

Evaluator's Quick Installation Companion for NetTracker® on Windows Operating Systems

Step by step instructions



Thank you for installing NetTracker. The NetTracker team wishes you a successful evaluation. We would like to hear from you about your experience. If, at any point during your evaluation, you encounter difficulty or have any questions that are left unanswered, please do not hesitate to contact our NetTracker evaluation support team.

Contact the NetTracker evaluation support team:

Telephone: 401-295-0248 (+01-401-295-0248 outside the US and Canada)

E-mail: support@sane.com

Installing NetTracker:

Installing NetTracker is easy. It can take as few as 15 mouse clicks. Nonetheless, please print this guide to accompany your installation. Also refer to the [Evaluator's Quick Start Guide to NetTracker](#) for general recommendations and hints to make your evaluation easier.

Tips:

- Refer to the [NetTracker User's Guide](#) for
 - o Installing NetTracker on UNIX (Linux, Solaris, and more) or Macintosh
 - o Upgrading an existing NetTracker installation
 - o A complete reference to the installation procedure
- NetTracker does not need to be installed on your Web server, although it can be if you prefer. Typically, NetTracker is installed on a separate computer used for analysis purposes.
- For your evaluation, it is sufficient to install NetTracker on your personal computer. For benchmark documentation on the performance that you can expect when using NetTracker on typical server hardware, contact the NetTracker evaluation support team at 401-295-0248 (+01-401-295-0248 outside the US and Canada) or support@sane.com.



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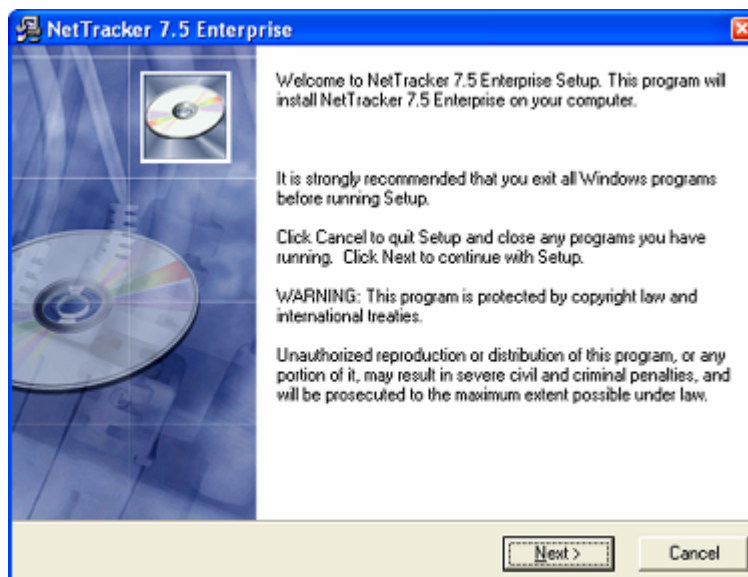
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Step 1

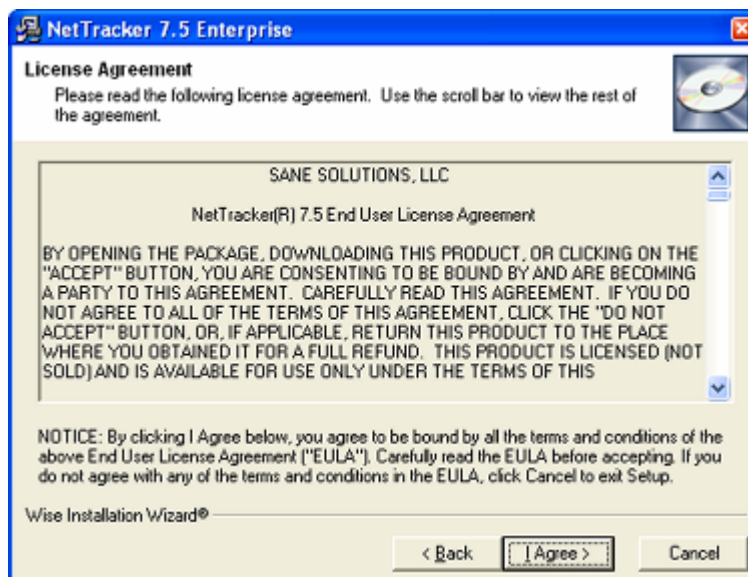
Welcome to the installation program for NetTracker on Windows operating systems.

