



Help for System Admins

Help Documentation

[Help for System Admins](#)

[Manage](#)

[Managing Servers](#)

This feature is available in Enterprise Edition only

The Manage Servers menu option shows a list of the servers on which the SmarterStats service is installed. Various functions are available on the Manage Servers page, which can be invoked by clicking on the [action] menu.

[Editing a Server](#)

Click on the name of a server to edit it, or choose Edit Server from the [action] menu. Use this function to account for changes within an organization's infrastructure.

- Server ID - This field uniquely identifies the server and is uneditable
- Server IP - The IP address of the server
- Server Name - A friendly name for the server, used only for display purposes

[Server Information](#)

Click on the [action] menu and choose Server Info to get to the Server Information page, which displays a listing of the sites on that particular server, the Friendly Name for the sites, and the Status of the log files for the sites. Available actions on this page appear below:

- Run Diagnostics - Runs various checks to ensure that no data files have been corrupted on the server.
- Reprocess all sites on server - The "Reprocess" button will cause all log file data to be reprocessed (taking into account time zones or data exclusions) for all sites on the server. Unlike reimporting, reprocessing does not require your original log files.
- Reimport all sites on server - The "Reimport" button will cause all log files associated with domains on the server to be reimported, from the earliest log file to the latest. Important Note: All Smarter logs will be deleted and then recreated from the original web server log files. If any of the original log files have been deleted, their data will be lost upon reimport. We suggest only using this feature when directed to by SmarterTools support.
- Restart Service -Restarts the SmarterStats service on the server
- Refresh - This button will refresh the page and show any updated information.

Deleting a Server

To delete a server, click on the delete link next to it

As long as there were no sites inside SmarterStats that belong to the server you want to delete, the deletion will proceed without generating an error. If there is even one site still associated with the server you are trying to delete, SmarterStats will notify you of this. You will need to delete the site first, then proceed with the server deletion.

Adding a Server

This feature is available in Enterprise Edition only

SmarterStats Enterprise Edition allows you to install the Remote Service on web servers in your network and connect to them from a single instance of SmarterStats. When adding a remote service, ensure that you first install the remote service on the server which can be found on the SmarterStats Download Page .

To add a server to SmarterStats, login as the administrator and click on the Manage menu. Select "Add Server", and the main add servers screen will display.

- Server ID - This number uniquely represents the server. Server IDs must be integers greater than 0.
- Server IP - Enter the IP address associated with the Server.
- Server Name - Enter the name of the Server. This is only used as an identifier in SmarterStats

Once you add the server, you will be able to create SmarterStats sites to be processed on the remote server

Managing Sites

The Manage Sites option gives you the ability to initially add sites to SmarterStats. You can also get site information, edit a site, or delete a site from SmarterStats.

- Add Site - Click on this button to begin adding a site to SmarterStats. For more information, see the help topic Adding a Site .
- Site Name - Click on the site name to pop up the site's statistics in another browser window
- Actions Menu - A description of the items in the actions menu can be found in the next section below
- Delete - Clicking on the delete link will delete a site from SmarterStats. A confirmation dialog will be shown to make sure you want to delete the site

Actions Menu

- Site Info - Takes you to the Site Information page, where you can view the current import progress of the site. For more information, see the topic [Checking Import Progress](#)
- Edit Site - Edits a site's settings. For more information on the settings for a site, refer to [Adding a Site](#)
- User Admin - Pops up a window that lets you manage the users for the site. For more information, see [User Administration for Site Admins](#)
- Email Report Settings - Pops up a window that allows you to override the email report settings for the site. For more information, see [Email Report Settings for Site Admins](#)
- Import Settings - Pops up a window that lets you change import settings for the site. For more information, see [Site Import Settings for Site Admins](#)
- Move Site (Enterprise Edition Only) - Brings up the Move Site wizard, which can be used to transfer SmarterStats files from one server to another quickly. For more information, see [Moving a Site](#)

Adding Sites to SmarterStats

To add a site to the Web Interface, login as the administrator of the SmarterStats application (if you are not already) and click on "Manage" in the menu. Select "Add Site", and the first page of the add sites wizard will display.

