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Log File Manager

Welcome to SurfStats Log File Analyzer, the Ultimate Web Log File Analyzer tool from SurfStats. SurfStats offers the easiest way to produce professional Log Reports from your raw log files. This powerful Log File Analyzer comes to you packed with features and the best-looking Log File output available.

What is SurfStats?

SurfStats is a full-featured log file analyzer, which can download raw log files from different sources (Internet, Intranet, Network and local) and generate Reports in HTML format. These reports can be imported into other programs e.g. Microsoft Word ® etc. The graphs are output in EMF (Enhanced Metafile Format) instead of JPG or GIF format to allow for better output and better scaling.

SurfStats has been tested for Windows 95, Windows 98, Windows NT4 Server and NT4 Client. It requires IE4 (Internet Explorer version 4) which can be downloaded from Microsoft ® at http://www.microsoft.com

Who can use SurfStats?

Any person or entity who has a Web Site and wants to see:
- Who visits the site and how often do they visit and how many.
- Where do visitors come from e.g. a search engine or from other sites
- Do visitors just come to a single page or do they browse around
- Which files are downloaded, how often and what is the bandwidth.
- Which HTML pages are being visited.
- Which Errors occur on the Site e.g. File not found
- Etc.

Introducing SurfStats

Your web site server generates a log file of web site activity from visitors to your site. Each time a visitor requests a file, information about this visitor is recorded in the activity log file.

Analyzing this log file can be an important marketing tool as it can tell you:

- How many visitors came to your site;
- Where your visitors came from;
- What files they were interested in;
- How long they stayed;
- Whether a marketing campaign is successful, etc.

It is also helpful in improving your web pages by telling you:
- Which errors occurred on your site;
- Which files and links created the errors.

Log files are usually stored on the server in a compressed Unix format. To analyze these files, requires:
- Downloading the log files with a FTP program;
- Uncompressing the log files with an uncompressing program;
- Analyzing the log files and generating reports.

SurfStats is a log file analyzer system that is a service provided between SurfStats and your Web Host for novice and experienced web masters. It automates the downloading, uncompressing and analyzing of log files.

SurfStats can be used for small to medium size log files and runs on Windows 95, 98 and NT4 Workstation and Server.

Please note: You must have Internet Explorer 4 installed on your system to be able to run the SurfStats program or else you would get an error message like   "*Access violation at address XXXXXXXX in module 'Surfstats.exe' Read of address XXXXXXXX*". Internet Explorer is supplied with most of Microsoft's products and is included with Windows 98 and NT 4.   It is also available as a free download from Microsoft Corporation at *http://www.microsoft.com*.

Layout of SurfStats

SurfStats consists of 5 main sections, each with its own menu and toolbar.

- The Site Manager allows you to add , edit and delete a site. It also allows you to enter notes for a specific day.
- The Theme Manager allows you to create new themes, edit or delete old themes.
- The Report Manager allows you to view reports, change filters and select a specific theme for a site.
  The Log File Manager allows you to look at the contents of log files, find information and print log files.

Note : These 4 managers function as 4 separate entities.

Examples:

If you change a Theme in the Theme manager, you will be notified to save it if you press the tab to go to the Site manager or Report manager.

If you change a Theme in the Theme manager, you have to apply that theme in the Report manager to view the theme.

The difference between Detail and Summary Sites

Sites can be defined as either "Detail" or "Summary"

A Detail site is for use when you have a relatively small web site - log files of less than 10 MB. Detail sites have the advantage that Filters can be set AFTER the data has been placed in the database allowing the user to query the database dynamically. The query is then executed and the results displayed interactively.

A Summary site is used for large log files. Only summary data is kept making it faster to display between different queries. Queries are limited.

Input and output

SurfStats can receive information from:

1. A local or netwrk file
2. Use the built-in FTP to retrieve log files from Unix Server on a network or from remote Unix Servers on the Internet.

SurfStats can send reports to:
1. A local directory or a directory on another computer on a intranet.
2. E-Mail the zipped report to anywhere in the world.
3. To the local screen.
4. FTP to a directory on a remote machine or a machine on a local network.

