



Log Analyzer

[About Log Analyzer](#)

[Configuring Log Analyzer](#)

[Image preferences](#)

[View preferences](#)

[Sounds preferences](#)

[Processing input](#)

[Processing a single statistics file](#)

[Processing multiple statistics files](#)

[Processing options](#)

[Saving your analyses](#)

[Scheduling statistics analyses](#)

[Analyzing user statistics](#)

[User statistics settings](#)

[Saving user analyses](#)

[Viewing user analyses](#)

[Exclusion filtering for user statistics](#)

[Analyzing data comparisons](#)

[Generating data comparison analyses](#)

[Analyzing disk use statistics](#)

[Disk use analysis settings](#)

[Viewing disk use analyses](#)

[Analyzing web use statistics](#)

[Web use analysis settings](#)

[Viewing web use analyses](#)

[Analyzing voice usage statistics](#)

[Voice use analysis settings](#)

[Viewing voice use analyses](#)

[Seeing user activity statistics in real time](#)

[Tracking specific activities](#)

[Preloading information from analyzed data](#)

[Tracking a user's activity](#)

[Tracking an organizational unit's activity](#)

[Tracking IP activity](#)

[Tracking a user's failed logins](#)

[Tracking container activity](#)

[Tracking attachment activity](#)

[Tracking spam](#)

[Tracking created items](#)

[Tracking viewed items](#)

[Tracking deleted items](#)

[Tracking messages](#)

[Tracking a user's instant messaging sessions](#)

[Tracking administrative activities](#)

[Tracking other activities](#)

About Log Analyzer

The FirstClass server generates several statistics files to help administrators keep track of user, services and disk activity on their FirstClass system:

- user statistics files record user activity
- disk use statistics files record the amount of hard disk space each user is using

These reports are generated whenever a system audit is performed.

- Web use statistics files record all HTTP Internet activity on your host sites

- Voice use statistics files record all inbound and outbound call activity.

This is only available to FirstClass Unified Communications customers.

The Log Analyzer generates analyses based on the data it extracts from these statistics files and displays them in easy-to-read formats for quick analysis.

The FirstClass Log Analyzer uses your statistics files to generate analyses displaying protocols and user activities on your system. Using this application, you can track the following activities:

- user logins
- activities in the Journaling control section on the [Statistics Control form](#).
- interface types used to log in (client, web, phone)
- disk usage
- top disk space users
- IP activity
- Voice Services usage.

The Log Analyzer can also:

- compare two previously saved user reports
- monitor current user activity
- filter activities or users from a statistics file
- generate external reports that can be printed or viewed later (user statistics files only).

[Top](#)

Licensing Log Analyzer

For evaluation purposes, you can use Log Analyzer in Demo mode without a license. However, only the first 1000 lines from each statistics file will be processed. We recommend that you purchase a Log Analyzer license and apply it to your server.

To apply the Log Analyzer license, use the Licensing tab of the System Profile form. You don't need to shut down your server.

[Top](#)

Configuring Log Analyzer

The Log Analyzer general preferences allows you to configure your analysis properties. These will be the same for all analyses generated. To access the general preferences:

- 1 Open Log Analyzer.
- 2 Click Settings.
- 3 Click Preferences/Schedule.
- 4 Update the tabs as desired.

Image preferences


Image Pref	How you want to see charts. Selecting each option shows a preview of what you'll see.
Color tab	<p>The colors you want to use for the components of your charts.</p> <p>To revert to the shipping colors, click Default Colors. This button controls the colors on the Table tab as well.</p> <p>If you selected "Column" and want to see your columns in different colors, select "Multi Data Color".</p>
Table tab	<p>To include a table of the charted values, select "Include Data Table".</p> <p>You can customize the table colors.</p>

Contains tab The checkboxes on this tab display gridlines on the chart, or remove them.

View preferences

Interface	Choose Classic to Choose Enhanced to
Display Frequent Users	How many of your most frequent users you want identified in the analysis.
View Report After File is Processed	Automatically displays the analysis after file processing is complete.

Sounds preferences

Volume for built-in sounds	How loud you want Log Analyzer sounds to play. You can turn off sounds completely.
Play Sound After File is Processed	Plays an alert as soon as the file is processed. To preview the alert, click 
Play Sound on Error	Plays an alert whenever an error occurs. To preview the alert, click the icon.