Site Information

- Site ID - Site IDs uniquely identify a site in SmarterStats. Enter a unique ID for the site, or accept the default value. Site IDs must be integers greater than 0.
- Server (Enterprise Edition Only) - In a distributed environment, the site may reside on a server other than the web interface. From the drop down list, select which web server the site's original logs are on.
- Domain Name - Enter the domain name into the domain name textbox (e.g. example.com)

Site Admin Information

- User Name - Enter the username of the Site Admin. The Site Admin is the primary user account responsible for this site
- Password - Choose a password for the site admin

General Log Settings

- Log Location - Choose whether the log files are on a local directory or should be obtained through FTP.

- Log Wildcard - Enter the log file wildcards (i.e. specify the format of the log titles, with dates or other variable information removed: *.log)
- Log Format - Select the log file format (W3C, NCSA, IIS). If you wish to use auto-detect, please be aware that it only works on local log files, not FTP logs.

Local or UNC Log Files

Note: If you plan to transfer logs using UNC paths, please refer to this KB article .

- Auto-Import - Using the auto-import function may be useful if you are using IIS and SmarterStats is installed on your web server. In this way, you can immediately import the log file path and default documents.
- Full Path - Indicate the full path to where the log files reside on the web server. This is usually set during the installation of the web site on the server. Full paths are required (e.g. c:\WINDOWS\system32\LogFiles\W3SVC1 for a local path or \\webservername\c\$\inetpub\domainname\logs\ for a UNC path).
- Auto-Deletion - Set the auto deletion for the number of days that the original log files remain on the web server. Please be very careful when setting this value to anything besides Never Delete, and ensure that backups are kept in case of data corruption or drive failure.

FTP Log Files

- Server - Enter the URL for the FTP server (eg. ftp.yourdomain.com)
- Port - Enter the port that the FTP server uses (default is 21)
- User Name - Enter the username of the account to be used for FTP access. If connecting to an unsecured FTP, use Anonymous
- Password - Enter the password of the FTP account. If connecting to an unsecured FTP, use your email address
- Directory - Enter the path of the directory where the original logs reside.
- Interval - Choose how often you want SmarterStats to bring in new log files. Shorter settings may result in higher bandwidth usage.

Time Zone Options

- Time Zone - Select the time zone that you would like the statistics processed under.

Other Options

- Url Trimming - If the site contains URL paths that append ";jessionid=" or any semicolon separated variables, check the box that reads "Strip URL items after semicolon".
- Default Documents - Enter the default documents for the web site. Any hits to pages that

match these filenames will be grouped into a root hit instead. For example, if you enter default.aspx and index.htm, both of these pages will register as page hits to "/".

SmarterLog Files (data files)

- Auto-Deletion - Select the maximum number of months you want the SmarterLog files to be stored. SmarterLog files are in a compressed format, which allows you to store a wider date range of logs versus saving the standard web server log files.
- SmarterLog Path - Enter the full path of where you would like the SmarterStats log files to reside for this website. This should be a location dedicated to storing the SmarterLog files on a drive with ample free space. Full paths are required (e.g. c:\SmarterLogs or d:\SmarterLogs, as the SmarterLog files do not have to reside on the same drive as the website itself).

Log Export Settings

Note: This section is completely optional. Failure to enter the values in this section will result in the Export Logs option being hidden

- Export Directory - Enter the location where log files will be exported to. This option refers to where the log files will be placed when the user asks to download the files from the SmarterStats application. A good rule of thumb is to put the logs back into the root of that particular site (e.g. c:\inetpub\wwwroot).
- Export Url - Enter the URL for the exported log files. This is the absolute link that is set up in order to allow the user to retrieve the log file when the export is completed. Again, the full URL for that site should suffice (e.g. http://www.smartertools.com).

