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GFI WebMonitor 2009 ReportPack

# Manual

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# 1. Introduction

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## 1.1 About GFI ReportCenter

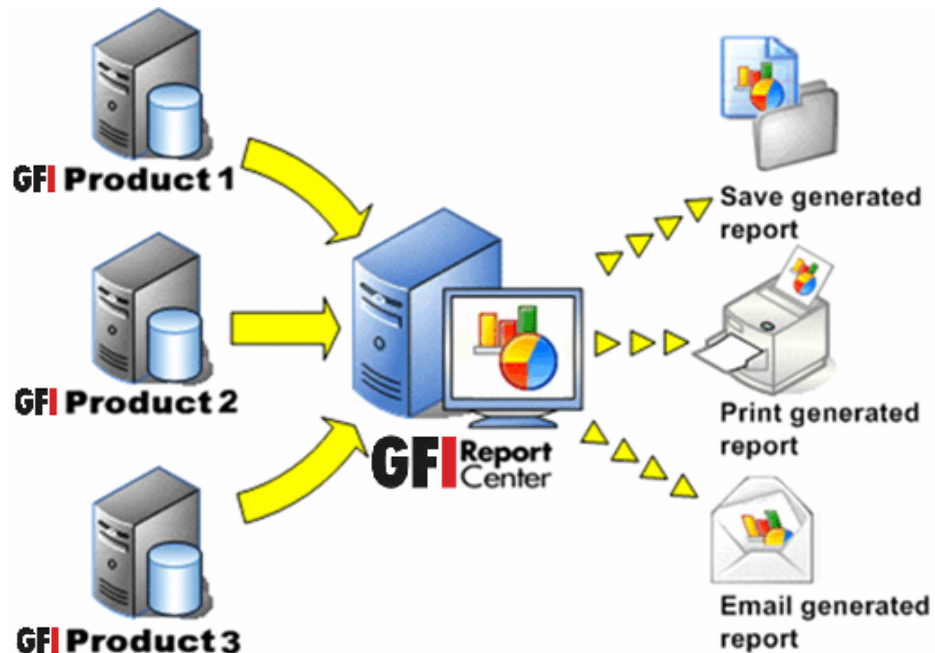


Figure 1 - Centralized reporting framework

GFI ReportCenter is a centralized reporting framework that enables you to generate reports using data collected by different GFI products. GFI releases specialized reports for each of its products, referred to as ReportPacks; for example, the GFI WebMonitor ReportPack.



Figure 2 – Several ReportPacks plugged into the GFI ReportCenter framework

A ReportPack plugs into the GFI ReportCenter framework; providing you with the facility to generate, analyze, export and print the information generated through these reports.

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## 1.2 About the GFI WebMonitor ReportPack

The GFI WebMonitor ReportPack is a full-fledged reporting companion to GFI WebMonitor. It enables you to generate reports based on the information recorded by GFI WebMonitor during its operation.

Through bandwidth use reports, hits reports and threat reports the GFI WebMonitor ReportPack provides you with the easy-to-view information required, to fully understand the ever-changing web use scenario of your corporate network.

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## 1.3 Components of the GFI WebMonitor ReportPack

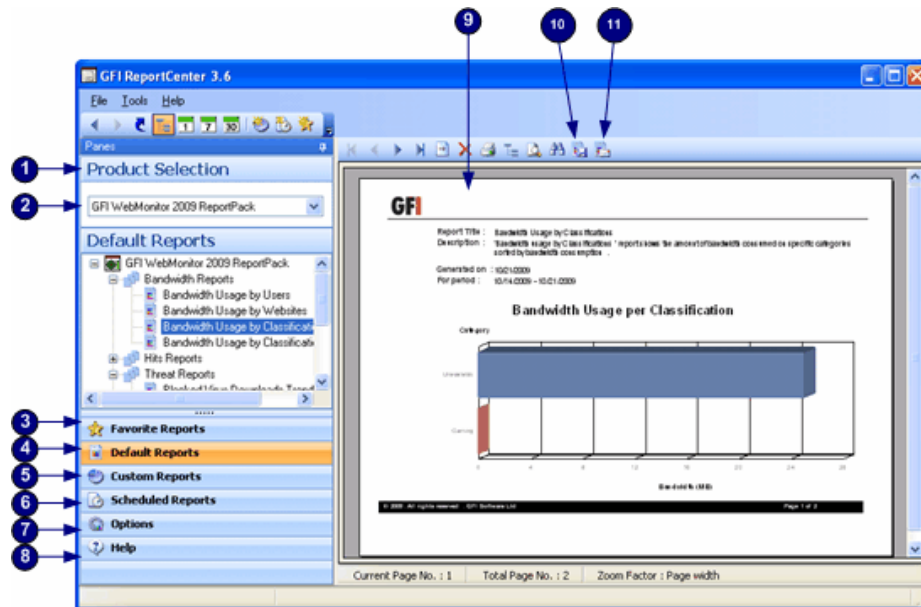
When you install the GFI WebMonitor ReportPack, the following components are installed:

- GFI ReportCenter framework
- GFI WebMonitor default reports
- Report scheduling service

### GFI ReportCenter framework

The GFI ReportCenter framework is the management console through which you can generate the specialized product reports. The GFI ReportCenter framework offers a common application interface

through which you can navigate, generate, customize and schedule reports.



Screenshot 1 – The GFI ReportCenter management console

The GFI ReportCenter management console is organized as follows:

<b>1</b>	<b>Navigation Pane</b> – Use this pane to access the navigation buttons/configuration options provided with GFI ReportCenter.
<b>2</b>	<b>Product Selection drop-down list</b> – Use this drop-down list to select the GFI product for which to generate reports. The Product Selection drop-down list displays all the products for which you have installed a ReportPack.
<b>3</b>	<b>Favorite Reports</b> – Use this navigation button to access your favorite/most used reports. For more information on how to add reports to this list refer to the <a href="#">Adding reports to the list of favorite reports</a> section in this manual.
<b>4</b>	<b>Default Reports</b> – Use this navigation button to access the default list of reports which can be generated for the selected product. For more information on default reports refer to <a href="#">Default reports</a> section in this manual.
<b>5</b>	<b>Custom Reports</b> – Use this navigation button to access the list of customized reports which can be generated for the selected product. For more information on how to create custom reports refer to <a href="#">Custom reports</a> section in this manual.
<b>6</b>	<b>Scheduled Reports</b> – Use this navigation button to access the list of scheduled reports for automatic generation and distribution. For more information on how to create scheduled reports refer to the <a href="#">Scheduling reports</a> chapter in this manual.
<b>7</b>	<b>Options</b> – Use this navigation button to access the general configuration settings for the GFI product selected in the Product Selection drop down list.
<b>8</b>	<b>Help</b> – Use this navigation button to show this Quick Reference Guide in the Report Pane of the GFI ReportCenter management console.
<b>9</b>	<b>Report Pane</b> - Use this multi-functional pane to: <ul style="list-style-type: none"> <li>• View and analyze generated reports.</li> <li>• Maintain the scheduled reports list.</li> <li>• Explore samples and descriptions of default reports.</li> </ul>
<b>10</b>	<b>Export</b> – Use this button to export generated reports to various formats including HTML, Adobe Acrobat (PDF), Excel (XLS), Word (DOC), and Rich Text Format (RTF).



**Send email** – Use this button to instantly distribute the last generated report via email.

### **GFI WebMonitor default reports**

The GFI WebMonitor default reports are a collection of specialized pre-configured reports which plug into the GFI ReportCenter framework. These reports present the web usage activity recorded by GFI WebMonitor and allow for the generation of reports. Default reports can also serve as the base template for the creation of customized reports which fit specific network-reporting requirements.

### **Report scheduling service**

The report scheduling service controls the scheduling and automatic distribution of reports by email. Reports generated by this service can also be saved to a specific hard disk location in a variety of formats which include DOC, PDF, RTF and HTML.

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## **1.4 Key features**

### **Centralized reporting**

GFI ReportCenter is a one-stop, centralized reporting framework which enables the generation and customization of reports for a wide array of GFI Products.

### **Wizard assisted configuration**

Wizards are provided to assist you in the configuration, scheduling and customization of reports.

### **Report scheduling**

With GFI ReportCenter you can schedule reports to be generated on a pre-defined schedule as well as at specified intervals. For example, you can schedule lengthy reports to be generated after office hours. This allows you to maximize the availability of your system resources during working hours and avoid any possible disruptions to workflow.

### **Distribution of reports via email**

GFI ReportCenter allows you to automatically distribute generated reports via email. In scheduled reports, this can be achieved automatically after the successful generation of a scheduled report.

### **Export reports to various formats**

By default, GFI ReportCenter allows you to export reports to various formats. Supported formats include HTML, PDF, XLS, DOC and RTF. When scheduling reports, you can optionally configure the preferred report output format. Different scheduled reports can also be configured to output generated reports to different file formats.

## **Default reports**

The GFI WebMonitor ReportPack ships with a default set of reports. These reports can be generated without any further configuration effort immediately after the installation. The default reports in this ReportPack are organized into three different report-type categories: Bandwidth, Hits and Threat reports.

## **Favorites**

GFI ReportCenter allows you to create bookmarks to your most frequently used reports – both default and custom.

## **Printing**

By default, all reports generated by GFI ReportCenter are printer friendly and can be printed through the windows printing services provided by the system where GFI ReportCenter is installed.



# 2. Installation

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## 2.1 System requirements

Install the GFI WebMonitor ReportPack on a computer that meets the following requirements:

- Windows 2000 (SP4) / XP (SP2) / 2003 operating system.
- Internet Explorer 5.1 or higher.
- .NET Framework version 1.1.

**NOTE:** The GFI WebMonitor ReportPack only allows you to generate reports for data contained in the SQL Server database backend of GFI WebMonitor.

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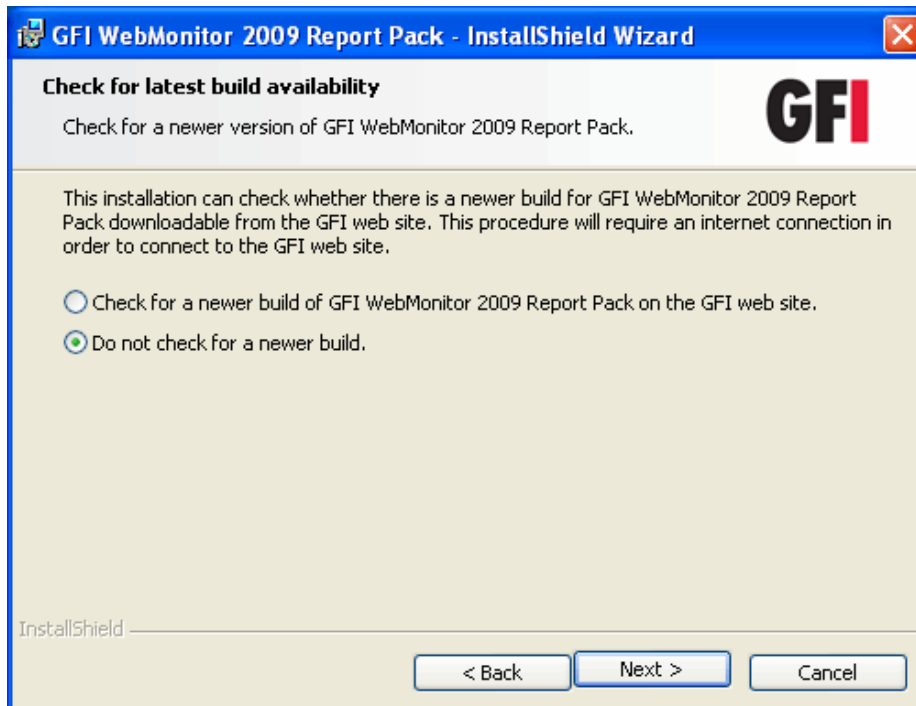
## 2.2 Installation procedure

The GFI WebMonitor ReportPack includes an installation wizard which will assist you through the installation process. During the installation process this wizard will:

- Verify that you are running the latest version of the GFI ReportCenter framework; if you are installing the framework for the first time or the currently installed framework version is outdated, the installation wizard will automatically download the latest one for you.
- Automatically install all the required components distributed including the GFI ReportCenter framework, the GFI WebMonitor default reports and the Report Scheduling service.

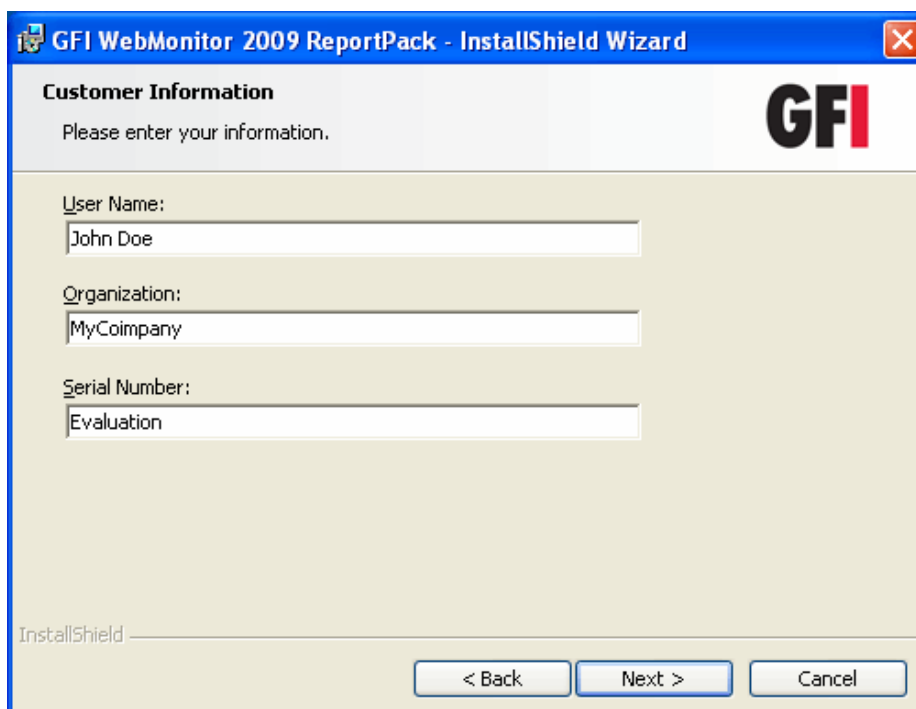
To start the installation:

1. Double-click on the GFI WebMonitor ReportPack installation file. As soon as the welcome dialog is displayed, click **Next** to start the installation.
2. If the current version of your GFI ReportCenter framework is not compatible with the GFI WebMonitor ReportPack, you will be prompted to download and install an updated version. To automatically achieve this, leave the dialog options as default and click on the **Next** button.



