WebSpy Live 1.0.

User's Manual

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1. Overview - WebSpy Live 1.0

WebSpy Live monitors your proxy server or firewall's current log files to provide you with a real-time picture of what people using your network are doing. It enables you to:

- See who is browsing at any moment
- Find out as soon as unacceptable browsing occurs
- Identify any users who spend too long browsing, while they are still browsing
- Discover what your users are doing and what sites they are visiting

You can configure *Live* so that an alert is generated whenever one of your users browses in a way that you consider inappropriate. You can specify exactly what is inappropriate for your organization using as many triggers as necessary.

There are three main parts to *Live*:

Live Status – an unobtrusive list where you can see which alerts have been generated, and which of your users are currently browsing. You can select any alert or user to see a summary of the behavior that generated the alert.

Live Summary – an overview window where you can see what each of your users is currently doing, and has been doing for the time *Live* has been monitoring

Live Configuration – a configuration window where you can choose which proxy logs to monitor, and when to produce alerts

Live will keep details of all your users' browsing sessions, including the sites that were visited, until you shut down *Live* or your computer, or until you reset *Live* to clear your accumulated summaries.

Live can be installed on any computer on your network.

If you are using *Live* for the first time look at the following sections for more details.

- Live Configuration Topics on page 4
- Live Options Topics on page 43
- Live Status Topics on page 47
- Live Summary Topics on page 54

1.1. Before you start…

WebSpy Live can be installed on any computer on your network that is running Windows® 95, 98, ME, NT or 2000. *Live* runs best on a computer using Windows® 2000 with at least 64 MB of RAM and a 200 MHz or faster processor. Naturally, the more users you have, and the more active they are, the more memory and CPU resources *Live* will take up.

Your proxy server needs to support Windows networking, and your computer needs to be set at the same date and time as your proxy server e.g. both at 9:06 am. If your proxy server or firewall's log files are stored on a network drive, the user of *Live* must have permission to access them and will need to know the format of these log files. If you don't know the format, send a sample of the log file to WebSpy Support (support@webspy.com).

A list of supported log files is included at the end of this document in Appendix 2 – Supported Log File Formats on page 67.

1.2. Registering WebSpy Live

If you do not register *Live*, your trial period will run out thirty days after you first use the program.

To register *Live*:

1 Open Live Configuration by right-clicking on the Live icon in your system tray and selecting 'Configuration' from the pop-up menu that is displayed

2 Go to **Tools | Registration Wizard** to launch the Registration Wizard

You can also open the Registration Wizard by clicking on the **Register** button on the splash screen that appears when you first open *Live*.

There are two parts to the registration process:

- Requesting an unlock code; and
- Entering an unlock code to register your copy of Live

If you have any problems with the registration process, please contact support@webspy.com.

Note: Your computer must have an active Internet connection to be able to register your software, and have outbound access on port 80. Your system administrator should be able to help you with this if necessary.

1.2.1. Requesting an Unlock Code

The first step in the registration process is requesting an unlock code, using the Registration Wizard.

To request an unlock code:

1 Launch the Registration Wizard by choosing **Tools | Registration Wizard** from the main menu in Live Configuration, or by clicking on the **Register** button on the splash screen that appears when you first open *WebSpy Live*

2 Once the Registration Wizard is open, you need to enter your details into the Registration Details and User Contact Details pages of the wizard

WARNING: These details are essential for WebSpy Ltd. to generate a successful unlock code for your copy of *Live*. If you do not supply your correct details, WebSpy Ltd. cannot confirm that you have purchased your software, and an unlock code will not be generated for you.

3 After you have entered all your details, the Submission page will show you the progress of your submission

4 If it is successful, you will be able to click **Finish** to complete the wizard

Once the wizard has been completed, an unlock code for the software will be emailed to the address you provided in the User Contact Details page. See Entering your Unlock Code below for instructions on how to unlock WebSpy Live.

After you have requested an unlock code, you will not be able to re-submit your request. If you need to do so (for example, because you have entered some details incorrectly), please contact WebSpy Ltd.

If you need to reinstall *Live* for any reason you must use the Registration Wizard again to request a new unlock code. You will not be able to use your old unlock code.

See also Registering WebSpy Live on page 2.

1.2.2. Entering your Unlock Code

After you have requested an unlock code (see above), you will receive an email containing that unlock code. This unlock code needs to be entered into the Registration Wizard.

To enter your unlock code:

1 Launch the Registration Wizard by choosing **Tools | Registration Wizard** from Live Configuration, or by clicking on the **Register** button on the splash screen that appears when you first open WebSpy Live

2 Copy the unlock code from the registration email

3 On the Enter Unlock page of the wizard paste the unlock code that you copied from the email into the Unlock Code edit box

4 Click **Next**

5 Your unlock code will be verified, and your registration confirmed

6 To close the wizard, click **Finish**

If you need to reinstall *Live* for any reason, use the Registration Wizard to request a new unlock code. You will not be able to use your old unlock code.

See also Registering WebSpy Live on page 2 and Requesting an Unlock Code on page 2.

1.3. Installing and Uninstalling Live

To install *WebSpy Live 1.0*, simply double-click the file you downloaded, or insert your *Live* CD into your computer's CD drive.

You can uninstall *WebSpy Live* using Add/Remove Programs in your computer's Control Panel. Then, you will need to delete any folders remaining in the location you originally installed *Live*.

2. Live Configuration

Live Configuration is automatically displayed the first time you run *WebSpy Live*. In order to use *Live* effectively you will need to use Live Configuration to configure various components of *Live* such as triggers, profiles, aliases and departments.

To manually launch Live Configuration:

Right-click on the Live icon in your system tray and select 'Configuration' from the pop-up menu.

OR

If you already have Live Status open click on the Live icon in the top left hand corner and select 'Configuration' from the menu that is displayed.

Live Configuration has the following components:

Inputs: Specify the log files you want to monitor

Triggers: Specify the conditions that will raise an alert. You can set up triggers based on profile, size, extension and time

Profiles: Configure profiles for your organization

Aliases: Configure the aliases for all users within your organization

Departments: Organize your users into departments such as Marketing, Legal or Administration

See also Live Status on page 47 and Live Summary on page 54.

2.1. *Inputs*

In Inputs, you can choose the folder that contains the log files you want *WebSpy Live* to monitor. You can monitor log files stored on a local or network drive.

In Live Configuration, go to Inputs by selecting **Views | Inputs** from the main menu or by clicking on the **Inputs** sidebar icon. See Figure 1below for a screen shot of the Inputs view.

Using the Input Wizard, you can specify the folder that contains the log files, their format, and any filters you want to use.

Once you have specified an input, *WebSpy Live* will monitor it for any breaches of the triggers you have defined and raise alerts based on these triggers. You can specify your triggers using the Trigger Wizard.

Any active users or alerts will be displayed in Live Status.

In inputs you can:

- Add, edit and delete inputs
- Save, open and clear lists of inputs
- Enable or disable inputs

Once you have been monitoring your log files for some time, it is very easy to customize your Aliases see page 28 and Departments see page 34.

See also on page 13, Filtering Inputs on page 6 and Using the Input Wizard on page 6.

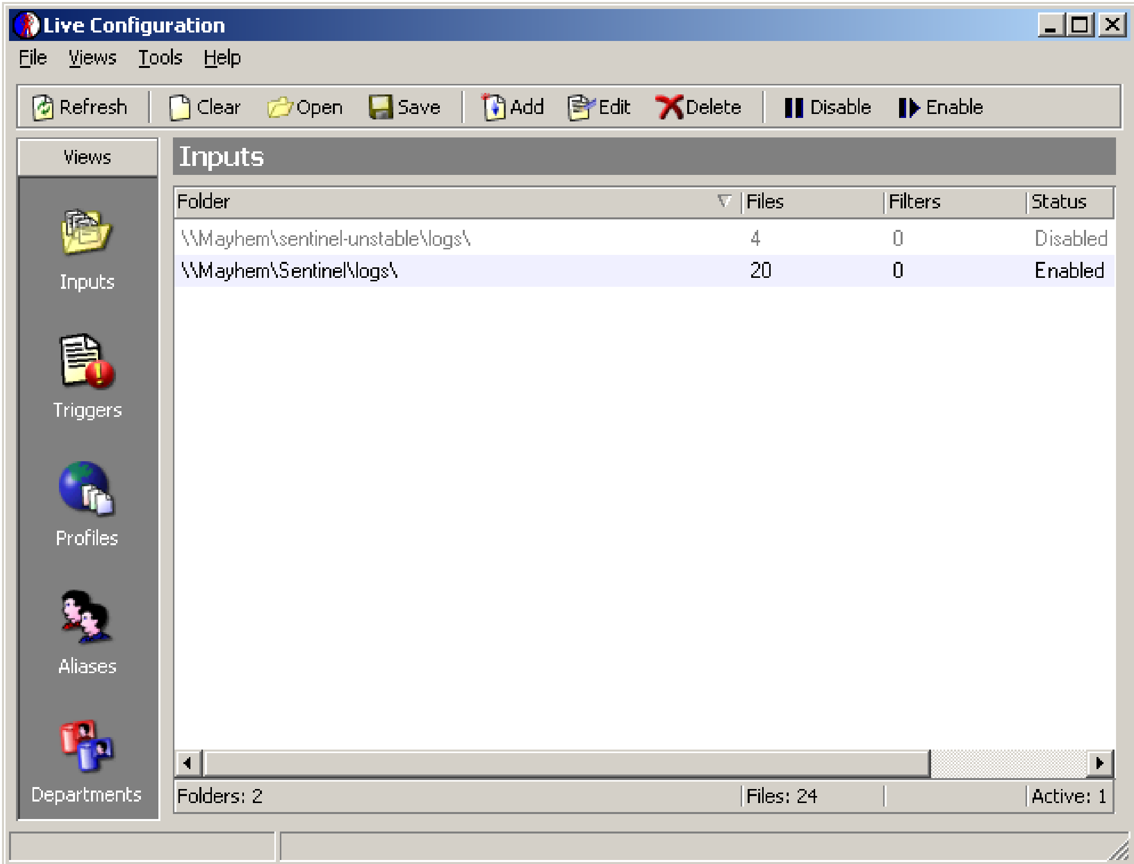


Figure 1 - Live Configuration Inputs View

2.1.1. Adding Inputs

You will need to add inputs before *WebSpy Live* can start monitoring your log files. Using the Input Wizard, you can specify the folder that contains the log files you want to monitor, their format, and any filters you want to use.

If your proxy server provides more than one type of log file, or if you have other types of files stored in your proxy log file folder, you can use an appropriate file mask to make sure *Live* only monitors the correct files. For example, if you use Microsoft® Proxy Server, you might use W3*.log as your file mask to only monitor these logs and not the WS*.logs.

To add an Input:

1 In Live Configuration, go to Inputs by selecting **Views | Inputs** from the main menu or by clicking on the **Inputs** sidebar icon

2 Click on the **Add** button on the toolbar to launch the Input Wizard

The Input Wizard will guide you through the process of adding an input to monitor in *Live*.

Hint: When you add or edit inputs (or lists of inputs) the name of the list is displayed in the gray bar at the top of the view. An asterisk after the list name, for example Inputs[Mail]*, means that the list has been edited but not saved. See Using Default Inputs on page 12.

See also Editing an Input on page 10, Deleting an Input on page 10, Opening an Inputs List on page 10, Saving an Inputs List on page 11 and Input Issues on page 13.

2.1.2. Filtering Inputs

The Input Wizard enables you to apply filters to your log files before *WebSpy Live* starts monitoring them. This means that you only monitor the data you are interested in.

For example, if you were only interested in users who are viewing adult sites, you could filter to monitor data only from the Adult profile. You can even choose to only monitor certain users using department filtering.

There are three types of filtering you can apply:

- Protocol filtering
- Profile filtering
- Department filtering

To filter your log files, make sure you select 'Yes' when asked if you want to further filter your log files on the Filters page of the Input Wizard.

For department or profile filtering to work, you will need to have specified departments and profiles. See Profiles on page 22 and Departments on page 34.

Note: If you do not specify any filters, all protocols, profiles and departments will be monitored by default.

2.1.3. Using the Input Wizard

The Input Wizard will guide you through the process of choosing log files for *WebSpy Live* to monitor. You can specify the formats of your files, and define any filters you wish to use for that input.

You can use the Input wizard to add further inputs or edit any of your existing inputs.

To launch the Input Wizard:

1 In Live Configuration, go to Inputs by selecting **Views | Inputs** from the main menu or by clicking on the **Inputs** sidebar icon

2 Click on the **Add** button on the toolbar

The Input Wizard has the following pages:

- The Folder Page, where you can specify the folder that contains the log files you want to monitor
- The Advanced Settings Page, where you can specify the time interval for checking updates to the log files you are monitoring
- The Filter Page, where you can specify whether the log files are filtered or not
- The Input Finish Page, where the summary details for the inputs you have specified are displayed

If you want to make any changes to your selections, click **Back** to return to the previous page otherwise, click **Next** to continue.

On the Finish Page of the wizard, click **Finish** to start monitoring the folder containing the log files you specified. Monitoring starts from the end of the log file and hits recorded prior to that time will not be monitored.

Folder Page

On this page of the wizard you can specify the location of the folder that contains the log files you want to monitor. See Figure 2 below for a screen shot of the Folder page in the Input Wizard.

To specify a folder:

1 Type in the location of the folder that contains the log files you want *WebSpy Live* to monitor directly into the edit box

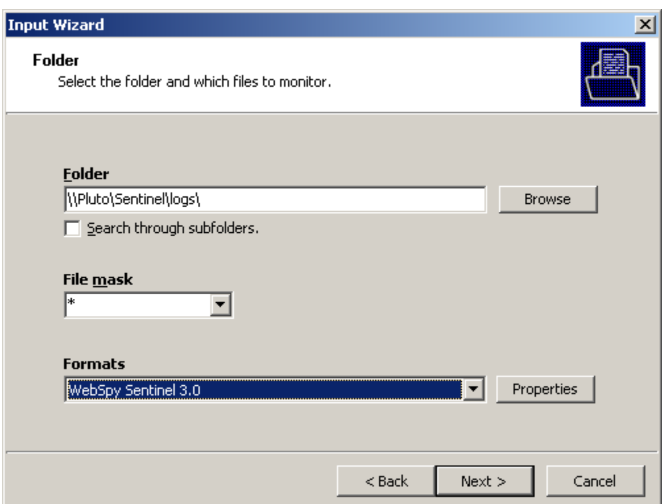
OR

Search for the folder by clicking on the **Browse** button to launch the Browse for Folder dialog. Navigate to the folder then click **OK**.

2 Check the 'Search through subfolders' checkbox if you want *Live* to search through available subfolders for any other log files

3 Select an appropriate file mask from the drop down list or specify your own

4 Select an appropriate log format for your log files from the drop-down list



Note: *Live* will monitor all log files including any new logs added to the folder you specified. If you limit the number of files in this folder, *Live* will use fewer resources. Use file masks and delete or move files you no longer require to ensure that only the most current log files are monitored.

Once you have made your selections, click **Next** to continue.

Figure 2 - Input Wizard Folder Page

Advanced Settings Page

On this page of the Input Wizard you can specify the time interval for checking updates to the log files you are monitoring, and what to do when a problem occurs with the log file format. In most situations, you will not need to change these settings, and can safely click **Next** to proceed to the next page of the wizard.

WebSpy Live will check your log files to ensure that all hits are recorded and monitored in a timely manner. The default time interval between checks is set at 0.1 seconds and this value is suitable for most environments. This means that *Live* will check your log files for updates 10 times every second.

In most cases you will not need to change this default time interval, however if you have a lower specification computer you may want to make this time interval longer in order to reduce CPU utilization.

You may also want to specify a longer time interval if your organization does not experience heavy Internet traffic, because fewer hits will be added to your log files each second.

Check the 'Ignore all log file format issues' checkbox to ignore any issues arising from an incorrect log file format for the log file *Live* is monitoring. Input issues may still arise if problems relating to network availability occur. For example, if your proxy server was rebooted, *Live* may experience problems accessing the folder containing the log files it was monitoring, and an input issue would be displayed in Live Status. See also Input Issues on page 13.

Click **Next** to continue.

Filters Page

On the Filters page, you can choose whether to filter the log files you are monitoring to reduce the amount of monitored data.

Un-check the 'Include failed hits' checkbox so that these hits are not monitored by *WebSpy Live*. If you do not un-check this box, all failed hits will be monitored, and they will be displayed in red in Alert Details and the session level of Live Summary.

If you want *Live* to automatically resolve user and site IPs into meaningful names, check the 'Resolve IPs' checkbox.

You can choose whether or not you want to further filter your log files.