Create a File Site

1. Click on the <u>New Site</u> Button to start the **Add a Site Wizard**
2. Click **Forward** to go to the next screen
3. Enter a name for your new site e.g. **MySite**
4. Select **FILE** as the method to use
5. Click **Forward** to go to the next window
6. Enter the file name(s) which must be downloaded. See <u>Examples.</u>
7. Select the Log file format. If auto-detect is selected then SurfStats will try to determine the log file format. This works well except were the files are in e.g. Microsoft IIS format where the SurfStats cannot determine the date format so you have to select the specific date format
8. Click on **Forward**
9. Click on **Finish**

Create a FTP Site

1. Click on the <u>New Site</u> Button to start the **Add a Site Wizard**
2. Click **Forward** to go to the next screen
  Enter a name for your new site e.g. **MySite**
3. Select **FTP** as the method to use
4. Click **Forward** to go to the next window
5. Enter your Site Address, Login Name and Password
6. Click on **Forward**
7. Enter the file name(s) which must be downloaded. See <u>Examples.</u>
8. Select the Log file format. If auto-detect is selected then SurfStats will try to determine the log file format. This works well except were the files are in e.g. Microsoft IIS format where the SurfStats cannot determine the date format so you have to select the specific date format
9. Click on **Forward**
10. Click on **Finish**

Generate a report from a site

1. Select the **Report Manager** tab
2. Start the **Process Log File Dialog** by double-clicking on a site.
3. Select one of the 3 Radio button options and click on OK

Apply a theme to a report

1. Select the Report Manager tab to display a report. (If the Report Mananger tab does not show next to the Site Manager tab, double click on a site and generate a report)
2. Select the Down-arrow next to the Themes button.
3. Select a theme from the dropdown list.

Note: The theme you selected will be applied to all reports for this site. To save the theme with the site, click on the Site manager tab and follow the prompts.

Log Files Source Configuration

Multiple files which should be included in a single report can be specified by using wildcards, i.e. the (*) asterisk. Compressed files like e.g. ZIP and Uniz gz files can also be specified. FastStats will automatically extract the log files from these compressed files. Compressed files can also contain more than 1 file.

Multiple file paths can also be joined by using the ';' character

If downloading from a Unix server, keep in mind that the '/' character is used instead of the '\' character like in MSDOS ®

Examples:

Example 1
To download a file named access from the /Logs directory on a Unix server plus all other gz compressed files starting with access in the same directory, use the following syntax:
/Logs/access**;**access*.gz
The /Logs directory will be used to download the files from. Note the '**;**' character which allows for multiple path selections

Example 2
To download a file named access from the /Logs directory on a Unix server plus all other gz compressed files starting with access in the /Logs/backup directory, use the following syntax: Note that SurfStats can handle relative directories (./backup) but ONLY if the 1st directory is absolute (/Logs)
/Logs/access**;./backup/**access*.gz
(or)
/Logs/access**;/Logs/backup/**access*.gz
The /Logs directory will be used to download the files from. Note the '**;**' character which allows for multiple path selections

Example 3
To download a single file named access from a local directory named \Logs on your Computer, use the following syntax:
C:\Logs\access
Note the '****' character which must be used for DOS

Example 4
To download all files starting with access from a local directory named \Logs on your Computer, use the following syntax:
C:\Logs\access*
Note the '****' character which must be used for DOS

Installation

Your Web Host would usually make the SurfStats software program available by direct download, a few stiffy disks or on a CD-ROM.   If it is in a .ZIP format, uncompress the files to a temporary directory on your PC's hard disk first.   Then locate the SETUP.EXE file and run it to install the program. The installation program will create a startup icon on your desktop where you can start the program.

Toolbar

The toolbar provides easy access to frequently used functions. The buttons displayed will depend on the active displayed window, i.e. the Site Manager or the Reports window.

Help

This option consists of two sub-options, namely:

- About - This displays the SurfStats logo and version information.
- Contents - This displays the contents of the on-line help.

How SurfStats works

SurfStats' data files are placed under the **..\Program Files\SurfStats\Mysite** directory where "MySite" is the site name you selected when you added a new site.

1. SurfStats retrieves log files from the location you define with the Site Manager. This can be on a local drive, network drive or a remote server. These files are then placed in the **..\Unprocessed** directory. If you receive your log files by e-mail from your Host, you should place it in this directory.

