

SurfStatsLive Reporting Server

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Quick Installation Guide

This Quick Installation Guide is intended to serve as documentation to do a quick installation of the SurfStatsLive Reporting Service. It is highly recommended to read the complete Setup and Administration Guide to gain a thorough understanding of the product. It is critical to read the Background Information and Important After Installation Issues sections for a successful installation.

Quick Installation Steps

For a quick installation perform the following steps:

1. Run the setup.exe included in the download zip and proceed through the screens.
2. The SurfStatsLive Global Setup will run at the end of the setup and has 4 tabbed sections:

Authentication tab - Select SurfStatsLive as the User Authentication Provider on the Authentication tab. Then specify a username, password and confirm password that you want to use to log into SurfStatsLive as a server administrator.

Web Server tab - Set up the SurfStatsLive Virtual Web Server on which SurfStatsLive will be accessed. It is recommended to create a new Virtual Web Server.

Identities tab - Set the user accounts that should be used by the SurfStatsLive COM+ package. We suggest that you specify Administrator as the account for the SurfStatsLive COM+ Package. The account for the SurfStatsLive Merging Service can only be set AFTER installation. You need to change the account (default is LocalSystem) for the service only if you specified log sources (on profiles), which are on other computers. Click the SET button to set the account.

Information tab – Enter your contact information

Click Done to exit the SurfStatsLive Global Setup and finish the setup.

3. Set up SurfstatsLive as a trusted site.
4. Go to Start – Programs – SurfStatsLive and select SurfStatsLive. The default browser will open with a page to access SurfStatsLive.
5. Log in using the username and password defined in (2) with Server Administrator as the log in type.
6. Set up your site profiles and passwords for other users to login either from the Profiles or Profile Groups tab.

SurfStatsLive Requirements

- Windows 2000 Server, XP Pro, Windows 2003/8 (32 and 64 bit OS), Vista Internet Information Server (IIS) 5 or later

- Pentium III, 600 MHz processor, Pentium 4 or faster processor recommended
- 256 MB Ram, 2 GB recommended
- No additional external database is required. The program requires about 500 MB for an average database. The database requirement is about one tenth of the log file so if your parse one log file of 100 MB, the database would take up about 10 MB

! Version 2009 installs under \Sslive3400 and the IIS description is SurfstatsLive 3400 !

Background Information

The SurfStatsLive Reporting Service is installed on a Windows 2000/2003/2008 32/64 bit server computer with Internet Information Services and Internet Explorer installed. You must have service pack 3 or later installed on Windows 2000 servers.

The Internet Services Manager tool in Windows is used to administer Virtual Web Servers on the physical server. Here you can find out the IP address, port number and other information about Virtual Web Servers. To run Internet Services Manager, click the Start button, then Settings – Control Panel – Administrative Tools – Internet Services Manager.

The SurfStatsLive Reporting Service uses site profiles to identify where log files are located, what to extract from the log files, what logo to use etc. A site profile also has a name and password associated with it. Site profiles are grouped together in profile groups. Each profile group has a profile administrator (or group administrator) that creates and maintains profiles in the group. A profile group is normally associated with a virtual web server.

Four types of logical configurations exists, although it is nowhere explicitly specified during installation of SurfStatsLive or thereafter. A specific installation can be a combination of one or more configurations:

- (1) Single Server – SurfStatsLive running on the web server from which it collects log files.
- (2) Multi Server – SurfStatsLive collects log files from web server on which it runs and other log files from other physical web servers.
- (3) Statistics Bureau – SurfStatsLive has no access to content web server's log files. JavaScript code generates hits on local Virtual Web Server's logs, which SurfStatsLive then processes.
- (4) A Merging Server and a Reporting Server –
 - Merging Server - SurfStatsLive is installed on a server which parses the log files and places the information in the site profiles' databases on this server. It can be a dedicated server or it can be the web server which hosts the websites.
 - Reporting Server - SurfStatsLive is installed on another server which will query the Merging Server's databases and then serve the reports.

There are three types of users in the SurfStatsLive product:

- (1) Server Administrators will administer the SurfStatsLive Reporting Service globally and assign users the right to be Profile Administrators. Server Administrators can also administer site profiles.
- (2) Profile Administrators set up site profiles for one or more profile groups. A profile group is normally associated with a virtual web server. The role of profile administrator was introduced to make analysis of log files possible where a site host allows sub-hosting.
- (3) SurfStatsLive users (also called end users) log into the SurfStatsLive Reporting Service to view web activity reports. An end user logs into the SurfStatsLive Reporting Service to view reports using a site profile name and password.

The three user types log in through a web browser from the same login screen.

In addition to the different help systems, the Global Setup Application (used to configure elements of the SurfStatsLive Service that cannot be done from the Server Administration web interface) is available in the SurfStatsLive program group on the server computer after installation.

Before Installation

Make sure that you have the latest version of SurfStatsLive installed. It can be downloaded from <http://www.surfstats.com/download.asp>

The setup.exe included in the download zip file will do the following:

1. Extract the temporary files required to a temporary folder on the hard drive.
2. Ask for license agreement acceptance and the destination folder to install to.
3. Copy and register the required SurfStatsLive files.
4. Copy and register other required files required by SurfStatsLive.
5. Run the SurfStatsLive Global Setup Application. This can be run later from the SurfStatsLive program group.

SurfStatsLive Global Setup

Authentication | Web Server | Identities | Information

Here you can specify the Windows account under which the SurfStatsLive Merging Service will run. Do not use LocalSystem if collecting log files from other computers.

Username (samples: Administrator or Domain\Administrator)
Administrator (leave blank to use LocalSystem account)

Password
xxxxxxx

Confirm Password
xxxxxxx

Set

Here you can specify the account under which the SurfStatsLive CDM+ package will run. It is highly recommended that you change this. Default is Interactively logged on user.

Username (samples: Administrator or Domain\Administrator)
Administrator (leave blank to use Interactively logged on user)

Password
xxxxxxx

Confirm Password
xxxxxxx

Set

Done

The SurfStatsLive Global Setup is used to configure:

Authentication - The way SurfStatsLive Server Administrators will get authenticated.

Web Server - The IIS virtual web server or directory where users will access SurfStatsLive by browser.

Identities - The startup account for the SurfStatsLive Merging Service and COM+ package. See screenshot below. We suggest that you set up the Merging Service and the COM+ Package as Administrator accounts. Click SET after you changed it.
Information - Support information and logos that will be displayed on reports.

After this setup, the SurfStatsLive Merging Service will start. This service parses the log files and places it in the site profile's database.

Plan your installation

1. Decide whether the SurfStatsLive Reporting Service is going to be accessed from an existing Virtual Web Server in IIS OR a newly created Virtual Web Server. Creating a new Virtual Web Server is recommended. The Global Setup application, which runs automatically after installation, can create a Virtual Web Server. Have the IP address and Port Number of the Virtual Web Server available. If you are unsure about the IP address and port number, use the IP address of the local computer and any port number say between 2000 and 65535. You can find out the IP address of a Windows 2000 computer from the Local Area Connection shortcut when you select Network and Dial-up Connections. (the ipconfig command-line utility can also help).
2. Decide whether Server Administrators are to be validated by SurfStatsLive itself, the local Windows (SAM) user database (present on any Windows 2000/2003 computer) OR centrally, by a Windows 2000 domain. SurfStatsLive, the local OR Windows 2000 domain database will be the Authentication Provider for the SurfStatsLive Reporting Service. This is set up in the Global Setup application (after installation). Note that the SurfStatsLive Reporting Service validates Profile Administrators and SurfStatsLive users, so Profile Administrators and SurfStatsLive users are not validated in the same way as Server Administrators.
3. If you are not using SurfStatsLive authentication for Server Administrators decide to which group (locally in Windows user database OR on the Windows 2000 domain depending on the choice of the Authentication Provider) users should belong to, to be able to log in as Server Administrators. Decide which users should perform the role of Server Administrators; make sure their user accounts have been added to the group chosen. The type of Windows group should be a local or domain local/global group, depending on the Authentication Provider chosen. The user accounts can be set up later, but at this stage ensure at least that you have made a decision on the group to be used and that the group exists. The local group Administrators is recommended for local authentication, Domain Admins for domain authentication. Use the Windows Computer Management tool (local) or the Active Directory Users and Computers tool (on domain) to create group (or use existing group), create users (or use existing users) and to add users to the selected group.
4. Decide on which drive you want to install the program. The site profiles and their respective database tables are placed in sub-directories beneath the SurfStatsLive installation directory. Make sure that you have enough disk space on the drive that you are installing the program.
5. Plan your site profile setup. Every site profile has its own database tables which is located under the site profile's data directory, e.g.

C:\Program Files\SurfStatsLive3400\Sites\MySite\Data

If the database grows too large, the application's speed will deteriorate. The program analyses 1 GB in about 15 minutes. 1 GB log file would result in about 19 MB data and 3.8 million page views. 2 GB data would have roughly 425 million page views. However, before the tables reach 2 GB limitation, the program would become unacceptably slow and unresponsive.

Log file analysis is a very resource intensive operation. It will get unacceptably slow if you have many log files over a large period. Some tips to help speed up the parsing and reporting:

- Filter out unwanted information during parsing to keep the tables small.
- Keep site profiles' database small - rather have a few site profiles that report on shorter periods than one that report over a long period.
- Remove old data from site profiles
- Remove already parsed log files from the specified log file path and archive it. Otherwise it would be opened to check if it has been updated. This can take up a lot of time if you have a lot of log files.
- Use a dedicated statistics server instead of running the program on the same web host server.
- Install another SurfStatsLive on another machine to split the load.

Backup up your system

It is recommended to always make a backup of your system before installing any new application. Also create a backup of your IIS configuration. To do this run Internet Services Manager, right-click on the server and select Backup/Restore Configuration. Then perform the backup from the Configuration Backup/Restore screen that is displayed.

Log Files and Database

Do not use the SurfStats database as an archive for your log files. Compress your log files and use it as your archive in case you need to re-parse the log files.

The database is a temporary storage to simplify report generation. The database tables cannot be saved and restored. The database consists of complex interlinked tables and if changes are made to the structure, it is a nightmare to migrate data from a previous version.

Installing over Terminal Services

When installing SurfStatsLive V2.5.0.0 or later over Terminal Services (with no user logged into the server console) the SurfStatsLive Global Setup application, which runs directly after setup.exe, will detect that it cannot initialize the SurfStatsLive COM+ package. This is because the default user context is "Interactively logged on user" and there is no interactively logged on user. The Global Setup Application will prompt for a username, password and confirm password for the package to run under. It is recommended to use the Administrator account for the identity of the package. The username specified can also later be changed on the "Identities" tab.

Checking if localhost responds

Please check if you can access localhost from a browser (type `http://localhost` in a browser and press Enter). If not you need to set the IP address for the Default Web Site as (All Unassigned) in Internet Services Manager.

Check Virtual Web Server Logging

By default IIS does not log all fields required for proper log file analysis. Please make sure that all necessary fields are logged in Internet Services Manager for all virtual web servers whose log files need to be analyzed. The easiest is to use the W3SVC Extended Log File Format and ensure that all Extended Properties are logged (right-click a Virtual Server and click on Properties). Also if you want SurfStatsLive to move log files after processing you have to ensure that log files are created Daily.

