WebSpy Analyzer Premium

Quick Start Tutorial

This document is intended to help you get started using *WebSpy Analyzer Premium.* For more detailed information, please see the *Analyzer* online help. This can be accessed via **Help | Contents** on the main menu.

Please send all issues or queries to WebSpy Support (support@webspy.com)

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Quick Start Tutorial

Overview

Thank you for installing *Analyzer Premium*.

This tutorial guides you through *Analyzer Premium*'s main functions to help you get started analyzing and reporting on your Internet and email traffic.

These functions include:

- Importing log data into a storage.
- Analyzing the data in your storage.
- Reporting on the data in your storage.
- Using aliases.
- Using profiles.
- Creating tasks to schedule common actions.

This tutorial uses an example WebSpy Sentinel log file to demonstrate the processes of importing and analyzing data. Once you are comfortable with these processes, please try importing and analyzing your own log files.

Importing Data

To start using *Analyzer Premium*, you need to import the log files you wish to analyze. *Analyzer Premium* imports your log files into a file called a storage.

Analyzer Premium can import up to 3 GB of log file data. If you need to import and analyze more log data at the one time, you may consider WebSpy Analyzer Giga.

Try this: Import a log file into a storage:

1. Select **Views | Storages** on the main menu or click the Storages Sidebar icon.
2. Click the **Import log files** link in the Files task pad to launch the Import Wizard. Click **Next** on the first page of the wizard.
3. On the Storage page, select the 'Create a new storage for your log files' radio button and give the storage the name 'My Storage' by entering this into the edit box. Click **Next**.
4. On the Input Format page, select the 'Microsoft Proxy' radio button in the list of supported log file formats. Click **Next**.
5. On the Input Location page, click the **Add** button and select **File** from the drop down menu. This launches an Open dialog at your default log file location (specified in Location Options). By default this is My Documents\WebSpy\<product name>\Logs.
6. When you installed the application, a WebSpy Sentinel log file was installed to your default log location called 'WebSpy Sentinel.log'. Select this log file using the Open dialog and click **Open**. Click **Next** on the Input Location page.
7. Click **Next** on the Selection page without checking any check boxes.
8. On the Final page of the Import Wizard, ensure the 'Import hits from selected files or folders' checkbox is checked and click **Finish**. This begins the importing process.

Log files can take a while to import depending on the amount of data they contain. You can click the **Stop** button on the toolbar to stop loading the log files at any time. To resume the loading, click the **Import new hits** link in the Files task pad.

After the import is complete, the imported log files are listed in the Storages Screen. If an issue is encountered when importing a log file, those logs are displayed in red. You can review these issues at any time using the **Review log file** issues link in the Files task pad.

To import your own log file data, simply choose your log file format in step 4 (Such as Cisco, or Microsoft ISA Server), and navigate to the location of your logging devices log files in step 5.

Once you have imported some log files, you can analyze your data in Summaries, create reports, and use aliases and profiles to retrieve useful information from your log files.

Analyzing Data

To view and analyze the data in your storage, you need to run an analysis in Summaries. Running an analysis is the process of reading the information in your storage and creating Summaries. Summaries can be interactively browsed enabling you to drilldown into all areas of your organization's activity.

Try this: Run an analysis:

1. Select **Views | Summaries** from the main menu, or click the Summaries Sidebar icon.
2. Click the **Run analysis** link in the Summaries task pad to launch the Analysis Wizard. Click **Next** on the first page of the Analysis Wizard.
3. On the Select Analysis page, select the 'Full Analysis' radio button and click **Next**.
4. Check the checkbox next to the storage 'My Storage' that you created in the previous topic. Click **Next**.
5. Click **Next** on the Selection page without checking any checkboxes.
6. On the Final page of the Analysis Wizard, click **Finish** to begin the analysis.

During the analysis *Analyzer Premium* generates a list of Summaries. This may take some time depending on the size of your storage.

Once an analysis has been run, the Overview screen is displayed. All the Summaries that were generated during the analysis are displayed as hyperlinks down the right side of the screen. View the complete list of summaries.

Clicking a summary hyperlink displays the full summary. This includes the list of items for the summary, along with aggregate columns such as hits, incoming and outgoing size, and browsing time.

Try this: *Click the 'Sites' summary to display all the web sites that have been visited along with the number of hits to each web site, and the browsing time for each site.*

Once you have clicked a summary, you will notice that each Summary item is also hyperlinked. Clicking one of these hyperlinks will calculate all the summaries specific to that Summary item. This process is called 'drilling down'. You can specify the summary you want to view by right-clicking an item, selecting **Drilldown** from the pop-up menu, and choosing the desired summary.