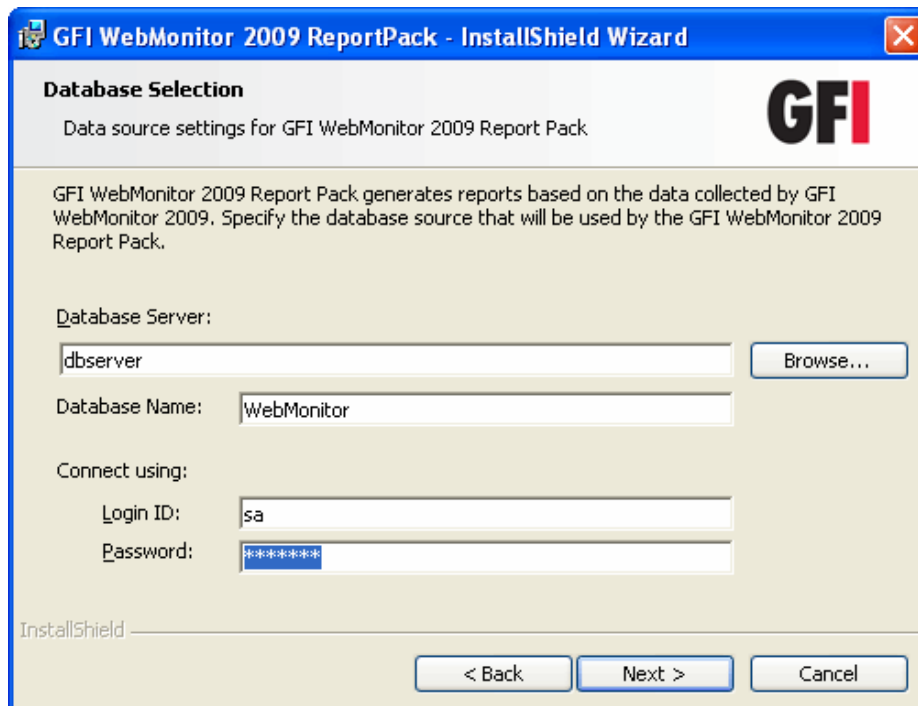
Screenshot 2 - Check for latest build availability

3. Choose whether you want the installation wizard to search for a newer build of the GFI WebMonitor ReportPack on the GFI website. Then click on the **Next** button to proceed with the installation.
4. In the license dialog, read the licensing agreement carefully. Select the **I accept the Licensing agreement** option and click on **Next** to continue.



Screenshot 3 - Licensing details dialog

5. Specify the full user name, the company name and the license key. If you will be evaluating the product for 10 days, leave the evaluation key as default (i.e. "Evaluation"). Click on **Next** to continue.



Screenshot 4 – SQL Server selection dialog

6. Specify the details of the SQL Server which is hosting your GFI WebMonitor database backend, and the database name.
7. Specify the product installation path or click **Next** to leave as default. The installation will need approximately 10 MB of free disk space.
8. The installation wizard is now ready to copy the required files and finalize the installation. To proceed click on the **Next** button.

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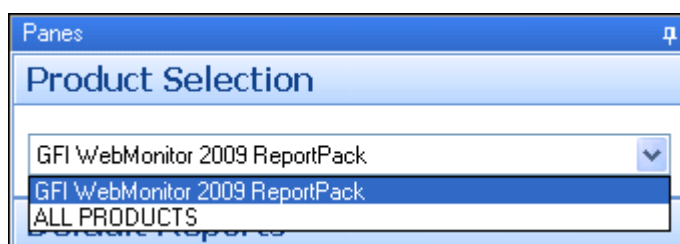
## 2.3 Launching the GFI WebMonitor reports for GFI ReportCenter

Following the installation, launch the GFI WebMonitor Reports for GFI ReportCenter from **Start ► Programs ► GFI ReportCenter ► GFI WebMonitor ReportPack**.

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## 2.4 Selecting a product

When more than one GFI product ReportPack is installed, use the **Product Selection** drop down list to select the GFI product ReportPack to be used.



Screenshot 5 – Product Selection drop down list

For example, to run the reports provided in the GFI WebMonitor ReportPack:

1. Launch GFI ReportCenter from **Start ► Program Files ► GFI ReportCenter**.

2. Select **GFI WebMonitor ReportPack** from the 'Product Selection' drop down list.

**NOTE:** Select the 'ALL PRODUCTS' option to display and navigate all the ReportPacks that are currently installed in GFI ReportCenter.

## 3. Default reports

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### 3.1 Introduction

After installing the GFI WebMonitor ReportPack, a number of specialized pre-configured reports can immediately be generated on the data stored in the database backend of GFI WebMonitor. These default reports are organized into the following categories:

**Bandwidth Reports:** Use the reports in this category to generate reports that show bandwidth use by users, websites, website categories and website category trends.

- **Hits Reports:** Use the reports in this category to generate reports that show the amount of hits by users, websites, website categories and website category trends.
- **Threat Reports:** Use the reports in this category to generate reports that show virus download statistical information sorted by antivirus and mime type. Through this report category you can also get trend reports and the top threats that have been blocked over any given period of time.

GFI WebMonitor default reports are accessed by clicking on the **Default Reports** navigation button provided in the management console.

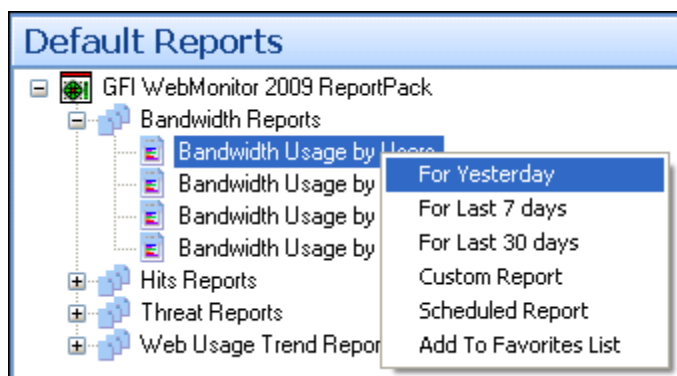
**TIP:** Click on the report nodes to view a description and a sample output of what the selected report will contain.

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### 3.2 Generating a default report

To generate a default report:

1. Click on the **Default Reports** navigation button to bring up the list of default reports available.

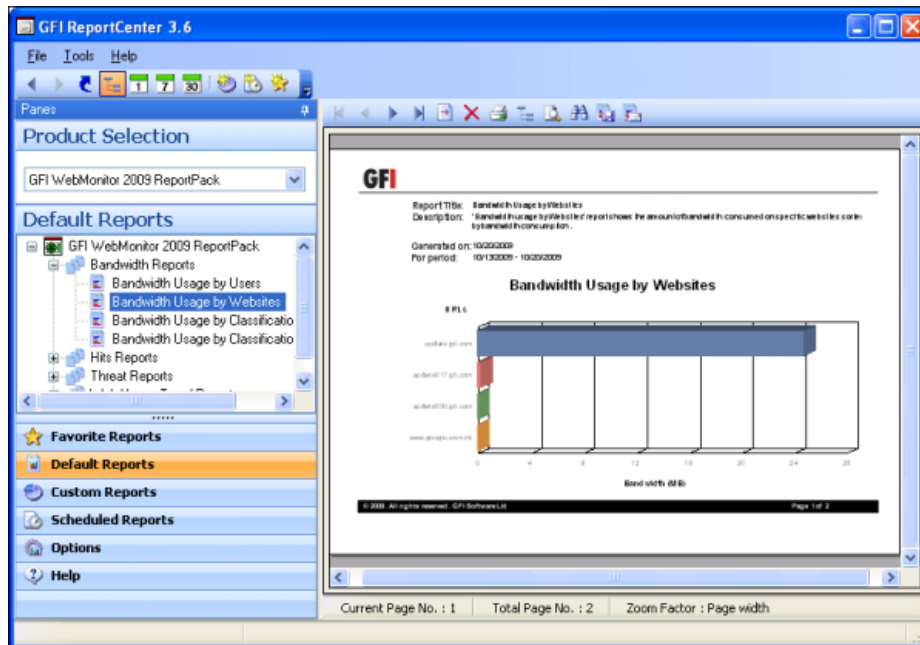


Screenshot 6 – Selecting the data set period

2. Right-click on the report that you wish to generate and select the time period for which to generate the report.

**NOTE:** Default reports can be based on the device activity data collected yesterday, during the last 7 days or over the last 30 days. Further to this, you can also base your reports on data collected during a particular day, month or date/time period by selecting the custom report option. For more information please refer to [Custom reports](#) chapter within this manual.








### 3.3 Analyzing the generated report





Screenshot 7 – Generated reports are displayed in the right pane of the management console

Generated reports are shown in the right pane of the GFI ReportCenter. Use the toolbar at the top of the report pane to access common report related functions:

#### Report browsing options

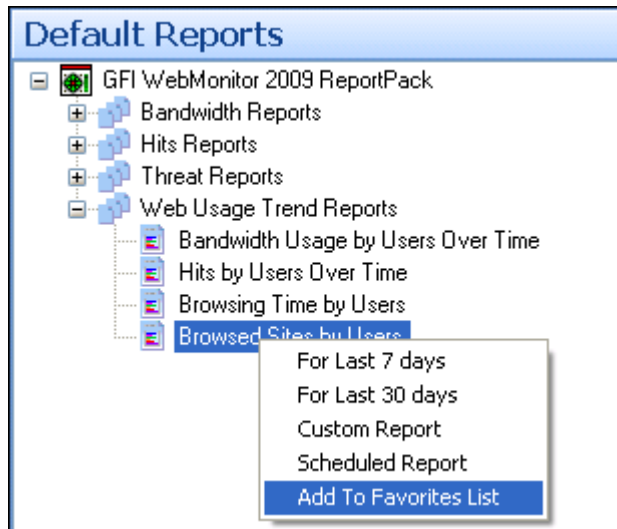
-  Browse the generated report page by page.
-  Go directly to a specific page.
-  Closes current view.
-  Print report.
-  Breakdown the report into a group tree (e.g. by date/time).
-  Zoom in/Zoom out.
-  Search the report for particular text or characters.

#### Report storage and distribution options

-  Export the generated report to a specific file format.
-  Distribute the generated report via email.

**NOTE:** For information on how to configure report storage and distribution options refer to [Configuring advanced settings](#) section in this manual.

### 3.4 Adding reports to the list of favorite reports



*Screenshot 8 – Adding reports to the favorite list*

You can group and access frequently used reports through the **Favorite Reports** navigation button. To add a default report to the list of favorite reports, right-click on the default report that you wish to add to favorites and select **Add to favorites list**.



# 4. Custom reports

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## 4.1 Introduction

GFI ReportCenter allows you to create custom reports which are tailored to your reporting requirements. This is achieved by building up custom data filters which will analyze the data source and filter out the information that matches the specified criteria.

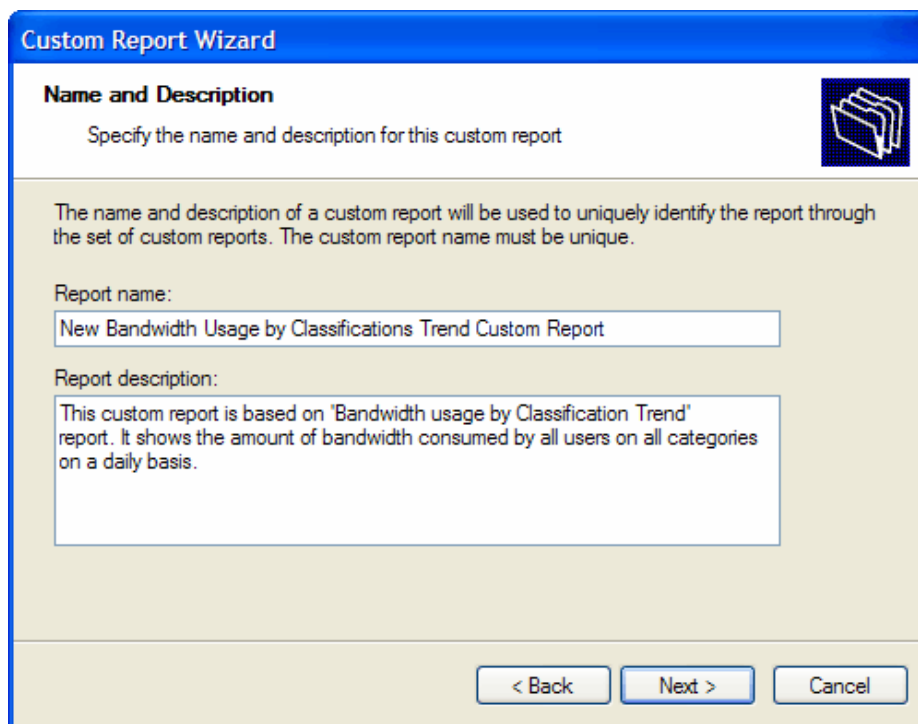
**NOTE:** Not all reports have the same range of options that can be configured. All reports can be configured by date range, while some have other options.

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## 4.2 Creating a new custom report

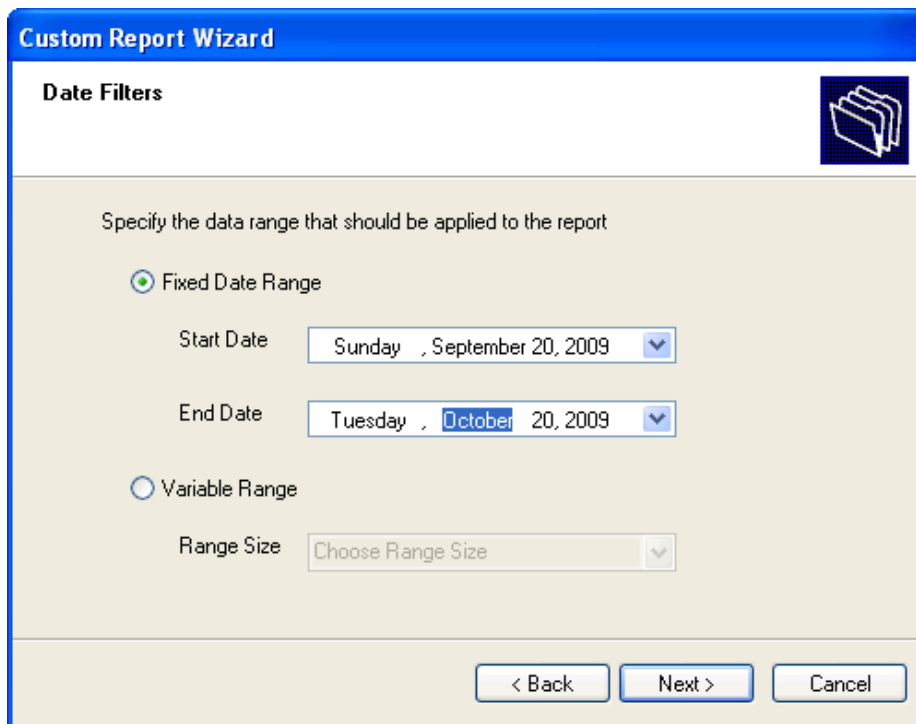
To create a custom report:

1. Click on the **Default Reports** navigation button.
2. Right-click on the default report that will be used as a custom report template and select **Custom Report**. This will bring up the 'Custom Report Wizard'. Click on **Next** to provide custom report details.



