

GFI Product Manual

GFI WebMonitor[™]

ReportPack Manual



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1 Introduction




1.1 About This Manual

The aim of this manual is to help you install and run GFI WebMonitor ReportPack. This manual is structured as follows:

CHAPTER	DESCRIPTION
Chapter 1	Introduction Introduces this manual and provides a high-level overview of how GFI ReportCenter and GFI WebMonitor ReportPack work.
Chapter 2	Installation Provides information on how to install GFI WebMonitor ReportPack.
Chapter 3	Default Reports Provides information on how to generate, and manage default reports.
Chapter 4	Custom Reports Provides information on how to create, generate, and manage custom reports.
Chapter 5	Scheduled Reports Provides information on how to create, generate, and manage scheduled reports.
Chapter 6	Configuring Default Options Provides information on how to configure default options.
Chapter 7	General Options Provides information on how to configure general options.
Chapter 8	Appendix 1 - GFI WebMonitor Default Reports
Chapter 9	Troubleshooting Provides all the necessary information on how to deal with any problems encountered while using GFI WebMonitor ReportPack. Also provides extensive support information.

1.2 Terms Used in This manual

The following terms are used in this manual:

TERM	DESCRIPTION
	Additional information and references essential for the operation of GFI WebMonitor ReportPack.
	Important notifications and cautions regarding potential issues that are commonly encountered.
	Step by step navigational instructions to access a specific function.
Bold text	Items to select such as nodes, menu options or command buttons.
< <i>Italics text</i> >	Parameters and values that you must replace with the applicable value, such as custom paths and filenames.

1.3 About GFI ReportCenter

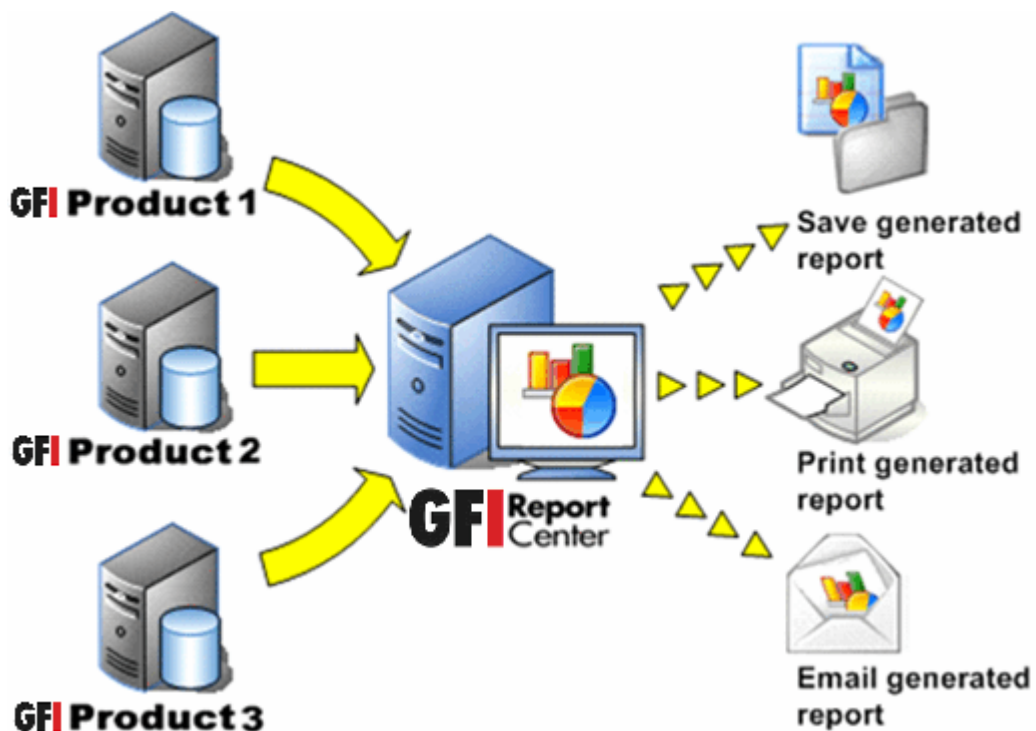


Figure 1 - Centralized reporting framework

GFI ReportCenter is a centralized reporting framework that enables you to generate various reports using data collected by different GFI products. GFI releases specialized reports for each of its products, referred to as ReportPacks; for example, the GFI WebMonitor ReportPack. A ReportPack can be downloaded as an add-on to the GFI product.



Figure 2 - Several ReportPacks plugged into the GFI ReportCenter framework

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

1.4 About the GFI WebMonitor ReportPack

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

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

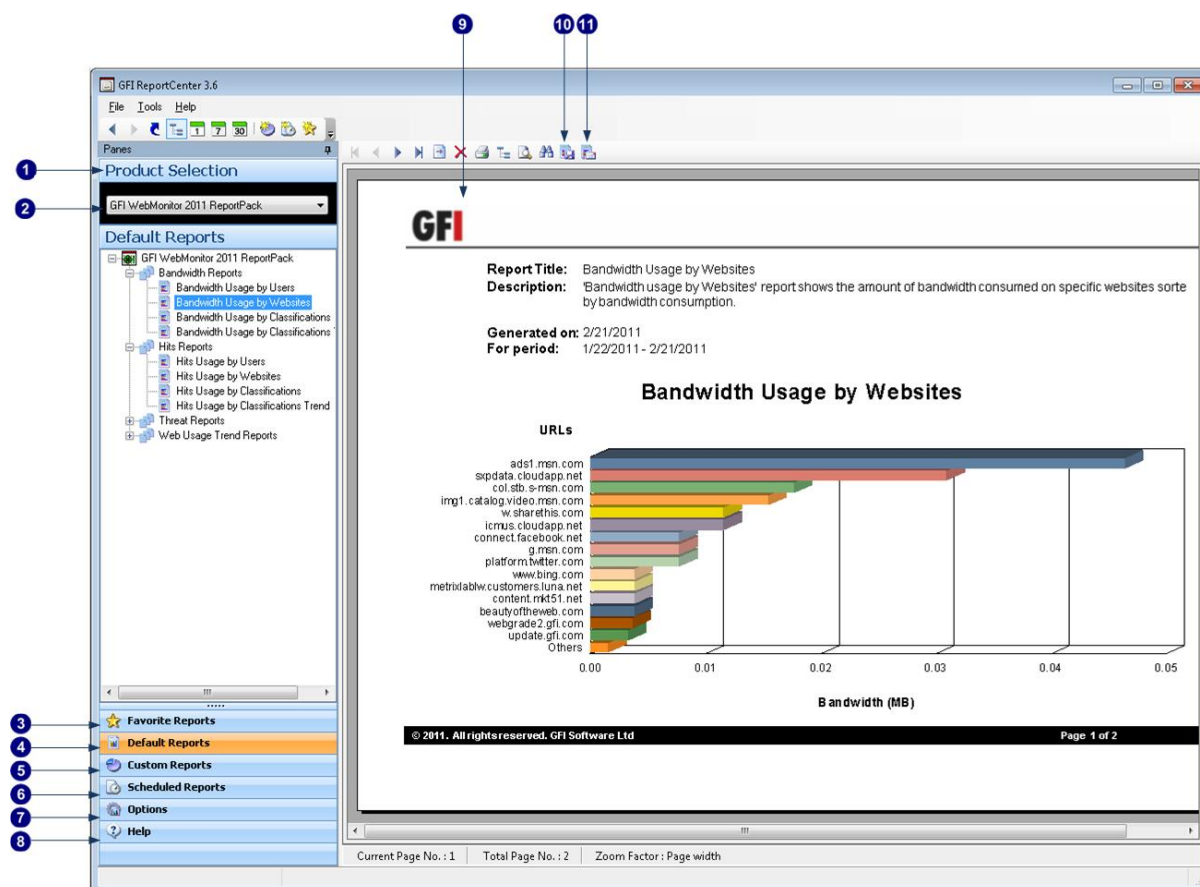
1.5 Components of the GFI WebMonitor ReportPack

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

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

GFI ReportCenter Framework

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



Screenshot 1 - The GFI ReportCenter management console

The GFI ReportCenter management console is organized as follows:

- 1 **Navigation Pane** - Use this pane to access the navigation buttons/configuration options provided by the GFI ReportCenter.

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

GFI WebMonitor Default Reports

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

Report Scheduling Service

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

1.6 Key Features

Centralized Reporting

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

Wizard Assisted Configuration

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

Report Scheduling

With GFI ReportCenter you can schedule reports to be generated on a pre-defined schedule as well as at specified intervals. For example, you can schedule lengthy reports to be

generated after office hours. This allows you to maximize the availability of your system resources during working hours and avoid any possible disruptions to workflow.

Distribution of Reports via Email

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

Export Reports to Various Formats

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

Default Reports

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

Report Customization

The default reports that ship with every GFI EndPointSecurity ReportPack can serve as the base template for the creation of customized reports. Report customization is achieved by building up custom data filters which will analyze the data source and filter the information that matches specific criteria. In this way, you create reports tailored to your reporting requirements.

Favorites

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

Printing

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

1.7 Anonymization of Data

The Anonymization feature in GFI WebMonitor enables masking private user data in accordance with European privacy and data protection laws. If enabled, GFI WebMonitor:

- Cloaks personal data (User name and IP) so that it can no longer be viewed in reports.
- Enables a validation process requiring two passwords from two different users.
- Masks any features in the User Interface that provide access to private user information

2 Installation

2.1 System Requirements

ENVIRONMENT	SUPPORTED OPERATING SYSTEMS
Gateway or Simple Proxy mode (x86 or x64)	<ul style="list-style-type: none">• Microsoft Windows Server 2003• Microsoft Windows Server 2008• Microsoft Windows XP SP2• Microsoft Windows Vista• Microsoft Windows 7
Microsoft ISA Server / Forefront TMG (x86 or x64)	<ul style="list-style-type: none">• Microsoft Windows Server 2000 (SP4)• Microsoft Windows Server 2003 (x86)• Microsoft Windows Server 2008 R2 (x64)
Other required components	<ul style="list-style-type: none">• Microsoft Internet Explorer 7 or higher• Microsoft.NET Framework 1.1 or higher



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

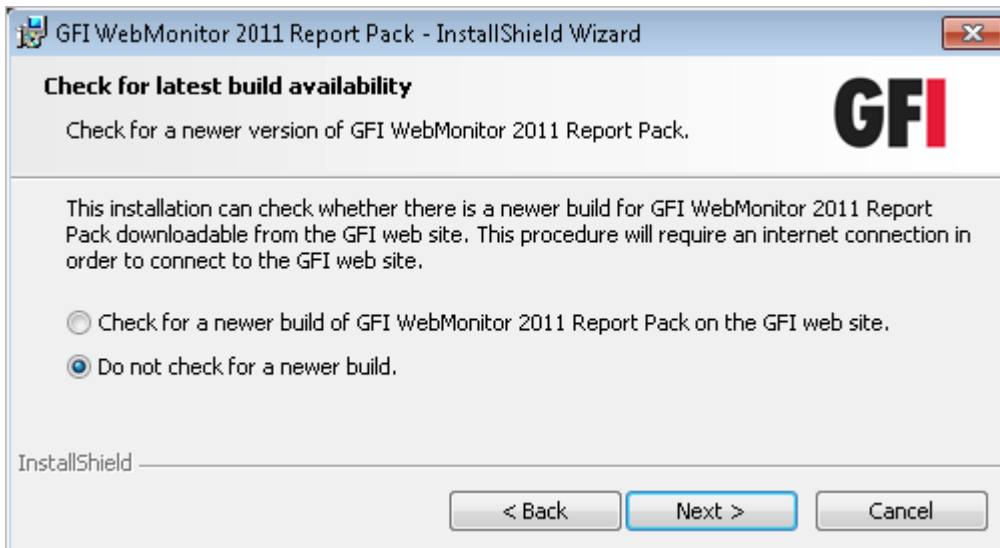
2.2 Installation Procedure

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

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

To start the installation:

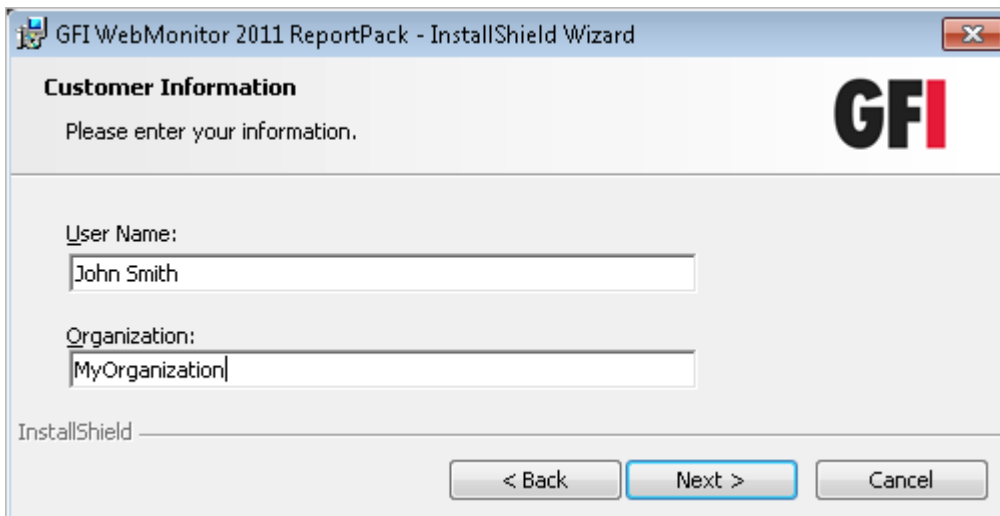
1. Double-click on the GFI WebMonitor ReportPack installation file.
2. Click **Next** at the Welcome screen to start setup.
3. If the current version of your GFI ReportCenter framework is not compatible with the GFI WebMonitor ReportPack, you will be prompted to download and install an updated version.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