To filter your log files:

Select 'Yes' and click **Next**. You can choose whether to filter by Protocol, Profile or Department.

OR

Start monitoring the folder without filtering by selecting 'No' and clicking **Next**.

Hint: If you apply profile filtering, it is good to resolve site IPs so that *Live* can check the real names of the sites visited for keywords.

Once you have made your selections, click **Next** to continue.

Protocol Filter Page

The Protocol Filter page only appears if you have chosen to filter your log files. It enables you to select which protocols to monitor if your log files contain information about more than one protocol.

To select which protocols to monitor:

1 Check the 'Enable protocol filtering' checkbox

2 Select the name of the protocol to include from the 'Available' list

3 Click on the **Include>** button to add the protocol to the 'Included' list

To remove a protocol from the 'Included' list:

1 Select the protocol's name

2 Click on the **<Exclude** button

Note: If you don't specify any protocols to monitor, *Live* will automatically monitor all protocols by default.

Once you have made your selections, click **Next** to continue.

Profile Filter Page

The Profile Filter page enables you to select which profiles to monitor. This is useful if your Internet usage policy proscribes certain types of browsing but permits others.

To select which profiles to monitor:

1. Check the 'Enable profile filtering' checkbox
2. Select the name of the profile to include from the 'Available' list
3. Click on the **Include>** button to add the profile to the 'Included' list

To remove a profile from the 'Included' list:

1. Select the profile's name
2. Click on the **<Exclude** button

Note: If you don't specify any profiles to monitor, *Live* will automatically monitor all profiles by default.

Once you have made your selections, click **Next** to continue.

See also Profiles on page 22.

Department Filter Page

The Department Filter page enables you to select the departments you want to monitor in *WebSpy Live*. You can use department filtering to monitor a certain group of users, or all users except a group of users.

Before you can select a department to monitor, you will need to have specified some departments.

To select which departments to monitor:

1. Check the 'Enable department filtering' checkbox
2. Select the name of the department to include from the 'Available' list
3. Click on the **Include>** button to add the department to the 'Included' list

To remove a department from the 'Included' list:

1. Select the department's name
2. Click on the **<Exclude** button

Note: If you don't specify any departments to monitor, *Live* will automatically monitor all departments by default. The Miscellaneous department contains all the users that have not been assigned to one of the other departments.

Once you have made your selections, click **Next** to continue.

See also Departments on page 34.

Input Finish Page

The last page of the Input Wizard provides summary details for the inputs you have specified, including details for any filters you have applied to the log files.

Click **Finish** to start monitoring, or click **Back** to change your selections. Clicking **Cancel** will return you to Inputs without adding a new input.

2.1.4. Editing an Input

You can edit an input to change input details, or add or modify your filters.

To edit an input:

1 In Live Configuration, go to Inputs by selecting **Views | Inputs** from the main menu or by clicking on the **Inputs** sidebar icon

2 Click on the input to edit

3 Click on the **Edit** button on the toolbar to launch the Input Wizard

You will need to navigate through the pages of the Input Wizard to make any necessary changes.

See also Using the Input Wizard on page 6, Adding Inputs on page 5 and Deleting an Input on page 10.

2.1.5. Deleting an Input

WebSpy Live enables you to delete any inputs that you no longer require.

To delete an input:

1 In Live Configuration, go to Inputs by selecting **Views | Inputs** from the main menu or by clicking on the **Inputs** sidebar icon

2 Click on the input's name, then click on the **Delete** button on the toolbar

3 A Confirmation dialog will be displayed

- Click **Yes** to delete the input
- Click **No** to return to Inputs without deleting the input

Hint: You can also right-click on an input to delete it. Choose the 'Delete' option from the pop-up menu that is displayed.

See also Adding Inputs on page 5, Editing an Input on page 10 and Clearing an Inputs List on page 11.

2.1.6. Opening an Inputs List

WebSpy Live enables you to open a saved list of inputs that you frequently use.

To open an Inputs list:

1 In Live Configuration, go to Inputs by selecting **Views | Inputs** from the main menu or by clicking on the **Inputs** sidebar icon

2 Click on the **Open** button on the toolbar to launch the Open dialog

3 Select an Inputs list to open, then click on the **Open** button. The name of the list you opened will be displayed in the gray bar at the top of the view.

Opening an Inputs list will clear any currently monitored inputs.

Note: An Inputs list is saved with the extension '*.Inputs'. You can find out where *Live* stores Inputs lists from Locations Options (page 45).

See also Saving an Inputs List on page 11, Clearing an Inputs List on page 11 and Using Default Inputs on page 12.

2.1.7. Saving an Inputs List

You can save a copy of commonly used inputs to monitor in *WebSpy Live* at any time.

To save an Inputs list:

1 In Live Configuration, go to Inputs by selecting **Views | Inputs** from the main menu or by clicking on the **Inputs** sidebar icon

2 Click on the **Save** button on the toolbar to open the Save dialog

3 Type a unique name for the Inputs list into the dialog

4 Click on the **Save** button. The name of the list will be displayed in the gray bar at the top of the view.

You can quickly reload this list into *Live* when required. An Inputs list is saved with the extension '*.Inputs'.

The active Inputs list will be automatically saved whenever you exit *Live* as Default.Inputs.

See also Using Default Inputs on page 12, Clearing an Inputs List on page 11and Opening an Inputs List on page 10.

2.1.8. Clearing an Inputs List

WebSpy Live enables you to clear an Inputs list so you can specify new inputs or load a saved Inputs list.

To clear an Inputs list:

1 In Live Configuration, go to Inputs by selecting **Views | Inputs** from the main menu or by clicking on the **Inputs** sidebar icon

2 Click on the **Clear** button on the toolbar. If you haven't saved changes made to your Inputs list a Confirmation dialog will be displayed.

- Click **Yes** to launch the Save dialog and save the Inputs list before clearing
- Click **No** to clear the Inputs list without saving
- Click **Cancel** to return to the current Inputs list

If you have saved your Inputs list you can open it at any time to reuse the inputs.

Note: If you have not made any changes to your currently loaded Inputs list, you will not be prompted with a Confirmation dialog. The list will be automatically closed for you.

See also Saving an Inputs List on page 11, Opening an Inputs List on page 10 and Using Default Inputs on page 12.

2.1.9. Using Default Inputs

When you open *WebSpy Live*, your default Inputs list (Default.Inputs) is automatically loaded. If you open another list during your *Live* session, this second list will be saved as your default Inputs list when you exit *Live*. However, if you made changes to that second list, and did not save it, the changes will only be applied to the default list.

Default inputs are effectively a snapshot of the list you were using when you last exited *Live*.

See also Saving an Inputs List on page 11, Opening an Inputs List on page 10 and Clearing an Inputs List on page 11.

2.1.10. Enabling Inputs

WebSpy Live lets you decide whether you want to enable or disable an input. Enabling an input means that *Live* will monitor it.

To enable an Input:

1 In Live Configuration, go to Inputs by selecting **Views | Inputs** from the main menu or by clicking on the **Inputs** sidebar icon
2 Click on the input you want to enable
3 Click on the **Enable** button on the toolbar. The status of the input is displayed as 'Enabled'.

See also Disabling Inputs below.

2.1.11. Disabling Inputs

WebSpy Live lets you decide whether you want to enable or disable an input. Disabling an input means that *Live* will not monitor it.

To disable an Input:

1 In Live Configuration, go to Inputs by selecting **Views | Inputs** from the main menu or by clicking on the **Inputs** sidebar icon
2 Click on the input you want to disable
3 Click on the **Enable** button on the toolbar. The status of the input is displayed as 'Disabled'.

See also Enabling Inputs above.

2.1.12. Input Issues

The input issues alert icon, represented by a black flashing alert, is displayed in your system tray with an associated sound if *WebSpy Live* has difficulties reading the log files you are currently monitoring.

Input issues may occur because of a corrupted log file, an incorrect date format or a change in format of a log file. Issues relating to network availability will also raise input issues. For example, if your proxy server was rebooted, *Live* may experience problems accessing the folder containing the log files it was monitoring. When an input issue is encountered *Live* will stop monitoring the log files involved.

If you receive an input issues alert in Live Status right-click on the alert and select the 'Display' option from the pop-up menu. This will launch the Input Issues dialog (see Figure 3 below) describing the problems *Live* may have encountered while monitoring the input.

When input issues occur you can:

- Resume monitoring your input
- Edit your input and then resume monitoring
- Email support with any queries

If you have any input issues that you cannot resolve please contact WebSpy support at support@webspy.com.

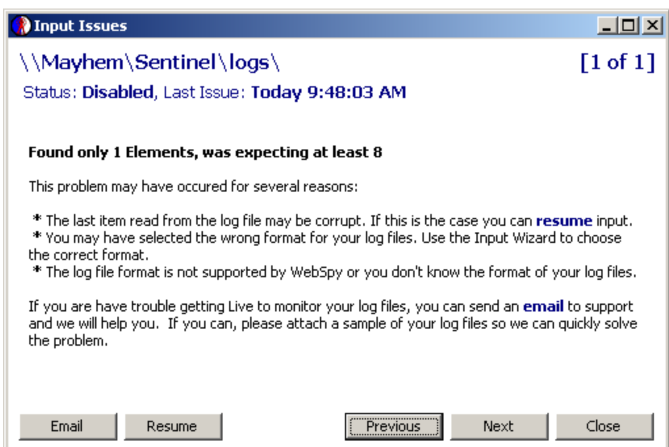


Figure 3 - Input Issues

Resume Monitoring

Click on the Resume link in the dialog to resume monitoring. This is most appropriate if the last item read from your log file was corrupted. *Live* will skip that item and start monitoring again, the input issues alert will be removed from Live Status.

Edit Your Input

You may need to edit your inputs because you selected an incorrect format for your log files.

Go back and edit your inputs using the Input Wizard in Live Configuration. You can then resume monitoring by clicking on the **Enable** button on the toolbar in Live Configuration.

Email Support

If you encounter any problems with monitoring your inputs in *WebSpy Live* you can email WebSpy support by clicking on the **Email** link in the Input Issues dialog. This may be necessary particularly if your log file format is not supported by *Live* or if you do not know the format of your log files.

Live will launch your default email program exporting the subject heading and input issue details to the body of the email. Please add any additional comments and if possible attach a sample of your log files to ensure our support team can assist you as quickly as possible.

Hint: You can also resume monitoring of an input from Live Status. Right-click on the input issues alert and select the 'Resume' option from the pop-up menu that is displayed.

See also Using the Input Wizard on page 6 and Navigating Live Status on page 47.

2.2. Triggers

You can set up the triggers for your alerts using the Trigger Wizard.

In Live Configuration, go to Triggers by selecting **Views | Triggers** from the main menu or by clicking on the **Triggers** sidebar icon. See Figure 4 below for a screen shot of the Triggers view.

If the conditions specified in a trigger are breached by a user, *WebSpy Live* raises an alert that is displayed in Live Status.

There are four trigger types:

- Profile, based on the content of the material downloaded
- Size, based on the size of files downloaded
- Extension, based on the type of files downloaded
- Time, based on the length of time spent browsing

In Triggers you can:

- Add, edit and delete triggers
- Save, open and clear lists of triggers

Alerts are only raised by triggers that are enabled. See Enabling a Trigger on page 21 for more details on enabling triggers.

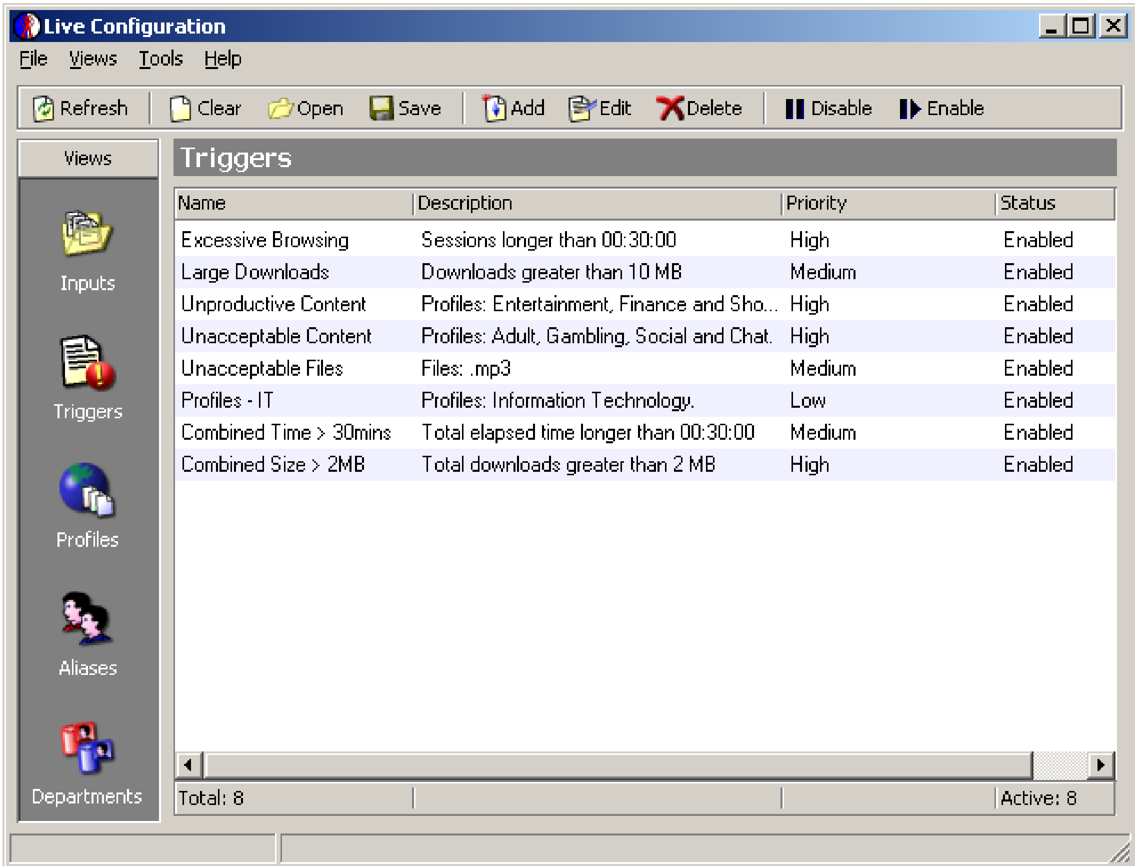


Figure 4 - Live Configuration Triggers View

2.2.1. Adding a Trigger

WebSpy Live enables you to set up specific triggers that raise alerts if they are breached.

To add a trigger:

1 In Live Configuration, go to Triggers by selecting **Views | Triggers** from the main menu or by clicking on the **Triggers** sidebar icon

2 Click on the **Add** button on the toolbar to launch the Trigger Wizard

The Trigger Wizard will guide you through the process of adding a specific trigger in *Live*.

See also Using the Trigger Wizard on page 16, Editing a Trigger on page 19, on page 19, Saving a Triggers List on page 20 and Opening a Triggers List on page 20.

2.2.2. Using the Trigger Wizard

The Trigger Wizard enables you to set up specific triggers based on profile, size, file extension or time. When enabled, these triggers will generate alerts if the conditions you specified are breached.

You can set the following triggers:

- Profile trigger, select a profile to alert on
- Size trigger, specify a maximum size limit to alert on
- Extension trigger, specify a file extension to alert on
- Time trigger, specify a maximum time limit to alert on

You can create as many triggers as required.

To launch the Trigger Wizard:

1 In Live Configuration, go to Triggers by selecting **Views | Triggers** from the main menu or by clicking on the **Triggers** sidebar icon

2 Click on the **Add** button on the toolbar to launch the Trigger Wizard

Hint: You can also launch the Trigger Wizard by going to **Tools | Trigger Wizard** from the main menu of Live Configuration

Click **Next** to continue.

Trigger Type Page

On this page you can select a type of trigger for raising an alert by selecting the appropriate radio button.

The types of triggers are:

- A Profile trigger alerts you when a user accesses material belonging to a specific profile. For example, you may set a trigger to alert you when a user is accessing content from the Adult profile.
- A Size trigger alerts you when a user exceeds set limits on the size of resources downloaded. If you set a size limit of 5MB, you will be notified with an alert when a user downloads a resource that exceeds this limit.
- An Extension trigger alerts you when a user accesses material with a certain file extension. For example, you may set a trigger to alert you when a user is downloading an MP3 (.mp3) music file.
- A Time trigger alerts you when a user exceeds set time limits for a browsing period. You might want to set a maximum time limit of 30 minutes browsing for all your users. As soon as a user exceeds this time limit you will be notified with an alert.

Note: You can set up size and time triggers based on combined user sessions. For example, you could set up a trigger to alert you when a user has exceeded a time limit of 2 hours or a size limit of 10MB for all user sessions within the period *Live* has been monitoring or since *Live* was last closed or reset.

