Wavecrest Cyfin®

Employee Forensic Web-Use Reporting Tool

WAVECREST COMPUTING

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Introduction

Welcome to the Cyfin manager portal. The manager portal is designed specifically for easy, self-service access so that managers can generate Web-use reports without needing assistance from IT.

This unique access will allow you, the manager, to analyze employee Web use in order to easily identify incidents that may indicate productivity loss, Web abuse, and more--on your schedule, not the IT administrator's. Once the administrator sets up your authorized groups, you will be able to get high-level summaries on groups and departments, as well as low-level, detailed, drill-down reports on individual employees' Web activities. You will also be able to get a quick overview of Web activity with Dashboard charts.

With the Cyfin manager portal, you gain real visibility into employee Web use with an easy, interactive tool that is there when you need it.

Some highlighted features that are available to you through the manager portal are as follows:

- Report Generation

  The Reporting features allow you to manage reports, schedule reports to run automatically, and create high-level and low-level reports. You can run read-only reports to gather information for review, or run interactive reports allowing you to drill down from a higher-level report to get even more detailed Web-use data.

- Dashboard Charts

  Dashboard charts give you a quick overview of your authorized groups' Web activities. You can quickly pinpoint top Internet users, top groups, top categories, and more, as well as spot and compare trends in Web activity. Drill-down capability to get the details of user activity also exists in Dashboard charts.

- Authorized Groups and IDs

  The IT administrator sets up and manages the authorized groups' functions, allowing you access only to the information on users for whom you are responsible.

- Check URL

  Find out where a Web site falls in our category list. You can easily check any URL in the Wavecrest URL List.

Logon

1. Log on to the product using the following default credentials:
    - **Logon** - your assigned logon name or e-mail address
    - **Password** - temporary password
2. Click **Logon**. The Change Your Password page is displayed.
3. After changing your temporary password, log on with your new password.

NOTE: If the Logon page does not appear, bring it up by going to **Start - All Programs - Cyfin - Browser Interface**.

Forgot Password

If you ever forget your password, click the **Forgot password?** link on the Logon page. The Reset Password page will be displayed.

Enter your logon and click **Submit**. Your password will be reset, and you will receive a Password Reset e-mail to change your password.

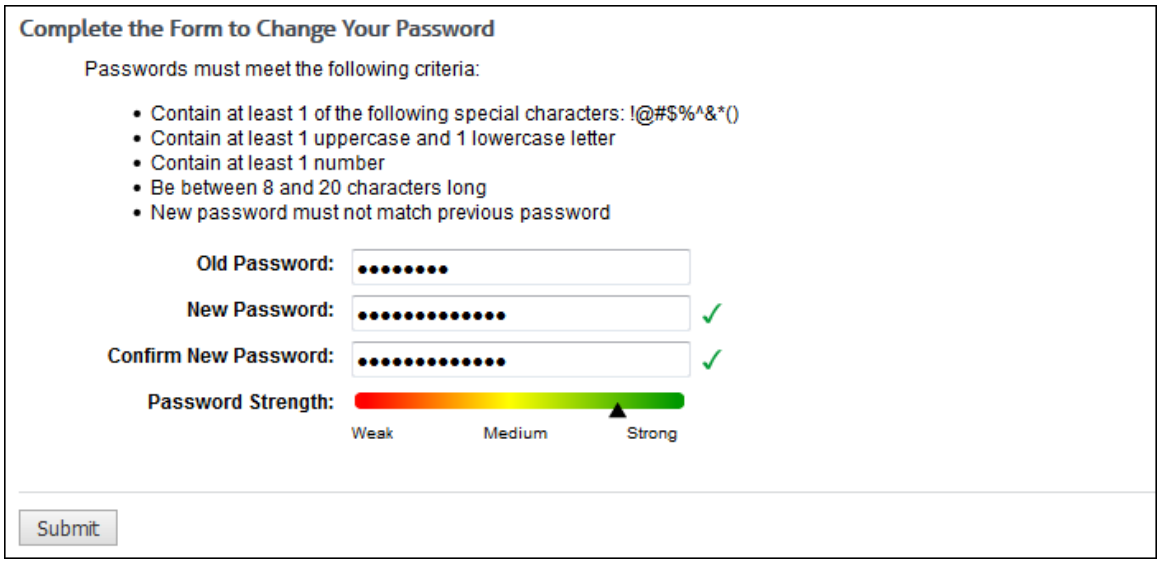
NOTE: If your logon account was created using Active Directory, your password cannot be reset with this link. Contact your network administrator for assistance.

User Management

Change Your Password

This page allows you to update the password for your account. You are required to do this before using the product in order to change the temporary password assigned by the system. You may also use this page to change your password at any time.

1. Go to **User Management - Change Password**. The Change Your Password page is displayed.



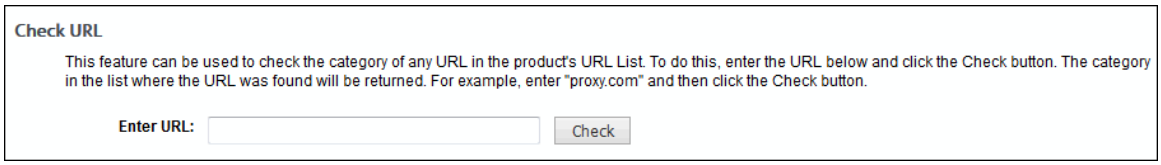
2. In the **Old Password** field, type the current password for the account.
3. In the **New Password** field, type the new password for the account. As you type the new password, a red x will display to the right of the field and change to a green check mark when the password criteria have been met. The password must meet the following criteria:
    - Contain at least 1 of the following special characters: !@#$%^&*()
    - Contain at least 1 uppercase and 1 lowercase letter
    - Contain at least 1 number
    - Be between 8 and 20 characters long
    - Must not match previous password
4. In the **Confirm New Password** field, retype the new password to confirm it. As you type the password, a red x will display to the right of the field and change to a green check mark when the confirmation password matches the new password. The Submit button will also be enabled.
5. The **Password Strength** indicator evaluates your password's strength automatically and displays how strong your password is from *Weak* to *Strong*.
6. Click **Submit** to apply your change.

Categorization

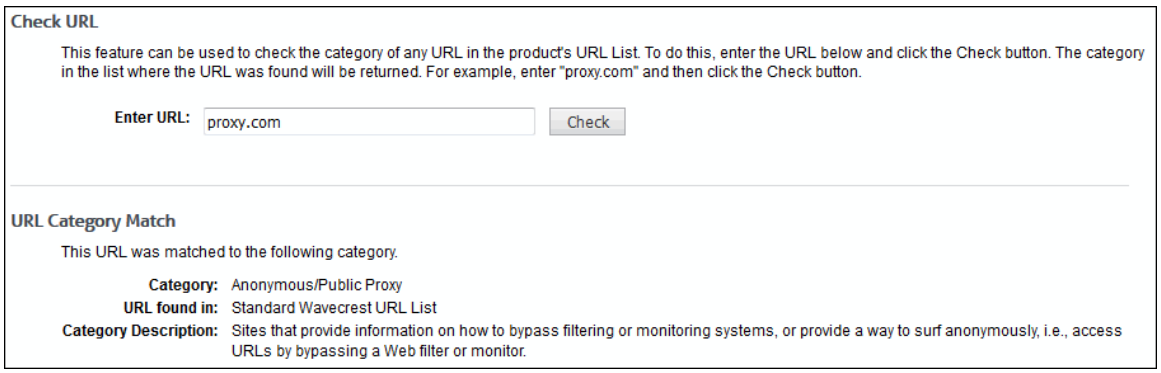
Check URL

This feature can be used to check the category of any URL in the Wavecrest URL List.

1. Go to **Categorization - Check URL**. The Check URL page is displayed.



2. In the **Enter URL** field, type the URL that you want to check.
3. Click **Check**. Category information for the URL is displayed.



Reports

Introduction

With this product, you can get a quick overview of Web activity from Dashboard charts, run high-level and low-level reports, and schedule reports to run regularly. You also have the option to use Interactive Reporting when using the HTML report format. Interactive reports allow you to get more detailed results on employee Web use by clicking the report's elements, e.g., group, user, and category.

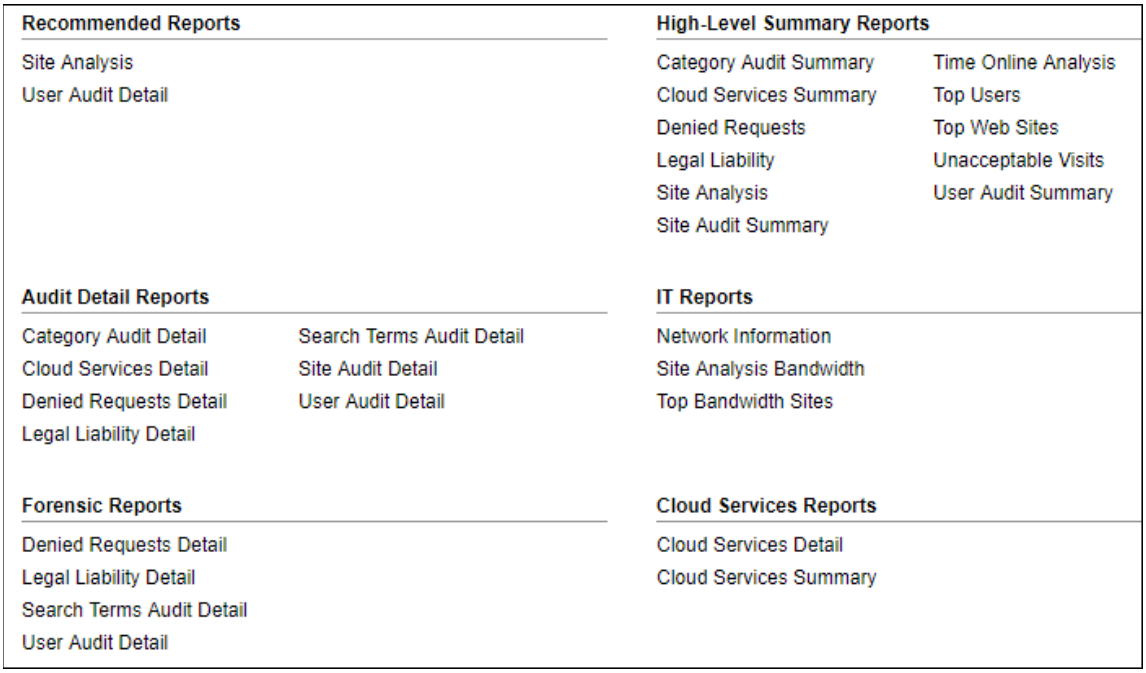
In this section, you will find instructions on how to:

- **Manage Reports** - Provides instructions for managing recently run and scheduled reports, including running, editing, duplicating, scheduling, and deleting.
- **Run Reports** - Covers how to run the following different types of reports: High-Level Summary, Audit Detail, IT, and Cloud Services.
- **Use Interactive Reports** - Covers how to retrieve and use Interactive reports.
- **View Dashboard Charts** - Provides customizable and predefined Top and Trend charts of Web activity on authorized users, groups, categories, classifications, sites, and traffic by visits, hits, bytes, time online, and more.

Typically, you will manually run reports that are not needed on a regular basis. Otherwise, we suggest that you set reports to run automatically by scheduling them. This will save a tremendous amount of time.

Report Selection

1. Go to **Reports - Manager**. The Report Selection page is displayed if no recently run or scheduled reports exist, that is, you are a first-time user or have deleted all reports.

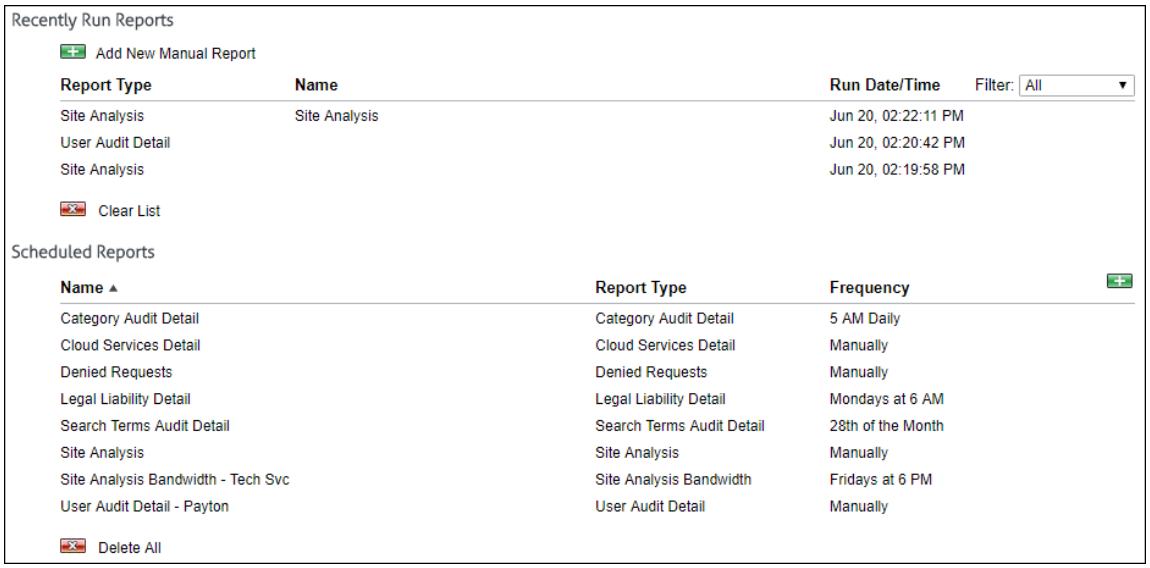


2. To see a description of the report, hover over the report name, and then hover over the question mark icon that appears beside it. A short description of the report is displayed.
3. To create a report, click the report name. The Create Report page is displayed. See Run a High-Level Summary Report or Run an Audit Detail Report for instructions on how to run reports.

NOTE: A Back button is displayed only if you arrived at this page by clicking a green plus icon on the Manage Reports page to create a report.

Manage Reports

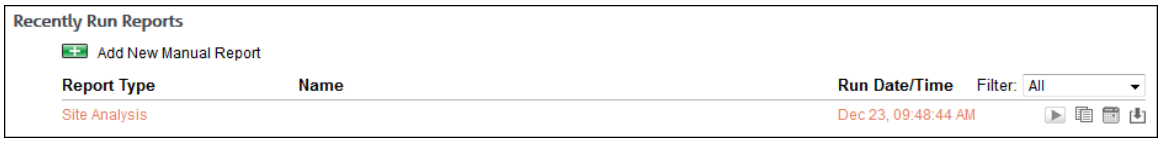
Go to **Reports - Manager**. The Manage Reports page is displayed if recently run or scheduled reports exist.



Recently Run Reports

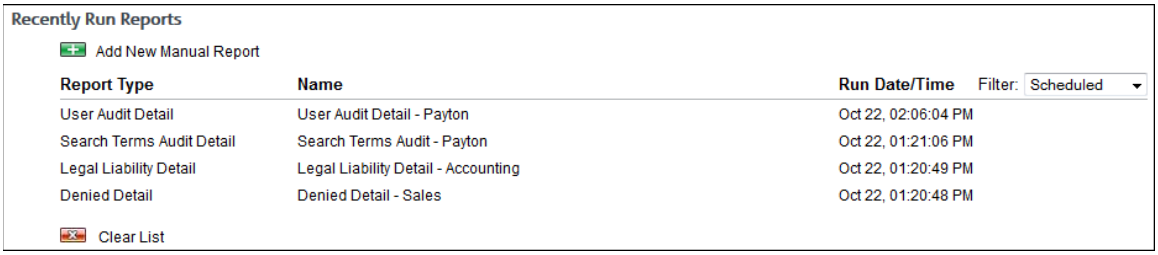
This section shows reports that were run manually and through scheduling. Reports can be run at the present time (that is, unscheduled) as well as scheduled or set up to run at a later time. Unscheduled reports have no report name; whereas, scheduled reports have a saved name. Up to ten reports are displayed in this list and are sorted by run date/time in descending order.

1. To create a report, click the **Add New Manual Report** green plus icon. The Report Selection page is displayed where you can select the type of report you want to create.
2. Hover over a report line to display available icons.



3. To run a report, click the play icon. The report runs and is displayed at the top of the list with *Running* in the **Run Date/Time** column indicating that it is processing.
    - If there are many reports running, you will see *Running* for one report and *Pending* for the remaining reports indicating that they are in the queue to be processed.
    - If a report has failed to run for any reason, you will see *Failed to run.* The report will not run, and you will receive an e-mail if *E-Mail* was selected for the report delivery.
        - A duplicate icon will be available for you to rerun the report with different settings if necessary.
        - A view details icon will allow you to view the reason that the report failed to run and the report parameters used.
4. To create an exact copy of an unscheduled report, click the duplicate icon. The Create Report page is displayed where you can make changes to the settings and run the report.

5. To create an exact copy of a scheduled report, click the duplicate icon. The Create Report page is displayed where you can make changes to the settings and schedule the report. Be sure to enter a different name for the report.
6. To schedule a report, click the calendar icon. The calendar icon is available for only unscheduled reports. The Create Report page is displayed where you can make changes to the settings and schedule the report.
7. To view the report, click the view icon. If multiple reports were generated depending on how you ran the report, a list is displayed with links. Click the link for the report you want to view. When you are finished with the report, click **Back to List** to return to the list of reports, or click **Close** to close the window.
8. To change the view of the recently run reports, select *Scheduled* or *Unscheduled* in the **Filter** field. The default is *All*. If you selected *Scheduled* or *Unscheduled*, the last ten scheduled or unscheduled reports will be displayed.

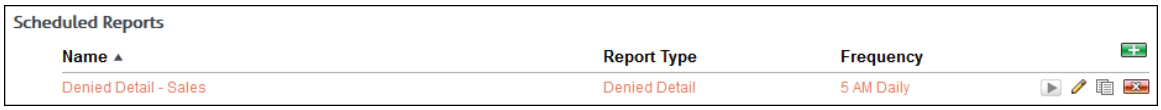


9. To clear the list of recently run reports, click the **Clear List** red x icon.
    - A dialog box is displayed confirming the removal of all recently run reports including any pending reports.
    - Click **Clear List**. The list is cleared, and a message indicates that there are no recently run reports.

Scheduled Reports

This section shows reports that were scheduled to run automatically at a specific time and those that were set up to run manually as needed. An unlimited number of reports can be displayed in this list and are sorted by name in ascending order.

1. To schedule a new report, click the green plus icon to the right of the **Frequency** column. The Report Selection page is displayed where you can select the type of report you want to create.
2. Hover over a report line to display available icons. You can also hover over the data in the **Frequency** column to display the next run date/time for a report.



3. To run a report, click the play icon. The report runs and is displayed in the **Recently Run Reports** section with *Running* in the **Run Date/Time** column indicating that it is processing. If there are many reports to be processed, you will see *Pending* indicating that the report is in the queue.
4. To edit a report, click the pencil icon. The Edit Report page is displayed where you can modify the settings of the scheduled report.
    - On the Edit Report page, a Delete button is available to allow you to delete the report.
    - The deleted report will be removed from the Scheduled Reports list. If it exists in the Recently Run Reports list, only the name will be removed indicating that it is no longer a scheduled report.

5. To create an exact copy of a report, click the duplicate icon. The Create Report page is displayed where you can make changes to the settings and schedule the report. Be sure to enter a different name for the report.
6. To sort the list of reports, click the column title to sort by that column. An arrow is displayed next to the column title when you hover over it indicating that the column is sortable.

   NOTE: The **Frequency** column is sorted using the current date/time as the point of reference. In ascending order, *Manually* is displayed at the bottom of the list.
7. To delete a report, click the red x icon on the report line. The deleted report will be removed from the Scheduled Reports list. If it exists in the Recently Run Reports list, only the name will be removed indicating that it is no longer a scheduled report.
8. To delete all reports, click the **Delete All** red x icon.
   - A dialog box is displayed confirming the deletion of all scheduled reports.
   - Click **Delete All**. The reports are deleted, and a message indicates that there are no scheduled reports.

NOTE: When all recently run reports and scheduled reports have been removed, the Report Selection page will be displayed.

Run a High-Level Summary Report

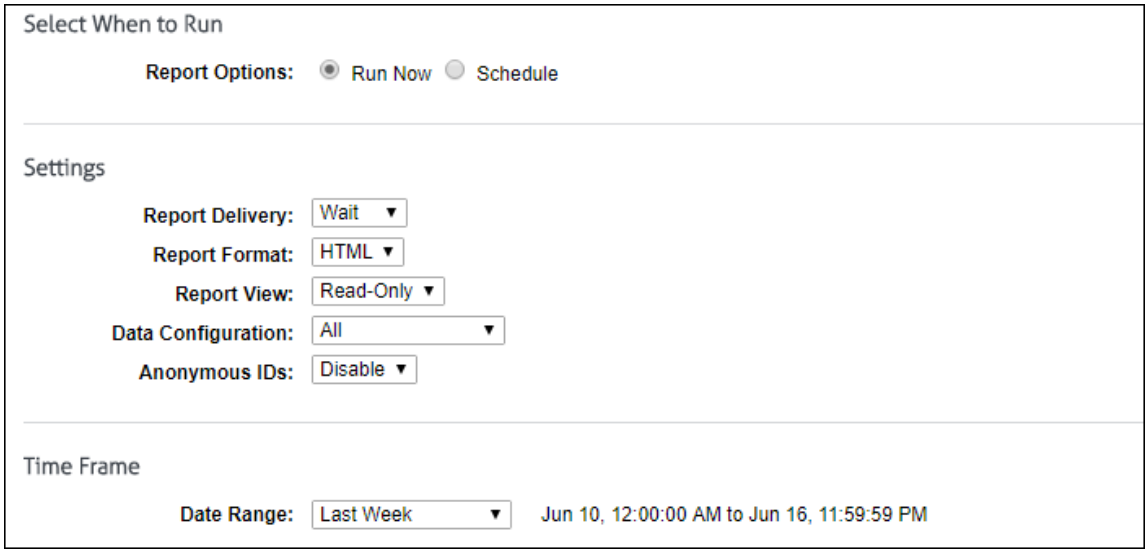
High-level reports give summarized information on employee Web use. They give you the information needed to locate problem areas, but do not show the actual URLs visited. The audit detail (or low-level) reports give full URLs.

This section covers how to run a Site Analysis report, one of our recommended reports, but these instructions will work for any high-level report you wish to run. This report depicts the same Web site visits in multiple different ways:

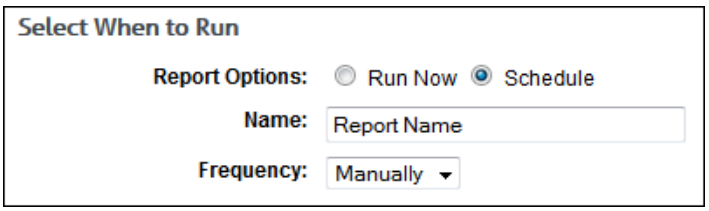
- Total visits by acceptability classification (acceptable, unacceptable, neutral)
- Total visits by content category (Shopping, Pornography, etc.)
- Total visits by group
- Total visits by user
- Total visits by user, per category

1. Go to **Reports - Manager**. The Report Selection page is displayed if no recently run or scheduled reports exist.

   NOTE: If reports exist, the Manage Reports page is displayed. Click the green plus icon to go to the Report Selection page.
2. Under **Recommended Reports** or **High-Level Summary Reports**, click **Site Analysis**. The Create Report page is displayed.



3. Under **Select When to Run**, for the **Report Options** field, select **Run Now** or **Schedule**.
    - **Run Now** - Use this option if you want to run the report at this time. The report will be displayed as a recently run report on the Manage Reports page.
    - **Schedule** - Use this option if you want to set up the report to run manually at a later time or schedule the report to run automatically at a specific time.



        - In the **Name** field, type an appropriate name for the report. The name limit is 75 characters.
        - In the **Frequency** field, select *Manually* if the report will be run manually at a later time, or select the schedule for the report, that is, *Daily*, *Weekly*, or *Monthly*.
            - If you selected *Daily*, select the specific hour and time of day that you want the report to run daily.
            - If you selected *Weekly*, select the day of the week, and specific hour and time of day that you want the report to run weekly.
            - If you selected *Monthly*, select the day of the month, and specific hour and time of day that you want the report to run monthly.
4. Under **Settings**, in the **Report Delivery** field, select one of the following options:
    - *Wait* - This option is available for only the **Run Now** option. After the report runs, you can view, save, and print it. The report is saved with a universally unique identifier (UUID) in the file name, e.g., 14ec2d98-346f-4cb5-806a-f85f7b74f1e1.html.
    - *E-Mail* - This option allows you to specify e-mail addresses to which you want to send the report. In the **Recipients** field, enter a valid e-mail address. If you wish to send the report to multiple e-mail addresses, enter the addresses separated by a comma or semicolon with no spaces. Duplicate addresses are not allowed.
    - *Save* - This option allows you to save the report. In the **Save Directory** field, type the directory path or click **Browse** to locate the directory.
5. In the **Report Format** field, select *HTML* or *PDF*.

NOTE: If you select *PDF*, you will only have the option to get a Read-Only report (selected in the **Report View** field below).

6. In the **Report View** field, select *Read-Only* or *Interactive* if available.

   NOTE: The Interactive option is not available if *Save* was selected for the report delivery.

7. If you have more than one log file type configured in Cyfin, the **Data Configuration** field is displayed to allow you to choose a configuration to include in the report. Select a configuration or all configurations.

8. In the **Anonymous IDs** field, select *Enable* if anonymous IDs are turned on in the product and you want to display IDs anonymously on the report.

   NOTE: This field is not available if the **Report View** field is set to *Interactive*.

