

NetTracker[®] 6.0
Frequently Asked Questions

NetTracker® 6.0 Frequently Asked Questions
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General Questions

1. What is a log file?

A log file is a list that is kept by your Web server which details all the files it was requested to send and whether it was able to send them successfully. When a visitor clicks a link to your Web site, the visitor's browser sends a request to your Web server and your Web server sends the page back to the visitor's browser. Since a single HTML page can include many graphics and other associated files, a single page view can result in several entries in the log file.

NetTracker uses the information in the log file to analyze your Web site traffic.

2. Where are my log files?

Your Web administrator or hosting company should be able to tell you where your log files are located. You will need to enter this information in NetTracker when you set up a new profile.

3. What is the difference between the terms *Visits*, *Visitors*, and *Views*?

A *view* is a hit to a Web page. By default, NetTracker doesn't count hits to graphics files (such as JPGs and GIFs) as page views. You can customize the files you don't want to count as views.

A *visit* is a series of consecutive views of a Web site by the same user. If the user does not view a new Web page in a specified period of time (the default is 30 minutes), the next page viewed by that user is considered the start of a new visit.

A *visitor* is a person viewing a Web site. If your Web site does not use cookies or if the visitor does not have a cookie, a visitor is defined as a unique combination of a user agent and a host name or IP address. If your site uses cookies sent by the Sane Web Server Plug-in, a visitor would be defined by the cookie transmitted by the visitor's browser. NetTracker can also be configured to define visitors based on their HTTP authenticated user name or a parsed parameter.

4. What is the difference between the terms *Referrer* and *Initial Referrer*?

In general, a *referrer* is a Web page that directs visitors to another Web page. Examples of referring pages are a search engine like Yahoo and a Web page that has a link to another page on the same site.

On the Referrer Summary in NetTracker, a *referrer* is the Web site that directed a visitor to the first page he or she saw on your Web site during the current visit. If a visitor typed the

URL of your Web site directly into the browser or used a bookmark to your site, the referrer will be *None*. A single visitor could have a different referrer for each visit, if he or she arrived at your site in a different way each time.

An *initial referrer* is the Web site that directed a visitor to your site the very first time he or she visited your site. For example, suppose a visitor originally found your site on Yahoo and bookmarked your home page. For that first visit, Yahoo would be both the referrer and the initial referrer. If the visitor used the bookmark to visit the site again, the referrer for the second visit would be *None*, but Yahoo would still be the initial referrer. A visitor can only have one initial referrer. The initial referrer stays the same from visit to visit.

5. What does a referrer of *None* mean?

There are several reasons the referrer would be listed as *None*:

- You are not logging referrer information in your log file. (If all your referrers show up as *None*, this is probably the reason.) If you tell your server to log that field, you will start to see referrer information. For more information on configuring your server to log referrer information, please see question 34 though question 37.
- The visitor typed the URL of your Web site directly into the browser or used a bookmark to your site.
- The visitor's Web browser may not be passing referrer information to your Web server.

6. Why does NetTracker report a different number of visitors to my Web site than other Web site traffic analysis products?

It is highly unlikely that any two products will report an identical number of visitors to a Web site. Here's one reason why:

Robots and spiders (search engine agents) regularly visit Web sites in order to index these Web sites in their search engines and directories. Since robots and spiders are not living human beings, you probably don't want them to be counted as visitors to your Web site.

NetTracker automatically filters out many robots and spiders from your list of visitors. Chances are that no two products use the exact same list of robots and spiders, so no two products will report exactly the same number of visitors.

NetTracker has one of the most extensive lists of robots and spiders and allows you to quickly and easily filter out new robots and spiders as they come into existence. Because of this, NetTracker frequently reports a lower number of visitors to a Web site than a competing product, but our visitors are actual human beings—the ones who purchase products and services online.

Some of the other variables that can affect the number of visitors are the length of time between visits, the number of excluded pages, and how hosts are grouped. If these variables are not the same in both analysis products, the products will report different results.

7. Can NetTracker analyze content delivered to users by client-side technologies like Macromedia Flash and other browser plug-ins?

If the plug-in passes information to the Web server in a form that is logged in the Web server's log file, NetTracker should be able to analyze it. Two methods for analyzing content delivered by browser plug-ins are tracking parameters and tracking page requests.

You can set up Macromedia Flash to pass information to the Web server via parameters in the query string. (See <http://www.macromedia.com/resources/richmedia/tracking/> for details.) Because the query string is written to the log file, you can configure NetTracker to report on those parameters. You can then use the parameter values as filters in custom reports and visitor profiles to provide a more complete view of your users' behavior. (See <http://www.sane.com/products/NetTracker/parameter.pdf> for details on configuring NetTracker to report on parameters. See <http://www.sane.com/products/NetTracker/power.pdf> for details on filtering custom reports.)

Another way to track users' behavior in the plug-in is to analyze which pages the plug-in requests from the server. For example, if the browser plug-in requests specific groups of pages depending on the users' behavior, you can create content groups, visitor profiles, and custom reports to analyze how often these pages are delivered.

8. Why doesn't my Unique Visitors count equal the total number of New Visitors plus the total number of Repeat Visitors?

The Unique Visitors count is a count of the number of visitors to the site during the specified time period. For example, for January 2003 this number would be all of the visitors that visited during January 2003.

The New Visitors count is the number of visitors who made their first visit ever to your site during the specified time period. (These are visitors NetTracker doesn't recognize from previous visits.) A visitor is only ever new once. For instance, if a visitor came to your site for the very first time in January 2003, they would be counted as a new visitor in January 2003. If they came to your site once in January 2003 but had previously visited in December 2002, they would not show up as a new visitor in January 2003.

The Repeat Visitors count is the number of visitors during the specified time period who have been to your site before (visitors NetTracker does recognize). If a visitor comes to

your site once in December 2002 and once in January 2003, they will be counted as a repeat visitor in January 2003.

The number of unique visitors will not necessarily equal the number of new visitors plus the number of repeat visitors because a visitor can be both a new and repeat visitor in the same time period. For example, if a visitor comes to your site for the very first time on January 1 and then visits again on January 5, the visitor would be counted as both a new and a repeat visitor.

Installing, Maintaining, and Moving NetTracker

9. Does NetTracker need to be installed on my Web server?

NetTracker Professional and NetTracker Enterprise are designed to be installed on your Web server, but they do not have to be. For the NetTracker eBusiness Edition, it is recommended that you do not install NetTracker on the same computer as the Web server that you are trying to analyze. Instead, you should install NetTracker and the RDBMS on a separate, dedicated computer. We recommend that both the NetTracker eBusiness Edition and the database be installed on the same computer. This eliminates the network connection between the database and NetTracker as a bottleneck.

There does, however, have to be a Web server running on the computer on which you install any of the three editions of NetTracker. (The Windows version of NetTracker contains a built-in Web server so you can install NetTracker on any computer.) If you choose not to install NetTracker on your Web server, you need to make sure that NetTracker has access to your log files, either through a local network or through FTP.

10. My serial number and activation key do not appear to work.

This is usually caused by errors in entering the serial number or activation key. The safest way to enter the information is to copy it from the original message.

If you are typing the information, make sure you are typing the activation key exactly as given, paying special attention to capitalization. The activation key is case sensitive. Also, double-check that you are not confusing the letter l with the number one (1) or vice versa.

Finally, make sure you are downloading the correct version. If you purchased the Enterprise version of NetTracker, your serial number and activation key will only work with the Enterprise version.

11. Where should I install the NetTracker files?

The exact directory paths where you install NetTracker depend on the configuration of your Web server. However, the following instructions tell you where to install NetTracker files relative to other files on your server.

