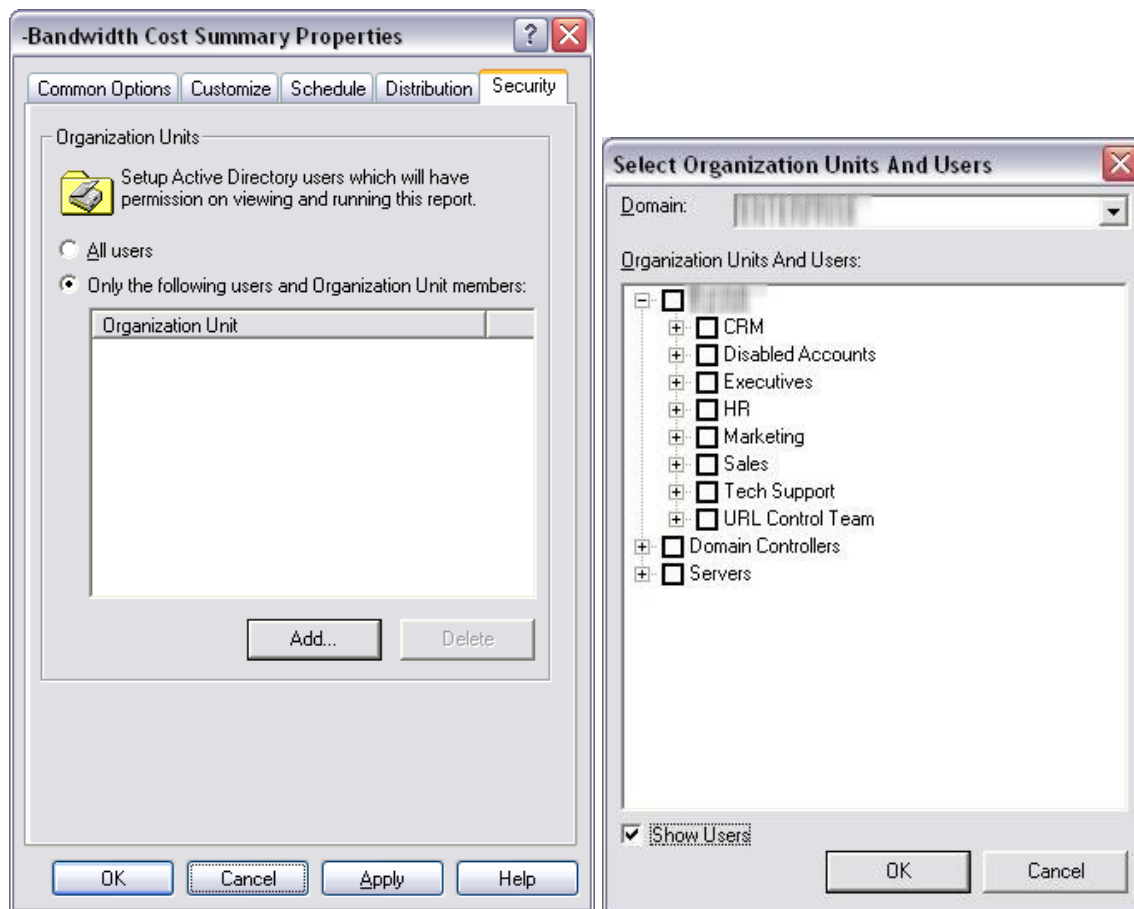
A copy of the report will be saved to the folder specified.

Note: *You cannot save to a mapped network, only to a UNC path.*

Security

The Security tab allows you to specify which individual users or Active Directory Organizational Units will be allowed to read and generate a specific report. Select **Only Members of the Following Organizational Units** and click on the **"Add"** button to select which Users or Organizational Units will have rights to either Read or Generate this specific report.

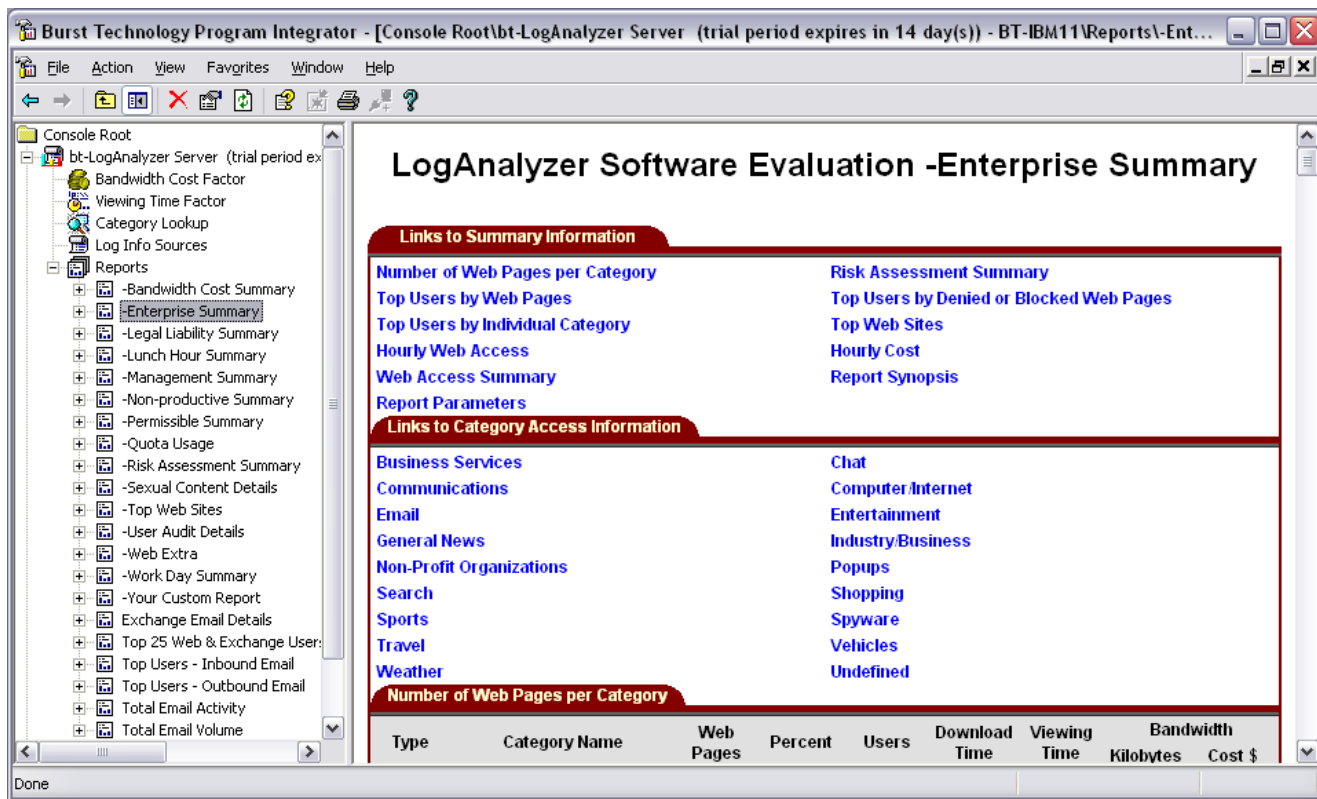
Note: *Please be aware that the Security tab is only visible when Active Directory Organizational Unit Support has been enabled during the installation process.*



To Generate a Report

1. Click on the Name of the report you wish to generate.
2. Right-click to display the Shortcut Menu.
3. Select **Generate**.

The report will be generated according to the options set in the Report Properties Tabs. (See "[Report Properties](#)" for a description of these options.)



Note: Selecting "Reports" in the left navigation tree will display the % complete in the right navigation tree for all reports currently processing.

Web Extra

Burstek has created a report to anonymously capture any undefined URLs a company may encounter. The Web Extra report can be emailed to Burstek (sites@burstek.com) for categorization. The URL Control list is updated continuously. Updates can be downloaded from the Burstek FTP site automatically. (See "[Automatic Updates](#)").

Web Extra Report

The bt-LogAnalyzer program allows you to automatically generate Web Extra. The report can be scheduled to run daily, weekly or monthly. The report is emailed to sites@burstek.com (default).

Note: This report is sent anonymously and contains only Websites and number of hits. It contains no proprietary information about your organization.

To Generate and Send Undefined URLs to Burstek:

1. Download a new URL Control List.
2. From the **LogAnalyzer Management Console**, click on the plus (+) symbol to expand the Reports list.
3. Select **Web Extra**.
4. Right-click to display the Shortcut Menu. Select **Generate**.
5. Double check the top sites – typically they are either Intranet or Local.
6. Create custom categories for each.
7. Rerun the Web Extra report and forward it to sites@burstek.com for review and categorization.

Note: Sending this report will only work if you have already configured your Email options as described in "[Email Options](#)".

Chapter 4

bt-LogAnalyzer Properties

The bt-LogAnalyzer Server Properties consist of six tabs:

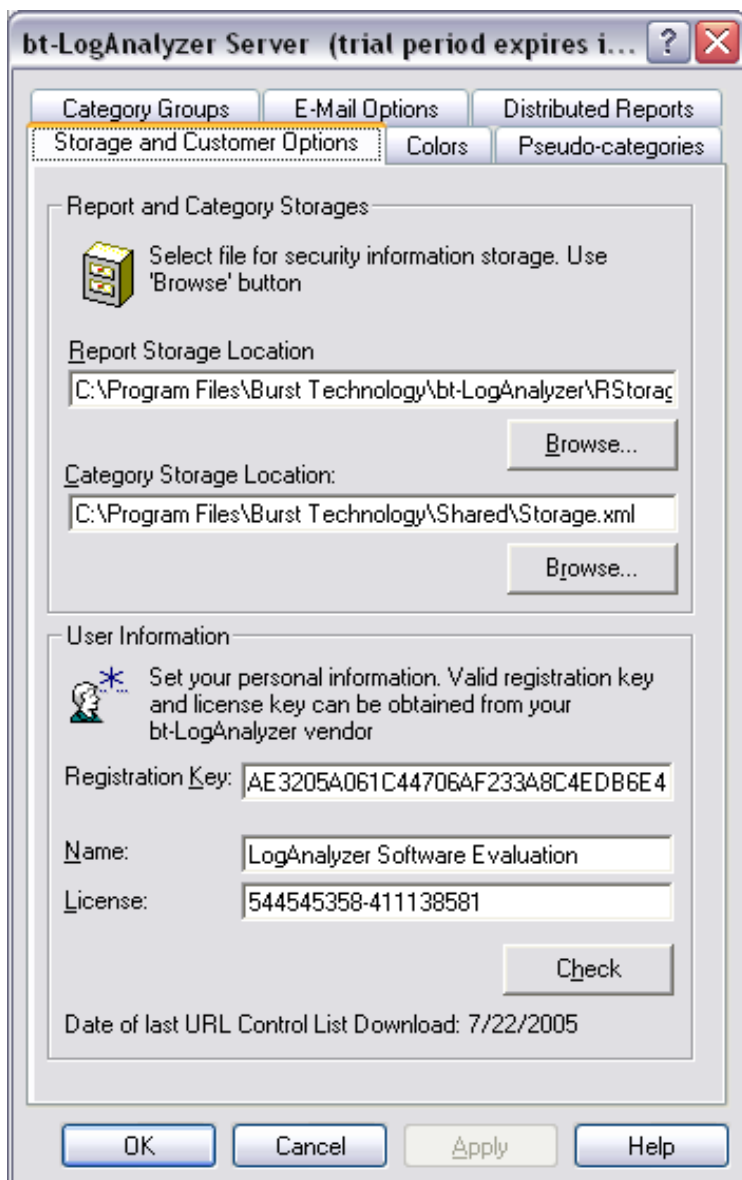
- Storage and Customer Options
- Pseudo Categories
- Email Options
- Colors

To Display the bt-LogAnalyzer Properties Tab:

1. From the bt-LogAnalyzer Console, select bt-LogAnalyzer.
2. Right-click to display the Shortcut menu and select **Properties**.



The bt-LogAnalyzer Properties Tab displays.