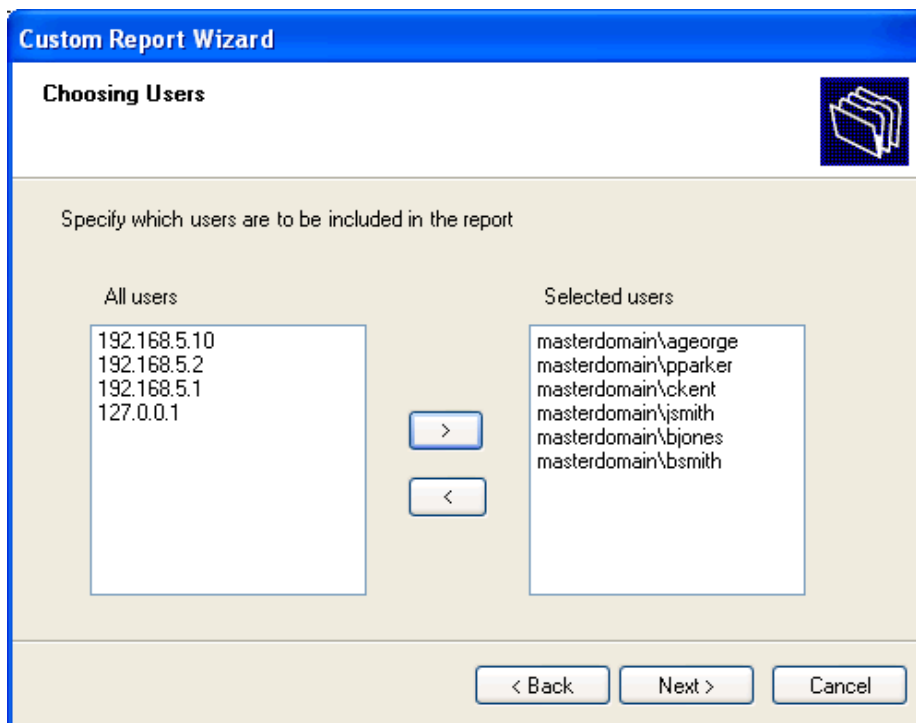
*Screenshot 9 - Keying in a custom report name and description*

3. Key in a custom report name and description and click **Next** to continue setup.



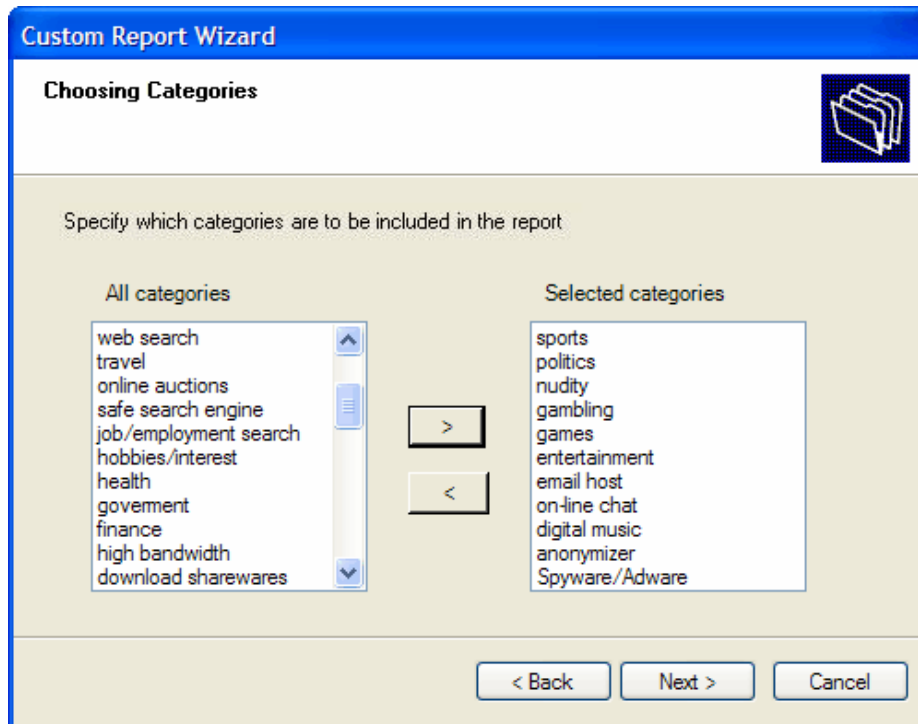
Screenshot 10 – Selecting the date range options

4. Select the date range on which to base the custom report and click **Next** to continue setup.



Screenshot 11 – Specifying users to include in report

5. If applicable, choose the users that will be included for reporting purposes. Click on **Next** to continue.



Screenshot 12 - Select categories

6. If applicable, select the categories which will be included in the report, click **Next** to continue setup and Finish to finalize your customized report settings.



# 5. Scheduling reports

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## 5.1 Introduction

GFI ReportCenter enables you to generate reports on a pre-defined schedule as well as at specified intervals. In this way you can automate the generation of reports which need to be created and delivered on a regular basis.

Further to this, GFI ReportCenter can also be configured to automatically distribute scheduled reports via email. For every scheduled report, you can configure custom emailing parameters including the list of report recipients and the file format (e.g. PDF) in which the report will be attached to the email.

Use the report scheduling feature to automate your report generation requirements. For example, you can schedule lengthy reports after office working hours and automatically email them to the intended recipients. In this way, you maximize the availability of your system resources during working hours and avoid any possible disruptions to workflow.

Both default and custom reports can be scheduled for automatic generation.

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## 5.2 Scheduling a report

To schedule a report:

1. Click on the **Default/Custom Reports** option pane.
2. Right-click on the report to be scheduled and select **Scheduled report**. This will bring up the 'Scheduled Report Wizard'. Click on **Next** to continue.

**Schedule Report Wizard**

**Name and Description**

Specify the name and description for this custom report

The name and description of a custom report will be used to uniquely identify the report through the set of custom reports. The custom report name must be unique.

Report name:

Report description:

< Back    Next >    Cancel

Screenshot 13 - Keying in a scheduled report name

3. Key in a scheduled report name and click on **Next** to continue setup.

**Schedule Report Wizard**

**Time Schedule**

Specify the time schedule to be used to automatically generate the report

Scheduled reports can be generated either once using a specific date and time or else re-generated using a time frame, starting from a specific time.

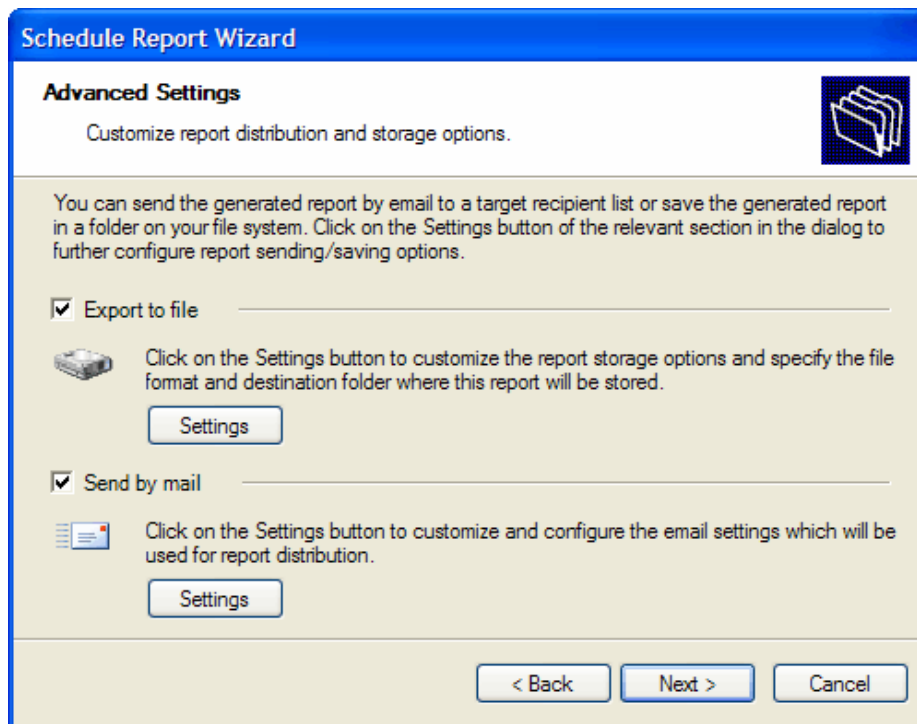
Generate this report (once) on the following day/time:  
 Date/Time:

Generate this report every:  
 Interval:    
 Start date/time:

< Back    Next >    Cancel

Screenshot 14 – Report Scheduling Wizard: Date/time/frequency setup

4. Specify the report scheduling parameters (date/time/frequency). Click on **Next** to continue.



Screenshot 15 – Report Scheduling Wizard: Advanced Settings dialog

5. To export the generated report to file, select the **Export to file** checkbox. To customize the report export configuration settings click on the **Settings** button underneath this option.

**NOTE:** For information on how to configure export-to-file settings refer to the [Configuring report export to file options](#) section in this chapter.

6. To automatically distribute generated reports via email, select the **Send by mail** checkbox. To customize the email settings used for report distribution click on the **Settings** button underneath this option.

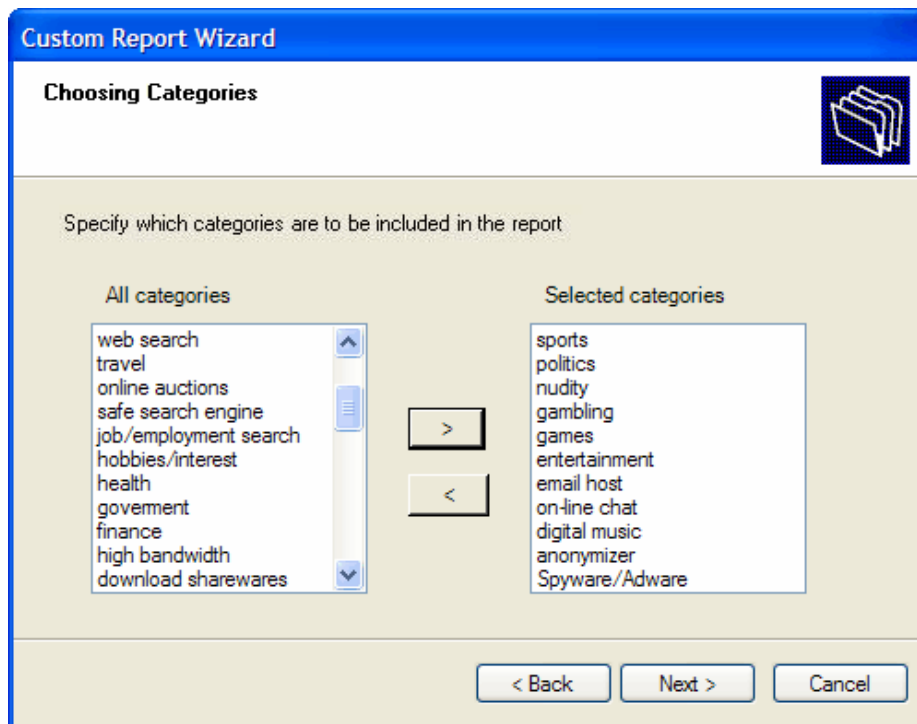
**NOTE:** For information on how to configure email settings refer to the [Configuring report emailing options](#) in this chapter.

Screenshot 16 - Report Scheduling Wizard: Date Range options

7. Specify the date range for which the report will be generated. Click on **Next** to continue.

Screenshot 17 – Specifying users to include in report

8. If applicable, choose the users that will be included for reporting purposes. Click on **Next** to continue.



Screenshot 18 - Select categories

9. If applicable, select the categories which will be included in the report, click **Next** to continue setup and click on **Finish** to finalize your settings.

### 5.3 Configuring advanced settings

GFI WebMonitor ReportPack allows you to export scheduled reports to a specific file format as well as to automatically distribute these reports via email. This is achieved using either a set of parameters (e.g. recipient's email addresses) which are specified on the fly during scheduled report configuration or using the default set of report export and distribution parameters configured during the ReportPack installation.

**NOTE:** The Report Scheduling Wizard is by default configured to use the default set of report export and distribution parameters.

#### Report export formats

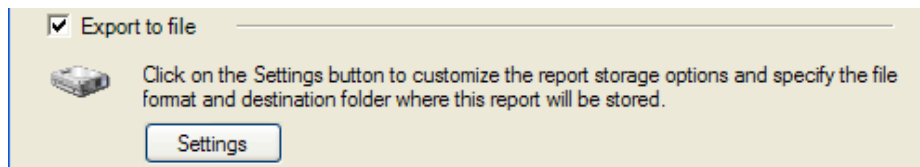
Scheduled reports can be exported in a variety of formats. Supported file formats include:

	Format	Description
1	Adobe Acrobat (.PDF)	Use this format to allow distribution of a report on different systems such as Macintosh and Linux while preserving the layout.
2	MS Excel (.XLS)	Use this format if you want to further process the report and perform more advance calculations using another (external) program such as Microsoft Excel.
3	MS Word (.DOC)	Use this format if you want to access this report using Microsoft Word.

4	Rich text format (.RTF)	Use this format to save the report in a format that is small in size and which allows accessibility through different word processors in different operating systems.
5	HTML (.HTM)	Use this format to save the report in a platform independent format which can be viewed through a web browser. For example, you can include reports exported in html format directly on your website or intranet.

