NetTracker® 3.5 Enterprise

Administrator's Guide

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NetTracker® 3.5 - Internet Usage Tracking Software

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Welcome

Thank you for choosing NetTracker 3.5 Enterprise. We have tried to make NetTracker 3.5 Enterprise as easy to use as possible. We have also tried to incorporate many powerful features into this version of NetTracker. However, we always welcome new ideas and suggestions to make NetTracker ever easier to use and more powerful. Please e-mail your suggestions to feedback@sane.com.

Thank you.

The NetTracker Development Team
Another Sane Solution…

Introduction

NetTracker 3.5 Enterprise was designed to enable companies with more than one web site hosted on their web server to track the usage of their web sites. It also provides ISPs and web hosting companies with an additional source of revenue, as well as an opportunity to differentiate their web hosting services by offering usage tracking capabilities.

NetTracker 3.5 Enterprise creates individual reports for each web site hosted on the web server, as well as server-wide reports that help webmasters manage their web sites.

NetTracker 3.5 Enterprise contains twenty one standardized summary reports as well as customizable reports, each with drill down capabilities, enabling users to dynamically link to additional information. NetTracker's advanced sorting capabilities also allow users to find information about specific visitors, dates, times, etc.

NetTracker can export data, allowing users to import NetTracker reports into popular software products such as Microsoft Excel®, Access® and Word®. NetTracker can also graph reports (users can dynamically switch between five different graph types) to analyze trends and make presentations.

For more information about using NetTracker, please refer to the NetTracker User's Guide or the online Help.

Before you get started

Unlike most other Internet web site usage tracking software, NetTracker is designed to run on the Internet using a web browser. Therefore, your users will not need to download large log files because the data that is being analyzed stays on your web server.

Because NetTracker requires support for frames, NetTracker will only run properly using the following web browsers: Microsoft Internet Explorer® 3.0 or higher and Netscape Navigator® 3.01 or higher. If you have not already upgraded to one of these web browsers, you can download them from the following sites:

Microsoft Internet Explorer® 3.0:

http://www.microsoft.com/ie/download/

Netscape Navigator® 3.01:

http://www.netscape.com/comprod/mirror/client_download.html

Tip: If you have a monitor that can only display graphics in low resolution (640x480), you can free up some of the screen space used by your browser by turning off some of your browser's options such as “Show Directory Buttons” and “Show Location”. You can also set the "Show Tool Bar" option to “Text” instead of “Pictures”. Or you can completely turn off the "Show Tool Bar" option and use the pull-down menus located at the top of your browser. This should reduce the need to scroll down pages as often when using NetTracker. Keep in mind that you can always use the **Zoom** button to zoom in and get a full screen view of the information presented in the bottom frame.

NetTracker Administration

By clicking on the buttons at the top of the screen, you can select which section of NetTracker to use. You can click on either the purple buttons or the text to the right of the buttons when using NetTracker. You can also place your cursor over any of the buttons or text and get a brief description of the feature in the status bar at the bottom of your browser.

A brief description of each of the NetTracker Administration features is presented below. A more detailed description of each feature is presented afterwards.

Site

To view, create, edit or remove NetTracker reports for specific web sites, click on the **Site** button. This is the default administration page and it will be presented first whenever you go to NetTracker Administration.

Server

To view aggregate summary reports for all of your web sites, click on the **Server** button.

Options

To edit Default options that are used as a template every time a new report is configured, click on the **Options** button.

Help

To receive online help while using NetTracker, click on the **Help** button. The Help function is context-sensitive and will automatically go to the section of the Help directory that corresponds with the section of NetTracker you are using. To select other Help information from a list of help topics, click on the **Index** button. Click on the **Forward** and **Back** buttons to return to a previous Help page. Click on **Next** and **Previous** buttons to view the next or previous help topics. To exit Help, simply click on the **Exit** button.

Site

To view, create, edit or remove NetTracker reports for specific web sites, click on the **Site** button. This is the default administration page and it will be presented first whenever you go to NetTracker Administration.

View Report

View Report

To view NetTracker reports that have been created for specific web sites, highlight the desired web site's name in the list box and click on the **View Report** button. For information about using NetTracker to view web site reports, please refer to the NetTracker User's Guide.

New Report

New Report

To create a new NetTracker report for a web site, click on the **New Report** button located at the bottom of the page. Enter a name for this new report in the text box located after the text "Please enter a short report name:" and click on the **Enter** button.