NetTracker uses three different directories:

- NetTracker HTML directory—Put this directory in its own subdirectory under your Web server's HTML document root. This is where NetTracker stores the reports it generates from your log files.
- NetTracker's CGI-BIN directory—Put this directory in its own subdirectory under your Web server's CGI-BIN document root. On Windows running IIS this would usually be under your scripts directory.
- NetTracker program directory—Put this anywhere you want. The default is C:\Program Files\NetTracker on Windows and /usr/local/NetTracker on UNIX. This directory contains the NetTracker binary and configuration file. In NetTracker Professional and NetTracker Enterprise, this directory also contains the database files. Depending on the amount of log file data that you are processing, the NetTracker database files can get very large. Make sure that you have sufficient disk space on this partition to store your NetTracker data.

12. Is there a limitation on the maximum size of the NetTracker database?

With NetTracker Professional and NetTracker Enterprise, the individual .dat and .idx files in the NetTracker/data/*filename* directory cannot exceed 2 GB each (due to operating system limitations). On Windows NT/2000/XP, Solaris (Sparc/Intel), HP-UX and AIX the per file limit is 4 GB. The first file to approach this limit is usually the views.dat file. If you are approaching this limit, you should use NetTracker's Remove or Archive features (available in the options for the profile) to remove data from the NetTracker profiles. You can avoid this file-size limitation by upgrading to the NetTracker eBusiness Edition, which uses an external Oracle or SQL Server database. There is virtually no limit to the amount of data that you can analyze with the NetTracker eBusiness Edition.

Note: The 2 or 4 GB size limit applies to each individual data file for a profile, not to the total size of the log files. Since the Web site traffic data is spread across multiple data files, you can typically import around 14 to 16 GB of log files (depending on density) into a single NetTracker profile before reaching the 2 or 4 GB size limitation.

13. How do I back up NetTracker and the data that I have imported into it? What directories do I need to back up and how do I restore the data if I need to?

You should back up the following directories:

- NetTracker database directory and its subdirectories—This directory is called *data* and can be found in the NetTracker program directory. The default UNIX location is /usr/local/NetTracker/data. The default Windows location is C:\Program Files\NetTracker\data.
- NetTracker CGI-BIN directory and its subdirectories—This directory is in your Web server's CGI-BIN or scripts directory.
- NetTracker HTML directory and its subdirectories—This directory is in your Web site's HTML or wwwroot directory.
- Oracle or SQL Server database (NetTracker eBusiness Edition only)

To restore NetTracker data

1. Re-install NetTracker if necessary.
2. Restore the data directory, replacing the one NetTracker creates during installation.
3. Restore the NetTracker CGI-BIN directory.
4. Restore the NetTracker HTML directory.
5. If you are running the NetTracker eBusiness Edition, restore your Oracle or SQL Server database.
6. Go to the command line and change to the NetTracker program directory.
7. Run the following command to regenerate appropriate HTML for all the NetTracker profiles:

```
nettracker all -regen
```

14. What can I do to improve the performance of the NetTracker eBusiness Edition and my Oracle database?

You can download a document with detailed performance-tuning information at <http://www.sane.com/products/NetTracker/oracletune.pdf>. This document will help you optimize your Oracle configuration for NetTracker. It was completed after extensive testing at the Oracle Applications Solution Center (ASC) in Redwood City, where our engineers worked side-by-side with Oracle engineers to optimize NetTracker for use with Oracle. Following the suggestions in this document can result in speed improvements as high as 400 percent.

15. Is there any way to make the NetTracker eBusiness Edition run faster?

To run diagnostics on the database to which NetTracker is writing

1. Go to the command line.
2. Change to the NetTracker directory.
3. Type `nettracker shortprofilename -checkdb`
4. If `-checkdb` indicates that indices are missing from your database, type `nettracker shortprofilename -reindex-missing` to restore them. This should improve NetTracker performance.

-
5. If `-checkdb` indicates that the statistics are out of date on the tables in your database, type `nettracker shortfilename -reanalyze` (NetTracker eBusiness Edition for Oracle only).
 6. If `-checkdb` indicates other problems with the database, consult with your database administrator.

Note: For more information about the `-checkdb` option, see the Command-Line Options section of the NetTracker manual.

It might help to have your database administrator read the NetTracker database schema, which is available at <http://www.sane.com/support/NetTracker/nt60schema.pdf>.

If you are using NetTracker eBusiness Edition for Oracle, you also may need to tune your Oracle database. For more information see the Oracle Performance Tuning Guide available at <http://www.sane.com/products/NetTracker/oracletune.pdf>. Following the suggestions in this document can result in speed improvements as high as 400 percent.

16. How do I schedule NetTracker to run every night?

For UNIX servers:

NetTracker comes with a command-line utility, `nettracker`, which can be used to automatically generate profiles each night. The easiest way to configure this option is to add this command to your system's crontab file. For example, to update your profiles each night at midnight, simply add the following line to your system's crontab file:

```
0 0 * * * /path/to/program/directory/nettracker all
-update -quiet -email -dir
/path/to/program/directory/
```

For Windows servers:

NetTracker comes with a command-line utility, `NetTracker.exe`, which can be used to automatically generate profiles each night. The easiest way to configure this option is to use the Windows schedule service. If the schedule service is not running on your computer, you will have to go to Services in the Control Panel and set it up to start automatically. Once the schedule service is running you can use the AT command from the MS-DOS command prompt to schedule a job. For example, to update your profile each night at 11:05 P.M., use the AT command:

```
AT 11:05PM /every:m,t,w,th,f,sa,su "c:\Program
Files\NetTracker\nettracker.exe" all -update -quiet
-email -dir "c:\Program Files\NetTracker"
```

17. How should NetTracker be set up to use Microsoft IIS security?

IIS file permissions are a bit tricky because IIS uses the file permissions of the file system and does not have its own permissions. If you connect to the Web server (IIS) anonymously, the server should run as the anonymous user set up in the IIS service manager. If you log in, any CGI process (NetTracker is a CGI process) is supposed to run as the user that you are logged in as. Whatever user you are logged in as (through HTTP authentication) needs to have the following permissions:

- C:\InetPub\scripts\NetTracker and all subdirectories (**FULL CONTROL**)
- C:\InetPub\wwwroot\NetTracker and all subdirectories (**FULL CONTROL**)
- C:\Program Files\NetTracker and all subdirectories (**FULL CONTROL**)

For the Enterprise and eBusiness editions, you may also want to restrict access by profile. This may be accomplished in the following way. Administrators will need:

- C:\InetPub\scripts\NetTracker and all subdirectories (**FULL CONTROL**)
- C:\InetPub\wwwroot\NetTracker and all subdirectories (**FULL CONTROL**)
- C:\Program Files\NetTracker and all subdirectories (**FULL CONTROL**)

Users will need access only to their profile directory, their data directory, and the NetTracker program files:

- C:\InetPub\scripts\NetTracker*shortprofilename* (**READ**)
- C:\InetPub\wwwroot\NetTracker*shortprofilename* and all subdirectories (**FULL CONTROL**)
- C:\Program Files\NetTracker (**READ**)
- C:\Program Files\NetTracker\data (**READ**)
- C:\Program Files\NetTracker\data*shortprofilename* (**FULL CONTROL**)

18. I installed Microsoft's URLScan security tool and now NetTracker has stopped working correctly. How can I configure URLScan to allow NetTracker to work correctly?