Storage and Customer Options

The bt-LogAnalyzer program allows you to determine the location for report and Control List storage.

To Display the Storage and Custom Options Properties:

1. From the bt-LogAnalyzer Console, select bt-LogAnalyzer.
2. Right-click to display the Shortcut menu and select **Properties**.

The bt-LogAnalyzer Properties Tab displays.

3. Click the **Storage and Customer Options** tab.

Settings Storage Location

This is the location of the **RSTORAGE.XML** file. This file contains definitions of all reports and links to report results and other LogAnalyzer settings. The default file location is:

C:\Program Files\Burstek\bt-LogAnalyzer\RStorage.xml

Control List Storage Location

This is the location on the network or server of the STORAGE.XML file. This file contains the category information. The default file location is:

C:\Program Files\Burstek\Shared\Storage.xml

User Information

When you purchase the product, the bt-LogAnalyzer program requires that you enter a Name and License Key.

1. Enter The Name.
2. Enter the License Key.





Note: *The Name and License Key will be provided by Burstek.*

3. After you have entered the User Information, click the "Check" button to ensure that you have a valid Name and License Key. (If the User Information is invalid, contact Burstek.)

4. If you have a valid Name and License Key, click the "Apply" button to apply these options.

Colors

The Colors tab allows you to define color settings used for report generation. The following are the default colors: blue for all categories that are related to your business, green for all categories that are acceptable, yellow for categories that are non-productive and red for categories that are unacceptable.

-  Local, Intranet and categories defined by user
-  Acceptable (business related)
-  Non-productive (non business related)
-  Unacceptable (sites that pose a potential risk for your organization)

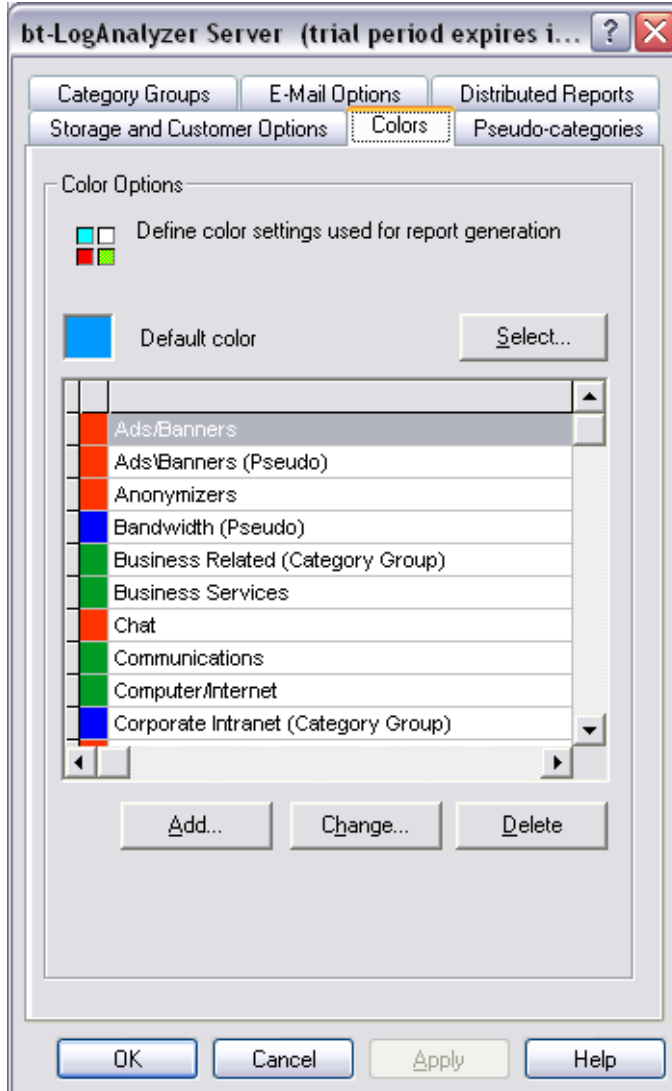
To Display the Colors Properties:

1. From the bt-LogAnalyzer Console, select bt-LogAnalyzer.
2. Right-click to display the Shortcut menu and select **Properties**.

The bt-LogAnalyzer Properties Tab displays.

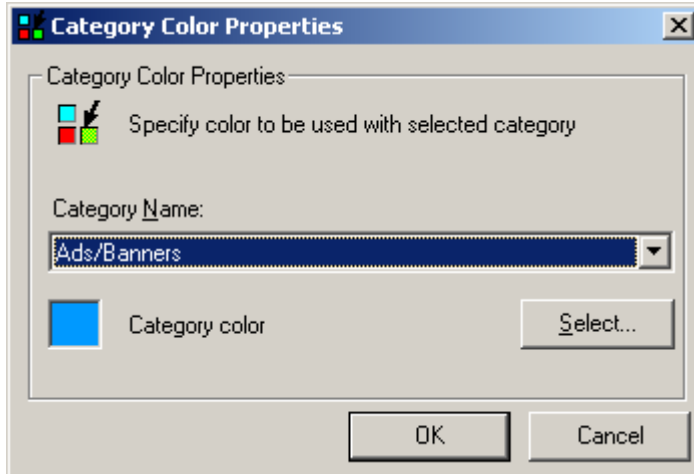
3. Click the **Colors** tab.

The Log Info Sources Colors Tab displays:



To Add a Category to the Color Properties:

1. From the Colors Tab, click the "Add" button.
2. The Category Color Properties dialog displays.



3. From the drop down list, select the category you wish to add.
4. Click the "Select" button to view the color chart.

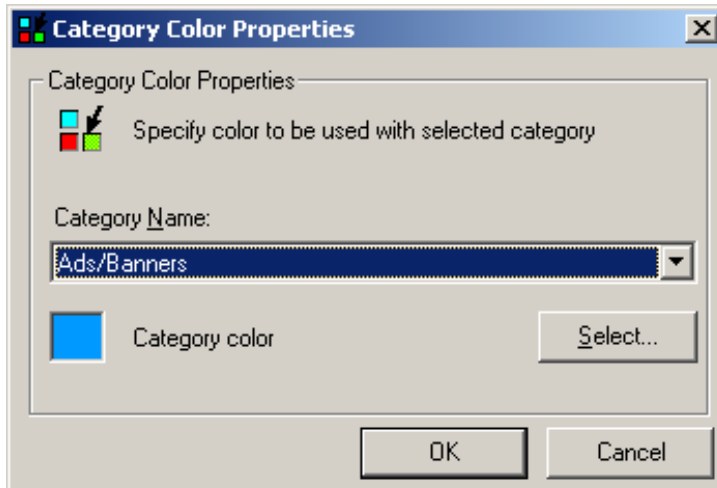


5. Select the color from the chart and click **"OK"** to apply the color.
6. Click **"OK"** on the Category Color Properties dialog to add the Category and associated color to the list.

To Change a Category in the Color Properties:

1. From the Colors Tab, select the category.
2. Click the **"Change"** button.

The Category Color Properties dialog displays.



3. Click the **"Select"** button to view the color chart.



4. Select the color from the chart and click "**OK**" to apply the color.
5. Click "**OK**" on the Category Color Properties dialog to apply the color change.

To Delete a Category from the Color Properties:

1. From the Colors Tab, select the category.
2. Click the "**Delete**" button. The category is removed from the list.

Pseudo Categories

Pseudo Categories are used to track information contained in Websites that is not directly related to the Website or information in a Website that may not be pertinent to you. For example, if you visit a hunting and fishing site and they have a banner ad for an assault rifle, the banner ad could be tracked in a pseudo category such as multimedia or banner ads. It will not appear as a visit in the Weapons Category. You can define a list of pseudo-categories for report generation and you can add, change or delete Pseudo-categories.

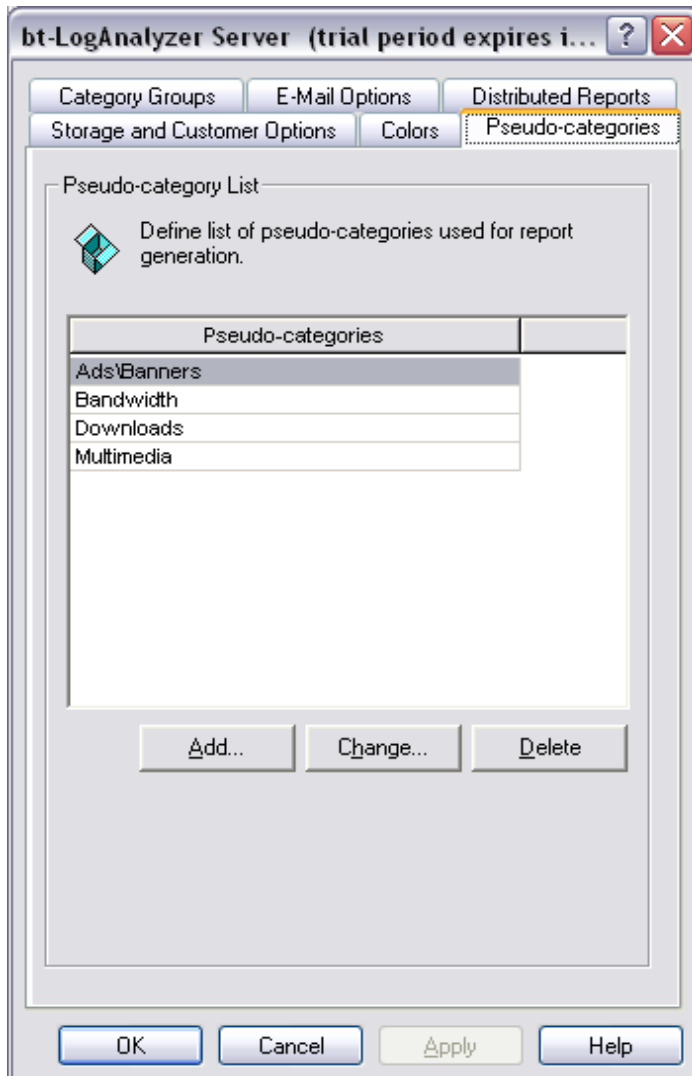
To Display the Pseudo-Categories Properties

1. From the bt-LogAnalyzer Console, select bt-LogAnalyzer.
2. Right-click to display the Shortcut menu and select **Properties**.

The bt-LogAnalyzer Properties Tab displays.

3. Click the **Pseudo-Categories** tab.

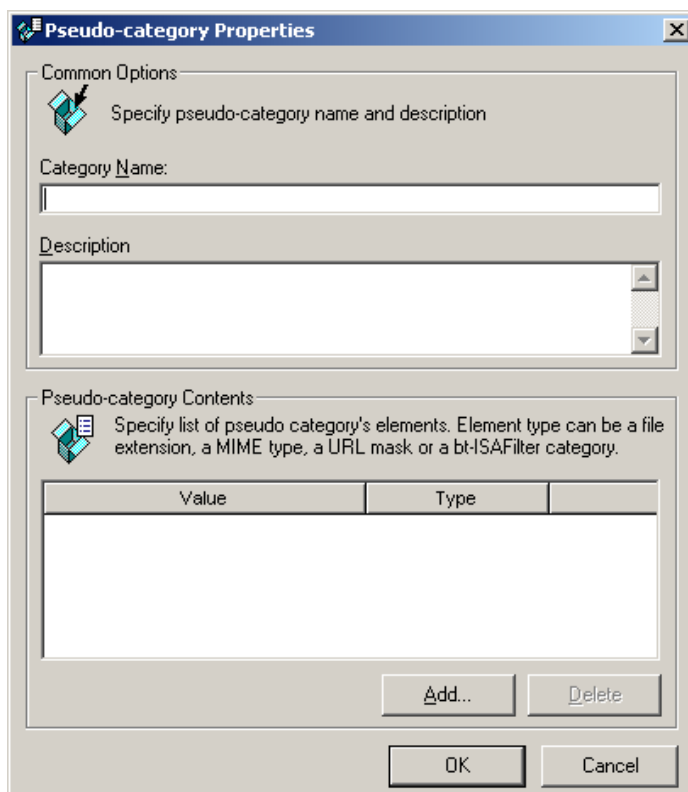
The Pseudo-Categories tab displays:



To Add a Pseudo-Category:

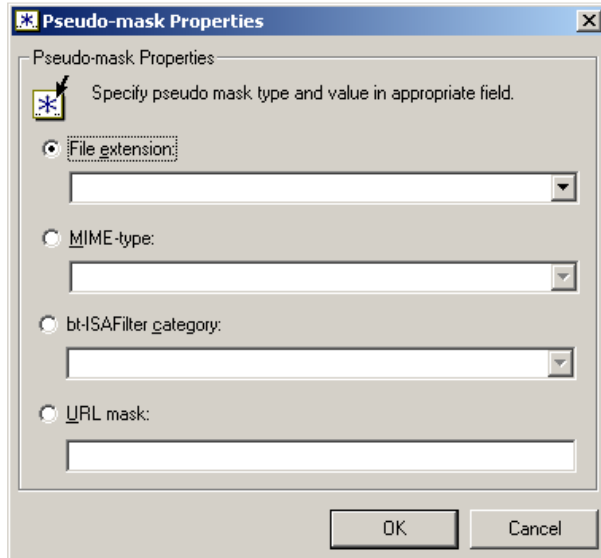
1. From the Pseudo-Categories tab, click the **"Add"** button.