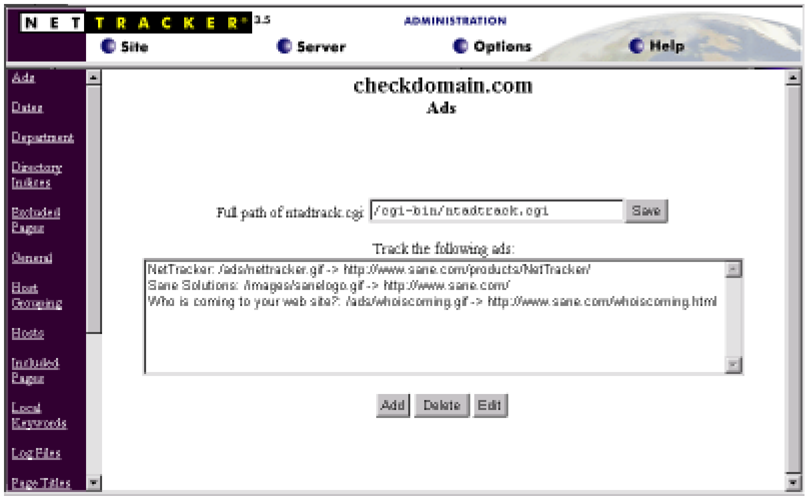
Edit Report

Edit Report

To edit the options in NetTracker reports that have been created for specific web sites, highlight the desired web site in the list box and click on the **Edit Report** button. This brings users to the Edit Report Options page. The left frame of this page contains links to the eighteen Options screens: Ads, Dates, Department, Directory Indices, Excluded Pages, General, Host Grouping, Hosts, Included Pages, Local Keywords, Log Files, Page Titles, Passwords, Redirection Scripts, Referrer Grouping, Summaries, Unexcluded Pages and Users. By clicking on these links, users can edit the various report options by entering data into the input boxes on each screen, thus custom-configuring the reports that NetTracker generates.

Descriptions and instructions for each Option screen are presented below.

Ads (Only available in NetTracker 3.5 Professional and NetTracker 3.5 Enterprise)



In order to configure NetTracker to track ads, you will need to follow these two steps:

1. Redirect the ads through the included cgi program

You will need to redirect all ads that you would like to track through a special cgi program that is included with NetTracker. This cgi program, named ntadtrack.cgi on UNIX and ntadtrack.exe on Windows NT, is placed in the NetTracker program directory when NetTracker is installed. You now have to copy this program from the NetTracker program directory into a cgi accessible directory (for example: /usr/ns-home/cgi-bin).

All of the ads that you would like to track will have to be re-directed through the ntadtrack.cgi (or ntadtrack.exe on NT) program as shown in the example below:

<A HREF="/cgi-bin/ntadtrack.cgi?http://www.sane.com/products/NetTracker/">
<IMG SRC="/ads/nettracker.gif"></A>

In the example above, the URL located immediately after the question mark (?) is the URL where the person will go to when they click on the ad. You will need to enter this URL.

2. Set up a tracking report for each ad

You will now need to configure the Ad options in the Edit Report Options section of NetTracker so NetTracker will generate a report for the ads that you have set up.

Full path of ntadtrack.cgi:

Enter the full path to where ntadtrack.cgi (or ntadtrack.exe on NT) will be located. To save this path, click on the **Save** button.

To configure the Ad options, click on **Add** button. Then enter the requested information in three text boxes.

Description of ad:

Enter the description of the ad that you wish to appear in the reports.

Full path of graphic:

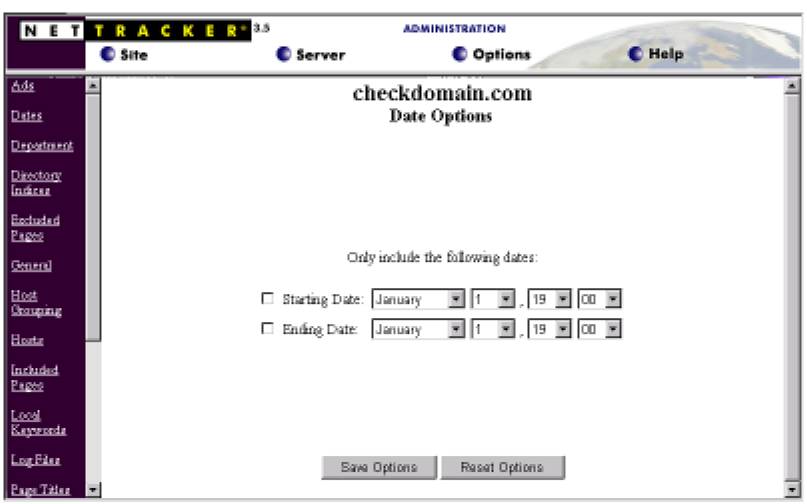
Enter the path off of the document root to the ad image file (the same path used for the image file in the HTML document (i.e. XX, where IMG SRC="XX" is an image file). Example: /ads/nettracker.gif.

URL to link to:

Enter the URL to which ntadtrack.cgi (or ntadtrack.exe on NT) is redirecting to. Example: http://www.sane.com/products/NetTracker/. Note: The URL of the ad must be entered *exactly* as it is written in the HTML document.