The remaining tabs are used for specific analyses, and are explained later.

[Top](#)

Processing input

You can process either a single statistics file or multiple statistics files located in a single folder/directory.

Processing a single statistics file

To process a statistics file:

- 1 Click Settings.
- 2 Clear "Process Multiple Input Files" at "Log Type".
- 3 Click OK.
- 4 Click Process on the Log Analyzer main window.
- 5 Browse to the file location.



Shortcut
Drag the file onto the Log Analyzer main window.

Processing multiple statistics files

The Log Analyzer allows you to batch process your statistics files. You can only process multiple statistics files of the same type. Don't mix different types of statistics files in the input files' folder location.



Tip
The number of files processed in a single batch is determined by available free memory. For best results, we recommend a maximum of one months worth of statistics files.

To process multiple statistics files located in a folder:

- 1 Click Settings.
- 2 Select "Process Multiple Input Files" at "Log Type".
- 3 Browse to the folder location.

- 4 Click OK.
- 5 Click Process on the Log Analyzer main window to begin processing.



Shortcut

Select all the files to be processed and drag them onto the Log Analyzer main window.

Processing options

While the statistics file is being processed, click the buttons on the Log Analyzer main window to:

- see processing details
- pause processing
- continue processing
- stop processing altogether.



[Top](#)

Saving your analyses

To save all analyses generated as reports:

- 1 Open Log Analyzer.
- 2 Click Settings.
- 3 Click Report.
- 4 Select Create Report.
- 5 Select your report format at "Report Output Format".
- 6 Select "Don't Overwrite Reports", if you want each report created to be saved as a new report.
- 7 Select the information you want saved in your reports at "Report Information".
- 8 Specify the location where you want the reports to be saved at "Report Output Location".

Either type the path or click Browse and browse to the location.

[Top](#)

Scheduling statistics analyses

To create a schedule for processing server statistics files and generating analyses:

- 1 Open Log Analyzer.
- 2 Click Settings.
- 3 Click Preferences/Schedule.
- 4 Click Schedule.
- 5 Specify the location of the input folder at "Input Files Folder Location".
Either type the path or click Browse and browse to the location.
- 6 Select "Start Scheduler at".
- 7 Choose the frequency of the task at "Schedule Task".

If you choose Daily, also select "Process Previous Day Log File" to analyze the server statistics from the previous day.

If you choose Weekly, also specify the weekly interval between tasks and select the days of the week they are to be performed at "Schedule Task Weekly".

If you choose Monthly, also enter the day of the month and select the months the tasks are to be performed at "Schedule Task Monthly".

- 8** Choose the start time of tasks at "Schedule Start Time".

Once the task is set, it will appear in the Scheduled Tasks folder in the Windows Control Panel.

[Top](#)

Analyzing user statistics

Your FirstClass system logs all user activity in its user statistics files. The Log Analyzer allows you to run analyses of this activity.



Note

Only the statistics the server has been told to save can be analyzed.

User statistics settings

User statistics settings allow you to control what information is displayed in your user analyses. To open the user statistics settings:

- 1** Open Log Analyzer.
- 2** Click Settings.
- 3** Select the Server/Disk Use.
- 4** Click Statistics Log.

Setting basic analysis preferences

Basic analysis preferences let you specify which login protocols you want analyzed. To set the basic preferences for user analyses:

- 1** Open the user settings window.
- 2** Select the Analysis tab.
- 3** Select the login protocols you want analyzed in your user analyses.

Setting advanced analysis preferences

The advanced analysis preferences let you specify which analysis features to generate specific analyses for, in your user analysis. To set the advanced analysis preferences for your user analyses:

- 1** Open the user settings window.
- 2** Select Enhanced Analysis.
- 3** Select the features you want specific analyses to be generated for.



Note

If there is no information regarding any of the selected features in the user statistics file(s), a specific analysis for that feature will not be made available.

Setting the IP to Country preferences

The IP to Country settings allow you to specify the number of countries you want displayed in your IP activity section of the user analysis. To set the IP to Country preferences for your user analyses:

- 1** Open Log Analyzer.
- 2** Click Settings.
- 3** Click Preferences/Schedule.
- 4** Click Preferences.
- 5** Select the IP to Country tab.