Installation

If a previous version of SurfStatsLive exists on the computer, it is recommended to uninstall it first as described later in this guide.

After you have read the Before Installation section run the SurfStatsLive Setup application and choose the defaults as far as possible.

Please note that you have to log out of the server and log in as the user that you would want the SurfStatsLiveComPlus package to run under, before installing SurfStatsLive. The SurfStatsLiveComPlus package is responsible for report generation and is configured after installation from the Windows 2000 Component Services tool (refer to Important After Installation Issues).

At the end of the installation the SurfStatsLive Global Setup Application will start up. Click the Authentication tab (selected by default), if you want to authenticate Server Administrators locally specify WinNT://<ComputerName> as User Authentication Provider. It would come up with the right computer name of the computer by default. For Windows 2000 Domain Authentication specify LDAP://RootDSE for the User Authentication Provider. For the Server Administrators Group type the name of the chosen group (as decided in Before Installation). The default is Administrators (assuming local authentication). You would probably need to change this, especially for authentication by a domain. These two fields are case-sensitive. If SurfStatsLive is chosen as authentication method the server administration username and password needs to be specified, the Server Administrator Group field will become disabled when this method of authentication is specified.

In the Global Setup application click Forward or the Web Server tab. Either create a new Virtual Web Server or use an existing Virtual Web Server with a newly created Virtual Directory. Make a note of the URL and other details in the information dialog box that comes up as this will be used later in the sections Quick Server Administration and Quick Profile Administration. The Global Setup application will not be able to set the SurfStatsLive item in the SurfStatsLive program group (Start – Programs – SurfStatsLive) if you do not configure the web server (from the Web Server tab).

Click Forward to go to the Identities tab. At the top the account under which the SurfStatsLive Merging Service will run can be changed. This needs to be changed to something else than LocalSystem, with sufficient rights, if you are going to access log sources on other computers. Keep the account for the service as LocalSystem if not. At the bottom you can set the account to be used by the SurfStatsLive COM+ package. This needs to be changed, as the default is interactively logged on user, which is the user logged in at the server console, implying that if no user is logged into the server console that the COM+ package won't be able to run.

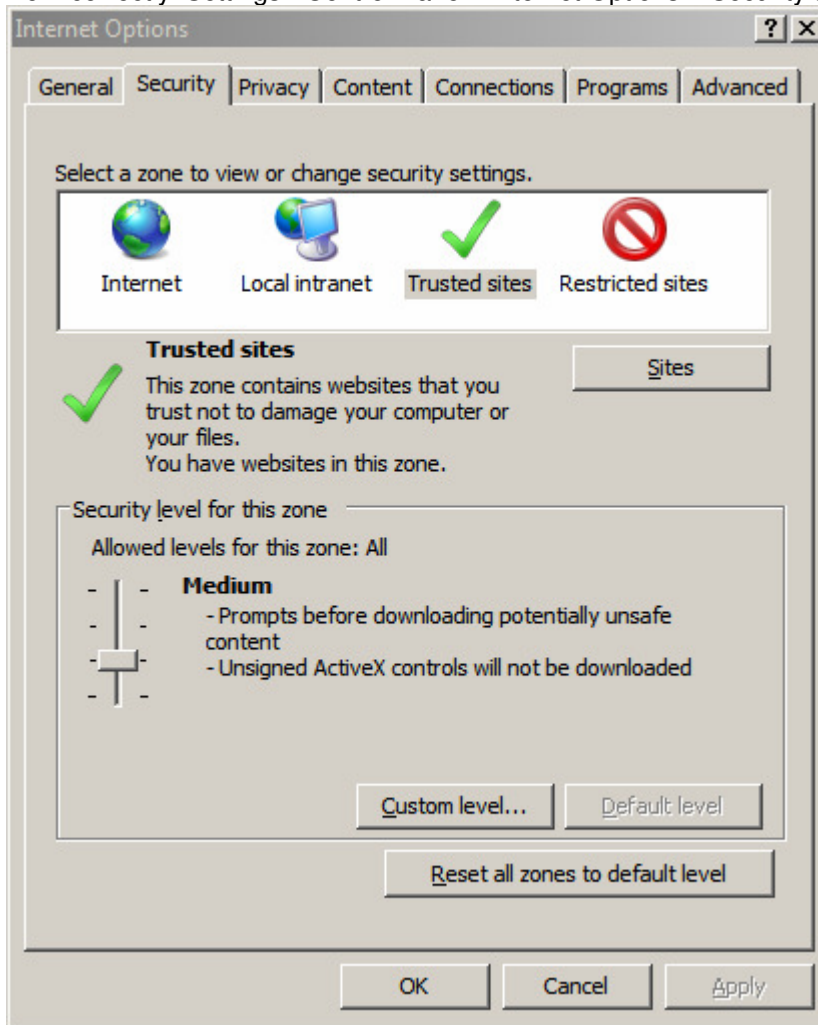
Click Forward to go to the Information tab. Here you can specify information about yourself, the provider of the SurfStatsLive Service, the default image URL that will be displayed and the global option of displaying tips when a user logs into the SurfStatsLive service.

Click the Done button.

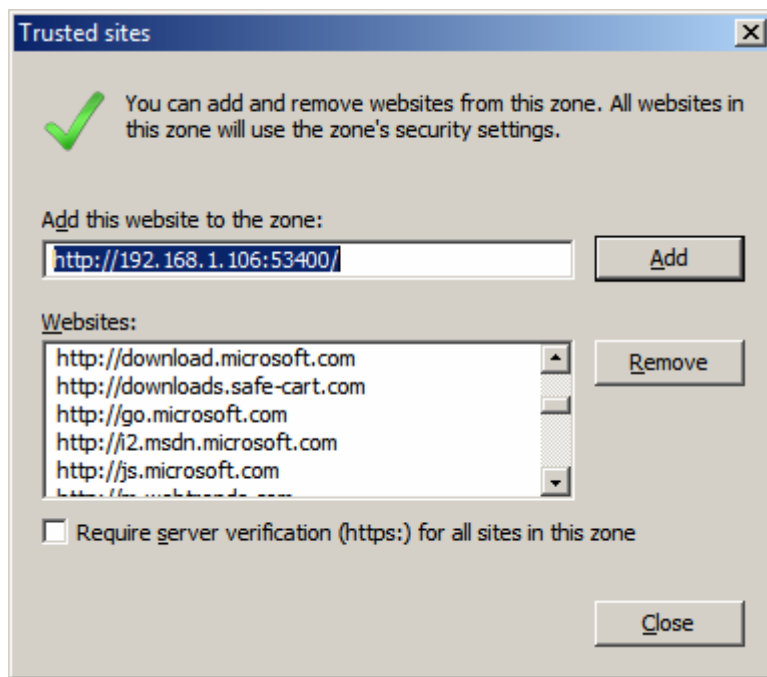
Note that the Global Setup application can also be run later from the SurfStatsLive program group on the server.

Set SurfstatsLive as a trusted site

Set the SurfstatsLive Virtual Web Server as a trusted site otherwise the javascript report menus might not work correctly. Settings - Control Panel - Internet Options – Security and then click on Trusted Sites.



Then click on the Sites button and add the SurfstatsLive login website, e.g. <http://192.168.1.106:53400/>

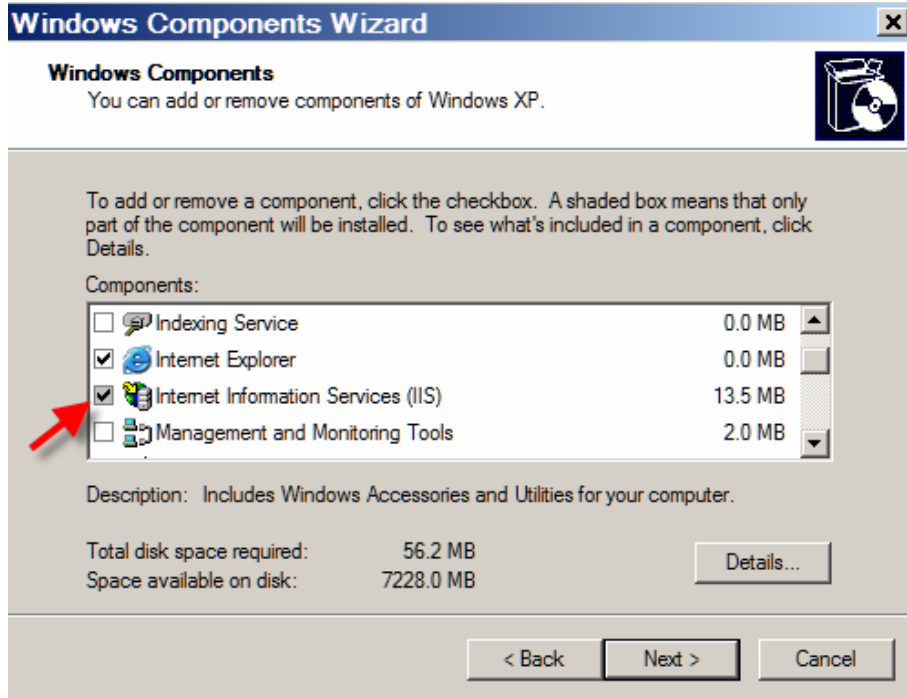


Please proceed to the section Important After Installation Issues and then Quick Server Administration.

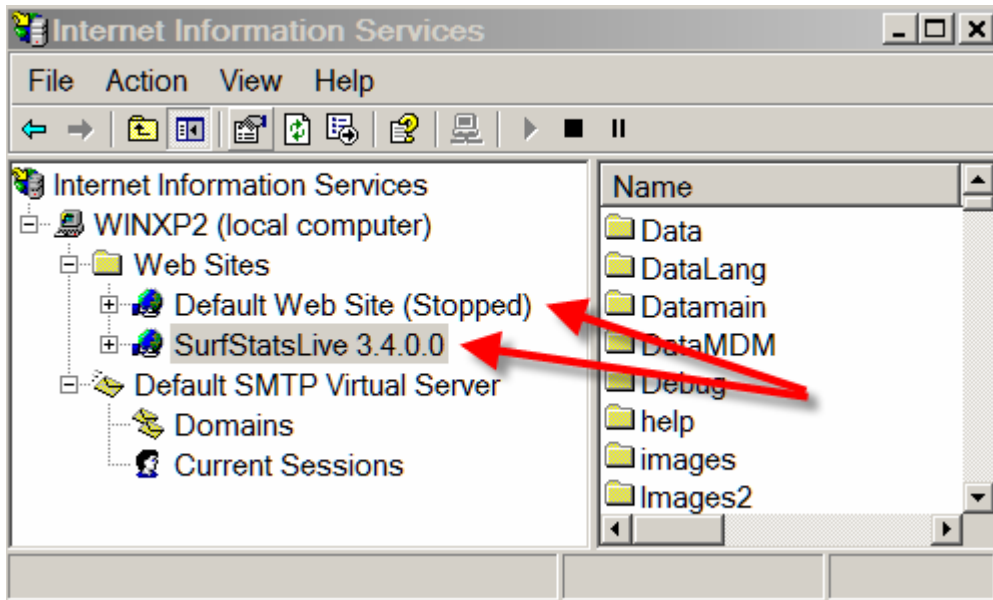
A troubleshooting section is available on the SurfStats website.