2. These files are then uncompressed (if required) and placed in a database that is in the ..**Data** directory.

3. When the database has been successfully updated, the processed log files are moved from the **..\Unprocessed** directory to the **..\Logfiles** directory.

4. When a report is generated, it consists of HTML and EMF files which is placed in the ..**html** directory.

FTP Window

The FTP window displays the commands and returns codes during an FTP or file downloads session. It opens when the session starts and closes when it finishes. You can open and close it with the FTP button (bottom right hand corner) to view the last FTP history.

The STATUS button (next to the FTP button) is RED during processing and used to cancel a processing session. It is GREEN when not processing.

Generating Reports

When you click on the REPORTS button, only a summary report is generated which will then be displayed in the report viewer frame. A list of available reports will be displayed in the report menu frame.

Reports are generated and displayed in the report viewer when you select a report from the report list. If it were generated before with the same data, it would not have to be re-generated and it would only be displayed.

Files on Host's Server

You can use SurfStats to access multiple domains on your Host's server. To configure SurfStats to download log files from your Web Host's server:

- Start SurfStats and select the NEW SITE button. A wizard will lead you through the steps needed to configure the program for downloading files from your Host's server. First enter a name for the site. A directory will be created with this name under the SurfStats directory.
- Select FTP and enter the Site Address in the format "ftp.mysite.com".
- Enter Login Name, e.g. "Myname".
- Enter your login password, e.g. "Mypass".
- The log file format for your web host should be displayed in the next window.

Files on Local or Network drives

To access log files from local and remote hard disks, select the NEW SITE button. The new site wizard will start. Select **FILE** to add log files from local or network drives. You will be given the option to clear the database first. This is recommended because this will speed up the process, especially if you just want to view the most current statistics. The default files and directory will be displayed. Browse to the disk and directory where the log files are located and specify the file/s you wish to analyze.

Use wildcards to specify more than one file, e.g. the directory and files "C:\Logs\access;access*.gz" can be broken down as follows:

C:\Logs	means the \Logs directory under the SurfStats directory.
access	specifies the file "access".
;	used as separator if more than one file is specified.
access*.gz	specifies all gz unix compressed files where the first part of the name equals "access". Compressed files will be automatically extracted if it is specified as log files.

E-Mail Files

When you receive log files by e-mail, place it in the

..\Program Files\SurfStats\Mysite\Unprocessed

directory where "MySite" is the site name you selected when you added a new site. SurfStats will ask you if it should be added to the database the first time you run it after the file/s was placed in this directory.

Changing Headers and Footers in Printouts

To change the headers and footers in printouts, you have to set it in Internet Explorer as follows:

- Start up Internet Explorer and select File – Page Setup
- Change the header and footer and press OK. To see the different settings available for the headers and footers, click on the header/footer text entry box and press F1.
-

Contents

Analyzing Log Files

The Site Manager displays the site or origin of the log files.   To analyze and generate reports from these log files, double click on the site or when the site is highlighted, click on the REPORT button. SurfStats will retrieve and process the log files based on your selection. A report selection list and summary report will be displayed in the report frame.

Process log files (Report button)

Depending on the user's selection, selecting the REPORT button will:

¡   Download log files from the Web Host's server and place it in the **"..\Unprocessed"** directory if you have selected an ftp source;
¡   Copy log file/s from the source directory to the **..\Unprocessed** directory if you have selected an file source;
¡   Add log files from the **..\Unprocessed** directory to SurfStats' database. If you have received log files by E-mail, place it in this directory.
¡   Move the log files from the **..\Unprocessed** directory to the **..\Logfiles** directory
¡

When a log file is highlighted in the Site Manager and you click on the REPORTS button, you will first be given three options, namely:

1.   Overwrite database with log files. This option will rebuild the database from scratch. This is the default option
2.   Add changes in log file(s) to current database. This option will keep the current database and just add entries that are not already there.
3.   Use existing database. This will not add any entries to the existing database
4.

Option 1 and 2 will retrieve the log file(s) from the specified source and place it in the **..\Unprocessed** directory.

If files have to be retrieved from an ftp source, SurfStats will logon to your host's server and download the new log files. An ftp status window will open and display the commands and progress of the download.