Try this: *Right-click a web site name, select Drilldown from the pop-up menu, and select Users from the sub-menu. All the users that visited that web site are now displayed.*

You can continue this process to drilldown into any area of your organization's activity.

Hint: *Some drilldowns can take some time to generate. Drilling down first into periodical summaries like 'Dates', 'Days' and 'Weeks' reduces the number of periods analyzed and improves drilldown time.*

The Location bar at the top of the screen displays your drilldown path to help you keep track of where you are. Each part of the drilldown path is hyperlinked, so you can quickly return to any previous level. The location bar can be dropped down to select a different summary at the current level.

Try this: Using the Location bar:

1. Go back to the Overview screen by clicking the 'Summaries' hyperlink in the Location bar at the top of the screen.
2. Drilldown into the Protocols summary by clicking the 'Protocols' hyperlink.
3. Right-click a Protocol and select **Drilldown | Users** from the pop-up menu to display the users that used that Protocol.
4. View the dates the Protocol was used by dropping down the Location bar at the top of the screen and selecting 'Dates' from the list.

You can also use the up and down arrow buttons on the toolbar to go up a level or drilldown into a selected item.

Creating Reports

Analyzer Premium enables you to generate printable and online reports which you can distribute, print or archive.

Try this: Generate a report:

1. Select **Views | Reports** from the main menu, or click the Reports Sidebar icon.
2. Click the **Generate a new report** link in the Reports task pad to launch the Report Wizard. Click **Next** on the first page of the Report Wizard.
3. On the Report Type page, select the 'Template Report' radio button. Click **Next**.
4. On the Storages Page, check the checkbox next to the storage 'My Storage' that you created in the topic Importing Data. Click **Next**.
5. The Templates page lists all the pre-defined reports that come with *Analyzer Premium*. Select the 'Organization' radio button, ensure the 'Edit Template Settings' checkbox is un-checked and click **Next**.
6. Click **Next** on the Selection page without checking any checkboxes.
7. The Document Format page lists all the report formats you can choose from. Select the 'Web Document (HTML)' radio button and click **Next**.
8. On the Publish page, ensure the report document has a name (it should default to the name of the template, in this case 'Organization'). Check the 'Display the report using the default viewer' checkbox and leave all other checkboxes unchecked. Click **Next**.
9. On the Final page of the Report Wizard, click the **Finish** button to generate the report.

Analyzer Premium then generates the report and displays it using your default Internet browser. Use the navigation tree to the left of the report to view the report's various sections.

Show me!

You can create other types of reports such as Comparison Reports (where you can specify up to four drilldowns), and Session Based reports (how long have users been browsing) using the Report Wizard. You can also edit any of the pre-defined report templates using the Templates View.

Tip: *Some reports can take a long time to generate. You can reduce this time by filtering your data. For example, instead of reporting on all users and all sites, filter the report by top 20 users and top 50 sites.*

Using Aliases

Aliases enable you to define an alternative name for a data item or group of data items, which you can choose to display when viewing your data in Summaries or Reports.

Aliases can be used translate names or IP addresses into a more useful form. This means that a user's or web site's name can be viewed instead of its IP address, or a type of file rather than the file extension.

For example, 'Bob Smith' will be displayed instead of '192.168.0.213', or 'image file' instead of '.gif'.

Analyzer Premium comes with a list of aliases that you can use for common reporting requirements, including:

- Usernames
- Departments
- Files
- Sitenames
- Browsing

Try this: Applying aliases in Summaries:

1. Go back to the Summaries View by selecting **Views | Summaries** from the main menu, or by clicking the Summaries Sidebar icon.
2. Ensure you have an analysis run (see Analyzing Data) and drilldown to the Extensions summary.
3. Select the 'None' radio button in the Aliases task pad. All the file extensions in your storage are displayed such as .gif, and .exe.
4. Now click the 'Files' radio button in the Aliases task pad. All the file extensions are now grouped into File Types such as 'Image File' and 'Web Document'.
5. View the users that have downloaded script files by right-clicking the 'Script File' item and selecting **Drilldown | Users** from the pop-up menu.

You can add Summary items to aliases when browsing your data on the Summaries View.

