DSS for Broadband Reports

In the following sections, this chapter explains:

Using the Report Folders Pane

- The left pane shows a list of report folders and reports.
- The middle pane lets you determine
  - The Analyzer(s) that supply the data for the report you select
  - The time period that the report covers
- The right pane lists the details of a report you select.
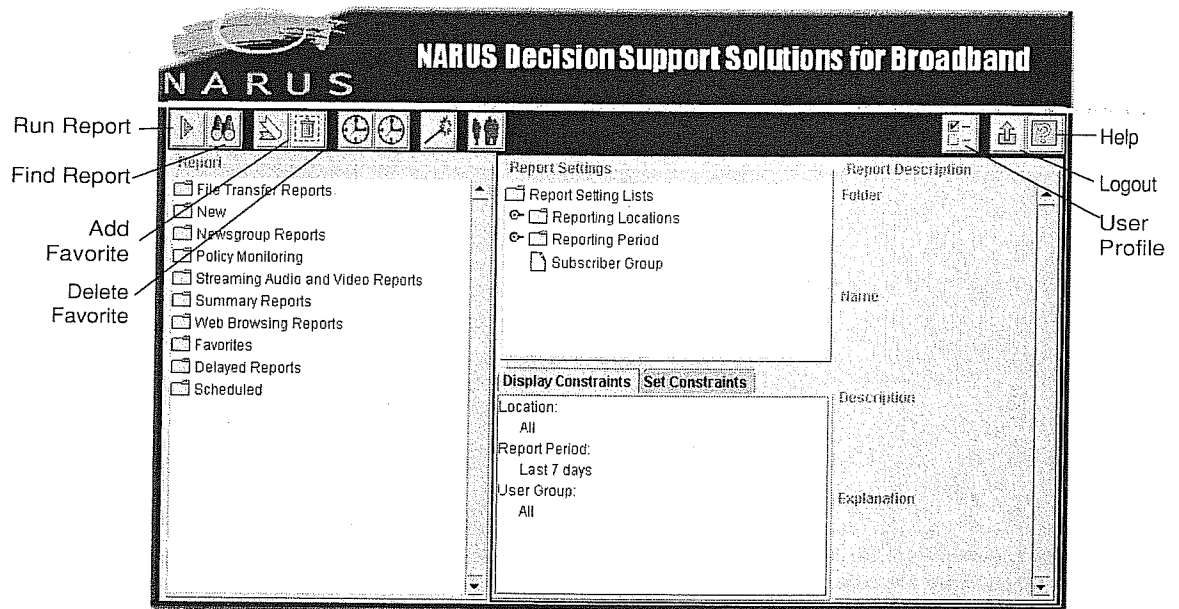
Figure 2-1

Figure 2-2   Report Explorer

In addition, buttons in this page enable you to perform basic DSS for Broadband functions. For information on changing your user profile, exiting DSS for Broadband, or displaying online help, see "Using the Report Explorer Page" on page 4 in Chapter 1.

This section explains:

- "Getting Information on Reports" on page 9
- "Selecting a Report Folder" on page 11
- "Selecting a Report" on page 11
- "Searching for a Report Title by Keyword" on page 12
- "Displaying a Report Description" on page 13

Getting Information on Reports

The DSS for Broadband reports are organized into folders in an expanding view. The DSS for Broadband Report folders are listed in the right pane of the Report Explorer page. See Figure 2-3.
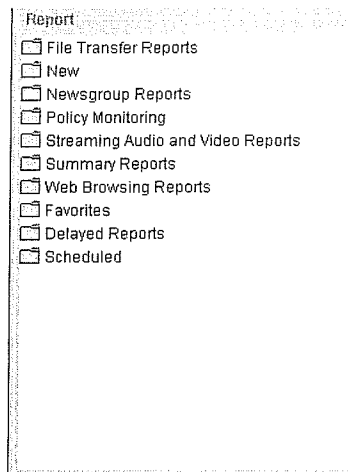


```
Report
  File Transfer Reports
  New
  Newsgroup Reports
  Policy Monitoring
  Streaming Audio and Video Reports
  Summary Reports
  Web Browsing Reports
  Favorites
  Delayed Reports
  Scheduled
```

Figure 2-3   Report folders

Table 2-1 summarizes the contents of the report folders.