After you have entered the above information click on the **Add** button. To delete ads, highlight the ad in the list box and click on the **Delete** button. To edit ads, highlight the ad in the list box and click on the **Edit** button. Then make the desired changes and click on the **Update** button.

Date Options



By default NetTracker will analyze the entire range of dates found in your log files. However, if you would like to restrict the NetTracker reports to a specific date range, you may specify a Starting Date and/or Ending Date on this page.

To specify a date to start the analysis from, click on the **Starting Date** option box and use the drop down list boxes to enter the Starting Date.

To specify a date to end the analysis, click on the **Ending Date** option box and use the drop down list boxes to enter the Ending Date.

Department Options (Only available in NetTracker 3.5 Professional and NetTracker 3.5 Enterprise

The Department Options allow you to group the traffic on your site into departments. Depending on your how your network is configured you will want to either group the traffic by hostname / IP address or by username.

On the Department Summary you have the option to click on the highlighted Department to see what traffic is grouped inside that department. You can select *Hosts* or *Users* for the *Clicking on Department shows* option to specify if clicking on the Department name displays hostnames / IP addresses or usernames. To save this selection, click on the **Save** button.

To add hosts or users to a Department, click on the **Add** button. Then select from the list boxes to create the request: Group "[**Hosts**]" "[**That end with**]", enter the hostname or username to match in the next text box (e.g.: "sales.sane.com"), enter the name of the department in the bottom text box (e.g: "Sales") and click on the **Add** button. Note that in the above example users can also use this option to request that NetTracker groups "[**Users**]" "[**That match**], [**That start with**] or [**That contain**]" a hostname or username as a Department.

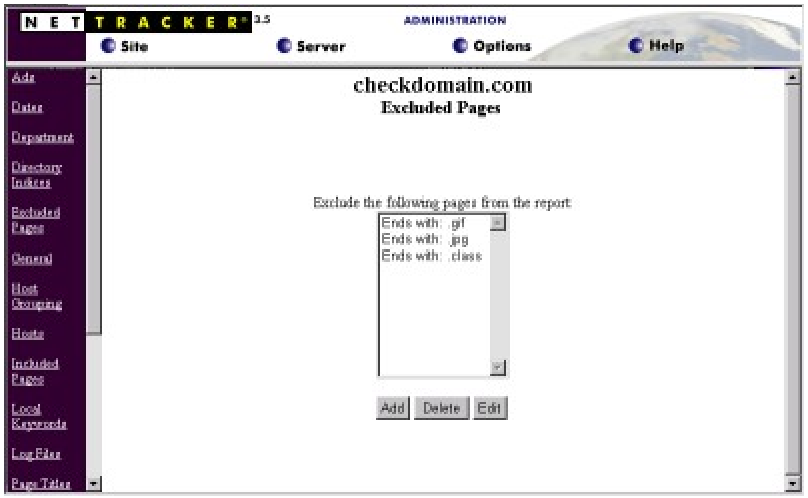
To delete a host or user from a Department, highlight the host or user in the list box and click on the **Delete** button. To edit a host or user in a Department, highlight the host or user in the list box and click on the **Edit** button. Then make the desired changes and click on the **Update** button.

Directory Indices

The Directory Indices options allow users to specify directory indices other than index.html. By default, NetTracker uses “index.html” as the directory index. This option allows owners of web sites to use other directory indices such as “default.htm” for example, instead of “index.html”.

To add a directory index to the reports click on the **Add** button. Then enter a directory index (filename) into the text box and click on the **Add** button. To delete directory indices, highlight the directory index in the list box and click on the **Delete** button. To edit directory indices, highlight the directory index in the list box and click on the **Edit** button. Then make the desired changes and click on the **Update** button.

Excluded Pages

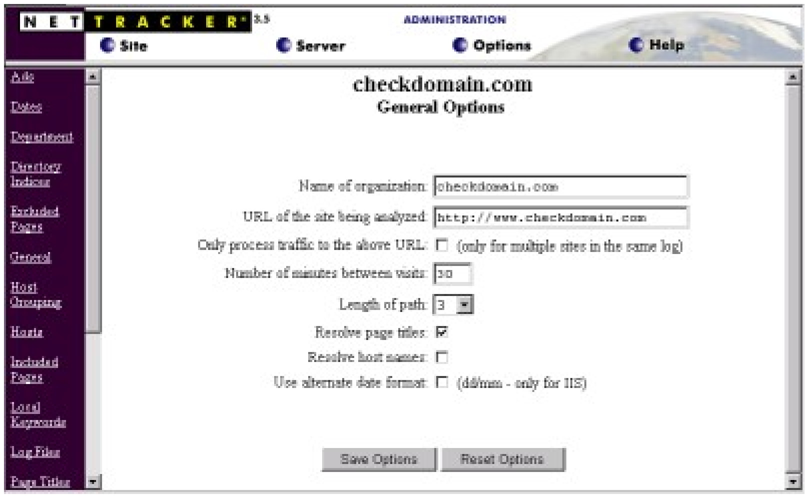


The Excluded Pages Option allows NetTracker users to exclude such files as images, etc. from reports. By default, NetTracker excludes all files ending with: .gif, .GIF, .jpg, .JPG and .class.