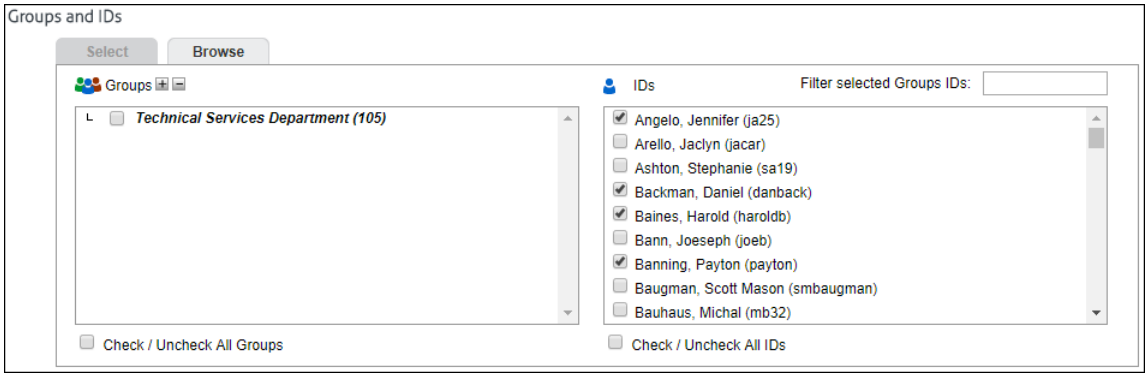
   NOTE: If anonymous IDs are turned off in the product, existing reports with anonymous IDs enabled will not generate anonymized reports.

9. Under **Time Frame** in the **Date Range** field, select from the following predefined time frames of data: *Yesterday*, *Previous 24 Hours*, *Last 7 Days*, *Last Week*, or *Last Month*, or select *Custom* to set a specific date range.

   - All predefined time frames end at 11:59:59 P.M., except *Previous 24 Hours* which ends one second before the current hour.
   - When scheduling a report, the **Date Range** options are based on the **Frequency** selection, that is, they are less than the frequency. For example, you cannot schedule a report to run daily with a date range of *Last Month*. Select the appropriate date range.
   - *Custom* is only available if the **Run Now** option was selected or the **Frequency** field was set to *Manually*.
   - If you selected *Custom*, set a start date/time and stop date/time.
     - The **Start** and **Stop** fields show the previous date range that was selected.
     - Click the **Start** calendar icon to select the start date of the data you want. The calendar shows days up to the previous date range with the first day of that date range selected. The calendar begins on the first date of your log files.

       NOTE: In Internet Explorer 10, if you have log files in only the current year, the drop-down arrow disappears when you click the year field.
     - Click the **Stop** calendar icon to select the stop date of the data you want. The calendar shows days beyond the previous date range. The calendar begins on the start date that you selected.
     - Select the specific hour and time of day for the start and stop dates.

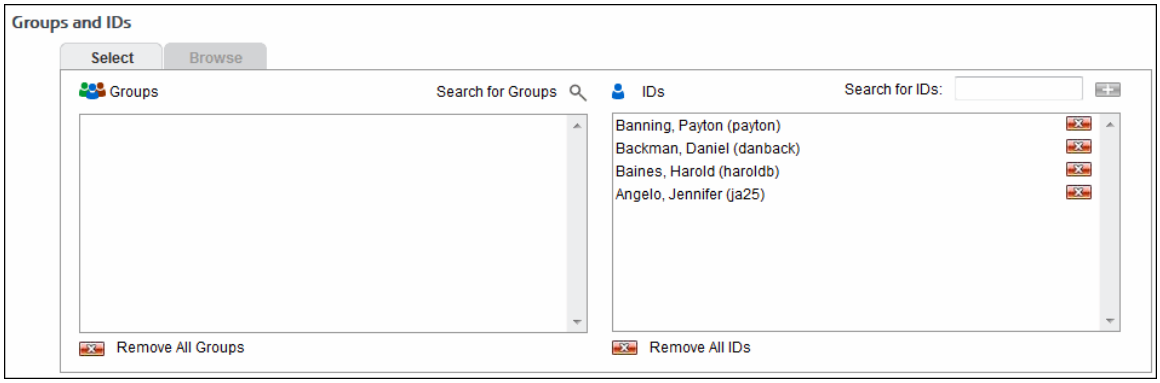
10. Under **Groups and IDs** on the Browse tab, choose groups and IDs by selecting their corresponding check box. To view IDs in a group, click the group name.



Other options include:

- **Expand or collapse groups:** To expand and view group tiers, click the plus icon. To expand or collapse all groups, click the plus or minus icon next to **Groups**.
- **Search for a specific ID:** If you know the ID names you want to filter, you can search for and select them using the **Filter selected Group's IDs** field. Begin typing the ID or name of a user. Users with a matching ID or name will be displayed in the **IDs** box. Select the check boxes for the IDs you want.
- **Check/Uncheck all groups and/or all IDs:** Use the check boxes below the **Groups** and **IDs** boxes to select or unselect all groups and IDs displayed.

The groups and IDs that you have selected will appear on the Select tab.



11. To delete a group or ID, click the corresponding red x icon. To delete all groups or IDs, click the **Remove All Groups** or **Remove All IDs** red x icon.
12. On the Select tab, you may enter an ID in the **Search for IDs** field.
    - If the ID is an IP address or an IP address with a wildcard, all user names for that IP address will be reported on except any user names in your VIP group. If no user names exist, the IP address will be reported on.
    - If the ID contains a wildcard, e.g., *name or name*, users matching the wildcard entry, but not existing in your groups and IDs, will be reported on and not be added to your Ungrouped IDs group.
    - If the ID is not in your groups and IDs but has data, it will be added to your Ungrouped IDs group.
13. Click **Run Now**.
    - Depending on how long the report takes to run, you may see a progress meter.

- If one report was generated, it opens in a Report Results page where you can view, save, and print it.
- If multiple reports were generated depending on how you ran the report, a Reports List page is displayed with links. Click the link for the report you want to view. When you are finished with the report, click **Back to List** to return to the list of reports, or click **Close** to close the window.

14. If you selected the **Schedule** option, the **Schedule and Run** and **Schedule** buttons are available.
    - Click **Schedule and Run** to schedule and deliver the report.
    - Click **Schedule** to only schedule the report.
15. Click **Back** to return to the previous page.

    Below is an example of a Site Analysis report.

Report Highlights

Description	Information
Data Source	10.10.10.116
Total IDs With Visits	819
Total Visits	85,739
Total Hits	354,363
Total Bytes	2.98 GB
Total Denied Requests	301
Total Denied Hits	595

Top Classifications

Classification	Time Online %	Visits ▼	Visits %
1) Unacceptable	32%	38,569	45%
2) Acceptable	53%	35,716	42%
3) Neutral	14%	11,454	13%
Totals		85,739	

Top Categories

Category	Time Online %	Visits ▼	Visits %
1) Search Engines	18%	9,309	11%
2) News	6%	6,436	8%
3) Shopping	5%	6,367	8%
4) High Tech	8%	4,868	6%
5) Sports	4%	4,790	6%
6) Social Media	3%	4,504	6%
7) Financial	8%	4,502	6%
8) Video Streaming	4%	4,294	5%
9) Games	3%	3,839	5%
10) Education/Reference	5%	3,165	4%

Run an Audit Detail Report

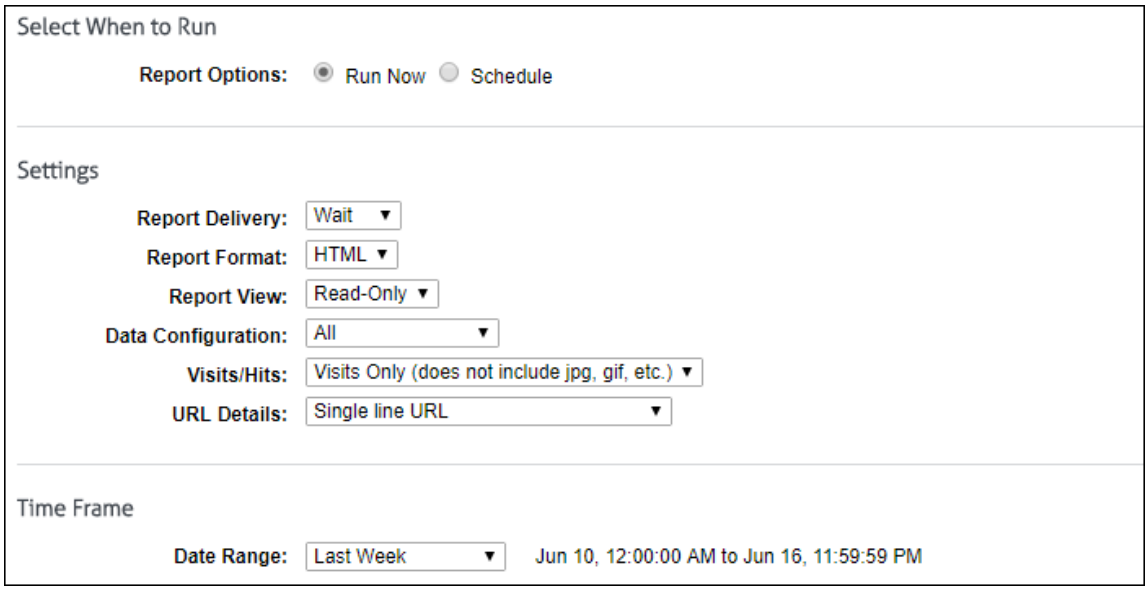
Audit detail reports (or low-level reports) are designed to give detailed information on individual employee Web use. These reports show the actual URLs visited.

This section provides instructions on running a User Audit Detail report, but these instructions will work for any audit detail report you wish to run. The User Audit Detail report focuses on a single user. Every visit made by the user is listed separately in the main body of the report, and visits are listed chronologically by date and time.

1. Go to **Reports - Manager**. The Report Selection page is displayed if no recently run or scheduled reports exist.

   NOTE: If reports exist, the Manage Reports page is displayed. Click the green plus icon to go to the Report Selection page.

2. Under **Recommended Reports** or **Audit Detail Reports**, click **User Audit Detail**. The Create Report page is displayed.



3. Under **Select When to Run**, for the **Report Options** field, select **Run Now** or **Schedule**.
   - **Run Now** - Use this option if you want to run the report at this time. The report will be displayed as a recently run report on the Manage Reports page.
   - **Schedule** - Use this option if you want to set up the report to run manually at a later time or schedule the report to run automatically at a specific time.

     - In the **Name** field, type an appropriate name for the report. The name limit is 75 characters.
     - In the **Frequency** field, select *Manually* if the report will be run manually at a later time, or select the schedule for the report, that is, *Daily*, *Weekly*, or *Monthly*.
       - If you selected *Daily*, select the specific hour and time of day that you want the report to run daily.
       - If you selected *Weekly*, select the day of the week, and specific hour and time of day that you want the report to run weekly.
       - If you selected *Monthly*, select the day of the month, and specific hour and time of day that you want the report to run monthly.

4. Under **Settings**, in the **Report Delivery** field, select one of the following options:
   - *Wait* - This option is available for only the **Run Now** option. After the report runs, you can view, save, and print it. The report is saved with a universally unique identifier (UUID) in the file name, e.g., 14ec2d98-346f-4cb5-806a-f85f7b74f1e1.html.
   - *E-Mail* - This option allows you to specify e-mail addresses to which you want to send the report. In the **Recipients** field, enter a valid e-mail address. If you wish to send the report to multiple e-mail addresses, enter the addresses separated by a comma or semicolon with no spaces. Duplicate addresses are not allowed.

- *Save* - This option allows you to save the report. In the **Save Directory** field, type the directory path or click **Browse** to locate the directory.

5. In the **Report Format** field, select *HTML* or *PDF*.

   NOTE: If you select *PDF*, you will only have the option to get a Read-Only report (selected in the **Report View** field below).

6. In the **Report View** field, select *Read-Only* or *Interactive* if available.

   NOTE: The Interactive option is not available if *Save* was selected for the report delivery.

7. If you have more than one log file type configured in Cyfin, the **Data Configuration** field is displayed to allow you to choose a configuration to include in the report. Select a configuration or all configurations.

8. In the **Visits/Hits** field, select whether you want visits only or all hits displayed on the report.

   NOTE: Choose *Visits Only* if you want the report to count and show only true visits, i.e., actual user clicks. Doing so will exclude all other types of hits, e.g., banners, ads, and audio. Choose *All Hits* if you want reports to show all types of hits, solicited or unsolicited.

9. For **URL Details**, choose how you want the URLs to display on the report. The default setting is *Single line URL*, which means that URLs will be truncated if they are longer than one line. If full URLs are needed, you can choose *Full URLs*. This means that the full URL will be shown, even if it takes two or three lines to display it.

10. Under **Time Frame** in the **Date Range** field, select from the following predefined time frames of data: *Yesterday*, *Previous 24 Hours*, *Last 7 Days*, *Last Week*, or *Last Month*, or select *Custom* to set a specific date range.

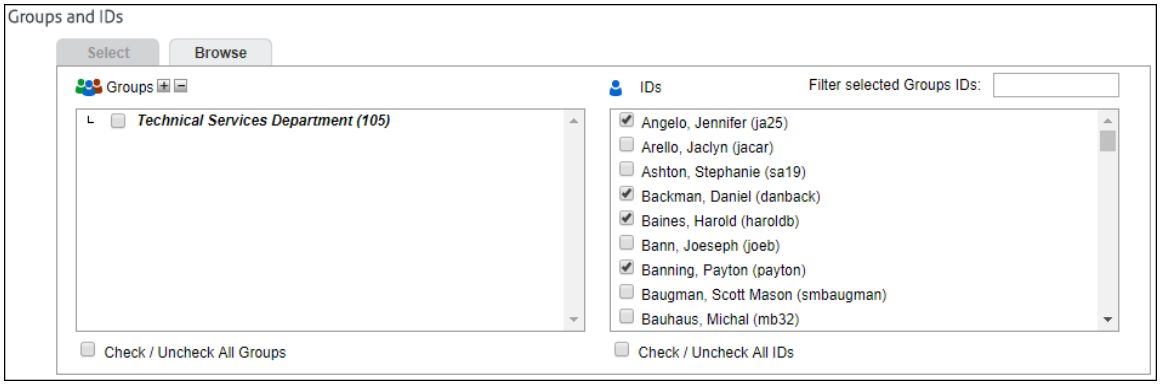
    - All predefined time frames end at 11:59:59 P.M., except *Previous 24 Hours* which ends one second before the current hour.
    - When scheduling a report, the **Date Range** options are based on the **Frequency** selection, that is, they are less than the frequency. For example, you cannot schedule a report to run daily with a date range of *Last Month*. Select the appropriate date range.
    - *Custom* is only available if the **Run Now** option was selected or the **Frequency** field was set to *Manually*.
    - If you selected *Custom*, set a start date/time and stop date/time.
      - The **Start** and **Stop** fields show the previous date range that was selected.
      - Click the **Start** calendar icon to select the start date of the data you want. The calendar shows days up to the previous date range with the first day of that date range selected. The calendar begins on the first date of your log files.

        NOTE: In Internet Explorer 10, if you have log files in only the current year, the drop-down arrow disappears when you click the year field.

      - Click the **Stop** calendar icon to select the stop date of the data you want. The calendar shows days beyond the previous date range. The calendar begins on the start date that you selected.
      - Select the specific hour and time of day for the start and stop dates.

11. Under **Groups and IDs** on the Browse tab, choose groups and IDs by selecting their corresponding check box. To view IDs in a group, click the group name.

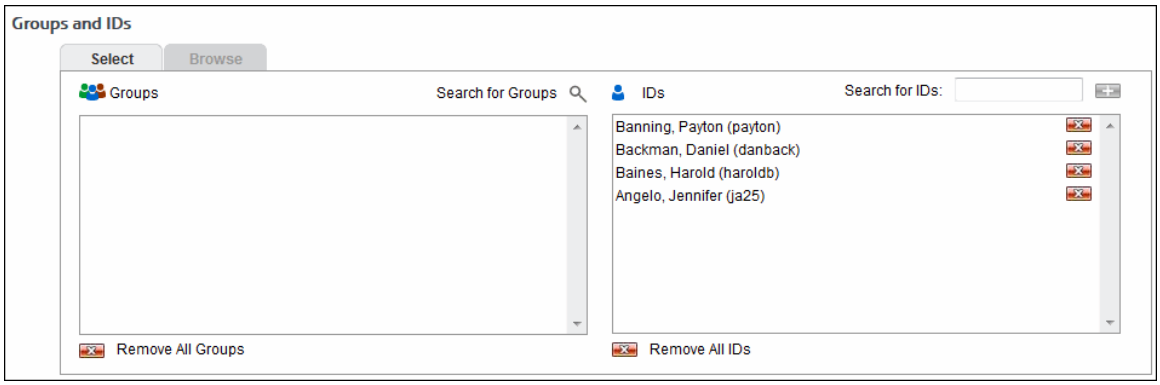
    CAUTION: You can run the report on a group, but this means a User Audit Detail report will run on each user in the selected group.



Other options include:

- **Expand or collapse groups:** To expand and view group tiers, click the plus icon. To expand or collapse all groups, click the plus or minus icon next to **Groups**.
- **Search for a specific ID:** If you know the ID names you want to filter, you can search for and select them using the **Filter selected Group's IDs** field. Begin typing the ID or name of a user. Users with a matching ID or name will be displayed in the **IDs** box. Select the check boxes for the IDs you want.
- **Check/Uncheck all groups and/or all IDs:** Use the check boxes below the **Groups** and **IDs** boxes to select or unselect all groups and IDs displayed.

The groups and IDs that you have selected will appear on the Select tab.



12. To delete a group or ID, click the corresponding red x icon. To delete all groups or IDs, click the **Remove All Groups** or **Remove All IDs** red x icon.
13. On the Select tab, you may enter an ID in the **Search for IDs** field.
    - If the ID is an IP address or an IP address with a wildcard, all user names for that IP address will be reported on except any user names in your VIP group. If no user names exist, the IP address will be reported on.
    - If the ID contains a wildcard, e.g., *name or name*, users matching the wildcard entry, but not existing in your groups and IDs, will be reported on and not be added to your Ungrouped IDs group.
    - If the ID is not in your groups and IDs but has data, it will be added to your Ungrouped IDs group.
14. Click **Run Now**.
    - Depending on how long the report takes to run, you may see a progress meter.

- If one report was generated, it opens in a Report Results page where you can view, save, and print it.
- If multiple reports were generated depending on how you ran the report, a Reports List page is displayed with links. Click the link for the report you want to view. When you are finished with the report, click **Back to List** to return to the list of reports, or click **Close** to close the window.

15. If you selected the **Schedule** option, the **Schedule and Run** and **Schedule** buttons are available.
    - Click **Schedule and Run** to schedule and deliver the report.
    - Click **Schedule** to only schedule the report.
16. Click **Back** to return to the previous page.

    Below is an example of a User Audit Detail report. The data may be filtered by IP address if more than one exists for the user, by category, and by URL.

170)	10.10.30.166	Banning, Payton (payton)	Jul 23, 2017 12:09:26 PM	Video Streaming	http://youtube.com/fido-1/1
171)	10.10.30.166	Banning, Payton (payton)	Jul 23, 2017 12:09:33 PM	Video Streaming	http://youtube.com/fido-1/1
172)	10.10.30.166	Banning, Payton (payton)	Jul 23, 2017 12:09:37 PM	Video Streaming	http://youtube.com/fido-1/r
173)	10.10.30.166	Banning, Payton (payton)	Jul 23, 2017 12:09:43 PM	Video Streaming	http://youtube.com/fido-1/1
174)	10.10.30.166	Banning, Payton (payton)	Jul 23, 2017 12:09:47 PM	Video Streaming	http://youtube.com/fido-1/1
175)	10.10.30.166	Banning, Payton (payton)	Jul 23, 2017 12:09:52 PM	Video Streaming	http://youtube.com/fido-1/1
176)	10.10.30.166	Banning, Payton (payton)	Jul 23, 2017 12:10:10 PM	High Tech	http://hpcc998.external.hp.
177)	10.10.30.166	Banning, Payton (payton)	Jul 23, 2017 12:10:24 PM	Social Media	http://linkedin.com/fido-1/2
178)	10.10.30.166	Banning, Payton (payton)	Jul 23, 2017 12:10:39 PM	Video Streaming	http://youtube.com/fido-1/3
179)	10.10.30.166	Banning, Payton (payton)	Jul 23, 2017 12:11:08 PM	Video Streaming	http://youtube.com/fido-1/3
180)	10.10.30.166	Banning, Payton (payton)	Jul 23, 2017 12:11:13 PM	Video Streaming	http://youtube.com/fido-1/1
181)	10.10.30.166	Banning, Payton (payton)	Jul 23, 2017 12:11:17 PM	Video Streaming	http://youtube.com/fido-1/1
182)	10.10.30.166	Banning, Payton (payton)	Jul 23, 2017 12:11:24 PM	Video Streaming	http://youtube.com/fido-1/1
183)	10.10.30.166	Banning, Payton (payton)	Jul 23, 2017 12:11:38 PM	High Tech	http://hpcc920.external.hp.
184)	10.10.30.166	Banning, Payton (payton)	Jul 23, 2017 12:12:02 PM	High Tech	http://www.hp.com/go/sear
185)	10.10.30.166	Banning, Payton (payton)	Jul 23, 2017 12:12:24 PM	High Tech	http://hpcc866.external.hp.

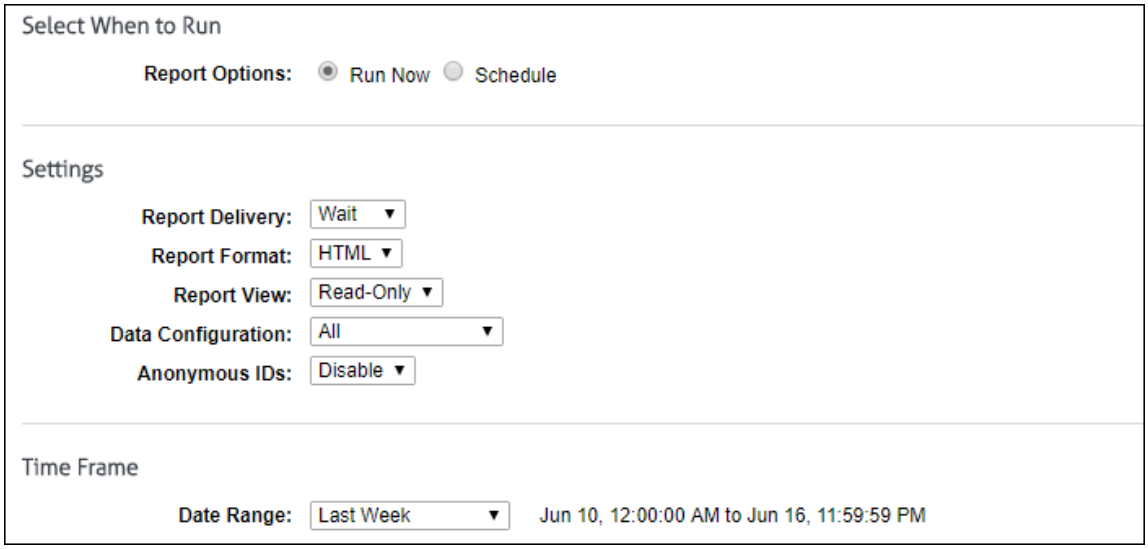
Run an IT Report

The Site Analysis Bandwidth report is one of our IT reports. These reports, which supplement the high-level and low-level reports, cover the areas that IT personnel find useful when monitoring Web usage and network resources.

This section provides instructions on running a Site Analysis Bandwidth report, but these instructions will work for any IT report you wish to run. The report is similar to the Site Analysis report, but it focuses on bandwidth consumption instead of Web site content. It breaks down bandwidth usage by acceptability classification, category, group, user, and user within each category.

1. Go to **Reports - Manager**. The Report Selection page is displayed if no recently run or scheduled reports exist.

   NOTE: If reports exist, the Manage Reports page is displayed. Click the green plus icon to go to the Report Selection page.
2. Under **IT Reports**, click **Site Analysis Bandwidth**. The Create Report page is displayed.



3. Under **Select When to Run**, for the **Report Options** field, select **Run Now** or **Schedule**.
    - **Run Now** - Use this option if you want to run the report at this time. The report will be displayed as a recently run report on the Manage Reports page.
    - **Schedule** - Use this option if you want to set up the report to run manually at a later time or schedule the report to run automatically at a specific time.

        - In the **Name** field, type an appropriate name for the report. The name limit is 75 characters.
        - In the **Frequency** field, select *Manually* if the report will be run manually at a later time, or select the schedule for the report, that is, *Daily*, *Weekly*, or *Monthly*.
            - If you selected *Daily*, select the specific hour and time of day that you want the report to run daily.
            - If you selected *Weekly*, select the day of the week, and specific hour and time of day that you want the report to run weekly.
            - If you selected *Monthly*, select the day of the month, and specific hour and time of day that you want the report to run monthly.
4. Under **Settings**, in the **Report Delivery** field, select one of the following options:
    - *Wait* - This option is available for only the **Run Now** option. After the report runs, you can view, save, and print it. The report is saved with a universally unique identifier (UUID) in the file name, e.g., 14ec2d98-346f-4cb5-806a-f85f7b74f1e1.html.
    - *E-Mail* - This option allows you to specify e-mail addresses to which you want to send the report. In the **Recipients** field, enter a valid e-mail address. If you wish to send the report to multiple e-mail addresses, enter the addresses separated by a comma or semicolon with no spaces. Duplicate addresses are not allowed.
    - *Save* - This option allows you to save the report. In the **Save Directory** field, type the directory path or click **Browse** to locate the directory.
5. In the **Report Format** field, select *HTML* or *PDF*.

NOTE: If you select *PDF*, you will only have the option to get a Read-Only report (selected in the **Report View** field below).

6. In the **Report View** field, select *Read-Only* or *Interactive* if available.

   NOTE: The Interactive option is not available if *Save* was selected for the report delivery.

7. If you have more than one log file type configured in Cyfin, the **Data Configuration** field is displayed to allow you to choose a configuration to include in the report. Select a configuration or all configurations.

8. In the **Anonymous IDs** field, select *Enable* if anonymous IDs are turned on in the product and you want to display IDs anonymously on the report.