The Pseudo-category Properties dialog displays.



2. Enter the Category Name.
3. Type a description of the type of information contained in the category.
4. Click the **"Add"** button to specify a list of pseudo-category elements. Element types can be a file extension, a MIME type, a URL mask or a bt-WebFilter Category.

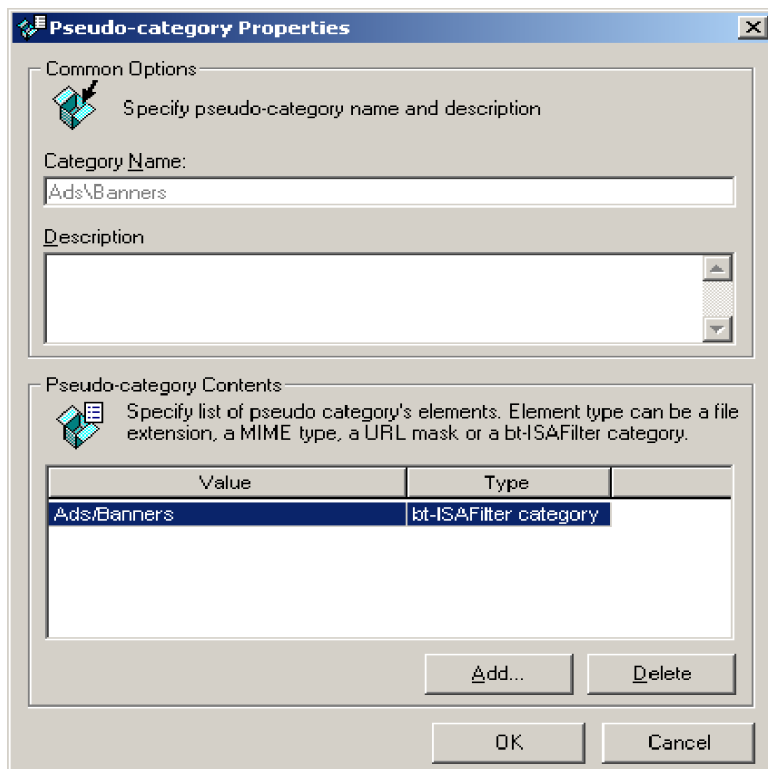
The Pseudo-mask Properties dialog displays.



5. Click the radio button to specify the type of pseudo-category element you want to add.
6. From the drop down menu, select the **File Extension**, **MIME-type** or **bt-WebFilter Category**. If you selected a **URL mask**, enter the mask information.
7. Click **“OK”** to add the pseudo mask.
8. Repeat steps 4 through 7 to add additional pseudo mask properties for the selected pseudo-category.
9. Once you have added all of the pseudo mask properties. Click **“OK”** to add the Pseudo-category to the list.

To Change a Pseudo-Category:

1. From the Pseudo-Categories tab, select the Pseudo-categories you wish to change.
2. Click the **“Change”** button.



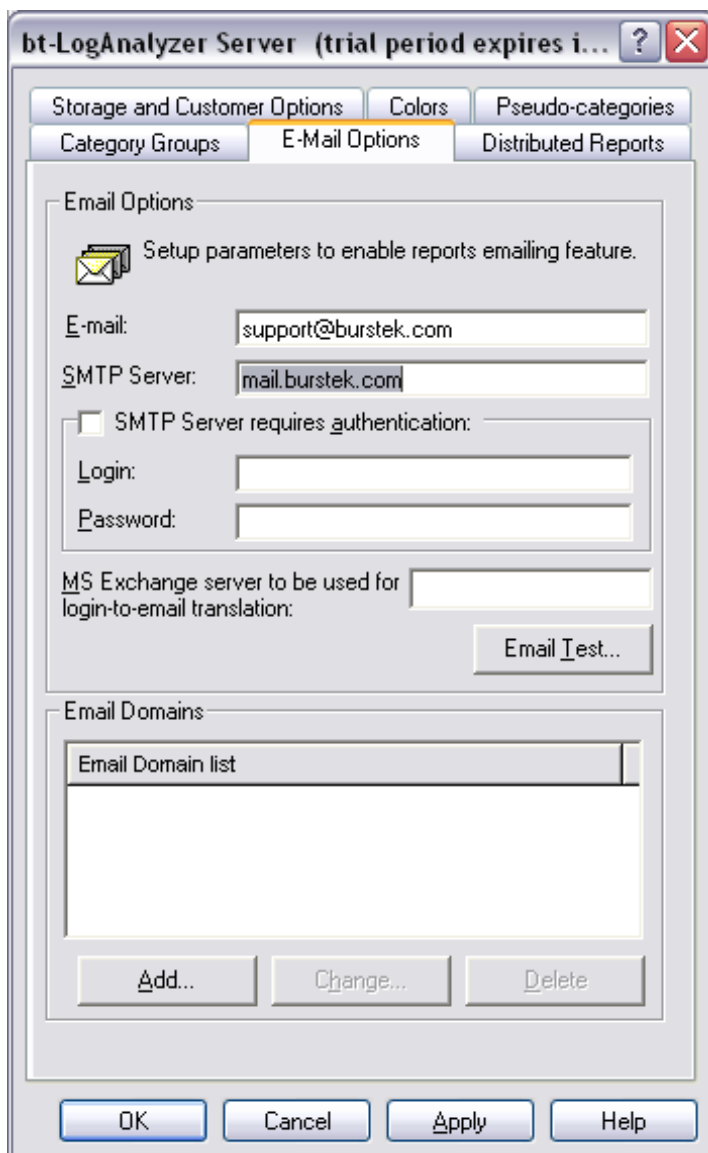
3. The Pseudo-category Properties dialog displays.
4. You can change the Category Name and Description and Add or Delete pseudo-category contents.
5. To add pseudo-category contents, click the **"Add"** button.
6. The Pseudo-mask Properties dialog displays. As described before, click the radio button to specify the pseudo-category element.

To Delete a Pseudo-Category:

1. From the Pseudo-Categories tab, select the Pseudo-category you wish to delete.
2. Click the **"Delete"** button.
3. The Pseudo-category is removed from the list.

Email Options

The bt-LogAnalyzer program Email Options tab allows you to set up parameters to enable report Emailing.



Note: The MS Exchange server field is responsible for login-to-Email and back translation. bt-LogAnalyzer uses this translation in Email reports to get user logins based on their Emails and vice versa. Leave the MS Exchange server field blank if you are using Active Directory.

1. Enter the Email address.

Note: The Email address you enter is the Email address that will appear in the "From" field when you Email reports. The sender Email address does not have to be a valid Email address, but must be properly formatted as seen below:

xyz@company.com

2. Enter the name of the SMTP server (IP address or DNS). This is the mail server the bt-LogAnalyzer will use to Email reports.
3. Click "**OK**" to set these options.

Email Domains

Enter your organization's Email domain(s) to have it appear in Email reports along with user names.

Category Groups

Category groups are primarily used to help condense and clarify report data into risk potential for the organization. For example, when viewing a Risk Assessment report, all Websites are first broken into contextual categories (URL Control List Categories). These categories are then sorted into six Category Groups for:

Business Related - Websites deemed related to the functioning of an organization.

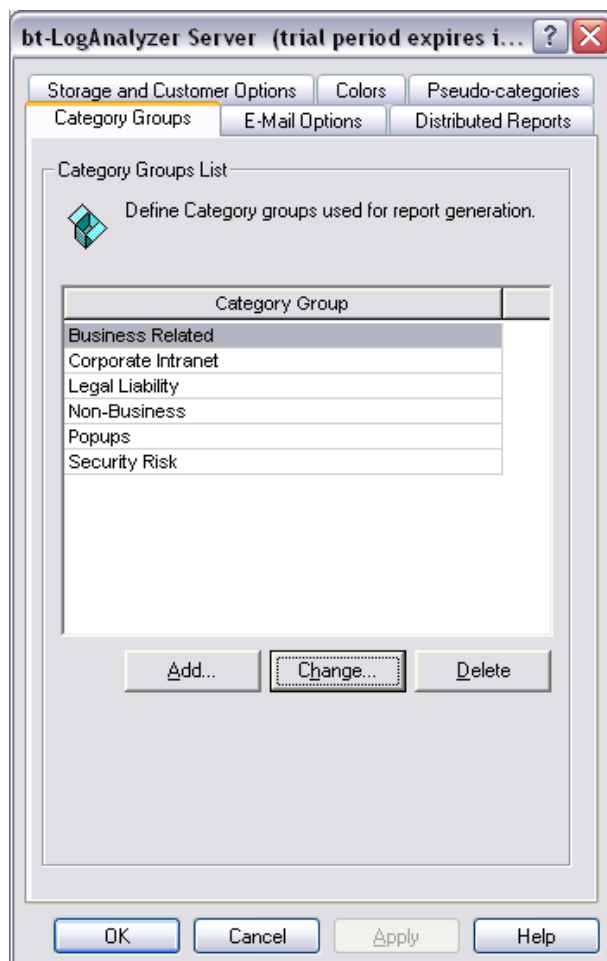
Corporate Intranet - Websites that are part of the organization's intranet.

Legal Liability - Websites that can potentially pose a legal liability to an organization (e.g.: XXX or Gambling sites).

Non-Business - General sites that are not actively related to work (e.g.: entertainment sites).

Popups - Websites that are known to cause popups within a Web browser.

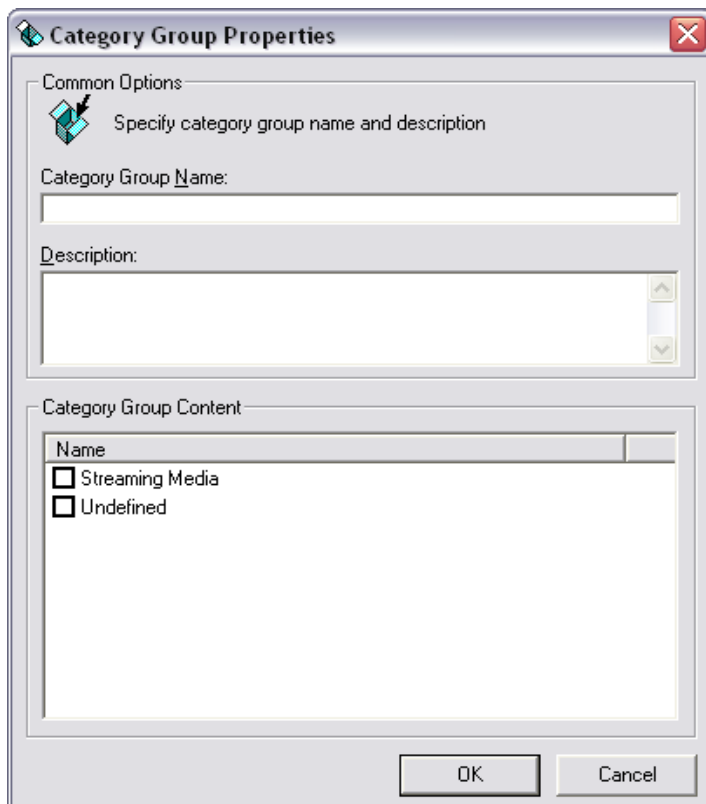
Security Risk - Websites that contain content that can be potentially damaging to company or its equipment (e.g.: Spyware, Viruses, Illegal File Sharing/P2P).