Windows XP

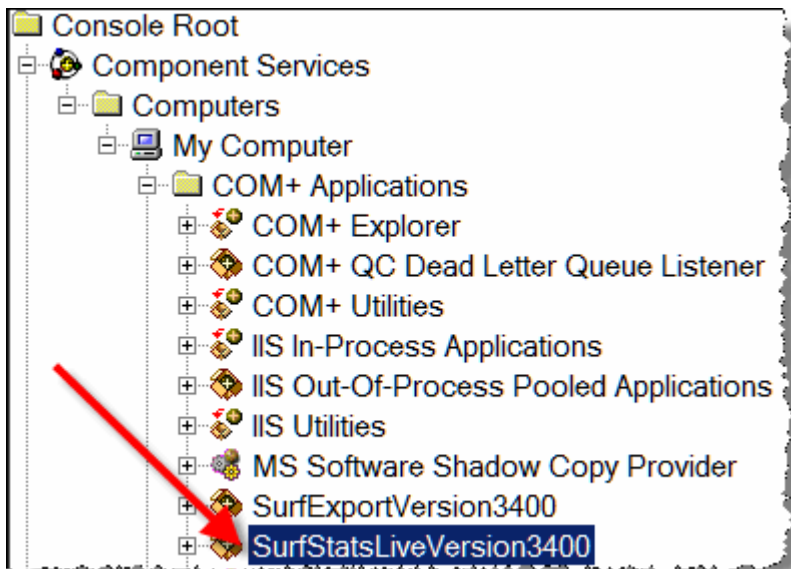
IIS is not installed by default when you install Windows XP so you have to install it first from Windows Control Panel – Add/Remove Programs – Add Remove Windows Components. Then select to add Internet Information Services as shown below.



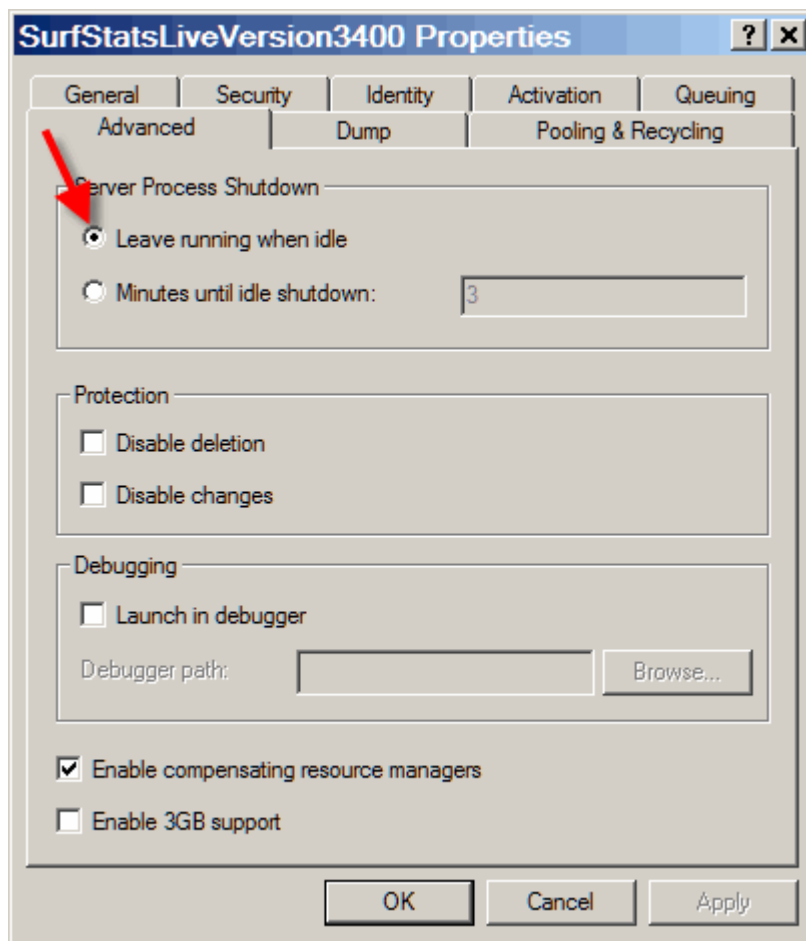
Windows XP only allows one Web Server so you have to stop the default Web Site and Start SurfStatsLive – Go to Windows Control Panel – Administrative Tools – Internet Information Services as show below.



Go to Control Panel – Administrative Tools – Component Services and right click on SurfStatsLiveVersion3400 as shown below:



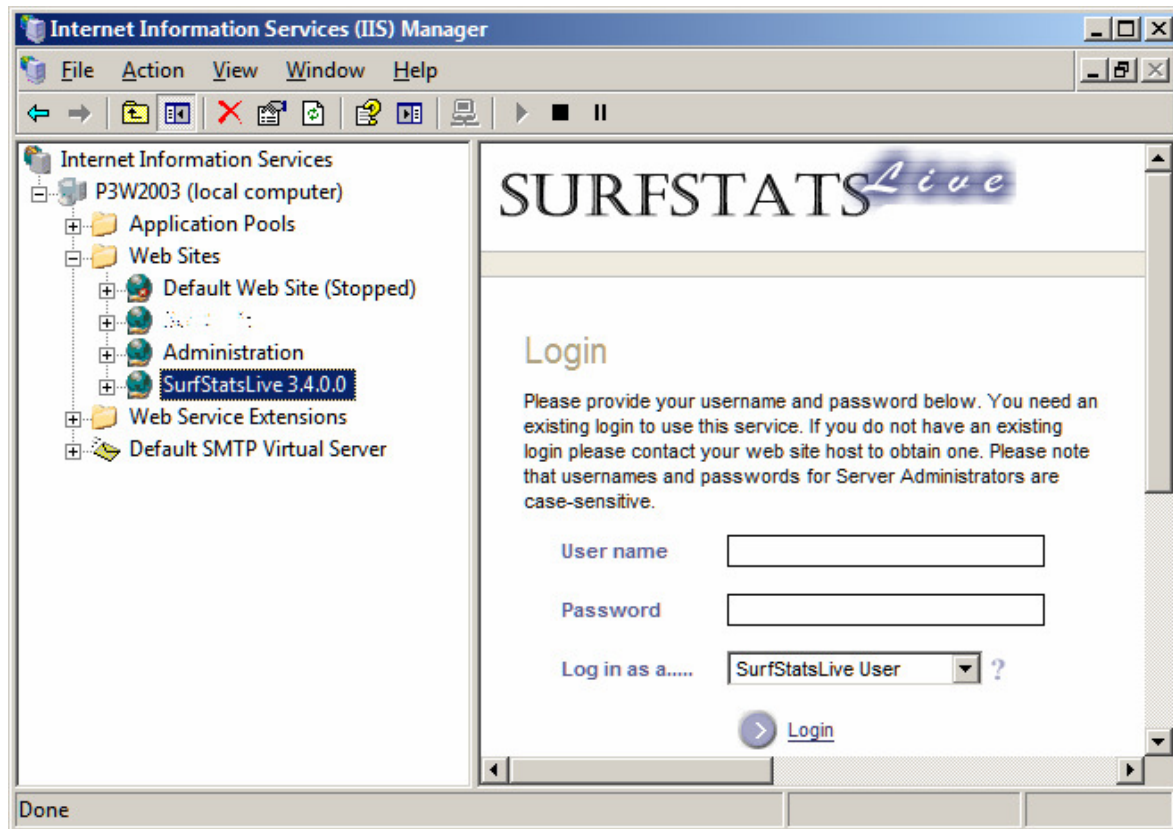
Select properties, tick the “Leave running when idle” under Server Process Shutdown and click ok as shown below.