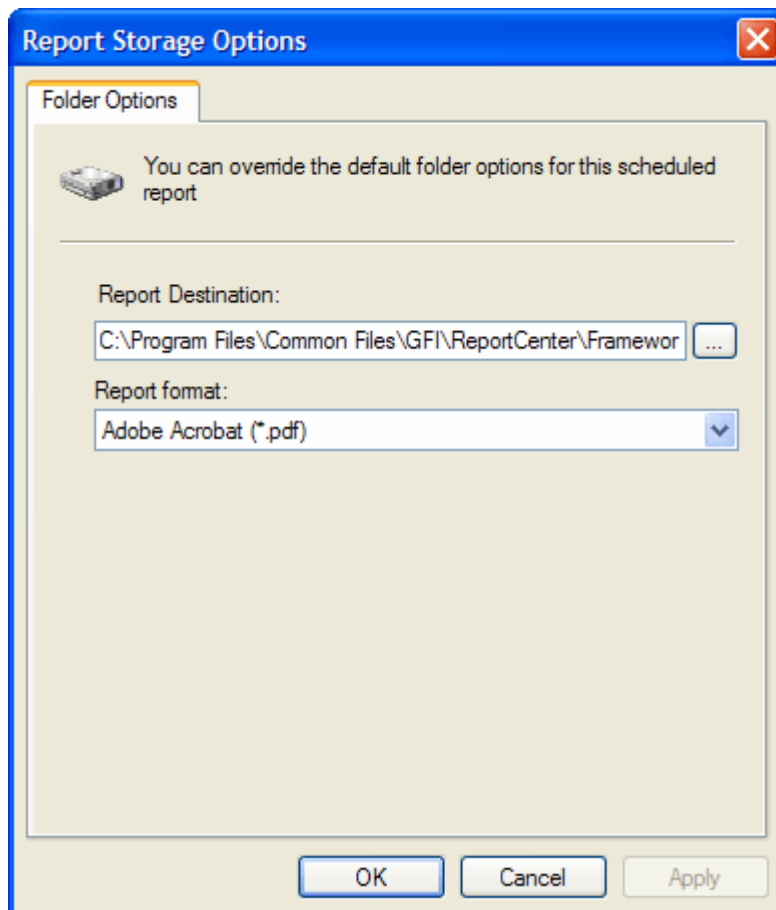
### 5.3.1 Configuring report export to file options

To configure the report export to file settings of a scheduled report do as follows:



Screenshot 19 - Advanced Settings dialog: Export to file settings button

1. From the 'Advanced Settings' dialog, click on the **Settings** button underneath the 'Export to file' option.

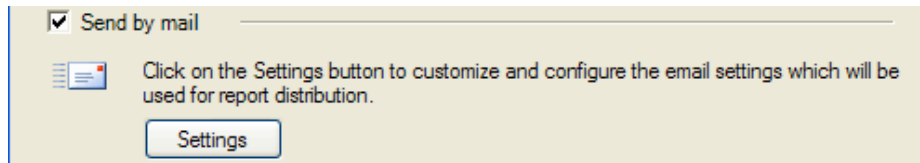


Screenshot 20 - Advanced Settings: Export to file options

2. Specify the complete path where the exported report will be saved.
3. Specify the file format in which the exported report will be saved.
4. Click **OK** to finalize your configuration settings.

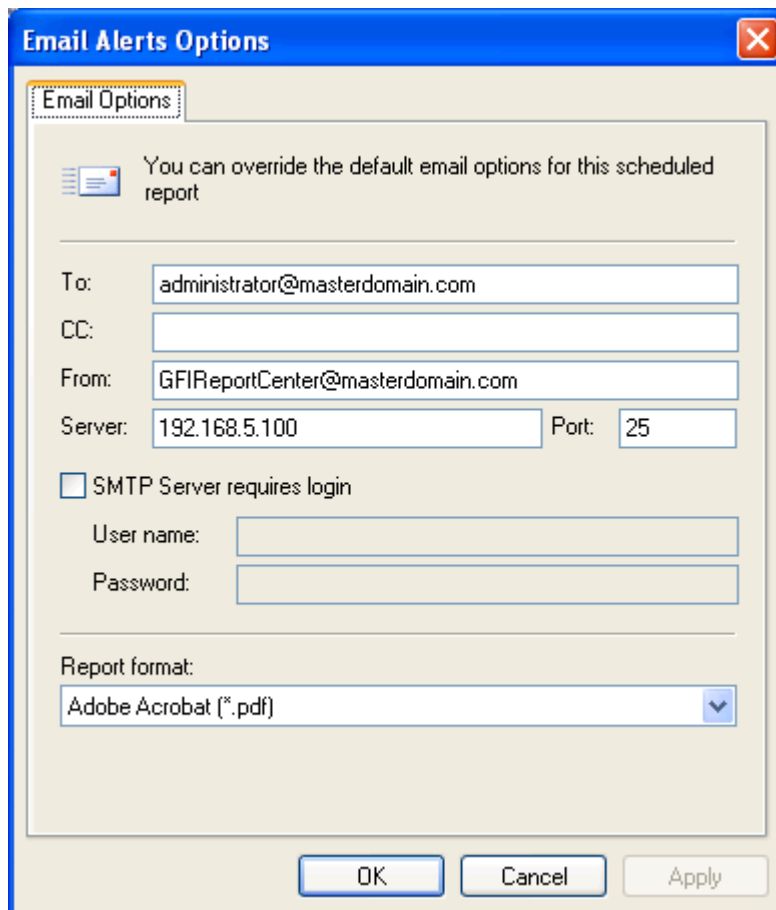
### 5.3.2 Configuring report emailing options

To configure the report emailing options of a scheduled report do as follows:



Screenshot 21 - Advanced Settings dialog: Send by email settings button

1. From the Advanced Settings dialog, click on the **Settings** button underneath the 'Send by email' option.



Screenshot 22 - Report distribution options

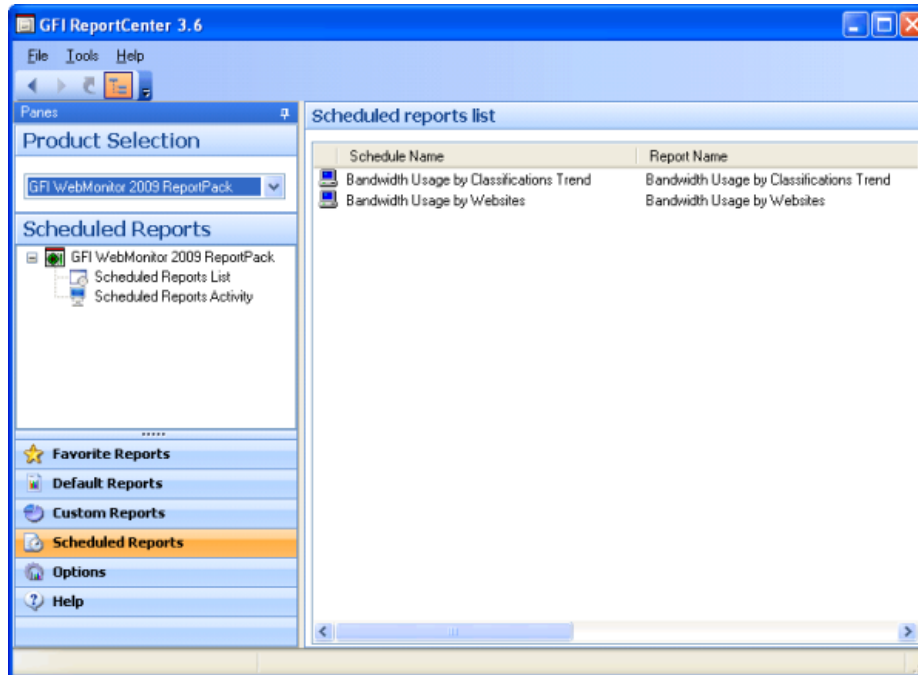
2. Select the option **Override the default email options for this report:**

3. Specify the following parameters:

- **To/CC** : Specify the email address(es) where the generated report will be sent.
- **From**: Specify the email account that will be used to send the report.
- **Server**: Specify the name/IP of your SMTP (outbound) email server. If the specified server requires authentication, select the option **SMTP Server requires login** and specify the logon credentials in the 'User name' and 'Password' fields.

- **Report format:** Reports are sent via email as attachments. Select the file format in which to send out your report.
4. Click **OK** to finalize your configuration settings.

## 5.4 Viewing the list of scheduled reports

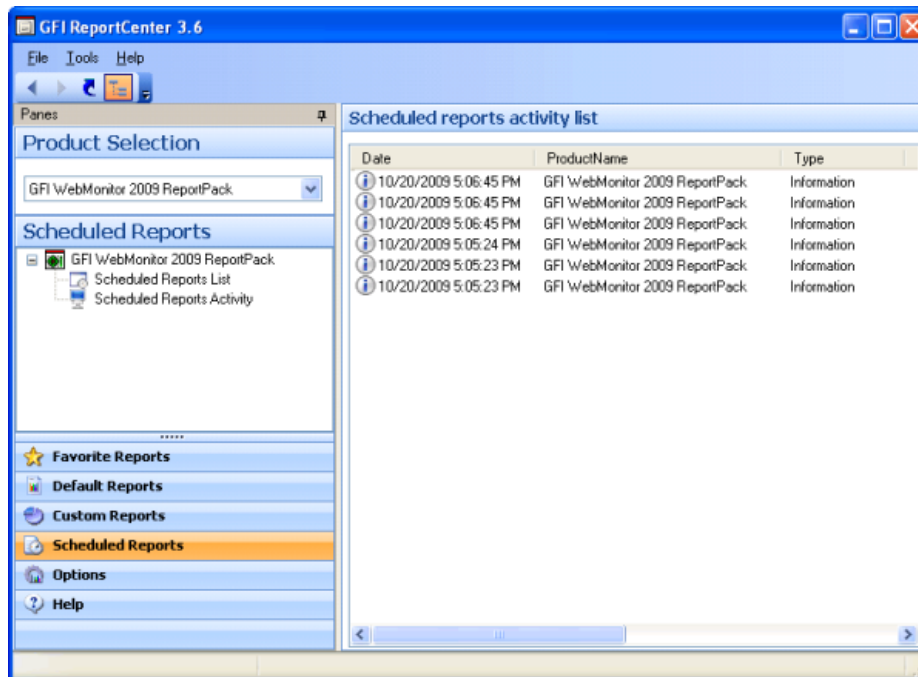


Screenshot 23 - List of Scheduled reports

Click on the **Scheduled Reports** navigation button to show the list of scheduled reports which are currently configured for automatic generation. This information is displayed in the right pane of the management console and includes the following details:

- **Schedule Name:** The custom name that was specified during the creation of the new scheduled report.
- **Report Name:** The names of the default or custom report(s) that will be generate.
- **Last Generation:** Indicates the date/time when the report was last generated.
- **Next Generation:** Indicate the date/time when the report is to be next generated.
- **Description:** The description that you have entered for each schedule.
- **ReportPack:** Indicates the ReportPack from which the report was generated

## 5.5 Viewing the scheduled reports activity





Screenshot 24 - Schedule activity monitor

GFI ReportCenter also includes a schedule activity monitor through which you can view events related to all scheduled reports that have been executed.

To open the schedule activity monitor, click on the **Scheduled Reports** navigation button and select the **Scheduled Reports Activity** node. This will bring up the activity information in the right pane of the GFI ReportCenter management console .

The activity monitor displays the following events:

 - **Information:** The scheduled report was successfully executed and sent by email and/or saved to disk.

 - **Error:** The scheduled report was not executed due to a particular condition/event. Typical conditions include:

- Errors when attempting to save the generated report to a specific folder (for example, out of disk space).
- Errors when attempting to send the generated report via email (for example, the SMTP server configured in the GFI ReportCenter settings is not reachable).

The activity monitor records and enumerates the following information:

- **Date:** The date and time when the scheduled report was executed.
- **Product name:** The name of the GFI product to which the report belongs.
- **Type:** The event classification - error, information, or warning.
- **Description:** Information related to the state of a scheduled report that has been executed. The format and contents of the activity description vary, depending on the event type.

**NOTE:** The description is often the most useful piece of information, indicating what happened during the execution of a scheduled report or the significance of the event.

---

## 5.6 Enable/disable a scheduled report

Scheduled reports can be enabled or disabled as required. Use the **Scheduled Reports** navigation button to view the list of scheduled reports as well as to identify their current status. The status of scheduled reports is shown through the icon included on the left hand side of each schedule:



- Indicates that the scheduled report is disabled.



- Indicates that the scheduled report is enabled/pending.

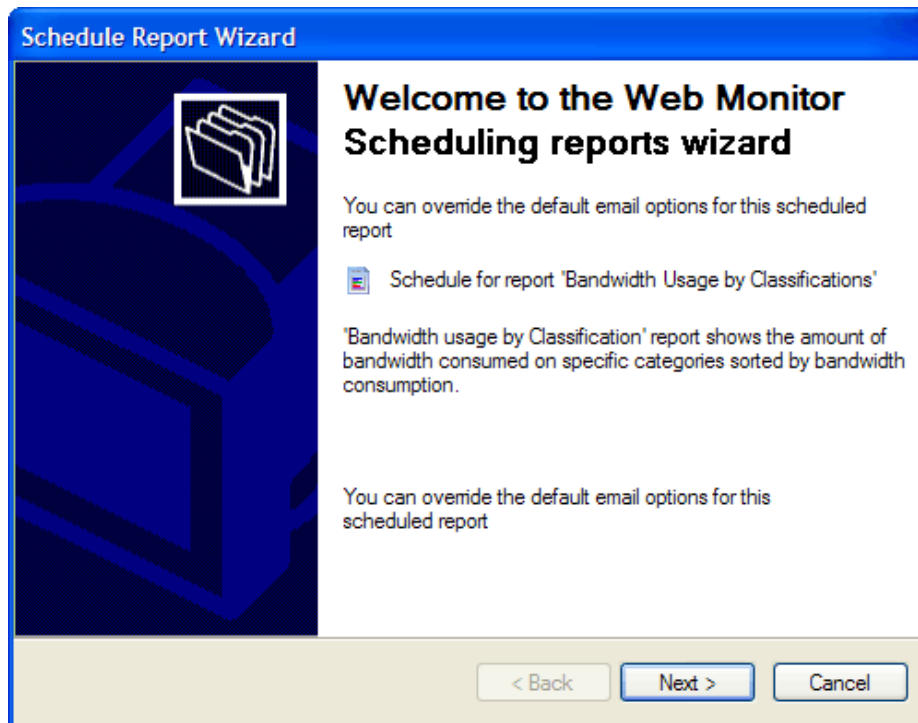
To enable or disable a scheduled report, right-click on the respective report and select **Enable/Disable** accordingly.

