



# Manage

Help Documentation

## Manage

### View Logs

This page allows administrators to get quick access to the log files generated by SmarterStats that show errors and processing information. Administrators can view log files by utilizing this page, or they can download the selected log file as a .zip file by clicking the Download icon from the Actions toolbar.

Log files can be viewed by clicking the Manage button from the main toolbar, and then selecting View Logs from the left tree view.

Server - Select the server from the drop down menu that you would like to view log files from.

Date - Enter the date which you would like to view log files from.

Type - Select the delivery method from the drop down box that you would like to analyze.

Search String - Enter a string of words that you would like to search.

### Sites

This page shows all the sites the System Administrator has added to SmarterStats. This page also allows Administrators to perform many actions  Create a New Site, Edit an existing Site, and Delete a Site.

To add a new site, click the Manage button on the main tool bar, then select Sites from the left tree view, and then click the New icon from the actions tool bar.

### Options

- 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.
- Site Name - Enter the domain name into the domain name textbox (e.g. example.com).
- Time Zone - Select the time zone that you would like the statistics processed under.
- 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 "/".

- Current State - Select from the drop down box the state in which the site should start.
- Site Administrator Username - Enter the username of the Site Admin. The Site Admin is the primary user account responsible for this site.
- Site Administrator Password - Choose a password for the site admin.

## Log Location

- 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.
- 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.

## Log Options

- 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).
- Export Directory - This field is optional - 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 - This field is optional - 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.

To get started, click the Manage button from the main tool bar, then select Sites from the left tree view, and then hover your mouse over the Actions icon from the actions tool bar. When you hover above the Actions icon the following choices will be available  Run Diagnostics, Re-process a Site, Re-import a Site, Move a Site, and Logs Imported.

- 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.
- Logs Imported - This shows System Administrators the progress of logs files that are being imported into SmarterStats.

## Adding a Server

This page lists all the servers that are available on SmarterStats. System Administrators can add, edit, and delete all servers from this page.

To add a new server, click the Manage button from the main tool bar, then select Servers from the left tree view, and then click the New icon from the actions tool bar.

### Options

- Server ID - uniquely identifies the server and is not editable.
- Server IP - Enter the IP address associated with the Server.
- Server Name - Enter a friendly name for the server. This is only used for display purposes.

## Importing

- Compression Level - Select the level from the drop down box that imported files should follow.
- Idle Time between Loops - Enter the number of minutes the sever should be idle between loops.
- Import Time of Day - Enter the start and end time the sever should be importing files.

## Processing

- 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.

## Moving a Site to Another Server

This feature is available in Enterprise Edition only

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.