

## **Chapter 7 Generating Reports**

---

Chapter 6 explained SiteMeter's administration features. This chapter explains how to use the report utility.

## Introduction

SiteMeter's reporting module is a flexible tool designed to help you manage your network more effectively. It puts important information about application usage and software security at your fingertips.

Using its simple Windows interface, you can generate the report you need quickly and easily. And with a variety of report types and formats, you can choose the one best-suited to your business needs. For example, run a report on a single user to see what applications he or she uses. Or run a report on all network applications that you meter to see which applications are being used the most to get the information you need to determine additional software needs. All of this flexibility is at your fingertips with the reporting module.

SiteMeter also provides the capability to export coded data into standard database formats. You can choose the database format best-suited to your needs.

**NOTE:**

*The Crystal Reports software is installed using the SiteMeter install utility. Refer to the installation instructions in Chapter 2 of this manual. When installed, a Crystal Reports program icon is added to the McAfee Program Manager group. Procedures for using Crystal Reports are presented in Appendices F through H.*

### Access to Report Functions

The Report function is accessed by choosing the Metering and Security command from the Reports menu.

### What's in this Chapter

The following table describes the sections in this chapter:

SECTION	DESCRIPTION
Exporting Files	Describes procedures for exporting coded data into standard database formats.
Generating Reports	Describes procedures for running reports with SiteMeter.
The Report Window	Describes all the capabilities and features of the report window.
Report Types	Describes the information given by each of the different types of reports.

## Exporting Files

SiteMeter's report feature allows you to export coded data to a standard database format.

Use the following procedure to export files.

1. **Choose the Metering and Security command from the Reports menu.**

The Reports window is displayed.

2. **From the File menu, choose the Export command.**

The Export dialog box is displayed, as shown in Figure 7-1.

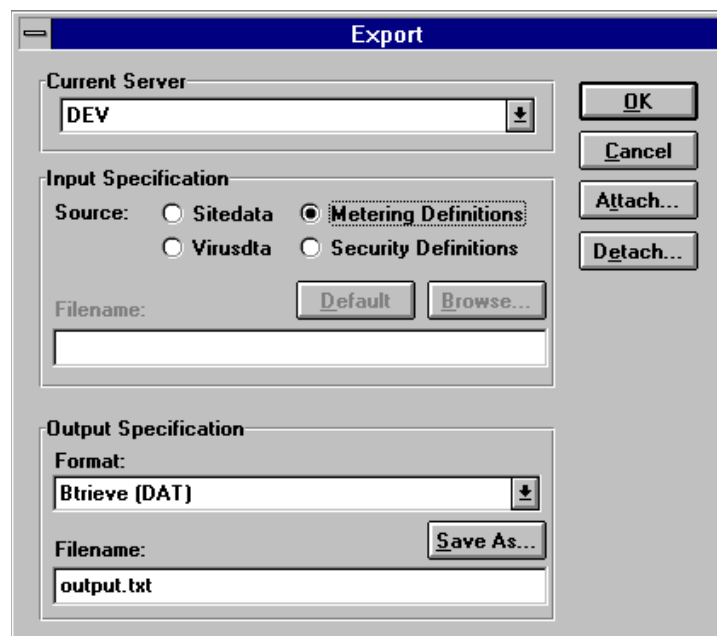


Figure 7-1: Exporting Data

3. **From the Current Server list box, specify the server from which you wish to export the coded file.**

The current server is displayed automatically in the list box.

You can also attach to and detach from different file servers. Choose the Attach button to attach to another file server. Refer to "Attaching to and Detaching from File Servers" in Chapter 4 for more information.

**4. Select one of the options to specify the source of the data you are exporting.**

The four options are

- ☐ Sitedata
- ☐ Virusdta
- ☐ Metering Definitions
- ☐ Security Definitions

Sitedata and Virusdta are the files where metering stores its information. The Metering and Security Definitions options retrieve the information directly from the bindery. To select an option, simply click in the appropriate radio button.