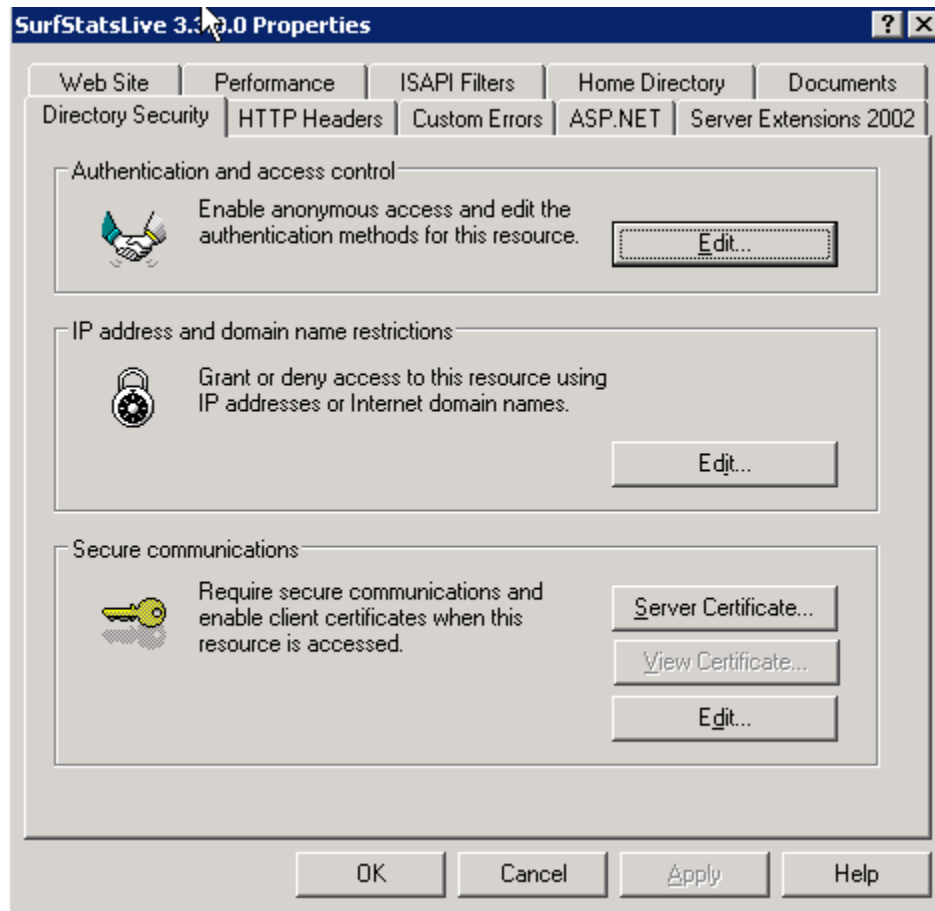
Windows 2003 server

1. Run Internet Information Services Manager from Start - Control Panel - Administrative Tools.
2. Expand the computer name and click "Web Service Extensions".
3. Ensure Active Server Pages and Server Side Includes are allowed.
4. Run setup.exe from the download SurfStatsLive zip file.
5. Specify the install path and other information required.
6. Towards the end of the installation the SurfStatsLive Global Setup application will start up.
7. A dialog box will appear asking for a username and password for the SurfStatsLive COM+ package. Specify a Windows account that is part of the Administrators group.
8. After the COM+ package identity has been set, specify the Authentication Provider on the "Authentication" tab. Easiest is to use the default SurfStatsLive authentication. Specify a username and password to access SurfStatsLive server Administration. This is still in the SurfStatsLive Global Setup Application.
9. Click the Forward button to go to the "Web Server" tab. Choose to create a new virtual web server or selecting an existing one. Click the "Create" button to create the virtual web server or set the virtual directory for an existing virtual web server. This is the virtual web server on which SurfStatsLive will be accessed.
10. Click the Forward button to go to the "Identities" tab. As the account has already been set when the Global Setup startup up you can just click Forward to continue. After installation you can revisit this screen to change the account used for the COM+ identity and/or specify an account for the SurfStatsLive Merging Service. Changing the account for the service is required if the log files for some profiles are located on different computers.
11. On the "Information" tab you may provide organizational contact information. Click the "Done" button on the "Information" tab. The Global Setup Application will close and the setup.exe application completes.
12. Go to Start - Programs - SurfStatsLive and click the "SurfStatsLive" program item. The default browser starts up with the SurfStatsLive login screen.
13. Click the "Demo" link to see if you can view reports. If you get a report with a date range at the top, but with an error message you would need to change the DEP settings. This happens on 64-bit hardware or 64-bit Windows.
14. To change the DEP settings go to Start - Control Panel - System and select the "Advanced" tab and click the "Settings" button in the "Performance" Panel.
15. Select the "Data Execution Prevention" tab and click the "Add" button. Browse to the SurfStatsLive installation folder and select surffoxlive3400.exe and click Open.
16. Click OK to close the Control Panel - System applet.
17. View reports again by clicking the "Demo" link.

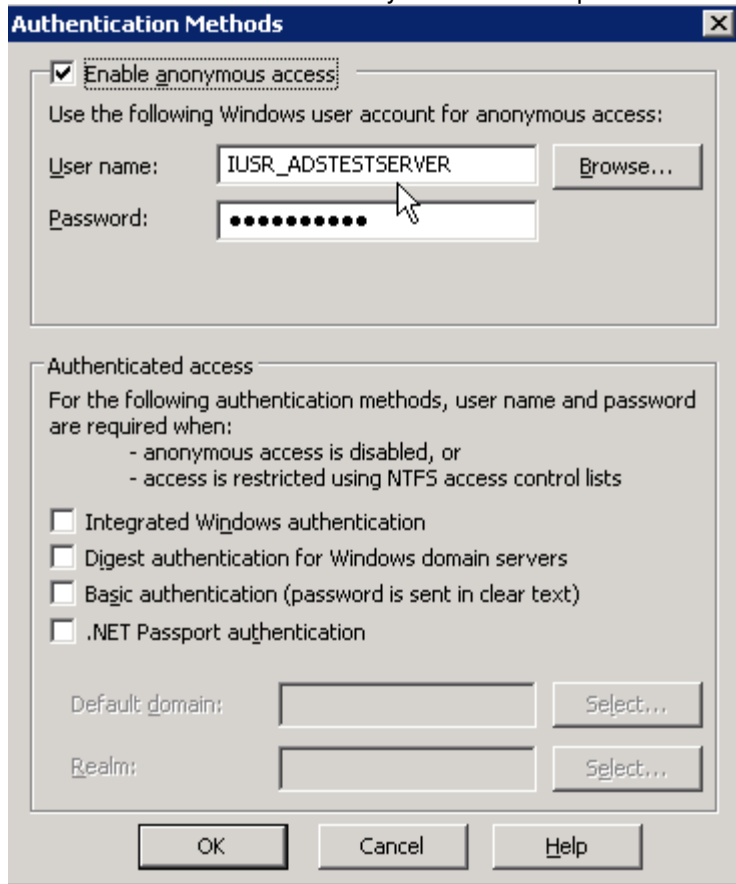
You must enable anonymous access on Windows 2003 servers if you want to control SurfStatsLive via Remote desktop. To do so, open the Internet Information Manager, expand the Web Sites and right-click on SurfStatsLive.



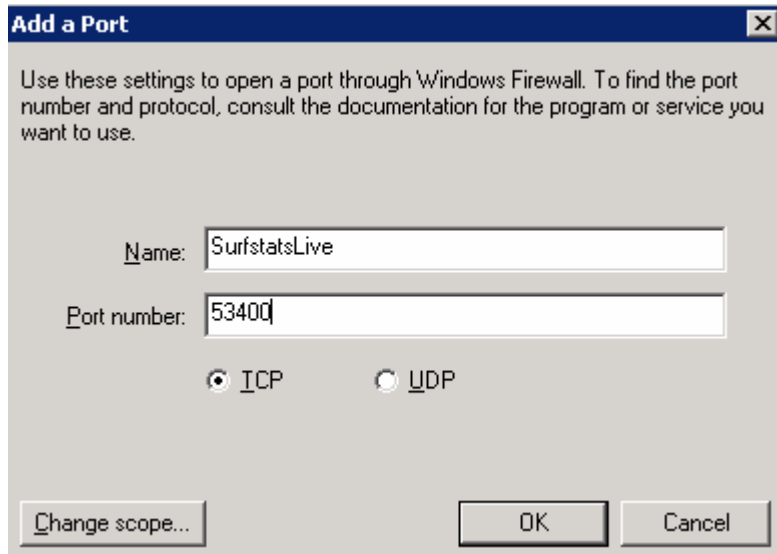
This will display the SurfStatsLive Property screen. Click on the Edit button on the Authentication and access control section.



Make sure that the Enable anonymous access option is ticked. Then press OK.



SurfStatsLive uses port 53400 and you have to open this port for access in your firewall for Windows 2003 and later. Start - Settings – Control Panel – Network Connections. Right Click on Local Area Connection – Properties – Advanced – Settings. Select the Exceptions tab for the Windows Firewall and add a port. Enter SurfstatsLive with the port number as displayed below:



Windows 2008 Server

1. In IIS 7 right click site on which SurfstatsLive is installed on. Select "Manage Web site" and "Advanced Settings". Select the "Classic .NET AppPool" or any classic pipeline mode pool.
2. Start Control Panel – System – Advanced System Settings – Performance Settings – Data Execution Prevention. Add \Program Files (x86)\Surfstatslive3400\surffoxlive3400.exe

Vista

1. Open the Windows Control Panel.
2. Open Programs and Features.
3. Click "Turn Windows Features On or Off"
4. Expand "Internet Information Services"
5. Expand "Web Management Tools"
6. Expand "IIS 6 Management Compatibility" and enable all features under this option.
7. Under "Internet Information Services" expand "World Wide Web Services"
8. Expand "Application Development Features"
9. Enable at least "ASP" and "Server-Side Includes".
10. Click OK
11. Unzip the contents of the downloaded SurfStatsLive install zip file to a folder.
12. From Windows Explorer right-click and select to run as Administrator and continue through the steps.
13. Towards the end of the installation the SurfStatsLive Global Setup application will start up and report a permission problem about listing the virtual web servers. Click OK. The virtual web server will be configured later.
14. On the Authentication tab configure the authentication options.
15. On the Identities tab specify a user for the COM+ package and a password. This must be a Windows user that belongs to the Administrator group.
16. Fill in the necessary details on the Information tab and click Done and OK on the problem about the virtual web server.

17. Go to Start - Programs and select SurfStatsLive V3.4 (or whatever version) and then click the SurfStatsLive Global Setup program icon.
18. Click the Web Server tab and configure the virtual web server that SurfStatsLive will be accessed on and click Done.
19. From SurfStatsLive Program Groups (as for step 17) select SurfStatsLive. A browser window should open. View reports for one of the demo profiles to check if things are working.

Important After Installation Issues

- Set up the SurfStatsLiveComPlus Package IDENTITY. This is required so that the package can start up if no user is interactively logged into the server computer and users need to access the SurfStatsLive Service to generate reports or for administrative tasks. This is done as follows:
Start – Settings – Control Panel – Administrative Tools – Component Services,
in Component Services, expand Console Root – Component Services – Computers - My Computer – COM+ Applications – SurfStatsLiveVersion2500.
If you right-click on the SurfStatsLiveVersion2500 package and click Properties, you will see how the package is configured. Clicking the Identity tab reveals a screen, from which you can change the user context that the package gets executed under. Change it to This user and specify a user with sufficient rights (preferably administrative rights).
Very Important: The user specified here has to be the same as the user under which SurfStatsLive was installed.
Note that from V2.5.0.0 onwards this step can be performed by filling in the details on the Identities tab of the SurfStatsLive Global Setup application.
- If you want the SurfStatsLive MergeClient to access and process log sources from other computers on the network set up the identity of the SurfStatsLive Merging Service to a user with sufficient rights (not the LocalSystem account) to access these log sources. To do this go to Control Panel – Administrative Tools – Services – SurfStatsLive Merging Service Version <VersionNo> – Log On tab – click This account and specify an account and password. Please refer to the Server Administration help for more on specifying log sources on profiles. Also use UNC names to specify log sources and not mapped drives.
Note that from V2.5.0.0 onwards this step can be performed by filling in the details on the Identities tab of the SurfStatsLive Global Setup application.
- Set SurfstatsLive as a trusted site otherwise the report menus (javascript) will not work.
- DO NOT START the MergeClient directly. Please control the MergeClient by stopping and starting the SurfStatsLive Merging Service Version <VersionNo> from Control Panel – Administrative Tools – Services or control it from the Options tab in Server Administration.
- Sometimes you may have a problem shutting down the server on which SurfStatsLive is installed. This happens because the SurfStatsLive Merging Service tries to start up the MergeClient again when the Operating System attempts to shut down all applications. If this presents a problem, first shut down the SurfStatsLive Merging Service <Version> from Control Panel – Administrative Tools – Services before shutting down the server.
- After installation of SurfStatsLive and the creation of the first site profile(s) the CPU usage on the server may move up to 100%. This is normal as long as the server is still responsive. This happens because the SurfStatsLive MergeClient has to process all the old log files, to which the site profile(s) points. Note that this happens only once, directly after installation, after this initial processing of log files only changes in log files are processed subsequently by the MergeClient. The MergeClient.exe process, which scans the log files and updates the site profile databases on the server, runs at a low priority on the server, the operating system will therefore interrupt it if a process with higher priority requires attention. The misconception sometimes exists that there is something wrong with a process running at 100%, which is not always the case.
- Make sure that the port 53400 is open for SurfstatsLive access from the internet in the Windows Firewall.

- SWITCH OFF THE BACKUP FACILITY BEFORE RE-PARSING OLD FILES. The backup facility moves files older than 2 days to the backup directory. This process works separate to the parsing process. This means that if you parse a set of files that has files older than two days, some of them will be moved before it was parsed. Switch off the backup facility until all the log files have been parsed. If you are certain all has been parsed, you can switch the backup facility back on.