   NOTE: This field is not available if the **Report View** field is set to *Interactive*.

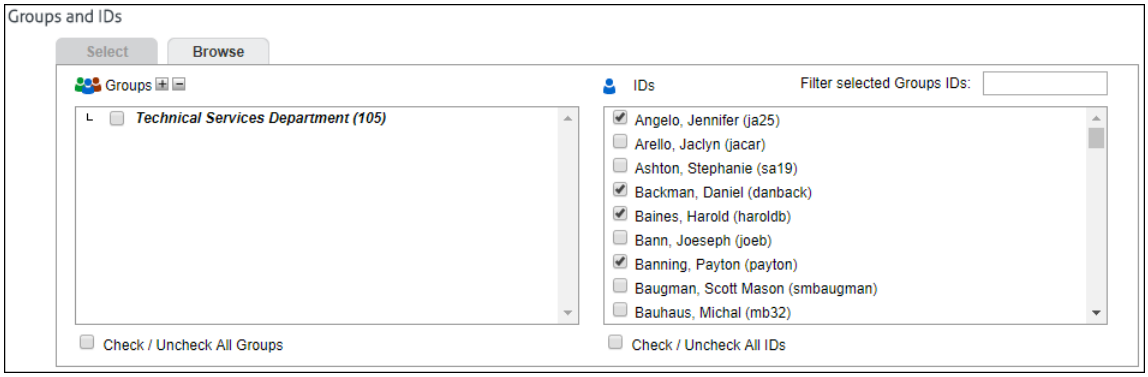
   NOTE: If anonymous IDs are turned off in the product, existing reports with anonymous IDs enabled will not generate anonymized reports.

9. Under **Time Frame** in the **Date Range** field, select from the following predefined time frames of data: *Yesterday*, *Previous 24 Hours*, *Last 7 Days*, *Last Week*, or *Last Month*, or select *Custom* to set a specific date range.

   - All predefined time frames end at 11:59:59 P.M., except *Previous 24 Hours* which ends one second before the current hour.
   - When scheduling a report, the **Date Range** options are based on the **Frequency** selection, that is, they are less than the frequency. For example, you cannot schedule a report to run daily with a date range of *Last Month*. Select the appropriate date range.
   - *Custom* is only available if the **Run Now** option was selected or the **Frequency** field was set to *Manually*.
   - If you selected *Custom*, set a start date/time and stop date/time.
     - The **Start** and **Stop** fields show the previous date range that was selected.
     - Click the **Start** calendar icon to select the start date of the data you want. The calendar shows days up to the previous date range with the first day of that date range selected. The calendar begins on the first date of your log files.

       NOTE: In Internet Explorer 10, if you have log files in only the current year, the drop-down arrow disappears when you click the year field.
     - Click the **Stop** calendar icon to select the stop date of the data you want. The calendar shows days beyond the previous date range. The calendar begins on the start date that you selected.
     - Select the specific hour and time of day for the start and stop dates.

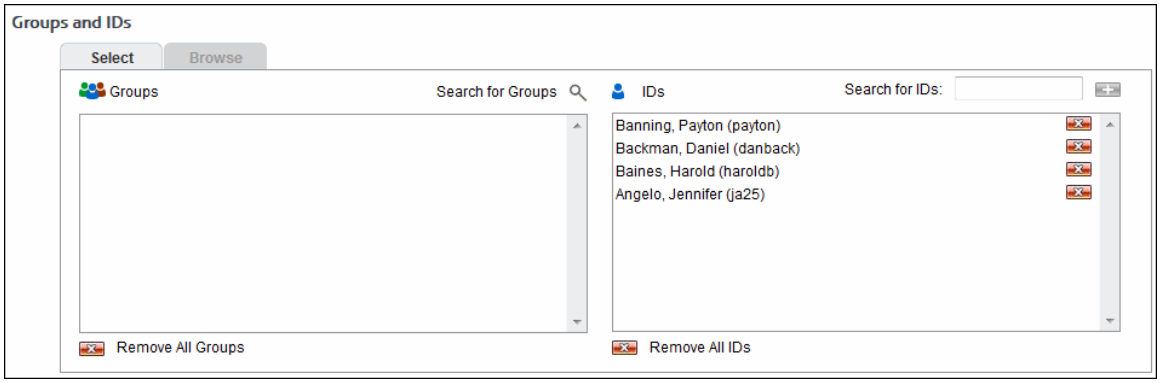
10. Under **Groups and IDs** on the Browse tab, choose groups and IDs by selecting their corresponding check box. To view IDs in a group, click the group name.



Other options include:

- **Expand or collapse groups:** To expand and view group tiers, click the plus icon. To expand or collapse all groups, click the plus or minus icon next to **Groups**.
- **Search for a specific ID:** If you know the ID names you want to filter, you can search for and select them using the **Filter selected Group's IDs** field. Begin typing the ID or name of a user. Users with a matching ID or name will be displayed in the **IDs** box. Select the check boxes for the IDs you want.
- **Check/Uncheck all groups and/or all IDs:** Use the check boxes below the **Groups** and **IDs** boxes to select or unselect all groups and IDs displayed.

The groups and IDs that you have selected will appear on the Select tab.



11. To delete a group or ID, click the corresponding red x icon. To delete all groups or IDs, click the **Remove All Groups** or **Remove All IDs** red x icon.
12. On the Select tab, you may enter an ID in the **Search for IDs** field.
    - If the ID is an IP address or an IP address with a wildcard, all user names for that IP address will be reported on except any user names in your VIP group. If no user names exist, the IP address will be reported on.
    - If the ID contains a wildcard, e.g., *name or name*, users matching the wildcard entry, but not existing in your groups and IDs, will be reported on and not be added to your Ungrouped IDs group.
    - If the ID is not in your groups and IDs but has data, it will be added to your Ungrouped IDs group.
13. Click **Run Now**.
    - Depending on how long the report takes to run, you may see a progress meter.

- If one report was generated, it opens in a Report Results page where you can view, save, and print it.
- If multiple reports were generated depending on how you ran the report, a Reports List page is displayed with links. Click the link for the report you want to view. When you are finished with the report, click **Back to List** to return to the list of reports, or click **Close** to close the window.

14. If you selected the **Schedule** option, the **Schedule and Run** and **Schedule** buttons are available.
    - Click **Schedule and Run** to schedule and deliver the report.
    - Click **Schedule** to only schedule the report.
15. Click **Back** to return to the previous page.

    Below is an example of a Site Analysis Bandwidth report.

Report Highlights

Description	Information
Data Source	10.10.10.116
Trend Start Date/Time	Jul 15, 2017 8:00:01 PM
Trend Stop Date/Time	Jul 23, 2017 8:00:00 PM
Total IDs With Visits	778
Total Visits	73,945
Total Hits	303,072
Total Bytes	2.46 GB
Total Denied Requests	265
Total Denied Hits	498

Top Classifications

Classification	Trend Bytes	Bytes▼	Bytes %
1) Acceptable	341%	1.35 GB	55%
2) Unacceptable	265%	876.71 MB	35%
3) Neutral	318%	259 MB	10%
Totals		2.46 GB	

Top Categories

Category	Trend Bytes	Bytes▼	Bytes %
1) High Tech	417%	305.72 MB	13%
2) Search Engines	568%	208.06 MB	9%
3) IT Services	1681%	193.25 MB	8%
4) News	301%	138.59 MB	6%
5) Games	303%	137.34 MB	6%
6) Education/Reference	408%	137.15 MB	6%
7) Video Streaming	379%	123.27 MB	5%
8) Audio Streaming	277%	104.6 MB	4%
9) Sports	296%	77.97 MB	3%
10) Financial	429%	77.54 MB	3%

Run a Cloud Services Report

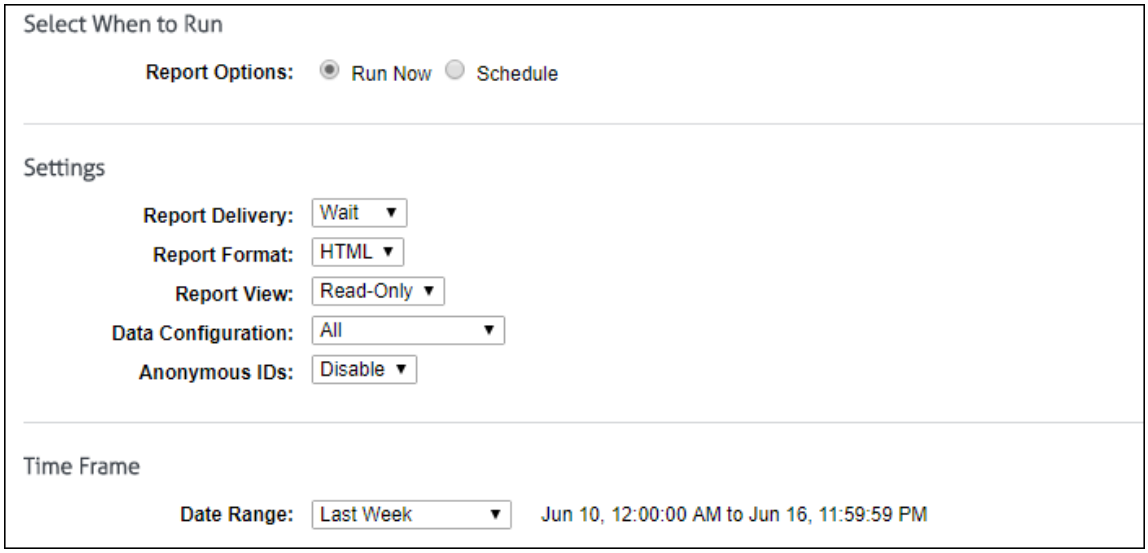
Cloud services reports show employee Web use of cloud services including the Web activity of your remote employees, i.e., cloud users, in a Hybrid deployment. Cloud service Web activity includes visits to sites in the Audio Streaming, Cloud Infrastructure, Cloud Storage, Collaboration, CRM, Development, File Sharing, HR, Personal E-Mail, Video Streaming, and VoIP Services categories.

This section covers how to run a Cloud Services Summary report which is a high-level cloud services report. For instructions on running a low-level cloud services report such as the Cloud Services Detail report, see Run an Audit Detail Report.

1. Go to **Reports - Manager**. The Report Selection page is displayed if no recently run or scheduled reports exist.

NOTE: If reports exist, the Manage Reports page is displayed. Click the green plus icon to go to the Report Selection page.

2. Under **Cloud Services Reports**, click **Cloud Services Summary**. The Create Report page is displayed.



3. Under **Select When to Run**, for the **Report Options** field, select **Run Now** or **Schedule**.
   - **Run Now** - Use this option if you want to run the report at this time. The report will be displayed as a recently run report on the Manage Reports page.
   - **Schedule** - Use this option if you want to set up the report to run manually at a later time or schedule the report to run automatically at a specific time.

     - In the **Name** field, type an appropriate name for the report. The name limit is 75 characters.
     - In the **Frequency** field, select *Manually* if the report will be run manually at a later time, or select the schedule for the report, that is, *Daily*, *Weekly*, or *Monthly*.
       - If you selected *Daily*, select the specific hour and time of day that you want the report to run daily.
       - If you selected *Weekly*, select the day of the week, and specific hour and time of day that you want the report to run weekly.
       - If you selected *Monthly*, select the day of the month, and specific hour and time of day that you want the report to run monthly.

4. Under **Settings**, in the **Report Delivery** field, select one of the following options:
   - *Wait* - This option is available for only the **Run Now** option. After the report runs, you can view, save, and print it. The report is saved with a universally unique identifier (UUID) in the file name, e.g., 14ec2d98-346f-4cb5-806a-f85f7b74f1e1.html.
   - *E-Mail* - This option allows you to specify e-mail addresses to which you want to send the report. In the **Recipients** field, enter a valid e-mail address. If you wish to send the report

to multiple e-mail addresses, enter the addresses separated by a comma or semicolon with no spaces. Duplicate addresses are not allowed.

- *Save* - This option allows you to save the report. In the **Save Directory** field, type the directory path or click **Browse** to locate the directory.

5. In the **Report Format** field, select *HTML* or *PDF*.

   NOTE: If you select *PDF*, you will only have the option to get a Read-Only report (selected in the **Report View** field below).

6. In the **Report View** field, select *Read-Only* or *Interactive* if available.

   NOTE: The Interactive option is not available if *Save* was selected for the report delivery.

7. If you have more than one log file type configured in Cyfin, the **Data Configuration** field is displayed to allow you to choose a configuration to include in the report. Select a configuration or all configurations.

8. In the **Anonymous IDs** field, select *Enable* if anonymous IDs are turned on in the product and you want to display IDs anonymously on the report.

   NOTE: This field is not available if the **Report View** field is set to *Interactive*.

   NOTE: If anonymous IDs are turned off in the product, existing reports with anonymous IDs enabled will not generate anonymized reports.

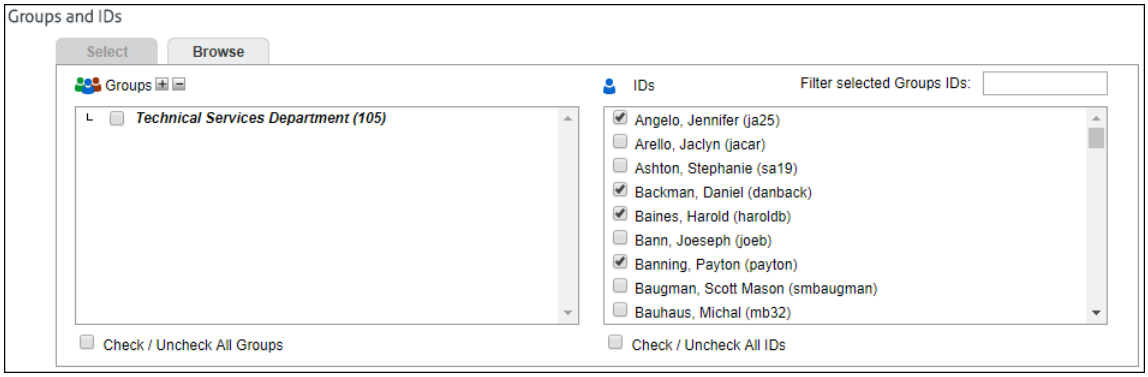
9. Under **Time Frame** in the **Date Range** field, select from the following predefined time frames of data: *Yesterday*, *Previous 24 Hours*, *Last 7 Days*, *Last Week*, or *Last Month*, or select *Custom* to set a specific date range.

   - All predefined time frames end at 11:59:59 P.M., except *Previous 24 Hours* which ends one second before the current hour.
   - When scheduling a report, the **Date Range** options are based on the **Frequency** selection, that is, they are less than the frequency. For example, you cannot schedule a report to run daily with a date range of *Last Month*. Select the appropriate date range.
   - *Custom* is only available if the **Run Now** option was selected or the **Frequency** field was set to *Manually*.
   - If you selected *Custom*, set a start date/time and stop date/time.
     - The **Start** and **Stop** fields show the previous date range that was selected.
     - Click the **Start** calendar icon to select the start date of the data you want. The calendar shows days up to the previous date range with the first day of that date range selected. The calendar begins on the first date of your log files.

       NOTE: In Internet Explorer 10, if you have log files in only the current year, the drop-down arrow disappears when you click the year field.

     - Click the **Stop** calendar icon to select the stop date of the data you want. The calendar shows days beyond the previous date range. The calendar begins on the start date that you selected.
     - Select the specific hour and time of day for the start and stop dates.

10. Under **Groups and IDs** on the Browse tab, choose groups and IDs by selecting their corresponding check box. To view IDs in a group, click the group name.



Other options include:

- **Expand or collapse groups:** To expand and view group tiers, click the plus icon. To expand or collapse all groups, click the plus or minus icon next to **Groups**.
- **Search for a specific ID:** If you know the ID names you want to filter, you can search for and select them using the **Filter selected Group's IDs** field. Begin typing the ID or name of a user. Users with a matching ID or name will be displayed in the **IDs** box. Select the check boxes for the IDs you want.
- **Check/Uncheck all groups and/or all IDs:** Use the check boxes below the **Groups** and **IDs** boxes to select or unselect all groups and IDs displayed.

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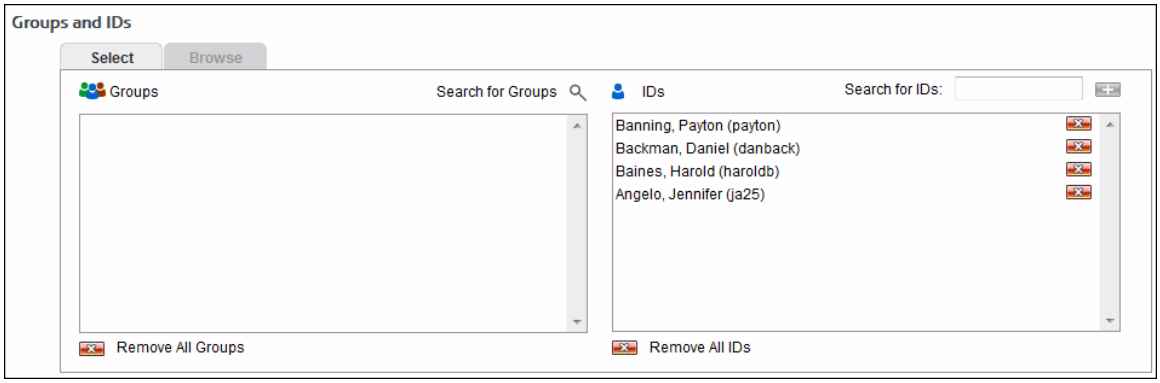

11. To delete a group or ID, click the corresponding red x icon. To delete all groups or IDs, click the **Remove All Groups** or **Remove All IDs** red x icon.
12. On the Select tab, you may enter an ID in the **Search for IDs** field.
    - If the ID is an IP address or an IP address with a wildcard, all user names for that IP address will be reported on except any user names in your VIP group. If no user names exist, the IP address will be reported on.
    - If the ID contains a wildcard, e.g., *name or name*, users matching the wildcard entry, but not existing in your groups and IDs, will be reported on and not be added to your Ungrouped IDs group.
    - If the ID is not in your groups and IDs but has data, it will be added to your Ungrouped IDs group.
13. Click **Run Now**.
    - Depending on how long the report takes to run, you may see a progress meter.

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14. If you selected the **Schedule** option, the **Schedule and Run** and **Schedule** buttons are available.
    - Click **Schedule and Run** to schedule and deliver the report.
    - Click **Schedule** to only schedule the report.
15. Click **Back** to return to the previous page.

    Below is an example of a Cloud Services Summary report.

Report Highlights

Description	Information
Data Source	10.10.10.116
Total IDs With Visits	289
Total Visits	8,158
Total Hits	27,649
Total Bytes	372.82 MB
Total Denied Requests	74
Total Denied Hits	138

Top Classifications

Classification	Time Online %	Visits ▼	Visits %
1) Unacceptable	86%	7,432	91%
2) Acceptable	13%	683	8%
3) Neutral	<1%	43	<1%
Totals		8,158	

Top Categories

Category	Time Online %	Visits ▼	Visits %
1) Video Streaming	60%	4,328	53%
2) Audio Streaming	18%	2,381	29%
3) Personal E-Mail	7%	723	9%
4) Collaboration	13%	683	8%
5) Cloud Storage	<1%	43	<1%
Totals		8,158	

Using Interactive Reports

Interactive Reporting allows users to get more detailed information on employees' Web use by clicking a report's elements. For example, from a high-level report, such as Site Analysis, you can click a user, and a User Audit Detail report will automatically begin running on the user. You can also click a category or group.

They are also delivered differently. For example, instead of receiving an attachment of the report, recipients will receive a link. A password is needed to retrieve the reports because they are password protected.

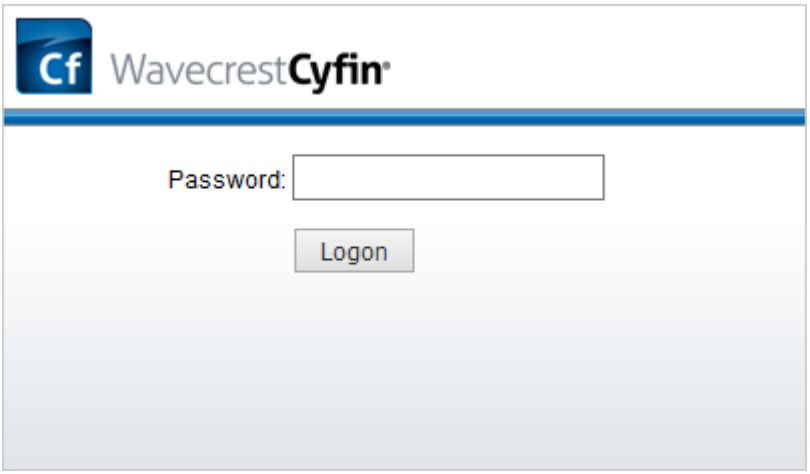
1. When an Interactive report is sent via e-mail to a recipient, the recipient will receive a link (or two links depending on server settings) to the report.

The link(s) below contain a report with the following information:

Report Type: Site Analysis
Created By: admin, Your Company Name Goes Here
Current Date/Time: Jan 22, 01:09:25 PM
Visits/Hits: All Hits (includes all URLs)
Group: Enterprise
IDs:
Category:
Time Frame: customtimeframe
Report Start Date/Time: Feb 23, 12:00:00 AM
Report Stop Date/Time: Mar 2, 11:59:59 PM

If for any reason the link does not work, please contact your administrator.

2. To open the report, click the appropriate link. You will then be asked to enter a password to retrieve the report. The default password is *password*.



3. In addition to viewing the report, you can save and print it. The report is saved with a universally unique identifier (UUID) in the file name, e.g., 14ec2d98-346f-4cb5-806a-f85f7b74f1e1.html.

4. If you received a Site Analysis report, it would appear like the report below.

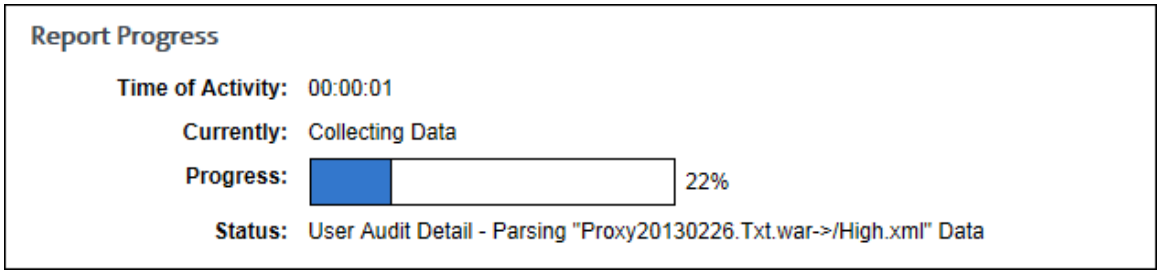
Top Groups

Group	Time Online %	Visits ▼	Visits %
1) Sales Department	24%	21,111	23%
2) Engineering Department	22%	18,918	21%
3) Marketing Department	16%	16,396	18%
4) Technical Services Department	17%	16,121	18%
5) Ungrouped IDs	8%	6,979	8%
6) Accounting Department	6%	5,517	6%
7) Drafting Department	7%	5,047	6%
Totals		90,089	

Top Users

User	Time Online	Visits ▼	Visits %
1) Soler, Mary Ann (mary)	16:07:30	2,448	3%
2) Banning, Payton (payton)	30:18:33	2,404	3%
3) Clipper, Candice (cadice)	41:37:43	2,171	2%
4) Bortman, Michael (mikeb)	14:39:16	1,988	2%
5) Greene, Timothy (timg)	12:06:26	1,892	2%
6) Redding, Mary B. (bobbie)	13:35:32	1,882	2%

5. From here, you may decide that you want to get more details on a user's Web activity. Click the user. By clicking the user, you have submitted a request to get a User Audit Detail report on that particular user. The below progress meter will appear.



6. All reports will be displayed as recently run reports on the Manage Reports page.

Using Report Filters in Audit Reports

In audit detail reports, report filters allow you to filter data by IP address, user, category, and URL. The filters are located in the Audit Detail section of the report. If only one IP address, user, or category exists in the report, the corresponding filter field will not be displayed. For example, a Category Audit Detail report provides data on one category at a time, and therefore, the category filter field will not be displayed.

NOTE: The number of URLs in the report may affect the speed at which data is retrieved. Please wait while the data is loading.

NOTE: This feature is available for only the English language report settings.

The following filters are available depending on the report:

- The IP address filter field shows the selection *All* and all IP addresses in the report. When you make a selection, the report shows only the data for that IP address.
- The user filter field shows the selection *All* and all users in the report. When you make a selection, the report shows only data for that user.
- The category filter field shows the selection *All* and all categories in the report. When you make a selection, the report shows only data for that category.
- In the URL text field, enter the URL text to filter on. You do not have to type the full URL. The report shows only data with URLs containing the entered text.

Below is an example of a Category Audit Detail report.