Once you have made your selection, click **Next** to continue to the appropriate page in the wizard.

Profile Trigger Page

This page is displayed if you choose to set up a trigger based on profiles. On this page of the wizard, you can select the profiles that you want to use in your trigger.

To select which profile to use:

1 Select the name of the profile to use from the 'Available' list

2 Click on the **Include>** button to add the profile to the 'Included' list

To remove a profile from the 'Included' list:

1 Select the profile's name

2 Click on the **<Exclude** button

Hint: *WebSpy Live* enables you to select a number of profiles in one trigger. Use the Shift and Ctrl keys to select multiple profiles.

See also Profiles on page 22 for more information on configuring your profiles.

Once you have made your selections, click **Next** to continue.

Size Trigger Page

This page is displayed if you choose to set up a trigger based on size. On this page of the wizard you can specify the maximum size downloaded before an alert is raised.

Alerts can be raised based on the size of a single resource downloaded or for a combined download size of all resources for the period *WebSpy Live* has been monitoring. For example, you might set up a size trigger to alert you when a user has downloaded a file or resource greater than 5MB. Alternatively you could set a combined size trigger to alert you when a user has downloaded more than 10MB in total for all user sessions.

To specify a size trigger based on a single resource downloaded:

1 Select the 'Single resource downloaded' radio button

2 Type in a value for the size of your trigger in the edit box

3 Select an appropriate unit from the drop down list

To specify a size trigger based on a combined downloaded size:

1 Select the 'Combined download size' radio button

2 Type in the value for the size of your trigger in the edit box

3 Select an appropriate unit from the drop down list

Once you have made your selections, click **Next** to continue.

Extension Trigger Page

This page is displayed if you choose to set up a trigger based on a file extension. On this page of the wizard, you can select the file extensions that you want to use in your trigger.

To specify an extension trigger:

1 Click on the **Add** button to launch the Add dialog

2 Type in a valid file extension into the edit box. The value you add must have a '.' as the first character e.g. '.mp3'.

3 Click on the **OK** button to close the Add dialog. The file extension will be displayed in the values list.

4 Repeat steps 1, 2 and 3 until all necessary file extensions are added

Hint: To add a number of file extensions at once from another source such as a text document, copy the list of file extensions (each one on a separate line) then click **Paste** on the toolbar. The file extensions will be displayed in the values list. Alternatively you could right-click in the values list and select 'Paste' from the pop-up menu.

Once you have finished adding your file extensions, click **Next** to continue.

See also Appendix 1 – Definitions on page 61 for a more comprehensive definition of file extensions.

Time Trigger Page

This page is displayed if you choose to set up a trigger based on time. On this page of the wizard you can specify the maximum session time before an alert is raised.

Alerts can be raised based on a single browsing session or for a combined browsing session for the period since *WebSpy Live* was last reset.

To specify a time trigger based on a single browsing session:

1 Select the 'Single session browsing time' radio button

2 Type a maximum time into the edit box using the format Hours:Minutes:Seconds

To specify a time trigger based on a combined browsing session:

1 Select the 'Combined session browsing time' radio button

2 Type a maximum time into the edit box using the format Hours:Minutes:Seconds

A time of 00:20:15 would represent a maximum browsing time of 20 minutes and 15 seconds before the trigger would raise an alert.

Once you have made your selections, click **Next** to continue.

Departments Trigger Page

The Departments Trigger page enables you to select particular departments within your organization that you want to apply the triggers to. If you do not specify departments, by default the trigger will be applied to all departments.

To apply a trigger to a department:

1 Check the 'Enable department filtering' checkbox

2 Select the name of the department to apply the trigger to from the 'Available' list

3 Click on the **Include>** button to add the department to the 'Included' list

To remove a department from the 'Included' list:

1 Select the department's name

2 Click on the **<Exclude** button

Once you have made your selections, click **Next** to continue.

Trigger Finish Page

On this page you can enter a name for the trigger, and choose a priority level to associate with the trigger from the drop down list. Check the 'Trigger is enabled' checkbox to ensure the trigger is enabled immediately. If you do not want to enable the trigger, un-check this box.

Note: You can set the priority of the trigger to low, medium or high. Assign your priorities so that triggers you are most interested in are assigned the highest priority.

2.2.3. Editing a Trigger

WebSpy Live enables you to edit your triggers as required.

To edit a trigger:

1 In Live Configuration, go to Triggers by selecting **Views | Triggers** from the main menu or by clicking on the **Triggers** sidebar icon

2 Click on the trigger to edit

3 Click on the **Edit** button on the toolbar to launch the Trigger Wizard

You will need to navigate through the pages of the Trigger Wizard to make any necessary changes to your triggers.

See also Using the Trigger Wizard on page 16, Adding a Trigger on page 15 and Deleting a Trigger below.

2.2.4. Deleting a Trigger

WebSpy Live enables you to delete any triggers that you no longer require.

To delete a trigger from the Triggers list:

1 In Live Configuration, go to Triggers by selecting **Views | Triggers** from the main menu or by clicking on the **Triggers** sidebar icon

2 Click on the trigger's name and then click on the **Delete** button on the toolbar

3 A Confirmation dialog will be displayed

- Click **Yes** to delete the trigger
- Click **No** to return to Triggers without deleting the trigger

Hint: You can also right-click on a trigger to delete it by choosing the 'Delete' option from the pop-up menu that is displayed. Delete more than one trigger at a time by using the Shift and Ctrl keys to select a range of triggers.

See also Adding a Trigger on page 15, Editing a Trigger above and Clearing a Triggers List on page 20.

2.2.5. Opening a Triggers List

WebSpy Live enables you to open a saved list of triggers that you frequently use.

To open a Triggers list:

1 In Live Configuration, go to Triggers by selecting **Views | Triggers** from the main menu or by clicking on the **Triggers** sidebar icon

2 Click on the **Open** button on the toolbar to launch the Open dialog

3 Select a Triggers list to open and click on the **Open** button. The name of the list you opened will be displayed in the gray bar at the top of the view.

Opening a Triggers list will clear any currently loaded triggers.

Note: A Triggers list is saved with the extension '*.Triggers'. You can find out where *Live* stores a Triggers list from Locations Options (page 45).

See also Saving a Triggers List on page 20, Clearing a Triggers List on page 20 and Using Default Triggers on page 22.

2.2.6. Saving a Triggers List

You can save a copy of commonly used triggers in a file that you can open in *WebSpy Live* at any time. This saves you time as you can set up triggers with conditions specific to your needs and reuse as required.

To save a Triggers list:

1 In Live Configuration, go to Triggers by selecting **Views | Triggers** from the main menu or by clicking on the **Triggers** sidebar icon

2 Click on the **Save** button on the toolbar to open the Save dialog

3 Type a unique name for the Triggers list into the dialog

4 Click on the **Save** button. The name of the list will be displayed in the gray bar at the top of the view.

Once a Triggers list has been saved you can quickly reload this list into *Live* when required. A Triggers list is saved with the extension '*.Triggers'.

The active Triggers list will be automatically saved whenever you exit *Live* as Default.Triggers. See Using Default Triggers on page 22.

See also Opening a Triggers List on page 20, Clearing a Triggers List below and Using Default Triggers on page 22.

2.2.7. Clearing a Triggers List

WebSpy Live enables you to clear a Triggers list so you can add new triggers or open a saved Triggers list.

To clear a Triggers list:

1 In Live Configuration, go to Triggers by selecting **Views | Triggers** from the main menu or by clicking on the **Triggers** sidebar icon

2 Click on the **Clear** button on the toolbar. If you have made changes to your Triggers list a Confirmation dialog will be displayed.

- Click **Yes** to launch the Save dialog and save the Triggers list before clearing
- Click **No** to clear the Triggers list without saving
- Click **Cancel** to return to the current Triggers list

If you have saved your Triggers list you can reopen it at any time to reuse the triggers.

Note: If you have not made changes to your currently loaded Triggers list, you will not be prompted with a Confirmation dialog. The list will be automatically closed for you.

See also Saving a Triggers List on page 20, Opening a Triggers List on page 20 and Using Default Triggers on page 22.

2.2.8. Enabling a Trigger

WebSpy Live lets you decide whether you want to enable or disable a trigger. If a trigger is enabled, you will be alerted if there is a breach in the conditions specified by that trigger.

To enable a trigger:

1 In Live Configuration, go to Triggers by selecting **Views | Triggers** from the main menu or by clicking on the **Triggers** sidebar icon

2 Click on the trigger you want to enable

3 Click on the **Enable** button on the toolbar. The trigger is displayed as 'Enabled' in the status column.

See also Disabling a Trigger below.

2.2.9. Disabling a Trigger

WebSpy Live lets you decide whether you want to enable or disable a trigger. If you disable a trigger you will not be alerted if there is a breach in the conditions specified by that trigger.

To disable a trigger:

1 In Live Configuration, go to Triggers by selecting **Views | Triggers** from the main menu or by clicking on the **Triggers** sidebar icon

2 Click on the trigger you want to disable

3 Click on the **Disable** button on the toolbar. The trigger is displayed as 'Disabled' in the status column.

See also Enabling a Trigger above.

2.2.10. Using Default Triggers

When you open *WebSpy Live*, your default Triggers list (Default.Triggers) is automatically loaded. If you open another list during your *Live* session, this second list will be saved as your default list when you exit *Live*. However, if you made changes to that second list, and did not save it, the changes will only be applied to the default list.

Default triggers are effectively a snapshot of the list you were using when you last exited *Live*.

See also Saving a Triggers List on page 20, Opening a Triggers List on page 20 and Clearing a Triggers List on page 20.

2.3. Profiles

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

In Live Configuration, go to Profiles by selecting **Views | Profiles** from the main menu or by clicking on the **Profiles** sidebar icon. See Figure 5 below for a screen shot of the Profiles view.

A profile is a collection of keywords that are matched against the name of the site and the downloaded resources. A hit that does not contain any keywords will be assigned to the Miscellaneous profile.

In profiles you can:

- Add, edit or delete profiles and keywords
- Save, open and clear lists of profiles
- Define included and excluded keywords

The results of profiles matching can be seen in Live Status if a profile trigger is raised.

Any changes made to your profiles or keywords will only be applied to new log data.

You may find it useful to set up different Profiles lists to reflect the different browsing patterns of different departments within your organization, or to pinpoint specific Internet misuse. For example, if a user repeatedly visits a prohibited site, you could create a profile with the site name as the only keyword. You could then find out very easily if that user has persisted in visiting the prohibited site.

See also Profiles Tips on page 28 for configuring your profiles.

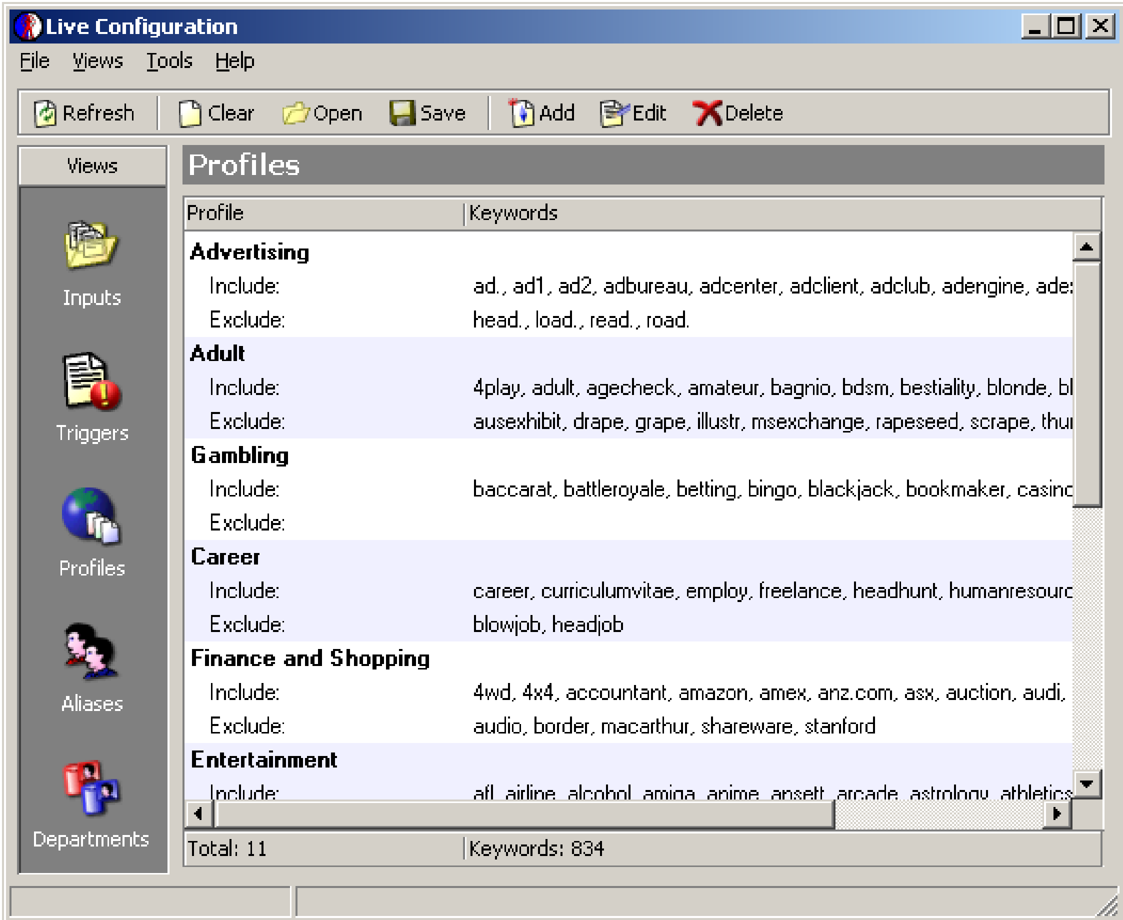


Figure 5 - Live Configuration Profiles View

2.3.1. Adding a Profile

You can add new profiles to *WebSpy Live* so that you can monitor and raise alerts based on the type of material you are interested in.

To add a new profile:

1 In Live Configuration, go to Profiles by selecting **Views | Profiles** from the main menu or by clicking on the **Profiles** sidebar icon

2 Click on the **Add** button on the toolbar to launch the Profile dialog

3 Type the name of the new profile into the Name edit box at the top of the dialog

You will now need to add keywords to the new profile. Once you've added keywords, click **OK** to close the Profile dialog.

To add new included keywords:

1 Click on the 'Include' tab in the Profile dialog

2 Click on the **Add** button in the Profile dialog to launch the Add dialog

3 Type the new keyword you want to include into the dialog, and then click **OK**. The new keyword will be displayed in the keywords list.

4 Repeat steps 2 and 3 until all necessary keywords have been added

Once you have completed this, you may wish to add some excluded keywords.

To add new excluded keywords:

1 Click on the 'Exclude' tab in the Profile dialog
2 Click on the **Add** button in the Profile dialog to launch the Add dialog
3 Type the new keyword you want to exclude into the dialog then click **OK**. The new keyword will be displayed in the keywords list.
4 Repeat steps 2 and 3 until all necessary keywords have been added

You can also edit or delete keywords once they have been added.

See Profiles Tips on page 28 for some suggestions on what type of keywords to add.

See also Editing a Profile on page 24, Deleting a Profile on page 25, Opening a Profiles List on page 26, and Saving a Profiles List on page 26.

2.3.2. Editing a Profile

To ensure that *WebSpy Live* raises accurate alerts based on any profile triggers you have set up, you should edit and refine profiles and their associated keywords.

To edit the keywords for a profile:

1 In Live Configuration, go to Profiles by selecting **Views | Profiles** from the main menu or by clicking on the **Profiles** sidebar icon
2 Select 'Include' or 'Exclude' of the profile you wish to edit
3 Click on the **Edit** button on the toolbar
4 The Profile dialog for that profile will be displayed

To edit a keyword:

1 Select the keyword in the list
2 Click on the **Edit** button in the dialog
3 Make the required changes
4 Repeat steps 1, 2 and 3 if you want to edit any further keywords
5 Click **OK** to close the Profile dialog. Your changes will be updated in Profiles.

To delete a keyword:

1 Select the keyword in the list
2 Click on the **Delete** button in the dialog
3 Repeat steps 1 and 2 if you want to delete any further keywords
4 Click **OK** to close the Profile dialog. Your changes will be updated in Profiles.

See also Adding a Profile on page 23 and Deleting a Profile on page 25.

Hint: You can edit the included or excluded keywords of a profile by double-clicking on Include or Exclude below that profile's name. This will launch the Profile dialog for that profile where you can make any necessary changes.