To Add a Category Group:

1. Click on the **"Add"** button.

The Category Group Properties dialog displays.



2. Give the new Category Group a name and enter a description if desired.
3. From the Category Group Content box, check off the content you wish to include in your new group. Only content not used in another category will appear as available.

Note: If you wish to create a new Category, this can be accomplished in the [URL Control List](#).

4. Click **"OK"** to save your new Category Group.

To Make Changes to a Category Group:

1. Click on the **"Change"** button.
2. Edit the Category Group content as needed.
3. Click **"OK"** to save your changes.

To Delete a Category Group:

1. Click on the Category Group you wish to delete.
2. Click the **"Delete"** button.

3. The Category Group will disappear from the list. Click "**Apply**" to save your changes.

Distributed Reports

Overview

Distributed Report Processing feature allows bt-LogAnalyzer users to process reports on multiple machines and aggregate the processing into one report. This feature provides the following benefits:

- Multiple servers can run reports against their own logs. This distributes the time taken to run reports lowering Network Bandwidth.
- Reports can be run more frequently, again reducing the length of time required to produce final reports.
- Only the summary of the report is sent back by the Remote Server to the Virtual Report Server reducing Network Bandwidth.
- Distributed Report Processing feature provides a transparent ("LAN-like") communications over Local Area Networks and Virtual Private Networks.
- Replicate your customized URL Control List out to all your Remote LogAnalyzer servers in your organization.

For example, you may wish to create an Enterprise Summary report for your organization that is comprised of multiple locations, you can use distributed reporting to have each site's server generate its own portion of the report and submit it to the primary server for compilation. You can even have bt-LogAnalyzer send an Email notification when the report is done compiling!

Terminology

A new key term needs to be explained to help understand the concept of the (Virtual Report Processing) Distributed Report Processing feature.

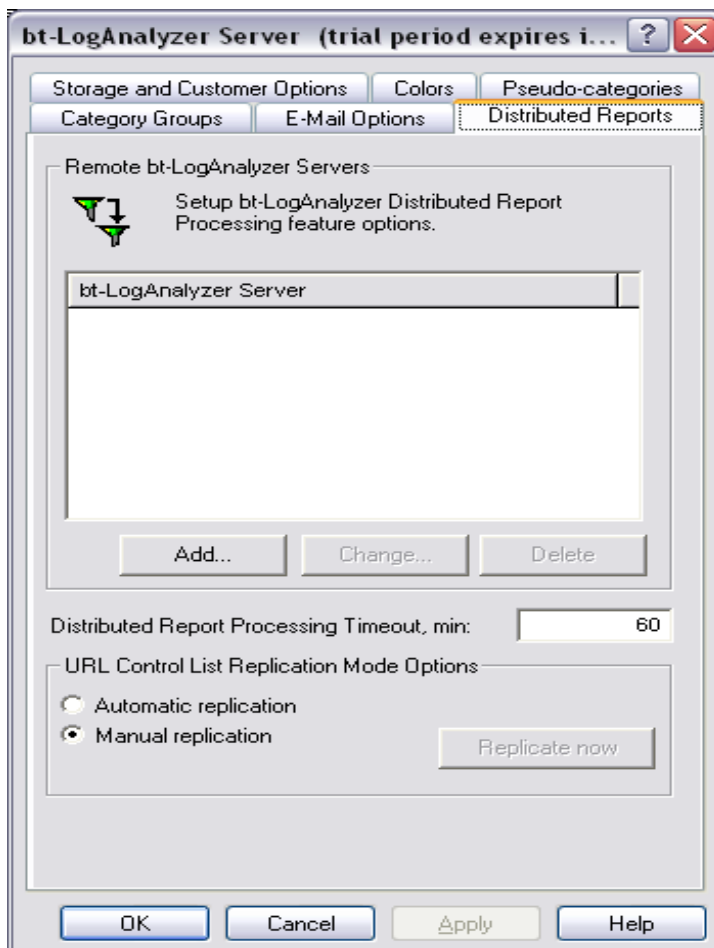
Virtual Report Server: This is the server that will process the summary submitted by the Remote server into one report.

Setting up the Distributed Report Processing Feature

Prior to using the Distributed Report Processing feature, bt-LogAnalyzer needs to be installed on the Virtual Report Server and on all the Remote servers. Each server will also need to have their Log Info Sources defined. Refer to Chapter 2 for instructions on configuring Log Info Sources.

Virtual Report Server Setup

1. Right-click on bt-LogAnalyzer and select "**Properties**".
2. Select the tab marked "**Distributed Reports**".
3. Select the button marked "**Add**".
4. Enter the names of your Remote servers where bt-LogAnalyzer is installed.



Note: The Distributed Report Processing Timeout defaults to 60 minutes. If the primary bt-LogAnalyzer server is unable to reach the remote server in 60 minutes, it will stop attempting to reach that server and will complete the requested report without the information provided by that server.

Distributed Report Processing Setup

1. Right-click on the report you would like to run and select **"Properties"** from the menu.
2. From the Properties dialog box, check the box marked 'Run this report at remote servers'.
3. Click on **"Apply"** then **"OK"** to close the dialog box.
4. Right-click on the report name and from the menu select 'Replicate Report Definition'.

Note: Replication does not affect report's Log Info Sources or Schedule options.

Generating a Distributed Report

There are 3 ways of generating a Distributed Report:

- Automated Distributed Processing with manual Generation start
- Automated Distributed Processing with Scheduled Generation start
- Manual Distributed Processing

1. Automated Distributed Processing with Manual Generation Start

- This option allows you to use the Virtual Report Server to have the Remote Servers process their portion of the data.
- The Virtual Report Server will process its own data if it has a log info source.
- The Remote Servers will submit their results to the Virtual Report Server.
- The Virtual Report Server will then combine the results into one report

2. Automated Distributed Processing with Scheduled Generation Start

- This option is identical to 'Automated Distributed Processing with Manual Generation' with the exception that the report is initialized by the Virtual Report Server.

1. Manual Distributed Processing

- This option allows the Virtual Report Server and the Remote Servers to process their portions of their own logs at different times.
- It does not require a report to be setup for Distributed processing.
- The Virtual Report Server does not connect to Remote Servers. Instead, Remote Server administrators process their portion of their log data. This can be done manually or by schedule and the results uploaded to the Virtual Report Server.
- Remote Server Administrators have the option to Email results to the Virtual Report Server or to export results to XML which can be submitted to the Virtual Report Server for further processing.
- Virtual Report Server Administrator is required to setup a log info source of the new type 'XML Report Results'.
- The new log info source is a folder located in the Results folder of bt-LogAnalyzer.
- Each Remote Server will have its own folder.
- Once the report results are uploaded from all the Remote Servers, the Virtual Report Server can then process these results into a report either by manually generating or by a scheduled start.

Example 1: Automated Distributed Processing with Manual Generation Start

In this example a report definition will be created on the Virtual Report Server and pushed onto the Remote server and manually generated. The Virtual Report Server will send a start command to the Remote Server. The Remote Server will process its logs and submit the results to the Virtual Report Server which will then continue processing the results.

Setting Up a Report for Remote Execution

1. From the Virtual Report Server, right-click on **"Enterprise Summary"** and select **"Properties"**.
2. Check the button marked **"Run this report at remote servers"**.
3. Click on **"Apply"** then **"OK"**.

Generate the Report

1. Right-click on **"Enterprise Summary"** and select **"Generate"**.
2. Click the node 'Report' to see the status of the report being generated. It will indicate 99% while it waits for the results from the Remote Server.

Example 2: Running a Daily Scheduled Enterprise Summary Report on the Server and Client

Create a New Daily Report Based on the Enterprise Summary Template

1. From the Virtual Report Server, right-click on the **"Enterprise Summary"** report and select **"Copy Report Definition"**.
2. Click **"Yes"** when prompted.
3. In the dialog box, enter the name 'Daily Report'.
4. At the bottom, check the box marked 'Run Report on Remote Server'.
5. Click on **"Apply"** then **"OK"**.

Customize the 'Daily Report' on the Virtual Report Server to Run Daily and Push the Report Definition to the Remote Server

1. Right-click on the report **"Daily Report"** and select **"Properties"**.
2. Check the options box marked 'Run the report on Remote Server'
3. Click the tab marked **"Customize"** and select the 'Date / Time' – **"Edit"** button.
4. Select the radio button marked "Prior Day".
5. Click **"Apply"** then **"OK"** to close the properties dialog box.
6. Right-click on the report **"Daily Report"** and select **"Replicate Report Definition"**.

Customize the Schedule Options on the Virtual Report Server

1. Right-click on the report **"Daily Report"** and select **"Properties"**.
2. Click the tab marked **"Schedule"**.
3. Select the radio button marked 'Everyday'.
4. Set the **"Start report generation on"** to Monday of the current week.
5. Click on **"Apply"** then **"OK"**.
6. Customize the Schedule options on the Remote Server
7. On the Remote server, launch bt-LogAnalyzer.

8. Click to expand the Report node and locate the **"Daily Report"** which was previously pushed onto this Remote Server from the Virtual Report Server.
9. Right-click on the **"Daily Report"** definition and select **"Properties"**.
10. Click the tab marked **"Schedule"**.
11. Select the radio button marked **'Everyday'**.
12. Set the **"Start report generation on"** to Monday of the current week.
13. Click on **"Apply"** then **"OK"**.

Note: At this point, the reports should start to be generated on both servers. The Virtual Report Server will wait for the daily results from the Remote server. Once the Remote Server has submitted its daily results, the Virtual Report Server will then combine both results into one report.

Example 3: Generating a Combined Weekly Results Report

Defining the Previously Generated Reports as a New Log Info Source

1. On the Virtual Report Server, right-click on **"Log Info Source"** and select **"New"** then **"Log Info Source"**.
2. Click the **"Browse"** button and navigate to:

C:\Program Files\Burstek\bt-LogAnalyzer\server_name.yourdomain.com

Where 'server_name' is the name of the Remote Server with your domain appended to it.

3. Click the **"Test"** button; you should have a message of "X Logs Found".

Customizing the "Enterprise Summary" Report to Use the New Log Info Source

1. On the Virtual Report server, right-click on **"Enterprise Summary"** and select **"Copy Report Definition"**.
2. Click on **"OK"** to use all the defaults.
3. Give this report the name of: 'Weekly Summary'
4. Click the tab marked **"Customize"**.
5. Click the **"Edit"** button in the "Related Log Info Source".
6. Select the radio button marked **"Selected Log Info Sources"**.
7. Check the box of the Input Source you just created.