Audit Detail for "Pornography"

	IP Address	User	Date Time		URL
	All	All			
1)	10.10.40.1	Wills, Michael E. (mikew)	Jul 24, 2017 10:46:19 AM	D-	http://www.diamond-dolls.com/
2)	10.10.20.89	Barrol, Thomas V. (tom)	Jul 24, 2017 8:07:47 PM	D-	http://www.free-pics.com/index.html
3)	10.10.20.89	Barrol, Thomas V. (tom)	Jul 24, 2017 8:07:59 PM	D-	http://www.freepics.com/
4)	10.10.20.89	Barrol, Thomas V. (tom)	Jul 24, 2017 8:08:13 PM		http://www.jjay.com/
5)	10.10.20.89	Barrol, Thomas V. (tom)	Jul 24, 2017 8:08:28 PM	D-	http://www.comdigi.com/alex/
6)	10.10.20.89	Barrol, Thomas V. (tom)	Jul 24, 2017 8:11:27 PM	D-	http://www.p-net.net/
7)	10.10.20.89	Barrol, Thomas V. (tom)	Jul 24, 2017 8:11:43 PM		http://www.oad.com/
8)	10.10.20.89	Barrol, Thomas V. (tom)	Jul 24, 2017 8:12:47 PM		http://www.oad.com/oad.html
9)	10.10.20.89	Barrol, Thomas V. (tom)	Jul 24, 2017 8:14:48 PM		http://www.oad.com/xxx.html
10)	10.10.20.89	Barrol, Thomas V. (tom)	Jul 24, 2017 8:24:06 PM	D-	http://amateurerotica.com/links.htm
11)	10.10.20.89	Barrol, Thomas V. (tom)	Jul 24, 2017 8:25:25 PM		http://www.oad.com/xxx.html
12)	10.10.20.89	Barrol, Thomas V. (tom)	Jul 24, 2017 8:26:37 PM		http://www.oad.com/past.html
13)	10.10.20.89	Barrol, Thomas V. (tom)	Jul 24, 2017 8:26:53 PM		http://www.oad.com/xxx.html
14)	10.10.20.89	Barrol, Thomas V. (tom)	Jul 24, 2017 8:32:13 PM		http://www.oad.com/xxx.html
15)	10.10.20.89	Barrol, Thomas V. (tom)	Jul 24, 2017 8:37:38 PM		http://www.oad.com/xxx.html

Below is an example of a Denied Requests Detail report.

Audit Detail for "Denied Requests"

	IP Address	User	Date Time	Category	URL
	All	All		All	
1)	10.10.20.185	Seimer, Mark O. (markse)	Jul 23, 2017 8:09:43 PM	IT Services	D- http://www.aa.net/~
2)	10.10.20.8	Collins, Juan (juan)	Jul 23, 2017 8:59:01 PM	High Tech	D- http://emwl.oyster.c
3)	10.10.20.8	Collins, Juan (juan)	Jul 23, 2017 9:12:06 PM	Nonprofit Organizations	D- http://www.rand.org
4)	10.10.20.8	Collins, Juan (juan)	Jul 23, 2017 9:13:02 PM	Nonprofit Organizations	D- http://www.rand.org
5)	10.10.40.1	Wills, Michael E. (mikew)	Jul 24, 2017 9:13:23 AM	Noncategorized/Other	D- http://www.wrestle.
6)	10.10.40.1	Wills, Michael E. (mikew)	Jul 24, 2017 10:46:19 AM	Pornography	D- http://www.diamon
7)	10.10.40.1	Wills, Michael E. (mikew)	Jul 24, 2017 10:50:40 AM	Noncategorized/Other	D- http://www.fantasy
8)	10.10.90.1	sd001	Jul 24, 2017 11:19:25 AM	Financial	D- http://www.fabian.c
9)	10.10.30.33	Rite, Bobbie W. (bobbie86)	Jul 24, 2017 11:36:49 AM	Noncategorized/Other	D- http://www.comsoc
10)	10.10.30.33	Rite, Bobbie W. (bobbie86)	Jul 24, 2017 11:39:07 AM	Noncategorized/Other	D- http://happy.comso
11)	10.10.30.33	Rite, Bobbie W. (bobbie86)	Jul 24, 2017 11:39:49 AM	Noncategorized/Other	D- http://happy.comso
12)	10.10.30.33	Rite, Bobbie W. (bobbie86)	Jul 24, 2017 11:39:55 AM	Noncategorized/Other	D- http://www.comsoc
13)	10.10.40.1	Wills, Michael E. (mikew)	Jul 24, 2017 11:53:41 AM	Noncategorized/Other	D- http://www.vangar.c
14)	10.10.40.1	Wills, Michael E. (mikew)	Jul 24, 2017 1:17:51 PM	Health/Medical	D- http://www.femalen
15)	10.10.30.51	Wall, Stephen (stevenw)	Jul 24, 2017 1:39:10 PM	Anonymous/Public Proxy	D- http://anonymizer.c

Below is an example of a User Audit Detail report.

Audit Detail for "timg"

	IP Address	User	Date Time	Category	URL
				All	
1)	10.10.30.192	Greene, Timothy (timg)	Jul 23, 2017 12:42:19 AM	Sports	http://espn.com/fido-1/bid-24/num
2)	10.10.30.192	Greene, Timothy (timg)	Jul 23, 2017 12:42:23 AM	Sports	http://espn.com/fido-1/bid-24/num
3)	10.10.30.192	Greene, Timothy (timg)	Jul 23, 2017 12:42:27 AM	Sports	http://espn.com/fido-1/bid-24/num
4)	10.10.30.192	Greene, Timothy (timg)	Jul 23, 2017 12:42:32 AM	Sports	http://espn.com/fido-1/bid-24/num
5)	10.10.30.192	Greene, Timothy (timg)	Jul 23, 2017 12:42:36 AM	Sports	http://espn.com/fido-1/bid-24/num
6)	10.10.30.192	Greene, Timothy (timg)	Jul 23, 2017 12:42:40 AM	Sports	http://espn.com/fido-1/bid-24/num
7)	10.10.30.192	Greene, Timothy (timg)	Jul 23, 2017 12:42:44 AM	Sports	http://espn.com/fido-1/bid-24/num
8)	10.10.30.192	Greene, Timothy (timg)	Jul 23, 2017 12:42:50 AM	Sports	http://espn.com/fido-1/bid-24/num
9)	10.10.30.192	Greene, Timothy (timg)	Jul 23, 2017 12:42:54 AM	Sports	http://espn.com/fido-1/bid-24/num
10)	10.10.30.192	Greene, Timothy (timg)	Jul 23, 2017 12:42:58 AM	Sports	http://espn.com/fido-1/bid-24/num
11)	10.10.30.192	Greene, Timothy (timg)	Jul 23, 2017 12:43:02 AM	Sports	http://espn.com/fido-1/bid-24/num
12)	10.10.30.192	Greene, Timothy (timg)	Jul 23, 2017 12:43:06 AM	Sports	http://espn.com/fido-1/bid-24/num
13)	10.10.30.192	Greene, Timothy (timg)	Jul 23, 2017 12:43:12 AM	Sports	http://espn.com/fido-1/bid-24/num
14)	10.10.30.192	Greene, Timothy (timg)	Jul 23, 2017 12:43:17 AM	Sports	http://espn.com/fido-1/bid-24/263
15)	10.10.30.192	Greene, Timothy (timg)	Jul 23, 2017 1:43:22 AM	Sports	http://espn.com/fido-1/bid-24/663

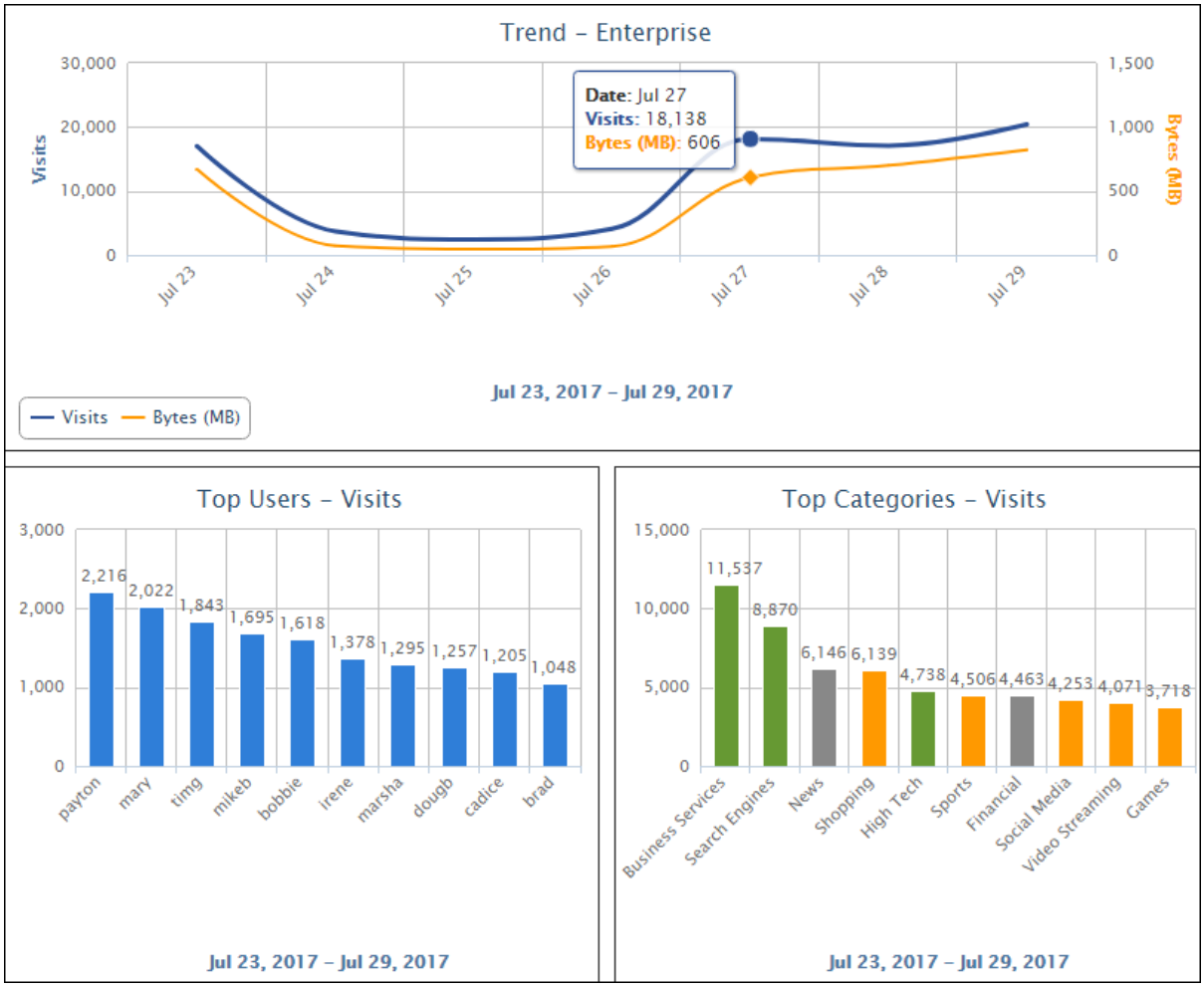
Dashboard Charts

Dashboard charts allow you to get a quick overview of the Enterprise's Web activity in several different ways. Dashboard charts consist of the following charts:

- **Home** - Provides an overview of the Enterprise's Web activity. For manager accounts, Enterprise consists of a subset of lower-level groups for which managers are authorized.
- **Custom** - Provides a customized overview of Web activity allowing you to select a Top or Trend chart which can be viewed in a bar, pie, or time series chart format. For Top charts, data can be further grouped and shown in stacked columns.
- **Top** - Provides predefined charts on the top users, groups, categories, classifications, and sites by visits, hits, bytes, time online, and more. Top data can be further viewed by a specific subgrouping, and this is represented in stacked columns.
- **Trend** - Provides predefined trend charts on the users, groups, categories, classifications, and traffic you specify by visits, hits, bytes, time online, and more, and compares trends by date range.

1. To open the Dashboard, go to **Reports - Dashboard - Home**.

2. The Dashboard Charts page will open with three overview charts. These charts represent data for the entire Enterprise over the last 7 days. You will see a Trend - Enterprise chart, Top Users chart, and Top Categories chart. Click the bars on the Top Users - Visits chart to generate a User Audit Detail report; click the bars on the Top Categories - Visits chart to generate a Category Audit Detail report.
3. If you want to zoom in, click and drag from left to right or from right to left on the chart. Click **Reset zoom** to return to the original view.
4. If there is more than one log file type configured in Cyfin, the **Data Configuration** field is displayed to allow you to choose a configuration to include in the chart. Select a configuration or all configurations.



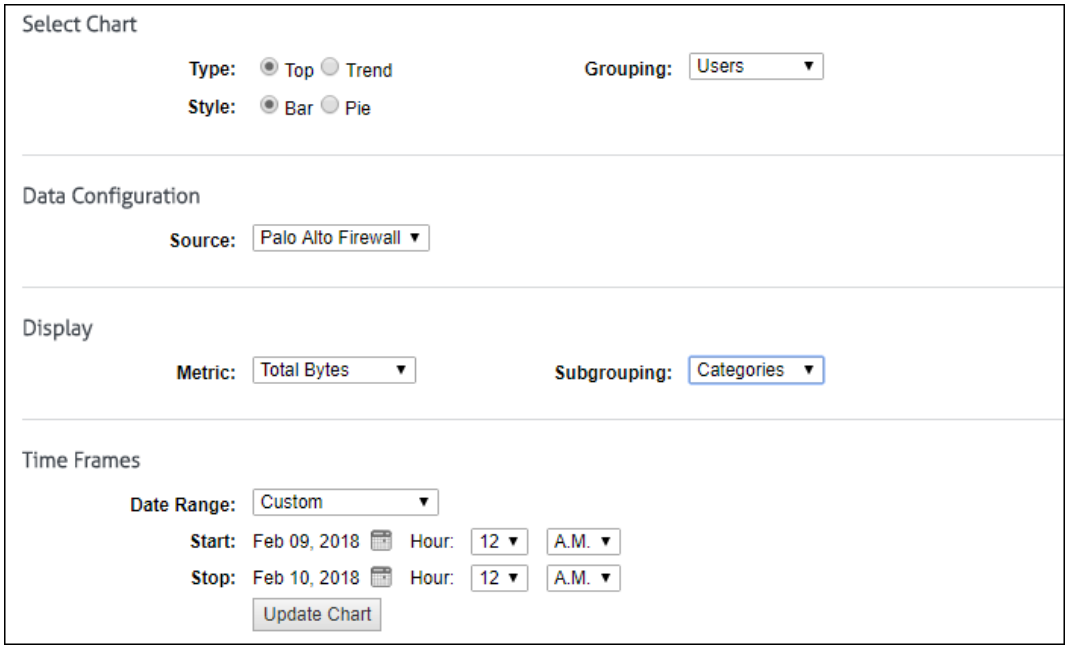
Palo Alto Traffic Charts

These charts give you a customizable overview of the Web activity of your top consumers as well as any trends in Internet activity measured in bytes. With their available metrics and options, the Palo Alto Traffic charts are intuitive and allow you to monitor the bandwidth consumption in your network.

Top chart data can be grouped by users, groups, categories, applications, protocols, countries, or actions and displays the top 10 results in a bar chart or a pie chart. For bar charts, the data can be further grouped by users, groups, categories, applications, protocols, countries, or actions to display the top 5 results of that subgrouping on each vertical bar or stacked column. Any remaining results are shown in a stack or data grouping called Remainder.

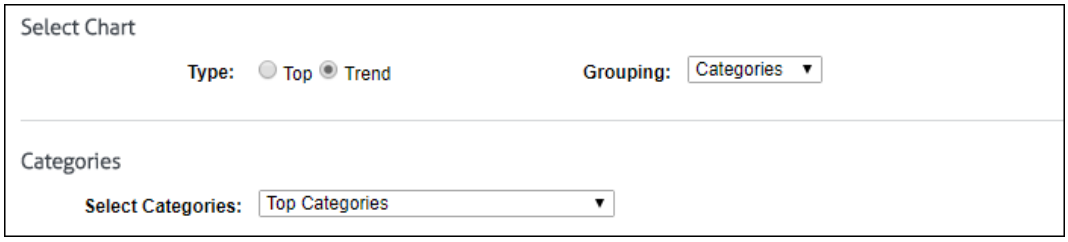
Trend chart data can also be grouped by users, groups, categories, applications, protocols, countries, or actions. These time series charts allow you to view the data for a selected user, group, or individual or top categories, applications, protocols, countries, or actions. You may also compare the Web traffic for a predefined date range with a previous period to detect any anomalies in Web activity.

1. To view a Palo Alto Traffic chart, go to **Reports - Dashboard - Palo Alto Traffic**. You will then select the chart type, grouping, chart style, metric, subgrouping if available, and time frame.



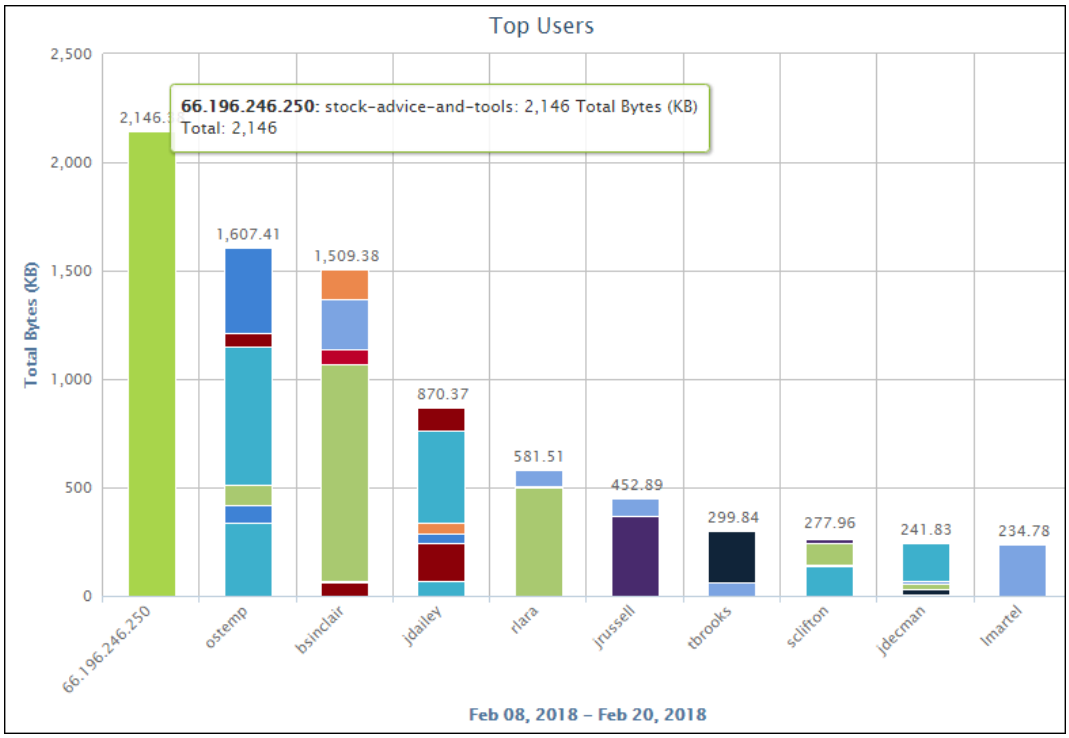
2. For the **Type** field, select **Top** or **Trend**.
3. In the **Grouping** field, select the chart grouping that you want to view.
4. The **Style** field is applicable to only Top charts. Select **Bar** or **Pie**.
5. For Trend charts, the *Top* grouping selection is displayed by default and automatically loads with the default metric of *Total Bytes* and time frame of *Last Week*. Select an individual user, group, category, application, protocol, country, or action to view that specific Trend chart.

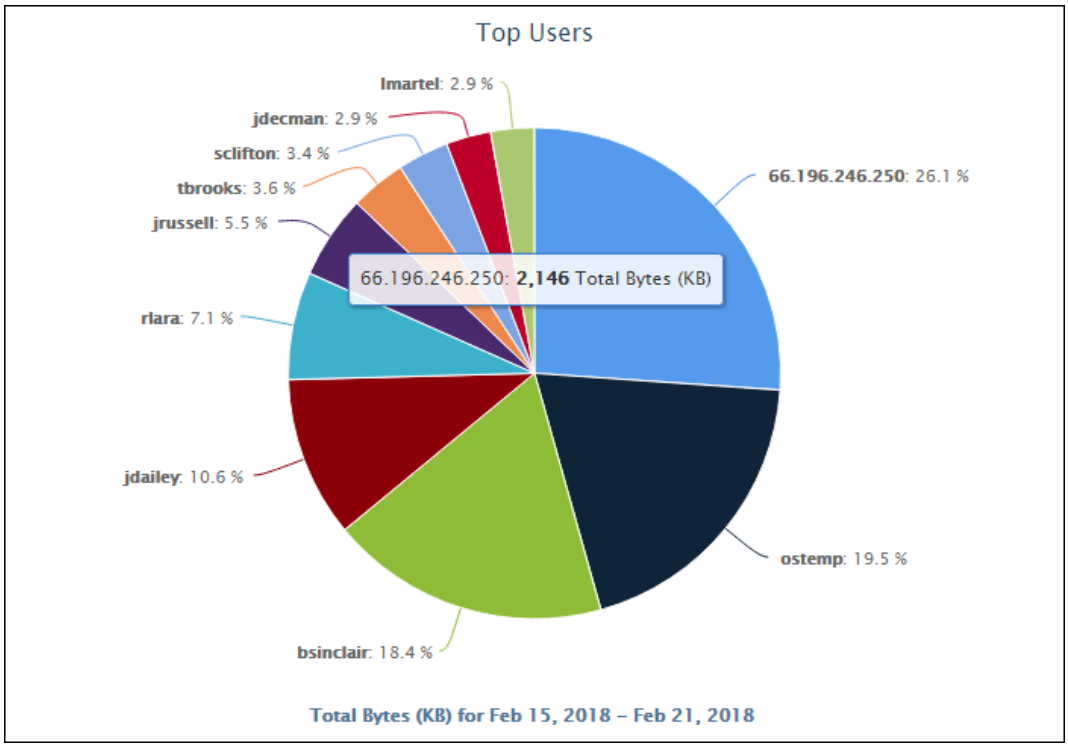
   NOTE: If the selected date range has no data, the individual drop-down selection will be unavailable, that is, gray in color.

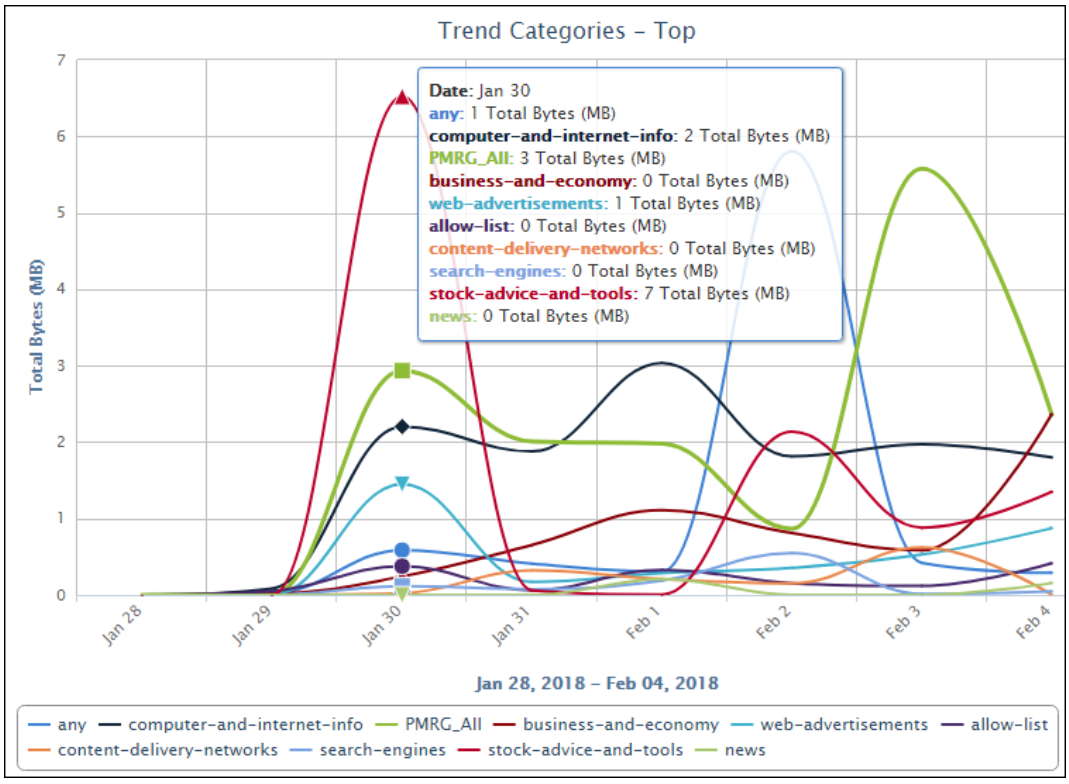


6. If there is more than one log file type configured in Cyfin, under **Data Configuration**, the **Source** field is displayed with only Palo Alto configurations. Select a Palo Alto configuration or all Palo Alto configurations.
7. Under **Display** use the **Metric** field to select the metric you want to view.
8. For Top bar charts, in the **Subgrouping** field, select a grouping to further refine the data and display the top 5 results of the subgrouping. Subgrouping is not applicable to pie charts or Trend charts.