This Microsoft utility by default blocks all files that have an .exe extension from running in IIS. NetTracker's CGI functionality, which includes editing the NetTracker options, drilling down, and the administration page in NetTracker Enterprise and the eBusiness Edition, requires the ability to run files with .exe extensions.

If you have installed the Microsoft IIS security tool URLScan, you will need to make the following changes to the URLScan.ini file.

This file can be found by default in:

C:\WINNT\system32\inetsrv\urlscan\

You will need to comment out *.exe* from the Deny Extensions group.

When done correctly, it should look like this:

```
;Executables that run on the server  
;.exe  
.bat  
.cmd  
.com
```

Note: After you save URLScan.ini, you will need to stop and restart the Word Wide Web Publishing service in order for these changes to take effect.

For more information about URLScan check out the Microsoft Knowledgebase article available at

<http://support.microsoft.com/default.aspx?scid=KB;en-us;q307608>.

19. The data files in my NetTracker data directory or my SQL Server or Oracle database have become very large. How can I remove data from the NetTracker database to free up some disk space?

You can only remove data from the NetTracker database by month. Once the data has been removed you can only get it back by deleting all of the data and reprocessing all of the log files.

You can remove data using the browser interface or using the command-line options.

To remove data from the NetTracker database using the browser interface

1. Open the profile from which you want to remove data. (Enterprise and eBusiness only)
2. Click the **Options** tab in the main NetTracker panel.
3. Choose **Remove Data From Profile** in the NetTracker Options menu.
4. If you want to save the reports for the data you are deleting, select the **Archive data** check box. (When you archive a report you lose the ability to drill down in the report. An archived report has no links.)
5. Select the month or months whose data you want to delete and click **Remove Selected Months**. If you want to delete the data from all the months, click **Remove All Months**.

To remove data from the NetTracker database using command-line options

1. Go to the command line (DOS prompt).
2. Change to the NetTracker program directory.

3. Type one of the following commands:

- To remove data for a single month, type
`nettracker shortprofilename -remove YYYYMM`
- To remove data for multiple months, type
`nettracker shortprofilename -remove YYYYMM,YYYYMM`

YYYYMM is the four-digit year and two-digit (numeric) month of the month you want to remove.

20. I am setting up NetTracker to run nightly. Can I back up and rotate the log files after NetTracker is done processing them? Or, in other words, does NetTracker cache the data it gets from the log files or does it have to process the log files as a whole each time it runs?

NetTracker imports log data into its own internal database. For subsequent updates, NetTracker will remember where it left off in a log file and pick up from there. Once the log file data is imported, NetTracker no longer needs access to the log file.

After NetTracker is done processing your logs, you can rotate them out, since NetTracker has imported the data into its internal database. We recommend that you back up your log data so it is available for use in the future.

21. I want to move NetTracker to another machine. What is the best way to do this?

To move NetTracker to another computer (NetTracker Professional)

1. Install NetTracker on the other computer.
2. If you want to keep your profile configuration, copy `reports.cfg` from the original computer to the new computer. (`Reports.cfg` is stored in the `NetTracker/data/reports` directory.)
3. Reimport your log data.

To move NetTracker to another computer (NetTracker Enterprise and NetTracker eBusiness Edition)

1. Install NetTracker on the other computer.
2. Create a new profile for every old profile. If you want to keep your profile configurations, give the new profiles exactly the same names as the old ones.
3. If you want to keep your profile configurations, copy the old `profilename.cfg` files to the new computer. `Profilename.cfg` files are stored in the `NetTracker/data/profilename` directory, where `profilename` is the short name of the profile (the one that appears in parentheses in the NetTracker Profile Manager).
4. Reimport your log data.

Note: If you have created custom reports that you want to keep and you did not change platforms when you moved to the new computer, just copy your custom *.* files. If you did change platforms, first create dummy custom reports for all your old custom reports, and then copy your old customXXX.def files over the new ones.

22. I want to move NetTracker to another machine and I do not want to reimport my log file data. How do I do this?

Note: You can only copy the database files between two installations of NetTracker if both installations are running on the same platform.

NetTracker Professional

1. Install NetTracker on the new computer.
2. Copy the data directory to the new computer. The data directory is located in the NetTracker program directory. (On Windows the default program directory is C:\Program Files\NetTracker. On UNIX the default program directory is /usr/local/NetTracker.)
3. Run `nettracker all -regen` (from the NetTracker program directory) on the new installation to regenerate the associated HTML files.

NetTracker Enterprise

1. Install NetTracker on the new computer.
2. Create empty profiles with the same names as your old profiles. This is the name that appears in parentheses in the list of profiles in the Profile Manager. You do not need to set any of the configuration options for these profiles.
3. Copy the data directory to the new computer. The data directory is located in the NetTracker program directory. (On Windows the default program directory is C:\Program Files\NetTracker. On UNIX the default program directory is /usr/local/NetTracker.)
4. Run `nettracker all -regen` (from the NetTracker program directory) on the new installation to regenerate the associated HTML files.

NetTracker eBusiness Edition

1. Install NetTracker on the new computer.
2. Create empty profiles with the same names as your old profiles. This is the name that appears in parentheses in the list of profiles in the Profile Manager. You do not need to set any of the configuration options for these profiles.
3. Copy the data directory, located under the main NetTracker program directory, from the old computer to the new computer. (On Windows the default program directory is C:\Program Files\NetTracker. On UNIX the default program directory is /usr/local/NetTracker.)
4. Copy all of the NetTracker tables from your old database to the new database. The tables specific to NetTracker will be NT_Reports and all tables that follow the convention *profilename_**. (For example, if you only had one profile and it was

named *reports*, the tables you would want to copy over to the new database would be: NT_Reports, reports_Sum_Dir, reports_ServerID, reports_Sum_Entry, and so on.)

5. Run `NetTracker all -regen` (from the NetTracker program directory) on the new installation to regenerate the associated HTML files.

23. I am running out of disk space and need to move the NetTracker data directory to another drive on the same computer. How do I do this?

You cannot move the data directory by itself, but you can move the entire NetTracker program directory to another drive.

To move the NetTracker program directory from one drive to another

1. Make a complete backup of NetTracker. (For details, see question 13.)
2. Find the NetTracker program directory (the directory to which NetTracker was installed).
3. In the NetTracker program directory, open `NetTracker.cfg` in a text editor.
4. Find the line that looks like the following:

```
<progdir>C:\Program Files\NetTracker\</progdir>
```
5. Edit the line to show the directory to which you are moving NetTracker.
6. Find the `<htmlmdir>` line. If the path contains `NTWeb`, edit the part of the path before `NTWeb` to show the directory to which you are moving NetTracker.
7. Find the `<cgidir>` line. If the path contains `NTWeb`, edit the part of the path before `NTWeb` to show the directory to which you are moving NetTracker.
8. Copy the NetTracker program directory and all of its subdirectories to the location you just specified in the `<progdir>` element.
9. Do one of the following:
 - If you are using NetTracker with IIS, complete the following steps.
 - a Open the registry editor and find the key `HKEY_Local_Machine\SOFTWARE\Sane Solutions\NetTracker <version> <edition>\`.
 - b The second NetTracker registry entry will be named with the path to your NetTracker CGI directory. Modify this entry and change the value of the data field to the new path to the NetTracker program directory.
 - If you are not using NetTracker with IIS, complete the following steps.
 - a Find the `<cgidir>` element in `NetTracker.cfg`. This tells you the NetTracker CGI directory.
 - b Go to the NetTracker CGI directory and open a subdirectory. You should see the file `ntcgi.cfg`.
 - c Open `ntcgi.cfg` in a text editor and edit the directory listed in the first line of the file so it matches the new NetTracker program directory.
 - d Save and close `ntcgi.cfg`.
 - e Repeat step b through step d for each copy of `ntcgi.cfg` located in a subdirectory of the NetTracker CGI directory.

