



Servers

Help Documentation

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System administrators can use this section to manage the servers in SmarterStats. To access this section, click the settings icon . Then expand the Servers menu in the navigation pane and click Servers . A list of the active servers will load in the content pane.

To add a new server, click New in the content pane toolbar. To edit an existing server's settings, select the desired server and click Edit in the content pane toolbar. The server settings will load in a new window and the following tabs will be available:

Options

Use this tab to specify the following options:

- Server ID - The unique identifier for the server.
- Server IP - The IP address associated with the server.
- Server Name - The friendly name given to the server.

Import Settings

Use this tab to specify the following importing options:

- Import Time of Day - The start and end times the sever should be importing files.
- Session Timeout - The minutes between when one session counts as a separate session or the time of inactivity between website hits before one session becomes another. For example, if the session timeout is set to 30 minutes and a visitor hits the site and doesn't visit another page of the site until 40 minutes later, this would be considered a new visit.
- Max Sessions Per Site - The number of concurrent sessions tracked when the server is importing log files. This setting should not be changed.
- Debug Level - The level of detail kept in the service log file. This should remain at normal unless instructed to change it by a SmarterTools representative/.
- Resource Usage - The amount of CPU used to process statistics. For more information, refer to the KB article [Configure SmarterStats to Use More/Less System Resources](#) .

Active Processes

System administrators can use this page to see the activity of SmarterStats servers and troubleshoot problems. To access this section, click the settings icon , expand the Servers folder and then click

Active Processes in the navigation pane. The active processes will load in the content pane and the following columns will be available:

- Server Name - The name of the server.
- Site - The site on the server that is performing an activity.
- Activity - The action being performed on the site. For example, idle, gathering statistics, reprocessing stats or importing SEO.

Memory Usage

The Memory Usage section provides valuable information regarding each Web server running the SmarterStats remote service, the status of the server, and information pertaining to the sites that cause the highest usage of server resources for the SmarterStats application.

To access this section, click the settings icon . Then, expand the Servers folder and click Memory Usage in the navigation pane. A list of servers will load and the following columns will be available:

- Server Name - The common name for each Web server running the SmarterStats service as it was named during the time the server was added to the Web interface.
- Status - The status of the SmarterStats service on that particular web server. If an error occurred while communicating with the service, it will show up in red text.
- High/Current/Low - The highest amount of memory used (in MB), the current amount of memory being used, and the lowest amount of memory used for stats processing on that server.
- High Site - The domain that used the most memory on that server.
- Queries - The number of queries running on the server at that time.

Version Info

This feature is only available in SmarterStats Enterprise.

System administrators can use this page to get an overview of the version of remote service running on all Web servers. If a red "Failed" line appears, that means that the service is not installed on the server or there is a communication error with the service. In addition, having multiple versions of the remote service can lead to issues and cause inconsistencies across a network.

To access this section, click the settings icon . Then expand the Servers folder and click Version Info in the navigation pane. The version info will load in the content pane and the following columns will be available:

- Server Name - The name of the server as it appears in the Web interface.
- Server ID - The ID of the server as it appears in the Web interface.
- Version - The version of Remote Service that is running on that particular server. Note: In

order for SmarterStats to function properly, all of the version numbers should match with the version that shows up in Help -> About SmarterStats.

- Build Date - The date that service was originally built.