Table 2-1   Report Folders

Report Folder	Provide Data On...	Details In...
Summary Reports	High-level view of network traffic data, including total daily traffic in the network.	Appendix A
Web Browsing Reports	Web browsing activity on the network, including the Top 500 Websites by Visits, and Web Content Categories by Traffic.	Appendix B
Policy Monitoring Reports	Possible policy infractions including Simultaneous Logins, and the Top 500 Email Senders by Emails Sent.	Appendix C
Streaming Audio and Video Reports	Streaming protocol use, including the Top 500 Streaming Video Users.	Appendix D
VoIP and Video Conference Reports	Voice and Video traffic on the network including the Top 100 VoIP Users.	Appendix E
Newsgroup Reports	Daily Number of Newsgroup Users and other information.	Appendix F
File Transfer Reports	File transfer data including the Files Sent Distribution, and the Daily Number of File Transfer Users.	Appendix G

See Appendices A through H for information on each report in a specific folder. Also see the glossary for definitions of terms used in reports.

Selecting a Report Folder

To select a report folder, click on its title in the Report Folders pane. The selected folder title is highlighted, as shown in Figure 2-4.
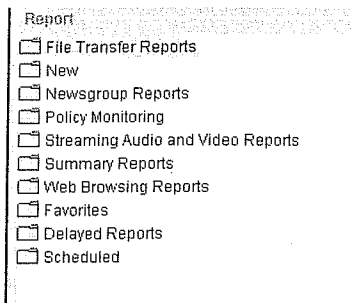
```
Report
☐ File Transfer Reports
☐ New
☐ Newsgroup Reports
☐ Policy Monitoring
☐ Streaming Audio and Video Reports
☐ Summary Reports
☐ Web Browsing Reports
☐ Favorites
☐ Delayed Reports
☐ Scheduled
```

Figure 2-4   Selecting a Report Folder

Selecting a Report

Double-clicking on the title of any folder expands it to show the titles of all the reports inside, as shown in Figure 2-5.

```
Report
☐ File Transfer Reports
☐ New
☐ Newsgroup Reports
☐ Policy Monitoring
☐ Streaming Audio and Video Reports
    Daily Number of Streaming Audio User
    Daily Number of Streaming Video User
    ☐ Streaming Audio Duration Distribution
    ☐ Streaming Video Duration Distribution
    Top Streaming Audio Hosting Sites by
    Top Streaming Video Hosting Sites by
    Top Streaming Video Users by Traffic
☐ Summary Reports
☐ Web Browsing Reports
☐ Favorites
```
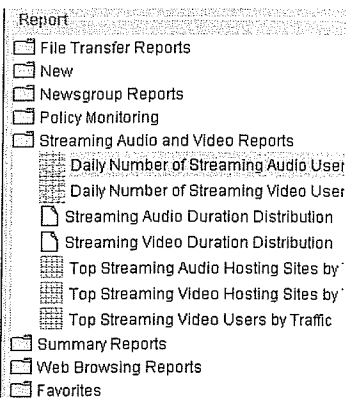
Figure 2-5   Showing Titles of Reports in a Report Folder

The graphic to the left of the report title indicates how the report results will be graphically illustrated (pie, line, or scatter chart). You know a report is selected if it is

11

highlighted. And, if desired, you can select multiple reports and run them simultaneously.

Searching for a Report Title by Keyword

To find a report by title or by keyword, click the Find Report button in the Report Explorer page:

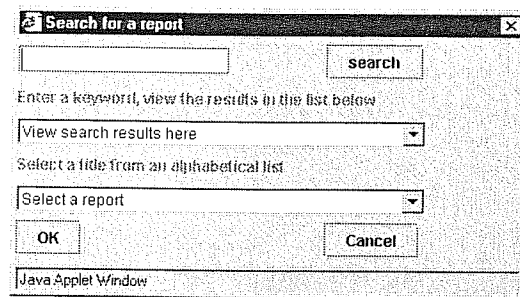Enter a keyword or the report title in the dialog box that appears. See Figure 2-6.