To add pages to be excluded from the reports click on the **Add** button. Then select from the list box to create the request: "[**That end with**]", enter the filenames or directories containing the pages that should be excluded from the NetTracker reports in the text box and click on the **Add** button. Note that in the above example users can also use this option to exclude pages "[**That match**], [**That start with**] or [**That contain**]" the filenames or directories containing the pages entered in the text box.

To delete pages to be excluded from the reports, highlight the filename or directory in the list box and click on the **Delete** button. To edit pages to be excluded from the reports, highlight the filename or directory in the list box and click on the **Edit** button. Then make the desired changes and click on the **Update** button.

General Options



Name of organization:

Enter the name of the organization whose web site usage data will be analyzed by NetTracker. This name will appear on all NetTracker summaries.

URL of the site being analyzed:

Enter the URL (Universal Resource Locator) of the web site that will be analyzed by NetTracker.

Only process traffic to the above URL:

If your log files contain information for more than one site, select this option to only include traffic to the above hostname or IP address.

Number of minutes between visits:

Enter the maximum number of minutes (1-999) that can elapse between two consecutive page views by the same visitor and still be classified as a visit. The default value is 30 minutes. For web sites containing pages with large amounts of text, administrators may want to increase the default value. For web sites containing pages with small amounts of text, administrators may want to decrease the default value.

Length of Path

Select the number of consecutive pages (2, 3, 4 or 5) from the pull down menu that are required to constitute a path.

Resolve page titles:

Click on the **Resolve page titles** option box to instruct NetTracker to either resolve or not resolve page titles. By resolving pages titles, NetTracker presents the titles of pages instead of their file names. When this option is active a check will appear in the option box. The default value for this option is "off".

Resolve host names:

Click on the **Resolve host names** option box to instruct NetTracker to either resolve or not resolve host names. When this option is active a check will appear in the option box. The default value for this option is "off".

Most Internet web servers resolve host names. In other words, they look up the host names for the corresponding IP (Internet Protocol) addresses. Sometimes web servers are configured to not perform this function. By selecting this option, NetTracker will resolve any host names that are not resolved by the web server. Since NetTracker must look up each IP address, this may take a long time. Thus, the default value for this option is off.

We *strongly* recommend that you configure your web server to resolve host names instead of having NetTracker resolve them.

Use alternate date format:

Click on **Use alternate date format** to switch date formats if your web server uses an alternate date format (dd/mm versus mm/dd). When this option is active a check will appear in the option box. The default value for this option is "off". This option is only used when analyzing Microsoft IIS log files.

To save the options that you have changed, click on the **Save Options** button. To clear the options and reset them to their previous settings, click on the **Reset Options** button.

Host Grouping

The Host Grouping option allows you to group the traffic from multiple hosts into a single Host Group. This option is useful for grouping the traffic from major online service providers or large corporations whose traffic to your web site comes through multiple proxy servers. For example, if someone from America Online is browsing your web site, each hit to your site could come through a different proxy server (host), thus showing up as multiple visits. Using the Host Grouping option you can group all hosts that end with ".aol.com" as America Online to avoid the incorrect visit calculation. By default NetTracker is configured to group traffic from America Online, CompuServe and Prodigy.

To add a Host Group, click on the **Add** button. Then select from the list boxes to create the request: Group hosts "[**That end with**]", enter the hostname in the next text box (e.g.: ".aol.com"), enter the name of the Host Group in the bottom text box (e.g.: "America Online") and click on the **Add** button. Note that in the above example users can also use this option to request that NetTracker groups hosts "[**That match**], [**That start with**] or [**That contain**]" a hostname as a Host Group.

To delete a Host Group, highlight the Host Group in the list box and click on the **Delete** button. To edit a Host Group, highlight the Host Group in the list box and click on the **Edit** button. Then make the desired changes and click on the **Update** button.

Hosts

The Hosts option allows users to exclude information about specified hosts. For example, companies will often exclude themselves (their host computers) from NetTracker reports in order to get an accurate analysis of who is visiting their web site from outside of their company.

To exclude hosts from a report click on the **Add** button. Then select from the list box to create the request: “[**That end with**]”, enter the names of the hosts that should be excluded from the NetTracker reports in the text box and click on the **Add** button. Note that in the above example users can also use this option to exclude hosts “[**That match**], [**That start with**] or [**That contain**]” the host name entered in the text box.