8. Click on **"Apply"** then **"OK"**.
9. Right-click on the report named "Weekly Summary" and select **"Generate"**.

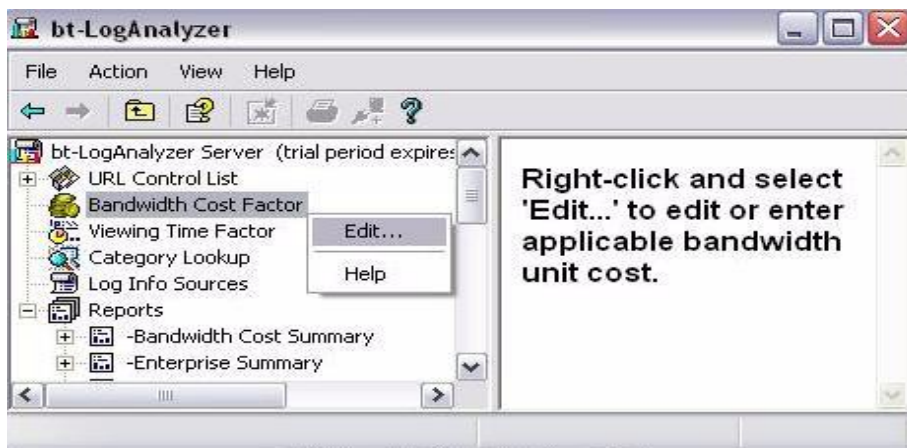
Chapter 5

Bandwidth Cost Factor

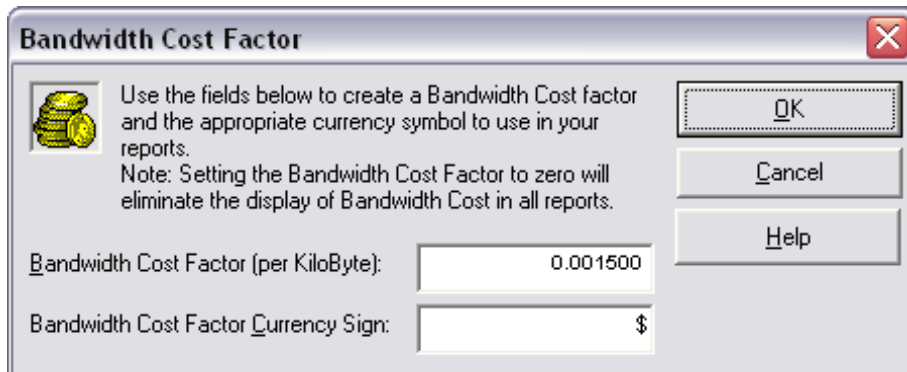
The bt-LogAnalyzer program allows you to calculate the cost of Internet and Email bandwidth use. Bandwidth Cost is used to calculate report information such as Cost by Category, Cost by Top Users, Hourly Cost, Top User Cost by Individual Category and Email Volume.

To Calculate Bandwidth Cost

1. From the bt-LogAnalyzer Console, select **Bandwidth Cost Factor**.
2. Right-mouse click and select **Edit**.



The Bandwidth Cost Factor dialog displays.



Note: Two additional decimal places have been added to the Bandwidth Cost Factor for more accurate cost estimating. The default Bandwidth Cost Factor is calculated at the United States rate of **\$.001500 per Kilobyte** and the default Currency Sign is the United States "\$" sign. The cost factor and currency sign can be changed to accommodate Bandwidth Cost Factors and Currency Signs of Foreign Countries.

3. Enter the estimated Bandwidth Cost Factor for your country and the appropriate currency symbol.

Click **"OK"** to apply these changes.

4. Reports that calculate Bandwidth Costs will be calculated with the new rate and display the Currency Sign entered.

Note: If you wish to disable the Bandwidth Cost from appearing on your reports, simply change the Bandwidth Cost Factor to zero (0). After doing this, the report column for Bandwidth Cost will disappear from all reports.

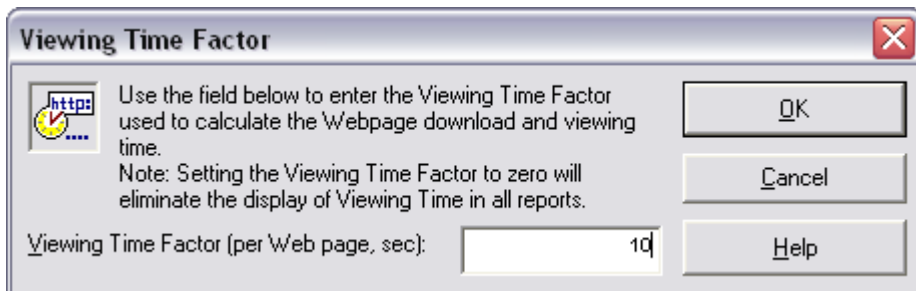
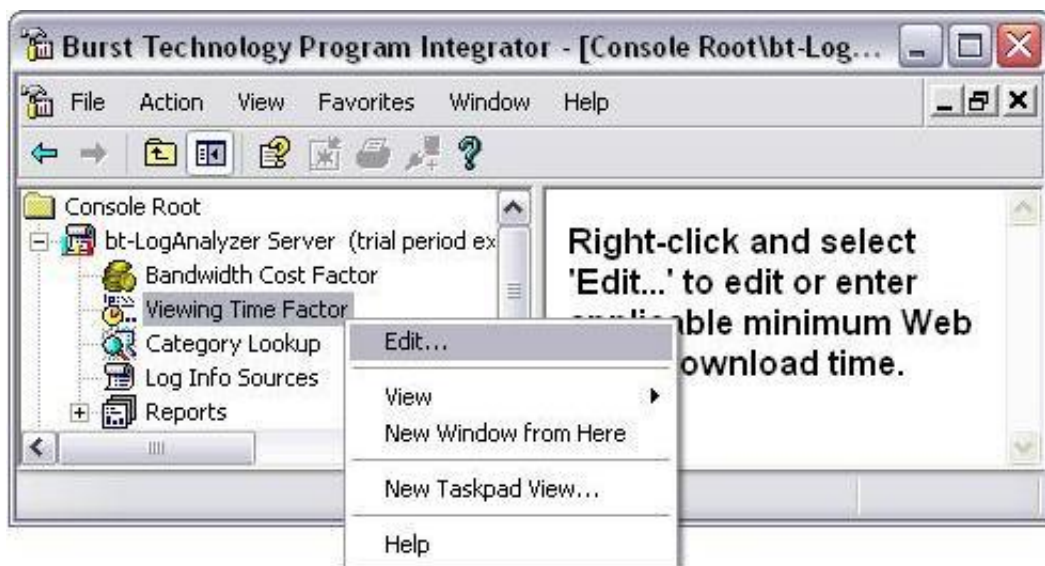
Chapter 6

Viewing Time Factor

The Viewing Time Factor is calculated by applying the Minimum Time Factor to the number of Web Pages accessed. The default Minimum Time Factor is 10 seconds. When a report is compiled, bt-LogAnalyzer uses this factor to show you the approximate amount of time a user, group of users, or your whole organization spends online browsing the Internet.

To Change the Minimum Time Factor

1. From the bt-LogAnalyzer Console, select **Viewing Time Factor**.
2. Right-mouse click and select **Edit**.














3. Enter the Minimum Time Factor and click **"OK"** to apply the change.

Viewing Time will be calculated with the new minimum time factor.

Note: If you wish to disable the Viewing Time Factor from appearing on your reports, change the Minimum Viewing Time Factor to zero (0). After doing this, the Viewing Time column will disappear from all reports.

Note: Both the Viewing Time and Download Time display in reports in the following format:

Days:Hours:Minutes:Seconds

Number of Web Pages per Category						
Type	Category Name	Web Pages	Percent	Users	Download Time	Viewing Time
	Search	451	22%	11	5:04	1:15:10
	Computer/Internet	315	15%	9	35:35	52:30
	Financial	302	14%	4	23:17	50:20
	Intranet	292	14%	1	3:37	48:40
	Personals/Dating	127	6%	2	1:21	21:10
	Entertainment	52	2%	3	1:31	8:40
	Job Search	45	2%	1	1:53	7:30
	Email	38	1%	5	0:40	6:20
	Shopping	30	1%	4	0:19	5:00
	Non-Profit Organizations	24	1%	2	0:56	4:00
	Total	2,023	100%	14	1:33:02	5:37:10

Chapter 7

Category Lookup

The bt-LogAnalyzer program allows you to lookup URLs and file types in the URL Control List to determine their category.

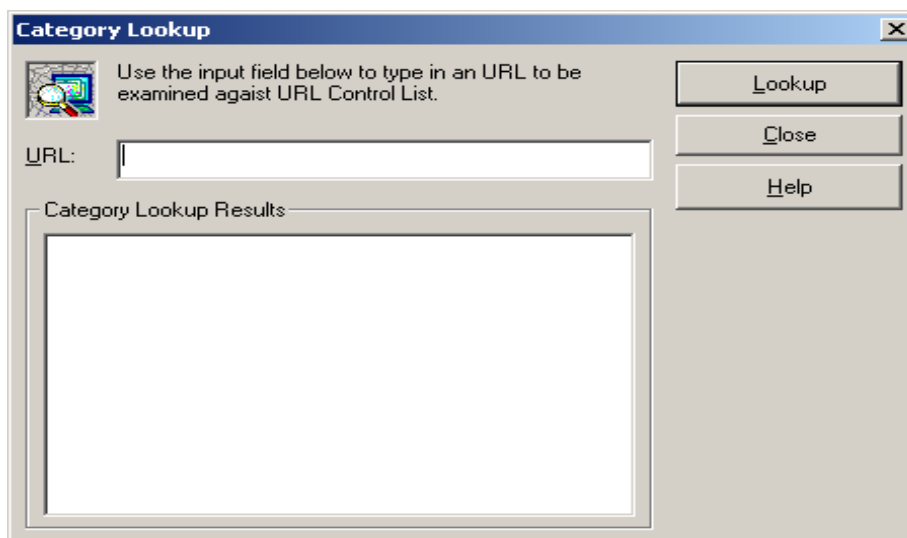
To Lookup a URL Category

1. From the bt-LogAnalyzer Console, select **Category Lookup**.



2. Right-click and select **Category lookup**.

The Category Lookup dialog displays.



3. Enter the URL in the URL field and click **"Lookup"**.

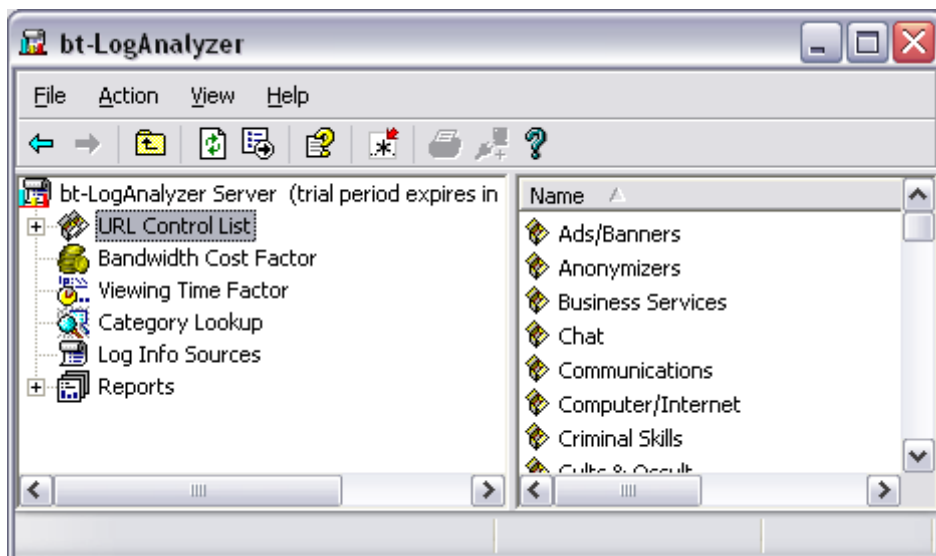
The Category Lookup Results will be displayed in the Category Lookup Results box.

Note: *A Website may be listed in more than one category.*

Chapter 8

URL Control List

To view the URL Control List Categories, select **Start> Programs> Burstek> bt-LogAnalyzer Management**.



From the **LogAnalyzer Management Console**, click on the **URL Control List**.

The Categories will display in the right pane of the Control Panel.

Automatic Updates

The bt-LogAnalyzer program URL Control List is updated daily by Burstek. You can choose to automatically update your Control List on a daily, weekly or monthly basis. For instructions on how to set the Automatic Update option, see "[Automatic Updates](#)".