Checking Import Progress

The Site Information area gives System Administrators information on the log files that have been processed by the SmarterStats application. Information given is the actual log file name, the last time stamp on the log file, and the number of rows that were processed in that log file.

- Actions menu - This menu allows you to quickly perform some less common actions on the site. Full descriptions of each item can be found in a section below
- Refresh - Click this button to refresh the page
- Pause - Click on this button to pause the site. A paused site will still respond to queries, but will not process any new log files
- Disable - Click on this button to disable the site. A disabled site will not process log files, and will not respond to queries, essentially shutting down stats for the site
- Start - Click on this button to enable the site. This button will only appear if the site has been paused or disabled

- Current State - This field shows the current state of the site
- Currently - Displays the current action of the SmarterStats engine on the site
- Status - Any errors that may have occurred will show in this field

Actions Menu

- Run Diagnostics - Click on this menu item if you suspect one or more files may have gotten corrupted. SmarterStats will run an automated diagnostic of all files required for this site
- Reprocess Site - This menu item will cause all log file data to be reprocessed, but not reimported.
- Reimport Site - Choose this option to cause all log files associated with a particular domain to be reimported, from the earliest log file to the latest. This essentially deletes all SmarterLog files for the site and starts importing the site over again from the beginning
- Move Site (Enterprise Edition Only) - This allows a site's statistics to be moved between servers that are supported by the SmarterStats Web Interface. This only moves the SmarterLogs, it does not move the physical site or its standard log files

Impersonating a Site Administrator

There are times when you will need to access site-specific information. SmarterStats uses impersonation to accomplish this goal, causing a separate window to login automatically as the site administrator.

To impersonate a site, click on the site name in the Manage Sites page. A new window will pop up, and will be logged in as the site administrator of the site. From there, you may view stats, edit user accounts, general site settings, or whatever other part of the site needs to be changed.

Editing Site Users

Choosing User Admin from the [actions] menu for a site will bring up another window with the User Administration page for the site. For more information about how to use the page, see the help topic User Administration for Site Administrators .

Moving a Site to Another Server

This feature is available in Enterprise Edition only
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SmarterStats has a move wizard built in to its infrastructure. Therefore, SmarterStats can handle moving all files associated with the statistics for a particular site from one server to another. This is just one more feature that makes SmarterStats Enterprise Edition exceptionally appealing to System Administrators. To move a site, do the following:

- Login to SmarterStats using your Admin SiteID, Username and Password.
- In the Manage Sites page, find the site that you wish to move.
- Click on the "action" menu that shows up to the right of the site and choose Move Site
- Choose the destination server and the new locations of logs and SmarterLog files
- Click the "start move" button to confirm that you want to move all of its Smarter Log files to the destination server.

Note: Moving a site's statistics will make the statistics for that site become unavailable until the process is complete.

How-To: Manually Move a Site

Due to your Network settings, "Move Site" may not be available or may error. If this is the case, follow the instructions below to move the site manually. If errors persist, contact your Network Administrator.

- Login as Administrator on the Web Interface
- Find the site you want to move in Manage Sites
- Click the "actions" menu next to the site, then the "Site Info" link. Note which server the site is on. Click on the "next" button twice and note the path (location) to the SmarterLog files. Then cancel the wizard.
- Login to that server to check to see that there are/were SmarterLogs created for that site.
- If there are, copy that folder (note: the name of the folder containing that site's SmarterLogs will be same as the site ID).
- Login to the server the site is moving to. Paste the SmarterLog folder you copied in Step 5 to the same location on the new server.
- Go back to the "Site Info" page in SmarterStats again.
- Click on the button "show server list." Select the correct "Server" from the drop down list associated with that site.
- IMPORTANT: you must make sure to change the "Log File Location" for the domain to conform to the location on the new server by clicking on the button "next" three times, and entering the new location for the SmarterLogs.
- Click "save". The site should now be moved.