For UNIX servers:

```
./nettracker admin -clear
```

For Windows NT/2000/XP servers:

```
nettracker admin -clear
```

These commands will correct the links in NetTracker's HTML files so that NetTracker will continue to function properly using the new URLs.

26. Does it matter which database and client-side character sets I use in Oracle?

Yes. The database and client-side character sets you use when creating your Oracle database can have a significant impact on NetTracker. The WE8ISO8859P1 character set is safe to use as both the database and the client-side character set. The US7ASCII set should never be used. If you are considering using a character set other than WE8ISO8859P1, you should first contact Sane Solutions technical support. If you do not know what character set you are using, contact your database administrator.

27. Does it matter which character sets I use in SQL Server?

Yes. Your database should use a case-sensitive and accent-sensitive character set. The character set Latin1_General_BIN is usually a good choice.

Using Log Files

28. Can I analyze multiple log files in a single profile?

Yes. Just enter multiple log files on the Log Files page in the NetTracker profile options and NetTracker will process all of the log files.

29. Can I use wildcards to specify log files?

Yes. If you use a wildcard in the **Log file** box, NetTracker will analyze all files in the specified directory that match the pattern. For example, if you entered /home/logs/*.log in the **Log file** box, NetTracker would analyze all logs matching the pattern *.log in the directory /home/logs.

This feature is particularly useful if your Web server is set up to rotate logs automatically.

30. Can NetTracker analyze log files compressed using gzip?

Yes. If you enter a log file with a .gz file extension, NetTracker will automatically read from the compressed file. You can also use wildcards to specify files compressed with gzip.

31. I am running Lotus Domino and am trying to analyze log files created by the Notes server. The filename is domlog.nsf. NetTracker does not recognize this file. What is wrong?

NetTracker can only analyze the text log files generated by a Domino Web server. NetTracker can not read directly from .nsf files.

To configure Lotus Domino 4.x to log to a text file

1. In Lotus Notes, open your Address Book.
2. Go to Server/Servers and double-click the server in the window on the right.
3. Click **Edit Server**.
4. Under Enable Logging To, select **enabled** to the right of Log Files in the HTTP Server options.
5. Set the Access log format to the Extended Common log format.
6. Set the time format for your logs to the local time.
7. To activate your changes, stop your Domino server and then restart it.
8. Point NetTracker to the new log file.

To configure Lotus Domino 5.x to log to a text file

1. Open Lotus Notes.
2. On the **File** menu, click **Database** and then click **Open**.
3. Change the server to the Domino server you want to configure.
4. Select the server's address book (names.nsf).
5. Expand the server list on the left of the screen.
6. Select **Servers**.
7. On the right of your screen, double-click your server.
8. Select **Internet Protocol**.
9. Under **Enable Logging To**, change the **Log Files** option to **Enabled**.
10. Under **Log File Settings**, change the **Access log format** option to **Extended Common**.
11. Under **Log File Settings**, change the **Time Format** option to **LocalTime**.
12. Save and close the screen.
13. To activate your changes, stop your Domino server and then restart it.
14. Point NetTracker at the new log file.

32. I use load balancing across multiple Web servers on my Web site. Will NetTracker analyze the data from these logs accurately?

Yes, NetTracker can analyze logs from multiple clustered or load-balanced Web servers. You must specify that you are using clustered log files when you set up the log files for NetTracker to process.

To specify that you are using clustered log files

1. Open the NetTracker profile that uses clustered log files. (Enterprise and eBusiness only)
2. Click the **Options** tab.
3. In the left-hand panel, click **Log Files** under **Main**.
4. In the **Log files are** list, select the configuration that matches the log files that you want to analyze. There are two possible configurations for multiple servers.
 - **Clustered for a single site**—Multiple Web servers, all of which are serving the same content. Hits to the servers are load balanced among the different servers so that a request to the Web site can go to any one of the servers. For example, if a user requested your home page, any one of the three servers could serve the page.
 - **Clustered for multiple sites**—Multiple Web servers which are a part of the same domain. Each server serves different content. For example, in the `yoursite.com` domain, the server `home.yoursite.com` serves the home page and general content, and the server `catalog.yoursite.com` serves the catalog pages. (Within each site in the cluster, you can also have multiple load-balanced servers. For example, the catalog pages could be served by any of three servers clustered as `catalog.yoursite.com`.)
Note: The servers should usually be part of the same domain. If you need to cluster servers from different domains, contact Sane Solutions technical support.
5. Click **Save Options** and then click **Continue**.
6. Click **Server1** and then click **Edit**.
7. Enter a name and URL for the server.
If the servers are clustered for multiple sites, you must enter a different URL for each site. In the example earlier, you would use `http://home.yoursite.com` for the first server and `http://catalog.yoursite.com` for the second. (Load-balanced servers within a site can all use the same URL. For example, all three servers clustered as `catalog.yoursite.com` would use `http://catalog.yoursite.com`.)
8. Click **Save Options** and then click **Continue**.
You must create a server entry for each server in the cluster.
9. Add each additional server by clicking **Add**.
When you are through adding all of the servers, you need to specify the location of each of the servers' log files.
10. To specify the location of a server's log files, click the server and click **Add/Edit Log Files**.

-
11. Click **Add**.
 12. In the **Location of log file(s)** list, select an option.
 - If your logs are located on the machine that is running NetTracker or are available on the local network, select **Local/network file system**.
 - If your logs are available via FTP and you want NetTracker to retrieve them for you, select **FTP server**.
 13. In the **Format of log file(s)** list, select the format of the log file. Select **Auto Detect** to have NetTracker determine your log format automatically. (NetTracker can process log files that have been compressed using gzip.) If your log files are in a nonstandard format, you will need to first manually specify the log file format. (For details, see “Manually Specifying the Log File Format,” in the NetTracker manual.
 14. Specify the path and filename of the log file.
 - If you selected Local/network file system, enter the log file path and filename in the **Full path to log file(s)** box. You may use wildcards. You may also click **Browse** to find the file. (The **Browse** button will not appear if it has been disabled in the administrative options.)
 - If you selected FTP server, click **Browse** and enter the following information about the FTP server from which you will be downloading log files.
 - a **Host name:** The name of the server (yourdomain.com, not ftp://yourdomain.com).
 - b **User name:** Your user name for the FTP server. If you access the server anonymously, leave this blank.
 - c **Password:** Your password for the FTP server. If you access the server anonymously, leave this blank.
 - d **Password (again):** The same password you entered above.
 - e **Initial path:** The directory in which the log file can be found on the server. In some cases on a UNIX-based FTP server, this should be the complete system path to that directory. If you are accessing a Windows-based FTP server, usually the path is relative to the FTP root directory.

When you have entered the information about the FTP server, click **Browse** and select the log file.
 15. Click **Add** and then click **Continue**.
 16. Repeat step 11 through step 15 until you have specified all of the log files for this server.
 17. When you have finished adding log files for one server, click **Back to Servers** and perform step 10 through step 17 for the remaining servers.

Note: It is possible to have Web servers clustered for multiple sites and have multiple load-balanced servers for each site in the cluster. If that is the case, follow the instructions for servers clustered for multiple sites. However, when you get to step 7, more than one server will use each URL.

Note: If you are analyzing logs from multiple Web servers using either the Clustered for multiple sites option or the Clustered for single site option, the logs for each server must be rotated at the same time by your Web server and the log files must use the same naming scheme.