Uninstalling SurfStatsLive

If you have an older version of the SurfStatsLive Reporting Service installed or you have problems installing the SurfStatsLive Reporting Service, remove the program completely before installing the new version. Depending on the version you were running you should create a backup script first (from Server Administration – Generate SurfStatsLive Backup Script) and copy the backup file to a folder that will be available after SurfStatsLive has been removed.

Remove the SurfStatsLive Service

This is very important as if not done the old service may not get replaced when reinstalling.

Stop and disable the SurfStatsLive Merging Service (if running) from Windows Control Panel – Administrative Tools – Services – double-click:

- SurfStatsLive Merging Service if trying to remove a V2.3.0.0 installation or prior.
- SurfStatsLive Merging Service Version <VersionNo> if trying to remove a V2.4.0.0 installation or later.

Click Stop and set the Startup Type as Disabled.

Shut down SurfStatsLiveComPlus

This step is only required if you want to uninstall V2.3.0.0 and prior. For V2.4.0.0 the SurfStatsLive setup will shut down and uninstall the package. Run Component Services (Control Panel – Administrative Tools – Component Services). Expand Console Root – Component Services – Computers – My Computer - COM+ Applications – right-click SurfStatsLiveComPlusVersion2500 and click Shut down.

Remove SurfStatsLive Applications

Use the Add/Remove Programs from the Windows Control Panel to remove:

- Uninstalling V2.3.0.0 and earlier - the two programs listed as SurfStatsLive and SurfStatsLiveComPlus (in that sequence).
- Uninstalling V2.4.0.0 and later – SurfStatsLive Reporting Server <VersionNo>.

Remove SurfStatsLive Folder

Ensure that the SurfStatsLive Reporting Service installation folder (default c:\Program Files\SurfStatsLive for V2.3.0.0 and earlier; c:\Program Files\SSLive<Version> for V2.4.0.0 and later) has been removed. If not remove it using Windows Explorer.

Remove the Virtual Web Server

If you don't need the Virtual Web Server (or Virtual Directory used on a Virtual Web Server) created by the previous installation, you can remove it from Windows Control Panel – Administrative Tools - Internet Services Manager. If you are planning to reinstall it is recommended to remove the Virtual Web Server.

Upgrading to a new version

A data-migration facility is not so easy for this type of product. The program uses a complex interlinked relational database structure and the database structure changes between builds. The database structure changes to hold more information due to changes in log file formats and additional information required for new reports like e-commerce, conversion tracking, click-fraud and bounce rate reports. This makes it a nightmare, bug-ridden experience to convert an older log analysis database to a new database and to produce reports from a database that does not have the correct or required data. We are not the only website statistics development company with this dilemma and we do not know of any database-based log analysis program that provides easy and successful migration from an old log file database.

If you have a dedicated statistics server, the best solution is probably to set up a new, clean, machine and let it scan the log files, then rename it and move the old IP address to it.

Quick Server Administration

After installation open a web browser and type the URL (of the virtual web server that was created or chosen during installation) in the address bar (or select SurfStatsLive from the SurfStatsLive program group on the server).

On the SurfStatsLive default web page click the Log in hyperlink to go to the Login Screen. Type a username, password and select the user type as Server Administrator. If validated by domain specify the username in the format Domain\UserName. If validating locally, only specify the username.

Problems logging in?

Does the user account you tried to log in with belong to the chosen group specified in the Global Setup Application if you did not specify SurfStatsLive as the authentication method (on the Authentication tab)? Also the username and password are case-sensitive.

To create profile groups, profile administrators and site profiles you can use the SurfStatsLive administrative scripts OR profile editing screen on the Profiles tab. Scripts are useful especially when creating a large number of profile groups and profiles.

To use the scripts do the following: In the SurfStatsLive Server Administration web interface (Profile Groups tab) click the Generate IIS Server Script link on the left, select \\Localhost from the list of servers. You can also change the name of the script file (if required). Click the Generate Export Script link. This will create a script file containing profile groups and profiles based on the IIS configuration of the computer on which

SurfStatsLive is installed. Examine the file (which is created on the server running SurfStatsLive) and edit the file as required. The following commands are normally present in the file:

- AddGroup – adds a profile group.
- AddProfAdmin – makes the specific user the profile administrator for the profile group. Each profile group can only have one profile administrator. No need to create an account for profile administrator anywhere else.
- AddProfile – adds a profile to the specified profile group.

The text file created provides more information about the syntax of the commands.

Afterwards click the Execute IIS Script on the left, make sure the correct filename is specified and click the Execute IIS Script link on the page to run the script. This will generate the profile groups and profiles as required.

Click the Profiles tab to edit the profile groups and profiles just created and set up additional parameters. You can also administer the profile groups and profiles from the Profiles tab without using administrative scripts.

Please note: The profile administrator username and password for a profile group can be specified when editing a profile group.

Please refer to the Server Administration help for more information.

SurfStatsLive as Statistics Bureau

You can set up SurfStatsLive as a Statistics Bureau by clicking the Bureau tab in Server Administration. Please refer to the Server Administration help.

Separate merging server and reporting server

A separate merging server and reporting server setup splits log file parsing and report generation between two servers. This option can handle larger websites. Currently it can only be set up on a one merging (parsing) server to one reporting server on the local area network. You would need two SurfstatsLive installations (licenses).

1. Merging Server

SurfStatsLive is installed on a server which parses the log files and places the information in the site profiles' databases on this server. It can be a dedicated server or it can be the web server which hosts the websites. The site profiles with their databases will be located on the Merging Server.

Example login site <http://192.168.1.103:53400> To set up:

- Set up SurfstatsLive to run on the web server or a dedicated server.
- Set up the site profiles.
- Share the SurfstatsLive directory with full rights for the Reporting Server to access the site profiles' databases.
- Make sure SurfstatsLive is set up as a trusted site if you also want to view reports

2. Reporting Server

SurfStatsLive is installed on another server which will query the Merging Server's databases and then serve the reports.

Example login site <http://192.168.1.107:53400> To set up:

- Set up SurfstatsLive to run on the reporting server.
- Do not set up site profiles (It is set up on the Merging Server).
- Click on the Options tab and select Set Data Path under Options. Then set the data path where SurfstatsLive resides on the merging server, e.g.
- [\\192.168.1.103:sslive3400](http://192.168.1.103:sslive3400)
(\\MergeServerName\surfstatslivedirectory)
- Click submit

The screenshot displays the 'SURFSTATS Live Server Administration' web interface. The top navigation bar includes tabs for 'Profile Groups', 'Profiles', 'Options', and 'Bureau'. The 'Options' tab is selected, and the 'Set data path' option is highlighted in the left sidebar. The main content area is titled 'Set Data Path' and explains that this option changes the data path for SurfStatsLive. It includes an 'Important' note stating that the complete SurfStatsLive directory must be copied to the data partition. A text input field is labeled 'Path to SurfStatsLive folder where the data resides' and contains the value '\\192.168.1.103:sslive3400'. An example path is provided below the field: 'Example: \\sm12\c\$\Program files\SSLive3000'. A 'Submit' button is located at the bottom right of the configuration area. Three red arrows originate from a central point and point to the 'Set data path' option in the sidebar, the text input field, and the 'Submit' button.

SURFSTATS Live
Server Administration

Service Provider
Set up in Server Administration
Size

Profile Groups Profiles Options Bureau

Registration
Obtain Activation Codes
Registration - SurfStatsLive
Registration - Visitor origin database
SurfStatsLive licensing options

Status
Scan status
Start/Stop Merging Service
Scan details

Services
Show MergeClient
Time between log parsings
Enable page title lookup
Start/Stop Page Title Lookup Service

Options
Set data path
Service Provider information
Add log file images to database
Default reporting options
Edit Global File Exclude Filter
Log file backup
Edit Page/File Extensions

Data Path E:\Program Files\SSLive3400\

Set Data Path

This option changes the Data Path from where SurfStatsLive can report from.
Normally the data is stored on the same computer from where the reports are generated.
SurfStatsLive can also split the User Interface from the data gathering computer so that one or more separate computers can do the reporting. The data is accessed from the data computer.

Important: The complete SurfStatsLive directory must be copied to the data partition and the path must be set to the new root SurfStatsLive directory below.

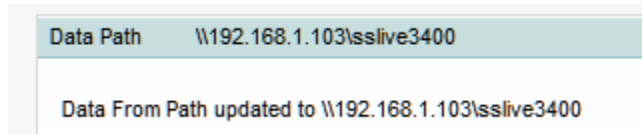
Path to SurfStatsLive folder where the data resides

\\192.168.1.103:sslive3400

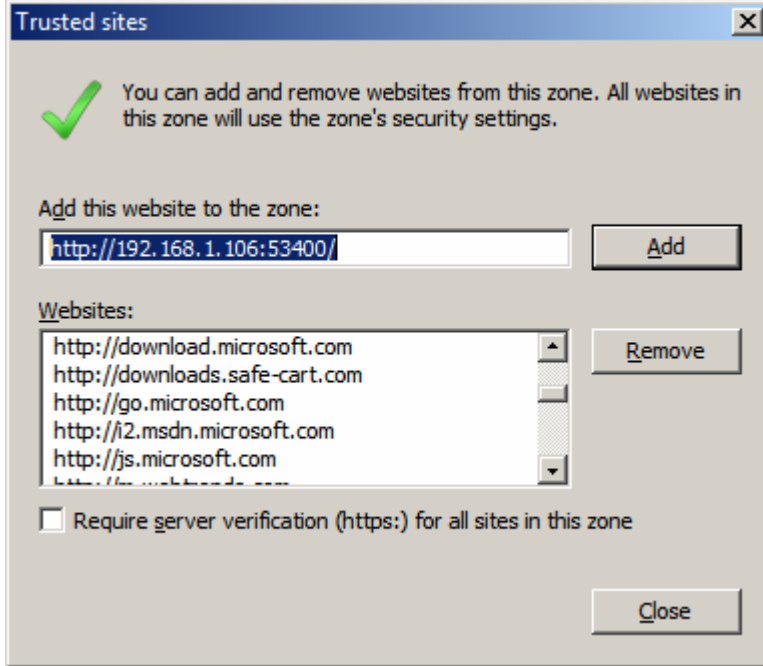
Example: \\sm12\c\$\Program files\SSLive3000

> Submit

You'll get the following notification if the data path was set successfully.



- Make sure SurfstatsLive's Reporting Server is set up as a trusted site



- To view reports, login to the Reporting Server, e.g. <http://192.168.1.107:53400>

Quick Profile Administration

In a web browser go the SurfStatsLive Reporting Service URL (type the address or select SurfStatsLive from the SurfStatsLive program group on the server), click the Log in hyperlink and on the Login screen type the username of a profile administrator (as created in Quick Server Administration). Create site profiles as required. Use less than 40 characters and use only 0 to 9 and a to z. Do not use characters like – or _. You can use these characters in the description.

SurfStatsLive users can now log in with the site profile name and password to view reports.

Note that profile administration can also be done in Server Administration (Profiles tab).

