



Help for Site Admins

Help Documentation

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Site Settings

User Administration

End users with Site Admin permissions have the ability to add and delete additional end users for a particular site. End users can be a person, or persons, who require or request access to a particular site's statistics. Additional end users will be able to see all Reports and Report Items, and will have access to the options under the Settings menu. However, end users without Site Admin permissions will not be able to add other end users, nor will they be able to adjust particular stats settings.

User Information

- Username - Choose a username for the account. This username will be used when the user logs in to SmarterStats.
- Administrator - Check this box to give the user access to all options under the Site Settings menu, like User Administration.

Password

- New Password - Enter the password you want to use for your account
- Confirm Password - To prevent data entry errors, please re-enter the password

Report Settings

- Default Date Range - This is the default date range that will be selected when the user logs in
- Default Rows - Choose the default number of rows to show in report item tables
- Chart Viewpoint - Choose the viewpoint from which you want to view reports when using 3D charts
 - Perspective - A flat frontal view of the data. This view is most useful when directly analyzing data from the chart
 - Perspective Rotated - A more aesthetically appealing 3D view of the chart (The default viewpoint)
 - Perspective Tilted - A more top-down 3D view of the chart
- Show Charts - When this box is checked, all Report Item charts will display for this user. It is checked by default. When this box is unchecked, all Report Items will display tables only, and no graphics.
- Resolve IP Addresses - Check this box to resolve all IP addresses that show up in reports to

their host names. Enabling this feature will increase the amount of time it takes to render report items with IP addresses. Your system administrator may limit the number of resolutions performed per report item.

- Auto-Generate Reports - When this box is checked, reports will be automatically generated each time you choose one from the menu. Enabling this option will make navigating through the site slower, but will reduce the amount of clicking you have to do to see reports.
- Randomize Chart Colors - Enabling this option will allow the system to use a semi-random color palette for charts. Each time the user refreshes a report, it may look different.

Email Report Settings

This feature is available in Enterprise Edition only

The email report settings can be used to customize the email account from which email reports are sent. To use the default values set by your system administrator, leave the items on this page blank.

- SMTP Server - This is the mail server that will be used to send your email reports. If you wish to use a port other than 25 for your SMTP Server, include it after the server name or IP with a colon. For example, if your mail server is mail.example.com and it listens on port 10000, use mail.example.com:10000 as the server name.
- From Address - This is the email address the reports will be sent from.
- SMTP Authentication - Enable this setting if your mail server requires SMTP Authentication. If so, you will need to enter the username and password as well.
- Authentication Username - Enter the username that the email account uses to authenticate. In some cases, this may be the full email address of the account.
- Authentication Password - Enter the password the email account uses to authenticate.

Export Logs

This feature may not be available if an export directory was not set for your site during site creation.

This page will allow you to export your processed log files. The resulting file will be compressed and contain daily logs conforming to the date range you specify.

Notes

- This page may take a very long time to process depending on the amount of data in your site's log files. You are limited to selecting no more than 31 days per export. Logs can be exported in any log file format, regardless of the original web server that initially created the log files. This means that, even if your site is hosted on a Windows server running IIS, you will be able to export your log files in an Apache format. When you are done, you will have the opportunity to

download your file.

- Cookies are not maintained in SmarterLogs; if this information is needed by the end user, they will need to maintain a backup of the original log files. SmarterLogs does keep the first cookie used in a session, but does not keep the subsequent cookies.

To export your logs

- Select the Start Date, or the first date you want included in your exported logs.
- Select the End Date, or the last date you want included in your exported logs (this date can be no more than 30 days from your start date).
- Select log file format.
- Click on the "Begin Export" button.
- After the export is completed, you will be presented with a link that will allow you to download the exported log files. The downloadable file will be in a compressed, or "zipped" format, so be sure you have the ability to uncompress the file.

Site Import Settings

SmarterStats gives you control over how your log files are processed. The Site Import Settings page allows you to configure options to adjust the time zone of your logs or ignore specific rows in the logs.

Note: Some changes to your settings may require a reprocessing of your log files. Keep in mind that this will cause your statistics to become unavailable while reprocessing occurs.

Page 1 - General Import Settings

- Time Zone - As log files are based off of Greenwich Mean Time (GMT), you have the ability to reprocess the log files for your specific time zone. Choose your time zone from the list to have stats reported to you in that time zone.
- Strip URL items after semicolon - Enable this setting if you site passes session variables in the URL separated with a semicolon
- Query string items to ignore - If you have query string variables in your site that have near random values (page refresh randomizers, session IDs, etc), add the names of the query variables to the "Query String Items to Ignore" box, separated with commas. If you enable this option, the system will start ignoring the value of those variables when calculating page hits. The hits will still be registered, but without that variable. Please note that this option is a pre-filter, meaning that once you enable it, you cannot get the values of those variables back unless you still retain the original logs.

Page 2 - Exclusions and Inclusions

You can use this page to add various exclusions or inclusions to your stats data. These act as pre-filters and allow a sub-site to be created that ignores specific directories, host headers or hits from specific IP addresses. There is no limit as to the number of inclusions and exclusions you can add.

Unlike Filter Sets, exclusions and inclusions are processed before logs are analyzed, meaning that SmarterStats acts as if removed rows do not even exist in the logs. Filter sets simply hide the data from specific reports.

- Inclusion - Inclusions are processed before exclusions are. If a specific log file entry does not meet the requirements of at least one of the inclusions, it is ignored. If there are no inclusions, the it is assumed that all log file entries are allowed, except where ignored by exclusions.
- Exclusion - Exclusions are processed after inclusions. If a specific log file entry meets the exclusion parameters, it is completely ignored when importing. The most common use of exclusions is to exclude temporary file directories or internal IP addresses.

Page 3 - Reprocess Option

This page may or may not appear, depending on whether information was changed that may require SmarterStats to reprocess the log files.

- Do not re-process means that the changes you make will take effect from that moment forward, and will not affect any past statistics. It will also not require a reprocessing of your log files, and will not cause your statistics to become unavailable for any length of time.
- Re-process statistics means that the changes you make will affect all statistics, both past and present, for your domain. This requires a full reprocessing of your logs and will cause your statistics to become unavailable for a period of time.

Logging in to SmarterStats

You will need to obtain the link to your SmarterStats server's web site from your Administrator or Site Administrator.

The image shows a login form titled "Please log in to SmarterStats...". It contains the following fields and elements:

- Site ID:** A text input field containing the number "57".
- Username:** A text input field containing "johndoe".
- Password:** A text input field with ten black dots representing a masked password.
- Language:** A dropdown menu currently set to "Use Browser Language".
- Remember Me:** An unchecked checkbox.
- Buttons:** At the bottom right, there are two buttons: "Login" with a key icon and "Help" with a question mark icon.

To login to SmarterStats, type in your Username and Password on the login screen, along with the Site ID that was given to you by your administrator. If everything matches up, you will be presented with the home page for your statistics.

One thing to notice on the Login page is the "Remember Me" checkbox. By checking this box SmarterStats encrypts your login and password, then you can close the browser window and not have to re-login when you return. This function works as long as you do not "log out" of SmarterStats prior to closing your browser window. If you do log out, you will have to log back in upon your return, regardless of whether the "Remember Me" box was checked or not. You will need cookies enabled on your browser for this feature to work.