After the log files have been processed, the report viewer window will be displayed.

Adding a custom logo to reports

You can add your company or other logo to reports by replacing the existing logo file under the Theme Manager with your own. Each theme can be associated with a separate logo file and a theme can then be applied to any number of sites.

Site Manager

This Menu and Toolbar are shown when the Site Manager tab is active

File	**Edit**	**Help**
New Site	Notes	Contents
Edit Site	Intranet	About
Delete Site	Rebuild Database	
Create Report	Toolbar Large	
	Toolbar Small	
	Options	
	Browsers	
Exit	Schedule	

The Site Manager allows you to create new sites, edit or delete sites as well as set many different setting for use by SurfStats.

Site Manager Link

The site manager is used to specify and select log files for analyses and reporting. When this window is active, the toolbar will display the following buttons:

- **NEW SITE** - Use this button to specify the log file/s source, e.g. a file or ftp site. A wizard will lead you through the setup process and a directory will be created. This directory will contain log files, generated reports and the database files.
- **EDIT SITE** - Use this button to edit an existing log file/s source.
- **DELETE SITE**- Use this button to delete an existing log file/s source. It will delete the log files and reports in the directory as well.
- REPORTS – Use this button to open the report viewer for the selected log files.

New Site

Use this to start the wizard to specify the log files which SurfStats should use.

Files can be situated on Remote Hosts in which case FTP must be specified as the method of retrieval.
See Remote Files

Files can also be situated on a local network, intranet or on the local computer
See Local Files

Files can also be Emailed to you in which case they should be placed in a specific directory
See Email Files

See Also
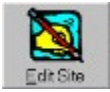Log Files Source Configuration
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Edit Site

Use this option to change the properties of the site

See Also
Log Files Source Configuration
How SurfStats Works
Site manager
Analyzing Log Files

Delete Site

Delete - Use this to delete a site and its backup log files from SurfStats' database.

Report

Note: If you are renting SurfStats from your host, then you must visit the site at least once a month with SurfStats FTP option to download necessary files.

Use this to start analyzing log files and generate reports. If the log files were specified with an FTP address, you will be asked if the log files should be downloaded first.

When valid log file/s exist for analysis, the report window will be displayed with the summary statistics and the available reports.

The report window has two frames, namely:

Report menu - You select the report to be displayed here and the report is then generated. If you have selected a report previously with the same data, the report will still be available and would not be re-generated. A new report will be generated if you change data or the date of a report and will overwrite a previously generated report of the same name.

The report menu is organized in categories for easier location. You can collapse or expand menus by clicking on "-" or "+" buttons respectively. The "-" and "+" at the top collapse or expand all. Expand all and then you can use the UP and DOWN arrow keys to move between reports.

Generated reports are stored under the directory:
..\Program Files\SurfStats\Sites\Mysite\html where "MySite" is the site name you selected when you added a new site.

Report viewer - The selected report will be displayed here. If you click on hyperlinks displayed in this window, your default browser will start up and go to the hyper-linked address. This is useful if you want to "visit your visitor" by clicking on a client's IP Address or Domain Name in the Most Active Clients report. You can use it also to access useful web sites listed in the "Improve your site" and "promote your site" reports.

When the report window is active, the toolbar will display the following buttons:

PRINT - When clicked on, the displayed report will be printed.
RESOLVE DNS - When clicked on, the IP addresses will be resolved. This requires an Internet connection.
FILTER - When clicked on, it provides filtering options for the reports.
BACK **and** FORWARD - These buttons are used to move between previously displayed reports.

Rebuild Database

SurfStats' index files should be re-built if it was corrupted due to a power failure or premature exit or when upgrading to a new version. This process will clear the database, re-insert the data from the log files and re-index the database.

Intranet

Use this to enter Domain Names and/or IP addresses that SurfStats must recognize as belonging to your Intranet. These Domain Names are only of meaning inside your organization. SurfStats will first try to resolve Domain Names and IP Address from the Intranet list before the Intranet itself.

This option allows you to group departments together or give meaning to IP address e.g. you can link a person's name to an IP address.