2.3.3. Renaming a Profile

If necessary you can rename a profile at any time.

To rename a profile:

1 In Live Configuration, go to Profiles by selecting **Views | Profiles** from the main menu or by clicking on the **Profiles** sidebar icon
2 Click on the profile you want to rename
3 Click on the **Edit** button on the toolbar
4 Type in the new name into the Name edit box, then click **OK**. The new profile name will be displayed in the profiles list.

See also Editing a Profile on page 24.

2.3.4. Deleting a Profile

You can delete any profiles that are no longer appropriate or that you no longer require.

To delete a profile from the Profiles list:

1 In Live Configuration, go to Profiles by selecting **Views | Profiles** from the main menu or by clicking on the **Profiles** sidebar icon
2 Click on the profile's name and then click on the **Delete** button on the toolbar
3 A Confirmation dialog will be displayed
   - Click **Yes** to delete the profile
   - Click **No** to return to Profiles without deleting the profile

Hint: You can also right-click on a profile to delete it. Choose the 'Delete' option from the pop-up menu that is displayed.

See also Adding a Profile on page 23, Editing a Profile on page 24 and Clearing a Profiles List on page 27.

2.3.5. Using Default Profiles

The default Profiles list (Default.Profiles) is designed for you to use as a scratch pad to help you customize your profiles. This enables you to use your other Profiles lists as back-up templates.

When you open *WebSpy Live*, the default Profiles list is automatically loaded. If you open another Profiles list during your *Live* session, that Profiles list will be saved as your default when you exit *Live*. However, if you made changes to that Profiles list, and did not save that list, the changes will only be applied to the default Profiles list.

For example, if you added the keyword www.webspy.com to the 'My Organization' profile, saved the list as 'Customized.Profiles' and then closed *Live*, when you next opened the program the Profiles list would be identical to 'Customized' but would be called Default.Profiles. Any further changes you made to the Profiles list would be saved to Default.Profiles when you exited *Live*, not to Customized.Profiles.

Default profiles are effectively a snapshot of the Profiles list you were using when you last exited *Live*.

See also Creating a Profiles List on page 27, Opening a Profiles List below and Saving a Profiles List below.

2.3.6. Saving a Profiles List

You can save a copy of commonly used profiles in a file that you can load into *WebSpy Live* at any time. This saves you time as you can set up profiles specific to your needs and reuse them as required.

To save a Profiles list:

1 In Live Configuration, go to Profiles by selecting **Views | Profiles** from the main menu or by clicking on the **Profiles** sidebar icon

2 Click on the **Save** button on the toolbar to open the Save dialog

3 Type a unique name for the Profiles list into the dialog

4 Click on the **Save** button. The name of the list will be displayed in the gray bar at the top of the view.

You may wish to set up different Profiles lists to reflect the different browsing patterns of different departments within your organization, or to pinpoint specific Internet misuse.

Once a Profiles list has been saved you can quickly reload it into *Live* when required. A Profiles list is saved with the extension '*.Profiles'.

The active Profiles list will be automatically saved whenever you exit *Live* as Default.Profiles. See Using Default Profiles (page 25).

See also Opening a Profiles List on page 26, Clearing a Profiles List on page 27 and Using Default Profiles on page 25.

2.3.7. Opening a Profiles List

WebSpy Live enables you to open a saved list of profiles that you frequently use.

To open a saved Profiles list:

1 In Live Configuration, go to Profiles by selecting **Views | Profiles** from the main menu or by clicking on the **Profiles** sidebar icon

2 Click on the **Open** button on the toolbar

3 Select the required list from the Open dialog

4 Click on the **Open** button. If you have not cleared the previous Profiles list a Confirmation dialog will appear asking if you want to merge the two Profiles lists:

Note: Merging your Profiles lists may cause unwanted interactions between keywords, resulting in items being assigned to the wrong profile.

- Click **Yes** to merge the two lists
- Click **No** to clear the Profiles list and open the new list
- Click **Cancel** to return to the current Profiles list

You can set up different Profiles lists to reflect the different browsing patterns of different departments within your organization.

Note: Profiles lists are saved with the extension '*.Profiles'. You can find out where *WebSpy Live* stores Profiles lists from Locations Options (page 45).

See also Saving a Profiles List on page 26, Clearing a Profiles List below and Using Default Profiles on page 25.

2.3.8. Clearing a Profiles List

WebSpy Live enables you to clear a Profiles list so you can create new profiles or open a saved Profiles list.

To clear a Profiles list:

1 In Live Configuration, go to Profiles by selecting **Views | Profiles** from the main menu or by clicking on the **Profiles** sidebar icon

2 Click on the **Clear** button on the toolbar. If you have changed details within your Profiles list a Confirmation dialog will be displayed.

- Click **Yes** to launch the Save dialog and save the Profiles list before clearing
- Click **No** to clear the Profiles list without saving
- Click **Cancel** to return to the current Profiles list

If you have saved your Profiles list you can open it at any time to reuse the profiles.

Note: If you have not made changes to your currently loaded Profiles list, you will not be prompted with a Confirmation dialog. The list will be automatically closed for you.

See also Saving a Profiles List on page 26, Opening a Profiles List on page 26 and Using Default Profiles on page 25.

2.3.9. Creating a Profiles List

You may find it useful to set up different Profiles lists to reflect the different browsing patterns of different departments within your organization, or to pinpoint specific Internet misuse.

For example, if a user repeatedly visits a prohibited site, you could create a profile with that site name as the only keyword. You would then receive alerts if that user persisted in visiting the prohibited site.

To create a new Profiles list:

1 In Live Configuration, go to Profiles by selecting **Views | Profiles** from the main menu or by clicking on the **Profiles** sidebar icon

2 Click on the **Clear** button on the toolbar. WebSpy Live will create a new, blank Profiles list for you to add Profiles to.

3 Add new profiles as necessary (see page 23).

See also Using Default Profiles on page 25 and Saving a Profiles List on page 26.

2.3.10. Profiles Tips

Profile matching using keywords is a subjective measure of the Internet content being viewed by the members of your organization. To get the most reliable information from your profiles, it is useful to understand how they work.

WebSpy Live looks along the length of each hit for included keywords. As soon as it finds a keyword, it will check for any excluded keywords for that profile. If there are no excluded keywords, then the hit is assigned to that profile. If there is an excluded keyword, the hit is checked for included keywords in the next profile. When you set up a trigger based on profiles, *Live* will generate an alert when an included keyword is registered in a hit, as long as that hit contains no excluded keywords.

For example, if a site name contains 'computershop', it will be assigned to the computer profile not the shop profile, since the keyword 'computer' comes before the keyword 'shop'. This assumes that the resource name has no excluded words from the computer profile.

Because keywords can occur in any hit, it is possible that a hit that you think should be in one profile will end up in a different profile (see above example). About 90% of the time, hits will end up in the correct profile. English keywords will not correctly match hits for non-English web pages. In this case, you would expect that most web pages would end up in the wrong profile.

If a hit contains no keywords, it will be assigned to the Miscellaneous profile. Approximately 25-30% of hits will end up in this profile using the supplied profiles' keywords. The actual proportion will depend on how members of your organization use your Internet resources, and whether you have customized the supplied profiles to suit your organization. More hits in the Miscellaneous profile usually means there are less hits in the wrong profile. *Live* will not generate any alerts based on the Miscellaneous profile unless you have specified a trigger based on this profile.

To reduce the proportion of hits in the Miscellaneous profile, there are a number of things you can do:

- add site names of sites that your employees often visit, e.g. your organization's own web pages, competitors' or suppliers' web pages, or 'approved' sites to the 'My Organization' profile
- add keywords as appropriate to new or existing profiles

However, be wary of adding small words, e.g. mall - the hit 'www.lala.com/smallgun.gif' would be assigned to the profile with mall rather than the profile with gun.

2.4. Aliases

In Aliases, you can specify display names to use in Live Configuration and Live Summary instead of sites' IP addresses, users' email addresses or other network names.

You can access Aliases from Live Configuration by selecting **Views | Aliases** from the main menu or clicking on the **Aliases** sidebar icon. See Figure 6 below for a screen shot of the Aliases view.

In Aliases you can:

- Add, edit or delete display names for a user or site

- Save, open and clear lists of aliases
- Resolve and stop resolving IP addresses

To specify aliases, it is easier if you are already monitoring a log file in Inputs.

Once you have specified display names for users, you can group users into Departments.

Any changes made to your aliases will only be applied to new log data.

See also, Adding an Alias to a Display Name in Live Status on page 51.

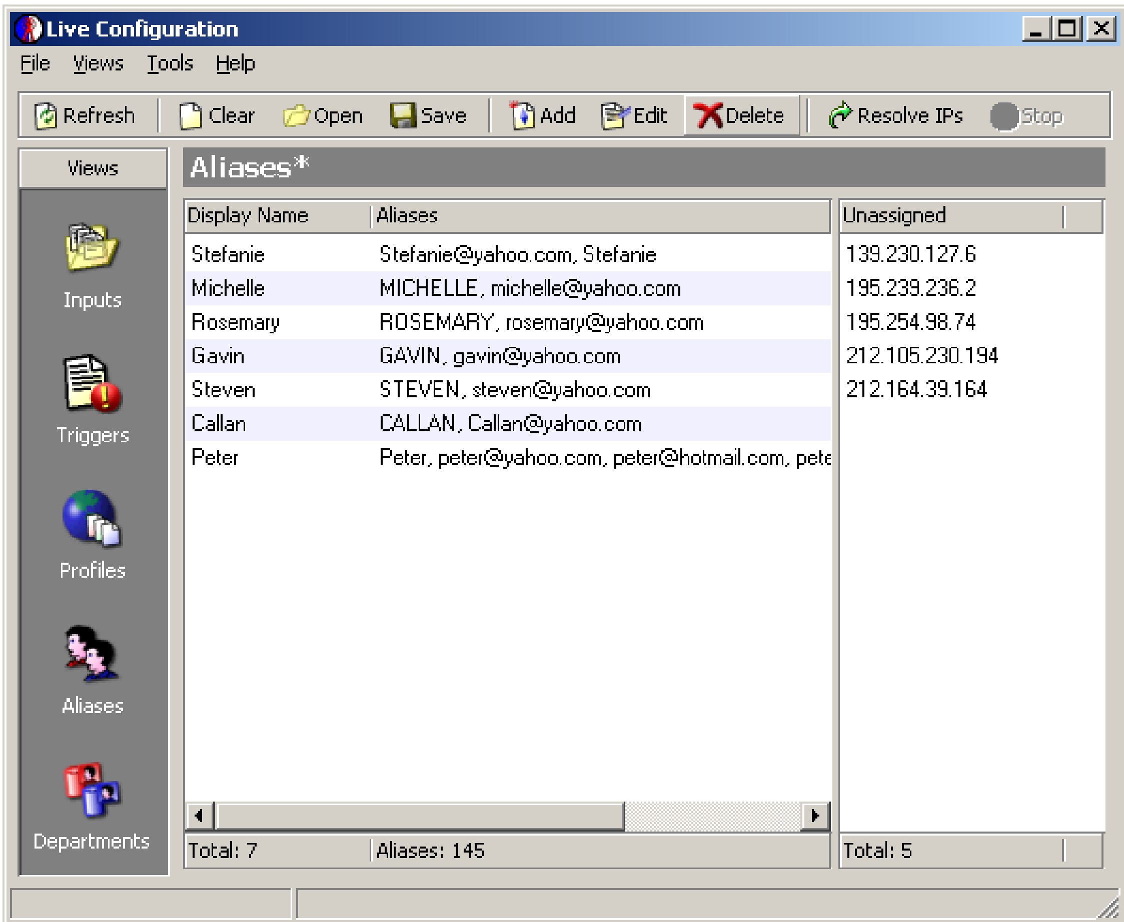


Figure 6 - Live Configuration Aliases View

2.4.1. Adding a Display Name

WebSpy Live enables you to add a new display name and its associated aliases.

To add a new display name:

1. In Live Configuration, go to Aliases by selecting **Views | Aliases** from the main menu or by clicking on the **Aliases** sidebar icon
2. Click on the **Add** button on the toolbar to launch the New Name dialog
3. Type the new display name into the Name edit box
4. Click on the **Add** button to launch the Add dialog

5 Type in an alias for the display name, then click **OK** to close the Add dialog

6 Repeat steps 4 and 5 until you have added all necessary aliases

7 Click **OK** to close the New Name dialog. The display name and associated alias(es) will be displayed in Aliases.

Hint: You can drag an Alias from the Unassigned list to the appropriate display name in Aliases.

See also Creating an Aliases List on page 33 and Editing a Display Name on page 30.

2.4.2. Editing a Display Name

WebSpy Live enables you to edit a display name and its associated aliases.

To edit a display name:

1 In Live Configuration, go to Aliases by selecting **Views | Aliases** from the main menu or by clicking on the **Aliases** sidebar icon

2 Click on the display name to edit, then click on the **Edit** button on the toolbar. This will launch the edit dialog with the display name in the top left hand corner.

3 In the dialog there are three options:
   - Click on the **Add** button to add another alias
   - Click on the **Edit** button to edit an existing alias
   - Click on the **Delete** button to delete a selected alias

4 Click **OK** to close the dialog. Your changes will be updated in Aliases.

To rename a display name:

1 In Live Configuration, go to Aliases by selecting **Views | Aliases** from the main menu or by clicking on the **Aliases** sidebar icon

2 Click on the display name you want to rename

3 Click on the **Edit** button on the toolbar. This will launch the Edit dialog with the display name in the top left hand corner.

4 Type the new name into the edit box and click **OK** to close the dialog with the updated changes

Hint: You can double-click a display name to open the Edit dialog or you can right-click on a display name and select Edit from the pop-up menu.

See also Adding a Display Name on page 29 and Deleting a Display Name on page 31.

2.4.3. Renaming a Display Name

If necessary you can rename a display name at any time.

To rename a display name:

1 In Live Configuration, go to Aliases by selecting **Views | Aliases** from the main menu or by clicking on the **Aliases** sidebar icon

2 Click on the display name you want to rename

3 Click on the **Edit** button on the toolbar. This will launch the Edit dialog with the display name in the top left hand corner.

4 Type the new name into the Name edit box, then click **OK** to close the dialog with the updated changes

Hint: You can double-click a display name to open the Edit dialog or you can right-click on a display name and select 'Edit' from the pop-up menu.

See also Editing a Display Name on page 30

2.4.4. Deleting a Display Name

You can delete any display names that are no longer appropriate or that you no longer require.

To delete a display name and all associated aliases:

1 In Live Configuration, go to Aliases by selecting **Views | Aliases** from the main menu or by clicking on the **Aliases** sidebar icon

2 Click on the display name to delete

3 Click on the **Delete** button on the toolbar

4 A Confirmation dialog will appear

- Click on **Yes** to delete the display name
- Click on **No** to return to Aliases without deleting the display name

Hint: You can also right-click on a display name to delete it and any associated aliases by choosing the 'Delete' option from the pop-up menu that is displayed. Select a range of display names to delete using the Shift and Ctrl keys

See also Adding a Display Name on page 29, Editing a Display Name on page 30 and Renaming a Display Name on page 30.

2.4.5. Deleting Aliases

You can delete aliases that are no longer appropriate or that you no longer require from a display name.

To delete an alias from a display name:

1 In Live Configuration, go to Aliases by selecting **Views | Aliases** from the main menu or by clicking on the **Aliases** sidebar icon

2 Click on the display name you want to delete an alias from

3 Click on the **Edit** button on the toolbar. This will launch the Edit dialog with the display name in the top left hand corner.

4 Click on the alias you want to delete

5 Click on the **Delete** button in the dialog

6 Repeat steps 4 and 5 until you have deleted all necessary aliases

7 Click **OK** to close the dialog or **Cancel** to close the dialog without deleting the alias.

Hint: You can double-click a display name to open the Edit dialog or you can right-click on a display name and select 'Edit' from the pop-up menu.

See also Adding a Display Name on page 29 and Editing a Display Name on page 30.

2.4.6. Using Default Aliases

When you open *WebSpy Live*, your default Aliases list (Default.Aliases) is automatically loaded. If you open another list during your *Live* session, this second list will be saved as your default when you exit *Live*. However, if you made changes to the second list, and did not save it, the changes will only be applied to the default list.

Default aliases are effectively a snapshot of the list you were using when you last exited *Live*.

See also Opening an Aliases List below, Saving an Aliases List below and Clearing an Aliases List on page 33.

2.4.7. Saving an Aliases List

You can save a copy of commonly used aliases in a file to open in *WebSpy Live* at any time. This saves you time as you can set up aliases that match specific users and these can be reused as required.

