



Manage

Help Documentation

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 .