For example, if you have three load-balanced servers all serving the same content and you are rotating the log files daily at midnight, the name of the log files for each day should correspond. For instance, you could use the naming scheme `yyymmdd.log` for all servers. On January 1, 2000, the logs for each of the three servers would be named `20000101.log`. Note that log file names such as `Server1.20000101.log`, `Server2.20000101.log`, and `Server3.20000101.log` will not be analyzed correctly by NetTracker because the file names are not exactly the same.

33. I have NetTracker installed on an IIS Web server and NetTracker keeps telling me that it cannot find log files on a mapped network driver when setting the Log File options. What is wrong?

IIS cannot access files on network drives easily. You can find a discussion of this issue and suggested workarounds in the Microsoft Knowledge base at <http://support.microsoft.com/default.aspx?scid=KB;en-us;q257174>.

Because NetTracker is running as a CGI application when searching for log files, it inherits this limitation from IIS. To work around this problem, you can do one of two things:

- Install an FTP server on the machine where your logs are located and configure NetTracker to fetch the logs via FTP.
- Set the Log File option as you normally would to point to the logs on the mapped drive, ignoring NetTracker's error message that it cannot locate the logs. Do not update. Then open the command line (DOS prompt). Change to the NetTracker program directory (the default is `C:\Program Files\NetTracker`) and run `nettracker short_profile_name -update`. Because NetTracker is not running through IIS, it will be able to import the log files. (If it cannot, make sure the user you are logged in as on your Windows machine has read permission to the directory where the logs are located on the network.)

34. How do I log browser and referrer information using Apache?

With Apache, we recommend that you log to NCSA Combined Log Format.

To log to NCSA Combined Log Format in Apache 1.3 or Apache 2.0

1. Open `httpd.conf` in a text editor. (In Windows, the default location for `httpd.conf` is `C:\Program Files\Apache Group\Apache\conf`.)
2. Find the `LogFormat` line

```
LogFormat "%h %l %u %t \"%r\" %>s %b \"%{Referer}i\"  
\"%{User-Agent}i\" combined
```

If you can't find it, add it.

3. Comment out the lines

```
CustomLog logs/access_log common  
CustomLog logs/referer_log referer  
CustomLog logs/agent_log agent
```
4. Uncomment the line

```
CustomLog logs/access_log combined
```
5. Save and close httpd.conf.
6. Restart Apache.

35. How do I log browser and referrer information using Netscape FastTrack, Enterprise, or iPlanet servers?

To log browser and referrer information using a Netscape/iPlanet server

1. Log to Netscape Flexible Log Format.
2. Set the **Log client accesses?** option to **Yes**.
3. Set the **Record** option to **Domain Names**.
4. Under Format, for the **Only log** option, turn on at least the following fields:
 - Client hostname
 - Authenticated user name
 - System date
 - Full request
 - Status
 - Content length
 - HTTP header, "referer"
 - HTTP header, "user-agent"

36. How do I log browser and referrer information using Microsoft IIS 4.0 or 5.x?

To log browser and referrer information in Microsoft IIS 4.0 or 5.x

1. Open the Internet Services Manager (sometimes called the management console).
2. Expand the Internet Information Services tree until you can see the Web site whose logging you want to configure.
3. Right-click the Web site and click **Properties**.
4. Click the **Web Site** tab and make sure that the **Enable Logging** check box is selected. In the **Active log format** box, select **W3C Extended Log File Format**.
5. Click **Properties**.
6. Click the **Extended Properties** tab.
7. Select the **User Agent** field (for browser and platform information) and the **Referer** field.

37. How do I log browser and referrer information in a Web server not listed above?

To log browser and referrer information in a Web server not listed above, you will need to configure your server to log to an extended format that NetTracker can understand. Most Web servers provide a way to log to NCSA Combined log format. You can find the specifications for the NCSA Combined log format at <http://hoohoo.ncsa.uiuc.edu/docs/setup/httpd/TransferLog.html>.

38. I want to use cookies to better track my Web site visitors. Are there any plug-ins available for NetTracker to help me do this?

NetTracker comes with Web server plug-ins that can be installed on your Web server and used to automatically generate persistent cookies that will allow you to track visitors as they traverse your Web site. Using cookies allows you to better track new, unique, and repeat visitors. In addition, the cookies allow you to better separate multiple users accessing your site from behind a proxy server or firewall. One key benefit of the plug-in approach is that you do not need to make any modifications to your site's Web pages.

There are three plug-ins available. Which one you need depends on the Web server you are using. There is an NSAPI plug-in for Netscape/iPlanet Web servers, an ISAPI plug-in for Microsoft Internet Information Server and a source code module for Apache Web servers. The plug-ins are available for downloading from the NetTracker utilities page at <http://www.sane.com/download>. The readme file included with the plug-in contains detailed instructions on installing it.

The server plug-ins also enable NetTracker to gather extended data on server performance and aborted requests. On Microsoft Internet Information Server, the plug-in can also be used to do DNS lookups. This allows you to translate the IP address of the host computer accessing your Web site to the hostname and domain as it is written to the log file.

39. How can I track visitors' screen resolution information?

Tracking visitors' screen resolution information is a three-step process:

- Acquire the information through the browser
- Get the screen resolution information into the Web server log files
- Configure NetTracker to report on that information

Gathering the Information through the Browser

Retrieving client-side display properties can be done through the use of the JavaScript screen object. The JavaScript screen object is available with JavaScript 1.2 and later.

The screen object contains the following five properties:

Property	Description
width	Width of the display in pixels
height	Height of the display in pixels
availWidth	Width of display area available for use. (Value of width minus width used for features such as the Windows taskbar.)
availHeight	Height of display area available for use. (Value of height minus height used for features such as the Windows taskbar.)
colorDepth	Base-2 logarithm of the number of colors that can be displayed.

Note: In most situations, colorDepth will be equal to the bits-per-pixel used by the display. However, a browser may limit itself to a subset of the available colors. In these situations, the value of the colorDepth property is a number less than the bits-per-pixel value of the display.

Logging the Information

In order for NetTracker to be able to track screen resolution data, the data must be placed in the log files. Here is a quick example that uses JavaScript to pass information from the screen object properties above as part of an image request.

```
<script language="JavaScript1.2">
    var sPage = '/image.gif?';
    sPage = sPage + 'screenRes=' + screen.width = 's'
+ screen.height;
    sPage = sPage + '&availRes=' + screen.availWidth
+ 'x' + screen.availHeight;
    sPage = sPage + '&colorDepth=' +
screen.colorDepth;

    document.write( '' );
</script>
```

In the Web server log file, this should generate a request similar to:

```
/image.gif?screenRes=1280x1024&availRes=1280x996&colorDepth=32
```

Configuring NetTracker

Now you need to configure NetTracker to track the parameters that store the screen resolution information. In our example, these are query string parameters.

To track a parameter in a query string

1. View the profile in which you want to track the screen resolution information.
2. Click the **Options** tab.
3. In the left-hand panel, click **Parameters** under **Dynamic Content**.
4. Click **Add**.
5. In the **Name** box, enter the name that you want to use for this parameter in the Parameter Summary. Use only alphanumeric characters. Do not use any spaces. This name is limited to a maximum of 10 characters. (In the example used earlier, if you wanted to track the screenres parameter, you could use the name **Resolution**.)
6. In the **Parameter** box, enter the parameter you want to track. (In the example earlier, you would enter **screenres**.)
7. Leave the **Parameter lookup URL** box empty.
8. In the **Type of parameter** list, select **Query String**.
9. Select the **Create custom report** check box to have NetTracker automatically create a Parameter Summary for this parameter the next time the profile is updated. The summary will be listed under **Custom Analysis** on the **Reports** tab.
10. Click **Save Options** and then click **Continue**.
11. Select the parameter and click **Pages**.
12. Click **Add**.
13. Enter a filter that describes a page whose query strings you want NetTracker to check for this parameter. (In the example earlier, you would enter **Check all pages that match /image.gif**.)
14. Click **Add**.
15. Click **Continue**.