Try this: Adding a user to the Usernames alias from Summaries:

1. Ensure you are on the Summaries View and an analysis has been run (see Analyzing Data).
2. Drilldown to the Users summary.
3. Right-click a user in the list and select **Add to alias...** from the pop-up menu. **Tip:** *By holding down the Shift and Ctrl keys, you can select multiple items and group them into the one alias.*
4. Select the 'Usernames' alias from the 'In alias:' drop down list. In the 'As' edit box, enter 'John'. Click **OK**.
5. Select the 'Usernames' radio button in the Aliases task pad. You will notice that the user you aliased is now displayed as 'John'.

You can also manually add items to aliases as well as import users and departments from your domain controller on the Aliases View.

Using Profiles

Profiles are used to categorize the Internet resources accessed by members of your organization.

A profile is a collection of keywords that are matched against the names of web sites and downloaded Internet resources, as well as email subject lines. A hit that does not contain any keywords will be assigned to the 'Miscellaneous' profile.

You can view the results of profile matching by drilling down into the Profiles Summary on the Summaries View. You can also select the Profiles summary when creating reports.

Try this: Viewing Profiles in Summaries:

1. Ensure you are on the Summaries View and an analysis has been run (see Analyzing Data).
2. Drilldown into the Profiles Summary. This summary shows how many hits in your storage were categorized into each profile. Included in this list is the Miscellaneous Profile that contains all the hits that did not match any profile.
3. Right-click the Search Engines Profile and select **Drilldown | Sites** from the pop-up menu. This summary displays the Search Engine web sites that have been used.
4. Go back up to the Profiles summary by clicking the Up arrow on the toolbar.
5. Right-click the Web Mail Profile and select **Drilldown | Users** from pop-up menu. This summary displays all the users that have been using Internet email sites.
6. View the Internet email sites that these users visited by selecting the Sites summary from the Location drop down bar at the top of the screen.

You can also maintain the list of keywords in your profiles to more accurately reflect your organization's browsing habits.

Try this: Maintaining Profiles:

1. Ensure you are on the Summaries View and an analysis has been run (see Analyzing Data).
2. Drilldown into the Profiles Summary.
3. Right-click the Miscellaneous Profile and select **Drilldown | Sites** from the pop-up menu. This summary displays all the web sites that did not get categorized into a Profile.
4. Right-click one of these web sites and select **Include in profile...**
5. In the 'Include' edit box, edit the site and remove characters like 'www' and '.com' so that you have a keyword that can be used for matching any URL. For example, adding the keyword 'google' to a profile will categorize hits to 'www.google.com' as well as hits to 'images.google.com'. Whereas adding the keyword 'www.google.com' will only categorize hits to 'www.google.com'.
6. Select the Profile you want to add the keyword to from the Profile drop down list. Alternatively, you can create a new profile by entering the name of the Profile in this list.
7. Click **OK**.

For any changes made to your profiles or keywords to be reflected in Summaries, you need to re-run the analysis or run a new analysis in Summaries (see Analyzing Data).

You can also view the why some hits are being categorized into a profile using the Individual Hits Summary. This is useful for maintaining your list of keywords so that URLs are not incorrectly categorized.

Try this: View keyword matching using the Individual Hits Summary:

1. Ensure you are on the Summaries View and an analysis has been run (see Analyzing Data).
2. Drilldown into the Profiles Summary.
3. Right-click the Sports profile and select **Drilldown | Individual Hits** from the pop-up menu. All the hits that were categorized into the Sports profile are displayed.
4. Ensure the Site/Recipient and Resource/Subject fields are shown by clicking the **Choose columns** link in the Advanced Task pad and checking the 'Site / Recipient' and 'Resource / Subject' checkboxes. Click **OK**.

5. You will notice that some of the text in the Individual Hits summary is bold. The bold text indicates the keyword that was matched to categorize the hit into the Sport profile.

If you notice a hit that has been incorrectly categorized, you can ensure it is excluded from that profile by adding an 'excludes' keywords to the profile on the Profiles View. You can edit your Profiles and list of include and exclude keywords using the Profiles View.

Scheduling Tasks

Analyzer Premium enables you to schedule the following actions to execute at a later time:

- Import into new or existing storages.
- Reload all hits in an existing storage.
- Split a storage.
- Import Windows Users.
- Resolve IP addresses.
- Run a report.

This is especially useful for dealing with large amounts of data as you can set the task to run overnight.

Note: *To schedule tasks within Analyzer Premium, you need to have Windows® Scheduled Tasks installed and running.*

One of the most common tasks you want to schedule is importing data and running a report on that data.