---

## 5.7 Editing a scheduled report

To make changes to the configuration settings of a scheduled report:

1. Click on the **Scheduled Reports** navigation button.
2. Right-click on the scheduled report that you wish to re-configure and select **Properties**. This will bring up the 'Scheduled Reports Wizard'.



Screenshot 25 - Scheduled Reports wizard

3. Click on **Next** and perform the required changes. For information on how to configure the parameters of a scheduled report refer to [Scheduling a report](#) section in this chapter.

---

## 5.8 Deleting a scheduled report

To delete a scheduled report:

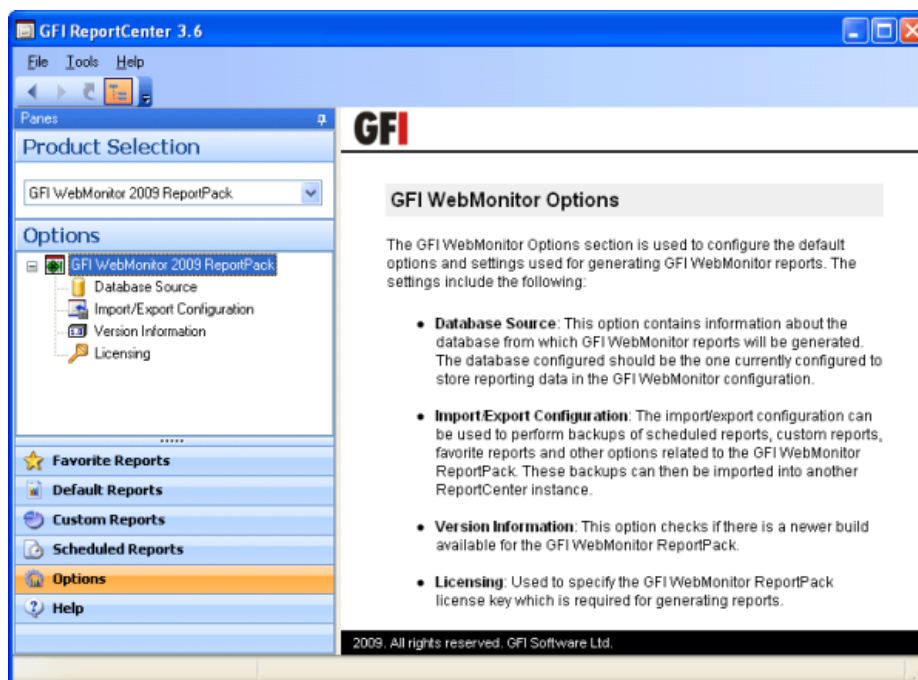
1. Click on the **Scheduled Reports** navigation button.
2. Right-click on the scheduled report that you wish to permanently remove from the list and select **Delete**.



# 6. Configuring default options

## 6.1 Introduction

The GFI WebMonitor ReportPack allows you to configure a default set of parameters which can be used when generating reports. These parameters are first set during installation. However, you can still reconfigure any of these parameters via the **Options** navigation button provided in the GFI ReportCenter management console.



Screenshot 26 - Options navigation button

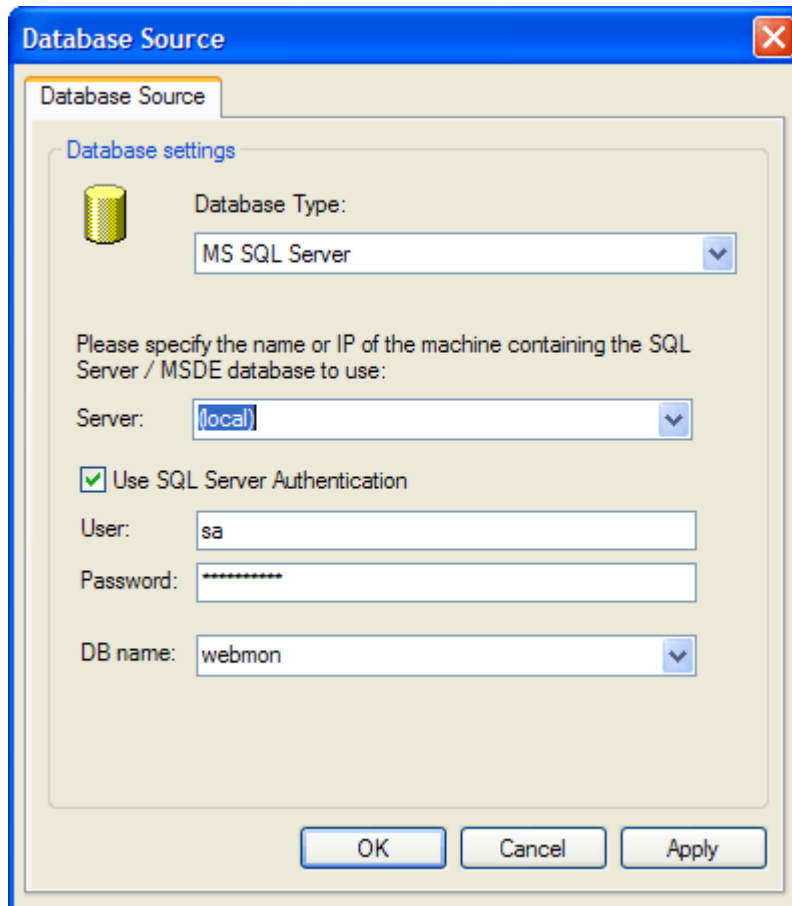
Through the **Options** navigation button you can configure the following parameters:

- **Database source:** Use this node to specify the database backend from where the ReportPack will extract the required reporting data.
- **Import/Export Configuration:** Use this node to perform backups of scheduled reports, custom reports, favorite reports and other options.

## 6.2 Configuring database source

To configure your database source:

1. Click on the **Options** navigation button.
2. Right-click on the **Database Source** node and select **Set Database Source...** This will bring up the database source configuration dialog.



Screenshot 27 - Database source configuration dialog

3. Select the database type (e.g. MS SQL Server) from the provided list of supported databases.

**NOTE:** GFI WebMonitor database backend supports only MSDE/MS SQL Express /MS SQL Server.

4. Specify the name or IP address of your MSDE/MS SQL Server database backend.

5. To use the credentials of an SQL Server account, select the **Use SQL Server authentication** checkbox and specify the user name and password in the provided fields.

**NOTE:** GFI WebMonitor supports only SQL Server authentication to authenticate to the SQL Server.

6. Click on **OK** to finalize your configuration settings.

---

## 6.3 Viewing the current database source settings



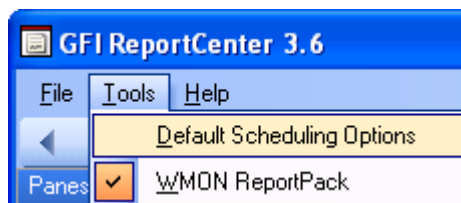
Screenshot 28 - Database source configuration settings

After configuration, you can view the current database source settings by clicking on the **Database Source** node.

---

## 6.4 Configuring default scheduling settings

To configure the default settings to be used by scheduled reports:



Screenshot 29 - Default Scheduling Options node

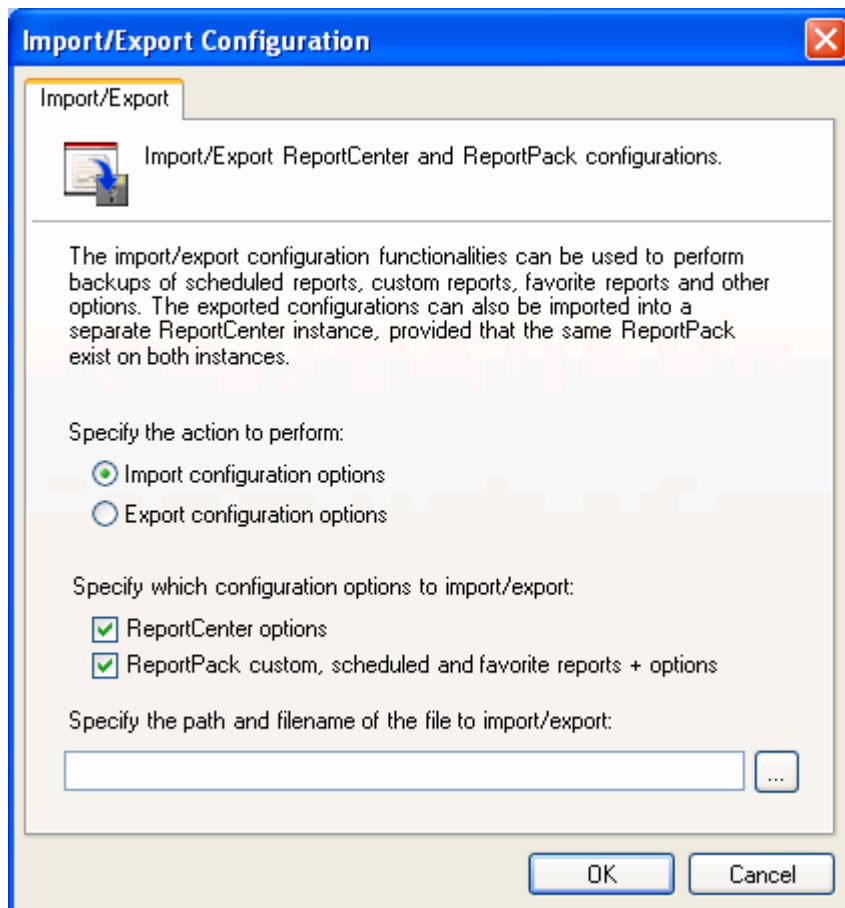
1. From the pull-down menu, click on the **Tools ▶ Default Scheduling Options**.
2. Configure the required parameter as described in the [Configuring advanced settings](#) chapter.

---

## 6.5 Import/Export Configuration

To import or export your configuration:

1. Click on the **Options** navigation button.
2. Right-click on the **Import/Export Configuration** node and select **Import/Export Configuration**.



Screenshot 30 - Import/Export configuration dialog

3. Click on a radio button to select the action to perform and specify a path and filename for the file to export to or to import from.
4. Click **Ok** to import or export configuration.

# 7. General options

---

## 7.1 Licensing

For information on licensing of GFI WebMonitor, refer to:

<http://www.gfi.com/products/gfi-webmonitor/pricing/licensing>

---

## 7.2 Viewing the current licensing details

View your current licensing details by clicking on the **Licensing** node in the **Options** navigation button. The licensing details are displayed in the right pane of the GFI ReportCenter management console.

---

## 7.3 Viewing product ReportPack(s) version details

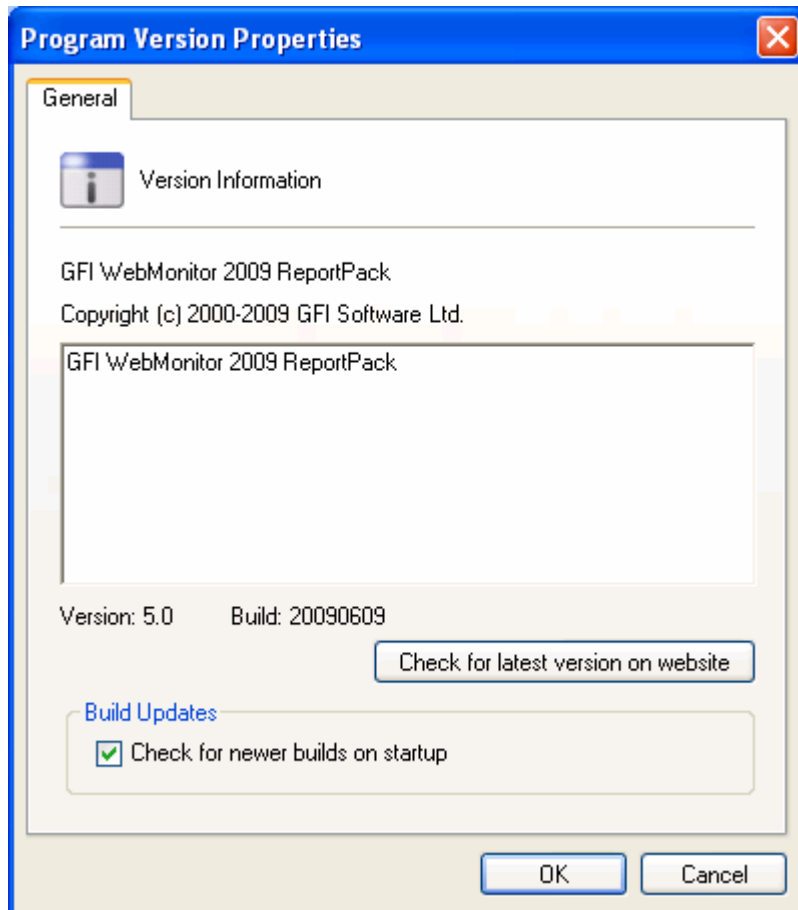
To view the version information of a currently installed product ReportPack:

1. Select the product report from the **Product Selection** drop down list.
2. Click on the **Options** navigation button.
3. Click on the **Version Information** node. The version details are displayed in the right pane of the GFI ReportCenter management console.