To save an Aliases list:

1 In Live Configuration, go to Aliases by selecting **Views | Aliases** from the main menu or by clicking on the **Aliases** sidebar icon

2 Click on the **Save** button on the toolbar to open the Save dialog

3 Type a unique name for the Aliases list into the dialog

4 Click on the **Save** button. The name of the list will be displayed in the gray bar at the top of the view.

Once you have saved an Aliases list, you can quickly reload this list into *Live* when required. All Aliases lists are saved with the extension '*.Aliases'.

The active Aliases list will be automatically saved whenever you exit *Live* as Default.Aliases.

See also Opening an Aliases List below, Clearing an Aliases List page 33 and Using Default Aliases above.

2.4.8. Opening an Aliases List

WebSpy Live enables you to open a saved file of aliases that you frequently use.

To open an Aliases list:

1 In Live Configuration, go to Aliases by selecting **Views | Aliases** from the main menu or by clicking on the **Aliases** sidebar icon

2 Click on the **Open** button on the toolbar to launch the Open dialog

3 Select an Aliases list to open

4 Click on the **Open** button. If you have not cleared the previous Aliases list a Confirmation dialog will appear asking if you want to merge the two Aliases lists:

Note: If the second list contains some of the same aliases as the first list, the aliases are left with their original users. (i.e. The users in the first list).

- Click **Yes** to merge the two lists
- Click **No** to clear the Aliases list and open the new list
- Click **Cancel** to return to the current Aliases list

Note: Aliases lists are saved with the extension '*.Aliases'. You can find out where *Live* stores Aliases lists from Locations Options on page 45.

See also Saving an Aliases List on page 32, Clearing an Aliases List on page 33 and Using Default Aliases on page 32.

2.4.9. Clearing an Aliases List

WebSpy Live enables you to clear an Aliases list so you can create new aliases or load a list of saved Aliases.

To clear an Aliases list:

1 In Live Configuration, go to Aliases by selecting **Views | Aliases** from the main menu or by clicking on the **Aliases** sidebar icon

2 Click on the **Clear** button on the toolbar. If you have changed details within your Aliases list a Confirmation dialog will be displayed:

- Click **Yes** to launch the Save dialog and save the Aliases list before clearing
- Click **No** to clear the Aliases list without saving
- Click **Cancel** to return to the current Aliases list

If you have saved your Aliases list you can reopen it at any time to reuse the aliases.

Note: If you have not made changes to your currently loaded Aliases list, you will not be prompted with a Confirmation dialog. The list will be automatically closed for you.

See also Saving an Aliases List on page 32, Opening an Aliases List on page 32 and Using Default Aliases on page 32.

2.4.10. Creating an Aliases List

You may need to create separate lists to reflect different groups of users on your network. *WebSpy Live* enables you to create new Aliases lists as required.

To create a new Aliases list:

1 In Live Configuration, go to Aliases by selecting **Views | Aliases** from the main menu or by clicking on the **Aliases** sidebar icon

2 Click on the **Clear** button on the toolbar. Live will create a new, blank Aliases list for you to add aliases to.

3 Add new display names and associated aliases as necessary (see page 29).

See also Using Default Aliases on page 32 and Saving an Aliases List on page 32.

2.4.11. Resolving IP Addresses

To resolve unassigned IP addresses automatically:

1 In Live Configuration, go to Aliases by selecting **Views | Aliases** from the main menu or by clicking on the **Aliases** sidebar icon

2 Click on the **Resolve IPs** button on the toolbar

WebSpy Live will contact a Domain Name System (DNS) to attempt to find out the name of each unassigned IP address. This may take some time. If *Live* cannot contact the server, or if the server does not have a record for the IP address, the IP address will remain in the Unassigned list. This may happen quite often.

Note: Your computer must be connected to the Internet for this to work.

See also Stop Resolving IP Addresses below.

2.4.12. Stop Resolving IP Addresses

To stop attempting to resolve IP addresses, click on the **Stop** button.

See also Resolving IP Addresses above.

2.5. Departments

Departments are for organizing the users in your organization into groups, for example Marketing, Legal or Administration. These departments are used to filter the log files *WebSpy Live* is monitoring.

You can access Departments from Live Configuration by selecting **Views | Departments** on the main menu or clicking on the **Departments** sidebar icon. See Figure 7 below for a screen shot of the Departments view in Live Configuration.

In departments you can:

- Add, edit or delete departments
- Save, open and clear lists of departments

It is easier to set up aliases for your user names before you set up departments, since departments contain those user names.

The Department Wizard will help you create useful departments from your Windows NT® or Windows® 2000 user groups. If you do not have user groups, you will have to set up your departments manually.

Any changes made to your departments will only be applied to new log data.

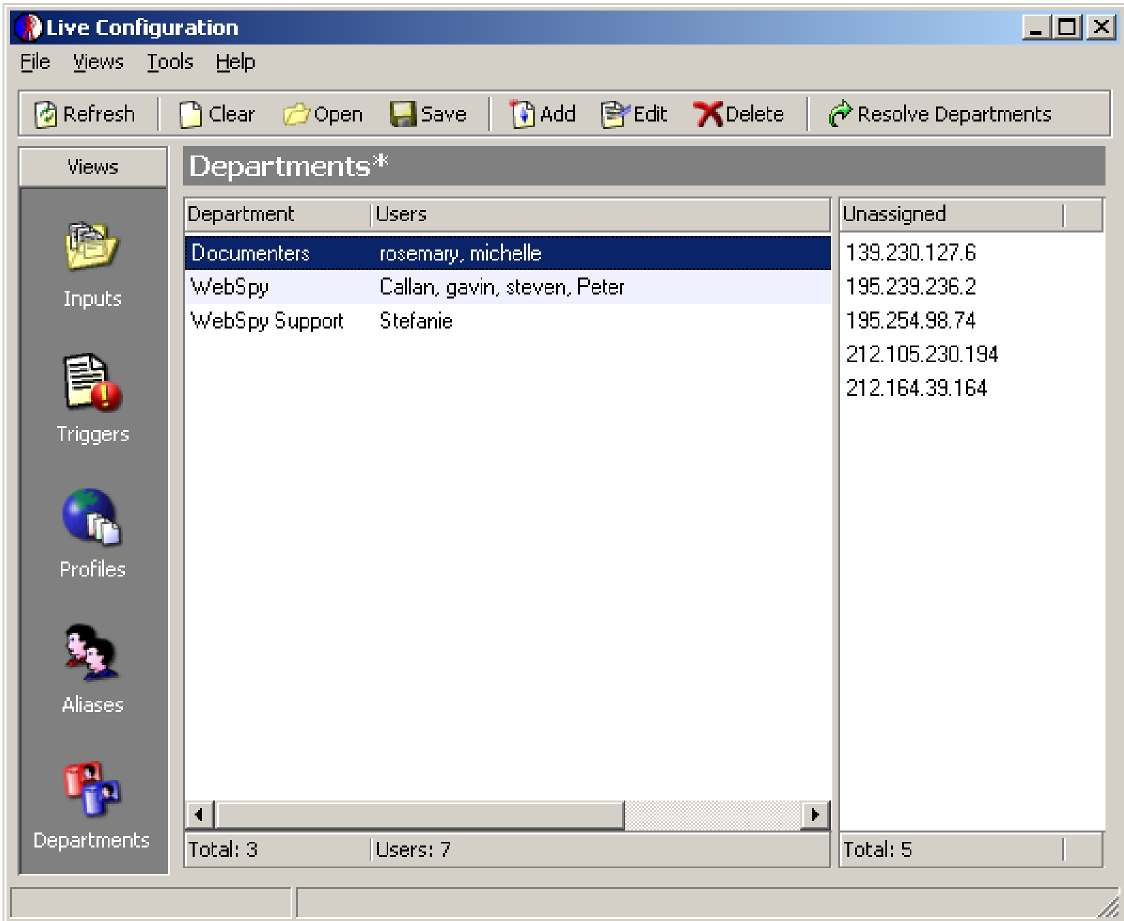


Figure 7 - Live Configuration Departments View

2.5.1. Adding a Department

Departments are logical separations of an organization's personnel, for example, Marketing or Administration. In *WebSpy Live*, you can specify the users that belong to each department in your organization. You can also use the Department Wizard to create departments from your Windows NT® or Windows® 2000 user groups.

Note: Before you can assign users to a department, you should create aliases for the users within your organization.

To create a department:

1 In Live Configuration, go to Departments by selecting **Views | Departments** from the main menu or by clicking on the **Departments** sidebar icon

2 Click on the **Add** button on the toolbar to launch the New Department dialog

3 Type the department name into the edit box in the dialog

4 Click **OK** to close the New Department Dialog

You will then need to add users to your new department.

To add users to a department:

1 In Live Configuration, go to Departments by selecting **Views | Departments** from the main menu or by clicking on the **Departments** sidebar icon
2 Double-click on the department name you want to add users to. This will launch the Department edit dialog. The department name will appear in the top left hand corner of the dialog.
3 Click on the **Add** button to launch the Add dialog
4 Enter a new user and click **OK**
5 Repeat steps 3 and 4 until all necessary users have been added
6 Click **OK** to close the Department edit dialog once you have finished adding all your users

Alternatively you could add users to a department by:

1 In Live Configuration, go to Departments by selecting **Views | Departments** from the main menu or by clicking on the **Departments** sidebar icon
2 Clicking and dragging the required user names from the Unassigned list to the department name

Hint: To add a number of new users to a department, you can paste a number of user names from another application, like Microsoft® Word. Copy the names, then right-click in the users list and select 'Paste' from the pop-up menu that is displayed.

See also Using the Department Wizard on page 40, Editing a Department below, Deleting a Department on page 37, Opening a Departments List on page 38 and Saving a Departments List on page 38.

2.5.2. Editing a Department

WebSpy Live enables you to edit a department and its associated users.

To edit a department:

1 In Live Configuration, go to Departments by selecting **Views | Departments** from the main menu or by clicking on the **Departments** sidebar icon
2 Click on the department to edit, then click on the **Edit** button on the toolbar. This will launch the Department edit dialog. The department name will appear in the top left hand corner of the dialog.
3 In the dialog there are three options:
    - Click on the **Add** button to add another user
    - Click on the **Edit** button to edit an existing user
    - Click on the **Delete** button to delete a selected user
4 Click **OK** to close the dialog. Your changes will be updated in Departments.

To rename a department:

1 In Live Configuration, go to Departments by selecting **Views | Departments** from the main menu or by clicking on the **Departments** sidebar icon
2 Click on the Department you want to rename
3 Click on the **Edit** button on the toolbar. This will launch the Department edit dialog. The department name will appear in the top left hand corner of the dialog.

4 Type the new name into the edit box and click **OK** to close the dialog with the updated changes

To delete a user in a department:

1 In Live Configuration, go to Departments by selecting **Views | Departments** from the main menu or by clicking on the **Departments** sidebar icon
2 Click on the Department you want to delete a user from
3 Click on the **Edit** button on the toolbar. This will launch the Department edit dialog. The department name will appear in the top left hand corner of the dialog.
4 Click on the name of the user you want to delete
5 Click on the **Delete** button in the dialog
6 Click **OK** to close the dialog or **Cancel** to close the dialog without deleting the user. The deleted user will reappear in the Unassigned list.

Hint: If you right-click on a department's name, you can launch the Edit dialog for that department or choose to delete the whole department, from the pop-up menu displayed.

See also Adding a Department on page 35 and Deleting a Department below.

2.5.3. Renaming a Department

If necessary you can rename a department at any time.

To rename a department:

1 In Live Configuration, go to Departments by selecting **Views | Departments** from the main menu or by clicking on the **Departments** sidebar icon
2 Click on the Department you want to rename
3 Click on the **Edit** button on the toolbar. This will launch the Department edit dialog. The department name will appear in the top left hand corner of the dialog.
4 Type the new name into the edit box and click **OK** to close the dialog with the updated changes

See also Editing a Department on page 36.

2.5.4. Deleting a Department

You can delete any departments that are no longer appropriate or that you no longer require.

To delete a department:

1 In Live Configuration, go to Departments by selecting **Views | Departments** from the main menu or by clicking on the **Departments** sidebar icon
2 Click on the department you want to delete
3 Click on the **Delete** button on the toolbar
4 A Confirmation dialog will appear:
    - Click **Yes** to delete the department

- Click **No** to return to Departments without deleting the department

Hint: You can also right-click on a department to delete it and its associated users by choosing the 'Delete' option from the pop-up menu that is displayed.

See also Adding a Department on page 35, Editing a Department on page 36 and Clearing a Departments List on page 39.

2.5.5. Using Default Departments

When you open *WebSpy Live*, your default Departments list (Default.Departments) is automatically loaded. If you open another list during your *Live* session, this second list will be saved as your default when you exit *Live*. However, if you made changes to that second list, and did not save it, the changes will only be applied to the default list.

Default departments are effectively a snapshot of the list you were using when you last exited *Live*.

See also Saving a Departments List below and Clearing a Departments List on page 39.

2.5.6. Saving a Departments List

You can save a copy of commonly used departments in a file to open in *WebSpy Live* at any time. This saves you time as you can set up departments and associate specific users with these departments.

To save a Departments list:

1 In Live Configuration, go to Departments by selecting **Views | Departments** from the main menu or by clicking on the **Departments** sidebar icon

2 Click on the **Save** button on the toolbar to open the Save dialog

3 Type a unique name for the Departments list into the dialog

4 Click on the **Save** button. The name of the list will be displayed in the gray bar at the top of the view.

Once you have saved a Departments list, you can quickly reload it into *Live* when required. All Departments lists are saved with the extension '*.Departments'.

The active Departments list will be automatically saved whenever you exit *Live* as Default.Departments.

See also Opening a Departments List below, Clearing a Departments List on page 39 and Using Default Departments above.

2.5.7. Opening a Departments List

WebSpy Live enables you to open a saved file of departments that you frequently use.

To open a Departments list:

1 In Live Configuration, go to Departments by selecting **Views | Departments** from the main menu or by clicking on the **Departments** sidebar icon
2 Click on the **Open** button on the toolbar to launch the Open dialog
3 Select a Departments list you want to open
4 Click on the **Open** button. If you have not cleared the previous Departments list a Confirmation dialog will appear asking if you want to merge the two Departments lists:

   Note: If the second list contains some of the same departments as in the first list, the departments are left with their original users.

   - Click **Yes** to merge the two lists
   - Click **No** to clear the Departments list and open the new list
   - Click **Cancel** to return to the current Departments list

Note: Departments lists are saved with the extension '*.Departments'. You can find out where *Live* stores Departments lists from Locations Options.

See also Saving a Departments List on page 38, Clearing a Departments List below and Using Default Departments on page 38.

2.5.8. Clearing a Departments List

WebSpy Live enables you to clear a Departments list so you can create new departments or open a saved Departments list.

To clear a Departments list:

1 In Live Configuration, go to Departments by selecting **Views | Departments** from the main menu or by clicking on the **Departments** sidebar icon
2 Click on the **Clear** button on the toolbar. If you have changed details within your Departments list a Confirmation dialog will be displayed.

   - Click **Yes** to launch the Save dialog and save the Departments list before clearing
   - Click **No** to clear the Departments list without saving
   - Click **Cancel** to return to the current Departments list

If you have saved your Departments list you can reopen it at any time to reuse the departments.

Note: If you have not made changes to your currently loaded Departments list, you will not be prompted with a Confirmation dialog. The list will be automatically closed for you.

See also Saving a Departments List on page 38, Opening a Departments List on page 38 and Using Default Departments on page 38.

2.5.9. Creating a Departments List

You may need to create a separate Departments list to reflect each different group of users on your network.

To create a new Departments list:

1 In Live Configuration, go to Departments by selecting **Views | Departments** from the main menu or by clicking on the **Departments** sidebar icon
2 Click on the **Clear** button on the toolbar. Live will create a new, blank Departments list for you to add departments to.
3 Add new departments and associated users as necessary. See Adding a Department (page 35).

See also Using Default Departments on page 38 and Saving a Departments List on page 38.

2.5.10. Using the Department Wizard

The Department Wizard will help you convert Windows NT® or Windows® 2000 user groups into *WebSpy Live* departments

Note: The Department Wizard uses the user names specified in your user groups. You need to use these same names in Aliases. See Adding a Display Name on page 29.

To launch the wizard:

1 In Live Configuration, go to Departments by selecting **Views | Departments** from the main menu or by clicking on the **Departments** sidebar icon
2 Click on the **Resolve Departments** button on the toolbar

You can also launch the Department Wizard by going to **Tools | Department Wizard**.

The wizard is made up of three main pages:

- Domain Controller, where you can select which domain controller to use
- Groups, where you can select the user groups that you want to turn into departments, and
- Users, where you select the users that you want to add to your departments

If a user belongs to more than one user group, a department conflict page will be displayed for you to choose which department you would like to place the user in.