You will need to repeat the procedure above for every screen resolution parameter you want to track.

Note: If you use image files to pass the screen resolution information to the log file, you will need to configure NetTracker to report on the image file. By default, NetTracker does not count popular image file types as page views, although the images will still be counted as hits. NetTracker will only track parameters for files that are included as valid page views.

To track a specific image file

1. View the profile in which you want to track the screen resolution information.
2. Click the **Options** tab.
3. In the left-hand panel, click **Filters** and then click **Unexcluded Pages**.

-
4. Click **Add**.
 5. Enter a filter that describes the image file you want to include. (In the example earlier, you would enter **Do not exclude pages that match /image.gif.**)
 6. Click **Add** and then click **Continue**.

NetTracker is now configured to track screen resolution information for your visitors in all new data for this profile.

Errors

40. NetTracker is complaining that it cannot access certain files.

Some Web servers are very strict when it comes to file permissions. Since part of NetTracker runs as a CGI program, the user that your Web server is running as needs to be able to read and write the files in NetTracker's program and HTML directories.

To set NetTracker's file permissions correctly in UNIX

1. At the command prompt, run `umask 022`. (This sets the default permissions for all new files to `rwxr-xr-x`.)
2. Reinstall NetTracker.

41. When I attempt to run NetTracker I get an error message saying unable to listen on port 8000. What is wrong?

When you install NetTracker with the No Web Server option, the installation program installs a local Web server which runs on port 8000 and only allows connections from the local machine. This error message indicates that there is already an application listening on port 8000 on the computer on which you installed NetTracker.

To tell NetTracker to listen on another port

1. Open `ntweb.cfg` in a text editor. (`Ntweb.cfg` is located in the NetTracker program directory. The default NetTracker program directory is `C:\Program Files\NetTracker` on Windows and `/usr/local/NetTracker` on UNIX.)
2. Change all occurrences of 8000 to some other number (for example, 8001).
3. Save your changes and close the file.
4. Open `NetTracker.cfg` in a text editor. (`NetTracker.cfg` is located in the main NetTracker program directory.)
5. Change all the URLs to use the new port number.
6. Save your changes and close the file.
7. Open a command prompt.
8. If you are running NetTracker Enterprise or the NetTracker eBusiness Edition, type `nettracker admin -clear`.
9. Regardless of which NetTracker edition you are running, type `nettracker all -regen`.

42. NetTracker appears to be stuck, or the server crashed. What do I do?

The first thing to do is to see if NetTracker is still running by looking for the nettracker process in the process list. If it is still running, you may want to let it continue.

You can reset NetTracker, but you will lose data in NetTracker Professional or NetTracker Enterprise. Resetting NetTracker Professional or NetTracker Enterprise will clear all the data from your NetTracker database and you will need to reprocess all of your log files. If you are using the NetTracker eBusiness Edition, resetting NetTracker will cause NetTracker to roll back to the last successful checkpoint.

To reset NetTracker

1. Open a command prompt and go to the NetTracker program directory. (The Windows default is C:\Program Files\NetTracker and the UNIX default is /user/local/NetTracker.)
2. Type `nettracker reports -abort`. (If you are using NetTracker Enterprise or the NetTracker eBusiness Edition, substitute your short profile name for *reports* above.)

This will stop NetTracker, reset the Web-browser interface, and give you a chance to disable host name and page title resolution if this is the cause of your problem.

If you have a backup of the NetTracker files and you do not want to reprocess your log files, you can restore your data. You will then need to run another update to process any information in the log files since your last backup. For details on restoring, see question 13.

43. I sometimes receive a Document Contains No Data error message when I drill down or when I run a custom report. What is wrong?

There are two common causes of this error:

- The permissions on the dynamic directory are incorrect. The dynamic directory location is NetTracker HTML directory*profilename*\dynamic. The file permissions should be set to Full Control for all users. Some programs change the file permissions for this directory during installation.
- Your Web server is killing the NetTracker CGI process. The Web server only allows a CGI process to run for a limited amount of time. If the process exceeds this time, the Web server kills the process. Follow the server-specific instructions below to increase the timeout interval.

Apache Web Servers—Increase the time interval specified with the **timeout** directive in `httpd.conf` and restart the Web server. More details are available at <http://www.apache.org/docs/mod/core.html#timeout>.

Netscape/iPlanet Web Servers—Documentation on increasing the timeout value can be found at <http://knowledgebase.iplanet.com/ikb/kb/articles/608.html>.

Microsoft IIS 4.0 or 5.x—Increase the timeout value by following the steps below:

1. Open up the Management Console and right-click the Web site that you want to configure.
2. Select the **Web Site** tab.
3. In the Connections box, increase the **Connection TimeOut** value.

44. When I try to browse to my log files on a Cobalt RaQ or Qube, I get the message Permission Denied. The permissions look fine. What could cause this?

Cobalt release a security patch in the fall of 2000 that changed the file permissions for the Web server log files and the directory in which they are stored. As a result, the *nobody* user no longer has the correct permissions to read the Web server logs and list the directory. Since the Web server (and therefore NetTracker) runs as the nobody user, the **Browse** icon in NetTracker doesn't work. If you do not know where your log files are stored, consult your Cobalt administrator.

You may also notice that the **Update** icon doesn't work. This is also a result of the change in file permissions. See question 56 for details.

Using Reports in NetTracker

45. When I print a report, I only see the top part of the Web page or each frame prints on a separate page? What am I doing wrong?

In order to print a NetTracker report, you should use the NetTracker **Print** icon. If you use the print button build in to your Web browser, you will have to make the report the active window before printing. To do this, click within the report (not the NetTracker panel).

46. Can our company restrict access to NetTracker to certain departments or individuals?

Absolutely. Your Webmaster can limit access to NetTracker to only those who have been given a user name and password using your Web server's built-in password protection. Simply contact your Webmaster.

47. Is there any way to exclude visits from our employees to get an accurate analysis of who is visiting our Web site from outside of our company?

Yes.

To exclude visits from your employees

1. Open the profile in which you want to exclude your employees. (Enterprise and eBusiness only)
2. On the main NetTracker panel, click the **Options** tab.
3. In the left-hand panel, click **Filters** and then click **Excluded Hosts**.
4. Click **Add**.
5. In the drop-down list, select **That end with**.
6. In the text box, type your company's host. You must enter the host exactly as it appears in the Host Summary.
7. Click **Add** and then click **Continue**.

Note: If you want this change to apply to your existing data, you will need to reprocess your log files. Before you delete your existing profile data, please make sure you have copies of all your processed log files.

48. Why are all my referrers *None* and browsers *Unknown*?

This typically means that either you are currently not logging referrer and browser information, or you specified the incorrect log format when you entered your log file. Please see the Using Log Files section to find out how to log referrer and browser information in your Web server.

49. I'm using IIS 4.0 or 5.x and when I run NetTracker on my log files I get all zeros. What could be causing this?

If you have a log file specified and you are still getting this error, you are probably not logging enough information for NetTracker to be able to analyze your log file. You need to make sure IIS 4.0 or 5.x is properly configured.