---

## 7.4 Checking the web for newer builds

Periodically GFI releases product and ReportPack updates which can be automatically downloaded from the GFI website. To check if a newer build is available for download:



Screenshot 31 - Version Properties: Check for newer builds dialog

1. Select the respective product (for example, GFI WebMonitor ReportPack) from the **Product Selection** drop down list.
2. Click on the **Options** navigation button.
3. Right-click on the **Version Information** node and select **Check for newer builds...**

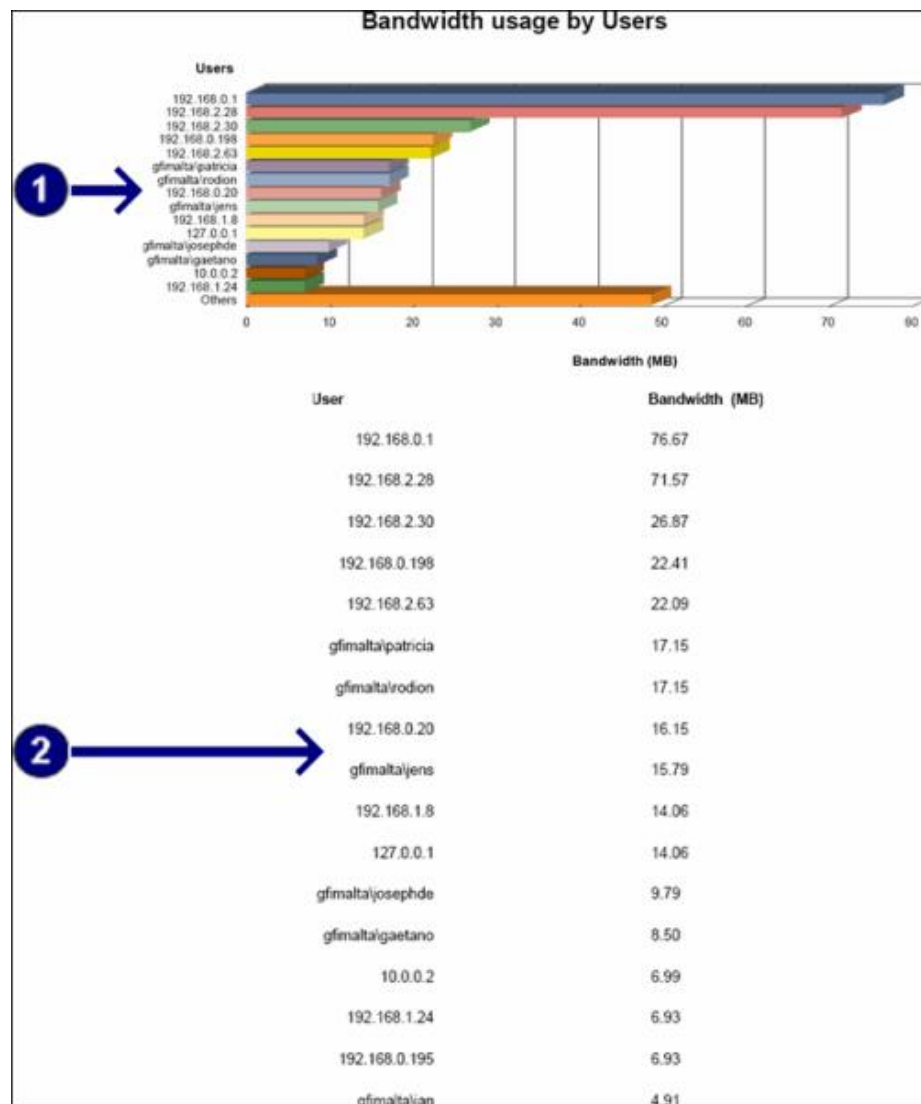
**NOTE:** You can configure GFI WebMonitor ReportPack to check for newer builds on startup.

# 8. Appendix: GFI WebMonitor Default Reports

## 8.1 Bandwidth reports

### 8.1.1 Bandwidth usage by users

The Bandwidth usage by users reports shows the amount of bandwidth consumed by each user, sorted by bandwidth consumption.



Screenshot 32 - Sample showing Bandwidth usage by users report

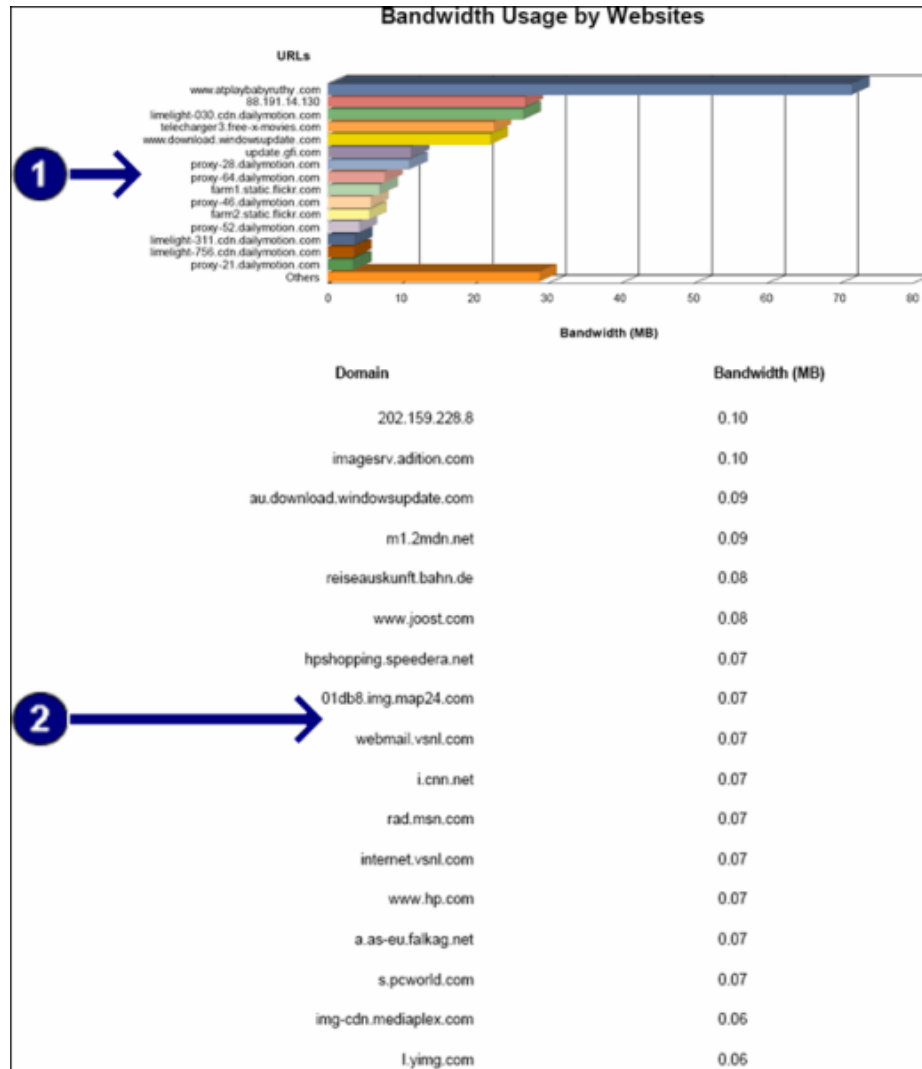
1

A bar graph showing the amount of bandwidth consumed (in Megabytes) by each user for any given period of time.

- 2 A list showing all the users in the scope of the report and the amount of megabytes used over a period of time.

### 8.1.2 Bandwidth usage by websites

The bandwidth usage by websites report shows the amount of bandwidth consumed on specific websites, sorted by bandwidth consumption.

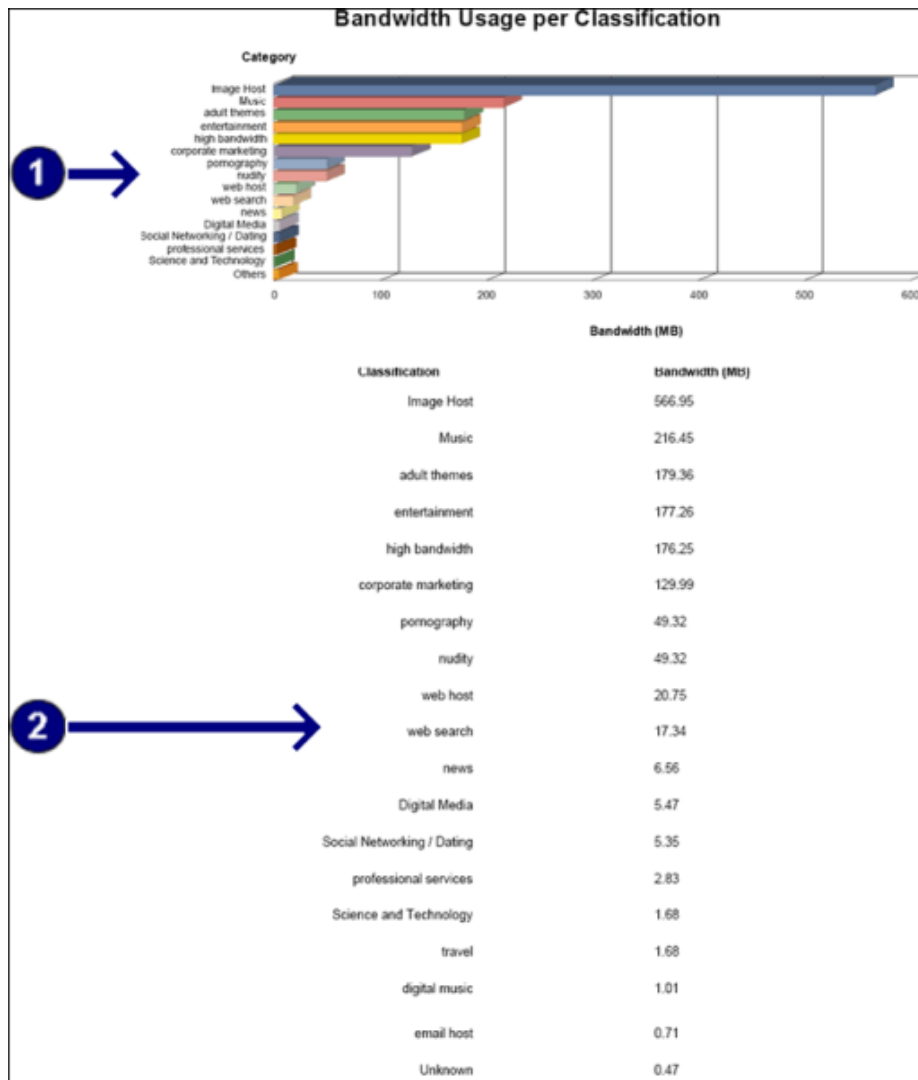


Screenshot 33 - Sample showing Bandwidth usage by websites report

- 1 A bar graph showing the amount of bandwidth consumed (in Megabytes) by each website for any given period of time.
- 2 A list showing all the websites in the scope of the report and the amount of megabytes consumed over a period of time.

### 8.1.3 Bandwidth usage by classifications

The bandwidth usage by websites report shows the amount of bandwidth consumed on specific categories, sorted by bandwidth consumption.



Screenshot 34 - Sample showing Bandwidth usage by classification report

1

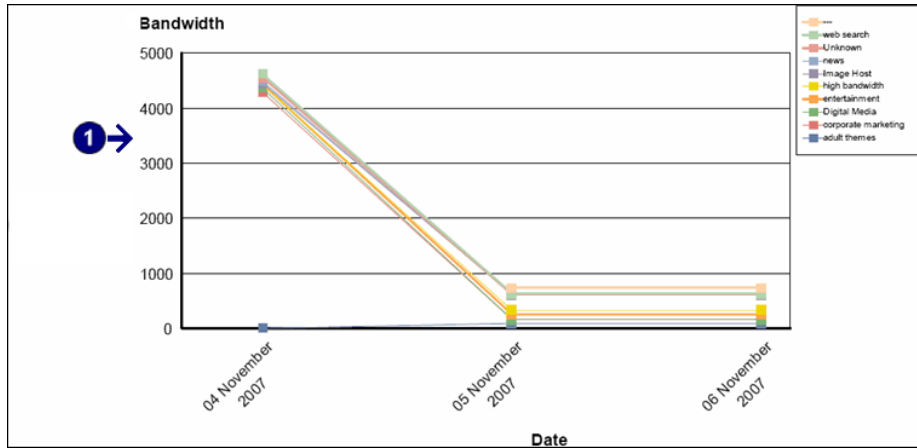
A bar graph showing the amount of bandwidth consumed (in Megabytes) per website classification for any given period of time.

2

A list showing all the website classifications in the scope of the report and the amount of megabytes consumed over a period of time.

#### 8.1.4 Bandwidth usage by classifications trend

The bandwidth usage by websites report shows the amount of bandwidth consumed by all users on all categories on a daily basis.



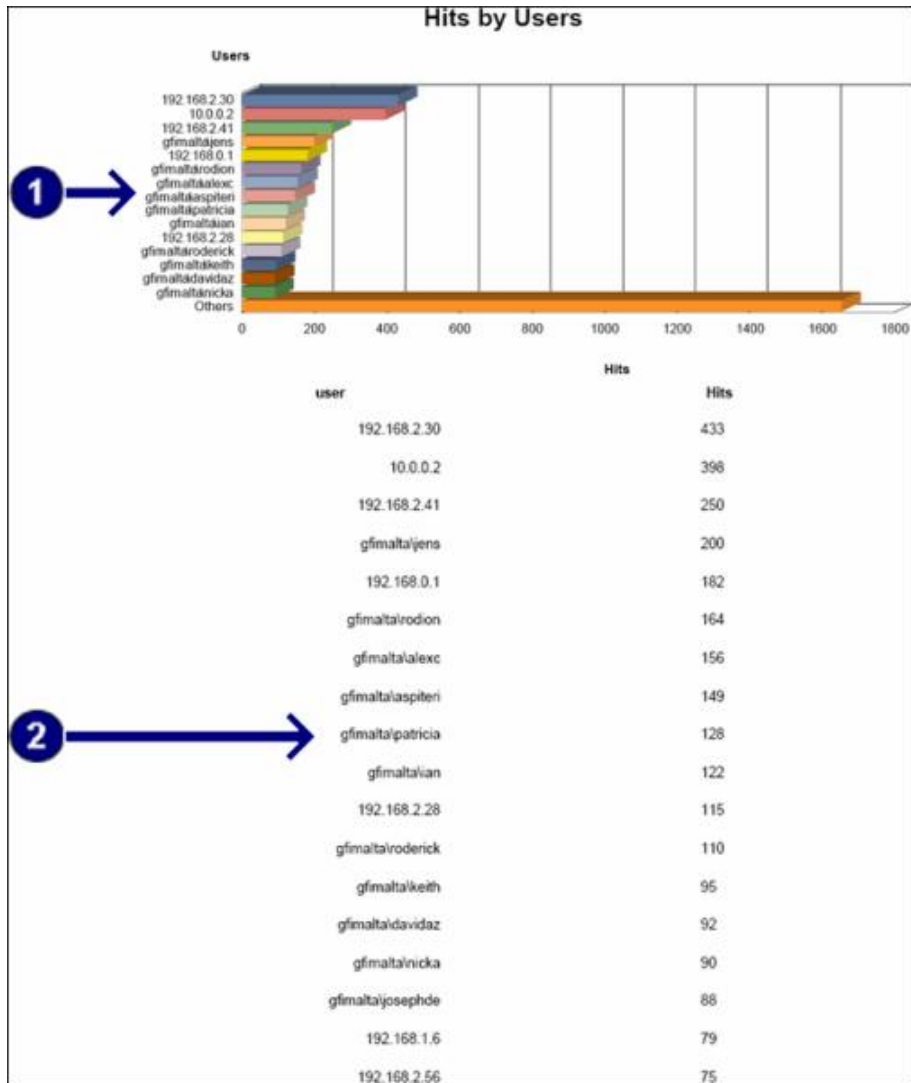
Screenshot 35 - Sample showing Bandwidth usage by classification trend report

**1** A line graph showing the amount of bandwidth consumed (in Megabytes) per user, per day.

## 8.2 Hits reports

### 8.2.1 Hits usage by users

The Bandwidth usage by users report shows the amount of hits by each user sorted by the amount of hits.