Screenshot 2 - Check for latest build availability

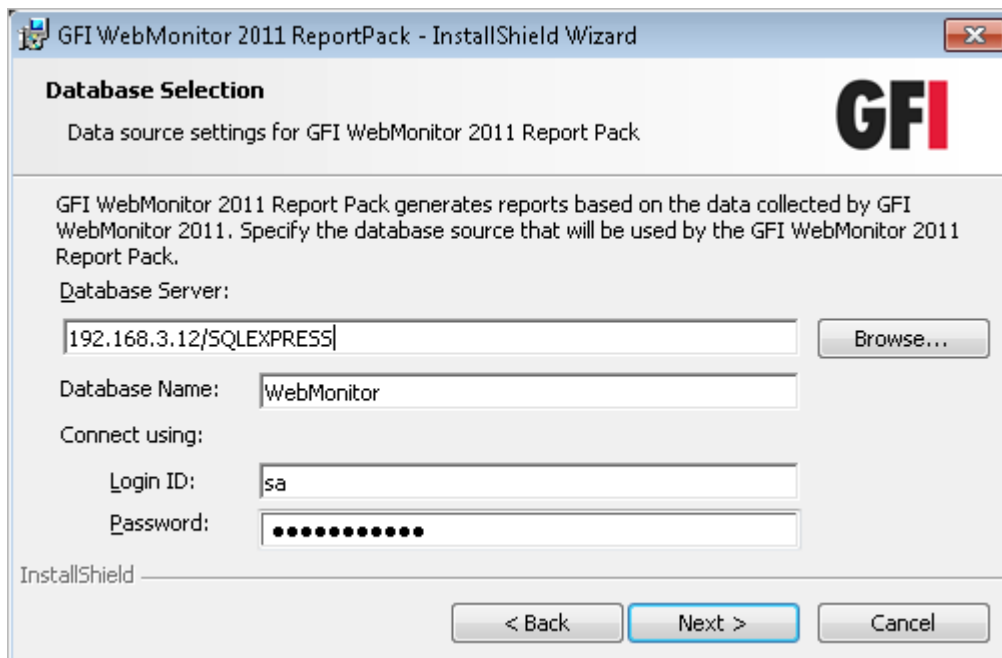
3. Choose whether you want the installation wizard to search for a newer build of the GFI WebMonitor ReportPack on the GFI website. Click **Next** to proceed with the installation.

4. In the license dialog, read the licensing agreement carefully. Select the **I accept the Licensing agreement** option and click **Next** to continue.



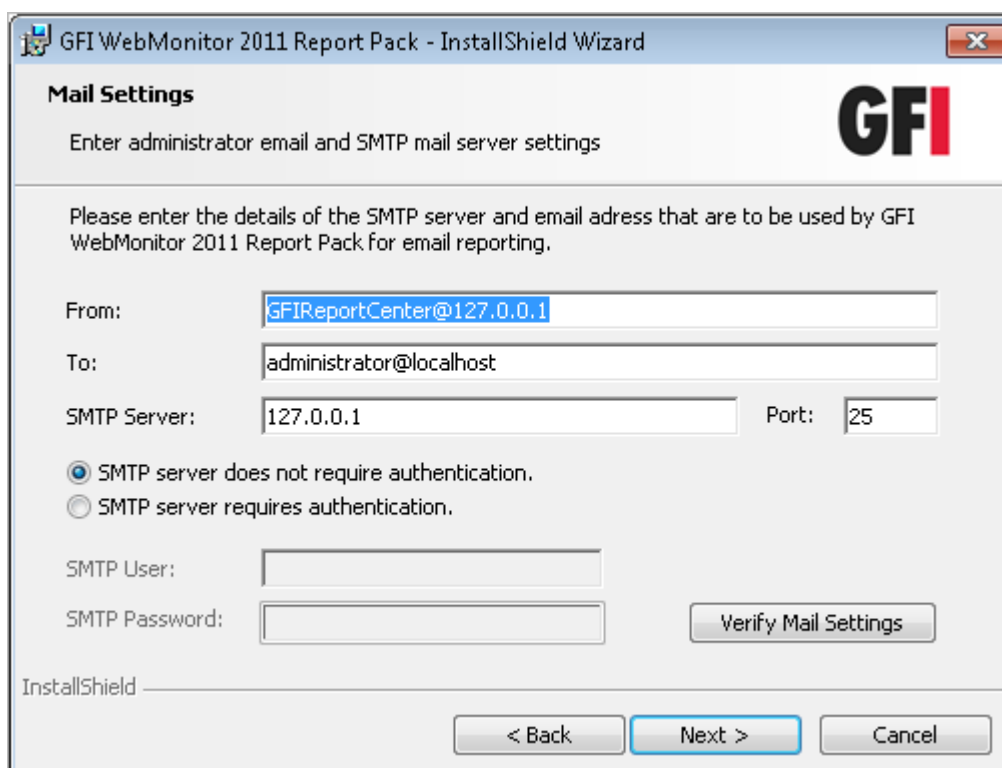
Screenshot 3 - Licensing details dialog

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



Screenshot 4 - Microsoft SQL Server selection dialog

6. Specify the details of the Microsoft SQL Server which is hosting your GFI WebMonitor database backend, and the database name.



Screenshot 5 - SMTP mail server selection dialog

7. Specify the details of the SMTP mail server and email address to which the generated reports will be sent.

8. Specify the product installation path or click **Next** to leave as default. The installation will need approximately 10 MB of free disk space.

9. The installation wizard is now ready to copy the required files and finalize the installation. Click **Install** to start the installation, and wait for the installation to complete.

10. Click **Finish** to finalize installation.

2.3 Launching the GFI WebMonitor ReportPack

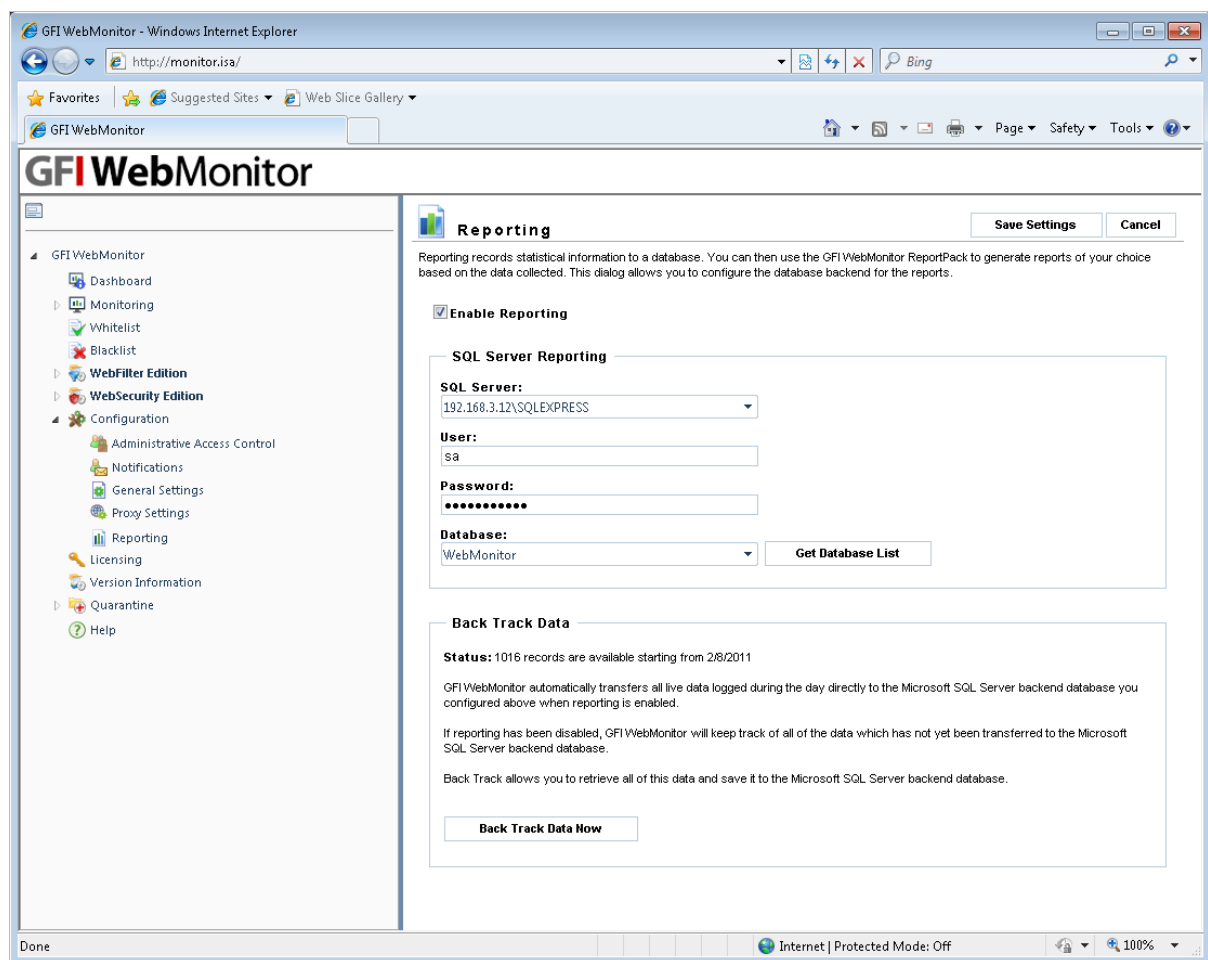
Following the installation, launch the GFI WebMonitor Reports for GFI ReportCenter from **Start ►Programs ►GFI ReportCenter ►GFI WebMonitor ReportPack**.

2.4 Enabling Reporting in GFI WebMonitor

For the GFI WebMonitor ReportPack to work, Reporting must be enabled in GFI WebMonitor. Additionally, a blank database must be created in Microsoft SQL. Detailed steps on how to create a new database can be found in the GFI WebMonitor Administration and Configuration Manual available on the GFI Software website.

After creating the SQL database, configure Reporting as follows:

1. Open GFI WebMonitor and navigate to **Configuration ►Reporting**.



Screenshot 6 - Configuring Reporting in GFI WebMonitor

2. Check the **Enable Reporting** checkbox to enable the reporting feature.
3. Key in the **SQL Server**, the **User/Password** combination and the **Database** name that enables GFI WebMonitor to connect and audit data to the database in the respective order.



To retrieve the list of available databases, click the **Get Database List** button.

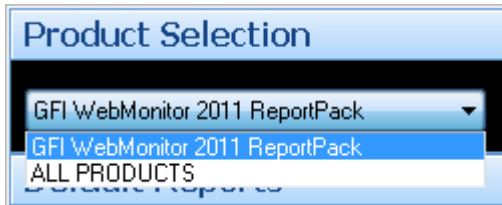
4. Click the **Back Track Data Now** button to trigger the transfer process of live data logged in GFI WebMonitor.
5. Click **Save Settings**.



For security purposes, passwords can only be keyed in from the machine where GFI WebMonitor is installed. Thus, users who are allowed Administrative Access Control from their machine will not be able to view the list of available databases.

2.5 Selecting a Product ReportPack

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



Screenshot 7 - Product Selection drop down list

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

1. Launch GFI ReportCenter from **Start ►Programs ►GFI ReportCenter**.
2. Select **GFI WebMonitor ReportPack** from the **Product Selection** drop down list.



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

3 Default Reports

3.1 Introduction

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

REPORT NAME	DESCRIPTION
Bandwidth Reports	Use the reports in this category to generate reports that show bandwidth use by users, websites, website categories and website category trends
Hits Reports	Use the reports in this category to generate reports that show the amount of hits by users, websites, website categories and website category trends
Threat Reports	Use the reports in this category to generate reports that show virus download statistical information sorted by antivirus and mime type. Through this report category you can also get trend reports and the top threats that have been blocked over any given period of time
Web Usage Trend Reports	Use the reports in this category to generate reports that show bandwidth use by users over time, amount of hits by users over time, time spent browsing by users over time and lists of sites browsed by users

For more information about each of the pre-configured reports, refer to the [Appendix 1 - GFI WebMonitor Default Reports](#) chapter in this manual.