To delete hosts that are excluded from a report, highlight the host in the list box and click on the **Delete** button. To edit hosts that are excluded from a report, highlight the host in the list box and click on the **Edit** button. Then make the desired changes and click on the **Update** button.

Included Pages

The Included Pages Option allows users to select only the specific pages to be included in the reports.

To add pages to be included in the reports click on the **Add** button. Then select from the list box to create the request: "[**That start with**]", enter the filenames or directories containing the pages that should only be included in the NetTracker reports in the text box and click on the **Add** button. Note that in the above example users can also use this option to include pages "[**That match**], [**That end with**] or [**That contain**]" the filenames or directories containing the pages entered in the text box.

To delete pages to be included in the reports, highlight the filename or directory in the list box and click on the **Delete** button. To edit pages to be included in the reports, highlight the filename or directory in the list box and click on the **Edit** button. Then make the desired changes and click on the **Update** button.

Local Keywords (Only available in NetTracker 3.5 Professional and NetTracker 3.5 Enterprise)

The Local Keywords Option allows NetTracker users to specify pages or scripts that should be checked for keywords used in a local search engine to locate information on your site. You should use this option to add the CGI scripts used by your search engine, not the HTML search pages.

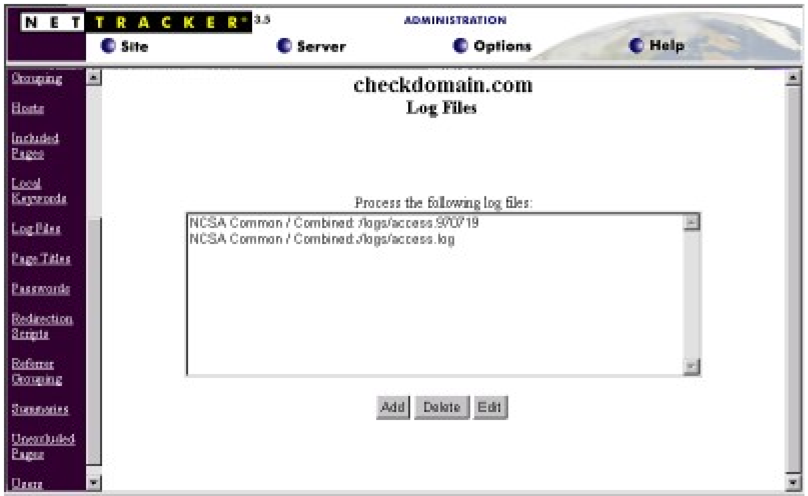
To add pages or scripts to be checked for local keywords, click on the **Add** button. Then select from the list box to create the request: "[**That start with**]", enter the pages or scripts to be checked for local keywords (e.g.: /cgi-bin/AT-search.cgi) in the text box and click on the **Add** button. Note that in the above example users can also use this option to check for local keywords on pages or scripts that "[**That match**], [**That end with**] or [**That contain**]" the filename entered in the text box.

To delete pages or scripts to be checked for local keywords, highlight the page or script in the list box and click on the **Delete** button. To edit pages or scripts to be checked for local keywords, highlight the page or script in the list box and click on the **Edit** button. Then make the desired changes and click on the **Update** button.

Note: In order for NetTracker to recognize local keywords it is necessary for the CGI arguments to be present in the log files. In order to accomplish this, please make sure your search engine uses the *GET* method to submit the search data to the CGI program.

Log Files

To select a log file to be analyzed, click on the **Add** button. For each log file to be analyzed, select the log format from the pull-down list box on the left, enter the full path to the log file in the text box on the right and click on the **Add** button.

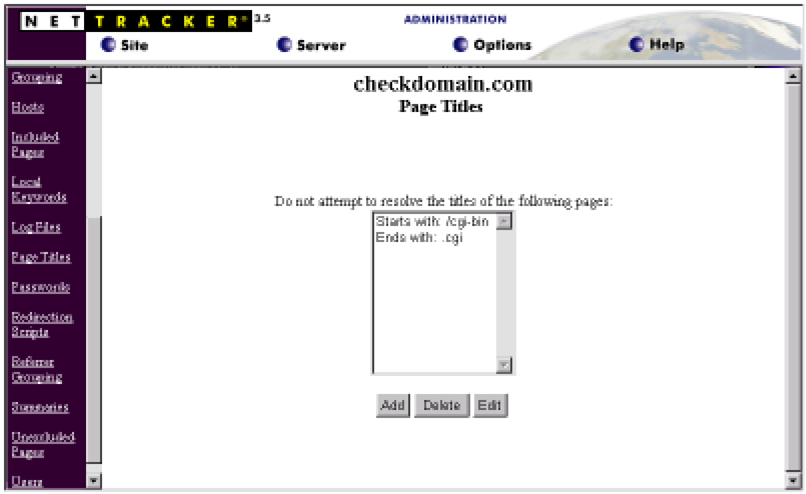


To delete a log file, highlight the log file in the list box that you would like to delete and click on the **Delete** button. To edit a log file, highlight the log file in the list box that you would like to edit and click on the **Edit** button. Then make the desired changes and click on the **Update** button.