Site Import Settings

Choosing Import Settings from the [actions] menu for a site will bring up another window with the Site Import Settings page for the site. For more information about how to use the page, see the help topic Site Import Settings for Site Administrators .

Status

Server Status

The Server Status page is an essential tool for monitoring SmarterStats on any Enterprise. It provides valuable information regarding each web server running the SmarterStats service, the status of the server, and information pertaining to the sites that cause the highest usage of server resources for the SmarterStats application. The Server Status page is broken down into the following columns:

- Server Name - This is 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 - This is 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 - This 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 ID - This is the site ID of the domain that used the most memory on that server.
- High Site Name - This is the name of the domain that used the most memory on that server.
- Queries - The number of queries running on the server at that time.

Service Version Info

This feature is available in Enterprise Edition only
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Service Version Info gives System Administrators an overview of the version of Remote Service running on all web servers. If a red "Failed" line appears, that means that the service possibly is not installed on that server, or there is a communication error with the service.

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

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

Settings

General Settings

System Administrator

- Site ID - For reference, the System Administrator Site ID is shown. It cannot be changed.
- User Name - The Administrative account having full access permission to the Web Interface and all remote services. By default, this is set to "admin". It is strongly recommended that this field be changed immediately after installation.
- Password - The password associated with the System Administrator account. By default, it is "admin". It is strongly recommended that this field be changed immediately after installation.

Administrative Emails

- SMTP Server - The mail server IP address that will receive emails sent to the "Problems" email address.
- Email Address - The email address of the SmarterStats administrator.
- Notify Administrator of SmarterStats Problems - This option allows the designated email address to receive an email when the server encounters a problem with SmarterStats.

Web Settings

- Rows per Page - The default number of rows to show per page in the Manage Sites page and elsewhere.
- New Version Alerts - Enable this box to check for updates periodically and notify you in the sidebar when new updates to SmarterStats are available.
- Sidebar Help Links - Disable this box to remove the common help links from the left sidebar for the administrator account.

Report Settings

Report Limits

- Max days for standard reports - Sets the maximum number of days that users can retrieve statistics for on standard reports.
- Max days for custom reports - Sets the maximum number of days that users can retrieve statistics for on custom reports. (Enterprise Edition Only)

- Max items per custom report - Limits the number of report items that can be added to one custom report. (Enterprise Edition Only)

DNS Resolution

- Max DNS resolution threads - Depending on your computers hardware configuration, it may be beneficial to raise or lower how much processing it does by changing the maximum IP addresses it resolves at one time. The default value of 100 will work for most servers.
- Max lookups per report - Allows you to set a limit on the number of resolved IP addresses that are returned when an user checks the "Resolve IPs" box in their settings. The higher the number of resolved IP addresses you allow, the longer those Report Items will take to display, and the higher load is placed on your server.

Default Site Settings

These settings affect all new sites added to SmarterStats. Changing these settings will not affect any site already configured in SmarterStats.

Auto-Deletion

Note: These settings automatically delete log files after the time frame you select. This is a complete deletion and is not something that can be undone. It is important that this setting only be selected if you no longer need the files or if they are backed up elsewhere.

- Smarter Logs - From the drop down arrow, select the length of time to keep Smarter logs for processing.
- Original logs - From the drop down arrow, select the length of time to keep Original logs for processing. Deleting logs after less than 7 days is possible, but not recommended.

Importing

- SmarterLog Directory - The directory that is pre-filled in the Add Site wizard.
- Default Documents - Enter the documents that are most often the default documents of sites. These will be pre-filled in the Add Site wizard.

Email Report Settings

This feature is available in Enterprise Edition only
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The email report settings can be used to customize the email account from which email reports are sent. These values will be used unless a Site Administrator overrides the setting for her site.