If **Anonymization** is enabled in GFI WebMonitor, personal data in reports (such as User Names and IPs) will be masked. For more information refer to the GFI WebMonitor Administration and Configuration Manual.

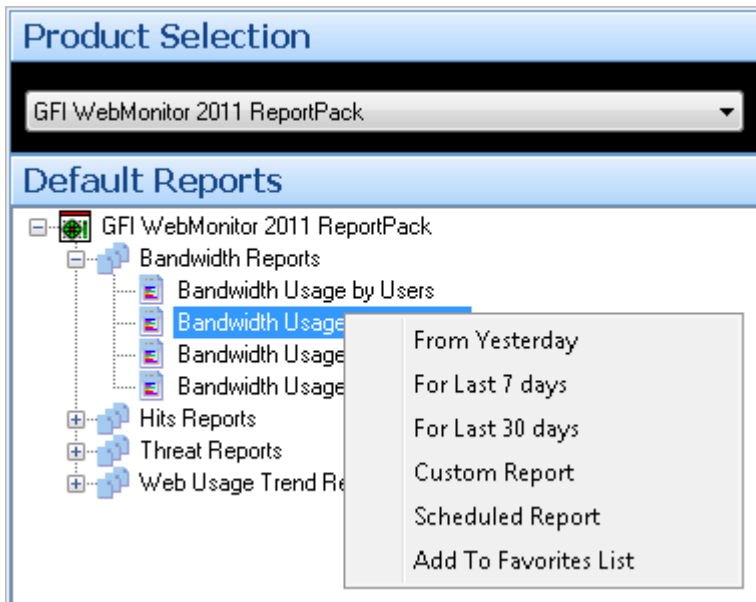


Click on the report nodes to view a description and a sample output of what the selected report will contain

3.2 Generating a Default Report

To generate a default report:

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



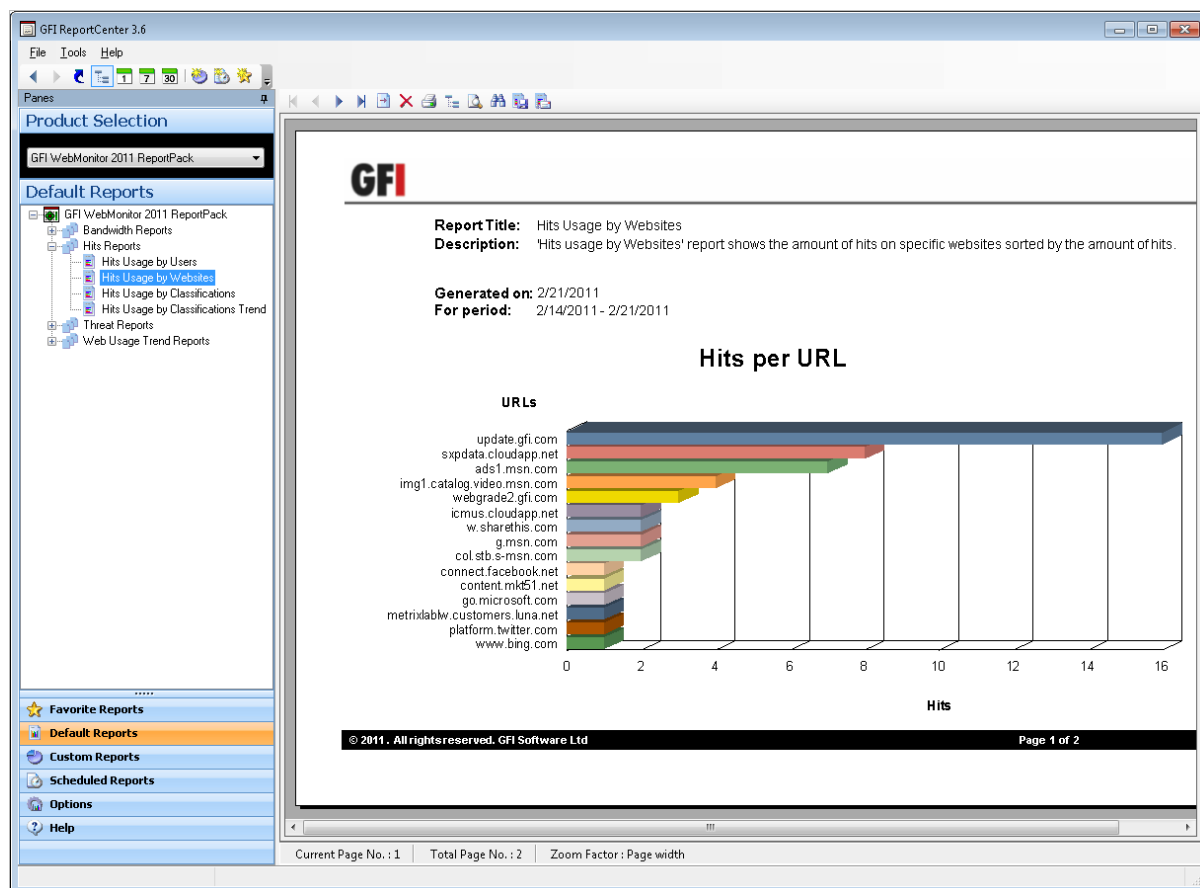
Screenshot 8 - Selecting the data set period

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



Default reports can be based on monitoring data collected the day before (yesterday), during the previous 7 days or during the previous 30 days from the date of report generation. Further to this, reports can be based on data collected during a particular time period by selecting the **Custom Report** option and specifying the date range within the **Custom Report Wizard**. For more information, refer to the [Custom Reports](#) chapter in this manual

3.3 Navigating Through the Generated Report



Screenshot 9 - Generated reports are displayed in the right pane of the management console

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

Report Browsing Options

- ◀▶▶▶ Browse the generated report page by page.
- ➔ Go directly to a specific page.
- ✖ Closes current view.
- 🖨 Print report.
- 📊 Breakdown the report into a group tree (for example, by date/time).
- 🔍 Zoom in/Zoom out.
- 🔎 Search the report for particular text or characters.

Report Storage and Distribution Options

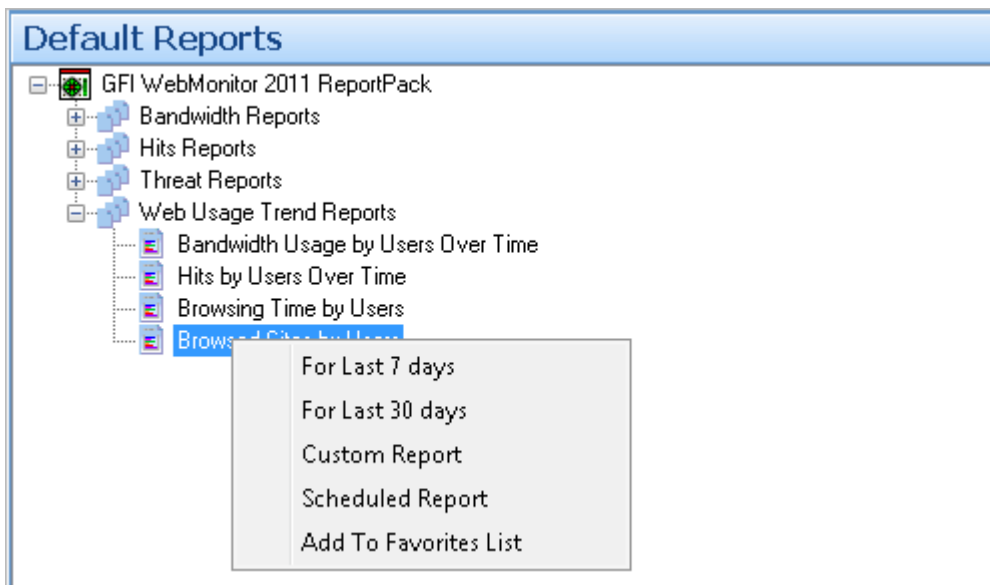
- 📁 Export the generated report to a specific location and file format.
- ✉ Distribute the generated report via email.



For more information on how to configure report storage and distribution options, refer to the [Configuring Advanced Settings](#) section in the [Scheduled Reports](#) chapter.

3.4 Adding Default Reports to the List of Favorite Reports

You can group and access frequently used default reports through the **Favorite Reports** navigation button.



Screenshot 10 - Adding reports to the favorite list

To add a default report to the list of favorite reports:

1. Click on the **Default Reports** navigation button to display the list of available default reports.
2. Right-click on the default report that you wish to add to the favorites list and select **Add To Favorites List**.

3.5 Scheduling a Default Report

Default reports can be scheduled both for automatic generation on a pre-defined schedule or at specified intervals and for distribution via email. For more information on how to schedule and manage scheduled reports, refer to the [Scheduled Reports](#) chapter in this manual.

4 Custom Reports

4.1 Introduction

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



If **Anonymization** is enabled in GFI WebMonitor, personal data in reports (such as User Names and IPs) will be masked. For more information refer to the GFI WebMonitor Administration and Configuration Manual.



Not all reports have the same range of options that can be configured. While all reports can be configured by date range, some require further options to be configured.

4.2 Creating a New Custom Report

To create a custom report:

1. Click on the **Default Reports** navigation button to display the list of available default reports.
2. Right-click on the default report that will be used as a template for the custom report and select **Custom Report**. This will launch the **Custom Report Wizard**. Click **Next**.

Custom Report Wizard

Name and Description

Specify the name and description for this custom report

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

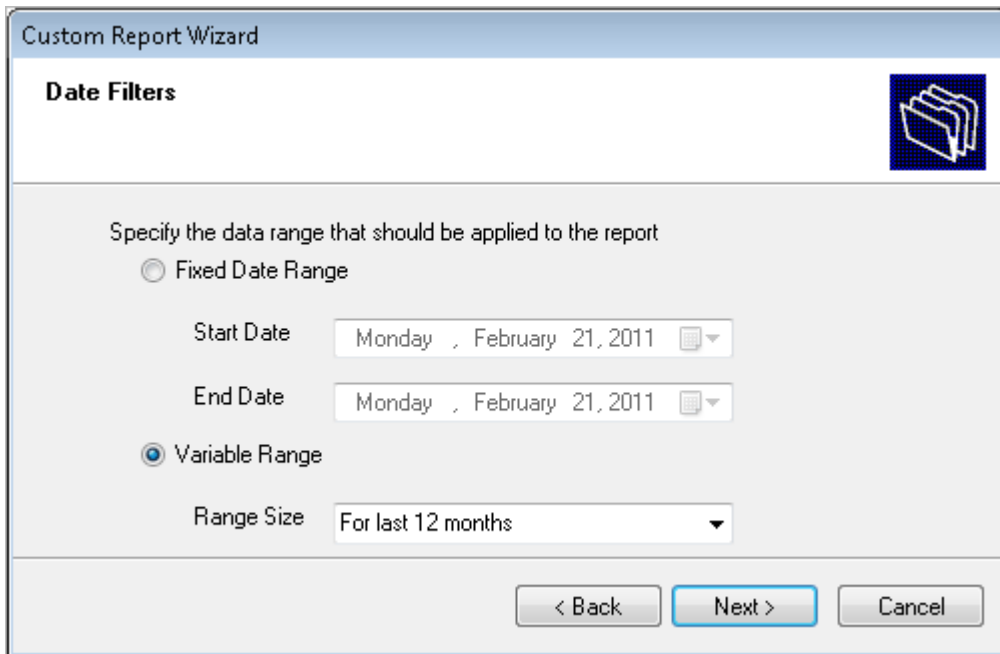
Report name:
Custom Report 1: Browsed Sites by Users past 12 Months

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

< Back Next > Cancel

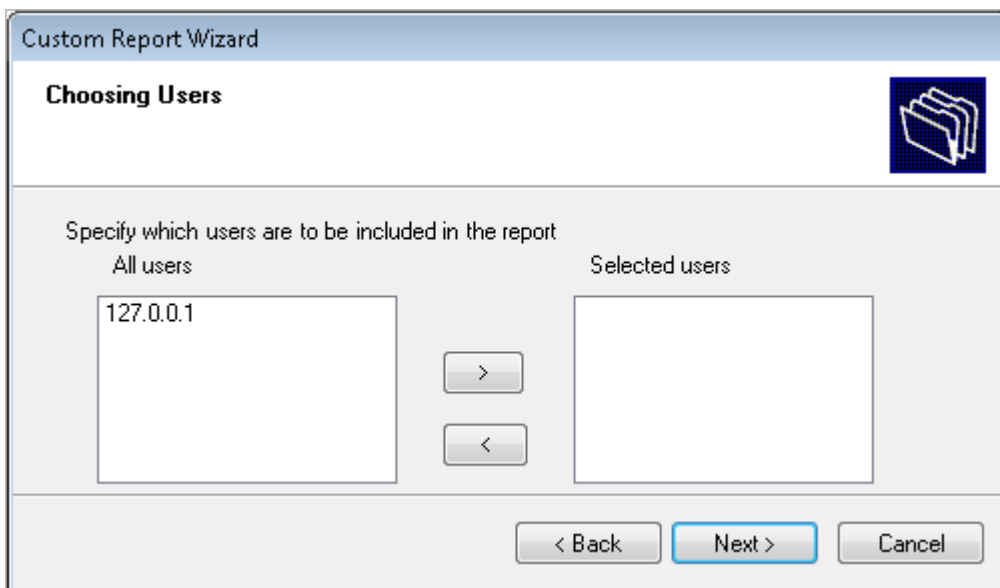
Screenshot 11 - Keying in a custom report name and description