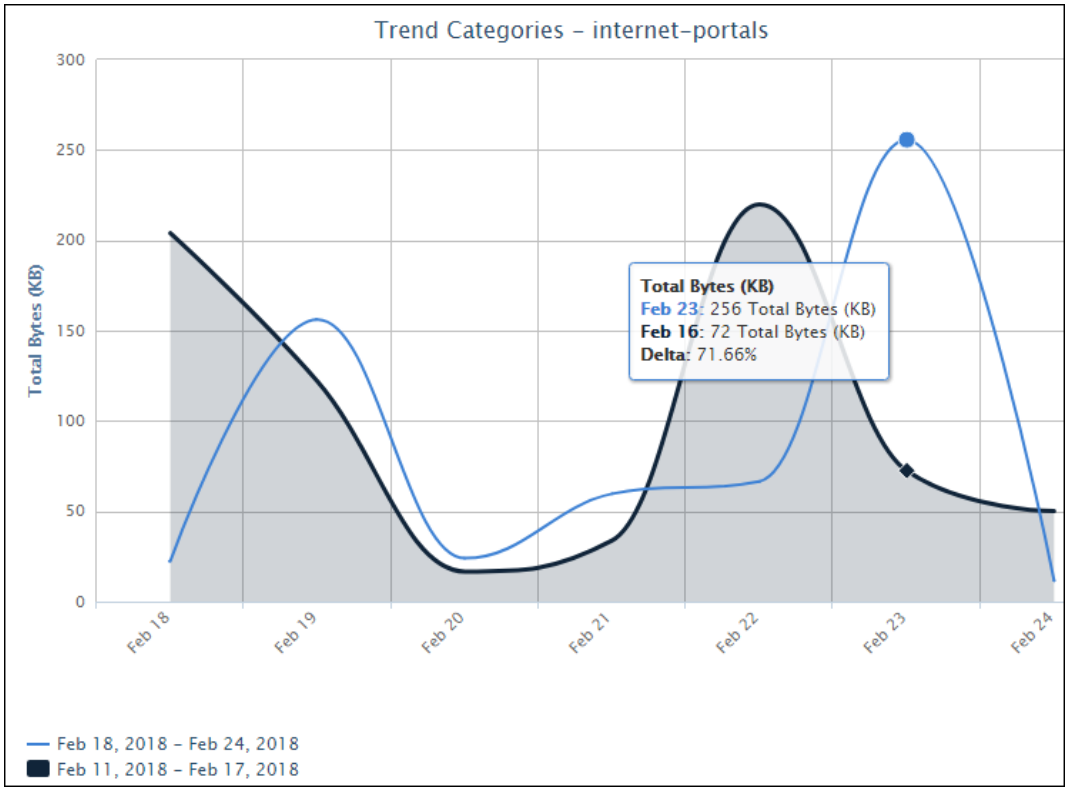
9. Under **Time Frames** use the **Date Range** field to select a different time frame.
    - The data that is displayed depends on your available log file data and the storage limit set on the **Data Management - Report Database - Configuration - Settings screen.**
    - If you selected *Custom*, set a start date/time and stop date/time.
        - The **Start** and **Stop** fields show the previous date range that was selected.
        - Click the **Start** calendar icon to select the start date of the data you want. The calendar shows days up to the previous date range with the first day of that date range selected. The calendar begins on the first date of your log files.
        - Click the **Stop** calendar icon to select the stop date of the data you want. The calendar shows days beyond the previous date range. The calendar begins on the start date that you selected.
        - Select the specific hour and time of day for the start and stop dates.
        - Click **Update Chart** to reload the chart.
10. The chart will be displayed with your selections. Examples are shown below.







11. For Trend charts, to compare the Web traffic for a predefined date range with a previous period, select the date range and then select the **Previous Period** check box.



- Trend comparisons are not applicable to *Top* grouping selections or *Custom* date ranges.
- The comparison charts compare activity for the selected date range (line series) and the equivalent previous period (filled series).
- The Tooltip shows activity by metric and the percentage change (delta) in activity from the previous to the current period.
- When comparing traffic, if the selected date range has data, but the equivalent previous period has no data, a line series at 0 bytes will be shown for the previous period.

12. In Trend charts, you may toggle a series on and off by clicking its date in the legend.
13. For Top bar charts and Trend charts, if you want to zoom in, click and drag from left to right or from right to left on the chart. Click **Reset zoom** to return to the original view.

Custom Charts

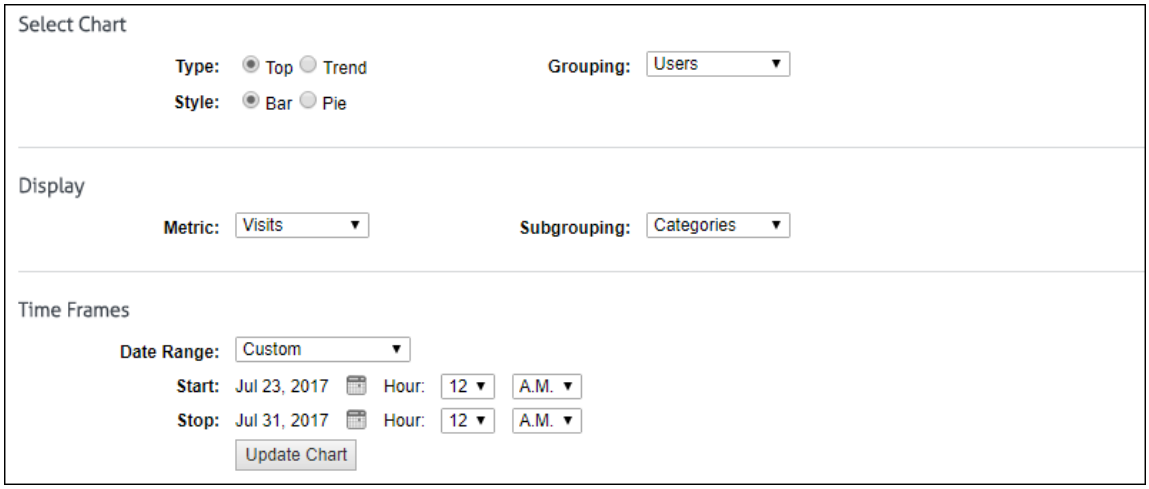
Custom charts give you a customizable overview of the Web activity of your top consumers as well as any trends in Internet activity. With their available metrics and options, custom charts are intuitive and interactive, providing you with drill-down capability to generate detailed audit reports.

Top chart data can be grouped by users, groups, categories, classifications, sites, or user agents and displays the top 10 results in a bar chart or a pie chart. For bar charts, the data can be further grouped by users, groups, categories, classifications, sites, or user agents to display the top 5 results of that subgrouping on each vertical bar or stacked column. Any remaining results are shown in a stack or data grouping called Remainder.

Trend chart data can be grouped by users, groups, categories, classifications, or traffic. These time series charts allow you to view the data for a selected user, a group, the top 10 categories or a single category, and one or more classifications, as well as allowed and denied traffic. You may also compare the Web traffic for a predefined date range with a previous period to detect any anomalies in Web activity.

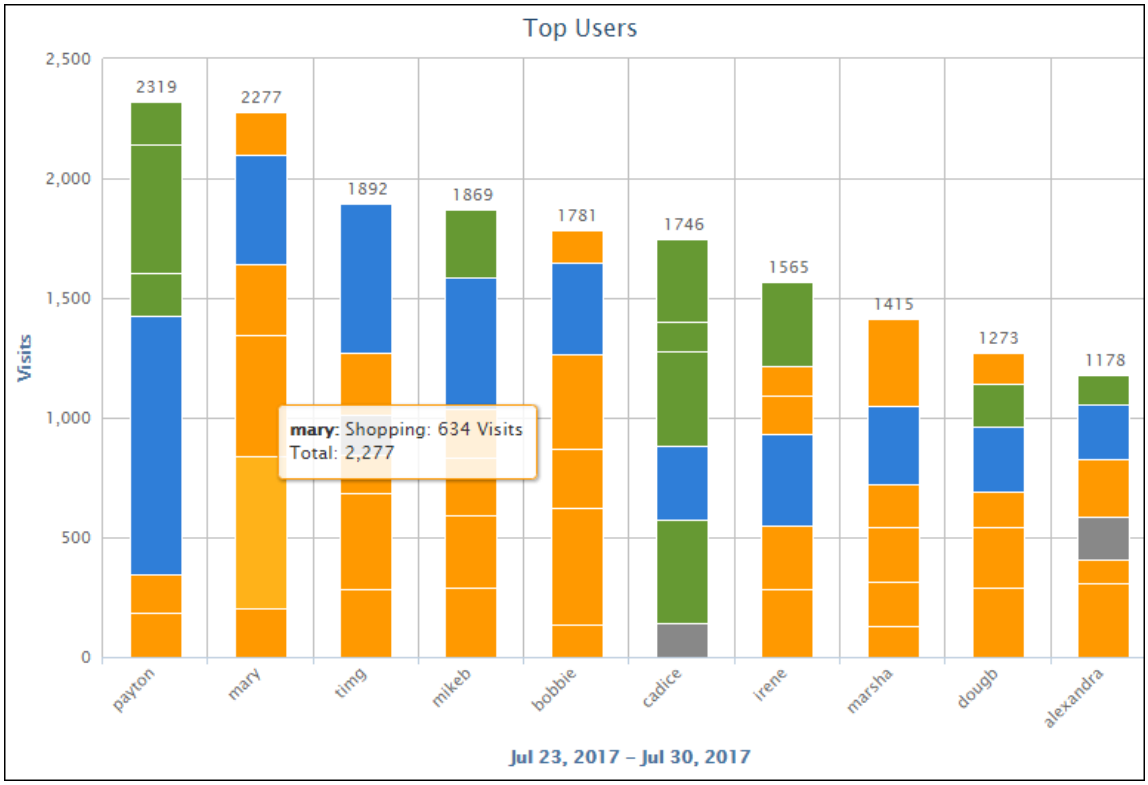
1. To view a custom chart, go to **Reports - Dashboard - Custom**.

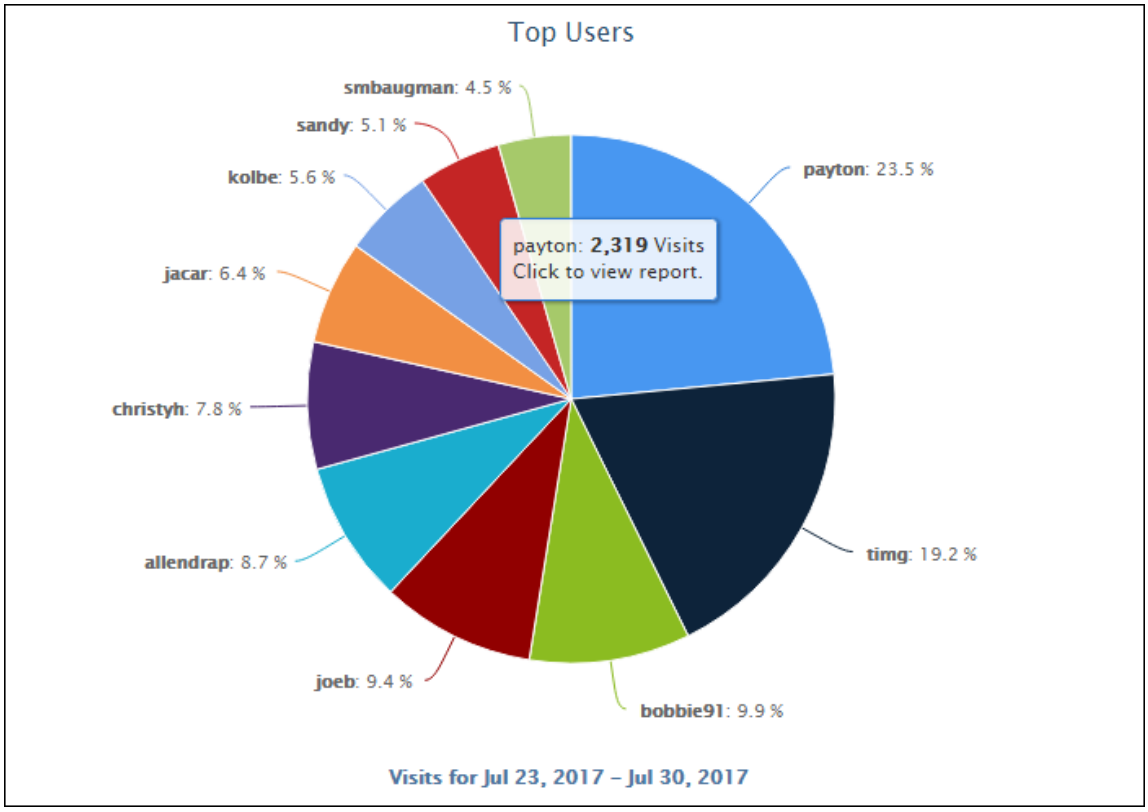
2. Select the chart type, grouping, chart style, metric, subgrouping if available, and time frame.

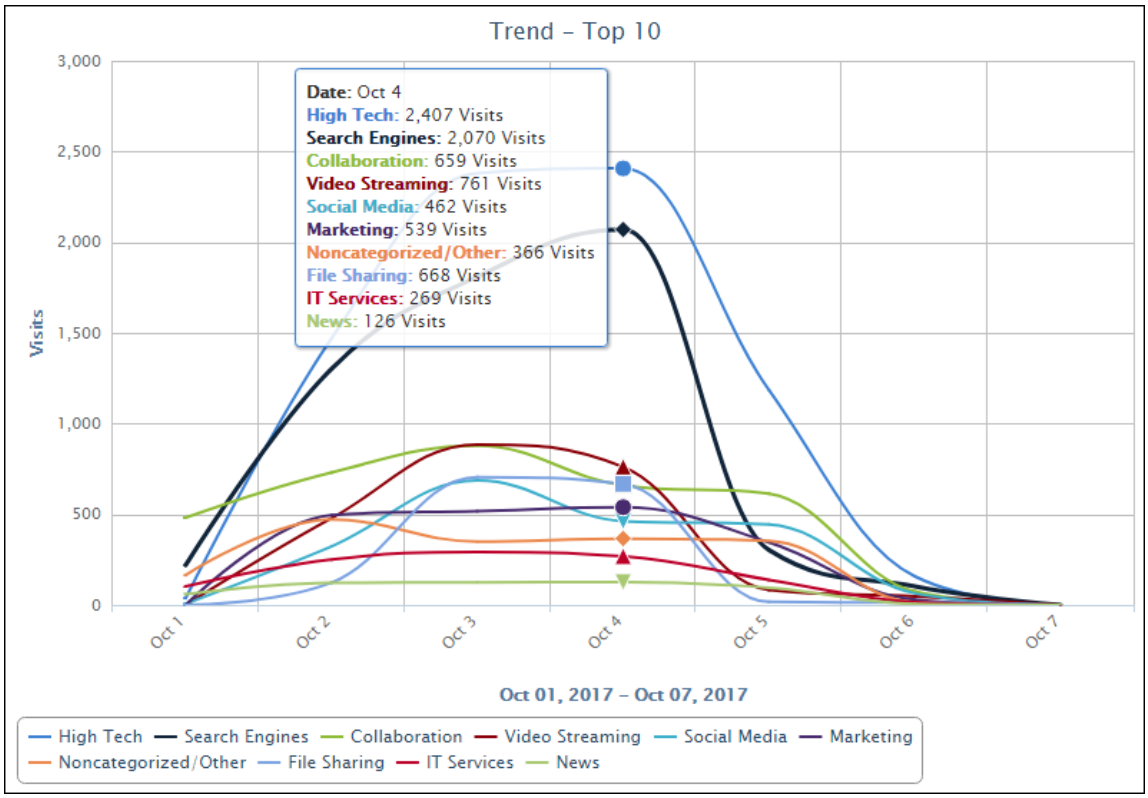


3. If there is more than one log file type configured in Cyfin, the **Data Configuration** field is displayed to allow you to choose a configuration to include in the chart. Select a configuration or all configurations.

4. The chart will be displayed with your selections.




Top Users
smbaugman: 4.5 %
sandy: 5.1 %
kolbe: 5.6 %
jacar: 6.4 %
christyh: 7.8 %
allendrap: 8.7 %
joeb: 9.4 %
bobbie91: 9.9 %
timg: 19.2 %
payton: 23.5 %
payton: 2,319 Visits
Click to view report.
Visits for Jul 23, 2017 – Jul 30, 2017

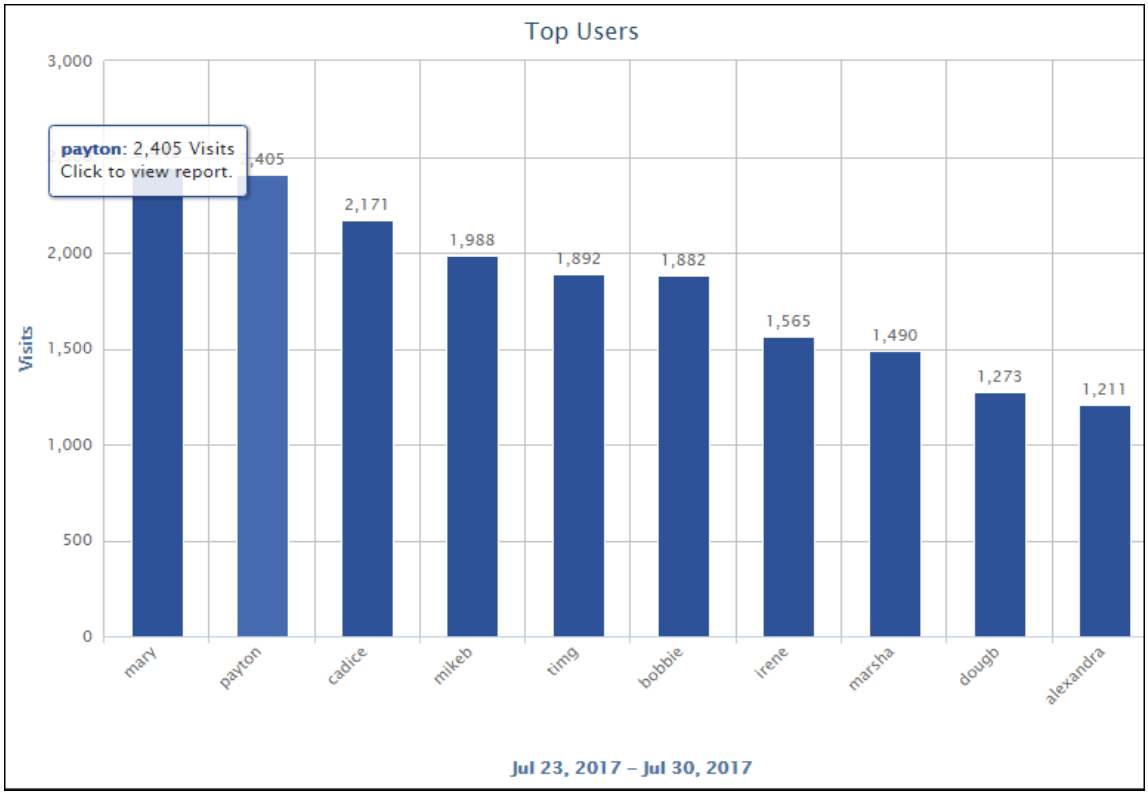

Trend – Top 10
Visits
3,000
2,500
2,000
1,500
1,000
500
0
Oct 1
Oct 2
Oct 3
Oct 4
Oct 5
Oct 6
Oct 7
Date: Oct 4
High Tech: 2,407 Visits
Search Engines: 2,070 Visits
Collaboration: 659 Visits
Video Streaming: 761 Visits
Social Media: 462 Visits
Marketing: 539 Visits
Noncategorized/Other: 366 Visits
File Sharing: 668 Visits
IT Services: 269 Visits
News: 126 Visits
Oct 01, 2017 – Oct 07, 2017
High Tech
Search Engines
Collaboration
Video Streaming
Social Media
Marketing
Noncategorized/Other
File Sharing
IT Services
News

Top Charts

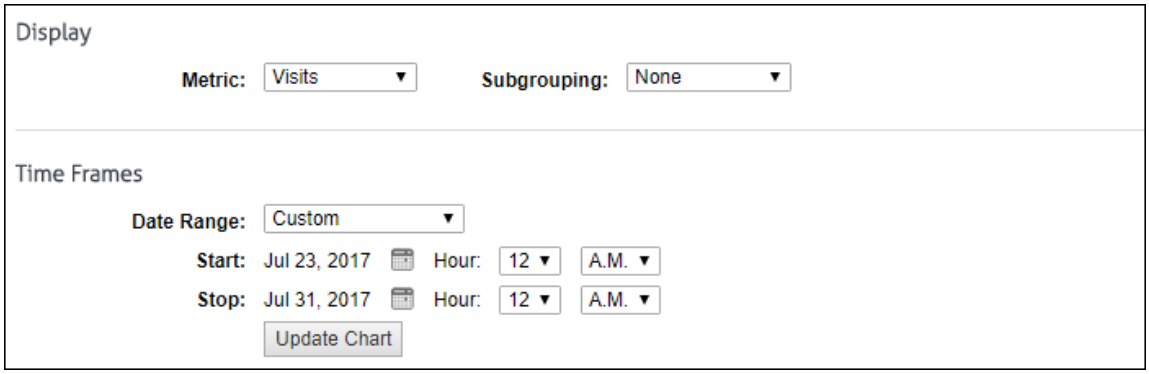
These predefined charts show Web use for the top users, groups, categories, classifications, and sites in your authorized groups by metric, subgrouping, and time frame. When a subgrouping is selected, the stacked columns show the top 5 results plus any remaining data.

Top Users Chart

1. Go to **Reports - Dashboard - Top - Users**. A chart with your top ten users will automatically load with the default metric of *Visits* and time frame of *Last Week*.



2. If there is more than one log file type configured in Cyfin, the **Data Configuration** field is displayed to allow you to choose a configuration to include in the chart. Select a configuration or all configurations.
3. Under **Display** use the **Metric** field to change the metric you are viewing.

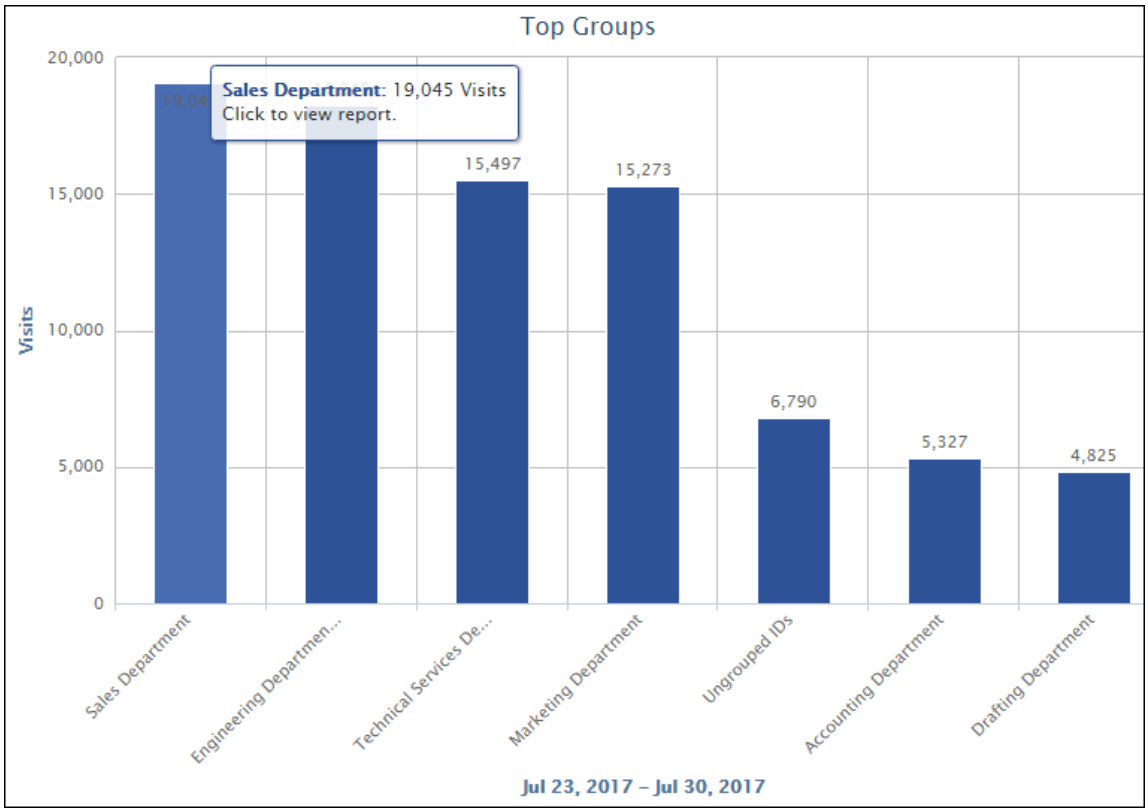


4. In the **Subgrouping** field, select a grouping to further refine the data and display the top 5 results of the subgrouping.

5. Under **Time Frames** use the **Date Range** field to select a different time frame.
    - If you selected *Custom*, set a start date/time and stop date/time.
        - The **Start** and **Stop** fields show the previous date range that was selected.
        - Click the **Start** calendar icon to select the start date of the data you want. The calendar shows days up to the previous date range with the first day of that date range selected. The calendar begins on the first date of your log files.
        - Click the **Stop** calendar icon to select the stop date of the data you want. The calendar shows days beyond the previous date range. The calendar begins on the start date that you selected.
        - Select the specific hour and time of day for the start and stop dates.
        - Click **Update Chart** to reload the chart.
6. If you want to view more detailed data on a particular user, click the bar for that user. An audit detail report will automatically be generated for the user, metric, subgrouping, and time frame you have selected.
7. If you want to zoom in, click and drag from left to right or from right to left on the chart. Click **Reset zoom** to return to the original view.

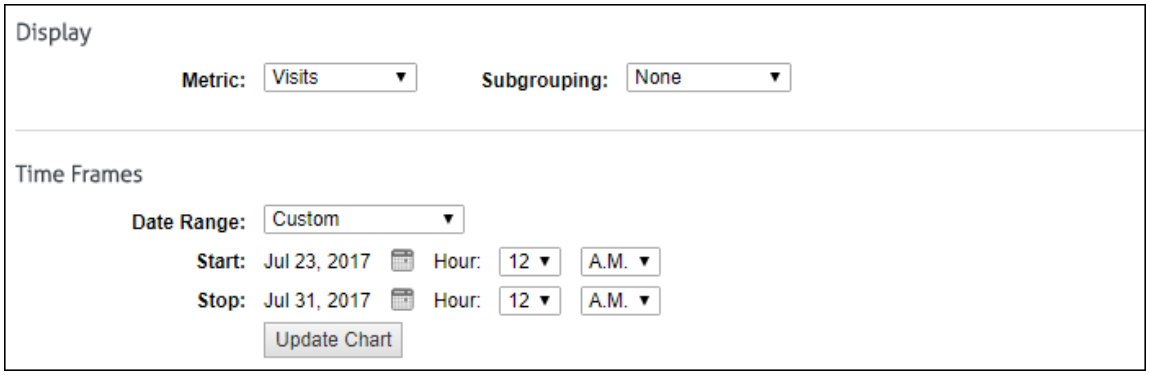
Top Groups Chart

1. Go to **Reports - Dashboard - Top - Groups**. A chart with your top groups will automatically load with the default metric of *Visits* and time frame of *Last Week*.