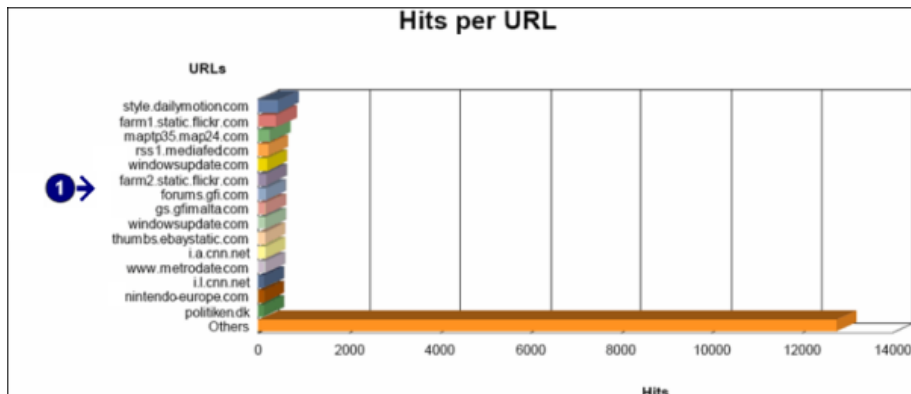


Screenshot 36 - Sample showing hits usage by user report

- 1 A bar graph showing the amount of hits registered per user over any given period of time.
- 2 A list showing all the users together with the relative number of hits for any given period of time.

### 8.2.2 Hits usage by websites

The hits usage by websites report shows the amount of hits on each URL for any given period of time.



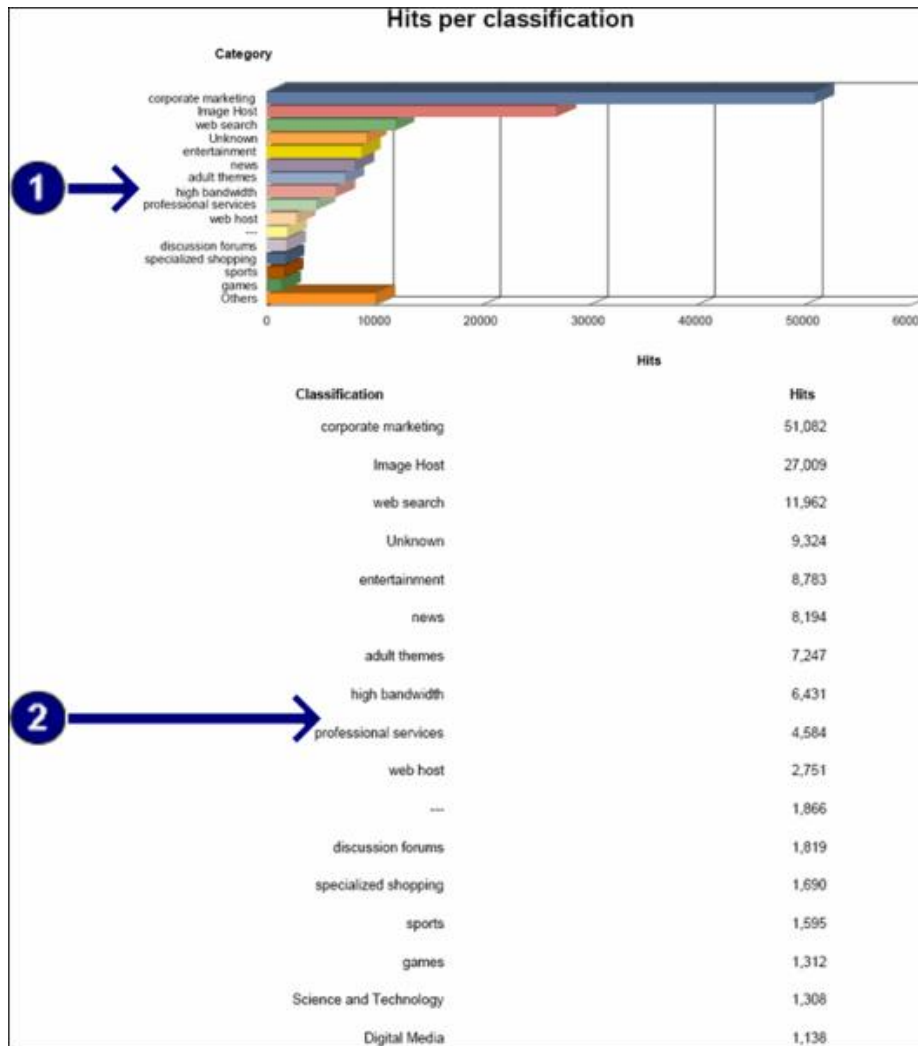
Screenshot 37 - Sample showing the Hits usage by websites report

1

A bar graph showing the amount of hits registered per URL over any given period of time.

### 8.2.3 Hits usage by classifications

The hits usage by classification report shows the amount of hits on specific categories sorted by the amount of hits for any given period of time.



Screenshot 38 - Sample showing hits per classification report

1

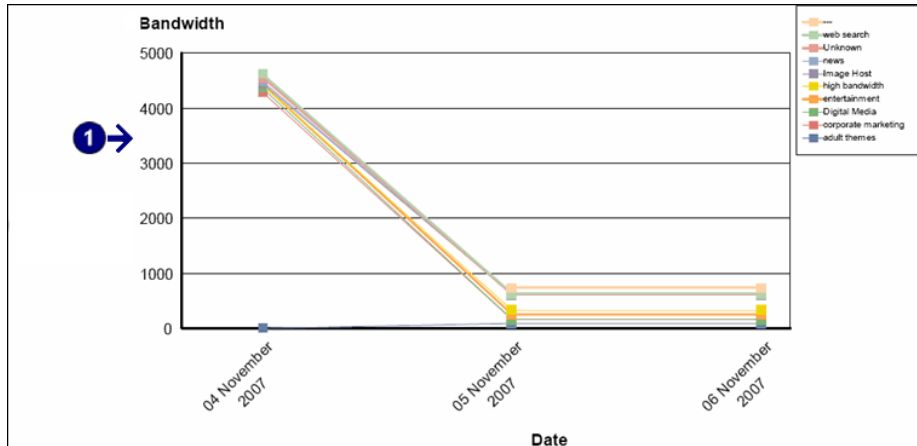
A bar graph showing the amount of hits registered per URL category over any given period of time.

2

A list showing the amount of hits registered per URL category over any given period of time.

### 8.2.4 Hits usage by classifications trend

The hits usage by classification trends report shows the amount of hits by all users, on all categories on a daily basis



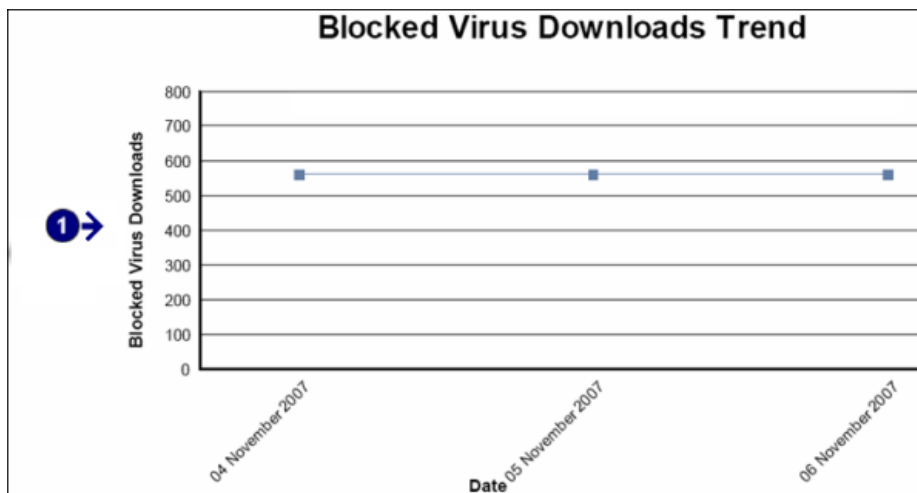
Screenshot 39 - Sample showing the Hits usage by classifications trend report

**1** A line graph showing the amount of hits registered per URL category per day.

## 8.3 Threat reports

### 8.3.1 Blocked virus downloads trend

The Blocked virus downloads trend report shows the number of viruses blocked over a period of time.

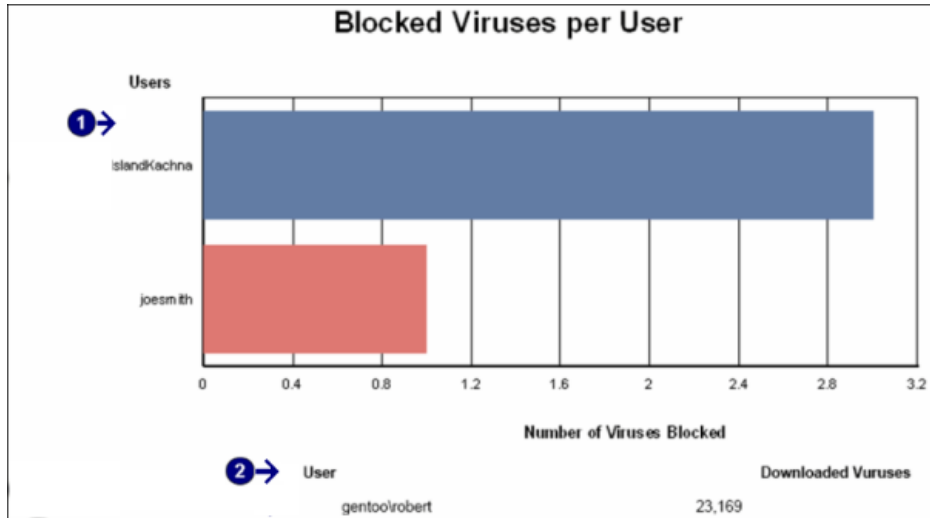


Screenshot 40 - Sample showing the blocked virus downloads trend report

**1** A line graph showing the amount of viruses blocked over any given period of time.

### 8.3.2 Blocked virus downloads

The Blocked virus downloads trend report shows the number of viruses blocked per user over a period of time.

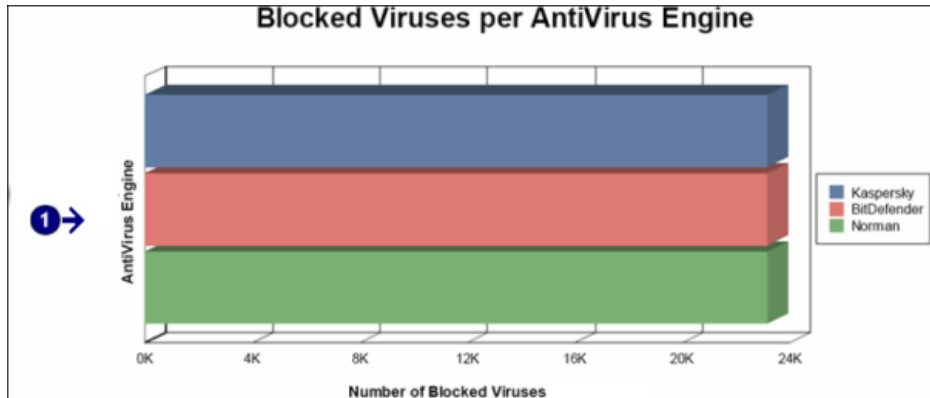


Screenshot 41 - Sample showing the blocked virus downloads report

- 1 A bar graph showing the amount of viruses blocked per user over any given period of time.
- 2 A list showing the number of downloaded viruses blocked per user over any given period of time.

### 8.3.3 Blocked virus downloads by antivirus

The Blocked virus downloads trend report shows the number of viruses blocked by each anti-virus engine for any given period of time.

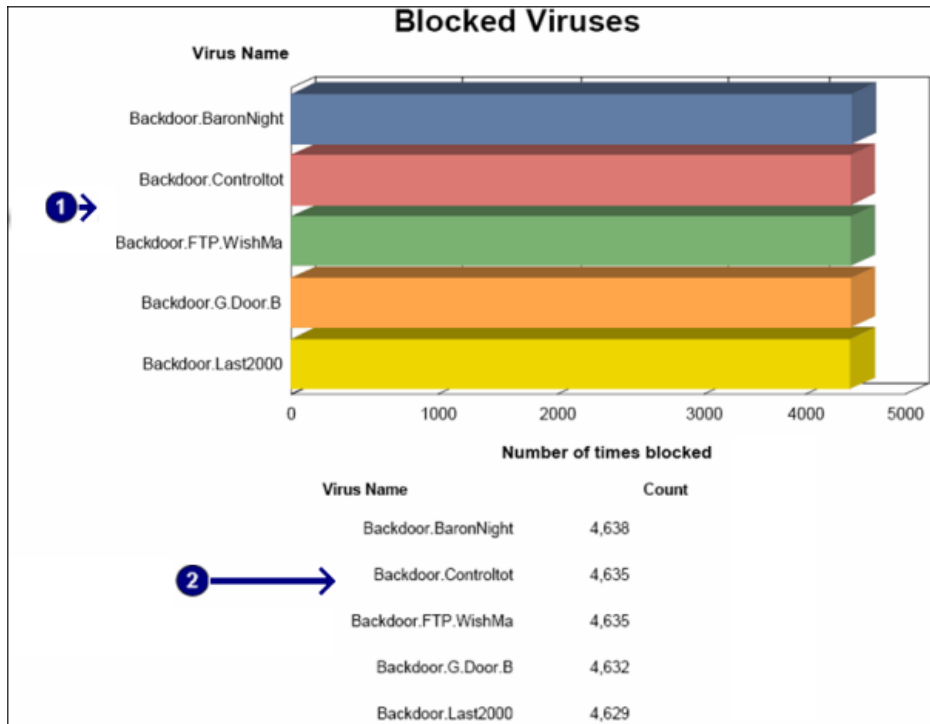


Screenshot 42 - Sample showing the blocked virus downloads by antivirus report

- 1 A bar graph showing the amount of viruses blocked per antivirus engine installed.