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



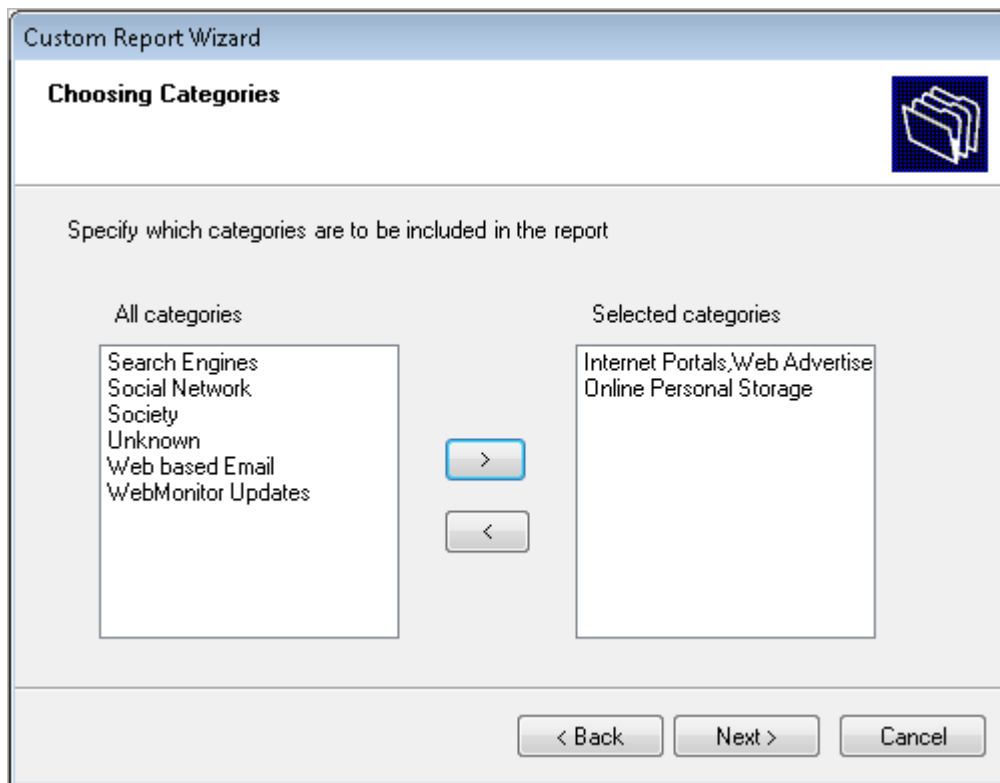
Screenshot 12 - Selecting the date range options

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



Screenshot 13 - Specifying users to include in report

5. If applicable, select the users, which will have their data included in the report, and click **Next** to continue.



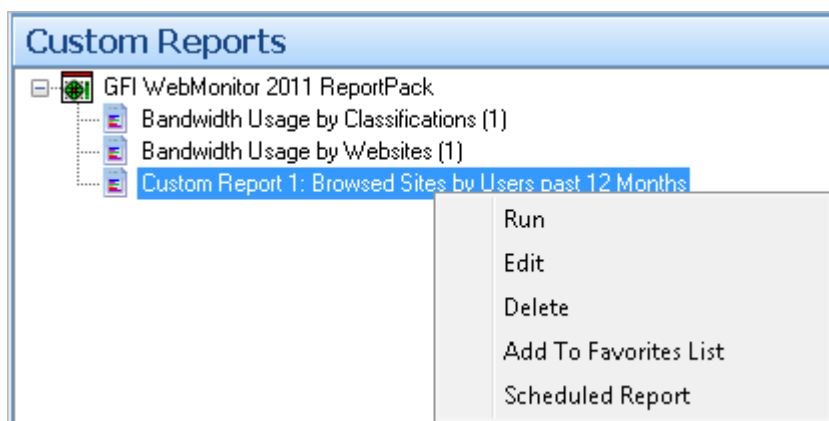
Screenshot 14 - Select categories

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

4.3 Generating a Custom Report

To generate a custom report:

1. Click on the **Custom Reports** navigation button to display the list of available custom reports.



Screenshot 15 - Selecting the report generation command

2. Right-click on the report that you wish to generate and select **Run**.

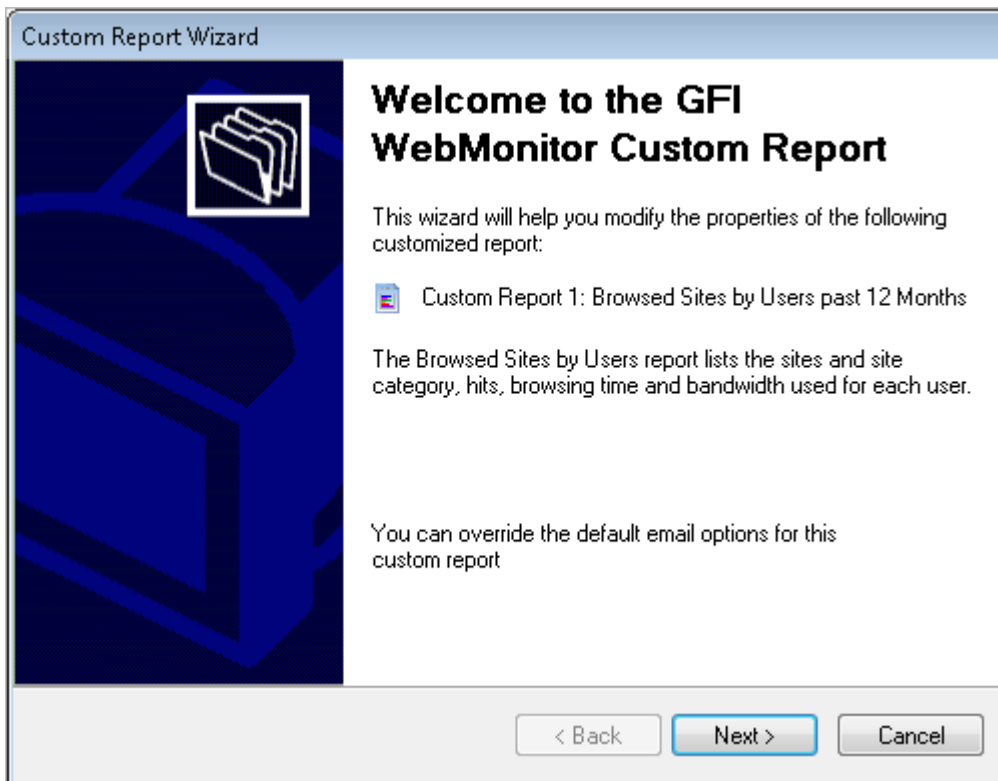


For more information on the available browsing, storage and distribution options for the generated report, refer to the [Navigating Through the Generated Report](#) section in the [Default Reports](#) chapter.

4.4 Editing a Custom Report

To edit the configuration settings of a custom report:

1. Click on the **Custom Reports** navigation button to display the list of available custom reports.
2. Right-click on the custom report that you wish to re-configure and select **Edit**. This will launch the **Custom Report Wizard**.



Screenshot 16 - Custom Report wizard

3. Click **Next** and perform the required changes. For more information on how to configure the parameters of a custom report, refer to the [Creating a New Custom Report](#) section in this chapter.

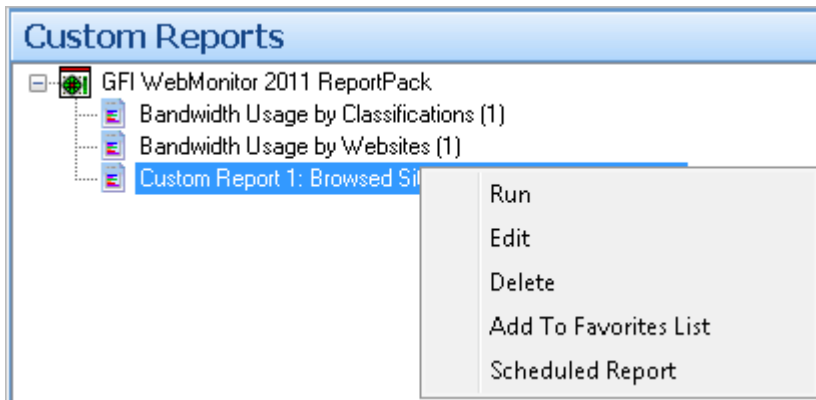
4.5 Deleting a Custom Report

To delete a custom report:

1. Click on the **Custom Reports** navigation button to display the list of available custom reports.
2. Right-click on the custom report that you wish to permanently remove from the list, select **Delete** and confirm.

4.6 Adding Custom Reports to the List of Favorite Reports

You can group and access frequently used custom reports through the **Favorite Reports** navigation button.



Screenshot 17 - Adding reports to the favorite list

To add a custom report to the list of favorite reports:

1. Click on the **Custom Reports** navigation button to display the list of available custom reports.
2. Right-click on the custom report that you wish to add to the favorites list, and select **Add To Favorites List**.

4.7 Scheduling a Custom Report

Custom reports can be scheduled both for automatic generation on a pre-defined schedule or at specified intervals and for distribution via email. For more information on how to schedule and manage scheduled reports, refer to the [Scheduled Reports](#) chapter in this manual.

5 Scheduled Reports

5.1 Introduction

GFI ReportCenter allows you to automatically generate reports on a pre-defined schedule as well as at specified intervals. Further to this, GFI ReportCenter can also be configured to automatically distribute scheduled reports via email. For every scheduled report, you can configure custom emailing parameters including the list of report recipients and the format of the report (for example, PDF), which will be attached to the email.

The report scheduling feature can, for instance, help you maximize the availability of your system resources during working hours and avoid any possible disruptions to workflow. For example, you can schedule lengthy reports after office working hours and then automatically email them to the intended recipients.

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



If **Anonymization** is enabled in GFI WebMonitor, personal data in reports (such as User Names and IPs) will be masked. For more information refer to the GFI WebMonitor Administration and Configuration Manual.

5.2 Scheduling a Report

To schedule a report:

1. Click on the **Default/Custom Reports** navigation button.
2. Right-click on the report to be scheduled and select **Scheduled Report**. This will launch the **Schedule Report Wizard**. Click **Next** to continue.

Schedule Report Wizard

Name and Description

Specify the name and description for this custom report

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

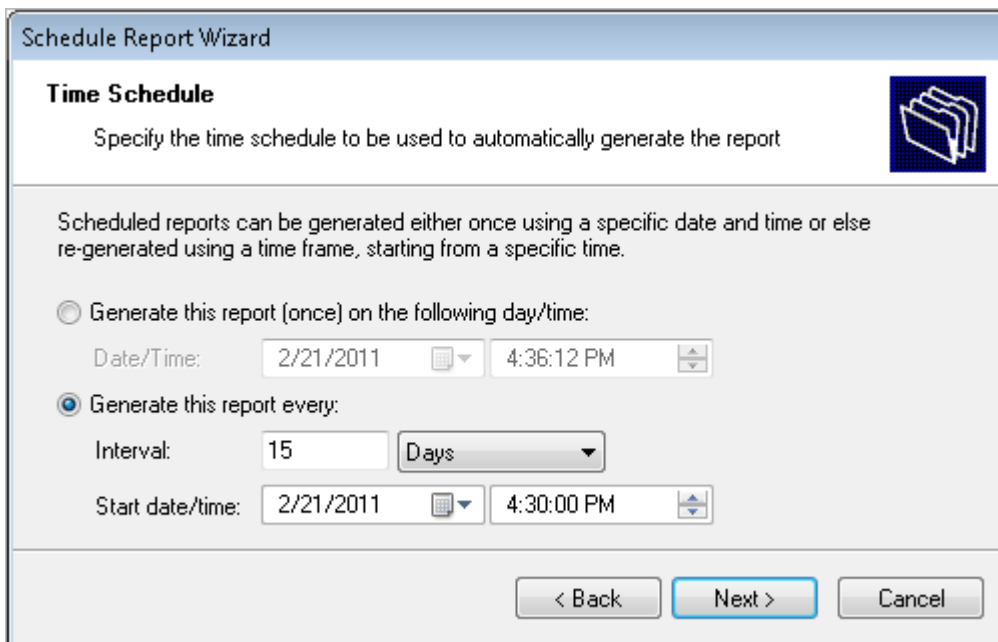
Report name:
Schedule for report 'Custom Report 1: Browsed Sites by Users past 12 Months'