2. If there is more than one log file type configured in Cyfin, the **Data Configuration** field is displayed to allow you to choose a configuration to include in the chart. Select a configuration or all configurations.

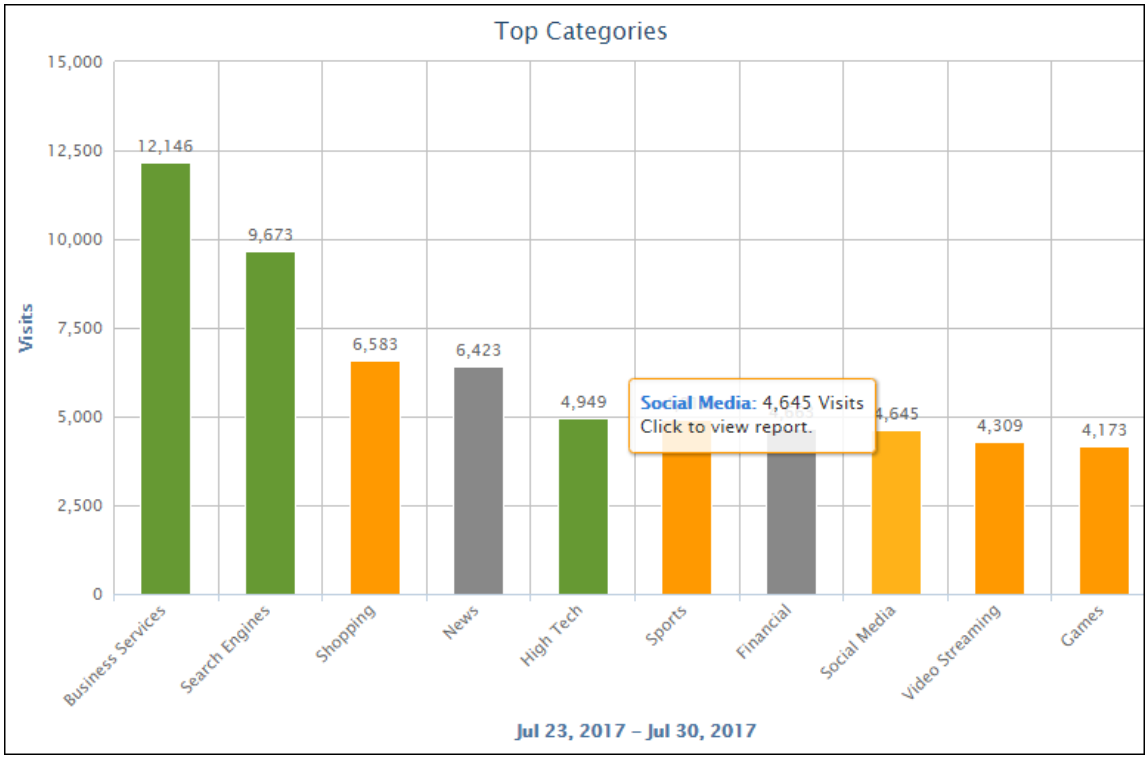
3. Under **Display** use the **Metric** field to change the metric you are viewing.



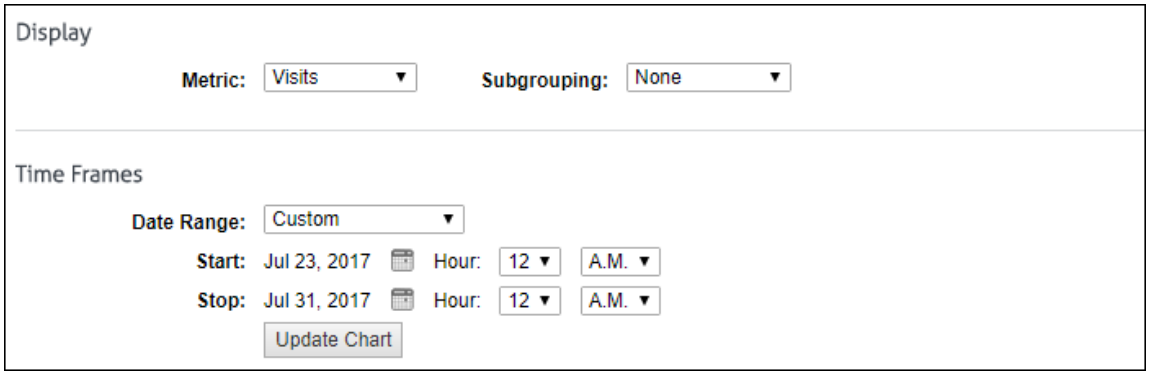
4. In the **Subgrouping** field, select a grouping to further refine the data and display the top 5 results of the subgrouping.
5. Under **Time Frames** use the **Date Range** field to select a different time frame.
    - If you selected *Custom*, set a start date/time and stop date/time.
        - The **Start** and **Stop** fields show the previous date range that was selected.
        - Click the **Start** calendar icon to select the start date of the data you want. The calendar shows days up to the previous date range with the first day of that date range selected. The calendar begins on the first date of your log files.
        - Click the **Stop** calendar icon to select the stop date of the data you want. The calendar shows days beyond the previous date range. The calendar begins on the start date that you selected.
        - Select the specific hour and time of day for the start and stop dates.
        - Click **Update Chart** to reload the chart.
6. If you want to view more detailed data on a particular group, click the bar for that group. An audit detail report will automatically be generated for the group, metric, subgrouping, and time frame you have selected.
7. If you want to zoom in, click and drag from left to right or from right to left on the chart. Click **Reset zoom** to return to the original view.

Top Categories Chart

1. Go to **Reports - Dashboard - Top - Categories**. A chart with your top ten categories will automatically load with the default metric of *Visits* and time frame of *Last Week*.



2. If there is more than one log file type configured in Cyfin, the **Data Configuration** field is displayed to allow you to choose a configuration to include in the chart. Select a configuration or all configurations.
3. Under **Display** use the **Metric** field to change the metric you are viewing.



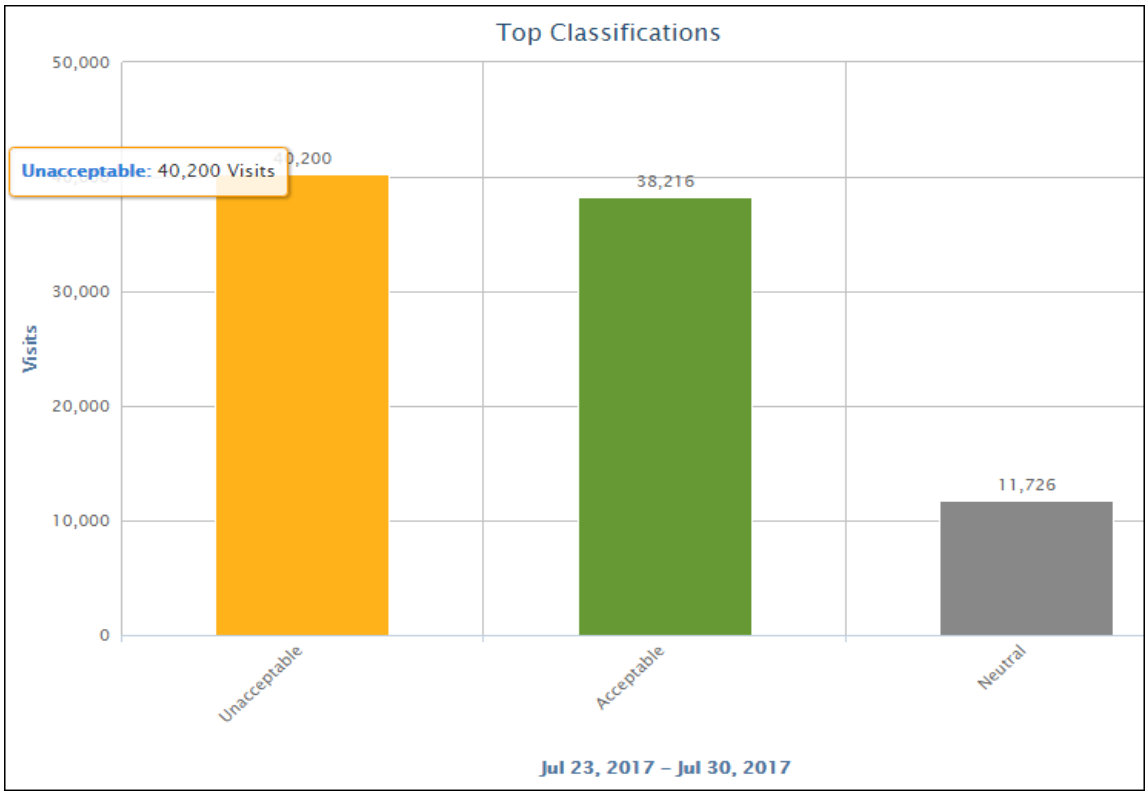
4. In the **Subgrouping** field, select a grouping to further refine the data and display the top 5 results of the subgrouping.
5. Under **Time Frames** use the **Date Range** field to select a different time frame.
    - If you selected *Custom*, set a start date/time and stop date/time.
        - The **Start** and **Stop** fields show the previous date range that was selected.
        - Click the **Start** calendar icon to select the start date of the data you want. The calendar shows days up to the previous date range with the first day of that date range selected. The calendar begins on the first date of your log files.
        - Click the **Stop** calendar icon to select the stop date of the data you want. The calendar shows days beyond the previous date range. The calendar begins on the start date that you selected.

- Select the specific hour and time of day for the start and stop dates.
- Click **Update Chart** to reload the chart.

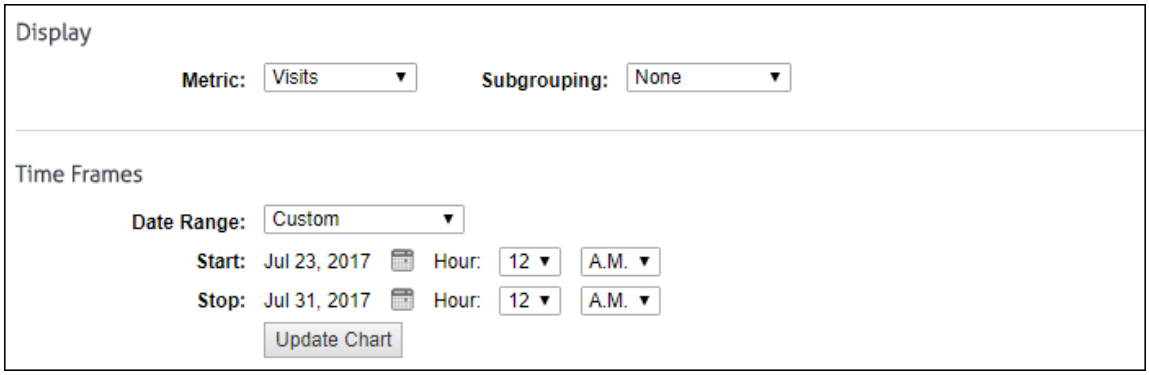
6. If you want to view more detailed data on a particular category, click the bar for that category. An audit detail report will automatically be generated for the category, metric, subgrouping, and time frame you have selected.
7. If you want to zoom in, click and drag from left to right or from right to left on the chart. Click **Reset zoom** to return to the original view.

Top Classifications Chart

1. Go to **Reports - Dashboard - Top - Classifications**. A chart with the three classifications will automatically load with the default metric of *Visits* and time frame of *Last Week*.



2. If there is more than one log file type configured in Cyfin, the **Data Configuration** field is displayed to allow you to choose a configuration to include in the chart. Select a configuration or all configurations.
3. Under **Display** use the **Metric** field to change the metric you are viewing.

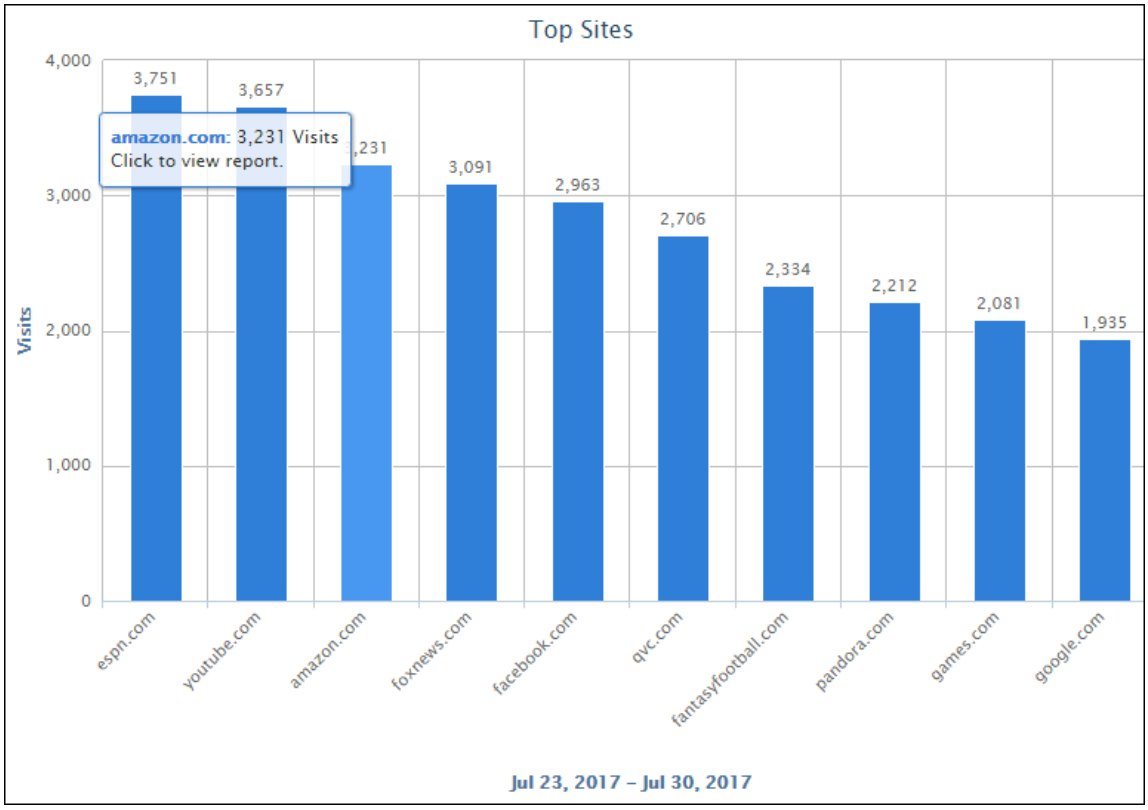


4. In the **Subgrouping** field, select a grouping to further refine the data and display the top 5 results of the subgrouping.
5. Under **Time Frames** use the **Date Range** field to select a different time frame.
    - If you selected *Custom*, set a start date/time and stop date/time.
        - The **Start** and **Stop** fields show the previous date range that was selected.
        - Click the **Start** calendar icon to select the start date of the data you want. The calendar shows days up to the previous date range with the first day of that date range selected. The calendar begins on the first date of your log files.
        - Click the **Stop** calendar icon to select the stop date of the data you want. The calendar shows days beyond the previous date range. The calendar begins on the start date that you selected.
        - Select the specific hour and time of day for the start and stop dates.
        - Click **Update Chart** to reload the chart.

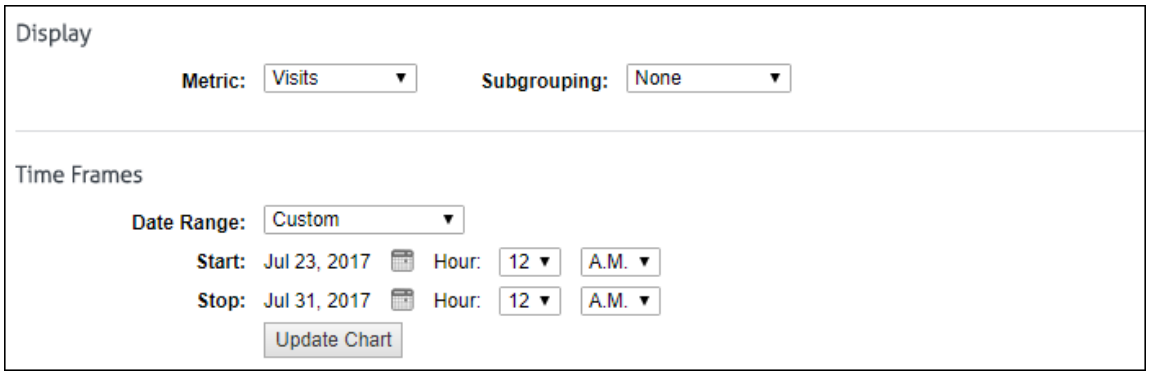
Top Sites Chart

The Top Sites chart allows you to quickly find out which ten sites had the most visits or hits or used the most bandwidth for the time period you specify.

1. Go to **Reports - Dashboard - Top - Sites**. A chart with your top ten sites will automatically load with the default metric of *Visits* and time frame of *Last Week*.



2. If there is more than one log file type configured in Cyfin, the **Data Configuration** field is displayed to allow you to choose a configuration to include in the chart. Select a configuration or all configurations.
3. Under **Display** use the **Metric** field to change the metric you are viewing.



4. In the **Subgrouping** field, select a grouping to further refine the data and display the top 5 results of the subgrouping.
5. Under **Time Frames** use the **Date Range** field to select a different time frame.
    - If you selected *Custom*, set a start date/time and stop date/time.
        - The **Start** and **Stop** fields show the previous date range that was selected.
        - Click the **Start** calendar icon to select the start date of the data you want. The calendar shows days up to the previous date range with the first day of that date range selected. The calendar begins on the first date of your log files.

- Click the **Stop** calendar icon to select the stop date of the data you want. The calendar shows days beyond the previous date range. The calendar begins on the start date that you selected.
- Select the specific hour and time of day for the start and stop dates.
- Click **Update Chart** to reload the chart.

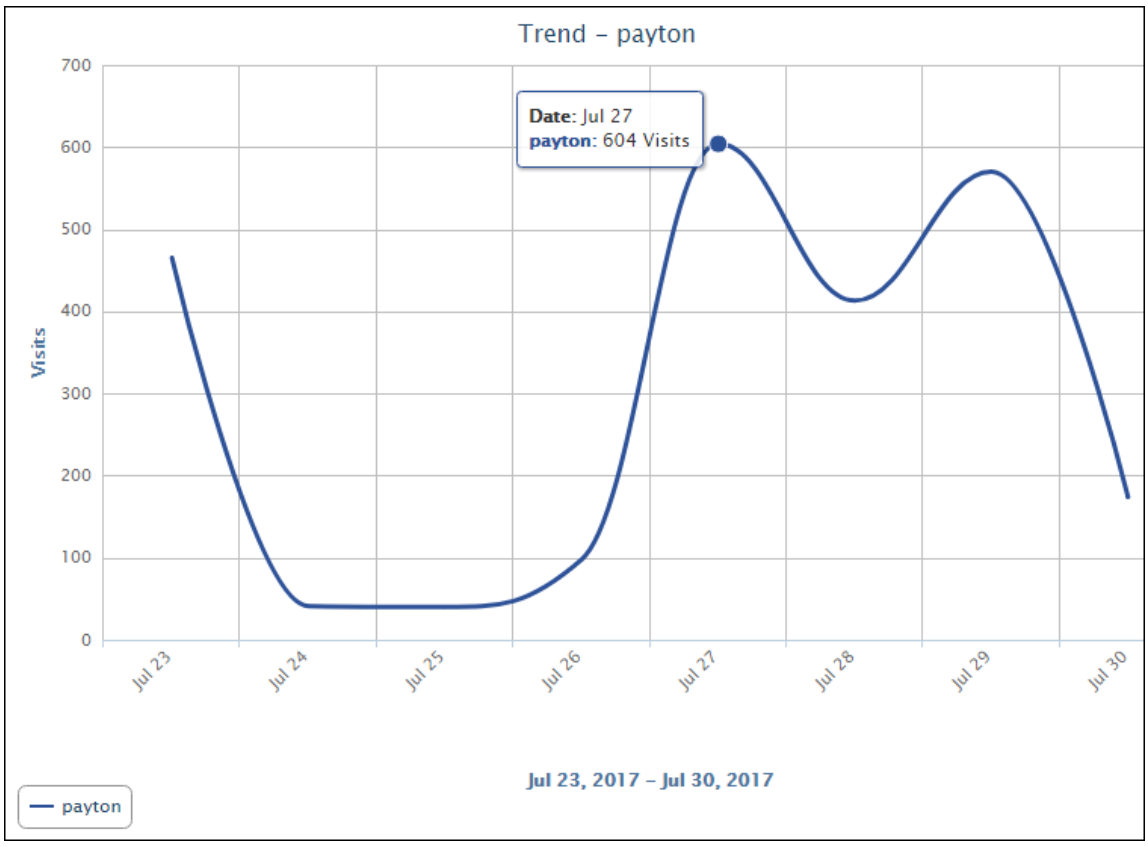
6. If you want to view more detailed data on a particular site, click the bar for that site. A Site Audit Detail report will automatically be generated for the site, metric, subgrouping, and time frame you have selected.
7. If you want to zoom in, click and drag from left to right or from right to left on the chart. Click **Reset zoom** to return to the original view.

Trend Charts

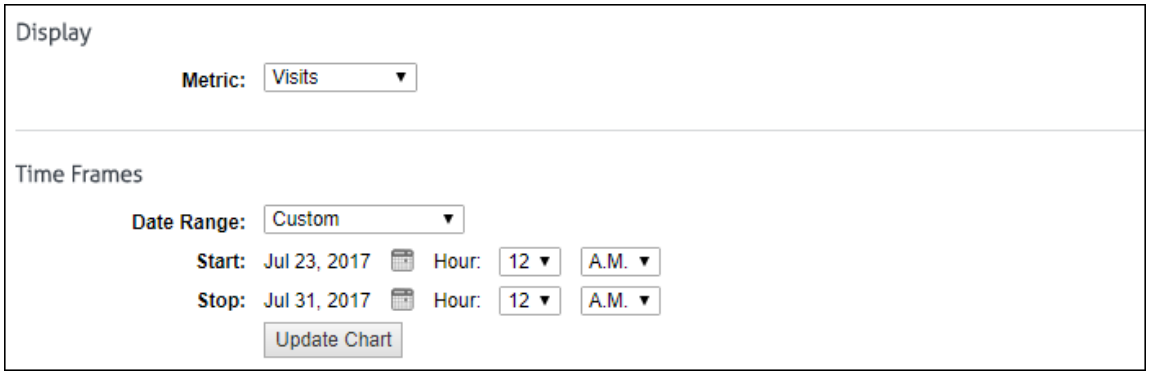
Trend charts allow you to view a selected user, group, category, or classification, or traffic data in hourly or daily increments for a predefined date range, such as Yesterday, Previous 24 Hours, and Last 7 Days, or a custom date range. You may also compare the Web traffic for a predefined date range with a previous period to detect any anomalies in Web activity.

Trend Users Chart

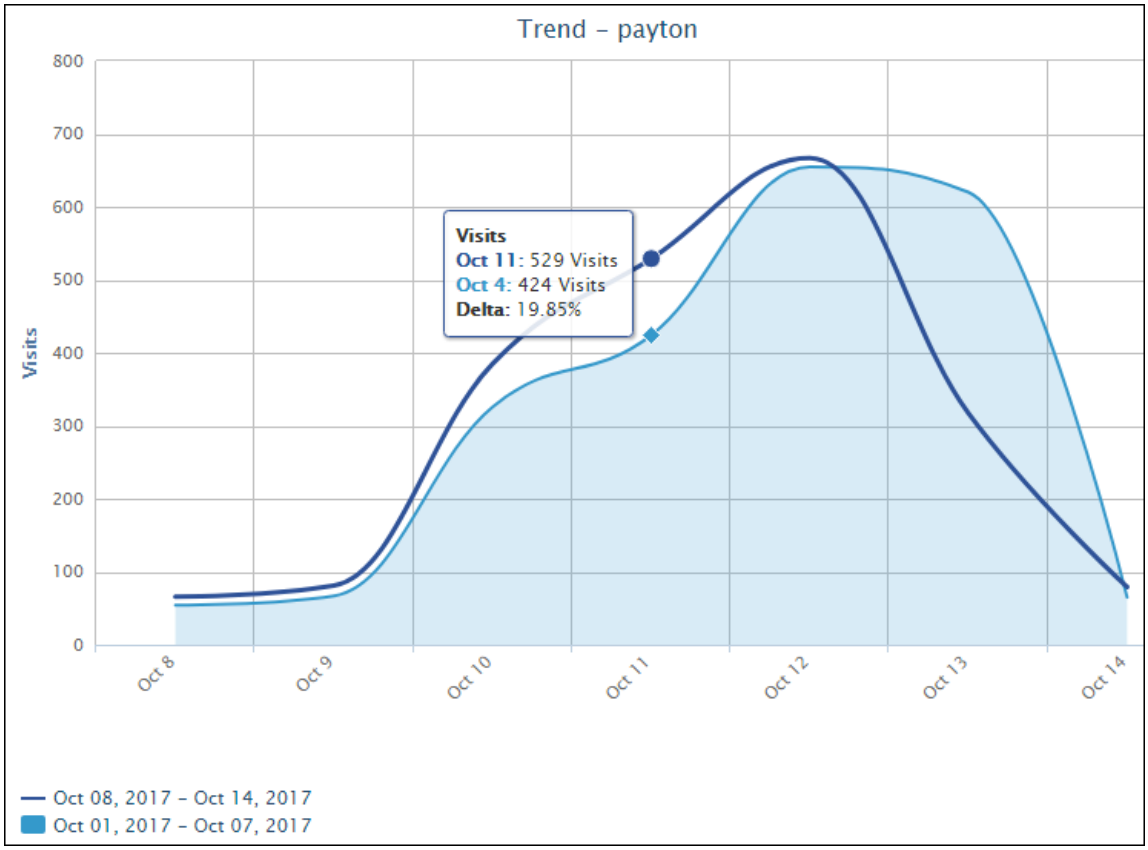
1. Go to **Reports - Dashboard - Trend - Users**.
2. In the **Enter ID or Full Name** field, type the ID or full name of the person you want to report on. As you type, you will begin to see a selection of IDs and names. If you see the ID or name that you are looking for, you can select that user.