You can use the % character as a wildcard

Examples:

192.6.2.%   Sales Department   This will place all address from 192.6.2.0 to 192.6.2.255 in the Sales Department
192.6.2.1   John Doe   This will allocate the IP address 192.6.2.1 to John Doe
%.6%   External   This will mark all IP address containing .6 as external

Notes

Use this feature to track the result of changes to your web site or web traffic improvement campaigns by making a note of the day and the action you have taken.

You can add one note per day and this note will then be displayed on reports.

To add a note, click on EDIT menu option and select NOTES. Select the day you want to add the note and type in the note text. You can also edit the text and delete it.

Browsers

Browsers are the collective name used for all browsers e.g. Microsoft Internet Explorer, Netscape Navigator, etc. as well as spiders or download managers.

This option allows you to group the browsers together for reporting purposes.

[Options](#)

This allows the user to set the host which is used when EMailing reports.

Schedule

SurfStats allows you to schedule reports to run at specific intervals.

Output can be send to a directory on   the local machine or on a networked machine or be EMailed automatically or automatically sent to a FTP Server on the Internet or a networked machine.

A log is kept of reports that are run in this way.

To enable or display scheduling, click the button in the bottom right hand corner of SurfStats which shows a small watch.

Toolbars

The toolbars option allows the user to change the size of the toolbars - small or large. The size will automatically be remembered by SurfStats when SurfStats is started again.

Report Manager

This menu and toolbar are shown when the Report Manager tab is active. This tab is initially hidden but is displayed when the first report is generated.

File	**Options**	**Help**
Back	Resolve Domain Names	Contents
Forward	Filters	About
Print	Refresh	
Exit		

Print

You can print individual reports as follows:

- Click on the PRINT button when a report is displayed or
- Right click on a report in the report menu frame and click on the PRINT button or
- Right click on the displayed report and select to print it or
- Select File – Print from the main menu when a report is displayed.

You can use the following shortcut to print reports quickly:

- Right click on the report in the report menu frame and click on the PRINT button. This will not open the report in the report frame first.

You can print the complete report. Every report will be printed on a new page. Do this as follows:

- Select ALL REPORTS under the COMPLETE category in the report menu. The list of available reports will be displayed in the report viewer frame.
- Click on the PRINT button.
- Select to Print all linked documents and press OK.

Back

The Back button is used to browse backwards to the previous report

Forward

This is used to browse forward to the next report

Refresh

This option allows you to refresh the screen when repaint was not proper

Resolve Domain Names

Most log files do not supply the domain name of visitors but only their IP addresses. SurfStats can resolve (lookup) the top 20 (or less if required) domain names from the IP addresses.

Click on the RESOLVE DNS button when the report window is active to look up visitors' domain names. You have to be connected to the Internet to do this. SurfStats then starts resolving the IP addresses in most to least user session's sequence. You can cancel the session at any time and the resolved addresses and the registered country would then be available in reports. If an IP address were unresolved, the IP address would be displayed in reports. You can visit your visitor's site by clicking on the hyper-linked visitor's IP address or domain name in reports. SurfStats will automatically start your default browser.

Filters

Filters are used to limit the information that is displayed in the report to a certain period.Su

The FILTERS button will be available when a report is displayed. Click on the FILTERS button to modify reports and specify the period you require a report on.   The report will be adjusted as per your specifications. This filter will be used when you select other reports as well.

Note: The Filter dialog can remain floating on top of the screen while selecting different reports in the Report manager. Filters apply to the complete site which means that all reports are changed when a new filter is selected.

Reports can be filtered on:

Report Period
This allows you to select a specific period from 1 day to the complete period

Other Filters
Here you can have to types of filters namely include and/or exclude filters. You can filter on the file names and/or IP addresses and Domain Names. Use the percentage character (%) as a wildcard and separate more than 1 entry with a space inbetween. If filenames contain spaces, add double quotation marks (") at the beginning and end

Examples:
Include Filter:
    %.htm %.html %.txt - This will include all files with a htm or html or txt extension
    "Sales Management.htm" "Sales Personnel.htm" - This will include all files which contain Sales Management.htm or Sales Personnel.htm

Typing the above in the exclude filter will exclude the specific files and include the rest

Settings
These options allow you to specify the maximum number of records that will be displayed in tables as well as the sort order of reports.