NetTracker is configured to allow users to select from the following log formats: IIS Standard / Extended Log Format, Lotus Domino / IBM ICSS Log Format, NCSA Common / Combined Log Format, Netscape Flexible Log Format, Open Market Extended Log Format, W3C Extended Log Format, and the WebSite Log Format. NetTracker can also process GZipped log files.

Page Titles

In general, executable files such as those files located in the directory containing the CGI (Common Gateway Interface) scripts should not be attempted to be resolved by NetTracker.



NetTracker is initially configured to not attempt to resolve the titles of the following pages: starts with /cgi-bin and ends with .cgi.

To add directories containing pages that NetTracker should not attempt to resolve titles for, click on the **Add** button. Then select from the list box to create the request: "[**That start with**]", enter the name of the directories containing pages that NetTracker should not attempt to resolve titles for in the text box and click on the **Add** button. Note that in the above example users can also use this option to request that NetTracker does not resolve titles for file names or directories "[**That match**], [**That end with**] or [**That contain**]" the filename entered in the text box.

To delete directories containing pages that NetTracker should not attempt to resolve titles for, highlight the directory containing pages that NetTracker should not attempt to resolve titles for in the list box and click on the **Delete** button.

To edit directories containing pages that NetTracker should not attempt to resolve titles for, highlight the directory to be edited in the list box and click on the **Edit** button. Then make the desired changes and click on the **Update** button.

Password Options

New Password:

Enter a password to restrict unauthorized users from accessing the following NetTracker functions:

Protect the report options
Protect the removal of data
Protect the updating of reports
Protect saving / removing custom reports

When a function is password-protected, a check will appear in the option box. The default values for these options is “off”.

New Password (again):

To verify the new password, re-enter the new password again.

To save the options selected, click on the **Save Options** button. To clear the options selected and start over, click on the **Reset Options** button.

Redirection Scripts

By default NetTracker excludes all hits resulting in an HTTP redirection status code (codes 301 and 302). In some cases you may wish to include certain pages or scripts that always return a redirection code (i.e.: Scripts that track links to external web sites) in the NetTracker reports.

To add Redirection Scripts that should be included in the NetTracker reports, click on the **Add** button. Then select from the list box to create the request: "[**That start with**]", enter the name of the Redirection Scripts that should be included in the NetTracker reports and click on the **Add** button. Note that in the above example users can also use this option to request that NetTracker includes Redirection Scripts "[**That match**], [**That end with**] or [**That contain**]" the filename entered in the text box.

To delete Redirection Scripts from the NetTracker reports, highlight the Redirection Script in the list box and click on the **Delete** button. To edit Redirection Scripts, highlight the Redirection Script to be edited in the list box and click on the **Edit** button. Then make the desired changes and click on the **Update** button.

Referrer Grouping

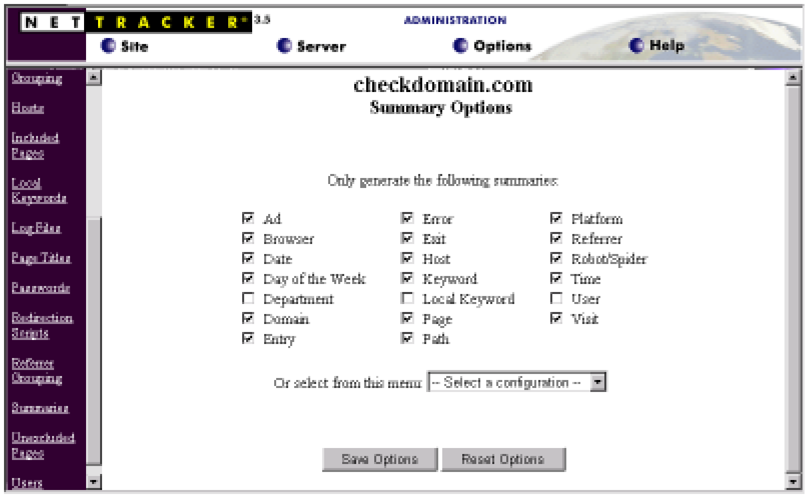
The Referrer Grouping option allows you to group the traffic from multiple referrers into a single Referrer Group. This option is useful for grouping the traffic from major search engines into recognizable names. For example, if someone found your site in the AltaVista search engine, you could use the Referrer Grouping option to display "AltaVista" instead of "digital.com". By default NetTracker is configured to group traffic from eleven major search engines.