Documentation Included

All documentation can be accessed from the SurfStatsLive main page after installation. The following documentation is included:

- Quick Installation Guide / Readme – this guide.
- Setup and Administration Guide – explains how the SurfStatsLive Reporting Service functions, the authentication model, architecture etc.
- Server Administration Help – on-line help for server administration. Available when a user clicks the ? link when logged in as server administrator.
- Profile Administration Help – on-line help for profile administration. Available when a user clicks the ? link when logged in as profile administrator.
- End user Help - on-line help for SurfStatsLive users. Available when a user clicks the ? link, top right, when logged in as a SurfStatsLive user.9999

Samples and demo's

SurfStatsLive comes with one sample profile, which is automatically installed (profile/username Sample1, with password Sample1, log in as a SurfStatsLive user). The sample has its own (static) set of log files, which gets scanned once after installation.

You can set up a demonstration on your installation of SurfStatsLive by creating a site profile, with a name demo and a password demo, under any profile group, pointing to any log source(s) of your choice. If a visitor clicks the link under Want to see a demo? on the default page in SurfStatsLive (called default.asp) the user will automatically be logged in and have a look at reports generated from the demo profile database.

Problems and workarounds

Reports not generated problem

Reports may not be generated due to the DEP Problem on some 64 bit CPU machines with Windows XP and/or 2003, 2008 OS

Workaround

Please do the following

1. Go to Control Panel - System - Advanced - Performance Settings - Data Execution Prevention.

2. Turn on DEP for all programs and services except those I select.

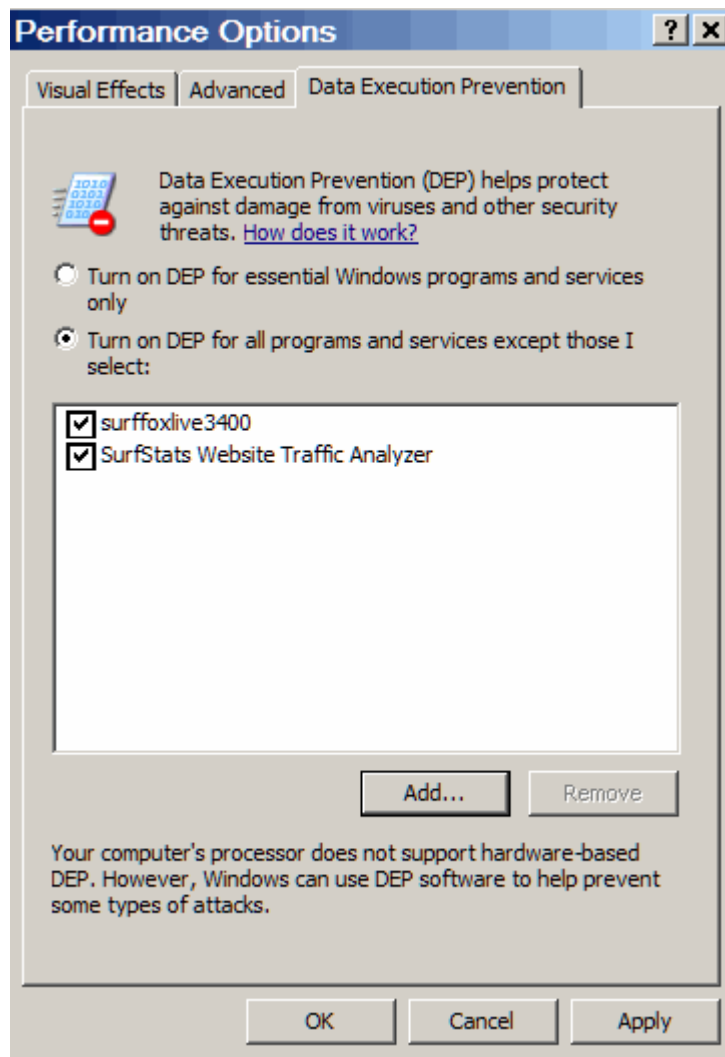
SurfStatsLive

Click on Add and browse to the \Program Files(86)\SSLive3400 directory

Add the program
surffoxlive3400.exe

SurfStats Website Traffic Analyzer

Click on Add and browse to the \Program Files(86)\Surfstats8400



directory
Add the program
surfstats.exe

3. Restart the SurfStats application

Database cannot be opened

You may have a lock on the site profile database.

Windows creates a lock file when a database is opened by an application. When the database is closed, the lock file is deleted. While this lock file exists, the database cannot be opened. If the program is stopped when the database is still open, the lock file is not deleted and cannot be accessed by the program.

Workaround

The only way to delete the lock file and make the database available again, is to reboot the server.

Parsing and reporting speed

Please note that log file analysis is a very resource intensive operation. No log analyzer can process huge log files satisfactory. Parsing may not complete and reporting will get unacceptably slow if you have many site profiles and/or many log files to analyze. Some tips to help speed up the parsing and reporting with SurfStats Website Traffic Analyzer or SurfStatsLive:

- Keep site profiles' database small - Filter out unwanted information during parsing and rather have a few site profiles that report on shorter periods than one that report over a long period.
- Remove old data from site profiles
- Remove already parsed log files from the specified log file path and archive it. Otherwise it would be opened to check if it has been updated which may take up a lot of time if you have a lot of log files.
- Use the program on a dedicated statistics server instead of running the program on the same web host server.
- Install another program on another machine and do some of the site profiles on it.
- Rather use SurfstatsLive instead of Surfstats Website Traffic Analyzer. SurfstatsLive requires less system resources than the SurfStats Log Analyzer as the log files are continuously updated in the background (not when requested) and only the reports that are needed (not all reports) are generated on demand. Surfstats Website Traffic Analyzer parses the log files on demand (or schedule) and then generates ALL the reports.
- SurfStatsLive uses preemptive multitasking and uses all CPU processing power during parsing when the processor is idle. It lowers the usage when other processes require it. So it is normal if it shows to use 100% CPU usage when first updating all the site profiles.
- If you have a very busy website and a slow machine, it can happen that the processor does not have enough time to process the log files and report requests. The following tip from Mike Bleske at www.bleske.com might help...

"Within Component Services, the default "Pool Size" within the "Pooling & Recycling" tab of the SurfStatsLiveVersion3400 COM+ Application was set to 15. I decreased it to 8 and my memory usage significantly decreased. It appears that performance takes a little hit, however, it no longer errors."

To do this...

Go to Administrative Tools – Component Services – My Computer – SurfStatsLiveVerrSION3400

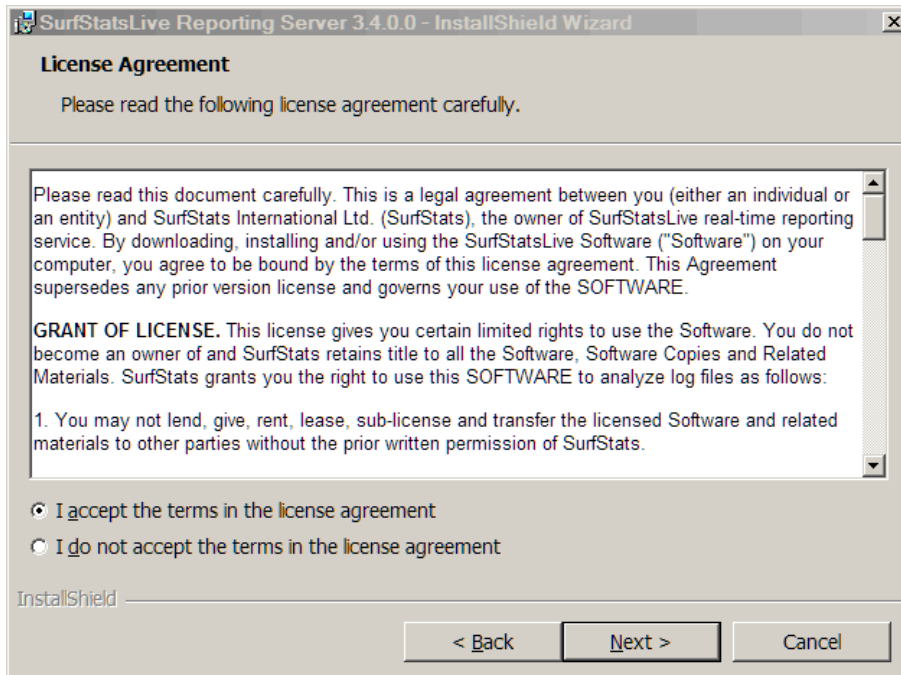
Right click on SurfStatsLiveVersion3400 and select Properties
Under Pooling & Recycling change the Pool Size setting and click on Apply and OK.

Download the latest version from www.surfstats.com/download.asp

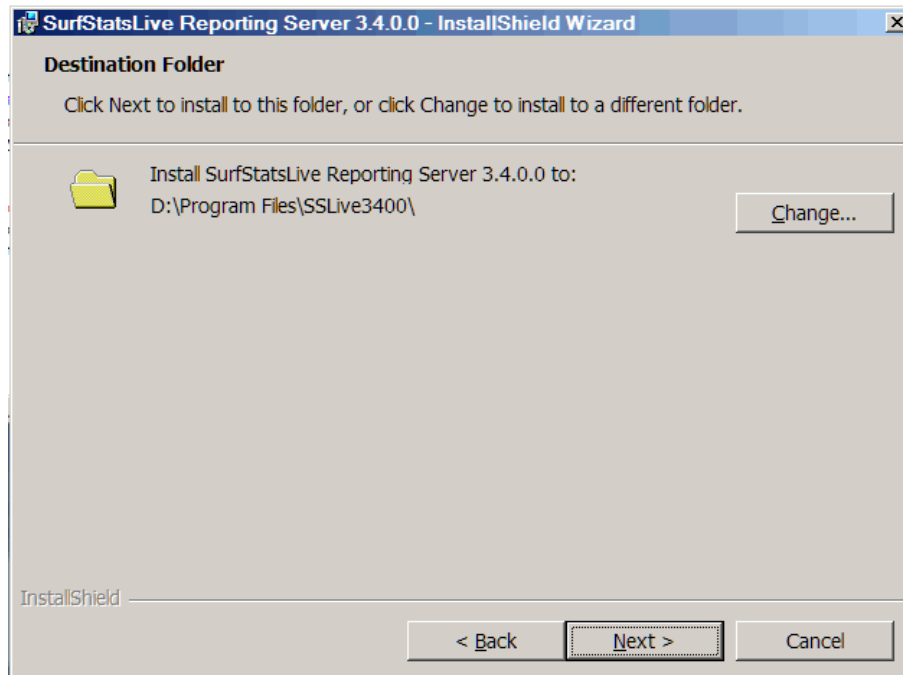
Unzip the downloaded file

Make sure that you are logged in as Administrator

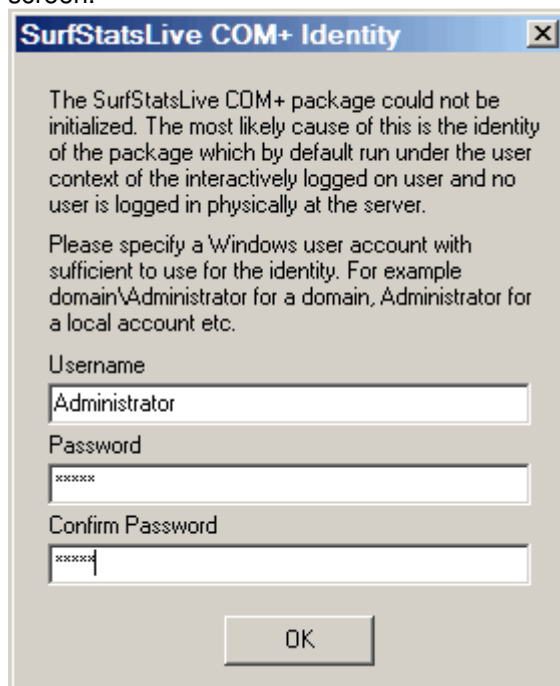
Double click on the setup.exe file. Click on Next to start the installation process



Accept the license agreement and click on Next.