Figure 2-6 Search Reports Dialog Box

Displaying a Report Description

The Report Description (right) pane of the Report Explorer page displays the details associated with the report you have currently selected. These details provide you with insight into a report and help you decide if it is one you want to run or not. The details show the Report Folder that contains the selected report, the name of the report, its format (such as line chart, area chart, table, or bar graph) as well as provide a comprehensive explanation of the report. Figure 2-7 shows an example.
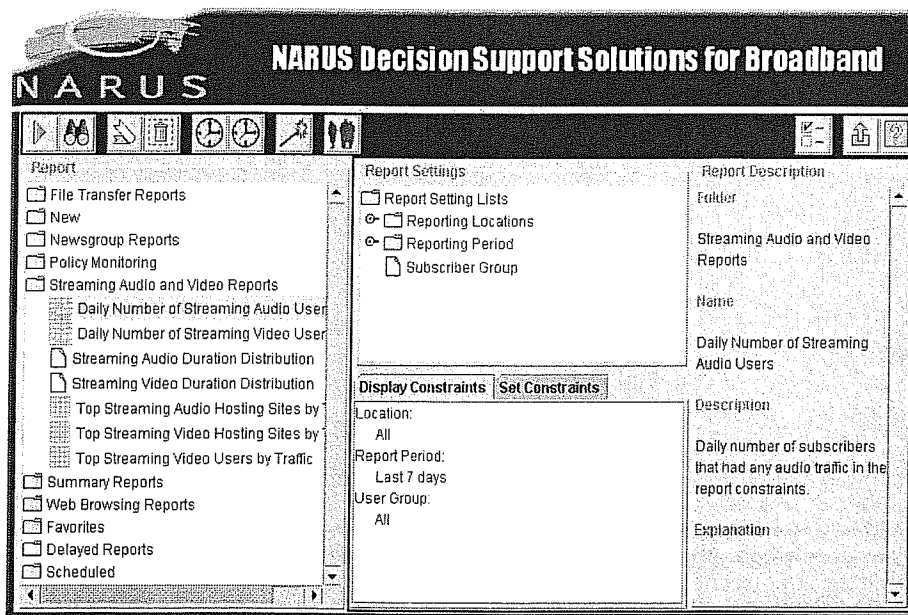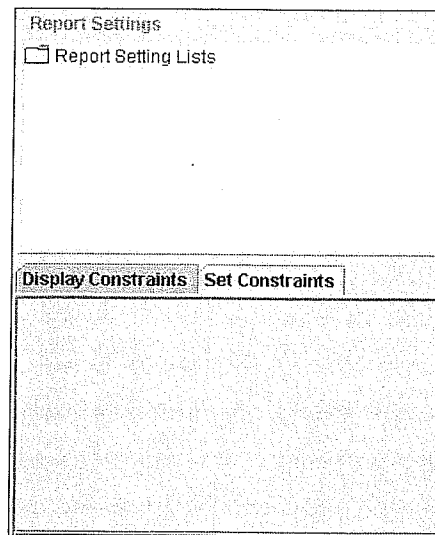

Figure 2-7   Example Report Description

Running and Using Reports

This section explains:

- "Using the Report Settings Pane" on page 14

- "Running a Report" on page 18

- "Printing a Report" on page 20

- "Saving a Report" on page 21

- "Using the Delayed Reports Folder" on page 21

Using the Report Settings Pane

Figure 2-8   Report Settings pane

The settings available in the Report Settings pane work globally, meaning that whatever constraint you set is applied to not just one report, but to all the reports listed in the report tree. As you can see in Figure 2-8, the Report Settings pane is divided into upper and lower halves: Report Settings Lists folder appears in the upper (we'll refer to it as the Settings window) and the Constraints area in the lower. The Constraints area consists of two tabs, the Set Constraints tab and the Display Constraints tab (we will refer to the area below these tabs as the "Constraints window").

Settings window

The Settings window consists of an expanding tree of folders. Each folder in the tree is named after a setting, and each page in the folder is named after a type of setting. For example, in Figure 2-9, the Reporting Period folder is expanded to reveal the two types of settings associated with it: Pre Defined and Custom. These are the pages you will need to select to either set or display a constraint. The Settings window works in conjunction with the Constraints window; what you click on in the Settings window, determines what is displayed for you to see, or, for that matter, to set, in the Constraints window.

Note: At the bottom of the tree, you will see the "Subscriber Group" page; it does not reside in a folder, as it is the only one of its type.

Display Constraints tab

Once you have set your report constraints, you can view them using this tab. Keep in mind that you can not change your settings with this tab; it is used only for displaying constraints. To display constraints, select the Display Constraints tab and then select the setting in the Settings window whose constraints you want displayed. Once you have selected a setting, the constraints associated with it appear below in the Constraints window.