Note that the top of the installation screen indicates the edition of NetTracker that you are about to install.



Step 2

Accept the license agreement for your 15-day evaluation by clicking **I Agree**.



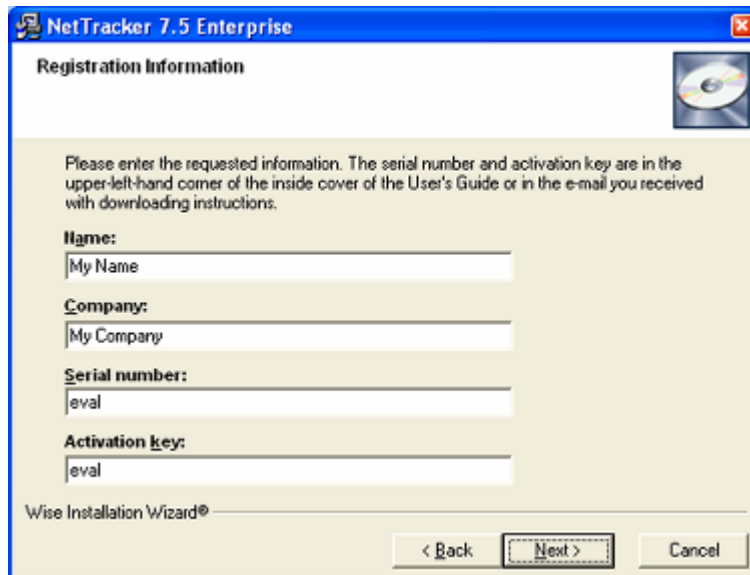
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Step 3

Enter your name and company name. Leave the pre-filled serial number and activation key. This will provide you with a fully-functional installation of NetTracker for 15 days.



The screenshot shows the 'Registration Information' dialog box for NetTracker 7.5 Enterprise. It contains four text input fields: 'Name' (pre-filled with 'My Name'), 'Company' (pre-filled with 'My Company'), 'Serial number' (pre-filled with 'eval'), and 'Activation key' (pre-filled with 'eval'). Above the fields is a CD icon and a paragraph of instructions. At the bottom are 'Back', 'Next >', and 'Cancel' buttons.

NetTracker 7.5 Enterprise

Registration Information

Please enter the requested information. The serial number and activation key are in the upper-left-hand corner of the inside cover of the User's Guide or in the e-mail you received with downloading instructions.

Name:
My Name

Company:
My Company

Serial number:
eval

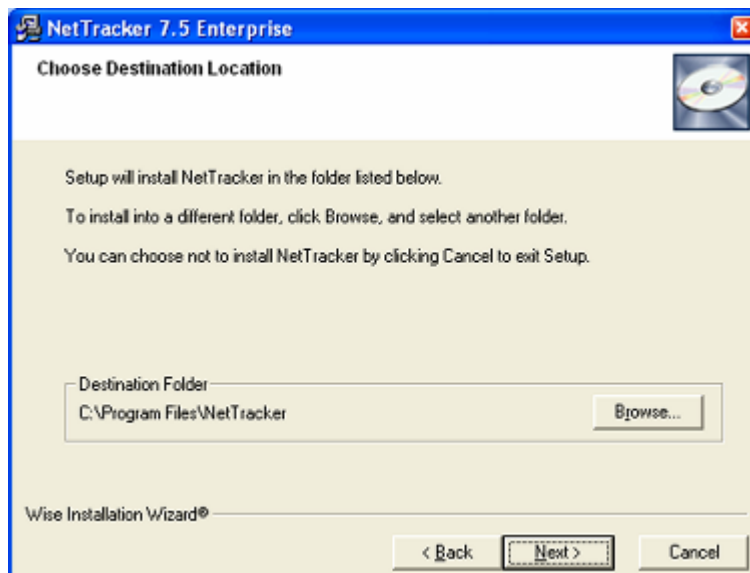
Activation key:
eval

Wise Installation Wizard®

< Back Next > Cancel

Step 4

Accept the default location in which NetTracker's program files are to be installed, or click **Browse** to select a different location of your choice.