Change the application install path if required. Then click on Next to start the installation and next on the next screen.



Enter your Administrator Username and password and click on OK. The confirmation panel will display if the identity setup has been successful. Click on OK.

SurfStatsLive Global Setup [X]

Authentication | Web Server | Identities | Information

Server Administrators authentication details.

User Authentication Provider
SurfStatsLive

Server Administrator Group
<Not Applicable>

Server Administrator Username
Administrator

Password
xxxxxx

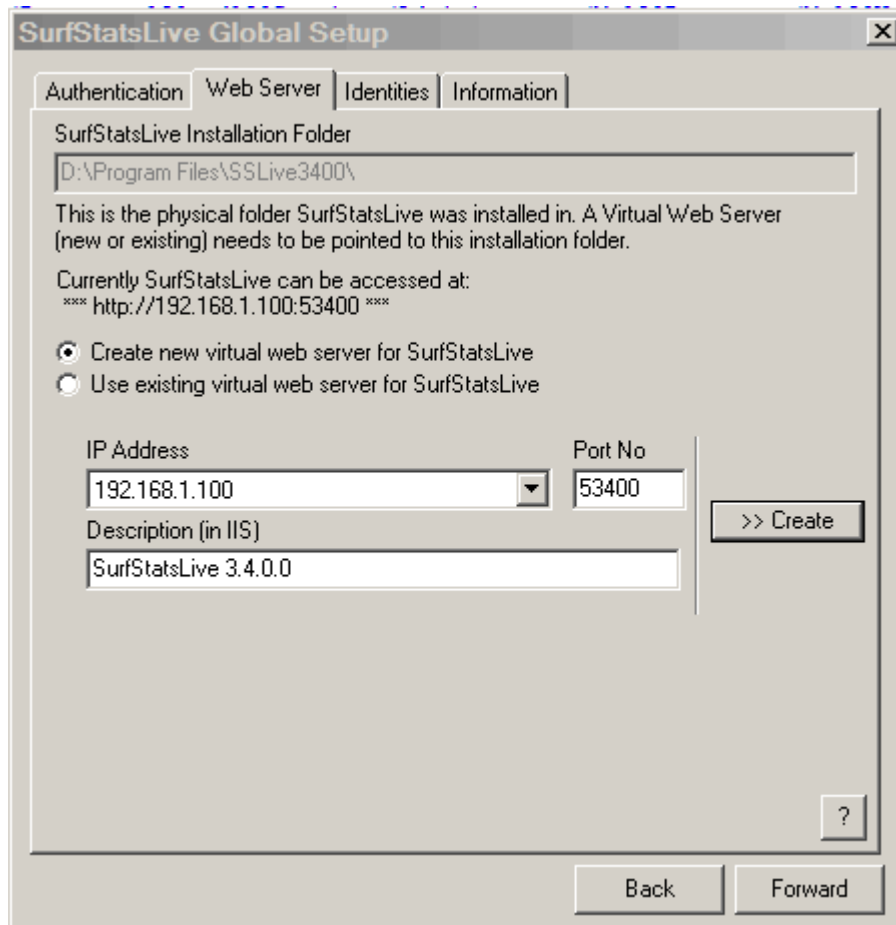
Confirm Password
xxxxxx

(Leave blank if not changed)

[?]

Back Forward

Enter your Administrator Username and password again and click on Forward.



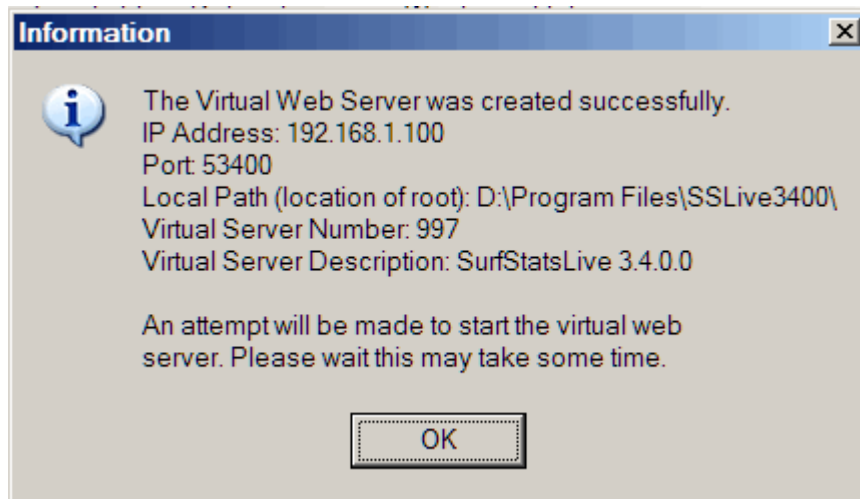
The image shows a screenshot of the 'SurfStatsLive Global Setup' window, specifically the 'Web Server' tab. The window has a title bar with the text 'SurfStatsLive Global Setup' and a close button. Below the title bar are four tabs: 'Authentication', 'Web Server' (selected), 'Identities', and 'Information'. The main content area is titled 'SurfStatsLive Installation Folder' and contains a text box with the path 'D:\Program Files\SSLive3400\'. Below this, there is explanatory text: 'This is the physical folder SurfStatsLive was installed in. A Virtual Web Server (new or existing) needs to be pointed to this installation folder.' and 'Currently SurfStatsLive can be accessed at: *** http://192.168.1.100:53400 ***'. There are two radio buttons: 'Create new virtual web server for SurfStatsLive' (selected) and 'Use existing virtual web server for SurfStatsLive'. Below the radio buttons are two input fields: 'IP Address' with a dropdown menu showing '192.168.1.100' and 'Port No' with a text box containing '53400'. To the right of these fields is a button labeled '>> Create'. Below the IP and Port fields is a text box for 'Description (in IIS)' containing 'SurfStatsLive 3.4.0.0'. At the bottom right of the main content area is a button with a question mark '?'. At the very bottom of the window are two buttons: 'Back' and 'Forward'.

! Note that the description in IIS for version 2009 is SurfStatsLive 3.4.0.0 !

Check if the IP Address is correct and click on >>Create and if not previously created.

If the Virtual Web Server was created previously, you should tick the Use existing virtual web server for SurfStatsLive and click on Create

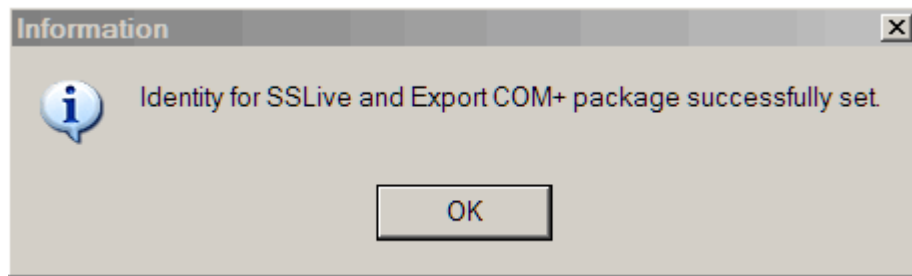
The following screen will display if the Virtual Server was created successfully.



If the Virtual Web Server was created previously, you should Click on OK to close this screen. Click on Forward to go to the Identities setup panel.

A "SurfStatsLive Global Setup" dialog box with a gray header bar and a close button. It has four tabs: "Authentication", "Web Server", "Identities", and "Information". The "Identities" tab is selected. The main area contains two sections. The first section has a text box with "LocalSystem" and a note "(leave blank to use LocalSystem account)". Below it are "Password" and "Confirm Password" text boxes, and a "Set" button. The second section has a text box with "Administrator" and a note "(leave blank to use Interactively logged on user)". Below it are "Password" and "Confirm Password" text boxes, and a "Set" button. At the bottom are "Back" and "Forward" buttons.

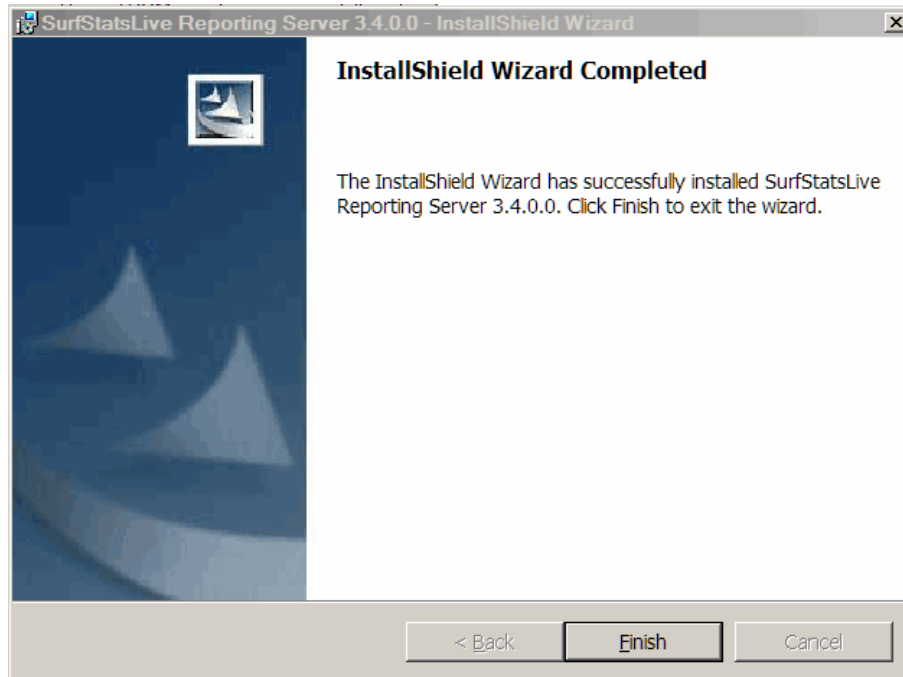
Enter your Administrator Username and password again and click on Set.



If the Identity for SSLive and Export COM+ was successfully set, you should Click on OK to close this screen. Click on Forward to go to the Information setup panel.

A "SurfStatsLive Global Setup" dialog box with a title bar containing a close button (X). It features four tabs: "Authentication", "Web Server", "Identities", and "Information", with "Information" currently selected. The main area contains the following text: "Here you can specify info about your organization, the provider of the SurfStatsLive Service. Your customers will see this when they click the Customer Support link." Below this is a label "Your Organization Name" followed by a text input field. Then a label "Support Email address" followed by a text input field. Then a label "Support Telephone#" followed by a text input field. Then a label "Support Fax#" followed by a text input field. Then a label "Default Logo URL" followed by a text input field. At the bottom left is a checkbox labeled "Show tips at startup". At the bottom right are two buttons: "Back" and "Done".