3. If there is more than one log file type configured in Cyfin, the **Data Configuration** field is displayed to allow you to choose a configuration to include in the chart. Select a configuration or all configurations.
4. Under **Display** use the **Metric** field to change the metric you are viewing.



5. Under **Time Frames** use the **Date Range** field to select a different time frame.
    - If you selected *Custom*, set a start date/time and stop date/time.
        - The **Start** and **Stop** fields show the previous date range that was selected.
        - Click the **Start** calendar icon to select the start date of the data you want. The calendar shows days up to the previous date range with the first day of that date range selected. The calendar begins on the first date of your log files.
        - Click the **Stop** calendar icon to select the stop date of the data you want. The calendar shows days beyond the previous date range. The calendar begins on the start date that you selected.
        - Select the specific hour and time of day for the start and stop dates.
        - Click **Update Chart** to reload the chart.
6. To compare the Web traffic for a predefined date range with a previous period, select the date range and then select the **Previous Period** check box. Trend comparisons are not applicable to Custom date ranges.

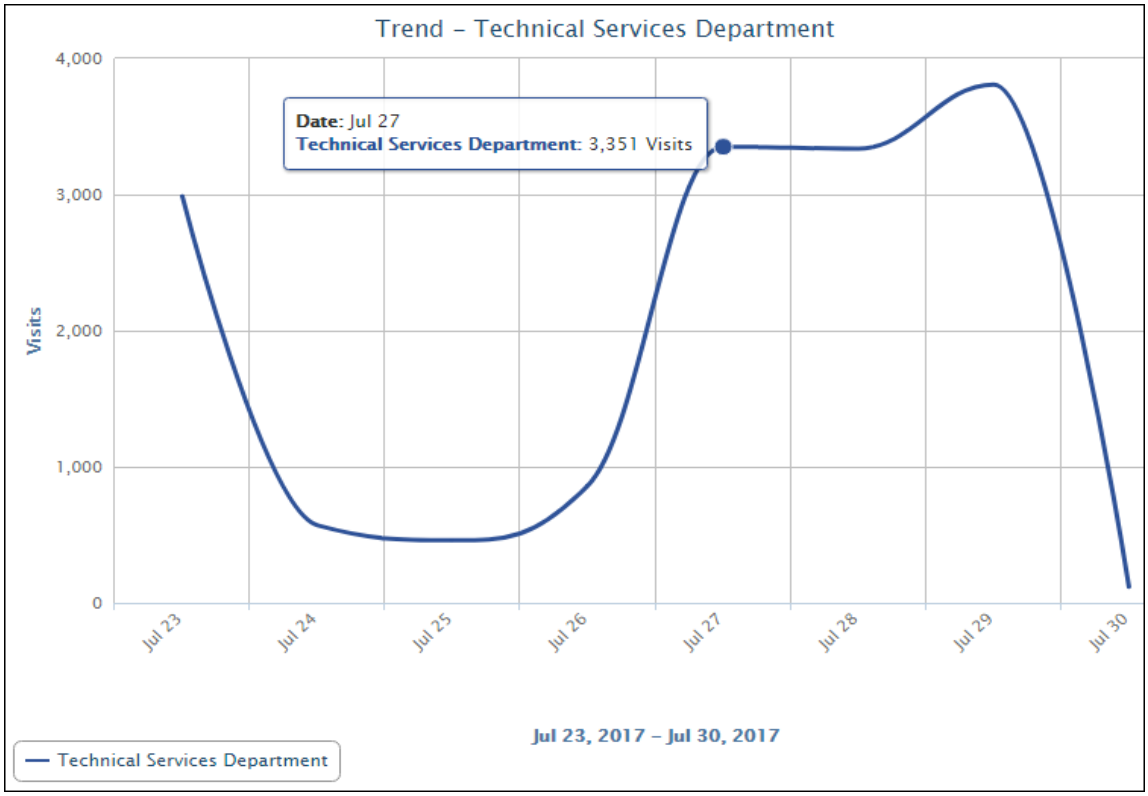


- The charts compare activity for the selected date range (line series) and the equivalent previous period (filled series).
- The Tooltip shows activity by metric and the percentage change (delta) in activity from the previous to the current period.

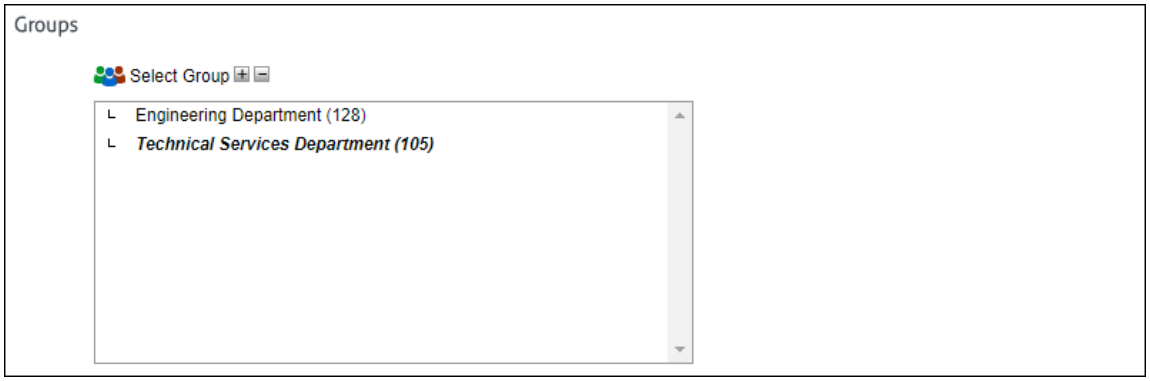
7. You may toggle a series on and off by clicking its date in the legend.
8. If you want to zoom in, click and drag from left to right or from right to left on the chart. Click **Reset zoom** to return to the original view.

Trend Groups Chart

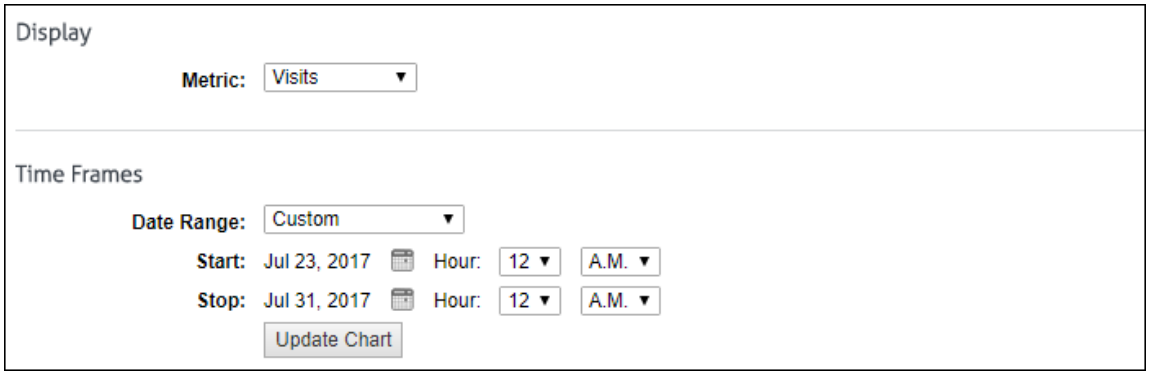
1. Go to **Reports - Dashboard - Trend - Groups**. A chart will automatically load with the default group (i.e., *Enterprise* for administrator accounts or the first group in the Groups box for manager accounts), *Visits* metric, and *Last Week* time frame.



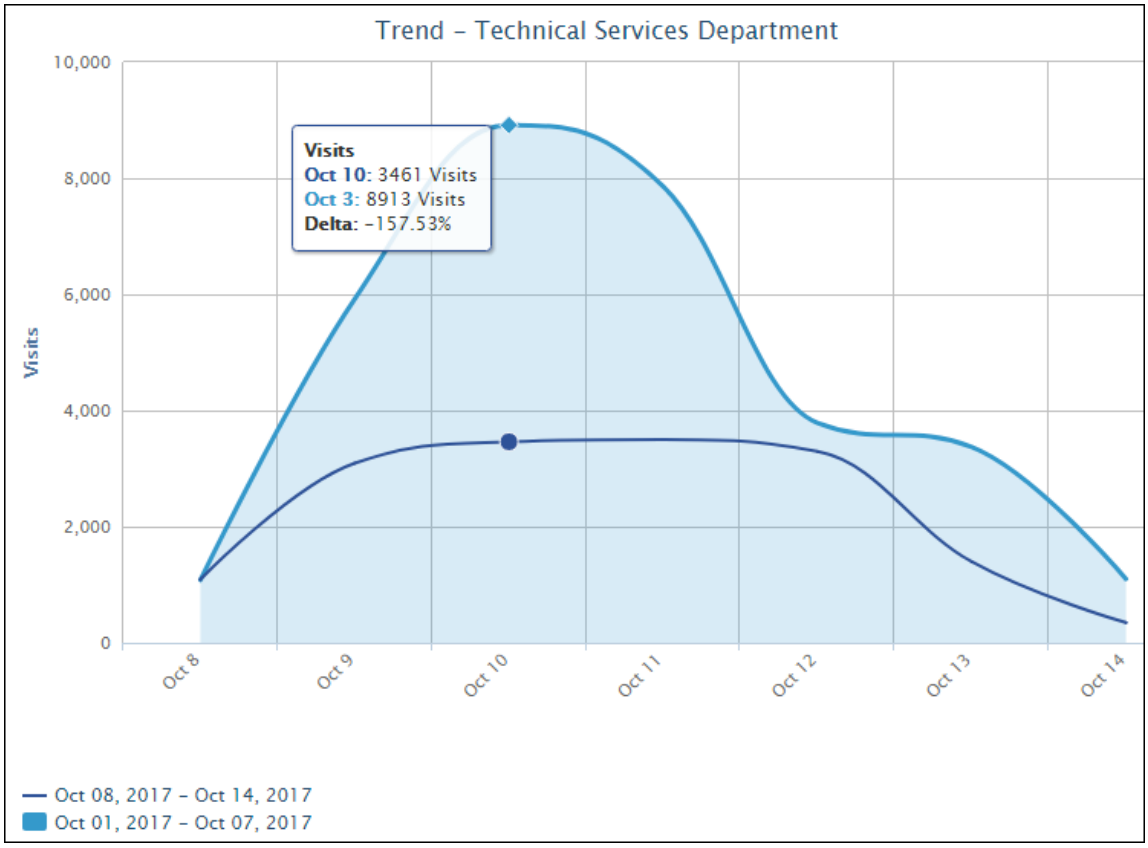
2. Under **Groups**, select a group by clicking the group name, and the name will appear in the chart.



3. If there is more than one log file type configured in Cyfin, the **Data Configuration** field is displayed to allow you to choose a configuration to include in the chart. Select a configuration or all configurations.
4. Under **Display** use the **Metric** field to change the metric you are viewing.



5. Under **Time Frames** use the **Date Range** field to select a different time frame.
    - If you selected *Custom*, set a start date/time and stop date/time.
        - The **Start** and **Stop** fields show the previous date range that was selected.
        - Click the **Start** calendar icon to select the start date of the data you want. The calendar shows days up to the previous date range with the first day of that date range selected. The calendar begins on the first date of your log files.
        - Click the **Stop** calendar icon to select the stop date of the data you want. The calendar shows days beyond the previous date range. The calendar begins on the start date that you selected.
        - Select the specific hour and time of day for the start and stop dates.
        - Click **Update Chart** to reload the chart.
6. To compare the Web traffic for a predefined date range with a previous period, select the date range and then select the **Previous Period** check box. Trend comparisons are not applicable to Custom date ranges.

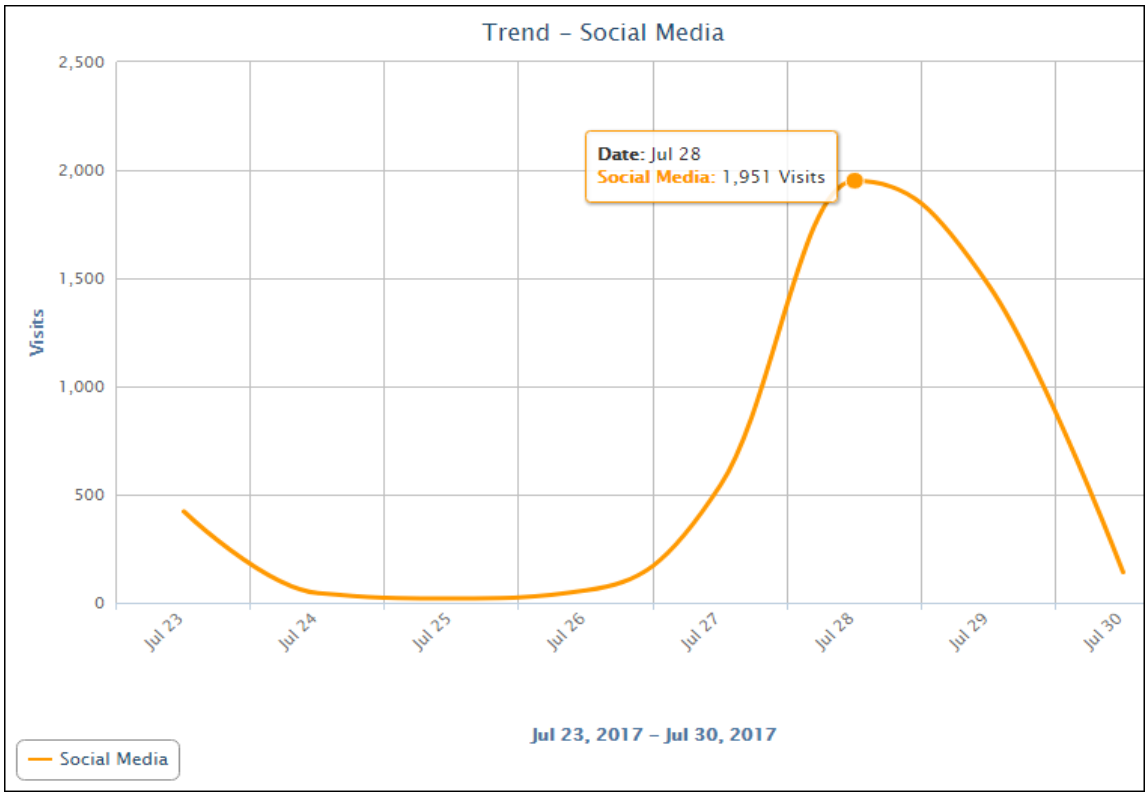


- The charts compare activity for the selected date range (line series) with the equivalent previous period (filled series).
- The Tooltip shows activity by metric and the percentage change (delta) in activity from the previous to the current period.

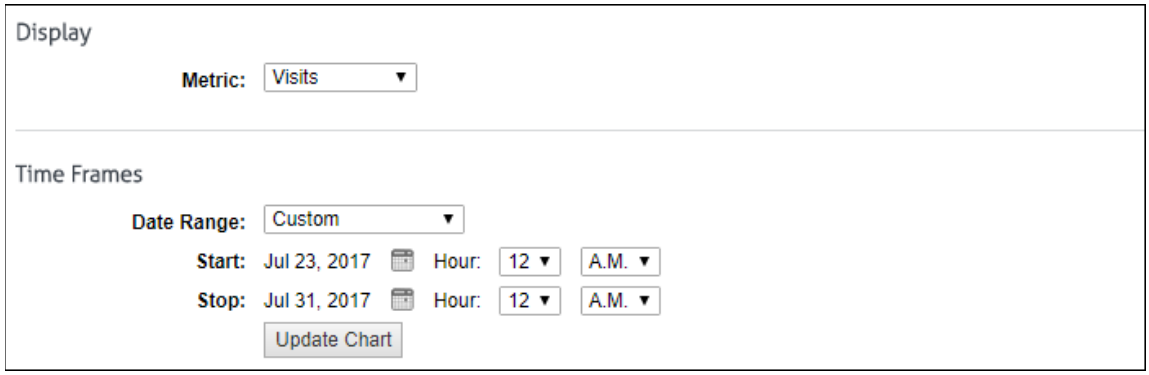
7. You may toggle a series on and off by clicking its date in the legend.
8. If you want to zoom in, click and drag from left to right or from right to left on the chart. Click **Reset zoom** to return to the original view.

Trend Categories Chart

1. Go to **Reports - Dashboard - Trend - Categories**.
2. The Top 10 category selection is displayed by default and automatically loads with the default metric of *Visits* and time frame of *Last Week*. Select an individual category to view the Trend chart for that category.



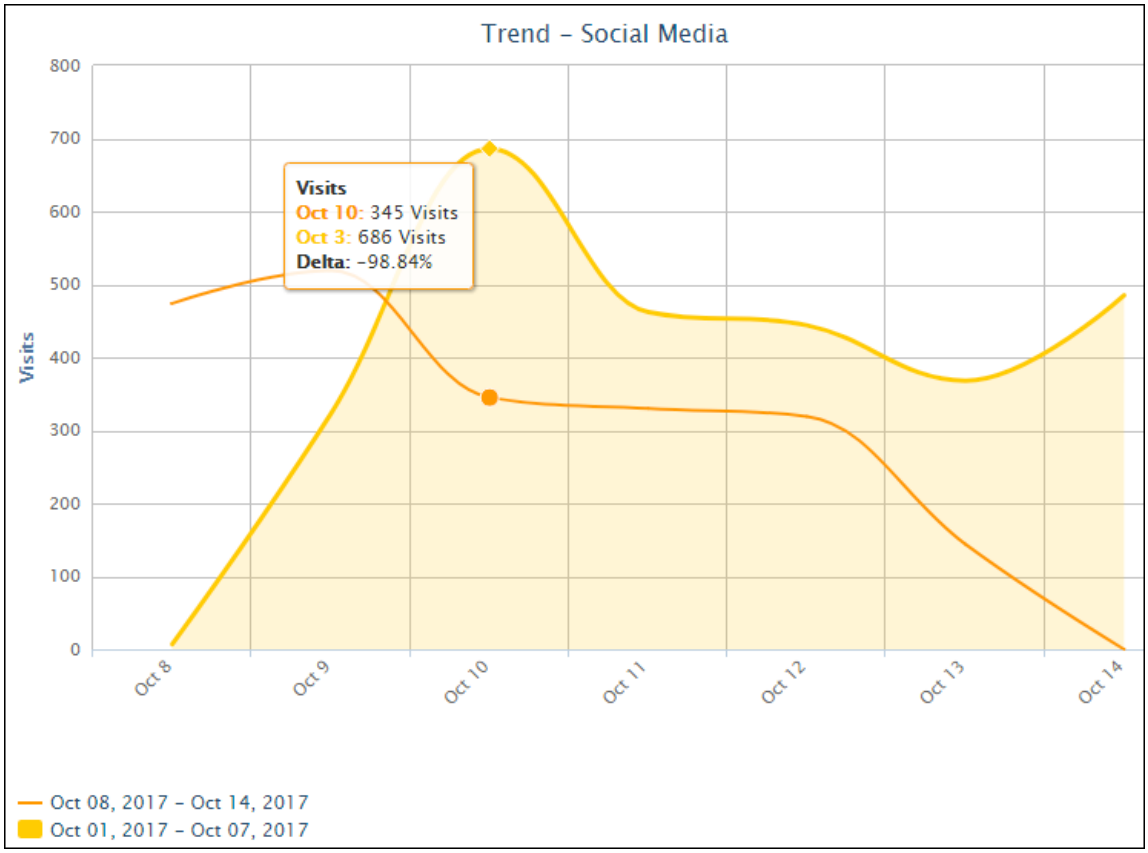
3. If there is more than one log file type configured in Cyfin, the **Data Configuration** field is displayed to allow you to choose a configuration to include in the chart. Select a configuration or all configurations.
4. Under **Display** use the **Metric** field to change the metric you are viewing.



5. Under **Time Frames** use the **Date Range** field to select a different time frame.
    - If you selected *Custom*, set a start date/time and stop date/time.
        - The **Start** and **Stop** fields show the previous date range that was selected.
        - Click the **Start** calendar icon to select the start date of the data you want. The calendar shows days up to the previous date range with the first day of that date range selected. The calendar begins on the first date of your log files.
        - Click the **Stop** calendar icon to select the stop date of the data you want. The calendar shows days beyond the previous date range. The calendar begins on the start date that you selected.
        - Select the specific hour and time of day for the start and stop dates.

- Click **Update Chart** to reload the chart.

6. To compare the Web traffic for a predefined date range with a previous period, select the date range and then select the **Previous Period** check box. Trend comparisons are not applicable to Custom date ranges.

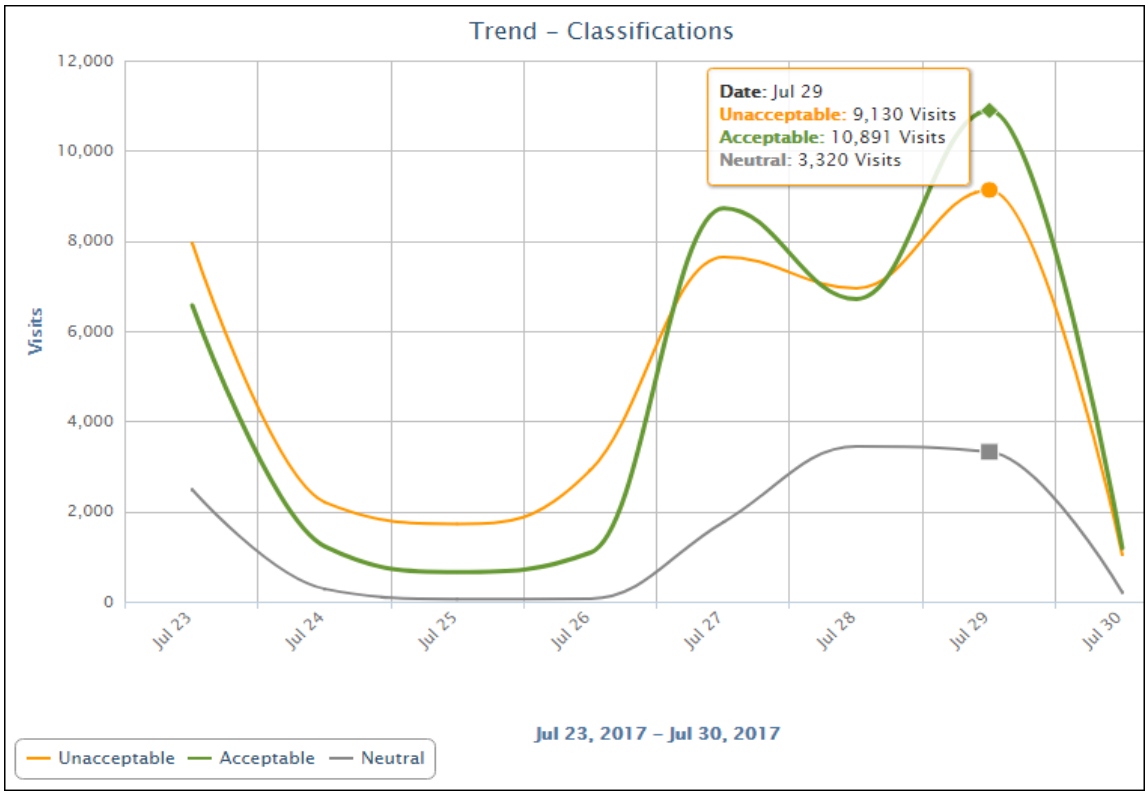


- The charts compare activity for the selected date range (line series) with the equivalent previous period (filled series).
- The Tooltip shows activity by metric and the percentage change (delta) in activity from the previous to the current period.

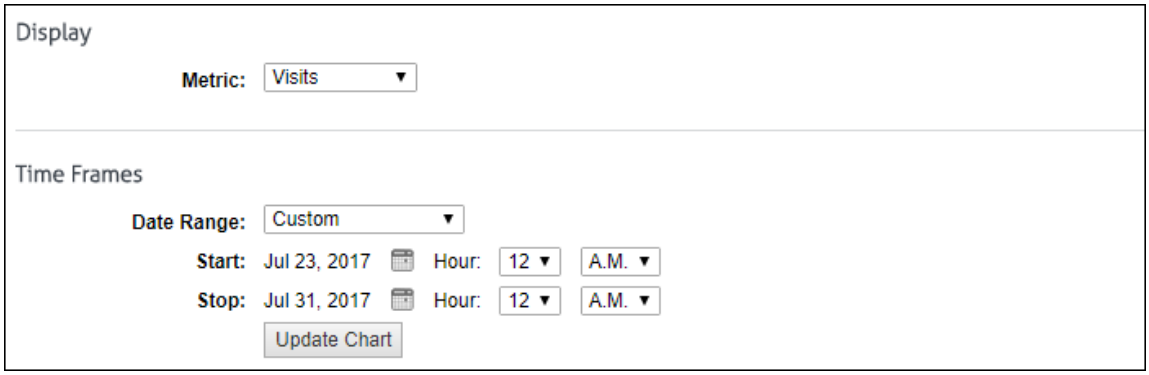
7. You may toggle a series on and off by clicking its date in the legend.
8. If you want to zoom in, click and drag from left to right or from right to left on the chart. Click **Reset zoom** to return to the original view.

Trend Classifications Chart

1. Go to **Reports - Dashboard - Trend - Classifications**. When this screen opens, a chart will automatically load showing you Unacceptable, Acceptable, and Neutral visits for the *Last Week* time frame.