**NOTES:**

*a - Choosing Sitedata or Virusdta enables the Default and Browse buttons. The filename text box automatically displays the default file name. For Sitedata the default is SYS:\SYSTEM\ITEMETR\SITEDATA; and for Virusdta, the default is SYS:\SYSTEM\ITEMETR\VIRUSDTA.*

*b - You can also specify a different file name (if Sitedata or Virusdta was stored in a different place) by entering the name in the text box or by choosing the Browse button. Choosing the Browse button produces the standard Windows Browse dialog box. Once you select the desired file and choose the OK button, the file name you selected is displayed in the Filename text box.*

*c - Because the Metering and Security Definitions options communicate directly with the bindery to access the information, these options are not needed and therefore are not enabled.*

**5. Choose the format for the exported data from the Format list box.**

The available formats include:

- ☐ Lotus 123 2.1
- ☐ Lotus 123 3.x
- ☐ Quattro
- ☐ Lotus 123 1.x
- ☐ Symphony 1.1-2.2
- ☐ Symphony 1.0
- ☐ Excel 2.0
- ☐ Excel 3.0
- ☐ Excel 4.0

- ☐ dBase II
- ☐ dBase III
- ☐ dBase III Plus
- ☐ dBase IV
- ☐ Data Interchange Format
- ☐ ASCII (Tab delimiter)
- ☐ ASCII (Tab delimiter-guess numeric values)
- ☐ ASCII (comma delimiter-min quoted)
- ☐ ASCII (comma delimiter- strings quoted)
- ☐ ASCII (comma delimiter-guess numeric values)
- ☐ Btrieve

**6. Specify the file name for the new format.**

Enter the desired file name in the Filename text box or choose the Save As button. Choosing the Save As button produces the standard Windows Save As dialog box. Once you specify the path and file name and choose the OK button, you are returned to the Export dialog box. The name you specified is displayed in the Filename text box.

**7. Once you have specified all the above information, choose the OK button.**

**8. At the prompt that is displayed, as shown in Figure 7-2, choose the Yes button to export the data.**

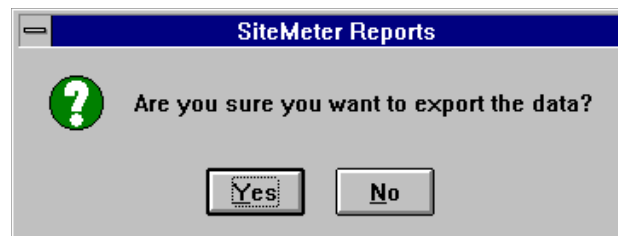


Figure 7-2: Prompt for Exporting Data

You can also choose the No button to discontinue the export process.

If you choose the Yes button, the Export Status window is displayed, as shown in Figure 7-3.

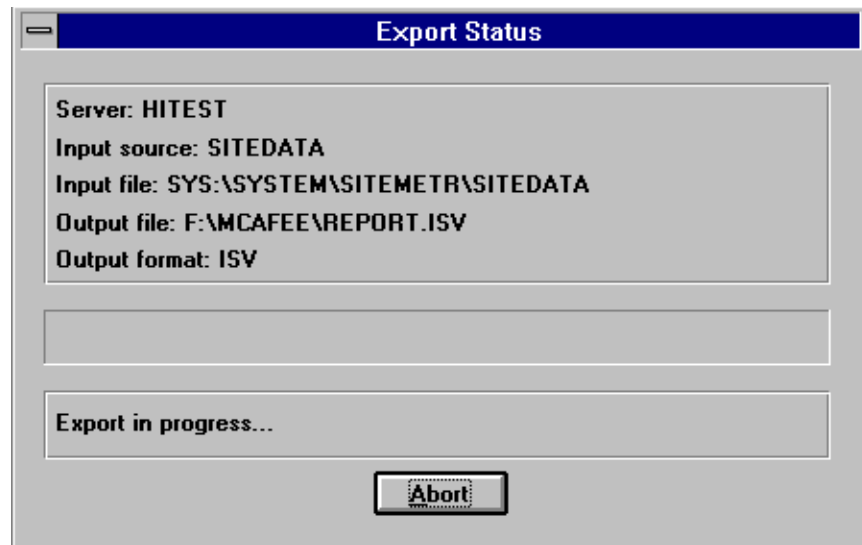


Figure 7-3: The Status of the Export

This window contains the following information:

- ☐ **Server** - indicates the server from which the data is being exported.
- ☐ **Input Source** - indicates whether the data being exported came from Metering Definitions or Security Definitions (Input Source will be blank if you chose Virusdta or Sitedata).
- ☐ **Input File** - indicates if the data source was Virusdta or Sitedata (Input File will be blank if you specified Metering or Security Definitions).
- ☐ **Output File** - indicates the name of the file to which the data is being exported.
- ☐ **Output Format** - indicates in what format the exported data will appear.