Adding and Deleting Categories

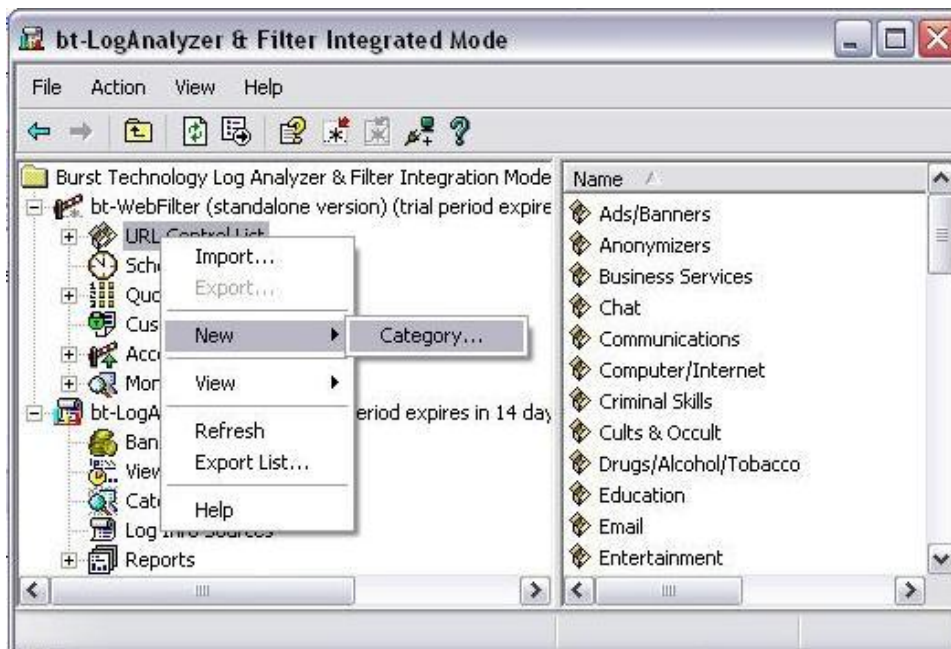
The bt-LogAnalyzer URL Control List contains 50 predefined categories. Users can easily add, customize or delete categories. For example, you may wish to customize a category such as "**Local**" and add URLs

for local weather, news and radio or you may wish to create a new category called **"Intranet"** to be able to determine how much time employees spend on the intranet and how much it costs the company.

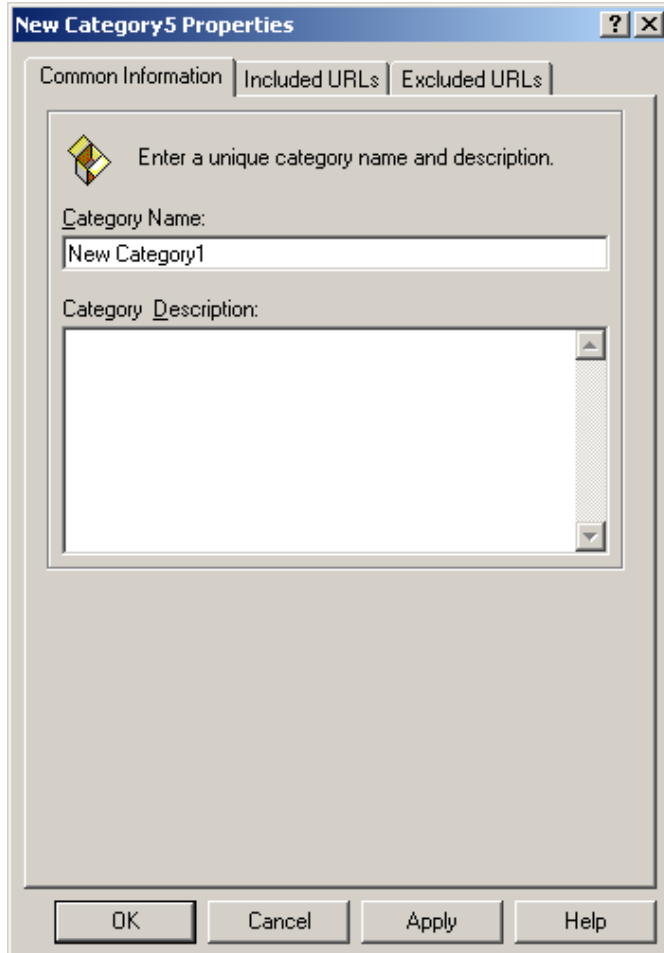
Note: Appendix A contains a complete list and description of the predefined categories delivered with the product.

To Create a New Category

1. Select the **URL Control List**. Right-click to display the Shortcut Menu. Select **New, Category**.



The New Category Properties dialog displays.



2. Type the Category Name.
3. Type the Category Description if desired.
4. Click **"OK"** to add the New Category

Included and Excluded URLs

The Administrator can include or exclude URLs when creating a new category or updating an existing category.

- **Included URLs**

URLs that explicitly belong to a category. For example: An investment firm may wish to add the URL for their corporate newsletter as an included URL in the category Financial.

- **Excluded URLs**

URLs that explicitly do not belong to a category.

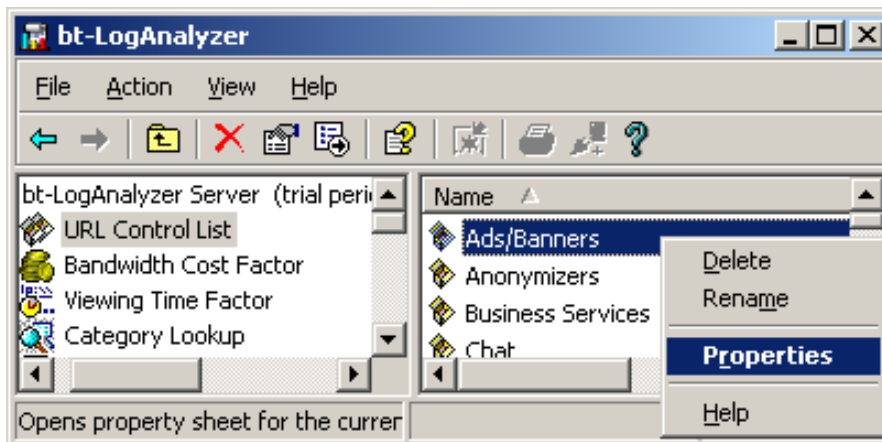
Adding and Deleting URLs

You can easily add and delete URLs that are associated with a category.

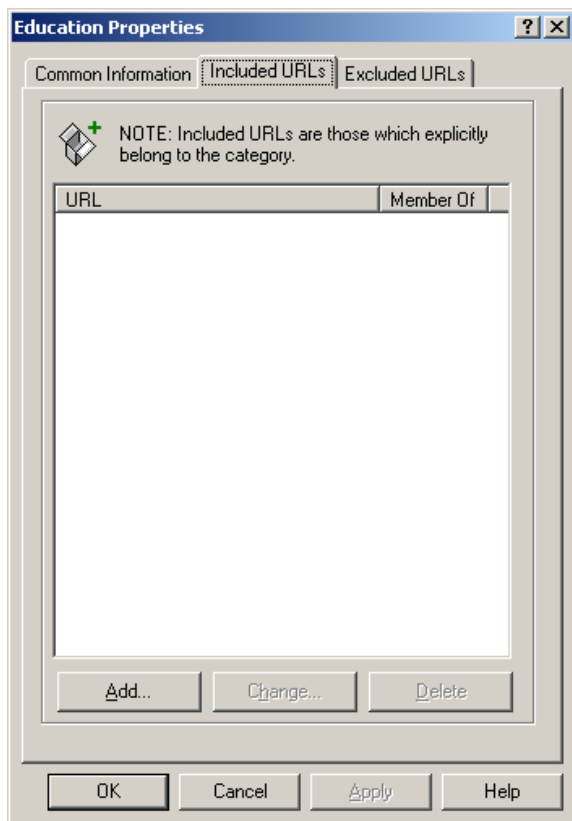
To Add a URL

1. Select the Category and right-click to display the Shortcut Menu. Click **Properties**.

The dialog box for the category selected displays.

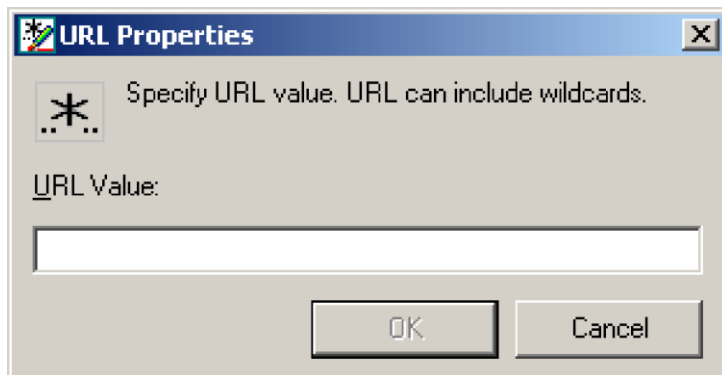


2. Click on the **Included** or **Excluded** URLs Tab.



3. Click the **"Add"** button.

The URL Properties dialog displays



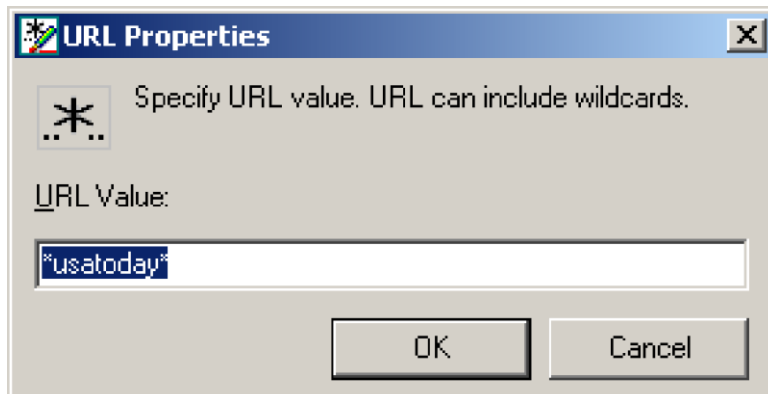
4. Type the URL value.

Note: The URL value is typed as a wildcard. For example: the URL for the USATODAY Newspaper could be typed as ***usatoday*** this would include the Website **www.usatoday.com** as well as any URL containing the phrase **usatoday**. Multiple masks may be entered by inserting a semi-colon (;) between masks. Click OK to add the URL value to the Included URLs list.

To Change a URL

1. Select the URL you wish to change from the Included or excluded URLs List.
2. Click the **"Change"** button.

The URL Properties dialog displays with the URL value you selected.



3. Change the value as desired and click "OK"

To Delete a URL

1. Select the URL you wish to delete from the Included or Excluded URLs List.
2. Click the "Delete" button.

The URL value is removed from the list.

Chapter 9

bt-LogAnalyzer Web Interface

The bt-LogAnalyzer Web Interface allows an organization's managers to run LogAnalyzer reports on their user's Internet usage without needing to have bt-LogAnalyzer installed on their computer. All reports can be setup to run through a Web browser interface.

Note: *The bt-LogAnalyzer Web Interface is currently only supported on Microsoft Internet Explorer versions 4 and higher.*

bt-LogAnalyzer Web Interface Configuration

Note: *The following setup instructions are designed for a bt-LogAnalyzer Server running Windows XP with IIS 5.1. You **must** install ASP.NET from the Add/Remove Programs in the Windows Control Panel **prior to installing** the bt-LogAnalyzer Web Interface.*

Key Components

There are three key components needed to run the Web Interface:

- Microsoft .NET Framework 1.1 or 2.0
- ASP.NET
- Microsoft Internet Information Services 5.0 (or later) including World Wide Web Publishing service

These components must be installed on the local computer prior to any further setup of the Web Interface.