Try this: Schedule a task to import data and run a report each day:

A. Name the Task:

1. Select **Views | Tasks** from the main menu, or click the Tasks Sidebar icon.
2. Click the **New task dialog** link on the Tasks task pad. This launches the Task Properties dialog.
3. On the General Tab, enter 'Daily Import and Report Task'.

B. Schedule the Task:

1. Click the Schedules tab and click the **Add** button on the toolbar. This launches the Schedule Wizard. Click **Next** on the first page of the Schedule Wizard.
2. Select the 'Daily' radio button and click next.
3. On the Daily page set the 'Start date' to tomorrows date, and the 'Start time' to 01:00:00 AM. Also set 'Perform this task every **1** day(s)'. Click **Next**.
4. When the task runs, it will run as the user you are currently logged in as. Enter your Windows login password in both the 'Password' and 'Confirm Password' edit boxes. Click **Next**.
5. On the Final Page of the Schedule Wizard click **Finish** to add the schedule.

C. Add Actions to the Task:

Import Action:

1. Click the Actions tab and click **Add | Import log files into new storage** on the toolbar. This launches the Import Wizard. Click **Next** on the first page of the Import Wizard.
2. On the Storage page, name the storage 'Daily Storage' and check the 'Prefix with the current date' checkbox. This ensures that each time the import runs, a new storage with a unique name is created rather than over writing the same storage each time. Click **Next**.
3. On the Import Format page, select Microsoft Proxy and click **Next**.
4. Click **Add | Folder** on the toolbar to launch a folder browser dialog. Navigate to your logging devices log file location. Alternatively, you can import the

example log file that comes with *Analyzer Premium* by navigating to My Documents\WebSpy*Analyzer Premium*<version number>\Logs and click **OK**.
5. On the Folder Properties dialog ensure the 'Use this folder when importing new hits' checkbox is checked as well as the 'Search this folder for new files when importing new hits' checkbox. Uncheck the 'Search subfolders for files checkbox, and select '*.log' as the file Mask. Click **OK**. 'Example.log', or your logging devices log files should appear on the Input location page. Click **Next**.
6. If you are importing the example log (see step 4), click **Next** on the selection page without checking any checkboxes. Otherwise, check the 'Select dates' checkbox. Click **Next**.
7. *Skip this step if you are importing the example log (see step 4).* On the Select Dates page, select/enter 'Show Past 1 Days'. This limits the import to only get yesterday's data. Click **Next**.
8. On the Final page of the Import Wizard, click **Finish** to add the import action.

Report Action:
1. On the Actions tab of the Task Properties dialog, click **Add | Run a report** on the toolbar. This launches the Report Wizard. Click **Next** on the first page of the Report Wizard.
2. On the Report Types page, select the 'Template Report' radio button. Click **Next**.
3. On the Storages page, check the checkbox next to the '[date] Daily Storage' storage. Each time this report action runs, the report will be run on the storage with the date prefix that matches the current date. Click **Next**.
4. On the Templates page, select the 'Organization' radio button and un-check the 'Edit Template Settings' checkbox.
5. Click **Next** on the Selection page without checking any checkboxes.
6. On the Document Format page, select the 'Web Document (HTML)' radio button and click **Next**.
7. On the Publish page, ensure the report document has a name (it should default to the name of the template, in this case 'Organization'). Check the 'Prefix with the current date' checkbox and leave all other checkboxes unchecked. This ensures that each time the task runs, a new report with a unique name is created, rather than overwriting the existing report each time. Click **Next**.
8. On the Final page of the Report Wizard, click the **Finish** button to add the Report Action.
9. Click **OK** on the Task Properties dialog to add the new task.

Once you have added the task, it is a good idea to check that it works.

Try this: Run the Task Manually:

10. Ensure you are on the Tasks View by selecting **Views | Tasks** from the main menu or clicking the Tasks Sidebar icon.
11. Right-click the 'Daily Import and Report Task' in the Task and select **Run** from the pop-up menu. The import action runs first then the report action runs. The results of each task action are displayed in the Tasks View.

If your task runs correctly, then you can be confident that it will run at the scheduled time as desired.

Summary

This concludes the *Analyzer Premium* Quick Start Tutorial. You should now have a good idea how to import, analyze and report on your data.

If you have further questions, please consult the help file for more detailed information on each area of the application. You can access the help file by selecting **Help | Contents** from the main menu, or by pressing F1 from anywhere within the application.

If you still have trouble getting started or would like to purchase this application, please contact WebSpy, or one of our authorized channel partners:

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