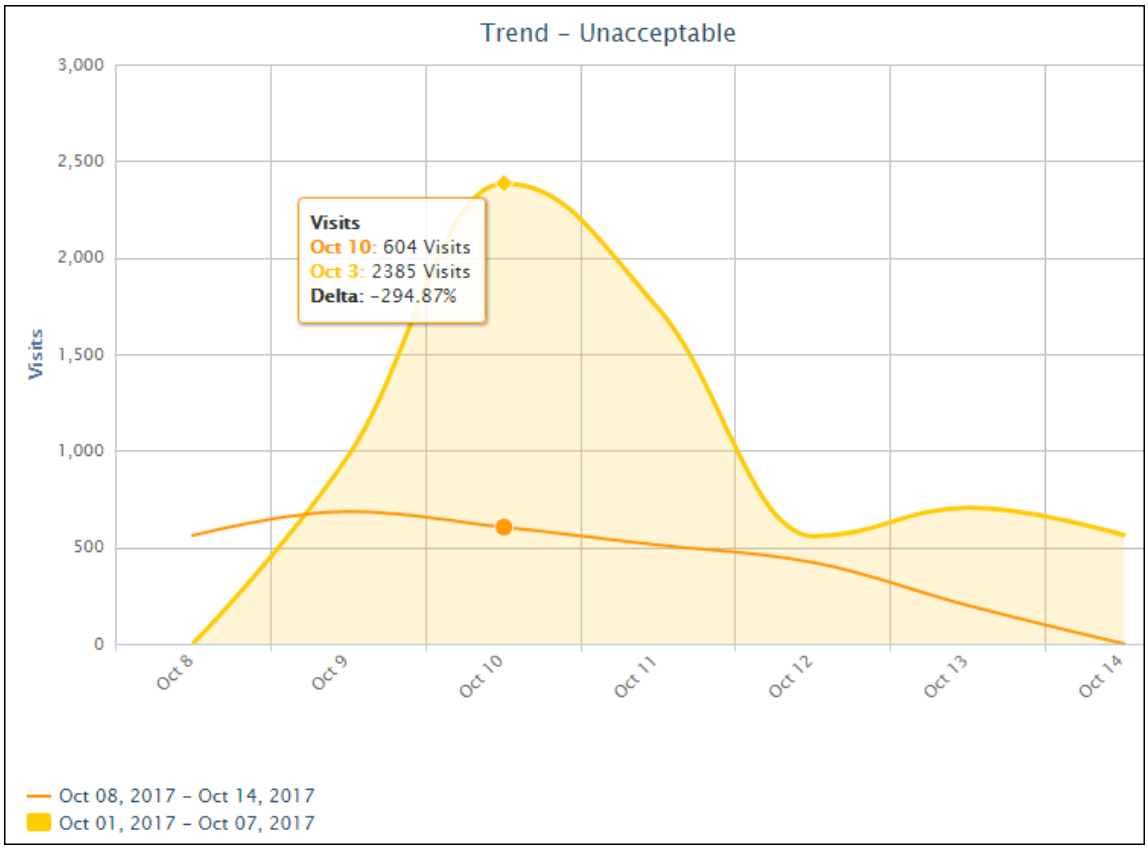
2. If there is more than one log file type configured in Cyfin, the **Data Configuration** field is displayed to allow you to choose a configuration to include in the chart. Select a configuration or all configurations.
3. Under **Display** use the **Metric** field to change the metric you are viewing.



4. Under **Time Frames** use the **Date Range** field to select a different time frame.
    - If you selected *Custom*, set a start date/time and stop date/time.
        - The **Start** and **Stop** fields show the previous date range that was selected.
        - Click the **Start** calendar icon to select the start date of the data you want. The calendar shows days up to the previous date range with the first day of that date range selected. The calendar begins on the first date of your log files.
        - Click the **Stop** calendar icon to select the stop date of the data you want. The calendar shows days beyond the previous date range. The calendar begins on the start date that you selected.
        - Select the specific hour and time of day for the start and stop dates.

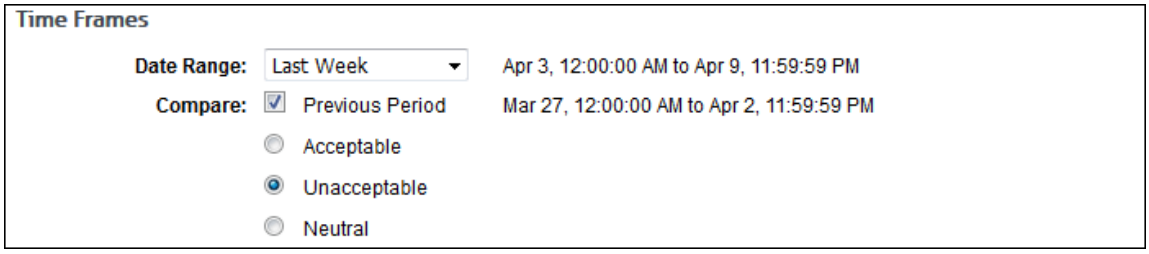
- Click **Update Chart** to reload the chart.

5. You can select to compare Acceptable, Unacceptable, and Neutral classifications by clicking the corresponding key in the legend.
6. To compare the Web traffic for a predefined date range with a previous period, select the date range and then select the **Previous Period** check box. Trend comparisons are not applicable to Custom date ranges.



- The charts compare activity for the selected date range (line series) with the equivalent previous period (filled series).
- The Tooltip shows activity by metric and the percentage change (delta) in activity from the previous to the current period.

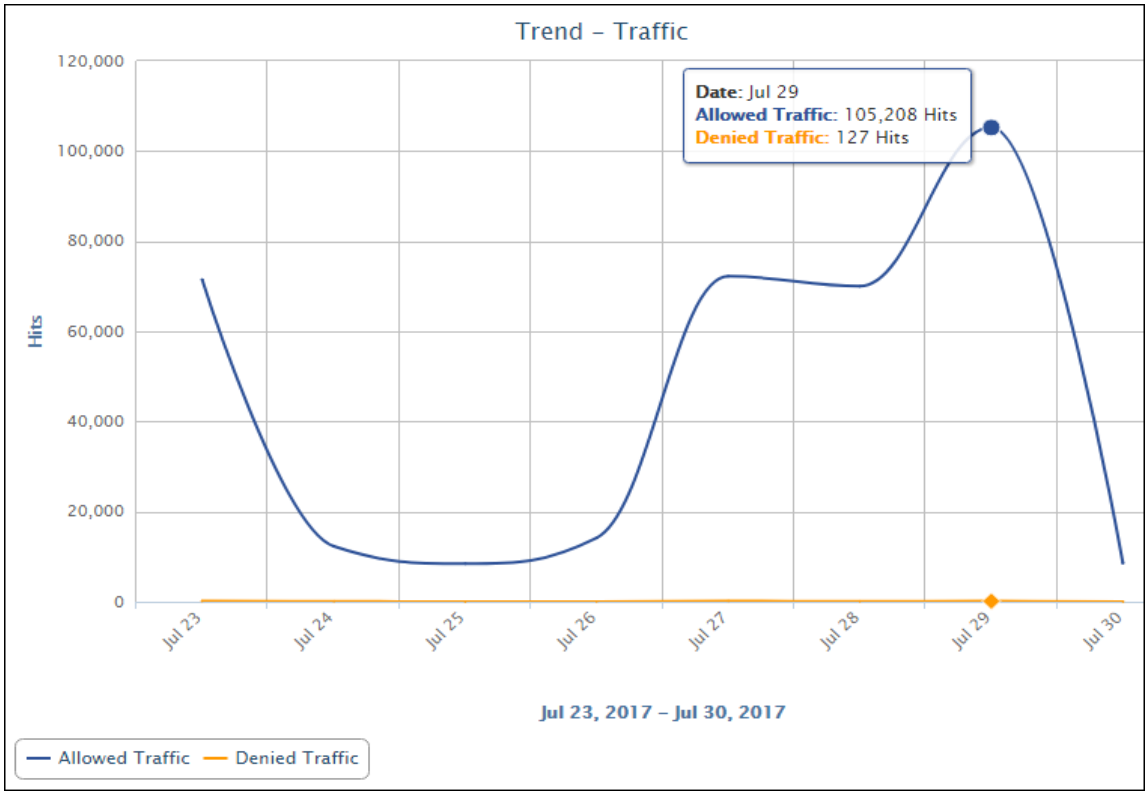
7. You may toggle a series on and off by clicking its date in the legend.
8. Select the classification for which you want to compare date ranges.



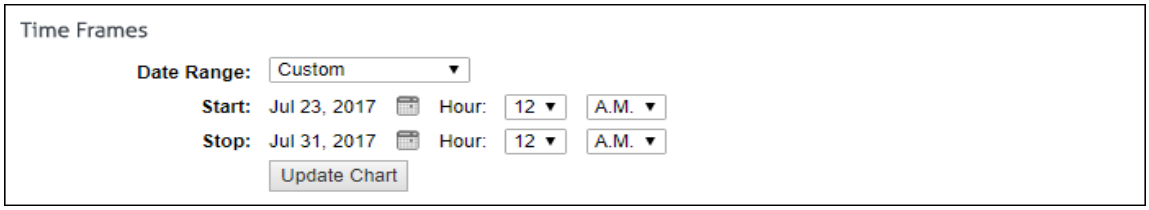
9. If you want to zoom in, click and drag from left to right or from right to left on the chart. Click **Reset zoom** to return to the original view.

Trend Traffic Chart

1. Go to **Reports - Dashboard - Trend - Traffic**.

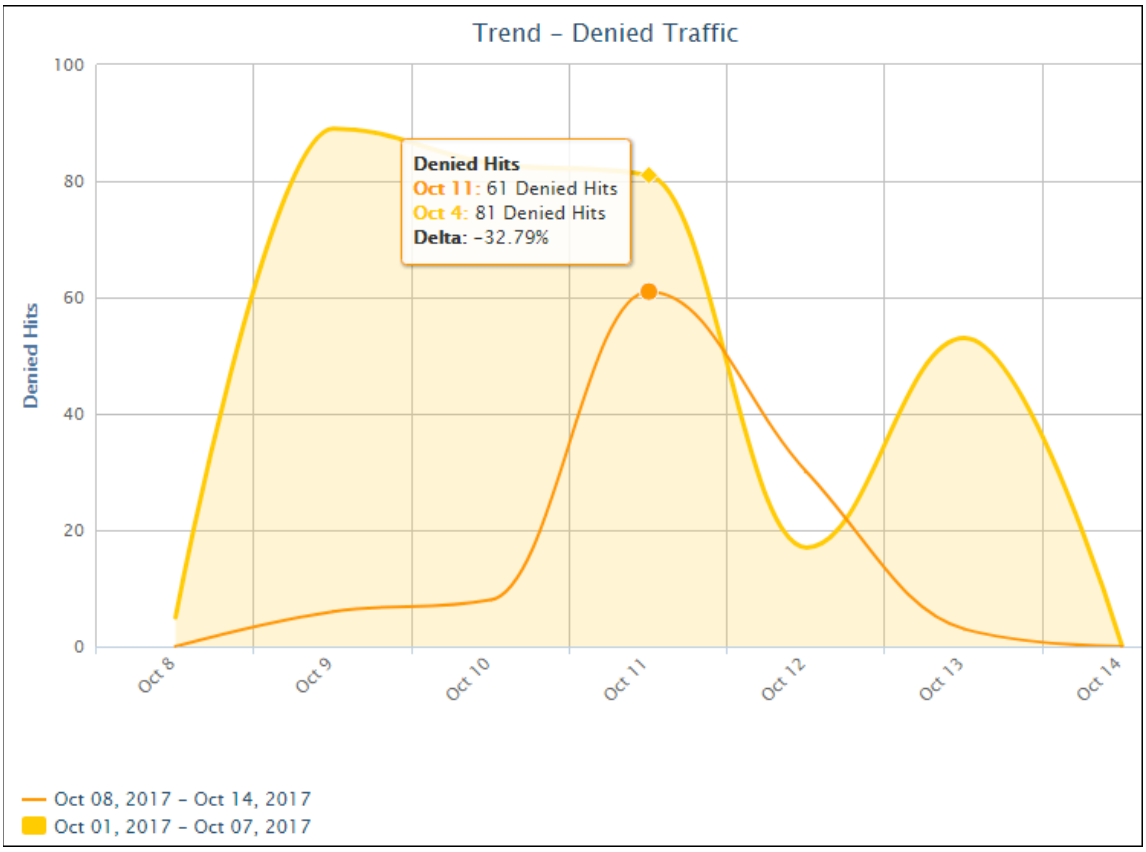


2. If there is more than one log file type configured in Cyfin, the **Data Configuration** field is displayed to allow you to choose a configuration to include in the chart. Select a configuration or all configurations.
3. Under **Time Frames** use the **Date Range** field to select a different time frame.

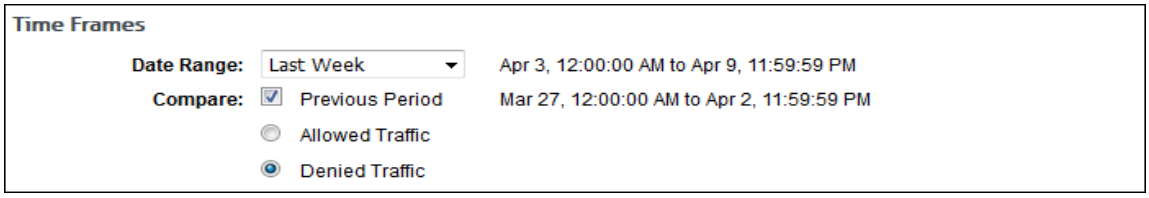


   - If you selected *Custom*, set a start date/time and stop date/time.
     - The **Start** and **Stop** fields show the previous date range that was selected.
     - Click the **Start** calendar icon to select the start date of the data you want. The calendar shows days up to the previous date range with the first day of that date range selected. The calendar begins on the first date of your log files.
     - Click the **Stop** calendar icon to select the stop date of the data you want. The calendar shows days beyond the previous date range. The calendar begins on the start date that you selected.
     - Select the specific hour and time of day for the start and stop dates.
     - Click **Update Chart** to reload the chart.

4. You can select to compare Denied and Allowed traffic by clicking the corresponding key in the legend. With both keys selected, the view is all traffic.
5. To compare the Web traffic for a predefined date range with a previous period, select the date range and then select the **Previous Period** check box. Trend comparisons are not applicable to Custom date ranges.



   - The charts compare activity for the selected date range (line series) with the equivalent previous period (filled series).
   - The Tooltip shows activity by metric and the percentage change (delta) in activity from the previous to the current period.
6. You may toggle a series on and off by clicking its date in the legend.
7. Select the type of traffic for which you want to compare date ranges.



8. If you want to zoom in, click and drag from left to right or from right to left on the chart. Click **Reset zoom** to return to the original view.

System Status

Job Queue

The Job Queue page displays a prioritized list of jobs in process. If there are no open jobs, when you go to the job queue, the page will be blank, and a message indicating the system is currently idle will appear.

The job queue automatically assigns priorities and performs the jobs in a sequence that reflects those priorities. This design ensures that reports are based on the latest available data.

The job queue runs one job at a time. A job that is running will always be at the top of the list, and a progress meter will show percent completion.

When a new job is initiated, the product automatically places it in the queue in accordance with its priority. Lower priority jobs are "bumped down" if appropriate.

1. To check the job queue, go to **System Status - Job Queue**. You will see the list of jobs and their status on the page.
2. If you want to delete any of the jobs, click the red x icon. To delete all jobs in the queue, click the **Delete All** button.
3. To pause the queue from refreshing, click **Pause**.

   NOTE: This does not pause the job from running.
4. Click **Restart** to get the queue refreshing itself again and to see the current status of job(s) running.

Help

End User License Agreement

This page allows you to print the License Agreement.

1. Go to **Help - EULA**. The End User License Agreement page is displayed.
2. Click **Print** to print the License Agreement. You may return to this page at any time to view or print it.

Appendix - Report Descriptions

Recommended Reports

The reports in this group include Site Analysis and User Audit Detail which are described later in this appendix.

High-Level Summary Reports

Category Audit Summary Report

Features. This report provides a synopsis of users' Web activity in a single category that you select. It lists all visited Web sites (domains), and the time online, bytes read, and number of visits for each, but does not list individual users. A hyperlink to each domain is provided.

Benefits. This report is very useful for a quick-look determination of whether or not Web-access abuse is taking place in a particular category, e.g., Pornography.

Cloud Services Summary Report

Features. This report shows the Web activity of users accessing cloud services. By user, it indicates the time online and number of visits to sites in the Audio Streaming, Cloud Infrastructure, Cloud Storage, Collaboration, CRM, Development, File Sharing, HR, Personal E-Mail, Video Streaming, and VoIP Services categories. Information is presented by category, group, and user. A hyperlink to each user is provided to allow management to further review the sites that were visited.

Benefits. This report can be used to identify cloud service usage patterns to enable new cloud services, better manage cloud subscriptions, and highlight anomalous activity. It can be used to reduce the risk posed by both approved and unapproved cloud services, enabling the safe and cost-effective implementation of cloud services.

Denied Requests Report

Features. By category, this report shows which users were denied access to Web sites or a page on a Web site. Individual users are identified, but specific URLs are not. Each denied request is displayed in the category requested. Denied requests for a Web page can signify the user may not be authorized to receive the page, the page may not have been found by the Web server, or the page may have been blocked for access.

Benefits. If you have Web filtering enabled, this report can verify that it is working. It can also be used to identify users who may be engaging in excessive attempts to visit inappropriate or unauthorized sites. This report is also a useful supplementary tool for individual user audits.

Legal Liability Report

Features. This report shows Web activity that could lead to legal liability. By user, it indicates the time online and number of visits to sites in the Anonymous/Public Proxy, Cults/Occults, Fantasy Sports, Gambling, Hate/Crime, Illegal Drugs, Malware, and Pornography categories. Information is presented by category, group, user, and user within the category. Individual sites are not separately identified.

Benefits. This tightly focused report facilitates analyses, investigations, and audits related to actual or potential legal liability issues. Results can be used to prompt further investigation or trigger immediate corrective action.

Site Analysis Report

Features. This report depicts Web site visits by user, group, or Enterprise from the following different perspectives. Time online percentage and time online are also provided.

- Total visits by classification (Acceptable, Unacceptable, Neutral)

- Total visits by category (Shopping, Pornography, etc.)
- Total visits by group
- Total visits by user
- Total visits by user, per category

NOTE: Individual sites are not identified in this report.

Benefits. The Site Analysis report looks at the same visits from different perspectives, such as acceptability, category volume, and user visits within categories. It can be used by all levels of management and by network administrators to perform audits and analyses of activity in either broad or focused areas.

Site Audit Summary Report

Features. This report lists the top groups and users who visited a particular site. The report can be run for more than one site and shows the total time online and number of visits made by the user, as well as the time online percentage and total visits by hourly activity. A hyperlink to each user is provided to allow management to further review the sites that were visited.

Benefits. This report can be used by administrators to get a quick, summarized look at Internet activity by Web site. It lists the users with the highest volume of activity.

Time Online Analysis Report

Features. The report shows the amount of time spent accessing Web sites by user, group, or Enterprise from the following different perspectives. The total number of visits is also provided.

- Total time online by classification (Acceptable, Unacceptable, Neutral)
- Total time online by category (Video Streaming, Sports, etc.)
- Total time online by group
- Total time online by user
- Total time online by user, per category
- Time online by hour

NOTE: Individual sites are not identified in this report.

Benefits. The report highlights the top users who spent the most time online during the reporting period and can prompt further investigation. Managers and IT administrators can quickly see which categories had the most volume of activity and address any potential issues, such as productivity loss, bandwidth slowdowns, and policy noncompliance.

Top Users Report

Features. This report lists the most active users in terms of time online, visits, denied hits, hits, and bytes read.

Benefits. This report can be used by administrators to get a quick, summarized look at Internet activity on the network. It lists the users with the highest volume of activity, be it acceptable or otherwise. This report is an excellent screening tool and can be used to prompt drilldown and further investigation.

Top Web Sites Report

Features. This report shows all visited Web sites (domains), and the category, time online, bytes read, and number of visits for each. The list is sorted in descending order by time online which enables quick determination of site "popularity." Individual user IDs are not shown on this report, but hyperlinks to all visited Web sites are provided to facilitate further analysis.

Benefits. This report highlights the Web sites that were most visited during the reporting period. If these visits are inappropriate, you can use this information to prompt deeper investigation. You may also

consider including the offending sites in your blocking regimen if you have one of our Web security products.

Unacceptable Visits Report

Features. The report depicts Web-use activity only within categories classified as "Unacceptable." By category, it shows the total time online and number of visits made by individual users. Users are identified, but individual sites are not. The report also summarizes unacceptable visits by top categories, groups, users, and hourly activity.

Benefits. Managers and administrators can quickly evaluate and see patterns of unacceptable activity by user and category. The latter can be done by individual category or at a higher level by a consolidation of all unacceptable categories. If excessive unacceptable activity is indicated, the reviewer can quickly drill down to other reports for further detail.

User Audit Summary Report

Features. This report lists all the Web sites visited by a single user during the reporting period. For each listed site, the report indicates the category, time online, bytes read, and number of visits made to it. A hyperlink to each site is provided to facilitate further review by management.

Benefits. Management is provided with reliable information to use in analyzing, evaluating, or investigating an individual user's Web activity.

Audit Detail Reports

Category Audit Detail Report

Features. This report provides a detailed analysis of users' Web activity in a particular category that you select, e.g., Pornography. All URLs are listed for each user who visited that category. The report also provides the time online percentage, total visits, and total time online for the top groups, users, and hourly activity in this category.

Benefits. This report is very useful for identifying the most active users and the most heavily visited sites and pages in a selected category. This makes it an excellent tool for conducting detailed audits and investigations of possible misuse of Web-access resources.

Cloud Services Detail Report

Features. This report shows the specific URLs of cloud services by user, that is, visits to only the Audio Streaming, Cloud Infrastructure, Cloud Storage, Collaboration, CRM, Development, File Sharing, HR, Personal E-Mail, Video Streaming, and VoIP Services categories.

Benefits. Management has a complete and concise view of every cloud service URL the user has clicked. This information can be used for cloud usage audits, identifying the most active users and the most heavily visited sites.

Denied Requests Report

Features. This report shows the specific URLs to which users were denied access by user. Each request is displayed in the category requested. Denied requests for a Web page can signify the user may not be authorized to receive the page, the page may not have been found by the Web server, or the page may have been blocked for access.

Benefits. If you have Web filtering enabled, this report can verify that it is working. It also indicates the number and type of blocked requests, i.e., Denied, and is a very useful supplementary tool for individual user audits.

Legal Liability Detail Report

Features. This report shows the specific URLs of legal liability Web activity by user, that is, visits to only the Anonymous/Public Proxy, Cults/Occults, Fantasy Sports, Gambling, Hate/Crime, Illegal Drugs, Malware, and Pornography categories that pose a legal liability risk.

Benefits. The report provides only legal liability Web use. This means that smaller, more focused reports are available to facilitate analyses, investigations, and audits related to legal liability issues.

Search Terms Audit Detail Report

Features. This report shows search terms that users entered on popular search sites such as Google. For each search term, it shows the IP address, user, date/time, and search engine.

Benefits. This report indicates the number of search terms entered during the reporting period and can be used as a tool to aid in forensic investigations.

Site Audit Detail Report

Features. This report focuses on Web activity associated with one or more Web sites. Every hit or visit made to the specified URLs is listed separately for all users. Hits or visits are listed chronologically, and information included for each hit or visit consists of the IP address, user, and full URL. The report also provides the time online percentage, total visits, and total time online for the top groups, users, and hourly activity.

Benefits. Management has a complete yet concise view of all users that visited the specified Web sites and the resultant activity (hits or visits). This information can be used for personnel appraisal purposes, usage audits, etc.

User Audit Detail Report

Features. This very detailed report focuses on a single user. Every visit made by the user is listed separately in chronological order. Information for each visit consists of the site's category and full URL. Each URL is hyperlinked so the site or page can be quickly accessed for review if desired. A summary total of visits, time online, and bytes read are also provided by category and hour activity.

Benefits. Management has a concise but complete view of every URL the user has clicked. This information can be used for personnel appraisal purposes, incident investigations, usage audits, etc.

IT Reports

Network Information Report

Features. This report depicts the total hits, trend in bytes, and total bytes by acceptability classification, category, group, IP address, and hourly activity. No individual users or sites are identified in this report.

Benefits. This report is a powerful tool for network administrators. It serves as a valuable aid for managing and controlling bandwidth usage. By not showing users, it keeps the focus on bandwidth usage via hits, trend in bytes, and bytes, making it easier for administrators to quickly identify potential network performance problems.

Site Analysis Bandwidth Report

Features. Similar in structure to the Site Analysis report, this report focuses on bandwidth consumption instead of visits. It breaks down bandwidth usage by acceptability classification, category, group, user, and user within each category, showing the trend in bytes and total bytes.

Benefits. This report provides IT personnel with a comprehensive, categorized picture of how and when Web access is being used, and it does so while identifying the most active users in each category. This data is very helpful for managing bandwidth usage and advising management on corrective measures.

Top Bandwidth Sites Report

Features. This report shows the top bandwidth-consuming site visits made by the selected group. Each site's category is shown with the byte consumption for the site. The list is sorted in descending order by bandwidth consumption, enabling quick determination of the category and domain affecting bandwidth. Individual users are not shown on this report. Hyperlinks to all visited Web sites are provided to facilitate further analysis.

Benefits. This report quickly identifies the Web sites that consumed the most bandwidth in your network during the reporting period. If the consumption is unwarranted, you can use this information to prompt deeper investigation, or you can include the offending sites in your blocking regimen if you have one of our Web security products.

Forensic Reports

The reports in this group are audit detail reports that could be of interest to corporate IT forensic personnel, law enforcement agencies, anyone in the legal community, and forensic criminal investigators. These reports include Denied Requests Detail, Legal Liability Detail, Search Terms Audit Detail, and User Audit Detail which were described earlier in this appendix.

Cloud Services Reports

The reports in this group show employee Web use of cloud services including the Web activity of your remote employees, i.e., cloud users, in a Hybrid deployment. Cloud service Web activity includes visits to sites in the Audio Streaming, Cloud Infrastructure, Cloud Storage, Collaboration, CRM, Development, File Sharing, HR, Personal E-Mail, Video Streaming, and VoIP Services categories. The reports include Cloud Services Detail and Cloud Services Summary which were described above.

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