To add a Referrer Group, click on the **Add** button. Then select from the list boxes to create the request: Group referrers “[**That contain**]”, enter the referrer in the next text box (e.g.: “altavista.”), enter the name of the Referrer Group in the bottom text box (e.g.: “AltaVista”) and click on the **Add** button. Note that in the above example users can also use this option to request that NetTracker groups referrers “[**That match**], [**That start with**] or [**That end with**]” a referrer as a Referrer Group.

To delete a Referrer Group, highlight the Referrer Group in the list box and click on the **Delete** button. To edit a Referrer Group, highlight the Referrer Group in the list box and click on the **Edit** button. Then make the desired changes and click on the **Update** button.

Summaries

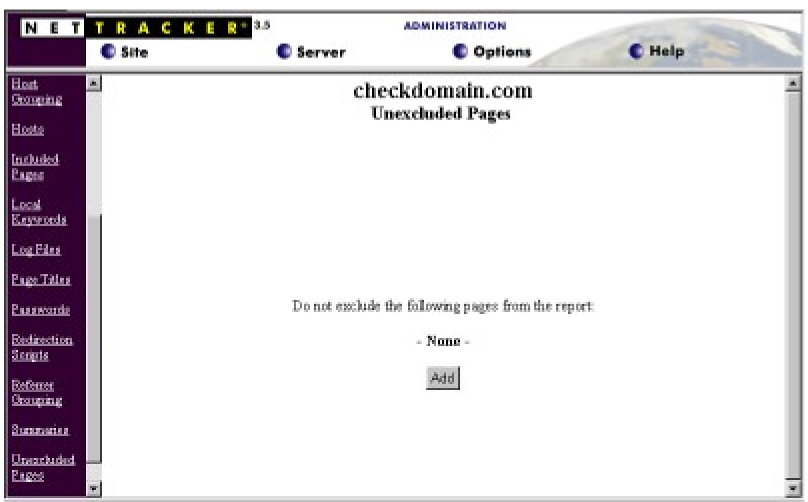
Using the Summary Options it is possible to turn individual NetTracker summary reports on or off. To enable a summary, simply turn on the option box to the left of the summary name. To disable a summary, simply turn off the option box to the left of the summary name.



The Professional and Enterprise editions of NetTracker come pre-configured with an Internet and an Intranet configuration. To use one of the default configurations simply select the configuration name from configuration list box.

To save the options selected, click on the **Save Options** button. To clear the options selected and start over, click on the **Reset Options** button.

Unexcluded Pages



The Unexcluded Pages Option allows NetTracker users to include selected pages from excluded page types in NetTracker reports. For example, if NetTracker had previously been configured to exclude all .GIF files, this option would allow a specified .GIF file to be included in the NetTracker reports.

To add pages to not be excluded from the reports click on the **Add** button. Then select from the list box to create the request: "[**That start with**]", enter the filenames or directory containing the pages that should not be excluded from the NetTracker reports in the text box and click on the **Add** button. Note that in the above example users can also use this option to not exclude pages “[**That match**], [**That end with**] or [**That contain**]” filenames or directories containing pages entered in the text box.

To delete pages to not be excluded from the reports, highlight the filename or directory in the text box and click on the **Delete** button. To edit pages to not be excluded from the reports, highlight the filename or directory in the list box and click on the **Edit** button. Then make the desired changes and click on the **Update** button.

Users (Only available in NetTracker 3.5 Professional and NetTracker 3.5 Enterprise)

The Users option allows users to exclude information about specified users. For example, companies will often exclude themselves (their usernames) from NetTracker reports in order to get an accurate analysis of who is visiting their web site from outside of their company.

To exclude users from a report click on the **Add** button. Then select from the list box to create the request: “[**That match**]”, enter the usernames that should be excluded from the NetTracker reports in the text box and click on the **Add** button. Note that in the above example users can also use this option to exclude users “[**That start with**], [**That end with**] or [**That contain**]” the username entered in the text box.

To delete users that are excluded from a report, highlight the username in the list box and click on the **Delete** button. To edit users that are excluded from a report, highlight the username in the list box and click on the **Edit** button. Then make the desired changes and click on the **Update** button.

Remove Report

To remove NetTracker reports that have been created for web sites, highlight the desired web site in the list box and click on the **Remove Report** button.

SERVER

To view aggregate reports for all of your web sites, click on the **Server** button. The Server reports present summaries for all of your web sites including the Bandwidth Summary, the Day of the Week Summary, the Hit Summary, the Time Summary , the View Summary, and the Visit Summary.

All NetTracker functions are activated from the NetTracker panel at the top of the screen:

To select the type of summary that you would like to generate, select from the first list box located after "Display the". In this example, the Bandwidth Summary is displayed.

To select the time period that you would like to analyze data from, select from the second list box located after "for" and before the **Enter** button. In this example, the data analyzed is for December 1997.