[Themes](#)

This option allows you to add or change themes. To save a theme select the File - Save theme option from the menu. Themes are kept in the themes subdirectory under the directory where SurfStats was installed.

Any number of themes can be kept and a theme can be applied to the reports on a site.

Note: If a new theme is selected for a report, then all reports for that site will shown the newly selected theme.

Theme Manager

This menu and toolbar are shown when the Theme Manager tab is active.

File
Themes
Colors
Images
Refresh

A theme is a set of properties (background images, font sizes, colors and attributes) which can be applied to a report. Each site can be assocaited with a theme. When the Report Manager is shown, you can apply a theme to the reports assocaited with that specific site.

The Theme Manager allows you to create new themes, edit themes and save them to the themes directory. The number of variations are endless. Backgrounds can have a background image or any color available on the color palettes.

[Colors](#)

This option allows you to change the colors of reports.

Images

This option allows you to change the background images of reports.

FTP Manager

The FTP Manager allows the user to log into a FTP Site on the Internet and to download files from the site or upload files to the site. It is mainly used for downloading log files to the local machine.

The FTP manager displays only sites that were defined in the Site Manager as being FTP Sites.

To use the FTP Manager you must do the following:
1. Make sure the site is defined as a FTP Site in the Site Manager.
2. Select the site from the drop-down list.
3. Make sure you are logged onto the Internet.
4. Press the Connect button.

A connection will then be made with the host. Once a connection is made, you can move to different directories and download or upload by dragging and dropping files.

To exit, press the Disconnect button.

The Clear button is used to clear the Comms display.

Log File Manager

This menu and toolbar are shown when the Log File Manager tab is active.

File	Edit
Open	Find
Print	

The Log File Manager can view any ASCII file or compressed .gz or .zip files. Is is used to view or print out raw log files. Use the Open option to open the file, the find option to find information in the file and the print option to print the contents of the file.

List of Country and ISO Internet Codes

ad	Andorra	lc	Saint Lucia
ae	United Arab Emirates	li	Liechtenstein
af	Afghanistan	lk	Sri Lanka
ag	Antigua and Barbuda	lr	Liberia
ai	Anguilla	ls	Lesotho
al	Albania	lt	Lithuania
am	Armenia	lu	Luxembourg
an	Netherlands Antilles	lv	Latvia
ao	Angola	ly	Libya
aq	Antarctica	ma	Morocco
ar	Argentina	mc	Monaco
arpa	Old style Arpanet	md	Moldavia
as	American Samoa	mg	Madagascar
at	Austria	mh	Marshall Islands
au	Australia	mil	USA Military
aw	Aruba	mk	Macedonia
az	Azerbaidjan	ml	Mali
ba	Bosnia-Herzegovina	mm	Myanmar
bb	Barbados	mn	Mongolia
bd	Bangladesh	mo	Macau
be	Belgium	mp	Northern Mariana
bf	Burkina Faso	mq	Martinique (French)
bg	Bulgaria	mr	Mauritania
bh	Bahrain	ms	Montserrat
bi	Burundi	mt	Malta
bj	Benin	mu	Mauritius
bm	Bermuda	mv	Maldives
bn	Brunei Darussalam	mw	Malawi
bo	Bolivia	mx	Mexico
br	Brazil	my	Malaysia
bs	Bahamas	mz	Mozambique
bt	Bhutan	na	Namibia
bv	Bouvet Island	nato	NATO
bw	Botswana	nc	New Caledonia
by	Belarus	ne	Niger
bz	Belize	net	Network
ca	Canada	nf	Norfolk Island
cc	Cocos (Keeling) Islands	ng	Nigeria
cf	Central African Republic	ni	Nicaragua
cg	Congo	nl	Netherlands
ch	Switzerland	no	Norway
ci	Ivory Coast (Cote D'Ivoire)	np	Nepal
ck	Cook Islands	nr	Nauru
cl	Chile	nt	Neutral Zone
cm	Cameroon	nu	Niue
cn	China	nz	New Zealand
co	Colombia	om	Oman
com	Commercial	org	Non-Profit Org.
cr	Costa Rica	pa	Panama
cs	Former Czechoslovakia	pe	Peru
cu	Cuba	pf	Polynesia (French)
cv	Cape Verde	pg	Papua New Guinea
cx	Christmas Island	ph	Philippines
cy	Cyprus	pk	Pakistan