- 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.

Extension Settings

This configuration page shows the common file extensions that categorize files on a site. Enter extensions one per line, including the period. Default settings are shown below:

- Downloads - A list of file extensions referred to when processing all Download Report Items. Defaults are: .ASF, .AVI, .DOC, .EXE, .GZIP, .MP2, .MP3, .MPEG, .MPG, .MSI, .MSP, .QT, .QTM, .RA, .RAR, .SWF, .TAR.BZ, .TAR.BZ2, .TAR.GZ, .WMA, .WMF, .WPD, .ZIP
- Documents - A list of file extensions referred to when processing all Document Report Items. Defaults are: .CHM, .DOC, .PDF, .PS, .RTF, .TXT, .XLS, .XML
- Dynamic Pages - A list of file extensions referred to when processing all Dynamic Page Report Items. Defaults are: .ASP, .ASPX, .CFC, .CFM, .CFML, .CFMX, .CGI, .DLL, .JHTM, .JHTML, .JSP, .JWS, .MHT, .MHTML, .MV, .PHP, .PHP3, .PHTML, .PL, .SHTM, .SHTML, .STM, .WML, .XDL, .XHTML, .XML
- Images - A list of file extensions referred to when processing all Image File Report Items. Defaults are: .BMP, .CDR, .CGM, .DIB, .EPS, .GIF, .ICO, .IMG, .JAS, .JPEG, .JPG, .PCX, .PIC, .PNG, .PSD, .TIF, .TIFF

Service Settings

Service Settings allows System Administrators to change variables that can affect how the statistics are processed by SmarterStats Enterprise Edition . Variables are changed by inputting the new values in the top row, which can then be rolled out to all services by hitting the "apply to all" button, or individual services can be changed per server by changing that server's individual value. Once any values are changed, hit the "save" button to make the changes take effect. Settings that can have positive and negative effects are noted.

- 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.
- Max Sessions Per Site - The number of concurrent sessions tracked when the server is importing log files. This setting should not be changed.
- Reader Time Slice - The time dedicated to importing a single site's logs before moving on to the next site, in minutes. The optimum setting is between 5 and 45.
- Reader Threads - The number of concurrent sites to import. The higher this number the more RAM and CPU cycles are necessary. The optimum setting is 1.
- Base Priority - The thread priority of imports. This setting should stay at "Normal" or below. Increasing the priority increases the amount of CPU required.
- Rows Before Sleep - The number of rows in a log file processed before the Worker Sleep Time. The lower the number, the less CPU required, but the slower the import.
- Row Sleep Time - The number of milliseconds the service sleeps between processing rows in log files. Optimum setting is between 0 and 3. The higher the number the slower the import and less CPU required. If you want to import logs very quickly and CPU usage is not a problem, set this to 0.
- Debug Level - The level of detail kept in the service log file. This should remain at 10 unless instructed to change it by a SmarterTools representative.

Skins

SmarterStats supports an easy to use method of skinning that will allow you to co-brand SmarterStats to look more like your corporate identity. This page allows you to upload new skins or set the currently active skin.

Upload Skin - [Click here](#) to upload a new skin archive to be installed in SmarterStats. More information can be found below.

Set Active Skin - To set the currently active skin, click on the row of the skin you want to enable.

Delete link - Use this link to permanently remove a skin from your SmarterStats installation. The "_default" skin may not be deleted.

Uploading a Skin

File to Upload - Browse to the zip archive that contains the skin. For more information about skinning in SmarterStats, please refer to the skinning guide .

Upload and Install - [Click here](#) to send your skin to the server to be processed.

[Additional Admin Topics](#)

Automating Login to SmarterStats

This HTML code below demonstrates how you can make a text link (e.g. "See Your Stats") automatically log a person in to the SmarterStats application. By putting a hidden form on a simple web page, you can fill in the "Site ID", "Username,, and "Password" information either via hard coding the data or through a scripting language like ASP, ASP.Net or ColdFusion.