Note: You can only use the Department Wizard if you use a Windows NT® based server as your authentication server.

Domain Controller Page

On this page of the wizard you can select which domain controller on your network stores the information about user groups that *WebSpy Live* requires to convert the groups into departments.

By default, *Live* uses the primary domain controller of the domain you are currently logged in to.

To use a different domain controller:

1 Select the 'Enter a Domain Controller' radio button
2 Type the location of the controller into the edit box

You might want to use a different domain controller because the groups you want to access are not defined on the domain you are logged in to.

Live can add your domain name to the name of your user aliases. Make sure that the 'Add domain name to the user aliases' checkbox is checked to ensure that your domain name is added. For example, Bob on the domain of WEBSPY\ would appear as WEBSPY\Bob.

Once you have made your selections, click **Next** to continue.

Groups Page

On the Groups page of the wizard, you can select the user groups that you want to use as departments.

To select which groups to use:

1 Select the name of the group to use from the 'Available' list

2 Click on the **Include>** button to add the group to the 'Included' list

To remove a group from the 'Included' list:

1 Select the group's name

2 Click on the **<Exclude** button

Once you have made your selections, click **Next** to continue.

Users Page

This page of the wizard allows you to select the users you want to include in your departments.

To select which user to use:

1 Select the name of the user to use from the 'Available' list

2 Click on the **Include>** button to add the user to the 'Included' list

To remove a user from the 'Included' list:

1 Select the user's name

2 Click on the **<Exclude** button

Once you have made your selections, click **Next** to continue, and then **Finish** to complete the wizard.

If a user belongs to one or more Windows NT® user groups, a department conflict page (see below) will be displayed for you to choose which department you would like to place the user in.

Department Conflict Page

Conflicts occur when a single user is assigned to one or more User Groups. While this is possible in the user groups, you cannot have a user in more than one department. When this happens, you will have to choose which department to include the user in.

After you have completed the Department Wizard, the department conflict page as seen in Figure 8 below may appear. In it will be the name of the user that belongs to more than one group. The page will appear for as many users as necessary.

There are four ways of resolving the conflict. You can:

- Assign the user to one of the departments created from the groups the user belongs to
- Assign the user to an existing department
- Assign the user to a new department, or
- Ignore the user

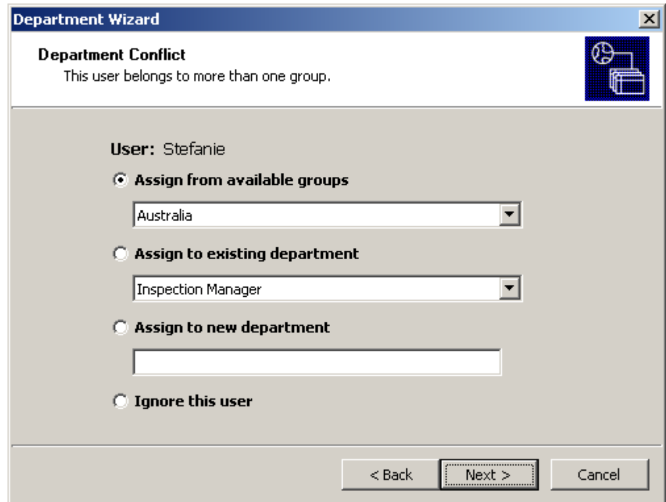


Figure 8 - Department Wizard Conflict Page

To assign the user to one of the groups it belongs to:

1 Select the first radio button, 'Assign from available groups'

2 Click on the arrow in the drop-down list just below the radio button and select the name of the department to assign the user to

3 Click **Next** to finish the wizard and assign the user to the selected department

To assign the user to an existing department:

1 Select the second radio button, 'Assign to existing department'

2 Click on the arrow in the drop-down list just below the radio button and select the name of the department to assign the user to

3 Click **Next** to finish the wizard and assign the user to the existing department

To assign the user to a new department:

1 Select the third radio button, 'Assign to new department'

2 Type the name of the new department to assign the user to into the edit box just below the radio button

3 Click **Next** to finish the wizard and assign the user to the new department

To ignore the user:

1 Select the fourth radio button, 'Ignore this user'

2 Click **Next** to finish the wizard, *WebSpy Live* will not add the user to your departments

See also Using the Department Wizard on page 40.

2.6. Live Options

Live Options has four tabs that will enable you to configure various parts of WebSpy Live. Access Live Options by right-clicking on the Live icon in your system tray and selecting 'Options' from the pop-up menu that is displayed or by going to **Tools | Options** from the main menu of Live Configuration. See Figure 9 below for a screen shot of Live Options.

The following tabs are available:

General: Adjust the way in which the values of size and time are displayed in Live Summary and Alert Details

Display: Specify the behavior of Live Status

Sound: Specify the sound used to notify you of an alert

Locations: Define the default locations of all files used in *Live*

It is possible to reset all the options on the active tab of Live Options back to their original defaults using the **Defaults** button at the bottom left of the dialog.

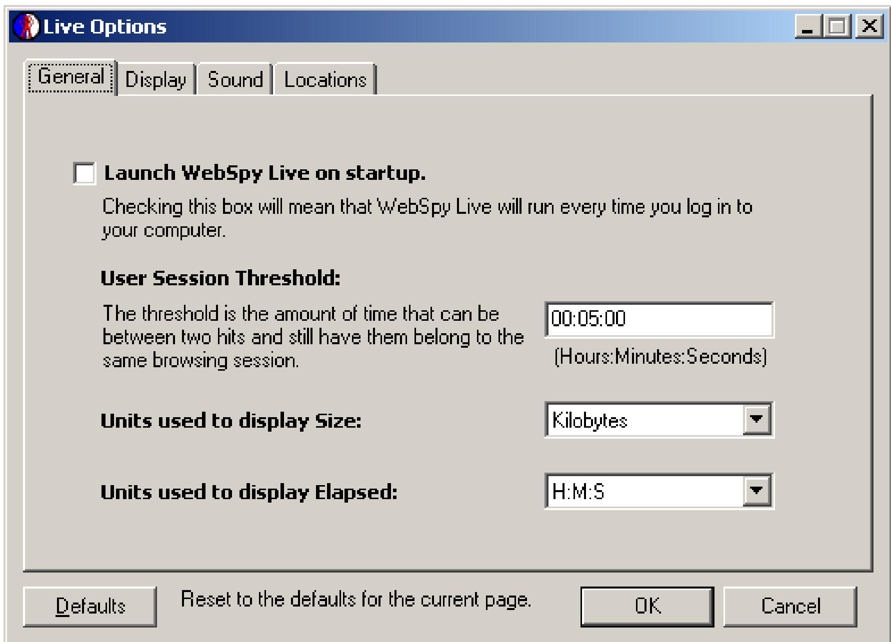


Figure 9 - Live Options

General Options

The General tab enables you to configure how the summary data in Live Summary and Alert Details is displayed.

To view the general options, open Live Options by right-clicking on the Live icon in your system tray and selecting 'Options' from the pop-up menu that is displayed. Then, select the General tab.

You can set *WebSpy Live* to run every time you log into your computer. Check the 'Launch WebSpy Live on startup' checkbox to automatically launch *Live* for you.

You can specify:

- The user session threshold time. Type the time in the format Hours:Minutes:Seconds into the edit box.
- In which unit (GB, MB, KB, B) the values of **Size** in Live Summary and Alert Details are displayed. Choose a unit from the drop-down list.
- The format for displaying time in the **Elapsed** column of Live Summary. Select the format from the drop-down list.

Hint: It is possible to reset all the General options back to the original defaults. To do this, click on the **Defaults** button at the bottom left of the dialog.

See also Live Options on page 43.

Display Options

The Display tab in Live Options enables you to specify the way information is displayed to you in Live Status.

You can access Live Options by right-clicking on the Live icon in your system tray and selecting 'Options' from the pop-up menu that is displayed.

Check the checkboxes to apply your display options.

You can choose to:

- Flash the alert icons in Live Status and the system try when there are alerts that haven't already been viewed
- Display Live Status on top of any active windows on your desktop
- Show Live Status whenever a new alert is triggered
- Sort users by those who have been most recently active
- Show Active users
- Show Idle users
- Hide Live Status after a set period of time. Just type a time period into the edit box.

Hint: It is possible to reset all the Display options back to the original defaults. To do this, click on the **Defaults** button at the bottom left of the dialog.

See also Live Options on page 43.

Sound Options

You can associate a sound with each priority level alert that is raised by *WebSpy Live* as well as to alert you when an input issue occurs.

To enable sounds in *Live* you will need to check the 'Play a sound when an alert is triggered' checkbox.

You can use the default sounds in *Live* or you can specify your own sounds.

To specify a new sound:

1. Open Live Options by right-clicking on the Live icon in your system tray and selecting 'Options' from the pop-up menu that is displayed
2. Go to the Sound tab
3. Select the sound for the priority level alert or input issue you want to change

4 Click on the **Modify** button on the tab page to launch the Open dialog

5 Navigate to the location of your new sound and click the **Open** button. The location of the new sound will be displayed in the Sound tab.

6 Click **OK** to apply your changes and exit Live Options or click **Cancel** to exit without making any changes

Hint: It is possible to reset all the Sound options back to the original defaults. To do this, click on the **Defaults** button at the bottom left of the dialog.

See also Live Options on page 43.

Locations Options

WebSpy Live uses a number of folders to store information used in the program. These folders are created automatically when the program is installed, but you do not need to use these default folders.

To view the locations used by *Live*, open Live Options by right-clicking on the Live icon in your system tray and selecting 'Options' from the pop-up menu that is displayed. Then, select the Locations tab.

To modify a path for a folder:

1 Open Live Options by right-clicking on the Live icon in your system tray and selecting 'Options' from the pop-up menu that is displayed

2 Go to the Locations tab

3 Highlight a path by clicking on it with the cursor

4 Click the **Modify** button to launch the Browse for Folder dialog

5 Navigate to the location of the desired folder and click **OK** to update the information. The new path to the folder will be displayed in the Locations tab.

Hint: It is possible to reset all the Locations options back to the original defaults. To do this, click on the **Defaults** button at the bottom left of the dialog.

See also Live Options on page 43.

2.6.1. Information Guides

Each time you open a view in Live Configuration, an Information Guide will appear. You can click the blue links in these Guides to open relevant help topics, wizards or views in the program.

Each Guide will continue to appear until you uncheck the 'Show this dialog again' checkbox at the bottom of the Guide.

To turn off all of these information guides:

Check the 'Never show any guides' checkbox at the bottom of any Guide.

OR

Uncheck the 'Show this dialog again' checkbox at the bottom of each Guide.

To show the Guide for a particular view:

1 Go to the view you would like to see the Guide for

2 Click **Help | Guide**… on the main menu of Live Configuration

2.6.2. Sidebar Options

The sidebar is the list of icons on the left of the view.

To hide the sidebar:

1 Go to **Views** on the main menu of Live Configuration

2 Uncheck the 'Show Sidebar' option

To display the sidebar:

1 Go to **Views** on the main menu of Live Configuration

2 Check the 'Show Sidebar' option

3. Live Status

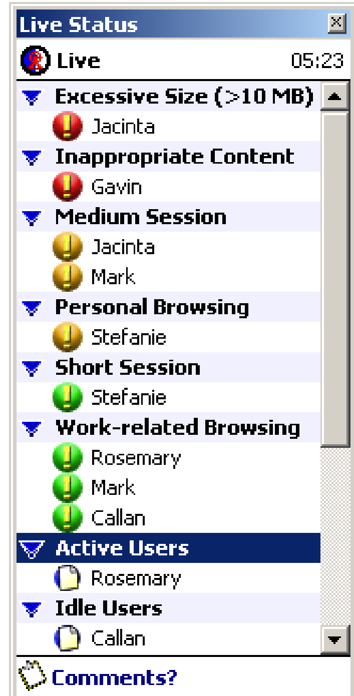


Figure 10 - Live Status

Live Status (see Figure 10) is an unobtrusive list that shows the current alerts *WebSpy Live* has raised based on the triggers whose conditions have been breached. *Live* will display alerts listed under the appropriate trigger.

Live will also list active and idle users of your Internet resources. The most recently accessed protocol will be displayed next to the active user name. Each protocol that *Live* monitors is represented by a protocol image. See Appendix 1 – Definitions for more information on the protocols *Live* monitors.

Any new alerts raised will be displayed by flashing icons in Live Status and the system tray. Depending on the priority level you have set on your triggers, the icon in the system tray will flash in the color of the highest priority trigger that was breached. The Live icon in the top left hand corner of Live Status will flash blue when *Live* is reading new hits from a log file it is monitoring.

In Live Status you can:

- Display alert details
- Display user details
- Dismiss alerts
- Enable a trigger
- Disable a trigger
- Add an alias to a user
- Add a user to a department
- Email alert details to users

See also Navigating Live Status below.

3.1. Navigating Live Status

To see details for an alert or user, double-click on the item in Live Status to open the Details dialog. In the dialog, you can click on the **Next** and **Previous** buttons to navigate between details for each alert. Dismiss any alerts you are no longer interested in by clicking on the **Dismiss** button. If you want to email the alert details to a user, click on the **Email** button.

If you do not want to view any users or alerts, you can collapse the user and alert lists. Double-click on an trigger heading, the Active or Idle users list headings to collapse the lists. Double-click the headings again to reopen the lists.

Click on the Live icon in the top left hand corner to access:

- Live Summary, where you can view summary details about the users that *Live* is monitoring

- Live Configuration, where you can configure your inputs, triggers, profiles, aliases and departments
- Live Options, where you can configure different options and settings in *Live*
- The About dialog, where you can find all information relating to the version of *Live* you are running as well as WebSpy contact details
- Reset, you can reset *Live* to clear all accumulated summaries and alerts and start monitoring again
- Shutdown, to exit from *Live*. *Live* will stop monitoring your log files.

Minimize Live Status by clicking on the **X** button in the top right hand corner. This will not shut down *Live* - it will just close Live Status. See Shutting Down Live on page 53.

Hint: To relaunch Live Status, single left-click on the icon in your system tray or right-click on the Live icon in your system tray, then select 'Open' from the pop-up menu.

See also Live Status on page 43, Displaying Alert Details on page 49 and Displaying User Details on page 49.

3.2. Enabling Triggers from Live Status

You can enable triggers directly from Live Status.

To enable a currently disabled trigger:

1 Right-click on the trigger you want to enable

2 Select the 'Enable' option from the pop-up menu

Note: A trigger will only appear in Live Status if it currently has associated alerts. If you want to enable a trigger that is not in Live Status, you will need to enable it from Live Configuration.

See also Enabling a Trigger and Disabling a Trigger in Live Configuration on page 21.

3.3. Disabling Triggers from Live Status

You can disable triggers directly from Live Status.

To disable a trigger:

1 Right-click on the trigger you want to disable

2 Select the 'Disable' option from the pop-up menu

Note: A trigger will only appear in Live Status if it currently has associated alerts. If you want to disable a trigger that is not in Live Status, you will need to disable it from Live Configuration.

See also Enabling a Trigger and Disabling a Trigger in Live Configuration on page 21.

3.4. Displaying Alert Details

Live Status displays all alerts that have been raised based on the triggers that you specify in *WebSpy Live*. The user name of each person who breached the conditions of the trigger is displayed as an alert listed under the trigger.

To view details of all alerts for a specific trigger:

1 Right-click on the trigger and select the 'Display' option from the pop-up menu that is displayed. The appropriate Details dialog will be displayed.

2 Click **Next** and **Previous** to navigate between the details of each alert

3 Click **Close** to exit from the Details dialog

To view specific details relating to a single alert:

1 Double-click on the user name of an alert you are interested in. This will launch the Details dialog for that alert.

2 Click **Close** to exit from Alert Details

If you do not want to view any alerts, you can collapse the trigger list. Double-click on a trigger heading to collapse a list and double-click the heading again to reopen the list.

Hint: Right-click on an alert to dismiss or display details for the alert. Just select the appropriate options from the pop-up menu that is displayed.

See also Navigating Live Status on page 47, Displaying User Details below and Using the Details Dialog on page 50.

3.5. Displaying User Details

Live Status displays all active and idle user details for all users of your Internet resources.

To view details of all users:

1 Right-click on the Active or Idle heading and select the 'Display' option from the pop-up menu that is displayed. This will open the appropriate Details dialog.

2 Click **Next** and **Previous** to navigate between details for users

3 Click **Close** to exit from the Details dialog

To view specific details relating to a single user:

1 Double-click on the user you are interested in. This will launch the Details dialog for that user.

2 Click **Close** to exit from the Details dialog

If you do not want to view any active or idle users you can collapse the lists. Double-click on the Active and Idle headings to collapse a list and double-click the headings again to reopen the lists.