The percentage complete bar tracks the progress of the exporting.

During the export, you can choose the Abort button to halt the exporting. This button changes to Close once the export is complete. By choosing Close, the output file is put into the current directory.

## Generating Reports

Use the following procedure to generate a report.

1. **Choose the Metering and Security command from the Reports menu.**

The Reports window is displayed.

2. **From the Reports menu, choose the Choose Report command.**

The SiteMeter Reports dialog box is displayed, as shown in Figure 7-4.

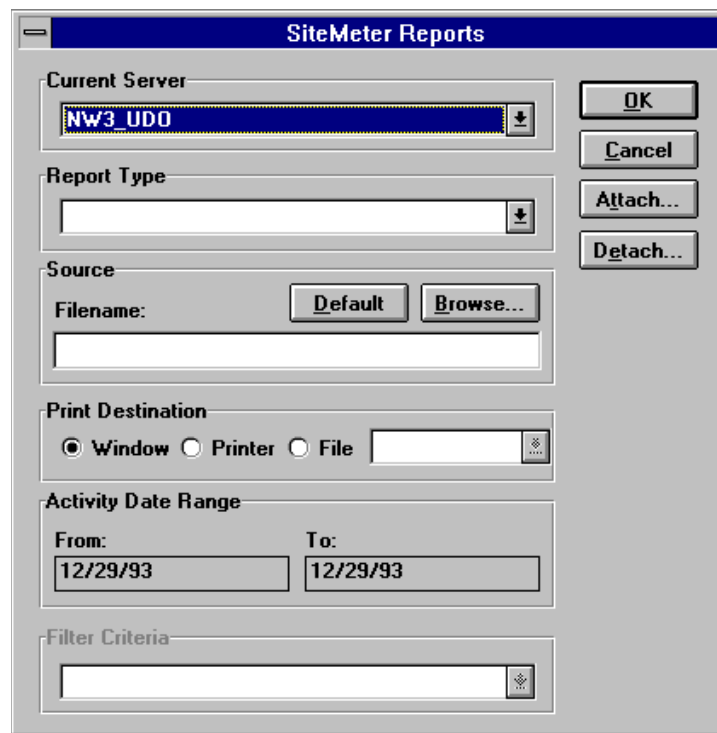
The image shows a dialog box titled "SiteMeter Reports". It contains several sections: "Current Server" with a dropdown menu showing "NW3 UDO"; "Report Type" with an empty dropdown menu; "Source" with a "Filename:" label, a text input field, and "Default" and "Browse..." buttons; "Print Destination" with radio buttons for "Window" (selected), "Printer", and "File", and a text input field; "Activity Date Range" with "From:" and "To:" labels and text input fields showing "12/29/93"; and "Filter Criteria" with a text input field. On the right side, there are five buttons: "OK", "Cancel", "Attach...", and "Detach...".

Figure 7-4: The Reports Window

This window contains the following information:

- ☐ Current Server
- ☐ Report Type
- ☐ Source
- ☐ Print Destination
- ☐ Activity Date Range

☐ Filter Criteria

The dialog box also has OK, Cancel, Attach, and Detach buttons.

The functionality of all these options is explained in the following steps.

**3. From the Current Server list box, select the desired server.**

The Current Server list box automatically displays your current server. You can select another server by choosing one from the drop-down list box.

You can also use the Attach and Detach buttons to attach to/detach from other file servers. Refer to “Attaching to and Detaching from File Servers” in Chapter 4 for more information.

**4. From the Report Type list box, select a report type.**

The list box provides these options:

- ☐ Metering Definitions (based on application usage)
- ☐ Application Summary (based on application usage)
- ☐ Application with User Detail (based on application usage)
- ☐ Application with User Summary (based on application usage)
- ☐ User Summary (based on user information)
- ☐ User with Application Detail (based on user information)
- ☐ User with Application Summary (based on user information)
- ☐ File Integrity Activity (based on protected file information)
- ☐ SPA Compliance (based on application usage)
- ☐ Software Purchase Forecast (based on application usage)
- ☐ Upgrade Purchase Forecast (based on application usage)

Your report selection drives the source file name, the activity date range and the filter criteria. Based on what you choose here, defaults will appear in these three sections of the dialog box.

**5. Specify the source of the report in the Filename text box.**

If the report type you selected in Step 4 uses data from a file, the file automatically displays in this list box. For example, if the report type uses the Sitedata file, the text box will read:

SYS\SYSTEM\SITEMETR\SITEDATA.