Configure ASP.NET

1. Open a Command Prompt.
2. Depending on your version of Microsoft.NET Framework, change your directory to:

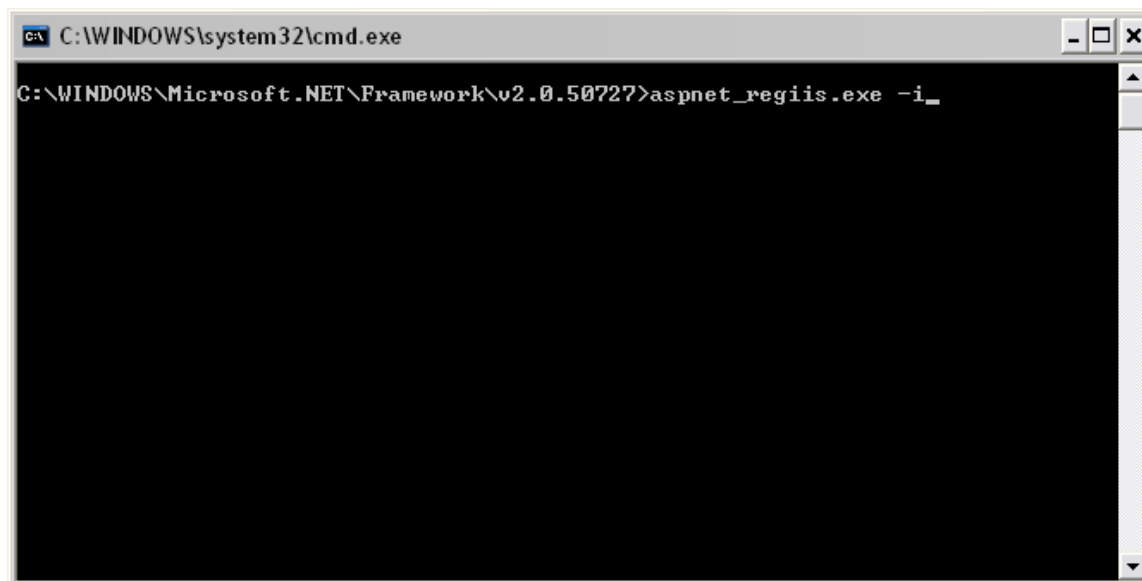
C:\Windows\Microsoft.Net\Framework\v1.1.4322

or

C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727

3. Enter the command:

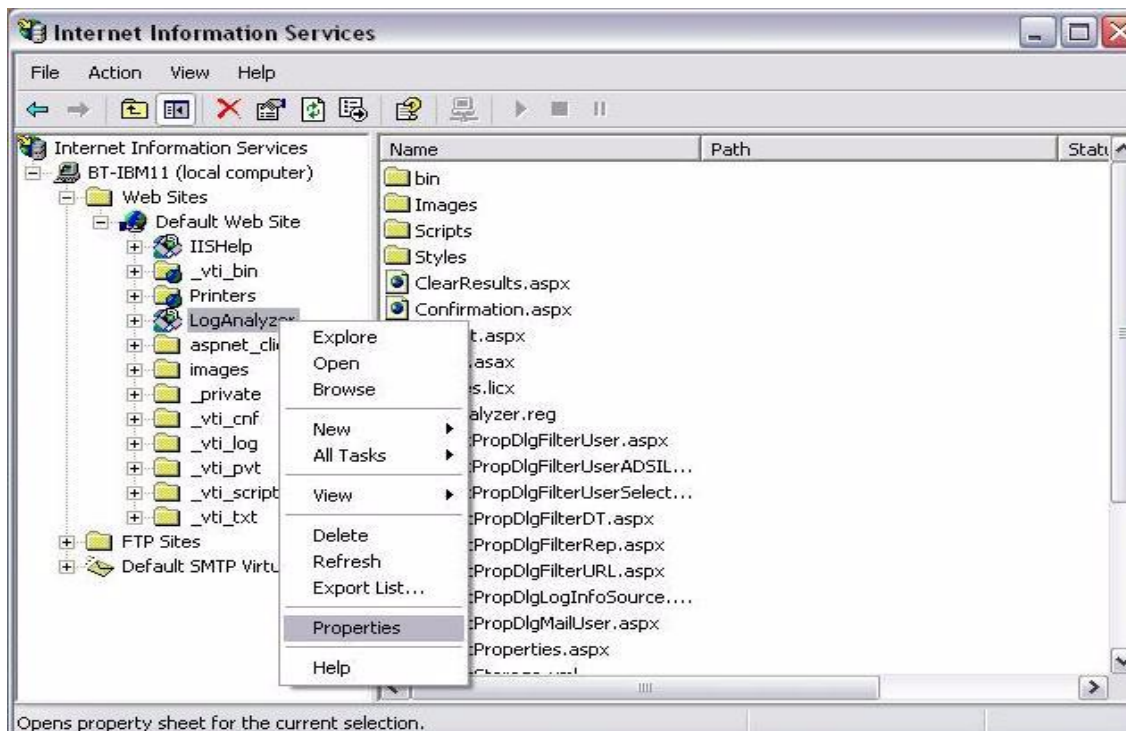
aspnet_regiis.exe -i



4. Reboot the computer.

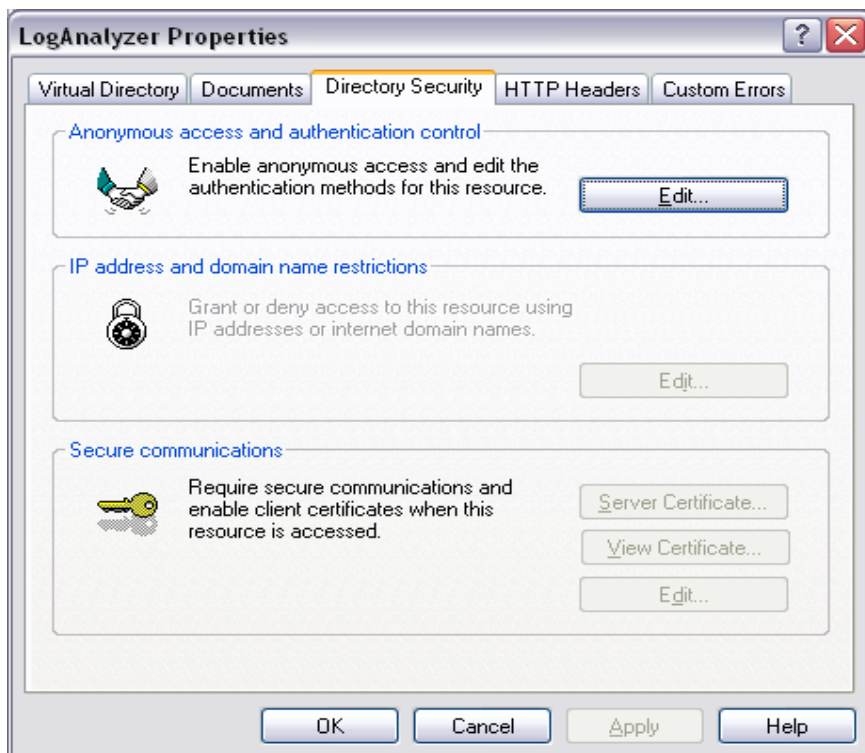
Configuring IIS

1. After rebooting, click on **Start> Programs> Administrative Tools> Internet Information Services**
2. **Click on the "+"** symbol before the local machine name, then **Websites** and **Default Website**.
3. Right Click on the **LogAnalyzer** entry and select **"Properties"**.

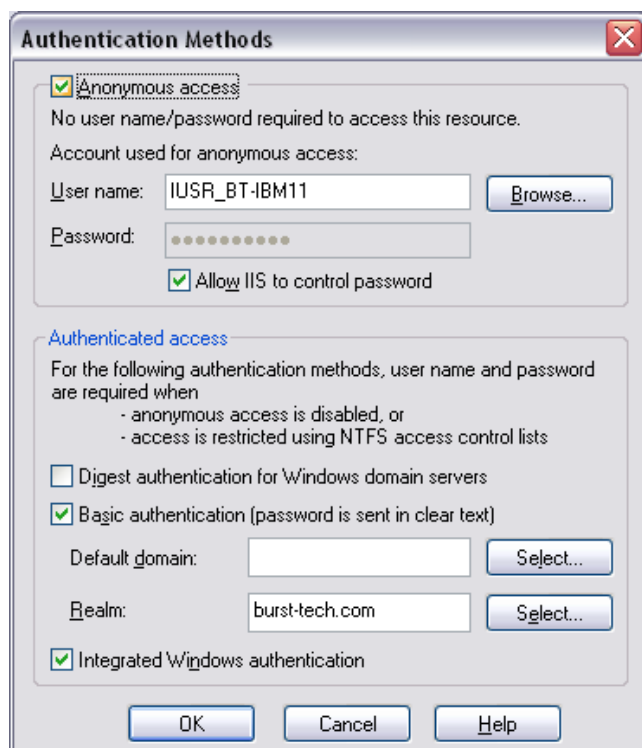


The LogAnalyzer Properties window appears.

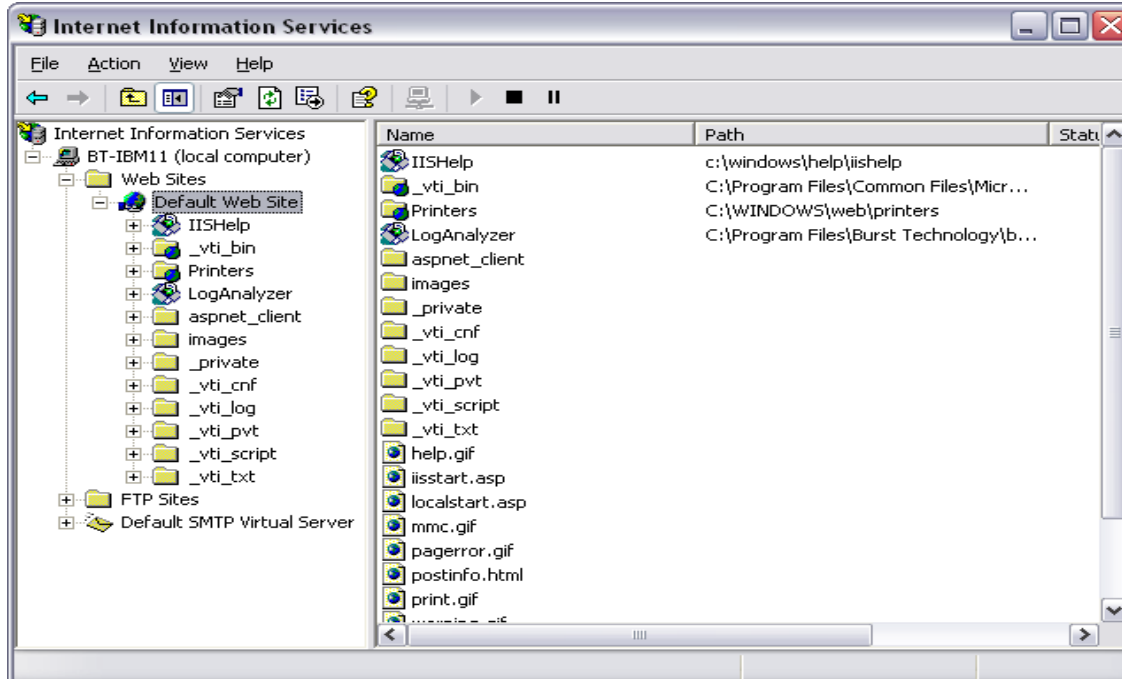
4. Click on the **"Directory Security"** tab, then **"Edit"**.



5. Click on the **"Anonymous Access"** button.



6. Click **"OK"**, and then **"OK"** again.
7. On the IIS console, click on **"Default Website"**.
8. Click on the black square in the toolbar to stop the service.