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

< Back Next > Cancel

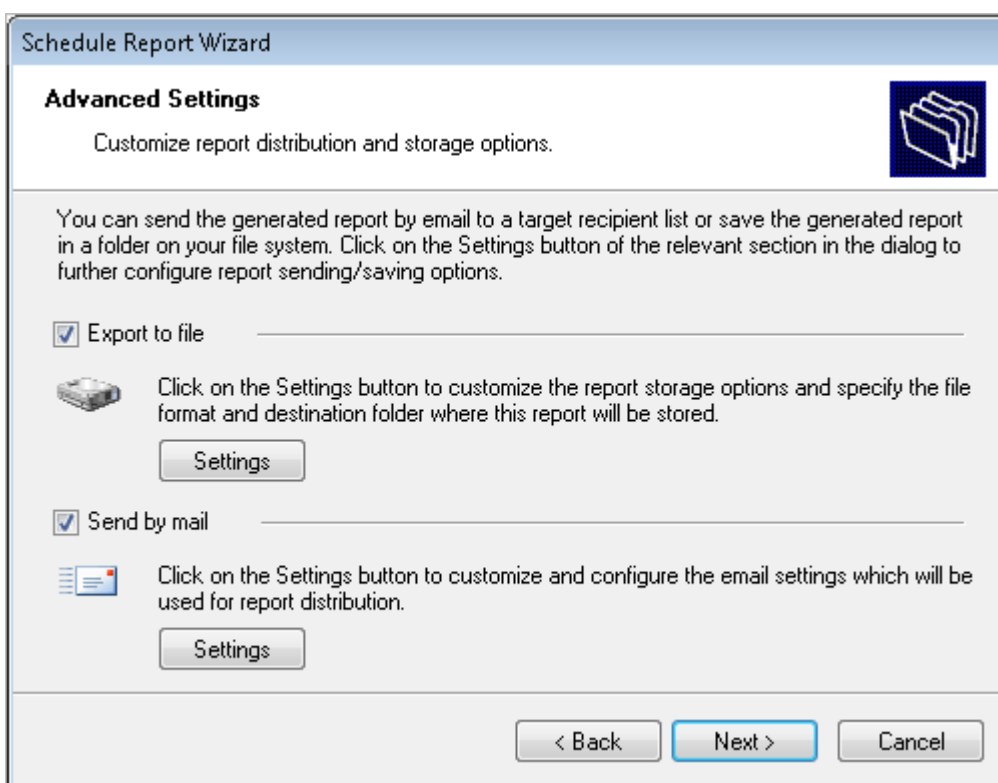
Screenshot 18 - Keying in a scheduled report name

3. Key in a **Report name** and **Report description** for the scheduled report and click **Next** to continue setup.



Screenshot 19 - Report Scheduling Wizard: Date/time/frequency setup

4. Specify the report time scheduling parameters (date/time/frequency) and click **Next** to continue setup.



Screenshot 20 - Report Scheduling Wizard: Advanced Settings dialog

5. To export the generated report to file, select the **Export to file** checkbox. To customize the report destination folder and the report file format, click **Settings** underneath this option.



For more information on how to configure export-to-file settings, refer to the [Configuring Report Export to File Options](#) section in this chapter.

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



For more information on how to configure email settings, refer to the [Configuring Report Emailing Options](#) section in this chapter.

Click **Next** to continue setup.

The screenshot shows the 'Schedule Report Wizard' dialog box with the 'Date Filters' step selected. The title bar reads 'Schedule Report Wizard'. Below the title bar, the text 'Date Filters' is displayed. A folder icon is visible in the top right corner. The main area contains the instruction 'Specify the data range that should be applied to the report'. There are two radio button options: 'Fixed Date Range' (selected) and 'Variable Range'. Under 'Fixed Date Range', there are two date pickers: 'Start Date' set to 'Monday, February 21, 2011' and 'End Date' set to 'Saturday, February 28, 2015'. Under 'Variable Range', there is a 'Range Size' dropdown menu set to 'Choose Range Size'. At the bottom, there are three buttons: '< Back', 'Next >' (highlighted in blue), and 'Cancel'.

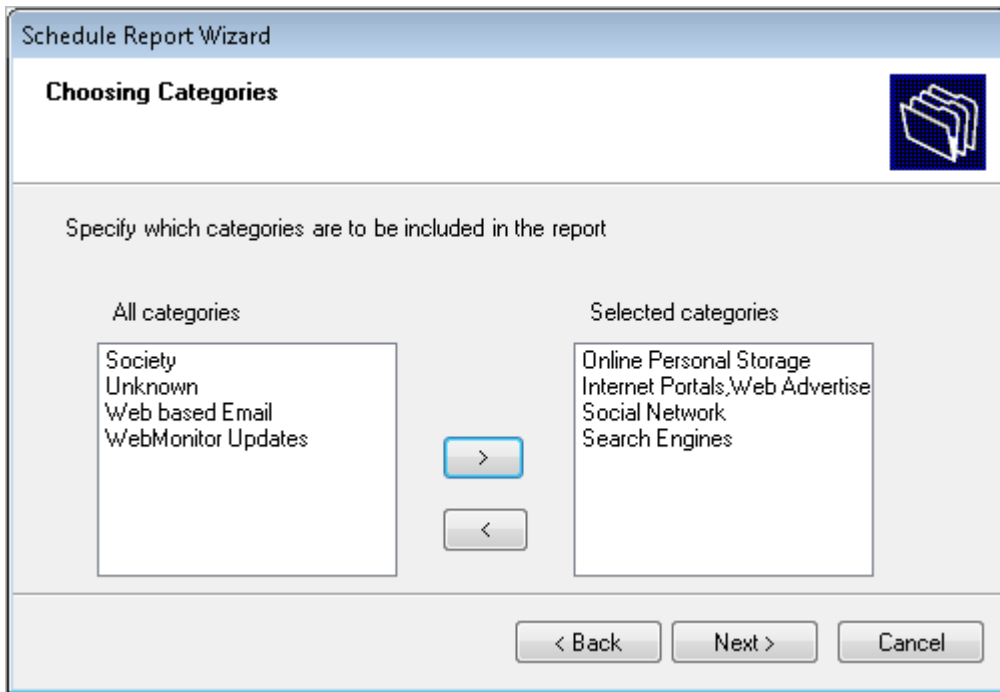
Screenshot 21 - Scheduling Report Wizard: Date Range options

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

The screenshot shows the 'Schedule Report Wizard' dialog box with the 'Choosing Users' step selected. The title bar reads 'Schedule Report Wizard'. Below the title bar, the text 'Choosing Users' is displayed. A folder icon is visible in the top right corner. The main area contains the instruction 'Specify which users are to be included in the report'. There are two list boxes: 'All users' containing '127.0.0.1' and 'Selected users' which is empty. Between the list boxes are two arrow buttons: a right-pointing arrow (>) and a left-pointing arrow (<). At the bottom, there are three buttons: '< Back', 'Next >' (highlighted in blue), and 'Cancel'.

Screenshot 22 - Specifying users to include in report

8. If applicable, select the users, which will have their data included in the report, and click **Next** to continue.



Screenshot 23 - Select categories

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

5.3 Configuring Advanced Settings

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



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

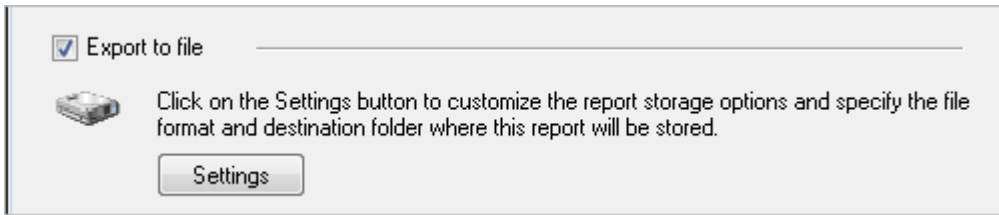
Report Export Formats

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

FORMAT	DESCRIPTION
Adobe Acrobat (.PDF)	Use this format to allow distribution of a report on different systems such as Macintosh and Linux while preserving the layout.
Microsoft Excel (.XLS)	Use this format if you want to further process the report and perform more advance calculations using other (external) programs such as Microsoft Excel.
Microsoft Word (.DOC)	Use this format if you want to access this report using Microsoft Word.
Rich Text Format (.RTF)	Use this format to save the report in a format that is small in size and which allows accessibility through different word processors in different operating systems.
HTML (.HTM)	Use this format to save the report in a platform independent format that can be viewed through a web browser. For example, you can include reports exported in html format directly on your website or intranet.

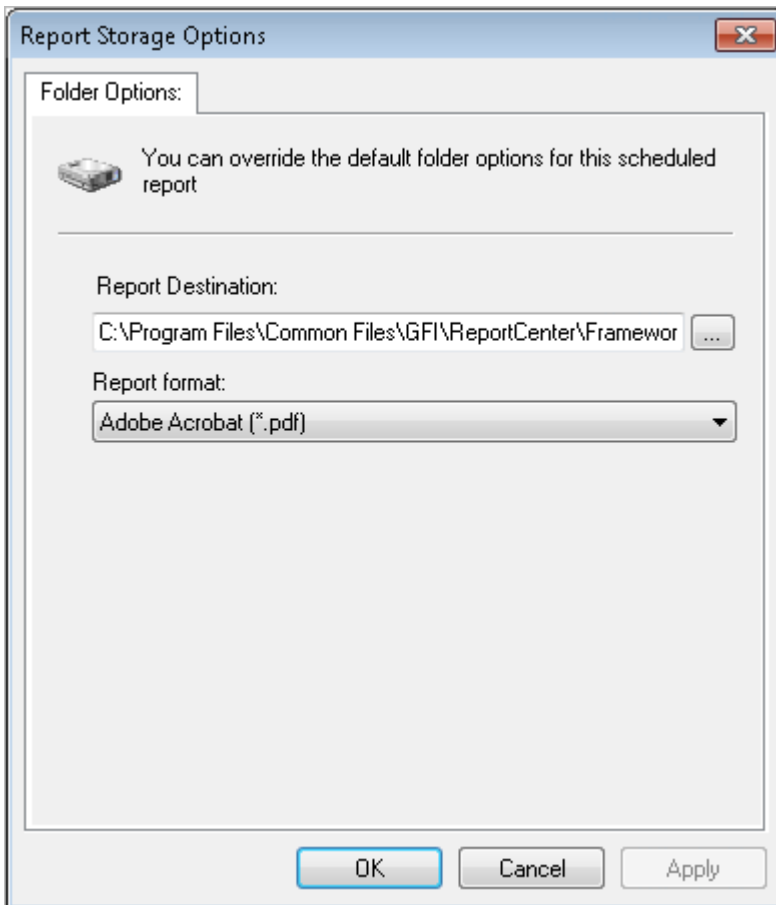
5.3.1 Configuring Report Export to File Options

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



Screenshot 24 - Advanced Settings dialog: Export to file settings button

1. From the **Schedule Report Wizard** ► **Advanced Settings** dialog, click **Settings** underneath the **Export to file** option.

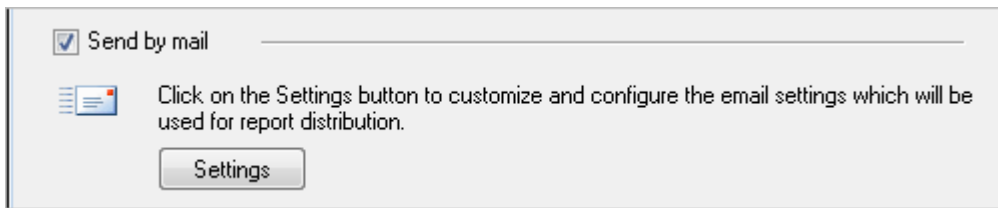


Screenshot 25 - Advanced Settings: Export to file options

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

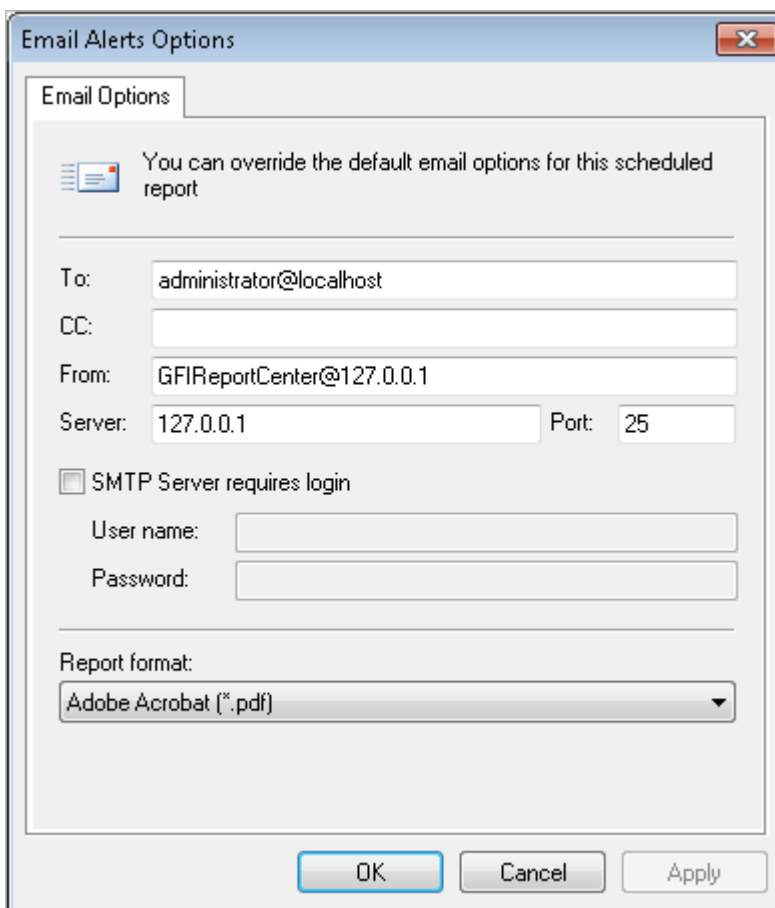
5.3.2 Configuring Report Emailing Options

To configure the report emailing options of a scheduled report:



Screenshot 26 - Advanced Settings dialog: Send by email settings button

1. From the **Schedule Report Wizard ▶ Advanced Settings** dialog, click **Settings** underneath the **Send by email** option.