Hint: You can specify whether or not to display active or idle users at all in Live Status. See Display Options on page 44.

See also Navigating Live Status on page 47, Displaying Alert Details on page 49, and User Details Dialog on page 51.

3.6. Dismissing Alerts

In Live Status you can dismiss alerts that you are no longer interested in.

To dismiss an alert:

1 Double-click on the user name for an alert you want to dismiss. This will launch the Details dialog for that alert.

2 Click **Dismiss** to remove the alert. The alert will no longer appear in Live Status. The next alert will be displayed for you.

3 Repeat step 2 until you have finished dismissing all necessary alerts

4 Click **Close** to exit from Alert Details

To dismiss all alerts for a specific trigger:

1 Right-click on the trigger and select the 'Dismiss' option from the pop-up menu that is displayed. All alerts for this trigger will be dismissed and the trigger will no longer appear in Live Status.

See also Enabling and Disabling triggers from Live Status on page 48.

3.7. Using the Details Dialog

A Details dialog can be launched for each alert or user. The dialog contains details of the activity that raised the alert, or details of that user's activities.

There are two types of Details dialogs:

- User Details
- Alert Details

You can open the Details dialog for any alert or user in Live Status by double clicking on the item or right-clicking on the item and selecting 'Display' from the pop-up menu. Any summary information highlighted in red represents a failed hit.

Click the **Next** and **Previous** buttons to navigate between details for each alert or click **Close** to exit from the Details dialog.

Hint: You can email information from a Details dialog to a user by clicking on the **Email** button.

See also Alert Details Dialog on page 50 and User Details Dialog on page 51.

3.8. Alert Details Dialog

The following summary information is displayed in the Details dialog for each alert:

- User: The name of the user who raised an alert
- Started: The time when the user first started browsing or when the user session began
- Elapsed: The total time from when the user first started browsing

Totals for each column in the dialog are display at the bottom.

- Profile, Size and File Trigger based alerts contain these columns:

- Initiated: The time that the alert occurred
- Site/Recipient: The names of web addresses, email addresses or other Internet servers that the user accessed, displayed with an associated protocol image
- Resource/Subject: The individual items that the user download from the Internet sites
- Size: The size of each hit

- Time trigger based alerts contain a different set of columns:
- Site/Recipient
- Hits: The total number of hits a user has raised for each site or recipient
- Size: The total size of the items downloaded from each site or recipient
- Last Accessed: The time when a user last visited the site or last sent email to the recipient

Alerts raised by time triggers based on combined user sessions will display the following information:

- Session Start: the time each session began
- Sites: The number of sites visited in each user session
- Elapsed: The total duration of each session
- Hits: The total number of hits downloaded in each session

See also Using the Details Dialog on page 50, User Details Dialog on page 51and Displaying Alert Details on page 49.

3.9. User Details Dialog

The following summary information is displayed in the Details dialog for each active or idle user:

- User name: The name of the user accessing your Internet resources
- Started: The time when the user first started browsing or when the user session began
- Elapsed: The total accumulated time for the current user session
- Site/Recipient: The names of web addresses, email addresses or other Internet servers that the user accessed, displayed with an associated protocol image
- Hits: The total number of hits a user has accessed for the session
- Size: The total size of the hits accessed during the session
- Last Accessed: The time when a user last visited a site or last sent email

See also Using the Details Dialog on page 50, Alert Details Dialog on page 50and Displaying User Details on page 49.

3.10. Adding an Alias to a Display Name

In Live Status you can assign an alias to a display name.

To assign an alias:

1 Right-click on a user in Live Status

2 Select 'Alias' from the pop-up menu to launch the Quick Alias dialog

3 Select a display name from the drop down list to assign the alias to

OR

Type in a new display name

4 Click **OK** to assign the alias to a display name

Note: You can check or edit your users and their associated aliases by going directly to Aliases in Live Configuration (see page 28).

See also Adding Users to a Department see below.

3.11. Adding Users to a Department

In Live Status you can assign a user to a department.

To assign a user to a department:

1 Right-click on a user in Live Status

2 Select 'Department' from the pop-up menu to launch the Quick Department dialog

3 Select a department from the drop down list to assign the user to

OR

Type in a new department name

4 Click **OK** to assign the user to a department

Note: You can check or edit your departments and their associated users by going directly to Departments in Live Configuration (see page 34).

See also Adding a Department and associated users in Live Configuration on page 35.

3.12. Emailing Users in Live Status

In Live Status, *WebSpy Live* enables you to send an email to a user whose browsing has raised an alert.

For example, if you have set up a trigger for inappropriate content you can send an email outlining what, when and for how long a user was browsing inappropriately.

If you do not have Live Status open you can launch it by left-clicking on the Live icon in your system tray.

To send an email in Live Status based on an alert:

1 Double-click on an alert to launch the Details dialog

2 Click on the **Email** button to launch the Email to dialog. The name of the user who raised the alert is displayed in the Address edit box.

3 Click **OK** to launch a new email message using your default email program. The recipient, subject and summary information in Alert Details will be added to the email message. If necessary you can edit any of the details before sending your message.

To send an email in Live Status based on an active or idle user:

1 Double-click on a user to launch the Details dialog for that user

2 Click on the **Email** button to launch the Email to dialog. The name of the user is displayed in the Address edit box.

3 Click **OK** to launch a new email message using your default email program. The recipient, subject and summary information in the Details dialog will be added to the email message. If necessary, you can edit any of the details before sending your message.

Hint: *Live* enables you to send more comprehensive emails from Live Summary based on information for all users, alerts and sessions for the time period that *Live* has been monitoring.

See also Emailing Users in Live Summary on page 59.

3.13. Resetting Live

You can reset *WebSpy Live* to clear information in Live Summary and Live Status as well as free up memory on your machine.

To reset *Live*:

1 Click on the Live icon in the top left hand corner of Live Status

2 Select 'Reset' from the menu that is displayed

3 A Confirmation dialog will be displayed

- Select **Yes** if you want to reset *Live*
- Select **No** to return to Live Status without resetting

Note: Resetting *Live* will clear all your accumulated summaries, alerts and users. The clock counter in the top right hand corner of Live Status will start counting again from zero.

See also Navigating Live Status on page 47 and Shutting Down Live on page 53.

3.14. Shutting Down Live

To shut down *WebSpy Live*:

Right-click on the Live icon in your system tray and select 'Shutdown' from the pop-up menu that is displayed

OR

If Live Status is already open, click on the Live button in the top left-hand corner and select 'Shutdown' from the menu.

Note: When you shut down *Live*, you will clear any accumulated summaries and alerts.

See also Resetting Live on page 53.

4. Live Summary

WebSpy Live collates information about your users and their Internet activity. From Live Summary, you can browse to different summary levels displaying your data broken down into three levels of detail.

To open Live Summary:

Right-click on the Live icon in your system tray and select 'Summary' from the pop-up menu.

OR

If you already have Live Status open, click on the Live icon in the top left hand corner and select 'Summary' from the menu.

User data is organized by the following levels:

- Users Level
- User Sessions Level
- Session Level

In Live Summary you can:

- Include a URL in a profile
- Exclude a URL from a profile
- Browse to a URL
- Add an Alias to a user or site name
- Add a user to a department
- Email summary details to users

To view summary details for a user, click on the user's hyperlinked name to drill down to the next level. You can also click on a user and then use the **Up** and **Down** buttons on the toolbar to navigate between levels.

Hint: You can sort a list of data by a particular column. The data in each column will be sorted in either ascending or descending order.

See also Navigating to Summary Levels on page 57.

4.1. Users Level

The following summary information is displayed in the Users Level of the summary view:

- User name: The name of a person or computer using your organization's network
- Sessions: The total number of sessions for a user over the period that *Live* has been monitoring
- Elapsed Time: The total period of time that a user spent using Internet resources over the period *Live* has been monitoring
- Hits: The total number of hits a user has raised for the period that *Live* has been monitoring
- Size: The total size of downloaded resources for the period that *Live* has been monitoring
- Activity: A description of what a user is currently doing

In the Users Level you can add an alias to a user, add a user to a department or email users who are using your Internet resources inappropriately. Figure 11 below shows a screen shot of the Users Level in Live Summary.

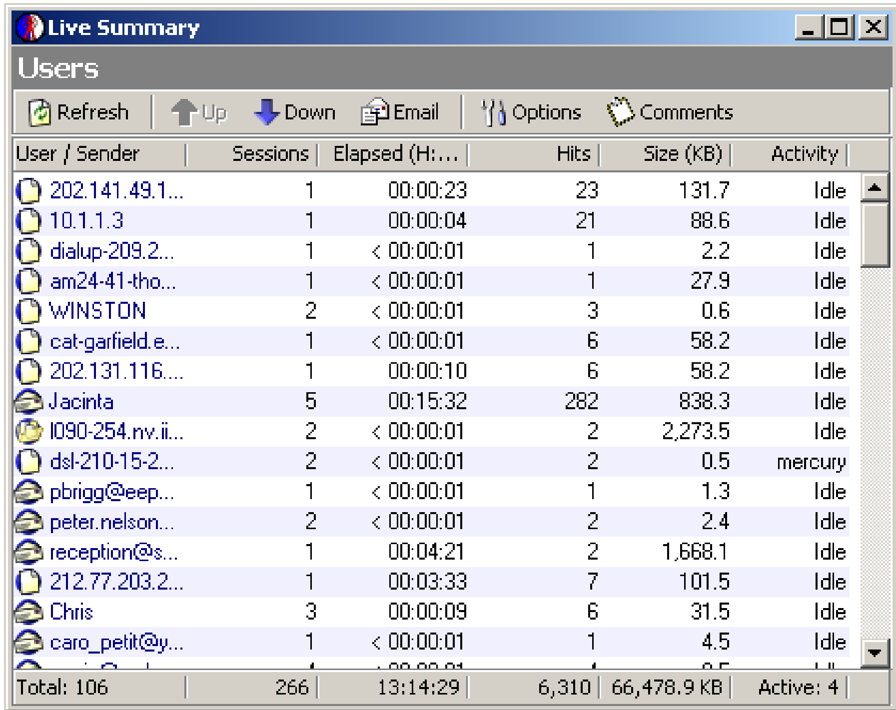


Figure 11 - Live Summary Users Level

4.2. *User Sessions Level*

The following summary information is displayed in the User Sessions Level of the summary view:

- Session: The start of the user session or when the user first started browsing
- Sites: The total number of URLs that a user has visited for the period that *Live* has been monitoring
- Elapsed Time: The total time a user spent using the Internet or writing email for the period that *Live* has been monitoring
- Hits: The total number of hits a user has raised for the period that *Live* has been monitoring
- Size: The total size of downloaded resources for the period that *Live* has been monitoring

In the User Sessions Level you can email users who are using your Internet resources inappropriately. See also Emailing Users in Live Summary on page 59. Figure 12 below shows a screen shot of the User Sessions Level in Live Summary.

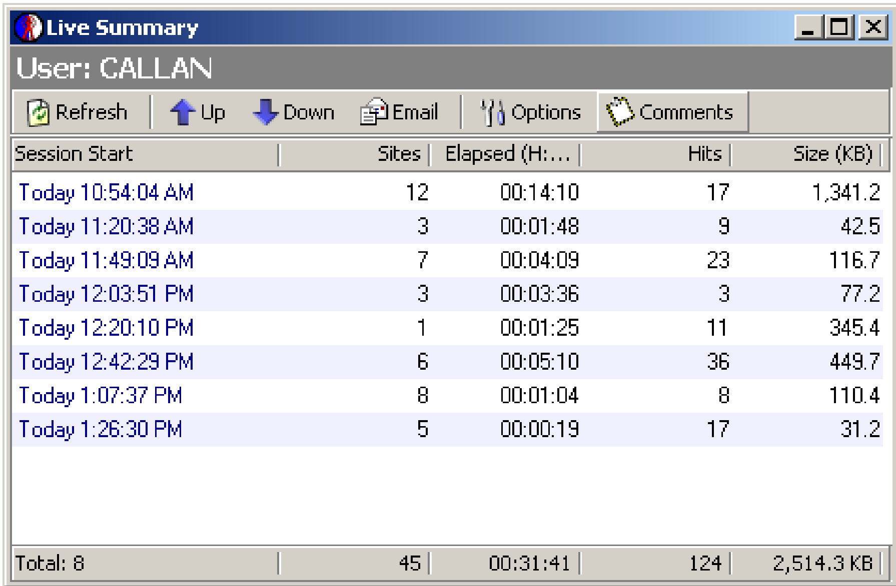


Figure 12 - Live Summary User Sessions Level

4.3. Session Level

The following summary information is displayed in the Session Level of the summary view:

- Site name/Recipient: The name of the web address, email address or other Internet server a user accessed while *Live* has been monitoring
- Hits: The total number of hits a user has raised for the period that *Live* has been monitoring
- Size: The total size of downloaded resources for the period that *Live* has been monitoring
- Last Accessed: The time when the user last visited a site or last sent email

At this level you can:

- Browse to a site URL (see page 59)
- Email users who are using your Internet resources inappropriately (see page 59)
- Add an alias to a user or site name (see page 60)

Hint: *Live* enables you to adjust your profiles at the Session Level. This makes it much faster to add new sites and keywords to the appropriate profiles. See page 58.

Figure 13 below shows a screen shot of the Session Level in Live Summary.

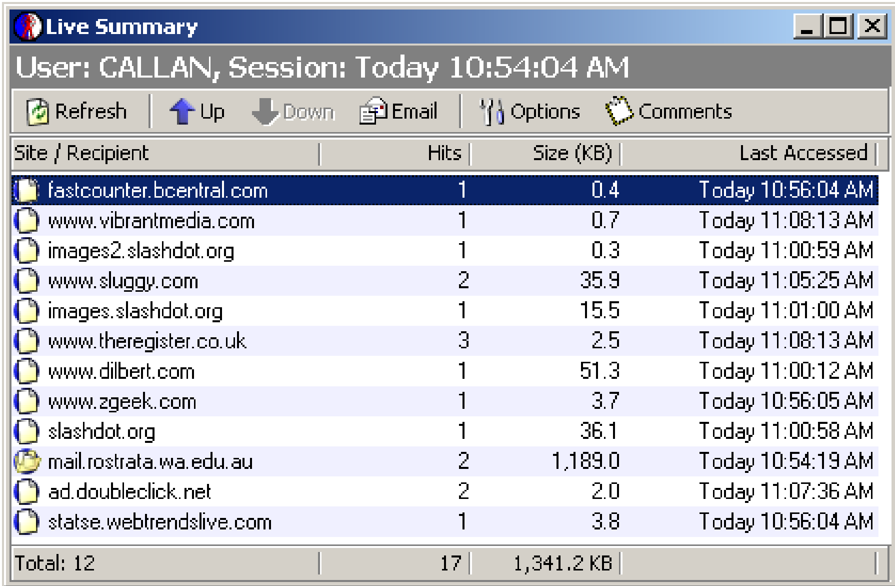


Figure 13 - Live Summary Session Level

4.4. Navigating to Summary Levels

You can open Live Summary by right-clicking on the Live icon in your system tray and selecting 'Summary' from the pop-up menu.

When you first open the Live Summary the Users Level will be displayed. This is where the details for all people using your organization's Internet resources will be listed.

In Live Summary you can use the **Up** and **Down** buttons to navigate between different summary levels.

To navigate between levels:

1 Select a user from the Users Level then click on the Down button to take you to the User Sessions Level

2 At the User Sessions Level select a session for which you want to view details

3 Click on the **Down** button on the toolbar to take you to the Session Level

See also Live Summary on page 54 and Sorting Columns on page 57.

Hint: If you have Live Status open, you can click on the Live icon in the top left hand corner and select 'Summary' from the menu. This will launch Live Summary for you.

4.5. Sorting Columns

You can sort the columns in Live Summary or any Details Dialog. This enables you to organize your information into a format that is easier to analyze.

For example, you could click on the Sessions column in the Users Level of Live Summary and sort in ascending or descending order to see which users had the least and most user sessions.

To sort a list of data by a particular column, click on the column heading. An arrow will appear to indicate whether the data is sorted in ascending order or descending order.

To reverse this order, click on the column heading again.

To sort by a different column, click on the appropriate column heading.

See also Navigating to Summary Levels on page 57.

4.6. Including a Keyword in a Profile

WebSpy Live enables you to configure your profiles at the Session Level.