### 8.3.4 Blocked virus downloads by threat

The Blocked virus downloads trend report shows the top threats that have been blocked over any given period of time.

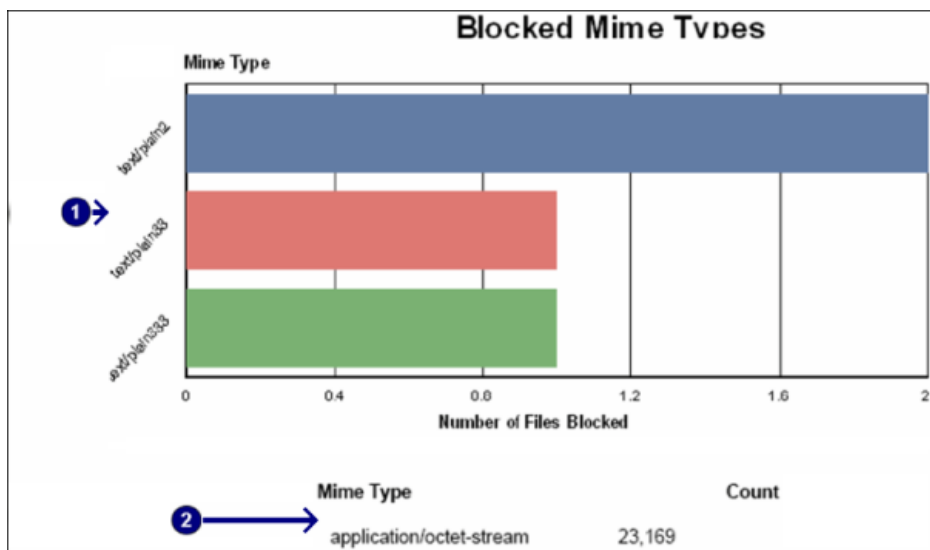


Screenshot 43 - Sample showing the blocked downloads by threat report

- 1 A bar graph showing the top threats that have been blocked over any given period of time.
- 2 A list showing a count of the top threats of which were blocked over any given period of time.

### 8.3.5 Blocked virus downloads by mime type

The Blocked virus downloads by mime type report shows the top mime types that have been blocked over any given period of time.

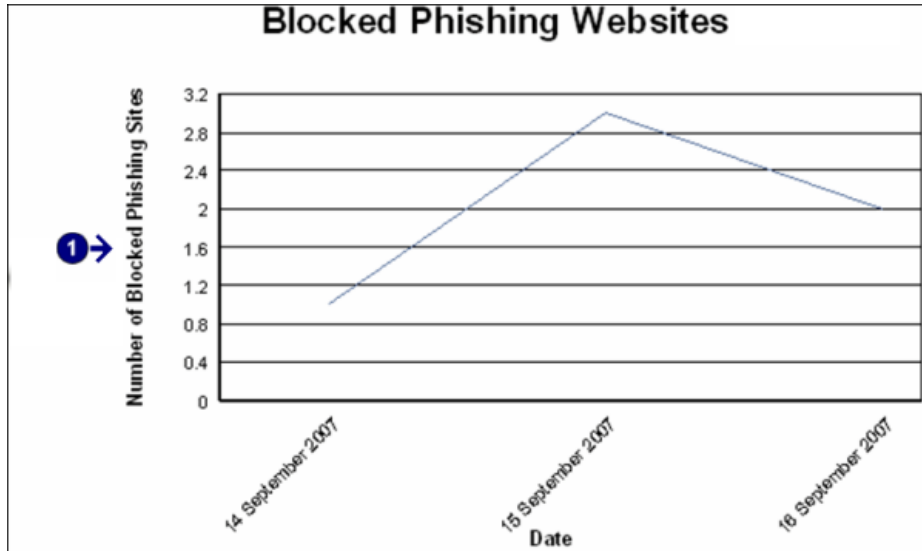


Screenshot 44 - Sample of blocked virus downloads by mime type report

- 1 A bar graph showing the mime types that have been blocked over any given period of time.
- 2 A list showing a count of the top mime types of which were blocked over any given period of time.

### 8.3.6 Blocked phishing sites

The Blocked phishing sites report shows the number of phishing sites that have been blocked over any given period of time.



Screenshot 45 - Sample showing the blocked phishing sites report

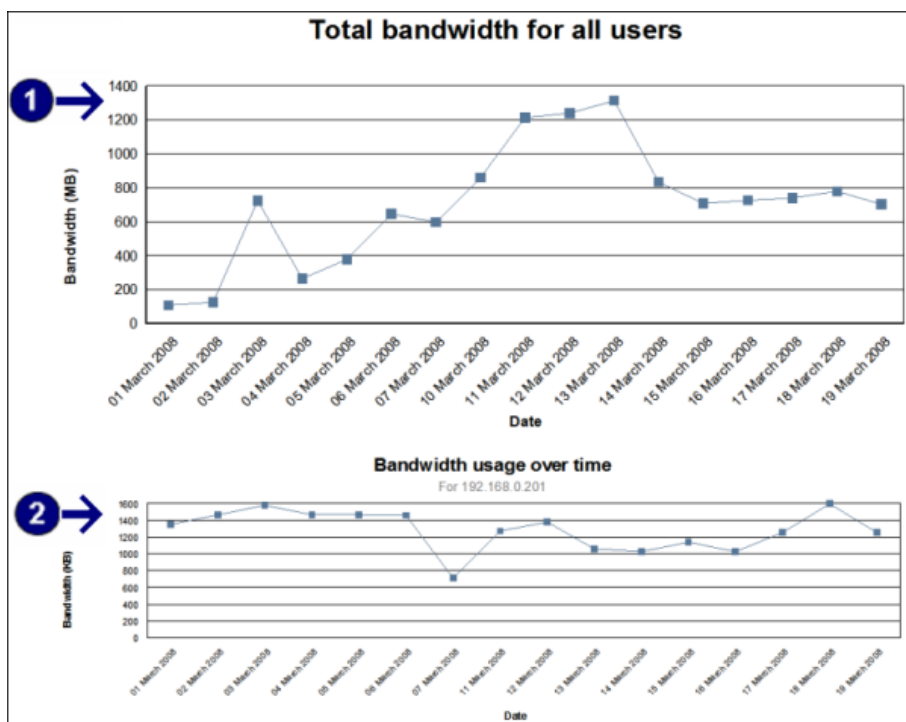
1

A line graph showing number of phishing sites blocked over any given period of time.

## 8.4 Web Usage Trend Reports

### 8.4.1 Bandwidth Usage by Users Over Time

The Bandwidth Usage by Users Over Time report, shows the total bandwidth used by all users as well as the bandwidth consumed by each individual user over a period of time.



Screenshot 46 - Sample showing the bandwidth usage by users over time

1

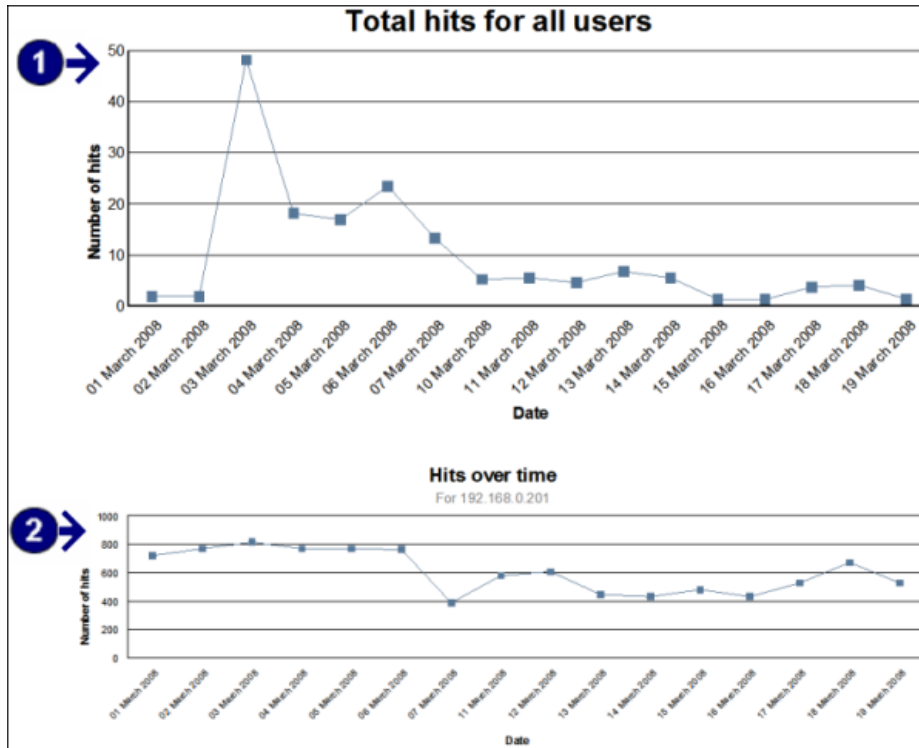
A line graph showing the total bandwidth for all users per day.

2

A line graph showing the total bandwidth for each user per day.

### 8.4.2 Hits by Users Over Time

The Hits by Users over Time report shows the total hits generated by all users as well as the total hits for each individual user over a period of time.



Screenshot 47 - Sample showing total hits for all users

1

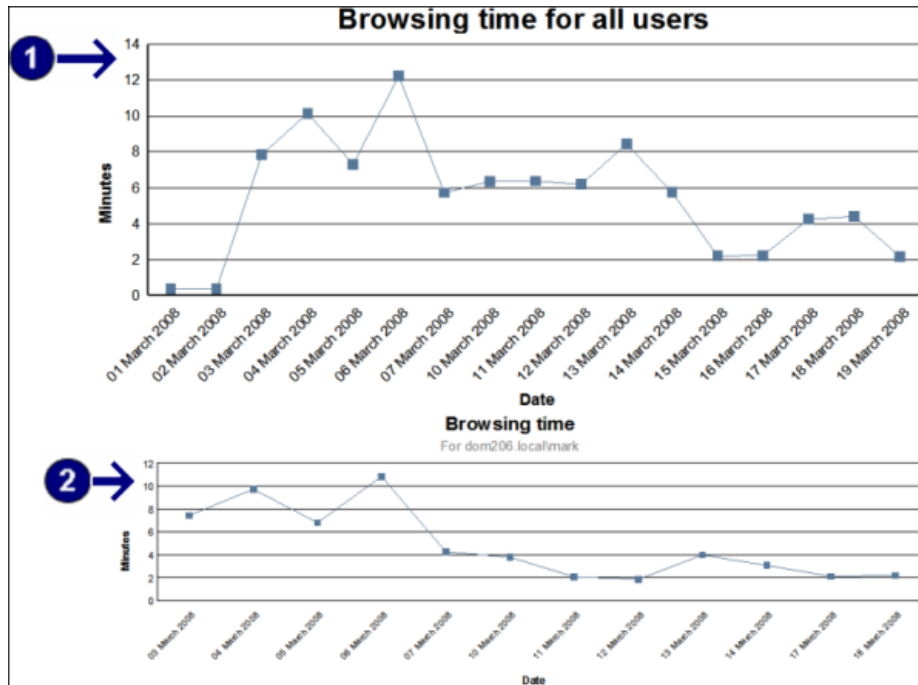
A line graph showing the total hits for all users per day.

2

A line graph showing the total hits for each user per day.

### 8.4.3 Browsing Time by Users

The Browsing Time By Users report shows how much time each user spent browsing the web as well as the cumulative browsing time for all users.



Screenshot 48 - Sample showing total browsing time for all users

- 1** A line graph showing the total browsing time for all users per day.
- 2** A line graph showing the total browsing time for each user per day.

### 8.4.4 Browsed Sites by Users

Browsed Sites by Users report lists the sites and site category, hits, browsing time and bandwidth used for each user.

**1** → User: 192.168.1.106

Site	Category	Hits	Browse Time in minutes	Bandwidth in KB
<b>2</b> → wpad.gfimalta.com	corporate marketing	314	0	19.93
www.sqlservercentral.com	Science and Technology	17	0	76.55
morpheus	Unknown	7	0	94.64
www.red-gate.com	corporate marketing	6	0	26.97
addons.mozilla.org	Science and Technology	4	0	4.26
mariahpower.com	Unknown	3	0	13.45
forums.gfi.com	corporate marketing	2	280	35.35
aus2.mozilla.org	Science and Technology	2	0	2.12
172.16.130.16	Unknown	2	0	0.23
		<b>357</b>	<b>280</b>	<b>273.50</b>

Total hits for all users: 357  
 Total browsing time for all users: 4 hours 40 minutes  
 Total bandwidth used by all users: 0.27 MB

Screenshot 49 - Sample showing browsed sites by users

- 1** User name or machine IP address.
- 2** List of websites visited by the user, including the category, number of hits, browsing time and total bandwidth.

# 9. Troubleshooting

---

## 9.1 Introduction

The troubleshooting chapter explains how you should go about resolving any software issues that you might encounter. The main sources of information available to users are:

- The manual – most issues can be solved by reading this manual.
- GFI Knowledge Base articles
- Web forum
- Contacting GFI Technical Support

---

## 9.2 Knowledge Base

GFI maintains a Knowledge Base, which includes answers to the most common problems. If you have a problem, please consult the Knowledge Base first. The Knowledge Base always has the most up-to-date listing of technical support questions and patches. To access the Knowledge Base, visit <http://kbase.gfi.com/>.

---

## 9.3 Web Forum

User to user technical support is available via the web forum. The forum can be found at: <http://forums.gfi.com/>.

---

## 9.4 Request technical support

If you have referred to this manual and our Knowledge Base articles, and you still cannot solve issues with the software, contact the GFI Technical Support team by filling in an online support request form or by phone.

- **Online:** Fill out the support request form on: <http://support.gfi.com/supportrequestform.asp>. Follow the instructions on this page closely to submit your support request.
- **Phone:** To obtain the correct technical support phone number for your region please visit: <http://www.gfi.com/company/contact.htm>.

**NOTE:** Before you contact our Technical Support team, please have your Customer ID available. Your Customer ID is the online account number that is assigned to you when you first register your license keys in our Customer Area at: <http://customers.gfi.com>.

We will answer your query within 24 hours or less, depending on your time zone.

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## 9.5 Build notifications

We strongly suggest that you subscribe to our build notifications list. This way, you will be immediately notified about new product builds. To subscribe to our build notifications, visit: <http://www.gfi.com/pages/productmailing.htm>.

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