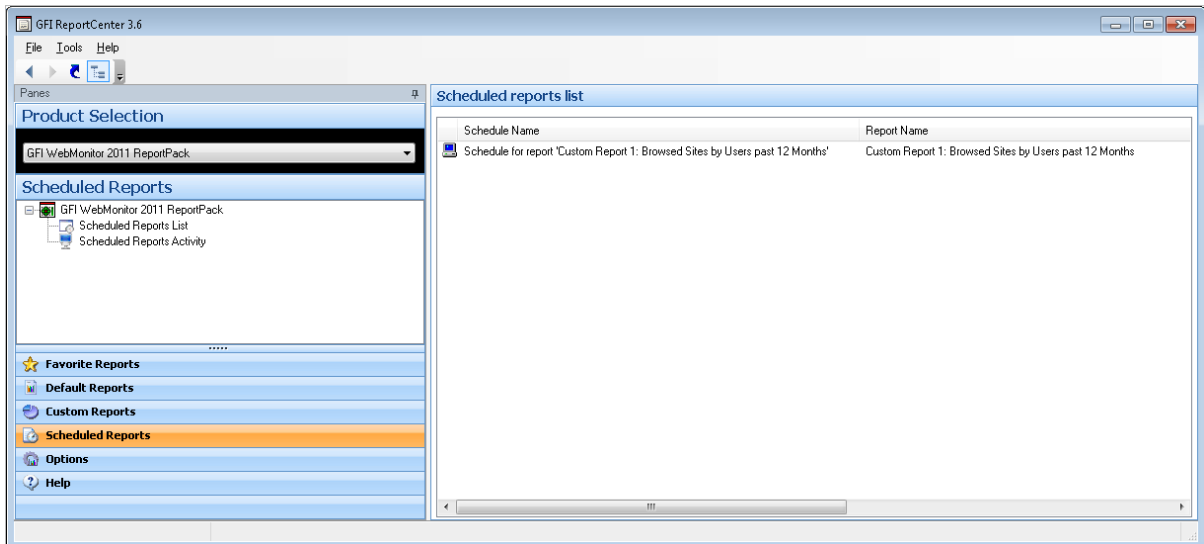
Screenshot 27 - Report distribution options

2. Specify the following parameters:

PARAMETER	DESCRIPTION
To/CC	Specify the email address(es) where the generated report will be sent.
From	Specify the email account that will be used to send the report.
Server	Specify the name/IP and Port of the SMTP (outbound) email server. If the specified server requires authentication, select the option SMTP Server requires login and specify the logon credentials in the User name and Password fields.
Report format	Reports are sent via email as attachments. Specify the file format in which the emailed report will be sent.

3. Click **OK** to finalize the configuration settings.

5.4 Viewing the List of Scheduled Reports



Screenshot 28 - List of Scheduled reports

To view the list of scheduled reports that are currently configured for automatic generation, click on the **Scheduled Reports** navigation button and select the **Scheduled Reports List** node. This will display the scheduled reports information in the right pane of the GFI ReportCenter management console.

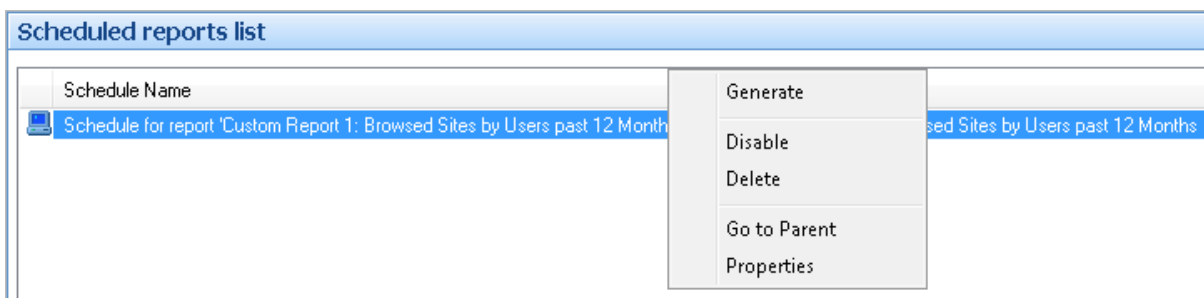
The scheduled reports list displays the following details:

COLUMN NAME	DESCRIPTION
Schedule Name	The name of the scheduled report specified during the creation of the scheduled report.
Report Name	The names of the default or custom report(s) that will be generated
Last Generation	The date/time when the report was last generated
Next Generation	The date/time when the report is to be generated next
Description	The description of the scheduled report specified during the creation of the scheduled report
Report Pack	The ReportPack through which the scheduled report was configured

5.5 Generating a Scheduled Report

To generate a scheduled report:

1. Click on the **Scheduled Reports** navigation button to display the list of available scheduled reports.




Screenshot 29 - Selecting the report generation command

2. Right-click on the report that you wish to generate and select **Generate**.

5.6 Enabling/disabling a Scheduled Report

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

 - Indicates that the scheduled report is enabled and is pending the next automatic execution in accordance with the configured time schedule.

 - Indicates that the scheduled report is disabled.

To enable or disable a scheduled report:

1. Click on the **Scheduled Reports** navigation button.
2. Right-click on the respective report and select **Enable/Disable** accordingly.

5.7 Editing a Scheduled Report

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

1. Click on the **Scheduled Reports** navigation button to display the list of available scheduled reports.
2. Right-click on the scheduled report that you wish to re-configure and select **Properties**. This will launch the **Schedule Report Wizard**.



Screenshot 30 - Schedule Report wizard

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

5.8 Deleting a Scheduled Report

To delete a scheduled report:

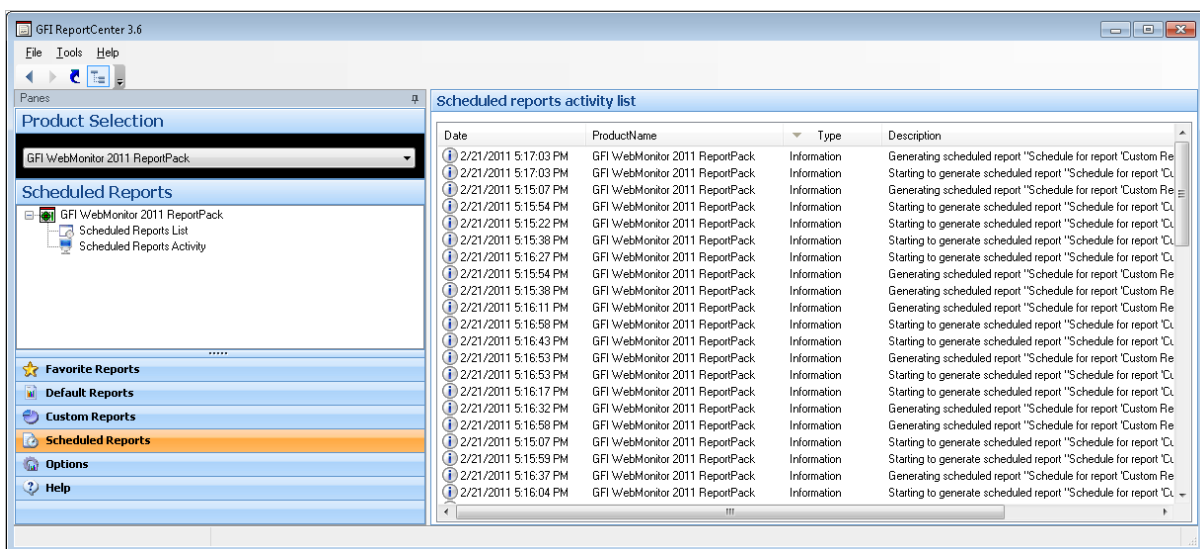
1. Click on the **Scheduled Reports** navigation button to display the list of available scheduled reports.
2. Right-click on the scheduled report that you wish to permanently remove from the list, select **Delete** and confirm.

5.9 Locating the Original Report

To locate the original report that was scheduled:

1. Click on the **Scheduled Reports** navigation button to display the list of available scheduled reports.
2. Right-click on the scheduled report of which you wish to locate the original report and select **Go to Parent**.

5.10 Viewing the Scheduled Reports Activity






Screenshot 31 - Schedule activity monitor

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

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

The scheduled reports activity monitor displays the following events:

-  - **Information:** The scheduled report was successfully executed and sent by email and/or saved at destination.
-  - **Warning:** The scheduled report was not executed because product license is invalid or has expired.
-  - **Error:** The scheduled report was not executed due to a particular condition/event. Typical conditions include:

- Errors when attempting to save the generated report to a specific folder (for example, out of disk space).

- Errors when attempting to send the generated report via email (for example, the SMTP server configured in the GFI ReportCenter settings is not reachable).
- Errors when attempting to reach the database backend from where the GFI WebMonitor ReportPack will extract the required reporting data (for example, the database does not exist or the Microsoft SQL Server configured in the GFI ReportCenter settings is not reachable).

The activity monitor records and lists the following information:

COLUMN NAME	DESCRIPTION
Date	The date and time of the scheduled report related event.
Product Name	The ReportPack through which the scheduled report was configured.
Type	The event classification - error, information, or warning.
Description	Information related to the state of a scheduled report that has been executed.

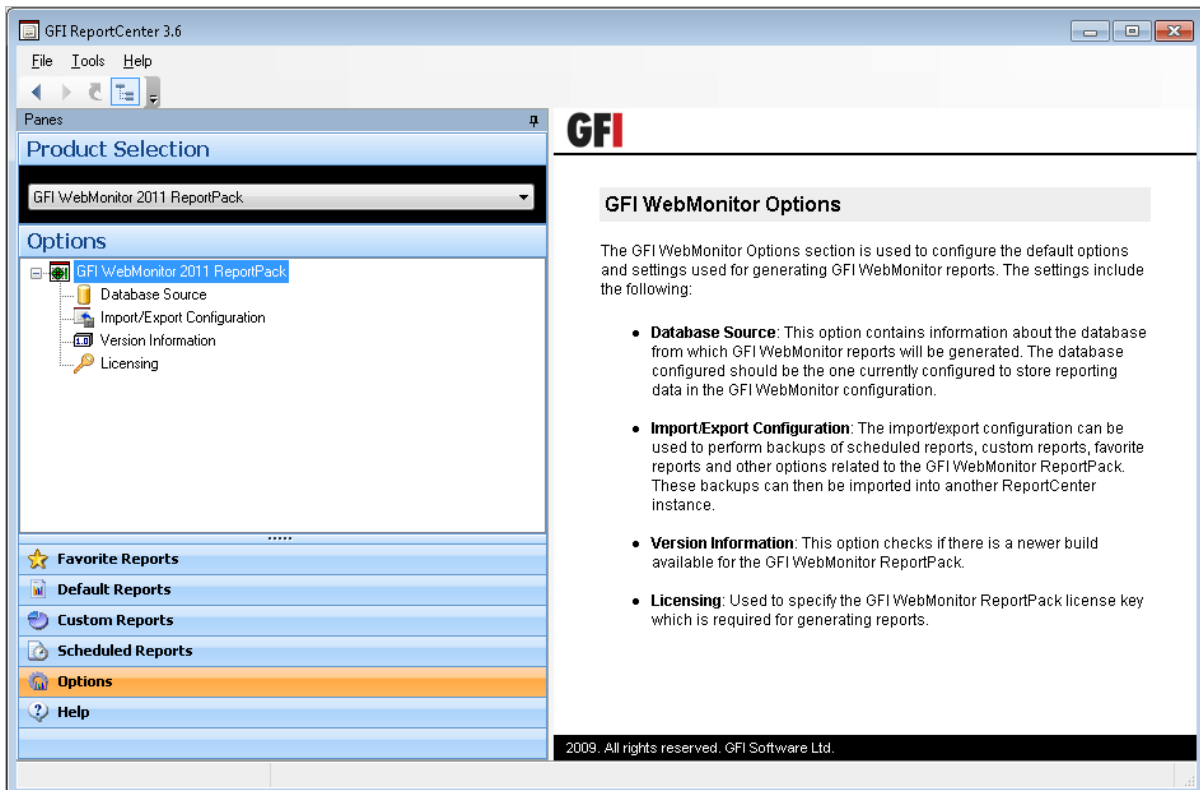


The description is often the most useful piece of information, indicating what occurred during the execution of a scheduled report and/or the significance of the event.