You can choose another file either by entering one directly in the text box or by using the Browse button. The Browse button produces the standard Windows Browse dialog box. Once you select the path and file name and



choose the OK button, you are returned to the Reports dialog box. The selected file name is displayed in the Filename text box.

Choose the Default button to define the default file as the report source.

**6. In the Print Destination section of the dialog box, specify where you want to send the report.**

The three options are Window, Printer, and File.

If you want to send the report to a file, select the appropriate file from the File list box.

The options are:

- ☐ **Space Separated** - each field in the report is separated by a space in the output file
- ☐ **Tab Separated** - each field in the report is separated by a tab in the output file.

**7. Set the Activity Date Range.**

The From: and To: fields list the default data range (which is the entire date range of the file that you have specified as the source of the data). To change either date to view a particular range of data, double-click in the field. The calendar is displayed, as shown in Figure 7-5.



Figure 7-5: Changing the Date Range

The title of this box reflects the date currently set. Underneath this is a bar listing the year; the arrows at either end of the date bar allow you to go forward and backward to find a different year. Underneath that is a similar bar with the month. Underneath that are buttons—one for each day of the month. Simply choose a button to select the appropriate date.

As you change the date, the title bar changes to reflect the new date you are specifying. Choose the OK button to save your change and exit back to the other dialog box.

The new dates appear in the Reports dialog box.

**NOTE:**

*There is no date range for Metering Definitions.*

**8. In the Filter Criteria list box, specify the filter criteria you wish to use for your report.**

The options include users, applications and protected files. You can select either one specific user or all users, and you can select either one specific application or all applications. The default will appear based on the report type you selected in Step 4. The list in Step 4 specifies if the default will be based on application data, user data or protected files data.

**9. Once you have completed the above steps, choose the OK button.**

The Export Status window is displayed.

This window contains the following information:

- ☐ **Server** - indicates the server from which the data is being exported.
- ☐ **Input Source** - indicates whether the data being exported came from Metering Definitions or Security Definitions (Input Source will be blank if you chose Virusdata or Sitedata).
- ☐ **Input File** - indicates if the data source was Virusdata or Sitedata (this field will be blank if you specified Metering Definitions).
- ☐ **Output File** - indicates the name of the file to which the data is being exported.
- ☐ **Output Format** - indicates in what format the exported data will appear.

The percentage complete bar tracks the progress of the exporting.

**NOTE:**

*If the data file you are creating already exists, then a message box will display asking "Do you wish to update your baseline?" If you wish to create another data file, choose the Yes button and the Export window is displayed. If you do not choose to update your baseline, then the Export window will not display.*

SiteMeter exports 3 files for one report. During the export, you can choose the Abort button to halt the exporting. This button changes to Close once

the export is complete. By choosing Close, the output file is put into the current directory.

- 10. When you close this dialog box, a window is displayed with the report name in the title bar.**

The next section of the manual describes the report window.

## The Report Window

Once the Export dialog box closes, the SiteMeter Reports window is displayed. This section describes the parts of the report window.

The top part of the report window is shown in Figure 7-6.

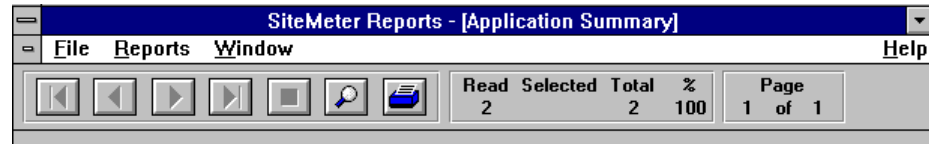


Figure 7-6: The Report Window Buttons and Status Fields

The title bar displays the report type being generated (in Figure 7-6, the report type is Application Summary). While the report is being generated on this window, a ribbon of buttons is displayed to the left. The two left most buttons are arrows pointing to the left. The left-most sends you to the beginning of the report; the other goes to the previous page. The next two buttons are arrows pointing right. The first goes to the next page, and the other to the end of the report. The fourth button is the stop button. Once the first page of the report is generated, this button becomes enabled. You can use it to halt the report generation at that point. After that there are two additional buttons. The first is page view; the second is a print button which prints the report. Most of these buttons are grayed during report generation.