Set Constraints tab

To set constraints, first select the Set Constraints tab and then select the setting you wish to set constraints for in the Settings pane. Once you have made your selection, the Constraints window will present you with a set of constraints from which you can choose. For the Subscriber Group setting, you can select multiple constraints. For example, if you were to select Subscriber Group, you would see all Subscriber Groups listed, and from this list, you can select three, four, or all the Subscriber Groups listed if you should so desire. The following section provides you with a step-by-step procedure of how to set constraints.
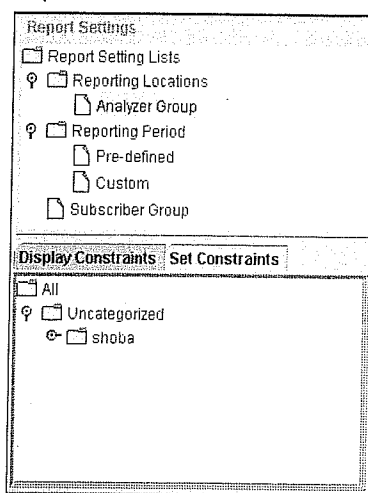
Figure 2-9   Report Settings folders

Steps for Setting Constraints for Your Report

For the following procedure we will set a Subscriber Group constraint (for which we will select multiple constraints (Subscriber Groups)) and a Pre Defined Reporting Period constraint. This procedure is written assuming that you have the Report Explorer page before you in your browser window.

For the Subscriber Group constraint, perform the following:

1. Click on the Set Constraints tab in the Constraints window.

2. Above, in the Settings window, click the Subscriber Group page.

3. In the Constraints window, select two Subscriber Group. To select more than one, hold down the CTRL key and then click each item you want to select. You'll know you performed this action correctly if the items you selected stay highlighted.

4. Make sure that your selections were accepted by clicking the on the Display Constraints tab. If accepted, they would appear listed under User Groups.

For the Pre Defined Reporting Period:

1. Click on the Set Constraints tab in the Constraints window.

2. Above, in the Settings window, click the Report Settings List folder > Reporting Period folder > Pre Defined page.

3. In the Constraints window, click on the pull-down menu and select Yesterday from the list of pre-defined reporting periods.

4. To check if your selection was accepted, click the Display Constraints tab and see if Yesterday is listed.

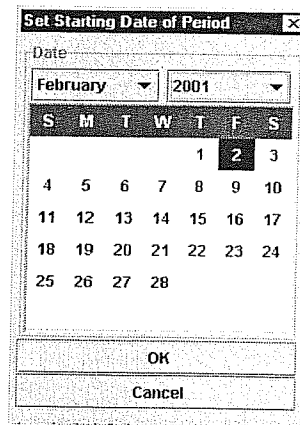## Customizing a Reporting Period

Figure 2-10   Setting a Custom Reporting Period
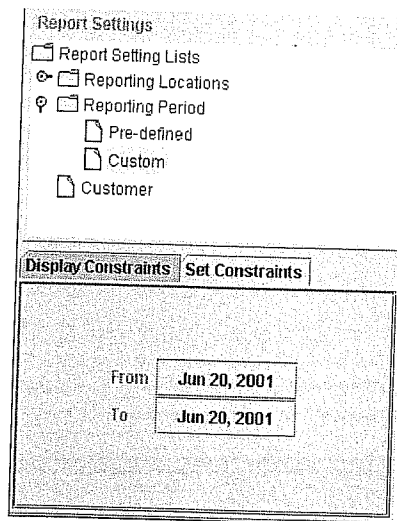
To customize a Reporting Period, open the Reporting Period folder and click the Custom page in the Settings window, as shown Figure 2-10. Next, in the Constraints window, click on the button to the right of the word From to assign a Starting Date to your reporting period in the appearing pop up calendar, like the one in Figure 2-11. Use the two pulldown menus to assign the month and year, and, for the day, click on one

of the days in the calendar. Repeat these steps to assign a Finishing Date (except this time, click on the button to the right of the word To instead of From).

Figure 2-11   Pop Up Calendar

Note: When using the pop up calendar for customizing your reporting period, you can choose any date or any past date in the range.

Lastly, to check if your reporting period was accepted, click on the Display Constraints tab to see if the reporting period constraints you have set are displayed.

Running a Report

To run a report, follow the steps below:

1. Select the appropriate folder for the type of report you want, such as Newsgroup Reports, or search for the report title by keyword, as explained in "Searching for a Report Title by Keyword" on page 12.

2. In the folder, select the report you want, which, once selected, becomes highlighted.

3. Use the middle pane of the Report Explorer page to change the Analyzer(s) (from which your report gets its data), or the time period, as explained in "Using the Report Settings Pane" on page 14.