6 Configuring Default Options

6.1 Introduction

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

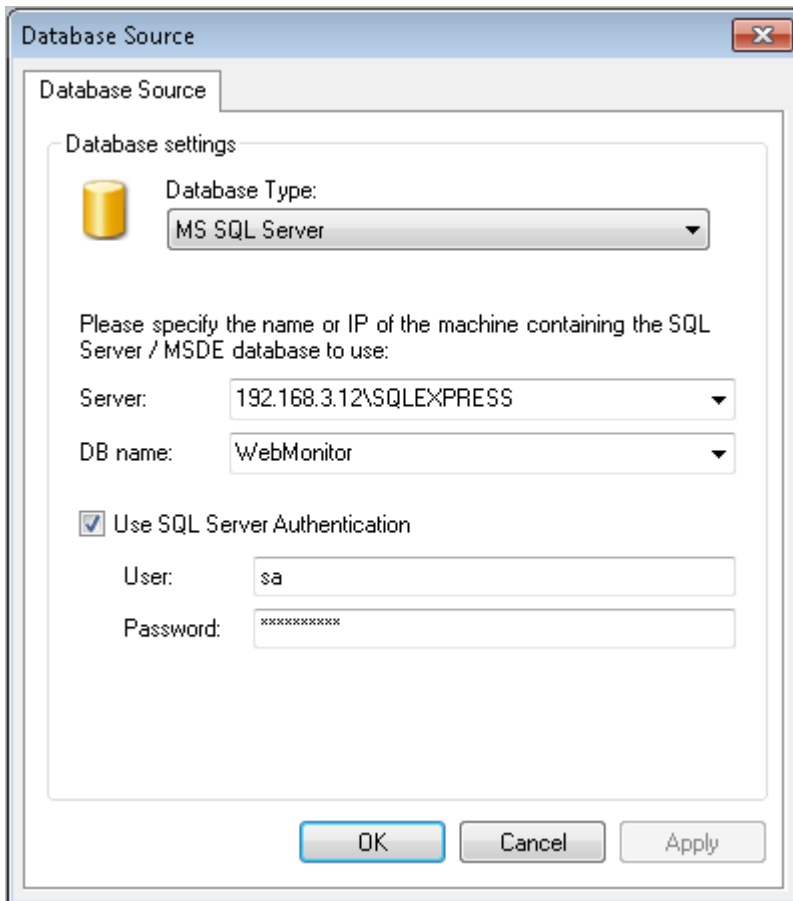


Screenshot 32 - Options navigation button

6.2 Configuring Database Source

To configure the database source:

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



Screenshot 33 - Database source configuration dialog

3. From the **Database Type** drop down list of supported databases, select the database type (for example, MS SQL Server).



GFI WebMonitor database backend supports only MSDE / MS SQL Express / MS SQL Server

4. Specify the name/IP of the server hosting the database backend.

5. Select the GFI WebMonitor database backend from the **DB name** drop down list.

6. If the specified server requires authentication, select the **Use SQL Server Authentication** checkbox and specify the logon credentials in the **User** and **Password** fields.



GFI WebMonitor supports only SQL Server authentication to authenticate to the SQL Server.

7. Click **OK** to finalize the configuration settings.

6.3 Viewing the Current Database Source Selection

The currently selected database source is shown in the right pane of the GFI ReportCenter.



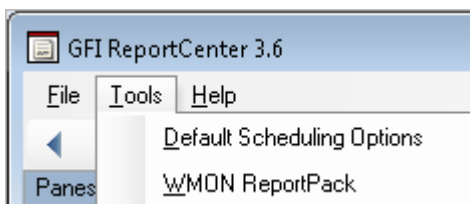
Screenshot 34 - Database source configuration settings

To view the current database source:

1. Click on the **Options** navigation button.
2. Click on the **Database Source** node.

6.4 Configuring Default Scheduling Options

To configure the default report emailing options and report export to file settings to be used by scheduled reports:



Screenshot 35 - Default Scheduling Options node

1. From the pull-down menu, navigate to **Tools ► Default Scheduling Options**.
2. To customize the email settings used for report distribution and the report file format, select the **Email Options** tab.



For more information on how to configure email settings, refer to the [Configuring Report Emailing Options](#) section in the [Scheduled Reports](#) chapter.

3. To customize the report destination folder and the report file format, select the **Folder Options** tab.



For more information on how to configure export-to-file settings, refer to the [Configuring Report Export to File Options](#) section in the [Scheduled Reports](#) chapter.

6.5 Import/Export Configuration

6.5.1 Import/Export GFI ReportCenter Configuration

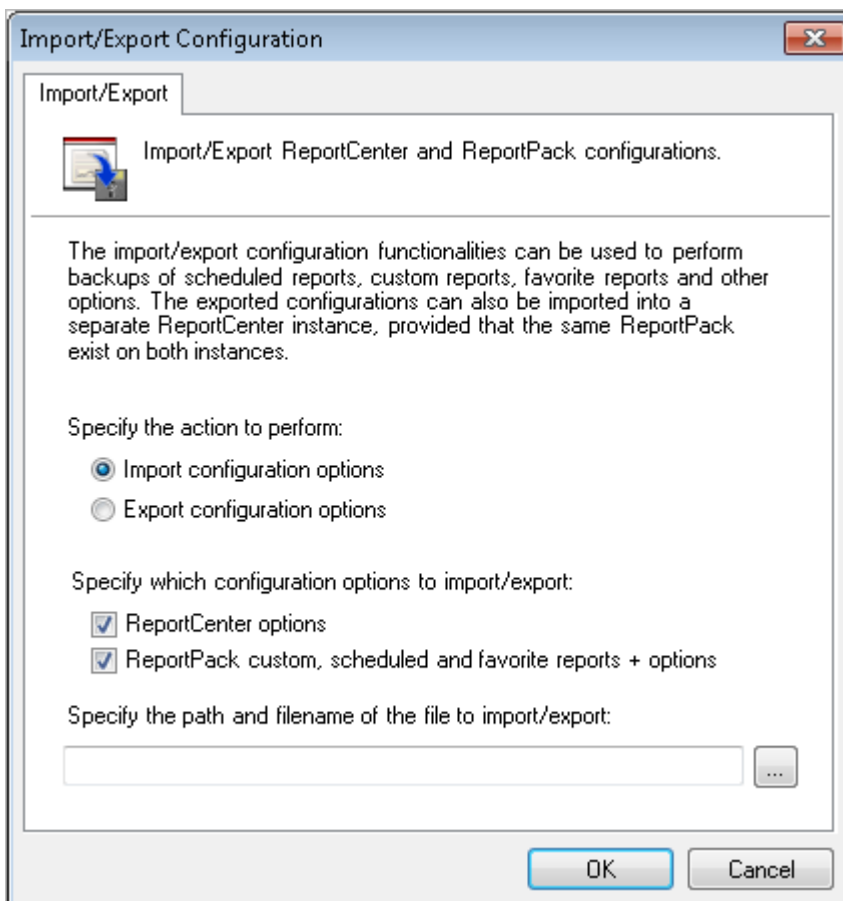
GFI ReportCenter allows you to import or export the configuration options of the GFI ReportCenter. Also, it allows you to import or export the configuration options of all user created reports (through the installed ReportPacks) such as, custom, scheduled and favorite reports, as well as other options.

While the export functionality is particularly useful for backup purposes, the import functionality is useful for the restoration of these configuration options. Also, the import functionality can be used for replicating the configurations onto another GFI ReportCenter instance, thus avoiding having to configure the options again.

Further to this, the import functionality can be used for replicating the report configurations onto another GFI WebMonitor ReportPack instance, thus avoiding having to create the reports and options again.

To import or export the GFI ReportCenter configuration options:

1. From the pull-down menu, navigate to **File ▶ Import/Export Configuration...** This will display the **Import/Export Configuration** dialog.



Screenshot 36 - Import/Export configuration dialog

2. Click on a radio button to select the action to perform.

3. To import or export GFI ReportCenter configuration options, select the **ReportCenter options** checkbox.
4. To import or export all user created reports (through the installed ReportPacks) configuration options as well as other options, select the **ReportPacks' custom, scheduled and favorite reports + options** checkbox.
5. Specify a path and filename for the file to be saved at or retrieved from.
6. Click **OK** to import or export the GFI ReportCenter configuration options.

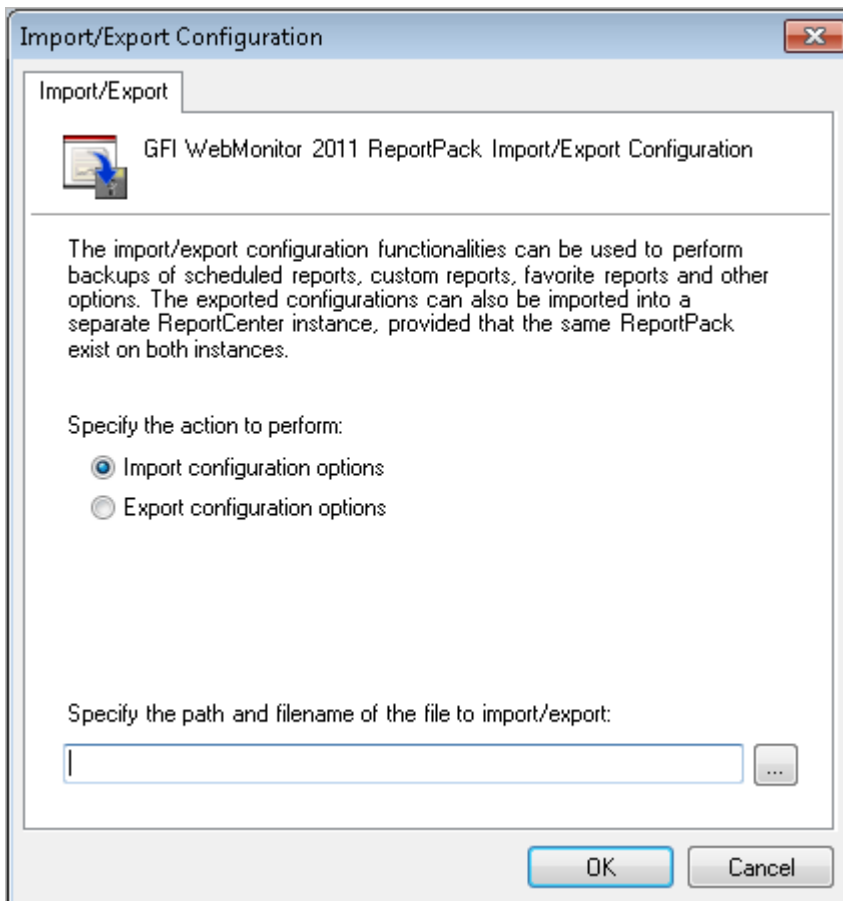
6.5.2 Import/Export GFI WebMonitor ReportPack Configuration

GFI ReportCenter allows you to import or export the configuration options of user created reports (through a particular installed ReportPack) such as, custom, scheduled and favorite reports, as well as other options.

While the export functionality is particularly useful for backup purposes, the import functionality is useful for the restoration of these configuration settings. Also, the import functionality can be used for replicating the report configurations onto another GFI WebMonitor ReportPack instance, thus avoiding having to create the reports and options again.

To import or export the GFI WebMonitor ReportPack configuration options:

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



Screenshot 37 - Import/Export configuration dialog

3. Click on a radio button to select the action to perform and specify a path and filename for the file to be saved at or retrieved from.
4. Click **OK** to import or export the GFI WebMonitor ReportPack configuration options.

7 General Options

7.1 GFI WebMonitor Licensing

For more information on licensing and evaluation, refer to the GFI website at:

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

7.2 Viewing GFI ReportPack Licensing Details

The current GFI ReportPack licensing details are shown in the right pane of the GFI ReportCenter.

To view the current GFI ReportPack licensing details:

1. From the **Product Selection** drop down list, select the respective product (for example, GFI WebMonitor ReportPack).
2. Click on the **Options** navigation button.
3. Click on the **Licensing** node.

