



# User Agents

Help Documentation

## User Agents

### Browsers

This report displays the most popular browsers used by your visitors during the selected date range. Webmasters can use this report to ensure that their website loads properly in all of the browsers used by your visitors. Conversely, if a particular browser becomes less and less popular, or disappears completely from this report, designers can potentially remove any custom coding added to a site specifically for that browser or browser version.

Note: This report can be added as a report item to a custom report. For more information on report items, refer to [Understanding Report Items](#) .

For a definition of the terms listed on this page, please refer to the [Glossary](#) .

### Browser Versions

This report displays the most popular versions of browsers used by your website visitors during the selected date range. Webmasters can use this report to ensure that their website loads properly in all of the browsers used by your visitors. Conversely, if a particular browser version becomes less and less popular, or disappears completely from this report, designers can potentially remove any custom coding added to a site specifically for that browser version.

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### Devices

This report displays the mobile and desktop devices used by website visitors during the selected date range. Webmasters can use this report to ensure that their website loads properly in all of the devices used by visitors to the site. In addition, this report can be used to better understand the type of traffic that a site receives. For example, if a marked increase in mobile browsing is noticed, changes to the site may need to be made to accommodate that shift.

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## Mobile Devices

This report displays the mobile devices used by website visitors during the selected date range. It can be used to better understand the type of traffic that a site receives. For example, if a marked increase in mobile browsing is noticed, changes to the site may need to be made to accommodate that shift.

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## Device Versions

This report displays the most popular versions of the devices (mobile or desktop) used by your website visitors during the selected date range. Webmasters can use this report to ensure that their website loads properly in all of the devices used by your visitors. In addition, this report can be used to better understand the type of traffic (e.g., mobile versus desktop) that your site receives. If a marked increase in mobile browsing is noticed, changes to the site may need to be made to accommodate that shift.

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## Operating Systems

This report displays the most popular operating systems used by your website visitors during the selected date range. In addition, this report can be used to better understand the type of traffic (e.g., mobile versus desktop) that your site receives. If a marked increase in mobile browsing is noticed, changes to the site may need to be made to accommodate that shift. Note: Some user agents, such as Microsoft Web Service Client, do not send information about the platform they are running on. In those cases, they will be categorized as "unknown" in this report.

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For a definition of the terms listed on this page, please refer to the [Glossary](#) .

## Operating System Versions

This report displays the most popular versions of operating systems used by your website visitors during the selected date range. Webmasters can use this report to ensure that their website loads

properly in all of the operating systems used by your visitors. In addition, this report can be used to better understand the type of traffic (e.g., mobile versus desktop) that your site receives. If a marked increase in mobile browsing is noticed, changes to the site may need to be made to accommodate that shift.

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## User Agents

A user agent is the raw information relating to the visitor connecting to your site. Whenever someone, or some thing, connects to your website, they are passing information pertaining to the agent used to connect to your site. While most see Internet Explorer as the method of connection, a Web server sees something like: mozilla/4.0 (compatible; msie 6.0; windows nt 5.0). This is the user agent. Web browsers, search engine spiders and robots, and various website monitoring tools all have specific user agents.

This report displays information about the user agent and is most commonly used by advanced users and website developers. For example, this report can be used to determine the proportion of users that are using traditional Web browsers versus accessing your site via mobile phone or other devices.

In addition, the user agent string is one of the criteria by which Web crawlers can be excluded from certain pages or parts of a website using the robots.txt file. This allows webmasters to request exclusion of individual webpages or directories from the data gathered by a particular crawler, or when a particular crawler is using up too much bandwidth, by requesting that crawler not to visit certain pages.

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