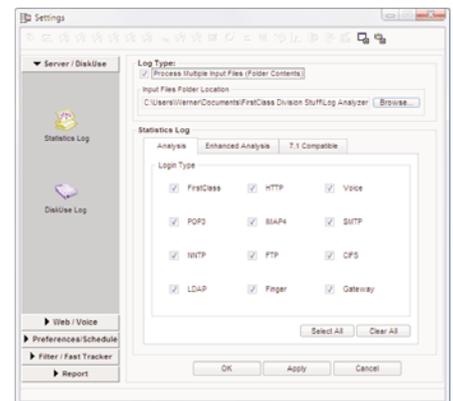# FIRSTCLASS® Log Analyzer

Solution Overview

The Log Analyzer is a valuable tool that can help administrators analyze, improve and summarize the usage and performance of their FirstClass system.

The FirstClass Log Analyzer provides a powerful set of features for analyzing and summarizing information contained in FirstClass log files*. The Log Analyzer is a valuable tool that can help administrators answer important questions about the usage and performance of a FirstClass system as well as assist in configuration planning and setting policies.

Data can be summarized by access type, User ID, time-of-day, platform, IP address, and more. The FirstClass Log Analyzer can help answer questions such as:

- Which users have not upgraded their FirstClass Client to the latest version?
- Are malicious users trying to get admin access to your system by guessing at passwords?
- During what hours is the server the busiest?
- A user reports that a folder or document just "disappeared." Is it possible that the user deleted it by accident?
- What kind of SPAM is being blocked by the IS SPAM filters?
- What is the breakdown of user logins between Windows and Mac? FirstClass Client vs. the Web? POP3 vs. IMAP?
- What IP addresses (and countries) are users connecting from?
- What are all of the actions taken by a particular user?

FLEXIBLE ANALYSIS OPTIONS

The FirstClass Log Analyzer works by analyzing one or more log files and summarizing the data according to the options chosen. Available settings include:

- Login Type (FirstClass Client, POP3, HTTP, etc)
- User Activity
- Hourly Logins
- Activity by IP Address
- Client Version
- Top 10 Disk Space Users
- Conference and Folder Use
- Document Access
- Performance Graphs

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DRILL-DOWN REPORTING

Administrators can "drill-down" to lower levels of detail. For example, when viewing the breakdown by Login Type, you can click on the "Details" button for a particular login type to get more information. Details such as the OS platforms, User IDs, and hourly breakdowns for that Login Type are displayed. Activity records are available for a single user or conference by clicking a User ID and bringing up all of the activity for that particular user (for that Login Type only). This filtered drill-down capability enables the administrator to view the data in many different ways.

ADVANCED FILTERING

The administrator can specify multiple filters that exclude certain records from the analysis. For example, filtering can be used to exclude sub-administrator records or certain time frames from the analysis.

ADVANCED HTML REPORTS

The FirstClass Log Analyzer can create reports that include tables and graphs of statistics. These reports can be saved for future access, published to a website, or printed. The HTML format reports include expandable tables of summary statistics, enabling you to collapse and expand varying levels of detail.

You can also specify the colors and styles used for the graphs in the reports, including a choice of column, area, or line graphs.

SCHEDULED ANALYSIS AND REPORT CREATION

The built-in scheduler can be used to automatically analyze statistics files based on a defined schedule. For example, an administrator could schedule daily analysis and report generation on a nightly basis. Each morning, reports for the previous day would be ready to be reviewed.

Provided that the Log Analyzer can access the statistics files directly from the FirstClass server (e.g. through a network share), it can generate real-time access statistics information and performance graphs.

IP ADDRESS LOOKUP

The FirstClass Log Analyzer enables single-click access to look up any IP address with activity on your system. Links to external IP address databases can provide information about the owner, location, and nature of the IP address. This can be useful for tracking down the sources of malicious or suspicious activity on your system and can assist in decisions about which IP address should be denied access or blocked.

LEARN MORE ABOUT YOUR FIRSTCLASS SYSTEM

By helping you answer questions about activity on your FirstClass system, the FirstClass Log Analyzer gives you all the information you need about how your system is used. This added knowledge can help you make informed decisions about system security, configuration, hardware and networking infrastructure, and usage policies.

* The FirstClass Log Analyzer works with FirstClass Server 8.0 and later. You can only analyze log files that are generated after the server has been licensed for the Log Analyzer.

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