The next section is a box displaying the following:

- ☐ Read (indicating the records read from the database)
- ☐ Selected (indicating those records in the specified date range or meeting other criteria)
- ☐ Total (indicating the total records in the database)
- ☐ % (indicating the percentage of the report which is completed)

All of these fields except Total change to reflect the real time report generation. The Next box tells you which page you are on, for example 1 of 18 or 2 of 18.

Beneath all of this is the actual report.

## Report Types

---

SiteMeter's reporting module offers a number of different report types for application usage and software security information. Choose the report type best suited to your business and decision-making needs.

The following report types are offered:

- ☐ Metering Definitions
- ☐ Application Summary
- ☐ Application with User Detail
- ☐ Application with User Summary
- ☐ User Summary
- ☐ User with Application Detail
- ☐ User with Application Summary
- ☐ File Integrity Activity
- ☐ SPA Compliance
- ☐ Software Purchase Forecast
- ☐ Upgrade Purchase Forecast

The contents of each report type are described in the following sections of the manual.

### Metering Definitions

The Metering Definitions report provides the network manager with a listing of all the applications currently being metered. For each application, it also provides the number of licenses, whether or not it is password-protected, and any other definitions specific to this application.

The report heading details:

- ☐ Date of report generation
- ☐ Report type (i.e., Metering Definitions, etc.)
- ☐ Applications on which report was generated

The report provides the following information about each application:

- ☐ Path and file name being metered
- ☐ Metered application name
- ☐ Number of licenses available
- ☐ Length of the queue back time

- ☐ Whether or not a password is required for this metered application

### Application Summary

The Application Summary report provides a summary of all the activity for each metered application. From this report, a user can get an overview of activity for each metered application.

The report heading details:

- ☐ Date of report generation
- ☐ Report type
- ☐ Date range for which report was generated
- ☐ The server on which the report was generated
- ☐ The applications on which the report was generated (will be either one application name or All)

The report provides the following details about each application:

- ☐ Path and file name being metered
- ☐ Metered application name
- ☐ Number of licenses available
- ☐ Peak number of concurrent users
- ☐ Peak number of queued users
- ☐ Total number of users
- ☐ Total usage time
- ☐ Total queued users
- ☐ Percent utilization

This report also provides a grand summary of each of the above categories for all the applications included in the report.

### Application with User Detail

The Application with User Detail report provides detailed information about a user's activity for each metered application. For example, this report details when a user accessed an application and for how long he or she used it.

The report heading details:

- ☐ Date of report generation
- ☐ Report type
- ☐ Date range for which report was generated
- ☐ The server on which the report was generated

- ☐ The users on which the report was generated (will be either one user name or All)

The report provides the following information for each application included in the report:

- ☐ Path and file name being metered
- ☐ Metered application name
- ☐ Number of licenses available
- ☐ Peak number of concurrent users
- ☐ Peak number of queued users
- ☐ Total number of users
- ☐ Total usage time
- ☐ Total queued users
- ☐ Percent utilization

Beneath all of the above information about each application, the following detailed information is provided about each user who used the application:

- ☐ Date and time of usage
- ☐ User name
- ☐ Status (whether the user was granted access or queued)
- ☐ Total time in minutes of usage

**NOTE:**

*The above information is provided each time a user accesses the application.*

### **Application with User Summary**

The Application with User Summary report provides a summary of all the activity for each metered application, as well as an overview of a network user's use of each metered application.

The report heading details:

- ☐ Date of report generation
- ☐ Report type
- ☐ Date range for which report was generated
- ☐ The server on which the report was generated
- ☐ The applications on which the report was generated (will be either one application name or All)

The report provides the following information for each application included in the report:

- ☐ Path and file name being metered
- ☐ Metered application name
- ☐ Number of licenses available
- ☐ Peak number of concurrent users
- ☐ Peak number of queued users
- ☐ Total number of users
- ☐ Total usage time
- ☐ Total queued users
- ☐ Percent utilization

Beneath all of the above information about each application, the following summary information is provided about each user who used the application:

- ☐ User name
- ☐ Total usage
- ☐ Total usage time
- ☐ Total number of times queued
- ☐ Total average queue time

## User Summary

The User Summary report provides the network manager with a listing of all the users who used metered applications. It offers crucial information, such as the number of times a user was queued.

The report heading details:

- ☐ Date of report generation
- ☐ Report type
- ☐ Date range for which report was generated
- ☐ The server on which the report was generated
- ☐ The users on which the report was generated (will be either one user name or All)

The report provides the following information about each user on which the report was generated:

- ☐ User name



- ☐ Total number of times queued
- ☐ Total usage
- ☐ Total usage time
- ☐ Percent utilization

This report also provides a grand summary for each of the above categories for each user included in the report.