For the example code listed below, we have the form values set to generic text (e.g. "put_their_siteid_or_domain") to show where you would hard code values that are submitted to the login.aspx page. You could also dynamically generate these values using a scripting language like ASP or ColdFusion (a sample ASP script would substitute value="put_their_siteid_or_domain" with value=<% =txtSiteID %>). The form action shown (<http://127.0.0.1:9999/smarterstats/login.aspx>) uses the default location of the SmarterStats Web Interface. If you have created a separate web site for SmarterStats, or assigned a different IP address for SmarterStats within IIS, this action would have to be altered to reflect this change. This example demonstrates how easy and powerful the SmarterStats application is in allowing companies to automate entry into the application.

```
<html>
```

```
<head> <meta http-equiv= "Content-Language" content= "en-us" > <meta http-equiv= "Content-  
Type" content= "text/html; charset=windows-1252 "> <title>SmarterStats Login</title> </head>
```

```
<SCRIPT LANGUAGE= "JavaScript" > function GoToStats() { document.statsform.submit(); }  
</SCRIPT>
```

```
<body>
```

```
<form name= "statsform" action= "http://127.0.0.1:9999/Login.aspx" method= "post" > <input type=  
"hidden" name= "shortcutLink" value= "autologin" id= "shortcutLink" > <input type= "hidden"  
name= "txtSiteID" id= "txtSiteID" value= "put_their_siteid_or_domain" > <input type= "hidden"  
name= "txtUser" id= "txtUser" value= "put_their_username" > <input type= "hidden" name= "txtPass"  
id= "txtPass" value= "put_their_password" > </form>
```

```
<p><a href= "JavaScript:GoToStats()" > Log into your stats </a></p>
```

```
</body>
```

```
</html>
```

SmarterStats Web Services

SmarterStats was built with custom configuration in mind. In addition to being able to customize the look and feel of SmarterStats, developers and/or System Administrators have the ability to code to the SmarterStats application using several different web services. These web services allow developers and/or System Administrators to automate a variety of different things: add sites to the Web Interface on the fly, grab site-specific bandwidth usage for billing purposes, set details on a specific site or server, update site information, test servers added to the Web Interface, and more.

To view the web services, and their corresponding functions, available to you, go to your default Web Interface install location and append "services/services_page.aspx". Your particular SmarterStats location can be the specific IP address of the Web Interface (e.g. if you installed SmarterStats with the default installation you would use <http://127.0.0.1:9999/services/SiteAdmin.aspx>, etc. or a specific IP address you assigned for the Web Interface if you custom-installed SmarterStats or moved SmarterStats to a new web server) or a specific site name if you configured SmarterStats as an actual website within IIS (e.g. smarterstats.yourdomain.com). Below you will find a brief explanation of the web services available to you, along with the default installation paths to the specific web services details page.

Server Admin Web Service

<http://127.0.0.1:9999/services/serveradmin.aspx>

There are six (6) functions of the service available for customization. These services allow developers and/or System Administrators to pull information relating to a server or servers from a custom page using SOAP, an HTTP GET command, or an HTTP POST command (examples for each are provided as well). The functions, and their corresponding properties, are:

- **GetServers** - returns a list of all servers running SmarterStats Enterprise Edition .
- **GetGlobalDefaults** - returns the global default settings for a specific server. These default settings include server IP address, server status, default file, document and download extensions, and more.
- **PingServer** - allows you to ping a specific server and see the results.
- **DeleteServer** - allows you to delete a server from the Web Interface.

- AddServer - allows you to add a server directly in to the Web Interface.
- UpdateServer - allows you to change server configurations on the fly.