4. To run the report, either

    •   Double-click on the selected report title.

or

- Click the Run Report (leftmost) button above the Report Folders pane. ▷

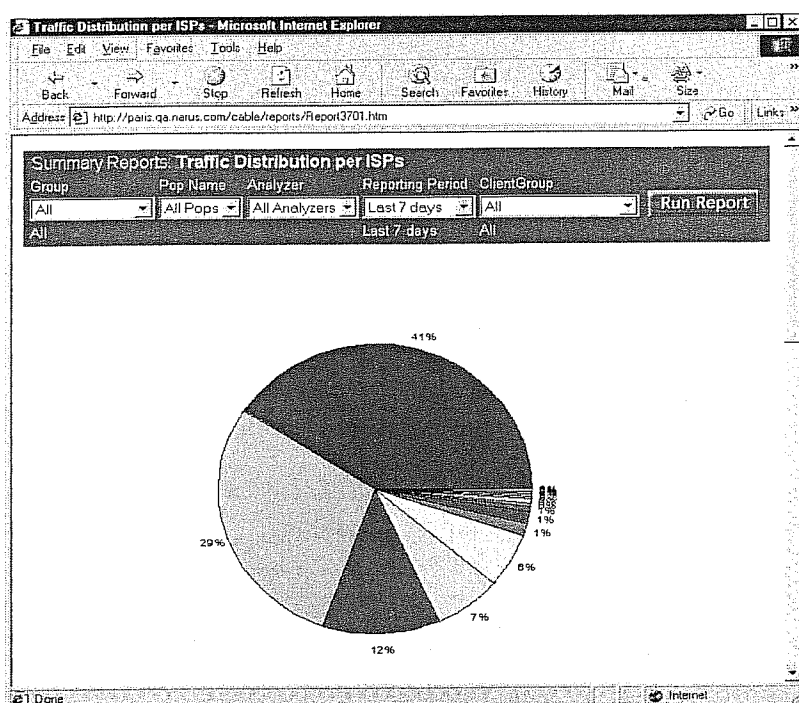A separate browser window opens to display the report. Figure 2-12 shows an example.

Figure 2-12 Example Report Output (look for the continuation of this report, the table and explanation that goes with it, in the next figure, Figure 2-13)

Each report contains a chart and/or table to display results. Each report also has an explanation of the report results printed at the bottom as in Figure 2-13 below, which is actually the continuation of the above report, scrolled into view.
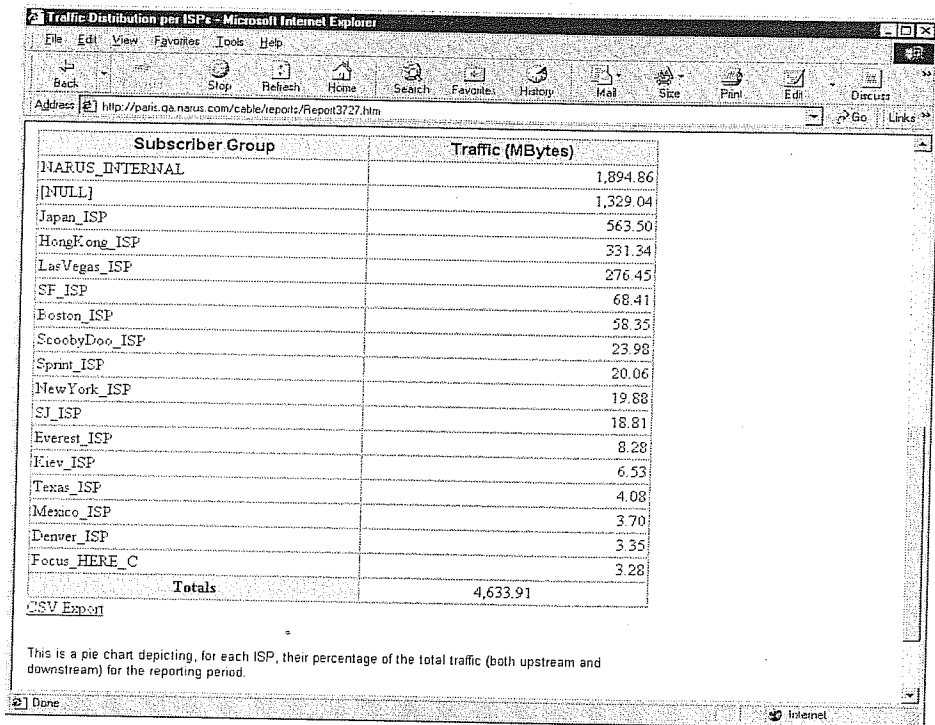
Subscriber Group	Traffic (MBytes)
NARUS_INTERNAL	1,894.86
[NULL]	1,329.04
Japan_ISP	563.50
HongKong_ISP	331.34
LasVegas_ISP	276.45
SF_ISP	68.41
Boston_ISP	58.35
ScoobyDoo_ISP	23.98
Sprint_ISP	20.06
NewYork_ISP	19.88
SJ_ISP	18.81
Everest_ISP	8.28
Kiev_ISP	6.53
Texas_ISP	4.08
Mexico_ISP	3.70
Denver_ISP	3.35
Focus_HERE_C	3.28
Totals	4,633.91