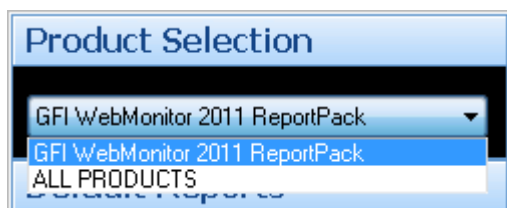
7.3 Entering GFI ReportPack License Key After Installation

After installing GFI ReportPack you can enter your license key without re-installing or re-configuring the application.



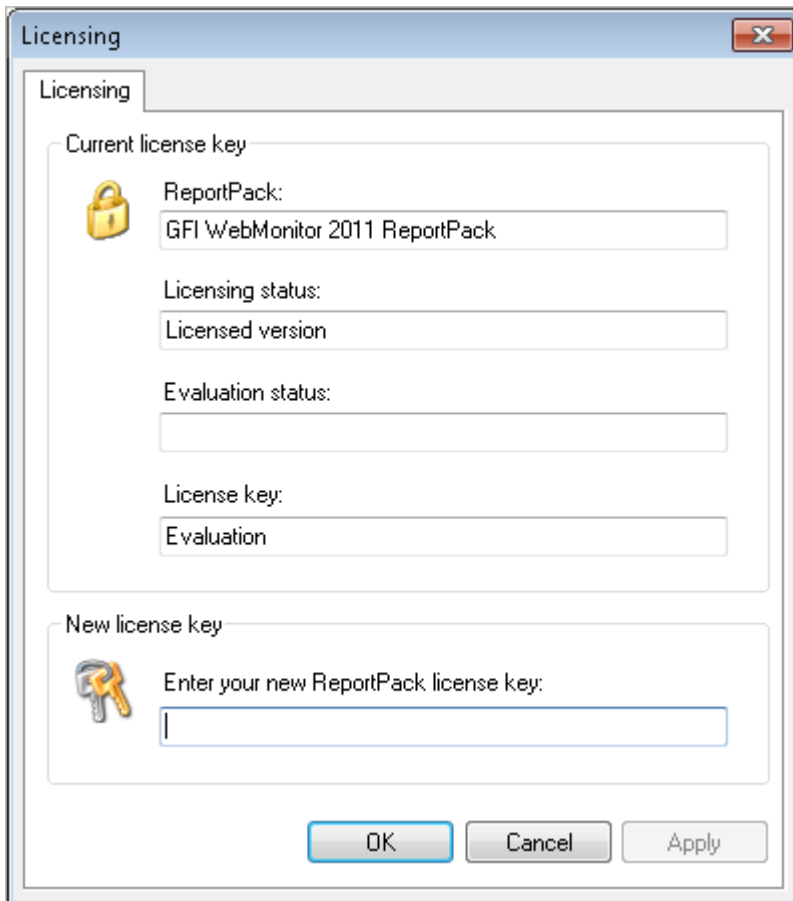
Entering the License Key should not be confused with the process of registering your company details on our website. This is important since it allows us to give you support and notify you of important product news. You may register and obtain your GFI customer account from: <http://www.gfi.com/pages/regfrm.htm>

To input your GFI EndPointSecurity license key in the ReportPack:



Screenshot 38 - Product Selection drop down list

1. From the **Product Selection** drop down list, select the respective product (for example, GFI WebMonitor ReportPack).
2. Click on the **Options** navigation button.
3. Right-click on the **Licensing** node and select **Set Licensing...** This will display the **Licensing** dialog.



Screenshot 39 - Licensing dialog

4. In the **Enter your new ReportPack license key** text box, key in the license key provided by GFI Software Ltd.
5. Click on **OK** to apply the license key.

7.4 Viewing GFI ReportPack Version Details

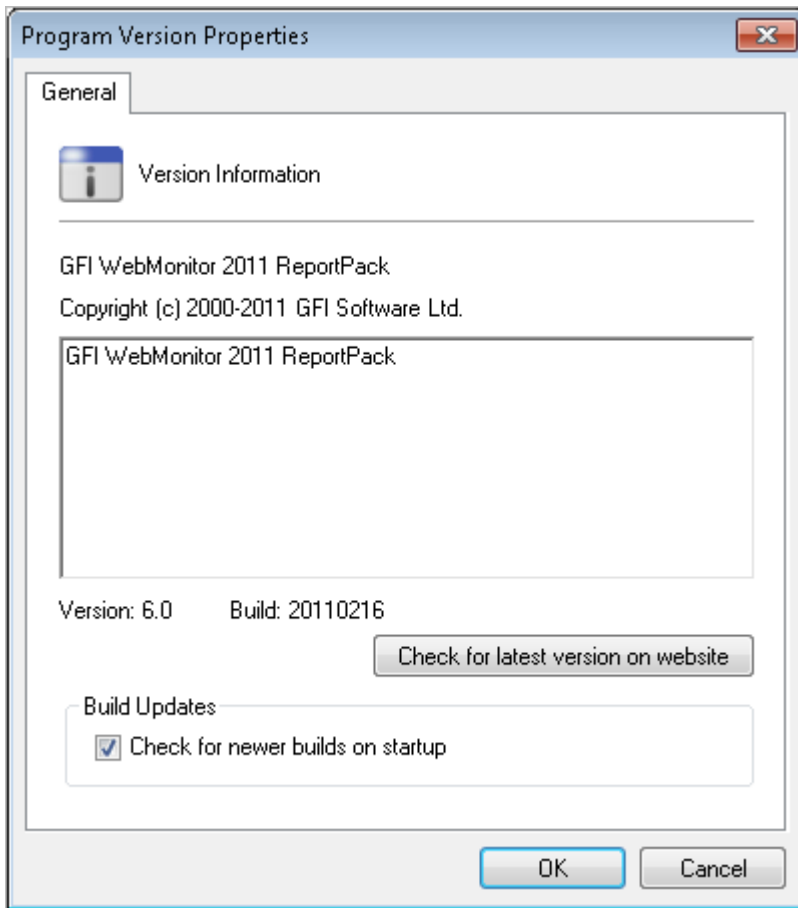
The current GFI WebMonitor ReportPack version details are shown in the right pane of the GFI ReportCenter.

To view the current GFI WebMonitor ReportPack version details:

1. From the **Product Selection** drop down list, select the respective product (for example, GFI WebMonitor ReportPack).
2. Click on the **Options** navigation button.
3. Click on the **Version Information** node.

7.5 Checking the Web for Newer Builds

Periodically GFI releases product and GFI ReportPack updates which can be automatically downloaded from the GFI website.



Screenshot 40 - Version Properties: Check for newer builds dialog

To check whether a newer GFI ReportPack build is available for download:

1. From the **Product Selection** drop down list, select the respective product (for example, GFI WebMonitor ReportPack).
2. Click on the **Options** navigation button.
3. Right-click on the **Version Information** node and select **Check for newer builds...** This will display the **Program Version Properties** dialog.
4. Click **Check for latest version on website** to manually check if a newer version of GFI ReportPack is available. Alternatively, enable the **Check for newer builds on startup** checkbox to automatically check if a newer version of GFI ReportPack is available for download every time GFI ReportCenter is launched.
5. Click **OK** to finalize the configuration settings.

8 Appendix 1 - GFI WebMonitor Default Reports

8.1 Introduction

This section contains a short description of each report that can be generated using GFI WebMonitor Report Pack.

8.2 Bandwidth Reports

REPORT NAME	DESCRIPTION
Bandwidth Usage by Users	The Bandwidth Usage by Users report shows the amount of bandwidth consumed by each user, sorted by bandwidth consumption. A bar graph shows all the users in the scope of the report and the amount of bandwidth (in Megabytes) consumed by each, during a specified period of time.
Bandwidth Usage by Websites	The Bandwidth Usage by Websites report shows the amount of bandwidth consumed by specific websites, sorted by bandwidth consumption. A bar graph shows all the websites in the scope of the report and the amount of bandwidth (in Megabytes) consumed by each, during a specified period of time.
Bandwidth Usage by Classifications	The Bandwidth Usage by Classifications report shows the amount of bandwidth consumed by specific categories, sorted by bandwidth consumption. A bar graph showing all the website classifications in the scope of the report and the amount of bandwidth (in Megabytes) consumed by each, during a specified period of time.
Bandwidth usage by Classifications Trend	The Bandwidth Usage by Classifications Trend report shows the amount of bandwidth consumed by all users on all categories, on a daily basis A line graph shows the amount of bandwidth (in Megabytes) consumed on a daily basis by all the users in the scope of the report, for each of the top 10 website classifications, during a specified period of time.

8.3 Hits Reports

REPORT NAME	DESCRIPTION
Hits Usage by Users	The Hits Usage by Users report shows the amount of hits by each user, sorted by the amount of hits. A bar graph shows all the users in the scope of the report and the amount of hits registered by each, during a specified period of time.
Hits Usage by Websites	The Hits Usage by Websites report shows the amount of hits on specific websites, sorted by the amount of hits. A bar graph shows all the websites in the scope of the report and the amount of hits registered by each, during a specified period of time.

REPORT NAME	DESCRIPTION
Hits Usage by Classifications	<p>The Hits Usage by Classifications report shows the amount of hits on specific categories, sorted by the amount of hits.</p> <p>A bar graph shows all the website classifications in the scope of the report and the amount of hits registered by each, during a specified period of time.</p>
Hits Usage by Classifications Trend	<p>The Hits Usage by Classifications Trend report shows the amount of hits by all users on all categories, on a daily basis.</p> <p>A line graph shows the amount of hits registered on a daily basis by all the users in the scope of the report, for each of the top 10 website classifications, during a specified period of time.</p>

8.4 Threat Reports

REPORT NAME	DESCRIPTION
Blocked Virus Downloads Trend	<p>The Blocked Virus Downloads Trend report shows the number of viruses blocked over time.</p> <p>A line graph shows the amount of blocked virus downloads on a daily basis , during a specified period of time.</p>
Blocked Virus Downloads	<p>The Blocked Virus Downloads report shows the number of viruses blocked per user.</p> <p>A bar graph shows all the users in the scope of the report and the amount of blocked virus downloads for each, during a specified period of time.</p>
Blocked Virus Downloads by AntiVirus	<p>The Blocked Virus Downloads by AntiVirus report shows the number of viruses blocked by each AntiVirus engine.</p> <p>A bar graph shows all the AntiVirus engines used by GFI WebMonitor and the amount of blocked virus downloads for each, during a specified period of time.</p>
Blocked Virus Downloads by Threat	<p>The Blocked Virus Downloads by Threat report shows the top threats that have been blocked.</p> <p>A bar graph shows the top blocked viruses and the amount of times each was blocked, during a specified period of time.</p>
Blocked Virus Downloads by Mime Type	<p>The Blocked Virus Downloads by Mime Type report shows the top mime types that have been blocked.</p> <p>A bar graph shows the top mime types and the amount of blocked files for each, during a specified period of time.</p>
Blocked Phishing Sites	<p>The Blocked Phishing Sites report shows the number of phishing sites that have been blocked over time.</p> <p>A line graph shows the amount of blocked phishing sites on a daily basis, during a specified period of time.</p>

8.5 Web Usage Trend Reports

REPORT NAME	DESCRIPTION
-------------	-------------

REPORT NAME	DESCRIPTION
Bandwidth Usage by Users Over Time	<p>The Bandwidth Usage by Users Over Time report, shows the total bandwidth used by all users as well as the bandwidth consumed by each individual user over a period of time.</p> <p>A line graph shows the amount of bandwidth (in Megabytes) consumed on a daily basis by all the users in the scope of the report, during a specified period of time.</p>
Hits by Users Over Time	<p>The Hits by Users Over Time report shows the total hits generated by all users as well as the total hits for each individual user over a period of time.</p> <p>A line graph shows the amount of hits registered on a daily basis by all the users in the scope of the report, during a specified period of time.</p>
Browsing Time by Users	<p>The Browsing Time by Users report shows how much time each user spent browsing the web as well as the cumulative browsing time for all users.</p> <p>A line graph shows the amount of minutes spent browsing on a daily basis by all the users in the scope of the report, during a specified period of time.</p>
Browsed Sites by Users	<p>The Browsed Sites by Users report lists the sites and site categories, hits, browsing time and bandwidth used for each user (the user name or machine IP address).</p> <p>Data is displayed in a set of lists each showing all the websites browsed by each user in the scope of the report, during a specified period of time.</p>

9 Troubleshooting

9.1 Introduction

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

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

9.2 Knowledge Base

GFI maintains a comprehensive Knowledge Base repository, which includes answers to the most common problems. In case that the information in this manual does not solve your installation problems, next refer to the Knowledge Base. The Knowledge Base always has the most up-to-date listing of technical support questions and patches. Access the Knowledge Base by visiting: <http://kbase.gfi.com/>.

9.3 Web Forum

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

9.4 Request Technical Support

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

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



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

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

9.5 Build Notifications

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

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