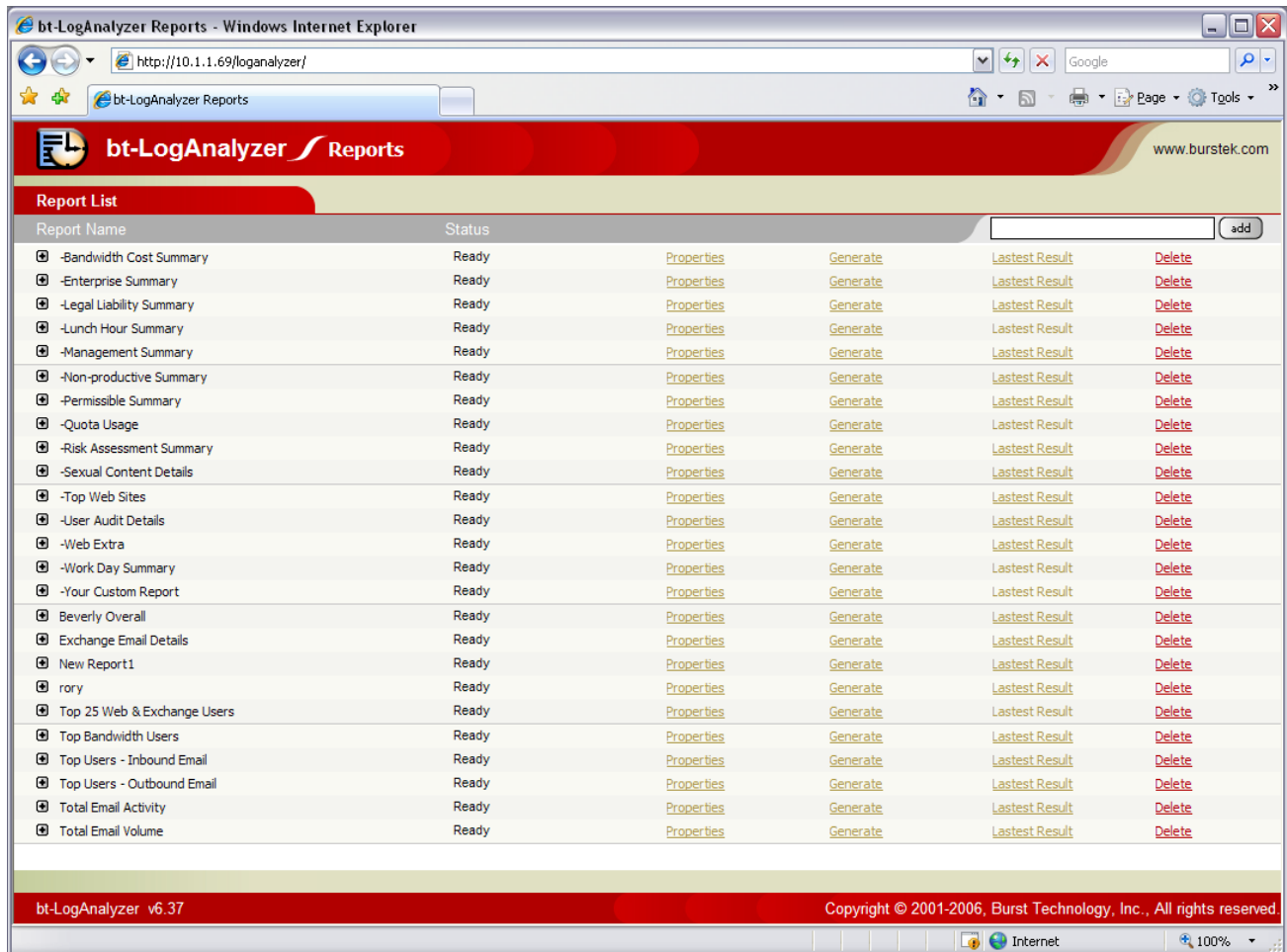
9. Click on the black triangle to restart the service. This allows the user to be able to connect to the bt-LogAnalyzer Reports page without having to login.

Running Reports

1. Open your default Web browser (usually Microsoft Internet Explorer).
2. In the address bar, enter `http://`, followed by the local computer name, followed by `"/loganalyzer"`. It should appear in this format:

`http://bt-ibm11/loganalyzer`

The bt-LogAnalyzer Reports page will now display.



Note: The reporting features in the bt-LogAnalyzer Web Interface are identical to those found in the bt-LogAnalyzer program; they are just configured through a Web page.

Note: Any changes made to OU restrictions in reports will require a restart of your IIS Server for the changes to take effect in the LogAnalyzer Web Interface.

Appendix A

bt-LogAnalyzer Web Categories

The categories contained in the bt-LogAnalyzer are briefly described below.

Categories

- **Ads/Banners** Advertisements and banners that appear on web pages.
- **Anonymizers** Anonymous web browsing through tunneling/circumventor web pages.
- **Burstek** Burstek Web page.

- **Business Services** Organizations and firms which provide consulting or other business related services.

- **Chat** Web pages where users can communicate in real time: Chat Avenue, Talk City, Meebo, etc.

- **Communications** Web pages related to cellular and land-based telephone providers & communications, plus all related services: AT&T, Sprint, Vonage, MagicJack, Verizon, Vodafone, etc.

- **Computer/Internet** Computer and Internet related URLs: software companies, Internet Service Providers, computer hardware suppliers, news magazines focused on the computer industry, etc.

- **Content Delivery Servers** Commercial servers dedicated to hosting and delivering a variety of content on behalf of subscribers – applications, images, media files, and other resource-intensive content.

- **Criminal Skills** Web pages related to criminal or corrupt activities, information, instruction, or advice; identity theft, cheating, burglary, bomb-making, etc.
- **Cults & Occult** Web pages related to cults or the occult; all cults, Satanism, etc.
- **Dining/Restaurants** Fast food, casual dining, cafés, and other eateries.
- **Drugs, Alcohol, Tobacco** Web pages related to the purchase and use of illegal or recreational drugs (marijuana, cocaine, LSD, etc.), paraphernalia, alcoholic products (beer, wine, etc.), and tobacco products (cigarettes, cigars, chewing tobacco, etc.).

- **Education** Web pages related to educational and instructional activities including educational facilities, learning organizations, study guides, training, etc.

- **Email** Online or web-based mail and forwarding services; Gmail, Hotmail, Yahoo! Mail, etc.

- **Entertainment** Web pages related to broadcasting, music, television, movies; magazines or newspapers that focus on the entertainment industry.

- **Extreme & Violence** Web pages that depict or promote violence, gore, or extreme obscenity; explicit death scenes, rape, bondage, bestiality, etc.

- **File Sharing** Web pages providing instructions, files, directories, links, software, or servers for peer-to-peer file sharing. Also included are any web pages related solely to uploading and downloading files from/to personal computers.
- **File Types** Includes EXE, ZIP, TAR, GZ, AVI, MPEG, etc.

- **Financial** Banks, stock exchanges, brokers, financial/investment news organizations and other financial services or information.

- Forums/Discussions** Web pages dedicated to allowing users to read and respond to other people's messages regarding a specific topic: Big Boards, Photo Forum, ProBoards, etc.
- Free-Hosted Sites** Web pages that contain a variety of content such as blogs, videos, forums, etc. as well as personal web pages not specific to any other categories.
- Gambling** Web pages related to casinos, gambling, lottery, placing online bets, sports betting, advisory services, etc. Gambling assumes the exchange of money and/or goods.
- Games** Web pages related to games and other game related information: computer games, video games, online games, software companies specializing solely in games, etc.
- General News** Newspapers, magazines, online news, etc.
- Government** Law enforcement, federal, state and local government organizations excluding military web pages.
- Graphics/Apps/Personalization** Web pages related to desktop, mobile phone & application customization: ringtones, emoticons, cursors, fonts, widgets, themes/templates, browser and site add-ons, clipart, skins, desktop and mobile wallpapers, etc.
- Hacking** Web pages related to the skills, tactics and detailed knowledge of bypassing the security mechanisms of an information system, network, or program: warez, phishing, password cracks, keygens, cracking, phreaking, etc
- Hate Speech** Web pages containing bigoted speech or visual depictions intended to degrade, intimidate, or incite violence or prejudice against a person or group.

- **Health/Medicine** Web pages related to medical providers and facilities, health information, health articles, health tips, online advice for healthy living, etc.

- **Humor** Joke, parody, and other comical web pages not including adult/mature humor.

- **Industry/Business** Commercial and professional enterprises, firms, and associations not specific to any of the other categories: manufacturing, fabrication, construction, oil companies, alternate energy, forestry, agriculture, etc.

- **Intranet** IP addresses allocated for private intranets as defined in ISOC RFC 1918. This category is for private use and should be populated by company administrators with specific intranet IP addresses and web pages.

- **Job Search** Web pages related to employment and career enhancement: job placement services, resume information, recruiting, employment resources, etc.

- **Legal/Insurance** Web pages related to the legal or insurance industries: attorneys, legal aide, laws and statute information, health, mortgage, auto, and life insurance information and providers, etc.

- **Local** This category is solely for private use. It should be populated by company administrators with web pages applicable to your local area: local news, weather, events, etc.

- **Malicious Code** Code or software designed to infiltrate or damage a computer system without the owner's informed consent: trojans, security exploits, virus code, worms, etc.

- **Marketing** Web pages related to the promotion and branding of products and services: advertising agencies, marketing organizations, marketing research, literature, etc.

- Mature** Web pages with content intended for and/or appropriate for adults only and does not fall into one of the other categories. Includes adult humor and artistic/non-sexual nudity, etc.
- Military** Domestic and foreign official military web pages: Air Force, Army, Navy, etc.
- News Groups** Web pages that provide access to news groups and uploaded files from news groups.
- Non-Profit Organizations** Non-profit and philanthropic organizations not included in one of the other categories: Red Cross, World Wildlife Fund, Greenpeace, etc.
- Online Storage** Web pages providing storage for business/personal files online in order to share, edit, backup, recover or retrieve files, via web browser: Mozy, Carbonite, MyOtherDrive, etc.
- Personals/Dating** Web pages related to dating and courting: personal ads, singles groups, dating services, dating advice, mail order brides, etc.
- Political** Web pages related to politics, political commentary and analysis; candidate web pages, political blogs, political organizations and discussion groups, etc.
- Popups** Multiple or single web pages that are automatically opened within other web pages.
- Real Estate** Web pages related to realty, real estate services and information; residential and commercial property sales, real estate agents, etc.
- Religion** Web pages related to organized religions: churches, discussion groups, literature, etc.

- **Remote Access** Web pages that give users the ability to remotely access private computers or networks outside the company: LogMeIn, GoToMyPC, BeAnywhere, etc.

- **Search** Search engines, search directories, portals: Google, Yahoo!, MSN, Ask, etc.

- **Shopping** Web pages related to searching for or buying goods or services: online merchandise sales, auctions, classifieds, price comparisons, etc. May include brick and mortar companies.

- **Social Networking** Web pages related to building online communities who share interests or activities: MySpace, Flickr, Facebook, Bebo, Webshots, Nexopia, Orkut, etc.

- **Sports** Web pages related to all sports: football, archery, racing, hunting, soccer, etc. May include sports scores, news, debates and merchandise, etc.

- **Spyware/Adware** Dialers, hijackers, spybots, keyloggers, drive-by downloads, etc. or anything that collects data from the user's computer without the user's informed consent.

- **Streaming Media**
 - Audio** Web pages related to delivering an audio signal to your computer over the internet: Shoutcast, radio station listen live, etc.

 - **Streaming Media**
 - Video** Web pages related to delivering a video signal to your computer over the internet: Youtube, Hulu, Google Video, etc.

- **Temporary Parking** Park pages, placeholders, web pages reported or suspected of containing potentially damaging content and web pages that cannot be clearly defined until the content can be verified and a clear determination made.

- **Transportation/**
 - Shipping** Web pages related to the moving of freight or people from one location to another: railroads, trucking companies, taxis, buses, DHL, UPS, etc.

■ Travel

Web pages related to the travel and tourism industry: hotels, cruise ships, airlines, travel reservations, tourist attractions, amusement parks, etc.

■ Useful

Web pages containing useful information which does not fall into one of the other categories: reference materials, maps, hobbies, dictionaries, Wikipedia, etc.

■ Vehicles

Web pages related to vehicle manufacturers, dealerships, parts suppliers - automobiles, motorcycles, boats, ATVs, watercraft, etc.

■ Weapons

Web pages related to advertising or selling guns, ammunition and other weapons. NOTE: Gun rights and gun legislation discussions are not included in this category.

■ Weather

Web pages related to weather and forecasts.

■ XXX-Sexual Content

Web pages related to sexually explicit content; pornographic videos, sexually oriented materials, prostitution, explicit sex discussions, sexual webcams, etc.

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