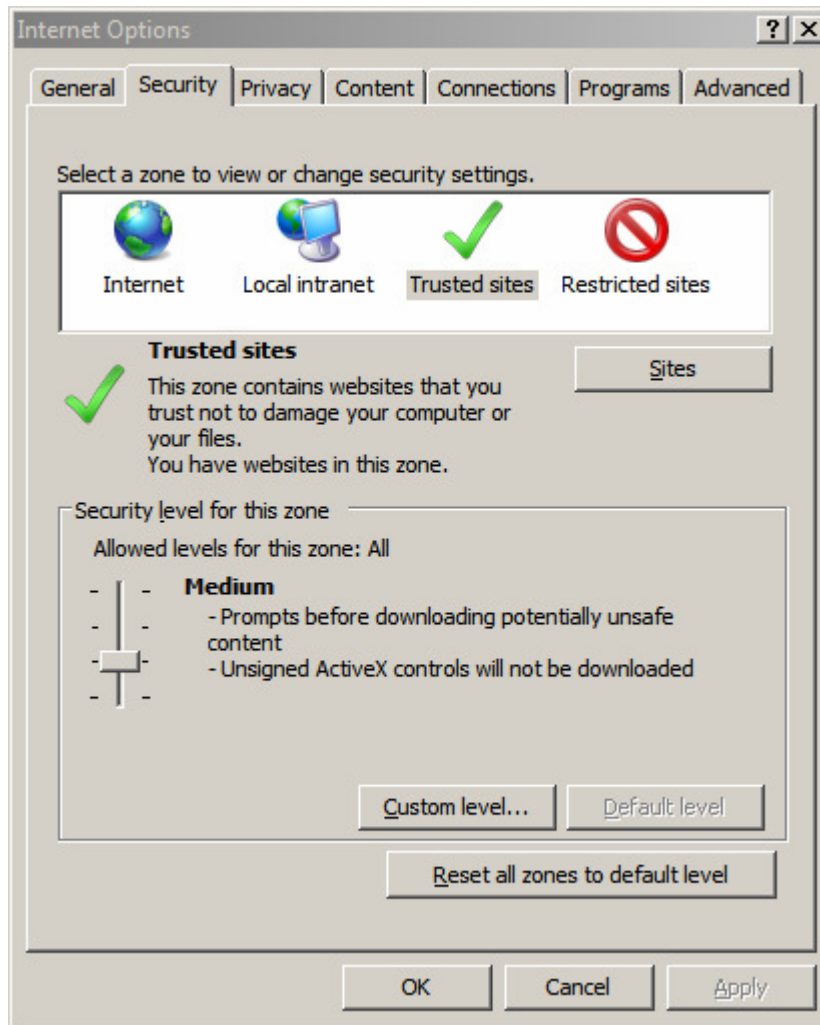
Fill in the detail and click on Done.



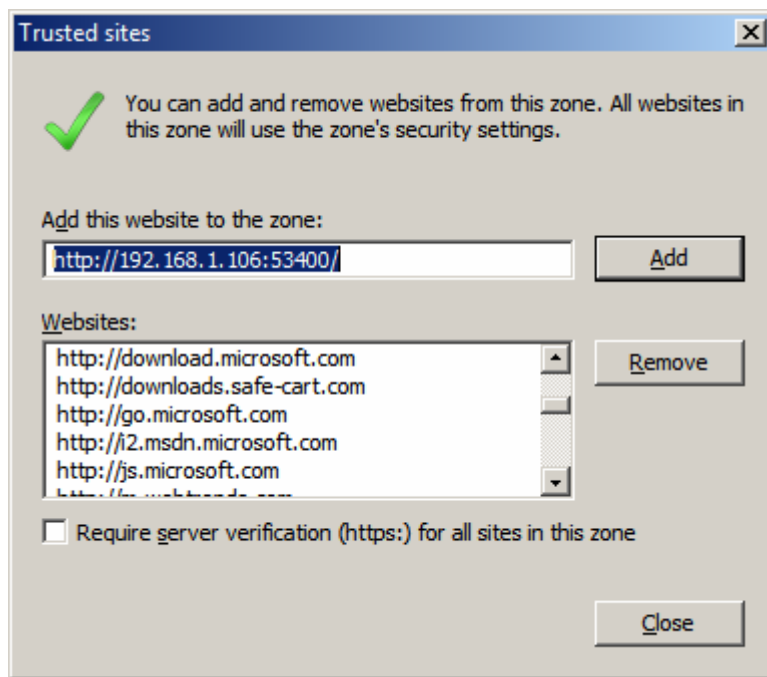
Click on Finish.

Add SurfstatsLive as a trusted site

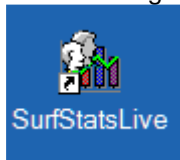
Set the SurfstatsLive Virtual Web Server as a trusted site otherwise the javascript report menus might not work correctly. Settings - Control Panel - Internet Options – Security and then click on Trusted Sites.



Then click on the Sites button and add the SurfstatsLive login website, e.g. <http://192.168.1.106:53400/>



The following button would be on your desktop after installation.



Start SurfStatsLive by clicking on the SurfStatsLive button or from Start - Program - Surfstatslive.

SURFSTATS^{Live}

Login

Please provide your username and password below. You need an existing login to use this service. If you do not have an existing login please contact your web site host to obtain one. Please note that usernames and passwords for Server Administrators are case-sensitive.

User name

Administrator

Password

.....

Log in as a.....

Server Administrator

?

>

Login

Demo

Demo of SurfStatsLive Enterprise

+ More details on login

+ Who is hosting this service?

+ How to access and run the service

+ Want to know more about SurfStats?

+ Need help?

Enter your Administrator Username and password. Select Server Administrator in the drop down box and click on Login.

SURFSTATS^{Live}

Server Administration

Profile Groups | Profiles | Options | Bureau

Start: Show: [Go](#) [Next](#)

[\[New Group\]](#) Groups 1-1 of 1

| Samples | |
|--------------------------------|--|
| (SLMULTI2- Max 5 Profiles) | |
| demo | |
| demoenterprise | |
| [New Profile] | |

Quick Access
Scan status

Data Path: D:\Program Files\SSLive3400\

SurfStatsLive Profiles

Setting up of profiles

Create a new group of profiles by clicking on the [New Group] option. Profiles can be added by clicking on the [New Profile] once a Profile Group is created.

New groups can also be created in batches by using the "Profile Group Backup and restore of profiles can be done from the "Profile Groups"

Note: Very important

The 1st time that a site profile is added, SurfStatsLive has to add all the files for that specific profile to the site profile's database. During that time, the system will show 100% utilization.

Please note that this is normal and SurfStatsLive has not gone wrong. Do not panic. This is a once-off activity for each profile to populate the database entries.

The reason for the 100% activity is to make sure that the MergeClient is running with full power.

- You will notice that the MergeClient (which you can see in the CPU. By checking on it's priority you can see that it runs at a high priority that any other task with a higher priority will interrupt it if required. MergeClient until the task has been serviced. Examples are a user moving the mouse or a web site or even a user moving the mouse. This happens because of the system's pre-emptive multi-tasking where the processor is in a state of constant application.

SURFSTATS^{Live}

Server Administration

Profile Groups | Profiles | Options | Bureau

Start: Show: [Go](#) [Next](#)

[\[New Group\]](#) Groups 1-1 of 1

| Samples | |
|--------------------------------|--|
| (SLMULTI2- Max 5 Profiles) | |
| demo | |
| demoenterprise | |
| [New Profile] | |

Data Path: D:\Program Files\SSLive3400\

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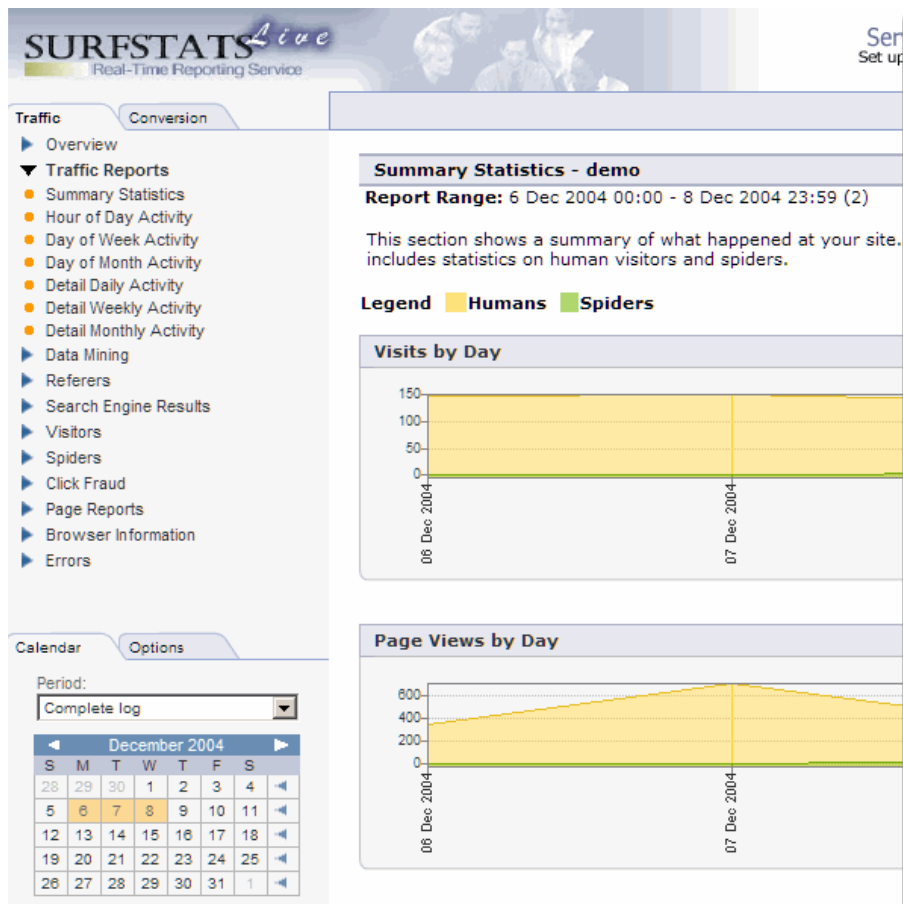
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Click on View Profile Reports button to open another window that views the reports.



Installation was successful if you can view this report. Now you can setup your own site profiles.

As a final step - Open the Windows Firewall and add port 53400 for SurfStatsLive

The screenshot shows the 'Add a Port' dialog box in Windows Firewall. It contains fields for 'Name' (SurfstatsLive) and 'Port number' (53400). There are radio buttons for 'ICP' (selected) and 'UDP'. At the bottom, there are buttons for 'Change scope...', 'OK', and 'Cancel'.

Add a Port

Use these settings to open a port through Windows Firewall. To find the port number and protocol, consult the documentation for the program or service you want to use.

Name: SurfstatsLive

Port number: 53400

☒ ICP ☐ UDP

Change scope... OK Cancel