To add a keyword to a profile:

1 Right-click on the Site/Recipient in the Session Level and select the 'Adjust Profile' option from the pop-up menu. This will launch the Adjust Profile dialog
2 The URL accessed in that session will be displayed in the Keyword edit box. You can edit this keyword by typing your changes directly into the edit box or select a keyword option from the drop-down list.
3 Select the 'Include keyword in:' radio button from the dialog
4 Select the profile to add the keyword to from the drop-down list
5 Click **OK** to assign the keyword to the profile

If a keyword you are adding to a profile already exists as an included keyword, the Adjust Profile dialog will notify you and you can either add a different keyword or cancel the process without adding the keyword.

The URL or specified keyword will be added to the profile exactly as it is displayed in the Adjust Profile dialog. This makes it much faster to add new sites and keywords to the appropriate profiles.

Hint: In the Keyword edit box a URL of 'www.webspy.com' will give you the option of adding the whole URL as your keyword or just 'webspy'. Use the drop-down list to select the keyword to add to your profiles.

See also Profiles on page 22, Excluding a Keyword from a Profile on page 58 and Browsing to a URL on page 59.

4.7. Excluding a Keyword from a Profile

WebSpy Live enables you to configure your profiles at the Session Level.

To exclude a keyword from a profile:

1 Right-click on the Site/Recipient in the Session Level and select the 'Adjust Profile' option from the pop-up menu. This will launch the Adjust Profile dialog.
2 The URL accessed in that session will be displayed in the Keyword edit box. You can edit this keyword by typing your changes directly into the edit box or you can select a keyword option from the drop-down box.
3 Select the 'Exclude keyword from:' radio button from the dialog
4 Select the profile to exclude the keyword to from the drop-down list

5 Click **OK** to exclude the keyword from the profile

If a keyword you are excluding from the profile already exists as an excluded keyword, the Adjust Profile dialog will notify you and you can either add a different keyword to exclude or cancel the process without excluding the keyword.

The URL or specified keyword will be excluded from the profile exactly as it is displayed in the Adjust Profile dialog. This makes it much faster to add new sites and keywords to the appropriate profiles.

Hint: In the Keyword edit box a URL of 'www.webspy.com' will give you the option of adding the whole URL as your keyword or just 'webspy'. Use the drop-down list to select the keyword to exclude from your profiles.

See also Profiles on page 22, Including a Keyword in a Profile on page 58 and Browsing to a URL see below.

4.8. Browsing to a URL

To view the contents of a URL listed in the Session Level of Live Summary, right-click on the site or resource name and select 'Browse' from the pop-up menu. Your Internet browser will be launched and will open the URL address you have selected.

This option makes viewing the content of a web page easy, and is also very useful for refining and checking profiles.

See also Including a Keyword in a Profile on page 58 and Excluding a Keyword from a Profile see above.

4.9. Emailing Users in Live Summary

In Live Summary you can send comprehensive emails based on all users and their associated sessions for the period that *Live* has been monitoring.

For example, you could send an email to a user outlining all details recorded in the Users Level, User Sessions Level or the Session Level.

If you do not have Live Summary open you can launch it by right-clicking on the Live icon in your system tray and selecting 'Summary' from the pop-up menu.

To send an email in Live Summary:

1 Navigate to the summary level you are interested in

2 Click on the **Email** button on the toolbar to launch the Email to dialog. The name of the user whose browsing raised the alert will appear in the Address edit box.

3 Click **OK** to launch a new email message using your default email program. The recipient, subject and summary information will be exported to the email message. If necessary you can edit any of the details before sending your message.

Hint: You can also email a user in Live Status based on information for alert details (see page 52).

See also Emailing Users in Live Status on page 52.

4.10. Adding an Alias to a Display Name

In the Users Level or Sessions Level of Live Summary you can add a user or site as an alias to a display name.

To add an alias:

1 Right-click on a user or site

2 Select 'Alias' from the pop-up menu to launch the Quick Alias dialog

3 Select a display name from the drop down list to assign the alias to or type in a new name

4 Click **OK** to add the alias to the display name

Note: You can check your users and their associated aliases by going directly to Aliases in Live Configuration.

See also Adding a Display Name in Live Configuration on page 29 and Adding Users to a Department in Live Summary below.

4.11. Adding Users to a Department

In the Users Level of Live Summary you can directly add a user to a department.

To assign a user:

1 Right-click on a user

2 Select 'Department' from the pop-up menu to launch the Quick Department dialog

3 Select a department from the drop down list to assign the user to or type in a new department

4 Click **OK** to assign the user to the department

Note: You can check your departments and their associated users by going directly to Departments in Live Configuration (see page 34).

Appendix 1 – Definitions

Activity

The activity column describes what a user is currently doing. When a user is browsing, the most recently active site will be displayed in the activity column. If they are sending an email the recipient's address will be displayed. However, when they are not currently using Internet resources their activity status will be listed as idle.

Active User

Active users are those who are currently using your Internet resources. This includes users who are browsing as well as those who are sending email. All your active users will appear in the Active User list in Live Status. If a user hasn't browsed within the specified threshold time, that user is moved to the Idle User list.

Alerts

An alert is represented by a flashing exclamation mark in your system tray and is listed in Live Status under its associated trigger. It notifies you when a user has breached the conditions you specified in a trigger and will display the user name of the person who raised the alert.

Alerts relating to an Input issue are represented by a black exclamation mark and notify you that *Live* is having issues with monitoring the log files you have specified.

Aliases

Aliases are the actual names of users and sites recorded in your log files. However, since these names can be uninformative, you can specify a display name for an alias or group of aliases.

For example, your proxy log files might contain a reference to a user called WEBSPY\John. You can associate this alias with a display name of John, and Live Status and Live Summary will display John instead of WEBSPY\John.

Further, if your email tracking logs contain references to a user called john@webspy.com, you can associate the alias john@webspy.com with the display name John. Then, when you look at John in Live Summary, you can see both his email and web activity.

You can also use sites' IP addresses as aliases, and add the real site names as display names. Then, instead of seeing 209.61.214.8, you will see www.webspy.com.

Aliases is also the name of the view in Live Configuration where you can add display names and aliases.

Departments

Departments are used for organizing the users in your organization into groups, for example Marketing, Legal or Administration.

Domain Controller

A domain controller is the computer that logs users on to domain accounts in a Windows NT® Server domain. The primary domain controller keeps track of any changes to the domain accounts, and will log users on to domain accounts. By default, *WebSpy Live* uses the primary domain controller to create departments from Windows NT® User groups.

A backup domain controller is kept up to date with changes by the primary domain controller, and can be used to provide the information *Live* needs, if the primary domain controller is not available.

Elapsed Time

This is the total time that a user spent using Internet resources for the period that *Live* is monitoring. This could represent the total accumulated time for more than one user session.

Excluded Keywords

If a hit contains an excluded keyword, that hit will not be assigned to the profile with that excluded keywords, even if the hit does contain one or more included keywords.

WebSpy Live looks along the length of each hit for included keywords. As soon as it finds an included keyword, it will check for any excluded keywords for that profile. If there are no excluded keywords, then the hit is assigned to that profile. If there is an excluded keyword, the hit is checked for included keywords in the next profile.

When you set up a trigger based on profiles, *Live* will generate an alert when an included keyword is registered in a hit, as long as that hit contains no excluded keywords.

For best results you should update included keywords for your profiles regularly so that triggers you set will generate accurate alerts.

Extension Trigger

An Extension trigger alerts you when a user accesses material with a certain file extension. For example, you may set a trigger to alert you when a user is downloading an MP3 (.mp3) music file.

Failed Hit

A failed hit is a request for a web page that was incompletely or incorrectly received. This might happen if the user spelt the URL incorrectly, or the page was no longer available, or the proxy server (on either end) was unable to fulfill the request.

Live will display all failed hits in red in both Live Status and Live Summary. The associated protocol image for a failed hit will have a small red cross in the bottom left hand corner of the image.

File Extensions

In *WebSpy Live*, you can set up extension triggers that will alert you when a user downloads files with a particular extension. The following are sample file extensions that can be used to set up a trigger:

File type	**Extensions**
Active Content	.cdf
Application	.hap, .exe
Compressed File	.gzip, .arj, .sit, .zip, .tar, .gz, .arc, .cab, .gtz
Dynamic Link Library	.dll
Help File	.hpj, .hlp, .hhp, .hhc, .gid, .cnt, .chm
Image File	.tif, .png, .ivr, .jpe, .jpg, .bmp, .jpeg, .tiff, .gif, .pcx, .ico, .psd, .wmf, .dxf, .img
Java Class	.jar, .class
Mail Message	.mail
Microsoft Access Database	.mdb, .idx
Microsoft Excel Spreadsheet	.xls, .csv
Microsoft PowerPoint Presentation	.ppt, .pps
Microsoft Publisher Document	.pub

Microsoft Word Document	.doc
Portable Document Format	.pdf
PostScript	.ps
Rich Text Format	.rtf
Script File	.cgif, .xsl, .fcgi, .js, .pl, .cgi, .inc, .ini, .cfg, .cfm
Shockwave Flash	.spl, .swf
Sound File	.aiff, .mp3, .mod, .midi, .wav, .vox, .au, .mp2, .mid
Source Code	.java, .c, .h, .vbs, .res, .cpp, .pas, .hpp
Streaming Media	.rmx, .qtml, .wma, .wax, .wrl, .ra, .asf, .ram, .rmf, .asx
Text Document	.txt, .text, .log
Video Clip	.mov, .vivo, .viv, .rm, .mpg, .avi, .mpeg, .ivs
Web Document	.xml, /, .htm, .css, .chtml, .fhtml, .jhtml, .shtm, .phtml, .html-ssi, .shtml, .html, .dhtml
Web Query	;, ?, @
Web Script	.jsp, .gw, .php, .php4, .asp, .php3, .javascript, .script, .jss
Windows Toy	.cur, .ani, .scr

File Mask

A file mask is a group of letters, numbers or wildcard characters used for searching for files that fit that mask. Two wildcard characters can be used in a file mask, * and ? - * means any character or group of character and ? means any single character.

For example:

??ab.log

will pick up - cdab.log

- ciab.log

but not - cdaab.log

-cdrab.log

whereas:

*ab.log

will pick up all four.

A file extension is the part of the filename consisting of the letters to the right of the period.

Hits

A hit is an individual file or item downloaded from an Internet site to your computer. One web page can be made up of many hits - the main page, the pictures on the page, the files on the page and so on.

This term can be confusing, since there are a couple of other meanings. For example, each item returned by a search engine is sometimes called a hit, and some people describe the number of visitors to a web site as a whole as the number of hits that site has had.

The actual content of a hit can vary widely. A hit may consist of a small picture or a large amount of text, or be very large or very small. Therefore, the effect of that single hit on an organization's total Internet usage can be hard to quantify.

In some situations, a user cannot control the content of the hits they access. In the case of advertising, especially, the type of content the user ends up seeing is not the choice of that user.

Idle User

WebSpy Live keeps a list of all users who have accessed your Internet resources while it is monitoring. Idle users are those who have not been browsing for a default time of 5 minutes. Their names will be transferred from the Active Users list to the Idle Users list.

You can change the default user session threshold time before a person is considered as idle in General Options.

Included Keywords

An included keyword is a keyword that must be present in a hit before *WebSpy Live* will assign the hit to the profile containing that keyword.

Live looks along the length of each hit for included keywords. As soon as it finds an included keyword, it will check for any excluded keywords for that profile. If there are no excluded keywords, then the hit is assigned to that profile.

If there is an excluded keyword, the hit is checked for included keywords in the next profile. When you set up a trigger based on profiles, *Live* will generate an alert when an included keyword is registered in a hit, as long as that hit contains no excluded keywords.

For best results you should update included keywords for your profiles regularly so that triggers you set will generate accurate alerts.

IP Address

An IP address is a unique string of numbers that identifies a computer on the Internet or on a network, consisting of 4 parts separated by dots, e.g. 165.113.245.2. This number may be represented by a simple name e.g. www.webspy.com.

Live Protocols

In Live Status active and idle users will have an associated protocol image displayed next to their names. This image represents the last protocol that a user accessed.

The following protocols are monitored in *WebSpy Live*:

FTP

Mail

News

Secure Web

Socks

Telnet

Web

Priority Levels

You can assign a priority level to a trigger to indicate how important it is. A trigger assigned a low priority will generate alerts displayed with a green icon in Live Status. Triggers assigned medium and high priorities will generate yellow and red alerts respectively.

Profiles

Profiles are useful to help determine what kinds of web pages are being accessed. They are collections of keywords that are checked against the site name and resource name of a hit to see if they match the profile.

Profile Trigger

A profile trigger raises an alert when a user accesses content belonging to the specified profile. For example, you may set a trigger to alert you when a user is accessing content from the Adult profile.

Protocol

A protocol is a special set of rules or conventions for communication between two computers. Both computers must recognize and observe the protocol. Different types of Internet traffic use different protocols, which are often described in an industry or international standard.

See the definition of Live Protocols to see the protocols that *Live* monitors.

Recipient

The recipient is the name of the person who received email.

Resource name

Resources are the individual items that you download from the Internet. The resource name is the part of the URL that comes after the first forward slash character.

e.g. www.webspy.com/logo.gif indicates there is a resource called /logo.gif stored at the site www.webspy.com

Search Through Subfolders

If the folder you have specified contains more folders, *Live* will also search through these subfolders for any log files to monitor. This is most appropriate if your proxy server stores different log files in different folders.

Site name

The site name is the part of a resource's URL before the first single forward slash character '/' and after the '://'.

e.g. www.webspy.com is a site name.

A site name can also be the name of a mail or other Internet server.

Size

The size of a hit is the amount of data in that hit measured in bytes, KB, MB or GB.

The size of a site, user, department etc. is the total size of all the hits included in that site, user or department.

You can configure the unit size is measured in from General Options.

Size Trigger

A size trigger alerts you when a user exceeds set limits on the size of resources downloaded. If a user is downloading a file greater than a specified limit, or if they have downloaded files that total more than the limit since *WebSpy Live* was last reset, you will be notified with an alert.

System Tray

Your computer's system tray is the small section of your taskbar (the gray section with the Start button) that usually shows your computer's clock.

Threshold Time

The threshold time is the maximum amount of amount of time between two hits before the second hit is considered part of a separate user session. You can specify the threshold time in General Options. The default is 5 minutes.

Time Trigger

A time trigger alerts you when a user exceeds set time limits for a browsing period, or since the time *WebSpy Live* was last reset. You might want to set a maximum time limit of 30 minutes browsing for all your users. As soon as a user exceeds this time limit you will be notified with an alert.

Trigger

A trigger is a set of conditions that you set up to monitor Internet usage occurring on your network. When enabled, the trigger will raise alerts if the conditions specified are breached. In *Live* you can set up specific triggers based on profile, size, file extension or time. For example, you might set up a time trigger to alert you when a user has spent more than 30 minutes browsing the Internet.

URL

A URL can be thought of as the 'address' for any item available on the Internet. URL stands for either Universal Resource Locator or Uniform Resource Locator, depending on the source of the definition. A URL is the name or IP address of a site that you would type into the Address box in your Internet browser.

Users

Live monitors the users who are currently using your Internet resources. This includes those who are browsing as well as those who are sending email.

User name

A user name is the name of a person or computer using your organization's network. An IP address is an address used by your computer to communicate with your organization's server. Therefore, each IP address used by your server will have a user name associated with it.

A user name can have more than one IP address associated with it, if, for example, one person uses more than one computer.

User Session

A user session is a period of time that a user spent using Internet resources continuously. If a user downloads two or more Internet resources within a set threshold time, then *Live* groups those resources as part of a single user session.

A session will end when the user has been idle (not browsing) for longer than the threshold time. To define how close two hits need to be before they are grouped in the same user session, you will need to change the user session threshold time in General Options. The default is 5 minutes.

Appendix 2 – Supported Log File Formats

The following list of log file formats are supported by *WebSpy Live* and this list is current as at October, 2001. New log files may be added to this list periodically.

If your log files are not currently supported by *Live* please send a sample of the log files to support@webspy.com.

C Proxy	Kiwi's Syslog Daemon	Netscreen	Squid Additional
CacheXpress	LinkSYS	Novell Border Manager	Syslog Utility
Checkpoint Firewall-1	MDaemon	Novell Border Manager Extended	Trend Interscan Webmanager
Cisco Firewall	Microsoft Exchange Server	Pro FTP	Vicomsoft Web Cache
Cisco Pix	Microsoft ISA Server	ProxyNow!	WebSpy Sentinel
ConSeal Firewall	Microsoft Proxy	Raptor Firewall	WebSweeper
Cyberguard Firewall	Microsoft IIS	Sendmail	Wingate
CSM Blocking Log	Midpoint	SonicWall	Winroute Firewall
Gauntlet Firewall	Net Proxy	Squid Native	Winroute Pro - Mail
Groupwise Internet Agent	Netscape Proxy		