This is a pie chart depicting, for each ISP, their percentage of the total traffic (both upstream and downstream) for the reporting period.

Figure 2-13 Continuation of Figure 2-12: Report Example. This screen displays a table that further describes the report results as well as a written explanation in the grey highlighted box.

Depending on the size of the report, the results may appear after a few seconds. If DSS for Broadband cannot generate the report in a reasonable amount of time, it stores the report name in the **Delayed Reports** folder, which is described later in this chapter.

Hint: If you cannot find a report you have run, look in the **Delayed Reports** folder.

Printing a Report

Once you have run a report and would like to print a hard copy, select **Print** from the toolbar at the top of the Microsoft Internet Explorer or Netscape page that displays your report.

Alternatively, you can go to the File menu and select **Print**. In this menu you can choose a different printer if you would like to print in color. Also from the Print menu, you can choose to print only one of the pages of the report.

Saving a Report

To save a report you have run, select **Save As** from the File menu of the browser page that displays your report.

Using the Delayed Reports Folder

The **Delayed Reports** folder lists reports you request that DSS for Broadband cannot generate in a reasonable amount of time. To view the names of delayed reports, click the folder to expand it. To refresh the contents of the **Delayed Reports** folder, close it and reopen it.

Viewing a report from the **Delayed Reports** folder removes that report's title from the **Delayed Reports** folder. To view the results again, you must rerun the report. Viewing a delayed report removes that report's title from the **Delayed Reports** folder. To view the results again, you must rerun the report. Figure 2-14 below shows the message that will appear in your browser's window should your report results be delayed.
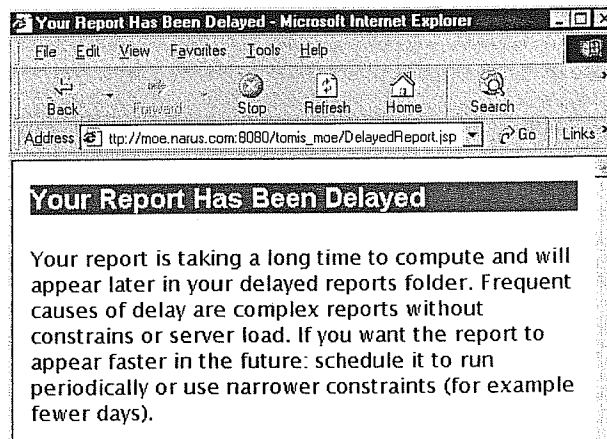

Figure 2-14 Delayed Report Results Message

Using the Favorites Folder

The Favorites folder in the Reports folder pane allows you to group the reports you use most frequently into one folder for convenience. This section explains:

- "Adding a Report to the Favorites Folder" on page 22
- "Running and Viewing a Report in the Favorites Folder" on page 22
- "Removing a Report from the Favorites Folder" on page 22

Adding a Report to the Favorites Folder

To add a report to the Favorites folder, follow these steps:

1. Select a report from any folder.
2. Click the Add Favorite button above the Report folders pane:

The report is now available from both the Favorites folder and from its original folder.

Running and Viewing a Report in the Favorites Folder

To see information on a report from inside the Favorites folder, click on the Favorites folder. The folder expands to list all the reports saved in the Favorites folder.

Double-click on any report title to run that report from the Favorites folder, or select it and click the Run Report button above the Report folders pane:

Removing a Report from the Favorites Folder

To remove a report from the Favorites folder, select it in the Favorites folder and click the Delete Favorite button above the Report folders pane: .

The selected report disappears from the Favorites folder but is still available from its original folder.