Site Admin Web Service

<http://127.0.0.1:9999/services/siteadmin.asmx>

There are nine (9) functions of the service available for customization. These services allow developers and/or System Administrators to pull information relating to a particular site or sites from a custom page using SOAP, an HTTP GET protocol, or an HTTP POST command (examples for each are provided as well). Constants for these web services can be found here . These functions, and their corresponding properties, are:

- AddSite - allows you to add sites to the Web Interface on the fly.
- DeleteSite - allows you to delete a site from the Web Interface on the fly.
- GetAllSites - returns a listing of all sites being monitored by the Web Interface.
- GetSitesForServer - returns sites from a particular Server ID.
- moveSite - allows you to initiate a move command to the service for a particular site. This would allow you to automate moves within a control panel application.
- getSiteStatus - allows you to check the site status for a particular Site ID.
- UpdateSite - allows you to update information pertaining to a particular site that resides in the Web Interface.
- AddSiteWithFTP - Allows you to add a site with FTP logs directly in to the Web Interface.
- GetSite - returns a single site that you specify and that is listed in the Web Interface.

Bandwidth Web Service

<http://127.0.0.1:9999/services/bandwidth.asmx>

There are two (2) functions of the service available for customization. These services allow developers and/or System Administrators to pull information relating to bandwidth usage for a particular site or server from a custom page using SOAP, an HTTP GET command, or an HTTP POST command (examples for each are provided as well). These functions can be extremely useful when providing bandwidth statistics to end users or for bandwidth monitoring and overage billing. The functions, and their corresponding properties, are:

- GetForSite - returns all bandwidth for a particular site.
- GetForServer - returns all bandwidth for a particular server on a per-site basis.

Product Information Web Service

<http://127.0.0.1:9999/services/productinfo.asmx>

There are four (4) functions of the service available for customization. These services allow developers and/or System Administrators to pull information (e.g. licensing info) or set information (e.g. license activation) relating to the product installed on the server from a custom page using SOAP, an HTTP GET command, or an HTTP POST command (examples for each are provided as well). The functions, and their corresponding properties, are:

- `ActivateLicenseKey` - allows you to activate the license key purchased for your product.
- `GetLicenseInfo` - returns information pertaining to the current product license.
- `GetProductInfo` - returns information pertaining to the currently installed product.
- `SetLicenseKey` - sets a license key for the Web Interface.

User Administration Web Service

<http://127.0.0.1:9999/services/useradmin.asmx>

There are seven (7) functions of the service available for customization. These services allow developers and/or System Administrators to perform various user functions, such as user creation and deletion, updating user information, retrieving user information and more from a custom page using SOAP, an HTTP GET command, or an HTTP POST command (examples for each are provided as well). The functions, and their corresponding properties, are:

- `AddUser` - automatically add users to a specific site.
- `SetSiteOwner` - set site ownership for a specific site to a specific user.
- `GetUser` - returns a user for a particular site.
- `ValidateLogin` - returns login results for a particular user.
- `GetUsers` - returns all users for a specific site.
- `UpdateUser` - updates user information for a site.
- `DeleteUser` - deletes the specified user from a site.

Enhancing Geographic Reports

SmarterStats uses a very efficient and accurate Geographic engine based on databases provided by MaxMind. These databases are very accurate, and correctly identify most traffic hitting your server. Because geo-location data changes frequently, SmarterStats will release a new update of these databases with every minor release of SmarterStats.

For those requiring constantly up-to-date geo-location data, MaxMind makes available a premium database that is updated monthly. In addition, the premium database takes into account dial-up services like AOL and Earthlink.

[Click here for the MaxMind premium database compatible with SmarterStats](#)

For questions regarding the premium MaxMind GeoIP Region Database, please click here .
SmarterTools does not directly support the MaxMind databases.

Instructions for installing premium database updates

- Download the latest Binary Format distribution of the Region database
- Using a product like WinZip or WinRar, extract the file to a temporary directory
- Locate a file named something similar to GeoIPRegion-###.dat and rename it to GeoIPRegion.dat
- Copy the file to your C:\program files\SmarterTools\SmarterStats\Service directory

SmarterStats allows you to customize its look and feel to suit your own needs. Instructions on skinning the web interface can be found below, as well as some notes that are important to understand.