To configure IIS 4.0 or 5.x

1. Open the IIS management console and right-click the Web site whose logging you want to configure.
2. Click **Properties**.
3. Click the **Web Site** tab and make sure the **Enable Logging** check box is selected. In the **Active log format** box, select **W3C Extended Log File Format**.
4. Click **Properties**.
5. Click the **Extended Properties** tab.
6. Select the **Date** and **Time** fields, and then select all the fields in the Extended Properties group.

50. Why does it sometimes take up to several minutes for my log file to be processed when I click Update?

Depending on the size of your log file, the density of the logs, and the amount of time that has lapsed since the last time you or someone else updated the data, it may take a few minutes for NetTracker to update your data. Most Webmasters will set their servers to automatically run NetTracker every night so the information will be updated regularly. Webmasters can find the instructions for this procedure in the answer to question 16.

51. My reports only cover a specific date range. Log data from outside this date range is not being imported. What could cause this?

This is usually caused by a starting date or ending date being set for the profile in the Dates option. You need to clear the Dates option, clear the NetTracker database, and reprocess your log files.

Note: If you clear your database and you do not have all your original log files you imported into NetTracker, you will lose data. Verify that you have all your old log files before following these instructions.

To clear the Dates option and the database and reprocess your log files

1. Open the profile whose Dates option you want to change. (Enterprise and eBusiness only)
2. On the main NetTracker panel, click the **Options** tab.
3. In the left-hand panel, click **Filters** and then click **Included Dates**.
4. If the **Starting date** or **Ending date** check box is selected, clear it.
5. Click **Save Options**.
6. Click **Delete Profile Data**.
7. When NetTracker is done clearing the database, click the **Update** icon.

52. How do I set up NetTracker to track banner clickthroughs and impressions?

In order for NetTracker to track banner ads, you need to redirect all the banner ads that you would like to track through a special CGI program that is included with NetTracker. This CGI program, named `ntadtrack.cgi` on UNIX and `ntadtrack.exe` on Windows, is placed in the NetTracker program directory when NetTracker is installed.

To track banner clickthroughs and impressions

1. Copy `ntadtrack.cgi` or `ntadtrack.exe` from the NetTracker program directory into a CGI-accessible directory (for example, `/usr/local/apache/cgi-bin` for UNIX or `C:\inetpub\scripts\` for Windows).
2. Open the profile in which you want to track banner ads. (Enterprise and eBusiness only)

3. On the main NetTracker panel, click the **Options** tab.
4. In the left-hand panel, click **Marketing** and then click **Banner Ads**.
5. In the **Full path of ntadtrack.cgi** box, (ntadtrack.exe in Windows), enter the path to ntadtrack.cgi or ntadtrack.exe. This is the path from the document root of your Web site, not the path to the file on your computer.
For example, in UNIX, if ntadtrack.cgi is located in /usr/local/apache/cgi-bin/ but on your Web site it is accessible as http://yourdomain.com/cgi-bin/ the full path to ntadtrack.cgi would be /cgi-bin/ntadtrack.cgi. Similarly, in Windows, if ntadtrack.exe is located in C:\inetpub\scripts\ but on your Web site this directory is accessible as http://yourdomain.com/scripts/ then the full path to ntadtrack.exe would be /scripts/ntadtrack.exe. In Windows it is important that you allow Execute permission on this directory, both for the anonymous Web user using NTFS permissions and in the IIS management console.
6. Click **Save Options** and then click **Continue**.
7. Click **Add**.
8. In the **Description of banner ad** box, enter the name that you want to be used in the reports to describe the ad.
9. In the **Full path of graphic** box, enter the path to this ad. This will be the path from the document root of your Web site, not the full path on the system you are using. This will be the same path used for the image file in the HTML document (for example, XX where img src="XX" is an image file). Example:
/ads/nettracker.gif.
10. In the **URL to link to** box, enter the destination that people will reach if they click the ad. This must be the exact URL. For instance, if they are going to http://www.sane.com/index.html make sure to enter this full path, not just http://www.sane.com/.
11. Click **Add** and then click **Continue**.
12. Repeat step 7 through step 11 as needed to enter all of the banner ads that you want to track.
13. Redirect all of the banner ads through the ntadtrack.cgi (or ntadtrack.exe on Windows) program as shown in the example below:

```
<a href="/cgi-bin/ntadtrack.cgi?http://www.sane.com/products/"></a>
```

The URL located immediately after the question mark (?) is the URL people will go to when they click the banner ad. This URL should exactly match the URL that you entered in the **URL to link to** box.
14. Update your profile. You should now be able to track banner ads through NetTracker.

53. How do I set up NetTracker to track multiple domains when the domain all share the same log file?

First you must record the host name in the log file. You will probably need to change your log file format in order to do this.

For Netscape/iPlanet servers, you will need to add the following to your log file format string in the obj.conf file:

```
%Req->headers.host%
```

For more information about this, you can go to <http://knowledgebase.iplanet.com/ikb/kb/articles/2397.html>.

In early versions of Netscape Web servers, you will have to hand edit the obj.conf file. You need to add `%Req->headers.host%` to the `Init.format.access` line as the second field. In later versions of the Netscape Web servers, you should choose `Custom Format` under `Log Files` in the Netscape Server Administration Web interface and add `%Req->headers.host%` as the second field in the formatting line. For information about rotating your logs after making this change, see your Web server documentation. An example of a final log format string would be:

```
%Ses->client.ip% %Req->headers.host%
%Req->vars.auth-user% [%SYSDATE%]
"%Req->reqpb.clf-request%" %Req->srvhdrs.clf-status%
%Req->srvhdrs.content-length% "%Req->headers.referer%"
"Req->headers.user-agent%"
```

For Apache, you can add `%v` to your log file format in the `httpd.conf` configuration file. The `%v` needs to be the second entry in the log file format. You will have to stop and restart the server for this change to take effect. For more information about this, you can go to http://www.apache.org/docs-1.2/mod/mod_log_config.html#formats.

Here is a sample log file format which will record virtual hosts in Apache:

```
LogFormat "%h %v %u %t \"%r\" %>s %b \"%{Referer|i}\"
\"%{User-Agent}i\" "
```

To change NetTracker's configuration

1. Open the profile for one of the sites you want to track. (Enterprise and eBusiness only)
2. On the main NetTracker panel, click the **Options** tab.
3. Click **Main** then **Advanced** and select the **Only process traffic to the configured site** check box.
4. Click **Save Options** and then click **Continue**.
5. In the left-hand panel, click **Main** and make sure the URL of the site being analyzed exactly matches the way you are recording the host header in your Web log. For instance, if you are recording `www.sane.com` in the log and you entered `sane.com` in the General Options, the profile will not work correctly.

After completing these steps, NetTracker should be able to parse out just the hits for the site you have specified.

54. I do not have host name resolution turned on in either my Web server or NetTracker and my site is showing up as its own referrer at least 30 percent of the time. Is there something wrong?

This problem will occur if a substantial amount of your traffic comes from America Online users and you do not have host name resolution turned on in either your Web server or in NetTracker.

The way America Online's proxy servers work, the first request from a user comes from one IP address, but the second request may come from a different address, and the third request from yet a third address. Because you do not have host name resolution turned on in either NetTracker or in your Web server, NetTracker is tracking visitors by IP address. For example, an AOL user will come in and make the first request to your site from IP 1.1.1.1 and your Web server records that along with the information that they were referred by Yahoo. They make a request for a second page from IP 2.2.2.2 and their referrer will be recorded as the first page they viewed on your site.

Because NetTracker will see 2.2.2.2 as a new visitor (no previous requests from that IP), it will record the referrer for that IP as your own site. Because the third and subsequent requests from an AOL user are likely to continue to use a large number of proxy server IPs, you may get a large number of referrals from your own site very quickly.