### **User with Application Detail**

The User with Application Detail report provides information about each time a user accessed a metered application.

The report heading details:

- ☐ Date of report generation
- ☐ Report type
- ☐ Date range for which report was generated
- ☐ The server on which the report was generated
- ☐ The users on which the report was generated (will be either one user name or All)

The report provides the following information about each user on which the report was generated:

- ☐ User name
- ☐ Total number of times queued
- ☐ Total usage time
- ☐ Percent utilization

Beneath all of the above information about each user, the following detailed information is provided about each application this user used:

- ☐ Date and time of usage
- ☐ Application name
- ☐ Status (whether the user was granted access or queued)
- ☐ Total time in minutes of usage

#### **NOTE:**

*The above information is provided for each time the user accessed an application.*

### User with Application Summary

The User with Application Summary report provides summarized information for each metered application that a user used.

The report heading details:

- ☐ Date of report generation
- ☐ Report type
- ☐ Date range for which report was generated
- ☐ The server on which the report was generated
- ☐ The users on which the report was generated (will be either one user name or All)

The report provides the following information about each user on which the report was generated:

- ☐ User name
- ☐ Total number of times queued
- ☐ Total usage
- ☐ Total usage time
- ☐ Percent utilization

Beneath all of the above information about each user, the following summary information is provided about each application the user used:

- ☐ Path and file name being metered
- ☐ Metered application name
- ☐ Number of licenses available
- ☐ Total number of times queued
- ☐ Total usage
- ☐ Total usage time
- ☐ Percent utilization

### File Integrity Activity Report

The File Integrity Activity report provides a listing of all the activity on the virus secured files and applications. It also gives details about who used the secured files, where these files were used and the actions taken by SiteMeter on these files.

The report heading details:

- ☐ Date of report generation
- ☐ Report type
- ☐ Date range for which report was generated
- ☐ The server on which the report was generated
- ☐ The users on which the report was generated (will be either one user name or All)
- ☐ The applications on which the report was generated (will be either one application name or All)

This report provides the following information about the software security violations:

- ☐ Action detected
- ☐ User
- ☐ File name
- ☐ Date and time
- ☐ Network name
- ☐ Station

## SPA Compliance

The SPA Compliance report is accepted by the Software Publisher's Association in conjunction with software purchase records as proof of software license compliance in networked environments.

The report heading details:

- ☐ Date of report generation
- ☐ Report type
- ☐ The server on which the report was generated
- ☐ The applications on which the report was generated (will be either one application name or All)

The report provides the following information about metered applications:

- ☐ Metered application name
- ☐ File name
- ☐ Number of licenses available
- ☐ Peak queued users
- ☐ Peak usage

### Software Purchase Forecast

The Software Purchase Forecast report recommends software purchases for metered applications based on user activity and the perceived user need as indicated by the number of queued users.

The report heading details:

- ☐ Date of report generation
- ☐ Report type
- ☐ The server on which the report was generated
- ☐ The applications on which the report was generated (will be either one application name or All)

The report provides the following information about each application on which the report was generated:

- ☐ Metered application name
- ☐ File name
- ☐ Number of licenses installed
- ☐ Peak queued users
- ☐ Number of surplus licenses (number of purchases to accommodate current need)
- ☐ 10% Surplus Recommendation (purchase required to accommodate the current need plus a 10% increase)
- ☐ 20% Surplus Recommendation (purchase required to accommodate the current need plus a 20% increase)

### Upgrade Purchase Forecast

The Upgrade Purchase Forecast report recommends software upgrades for metered applications based on user activity and the perceived user need as indicated by the number of queued users.

The report heading details:

- ☐ Date of report generation
- ☐ Report type
- ☐ The server on which the report was generated
- ☐ The applications on which the report was generated (will be either one application name or All)

The report provides the following information about each application on which the report was generated:

- ☐ Metered application name
- ☐ File name
- ☐ Number of licenses installed
- ☐ Peak usage
- ☐ Number of surplus licenses (number of purchases to accommodate current need)
- ☐ 10% Surplus Recommendation (purchase required to accommodate the current need plus a 10% increase)
- ☐ 20% Surplus Recommendation (purchase required to accommodate the current need plus a 20% increase)

That concludes this chapter. The next chapter describes the monitoring capabilities available for network users.

## Notes

---