Skinning Process

- Download the base skin module for SmarterStats. Download here
- Extract the contents into a temporary folder
- Modify the files using any of the common HTML / CSS editors on the market to adapt it to the look you want. Keep all tags that are surrounded by [brackets]. These are where controls will be added that contain the sidebar elements, body content, etc. For more details on each of the files and tags, see the section below.
- If desired, change any of the images in the Images directory
- Edit the Skin.xml file with notepad or an XML editor and modify the following:
 - Title - Input the title of your skin
 - Author - Input your name, or the name of your company
 - Save all files and make a new zip archive that contains all of the files. The structure of the zip file needs to remain the same as the skinbase.zip file you downloaded.
 - Login to SmarterStats as the administrator
 - Upload your skin in Settings - Skins, which will make it available to select as an active skin.

Restrictions

- The name of the product (SmarterStats) must remain visible in the skin. You may use a term like "Powered by", but the reference to SmarterStats must exist on the page.
- The [Copyright] tag must exist in the page, and must remain visible in the skin.

Skin Files

- Skin.xml - This XML file establishes the general properties of the skin, most notably the author and name of the skin. In the event that you give your skin to others, this helps to identify

who made the skin.

- Login.htm - The template used for the display of the login page
- Plain.htm - The template for the inner frame where messages are viewed, as seen when reading a message
- Standard.htm - The template that is seen most of the time in SmarterStats, with a sidebar and a top menu
- SysAdmin.htm - The template that is seen most of the time in SmarterStats when logged in as the system administrator, with a sidebar and a top menu
- Calendar.css - This style sheet establishes the look and feel of the popup calendar and side calendar
- Layout.css (and Layout_print.css) - General layout styles are contained in this style sheet, including colors, etc. You may modify the styles, but do not delete any styles from this file to ensure proper operation of SmarterStats.
- LayoutPlain.css - Layout styles for the Plain.htm file are contained in this file. You may modify the styles, but do not delete any styles from this file to ensure proper operation of SmarterStats.
- Skin.css (and Skin_print.css) - Skin-specific styles reside in this file. You may alter it as you see fit

Bracket Tags

- [PAGETITLE] - Inserts the title of the page. This is most frequently used between <title> tags.
- [HEADITEMS] - Required placeholder for additional items that SmarterStats needs to add to each page. Must be contained withing <head> tags.
- [SIDEBAR] - Sidebar boxes
- [PRODUCTNAMEANDVERSION] - Text for "SmarterStats Professional Edition" + version. It is required to use this tag in the skin.
- [DOMAINTITLE] - The name of the domain that is logged in to.
- [TIPTEXT] - Placeholder for where errors and messages will appear in response to actions
- [BODY] - Placeholder for the main inner content of the page. This is the big white area in the default skin.
- [COPYRIGHT] - This field is also required to be included and visible in the skin. Displays the SmarterStats copyright.
- [FOOTERCONTENT] - Used by SmarterStats internally. This tag must remain in all files in which it appears
- [MENU] - Placeholder for the main pull-down menu

Logging in to SmarterStats - System Admin

You will need to open a web browser to the location of your SmarterStats installation. By default, this URL is `http://127.0.0.1:9999` (if running the browser on the server itself, otherwise use the IP address of the server instead of 127.0.0.1), but it may be different if you have changed the location of SmarterStats.

To login to SmarterStats, type in the system admin username and password on the login screen, along with a Site ID of "admin". By default, the username and password are both "admin" (without the quotes). If everything matches up, you will be presented with the manage sites page.

One thing to notice on the Login page is the "Remember Me" checkbox. By checking this box SmarterStats encrypts your login and password. You can then 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.