There are three solutions to this problem:

- Turn on host name resolution inside your Web server, which will record the host names in your log files. Then the requests from America Online users will be grouped according to the default Host Groups setting in your NetTracker options as America Online, straightening out this referrer problem.
- Turn on host name resolution inside NetTracker—this can be found in the General Options of the profile. The requests from America Online users will be grouped according to the default Host Groups setting in your NetTracker options as America Online, straightening out this referrer problem.
- Use the Host Groups option in NetTracker to enter all of the IP addresses for AOL's proxy servers and clients. There appear to be about fifty. This should straighten out the problem without you having to change anything regarding host name resolution. To do this, open a NetTracker profile and click the **Options** tab. In the left-hand panel, click **Visitors** then **Host Groups**, select **America Online**, click **Hosts** and click **Add**. Select **that matches** and enter one of the IP addresses. You will have to do this with each of the fifty IP addresses. You can retrieve the list of IP addresses at <http://webmaster.info.aol.com/proxyinfo.html>. If you are using NetTracker Enterprise or the NetTracker eBusiness Edition, you can do this

once in the Default Web Server Options and it will apply this host grouping to all new profiles. For the profiles you already have set up, you will have to hand enter the IP addresses.

55. When I export to RTF (or CSV) my Web browser displays the document in the Web browser screen instead of giving me a Save As dialog.

NetTracker can export data from reports, which allows you to import NetTracker reports into popular software products such as Microsoft Excel, Access, and Word. NetTracker uses the .csv and .rtf file extensions when exporting data.

Whether you see the document in your Web browser screen or the Save As dialog box depends on the MIME settings. You can change the MIME settings for the server where NetTracker is hosted so that you always see a Save As dialog box when you export.

However, if you are using Internet Explorer, changing the settings on the NetTracker server may not solve the problem for all users. This is because with Internet Explorer, your local computer's MIME settings override the MIME settings on the Web server to which you are connecting. If you still have a problem after changing the NetTracker server settings, you will need to change your local MIME settings as well.

Changing the MIME Settings for the NetTracker Server

Changing the MIME settings on the server will affect all files that end in .csv and .rtf for all users. In order to get the Save As dialog box when you export, you need to set both the .csv and .rtf file extensions to application/octet-stream. The procedure varies depending on the Web server on which NetTracker is installed.

To set the MIME settings for a Microsoft IIS server

1. Start Windows Explorer.
2. On the **View** menu, click **Options**.
3. Click the **File Types** tab.
4. Click **New Type**.
5. In the **Description of Type** box, enter **Comma Separated Value**.
6. In the **Associated Extension** box, enter **csv**.
7. In the **Content_Type (MIME)** box, enter **application/octet-stream**.
8. Click **OK**.
9. If you get a message that the .csv extension is already in use, search through the file types to find what is associated with .csv. (If you do not get any error messages, you are finished. The MIME settings are now correct.)
10. When you find what is associated with .csv files, select it and click **Edit**.
11. In the **Content_Type (MIME)** box, enter **application/octet-stream**.
12. Click **OK**.

13. Repeat step 4 through step 12 for rtf. Use **Rich Text Format** as the description and **application/octet-stream** as the content type.

To set the MIME settings for a Netscape/iPlanet FastTrack/Enterprise server

1. Change to the directory in which the configuration files are located for the server on which you installed NetTracker. (The default path would likely be C:\Netscape\server\httpd-servername\config\.)
2. Open mime.types in a text editor.
3. Look for the line
type=application/octet-stream ext=bin
4. Change it to
type=application/octet-stream ext=bin,csv,rtf
5. Restart the server

To set the MIME settings for an Apache server

1. Change to the <ApacheHome>/conf directory. (UNIX only)
2. Open the file mime.types in a text editor. (In Windows, the default location for mime.types is C:\Program Files\Apache Group\Apache\conf.)
3. Look for the line
application/octet-stream bin dms lha lzh exe class
4. Change it to
application/octet-stream bin dms lha lzh exe class csv rtf
5. Save and close mime.types.
6. Restart Apache.

Changing the MIME Settings for Internet Explorer

If you have changed the MIME settings for the server and you still aren't seeing the Save As dialog box, you need to change the MIME settings for Internet Explorer. You will need to make the change for CSV, DOC, RTF, and XLS file types.

Note: In order to make the change, you may need to have administrative rights on your computer. If you do not have administrative rights, contact your system administrator.

To change your file type properties in Windows 98 and later

1. Click the **Start** button, point to **Settings**, and click **Control Panel**.
2. On the **Tools** menu, click **Folder Options**.
3. Click the **File Types** tab.
4. In the **Registered file types** box, click **CSV** and click **Advanced**. (If you do not see the **Advanced** button, you probably do not have administrative rights. Contact your system administrator.)
5. Select the **Confirm open after download** check box.
6. Click **OK**.
7. Repeat step 4 though step 6 with DOC, RTF, and XLS.

8. Click **Close**.

56. My Update icon doesn't work. (I'm using a Cobalt server.) What could cause this?

Cobalt released a security patch in the fall of 2000 that changed the file permissions for the Web server log files and the directory in which they are located. As a result, the *nobody* user no longer has the correct permissions to read the Web server logs. Because the Web server (and therefore NetTracker) runs as the *nobody* user, when you click the **Update** icon NetTracker does not have the file permissions to read the log files. You can still use the `-update` command-line option to update your NetTracker profiles because when you run NetTracker from the command line you are not running as the *nobody* user. If you have NetTracker set up to update nightly, those updates will still work.

You may also notice that the **Browse** button on the Log Files page does not work. This is also the result of the change in file permissions. (See question 44.)

57. I am using Internet Explorer and I cannot get the graph legend squares in the NetTracker summaries to print out in color. All of the squares print out empty. What is causing this?

The squares in the legend are generated by creating an HTML table cell and setting the background color for the cell. By default, Internet Explorer does not print these background colors. You will need to turn on background color printing in Internet Explorer.

To turn on background color printing in Internet Explorer

1. Open Internet Explorer.
2. On the **Tools** menu, click **Internet Options**.
3. Click the **Advanced** tab.
4. In the list of options, select the **Print background colors and images** check box.
5. Click **OK**.

Internet Explorer should now print out the page as it is displayed in the browser.

58. I want to specify page titles to display in the NetTracker reports, but I don't want to tie up my server resolving page titles. How can I do this?

Editing page titles in NetTracker has no effect unless page title resolution is turned on for the profile. However, you can work around this issue by turning on page title resolution and then configuring the Unresolved Page Titles option so that all page titles are unresolved.

To edit page titles without resolving page titles

1. View the profile in which you want to edit page titles.
2. Click the **Options** tab.
3. In the left-hand panel, click **Page Titles** under **Content**.
4. Specify the page titles that you want to appear in the NetTracker reports. (For details, see “Editing Page Titles” in the NetTracker manual.)
5. In the left-hand panel, click **General** under **Main**.
6. Turn on page title resolution. (For details, see “Resolving Page Titles” in the NetTracker manual.)
7. In the left-hand panel, click **Unresolved Page Titles** under **Content**.
8. Click **Add**.
9. Enter the filter that contain /
10. Click **Add**.
11. If you want these changes to take effect in data you import from now on, click **Continue**. If you want these changes to take effect in data you have already imported, you will need to delete your profile data and reimport your log files. (**Note:** If you do not still have every log file that you have ever imported into this profile, you will lose data by choosing this option.) To delete profile data, click **Delete Profile Data**.