cz	Czech Republic	pl	Poland
de	Germany	pm	St Pierre/Miquelon
dj	Djibouti	pn	Pitcairn Island
dk	Denmark	pr	Puerto Rico
dm	Dominica	pt	Portugal
do	Dominican Republic	pw	Palau
dz	Algeria	py	Paraguay
ec	Ecuador	qa	Qatar
edu	Educational	re	Reunion (French)
ee	Estonia	ro	Romania
eg	Egypt	ru	Russian Federation
eh	Western Sahara	rw	Rwanda
es	Spain	sa	Saudi Arabia
et	Ethiopia	sb	Solomon Islands
fi	Finland	sc	Seychelles
fj	Fiji	sd	Sudan
fk	Falkland Islands	se	Sweden
fm	Micronesia	sg	Singapore
fo	Faroe Islands	sh	Saint Helena
fr	France	si	Slovenia
fx	France (European Territory)	sj	Svalbard
ga	Gabon	sk	Slovak Republic
gb	Great Britain	sl	Sierra Leone
gd	Grenada	sm	San Marino
ge	Georgia	sn	Senegal
gf	French Guyana	so	Somalia
gh	Ghana	sr	Suriname
gi	Gibraltar	st	Saint Tome
gl	Greenland	su	Former USSR
gm	Gambia	sv	El Salvador
gn	Guinea	sy	Syria
gov	USA Government	sz	Swaziland
gp	Guadeloupe (French)	tc	Turks
gq	Equatorial Guinea	td	Chad
gr	Greece	tf	French Southern Territories
gs	S. Georgia & S. Sandwich Is	tg	Togo
gt	Guatemala	th	Thailand
gu	Guam (USA)	tj	Tadjikistan
gw	Guinea Bissau	tk	Tokelau
gy	Guyana	tm	Turkmenistan
hk	Hong Kong	tn	Tunisia
hm	Heard and McDonald Islands	to	Tonga
hn	Honduras	tp	East Timor
hr	Croatia	tr	Turkey
ht	Haiti	tt	Trinidad and Tobago
hu	Hungary	tv	Tuvalu
id	Indonesia	tw	Taiwan
ie	Ireland	tz	Tanzania
il	Israel	ua	Ukraine
in	India	ug	Uganda
int	International	uk	United Kingdom
io	British Indian Ocean Terr	um	USA M. Outl.Islands
iq	Iraq	us	United States
ir	Iran	uy	Uruguay
is	Iceland	uz	Uzbekistan
it	Italy	va	Vatican City State
jm	Jamaica	vc	Saint Vincent

jo	Jordan	ve	Venezuela
jp	Japan	vg	Virgin Islands
ke	Kenya	vi	Virgin Islands(USA)
kg	Kyrgyzstan	vn	Vietnam
kh	Cambodia	vu	Vanuatu
ki	Kiribati	wf	Wallis and Futuna
km	Comoros	ws	Samoa
kn	Saint Kitts & Nevis Anguilla	ye	Yemen
kp	North Korea	yt	Mayotte
kr	South Korea	yu	Yugoslavia
kw	Kuwait	za	South Africa
ky	Cayman Islands	zm	Zambia
kz	Kazakhstan	zr	Zaire
la	Laos	zw	Zimbabwe
lb	Lebanon		

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Glossary

Ad -   A text, graphic or banner advertisement on a web page that takes the visitor to another site when clicked on.

Ad Clicks - A mouse click on an advertisement on a web site takes the visitor to another site.

Authentication - Verification of a user by matching a username and password.

Bandwidth - The measure of the traffic (in kilobytes of data) transmitted from the web site.

Browser - The program used to locate and view HTML documents.

Client - The unique IP number used by a visitor to a Web site.

Client Error codes - The error that occurred due to an invalid or failed request by the visitor's browser. When errors occur, it is allocated an error code in a 400+range. Possible client error codes are:

> 400 = Failed: Bad Request
> 401 = Failed: Unauthorized
> 402 = Failed: Payment Required
> 403 = Failed: Forbidden. This happens when a visitor tried to access a password-protected directory with the wrong name and password.
> 404 = Failed: Not Found. This is the most common error on the reports, and means that someone has requested an object that is not within your site. This could be because of:

> > Bad links to pages within your site.
> > Links within a page to a graphic that does not exist.
> > Someone misspells the URL to get to an object on your site.
> > Outside links to your site that is out of date...