The Feature buttons located at the top of the screen activate NetTracker's functions. You can click on either the purple buttons or the text to the right of the buttons when using NetTracker. By placing your cursor over any of the buttons or text you can get a brief description of the feature in the status bar at the bottom of your browser.

Please note that the Feature buttons and the Summary and Time Period list boxes work independently of each other. For example, you can export any Summary for any specified Time Period.

By clicking on the highlighted text in the bottom frame, you can link or "drill down" to view additional information. You can also use the BACK, FORWARD, PRINT and STOP buttons in your browser when using NetTracker. Note: When printing reports, make sure that the bottom frame containing the summary is active by placing your cursor in the frame and clicking your mouse button.

Bandwidth Summary

To display the Bandwidth Summary select *Bandwidth Summary* from the first list box:

The Bandwidth Summary is the default summary and will be presented first whenever the Server reports are selected.

The Bandwidth Summary presents the Site and the number of Megabytes transferred (with the percentage of total Megabytes transferred) for your top ten web sites, ranked by the number of Megabytes transferred, for the selected time period.

To view the next ten sites, click on the highlighted "Next 10" located at the end of the report. To view the last ten sites, click on the highlighted “Last 10” located at the end of the report. To view the previous ten sites, click on the highlighted “Previous 10” located at the end of the report. To view the first ten sites, click on the highlighted “First 10” located at the end of the report. To view all of the sites, click on the highlighted number of total sites ("Sites represented: 10 out of xxx", where xxx = Total Sites). To display NetTracker reports for each of your web sites, click on the highlighted Site.

Using the Bandwidth Summary you can easily determine the amount of bandwidth that visitors to all of your web sites are using per month.

Day of the Week Summary

To display the Day of the Week Summary select *Day of the Week Summary* from the first list box:

The Day of the Week Summary presents a daily breakdown of the views and visits to your web sites including the Day of the Week, the Last Visit and the number of Views and Visits (with the percentage of total Views and Visits), for the selected time period.

Using the Day of the Week Summary, along with the Time Summary, you can easily determine your low and peak usage days and times. This information can be used to schedule server maintenance, etc.

Hit Summary

To display the Hit Summary select *Hit Summary* from the first list box

The Hit Summary presents the Site and the number of Hits (with the percentage of total Hits) for your top ten web sites, ranked by the number of Hits, for the selected time period. To display NetTracker reports for each of your web sites, click on the highlighted Site.

To view the next ten hits, click on the highlighted "Next 10" located at the end of the report. To view the last ten hit, click on the highlighted “Last 10” located at the end of the report. To view the previous ten hits, click on the highlighted “Previous 10” located at the end of the report. To view the first ten hits, click on the highlighted “First 10” located at the end of the report. To view all of the hits, click on the highlighted number of total hits ("Hits represented: 10 out of xxx", where xxx = Total Hits).

Time Summary

To display the Time Summary select *Time Summary* from the first list box:

Time Summary presents an hourly breakdown of the views and visits to your web sites including the Hour, the Last Visit, the Average Visit Duration and the number of Views and Visits (with the percentage of total Views and Visits), for the selected time period.

Using the Time Summary, along with the Day of the Week Summary, you can easily determine your low and peak usage days and times. This information can be used to schedule server maintenance, etc.

View Summary

To display the View Summary select *View Summary* from the first list box:

The View Summary presents the Site and the number of Views (with the percentage of total Views) for your top ten web sites, ranked by the number of Views, for the selected time period. To display NetTracker reports for each of your web sites, click on the highlighted Site.

To view the next ten views, click on the highlighted "Next 10" located at the end of the report. To view the last ten views, click on the highlighted “Last 10” located at the end of the report. To view the previous ten views, click on the highlighted “Previous 10” located at the end of the report. To view the first ten views, click on the highlighted “First 10” located at the end of the report. To view all of the views, click on the highlighted number of total views ("Views represented: 10 out of xxx", where xxx = Total Views).

Visit Summary

To display the Visit Summary select *Visit Summary* from the first list box:

The Visit Summary presents the Site and the number of Visits (with the percentage of total Visits) for your top web sites, ranked by the number of Visits, for the selected time period. To display NetTracker reports for each of your web sites, click on the highlighted Site.

To view the next ten visits, click on the highlighted "Next 10" located at the end of the report. To view the last ten visits, click on the highlighted “Last 10” located at the end of the report. To view the previous ten visits, click on the highlighted “Previous 10” located at the end of the report. To view the first ten visits, click on the highlighted “First 10” located at the end of the report. To view all of the visits, click on the highlighted number of total visits ("Visits represented: 10 out of xxx", where xxx = Total Visits).

Options

To edit NetTracker’s default report options for all of your web sites, click on the **Options** button at the top of the screen and follow the onscreen instructions. This brings users to the Edit Default Options page. By setting the default options, you are essentially creating a template for all future reports that you create. Changing the default options, however, does not affect and any previously configured reports.