Cookies - Cookies are files containing information about visitors to a web site (e.g., user name and preferences). The user's browser provides this information during the first visit to a Web server. The server informs the browser to store some of this information (and perhaps other) on the client machine in a cookie file. When the visitor accesses the same web site again, the cookie is automatically presented to the server by the browser and the server can then configure pages based on the information provided or react upon the information in the cookie.

Directory - World Wide Web pages consist of varying files. These files are often set up in a directory structure, resembling "tree branches". Directories are usually structured to keep similar topics within a specifically named directory.

Domain Name - The text name corresponding to the numeric IP address of a computer or domain on the Internet.

Domain Name Lookup - The process of converting a numeric IP address into a domain or text name.

Domain Name Suffix - The last digits of a domain name can be used to identify the country or type of organization.

EMF - Enhanced Meta File is a vector based image file format used by SurfStats for displaying and printing graphs.

Filters - A means of narrowing the scope of a report by specifying ranges or types of data to included or excluded.

Forms - An HTML page that passes variables back to the server. These pages are used to gather information from users.

FTP - File Transfer Protocol is a standard method of sending files between computers over the Internet.

GIF - Graphics Interchange Format is a raster based image file format commonly used in HTML documents.

Hit - A request for any object that is on your site. This could be an html page, a file or a graphic on a page. Also see Visit.

Home Page - The main or default page in HTML (HyperText Markup Language) format of a Web site. This page usually provides visitors with an overview and links to the rest of the site. This page's address is also referred to as URL.

HTML - HyperText Markup Language is used to write documents for the Internet. It specifies hypertext links between related objects and documents.

HTTP - HyperText Transfer Protocol is a standard method of transferring data between a Web server and a Web client.

IP Address - The Internet Protocol address identifies a computer connected to the Internet.

Log File - A file created by a web or proxy server which contains all of the access information regarding the activity on that server.

Organization - A commercial, academic, nonprofit, government, or military entity that connects users to the Internet, identified by an entity's Internet domains.

Page (HTML) Request - The request to get an html page from a site and the transmittal of the requested page. Page requests do not include hits to images, component pages of a frame or other non-html files.

Platform - The operating system (i.e. Windows 95/98, Windows NT, etc.) used by a visitor to the site.

Protocol - An established method of exchanging data over the Internet.

Referrer - The URL of an HTML page that refers to the site. Referrer data is useful to determine how users came to your site.

Return Code - The return status of the request that specifies whether the transfer was successful and why. Possible Success codes are:

      200 = Success: OK
      201 = Success: Created
      202 = Success: Accepted
      203 = Success: Partial Information
      204 = Success: No Response
      300 = Success: Redirected
      301 = Success: Moved
      302 = Success: Found
      303 = Success: New Method
      304 = Success: Not Modified

Server - A computer that hosts information available to anyone accessing the Internet.

Server Error - The error that occurred due to an invalid or failed server task. Possible server error codes are:

500 = Failed: Internal Error

501 = Failed: Not Implemented

502 = Failed: Overloaded Temporarily

503 = Failed: Gateway Timeout

Spiders or robots - An automated program which searches the internet and add data to search engines. On a web site the robots.txt file specifies which directories the spider should catalog.

Time Zone - World Wide Web servers record all requests in local time where the server is located.

URL - Uniform Resource Locator is a means of identifying an exact location on the Internet. An URL consists of four parts:

Protocol Type (HTTP),

Machine Name (domain),

Directory Path (/), and

File Name (default.htm),

e.g. http://www.SurfStats.com/surfstats/index.htm

User - Anyone who visits the site at least once. A user is identified by an IP address.

Visit (Client or User Session) - A series of consecutive requests from a user to an Internet site. A user session is terminated when a user does not make another request for more than 30 minutes. One visit can include many hits. A report on downloaded files may show a few hits but no client session. This is because the visit is counted at the start page where a visitor enters the site. Only the start page will show the visit.