The screenshot shows the 'Choose Destination Location' dialog box for NetTracker 7.5 Enterprise. It contains a text box for the 'Destination Folder' with the path 'C:\Program Files\NetTracker'. To the right of the text box is a 'Browse...' button. Above the text box is a CD icon and a paragraph of instructions. At the bottom are 'Back', 'Next >', and 'Cancel' buttons.

NetTracker 7.5 Enterprise

Choose Destination Location

Setup will install NetTracker in the folder listed below.
To install into a different folder, click Browse, and select another folder.
You can choose not to install NetTracker by clicking Cancel to exit Setup.

Destination Folder
C:\Program Files\NetTracker

Browse...

Wise Installation Wizard®

< Back Next > Cancel



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Step 5

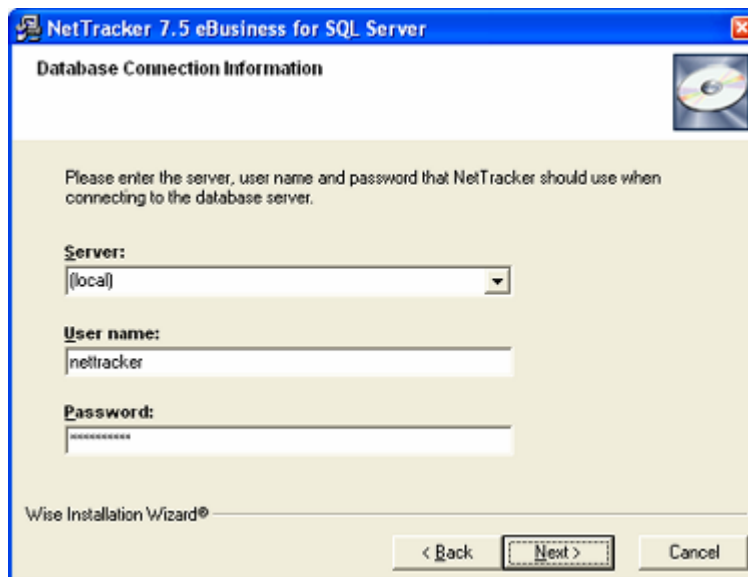
This step applies only to

- NetTracker eBusiness
- NetTracker SMB

If you are installing NetTracker Professional or NetTracker Enterprise, skip to step 7.

NetTracker eBusiness and NetTracker SMB use a relational database for storing all Web site traffic data, e.g. MySQL, Microsoft SQL Server, Oracle, DB2, or Teradata. When installing one of these editions of NetTracker, you will see a screen similar to the one shown to the right. This screen prompts you for information to help NetTracker locate your database server and log on to the system using native database connectivity (there is no need for you to create an ODBC DSN beforehand).

For example, if you are using NetTracker eBusiness for Microsoft SQL Server, as shown in the screen above, you will be prompted for the name of the database server as well as the database user name and password that NetTracker should use when connecting to the database. Unless you have already created a user name that NetTracker should use, use to the Microsoft SQL Server Enterprise Manager to create a new user name. As explained further in step 6 below, you also need to create a logical database on your database server for NetTracker to use. The user name that you are creating needs to be configured as a "db_owner" of that database. This is most easily accomplished by granting the db_owner role for the database you intend to use to the NetTracker user.



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Step 6

This step applies only to

- NetTracker eBusiness
- NetTracker SMB

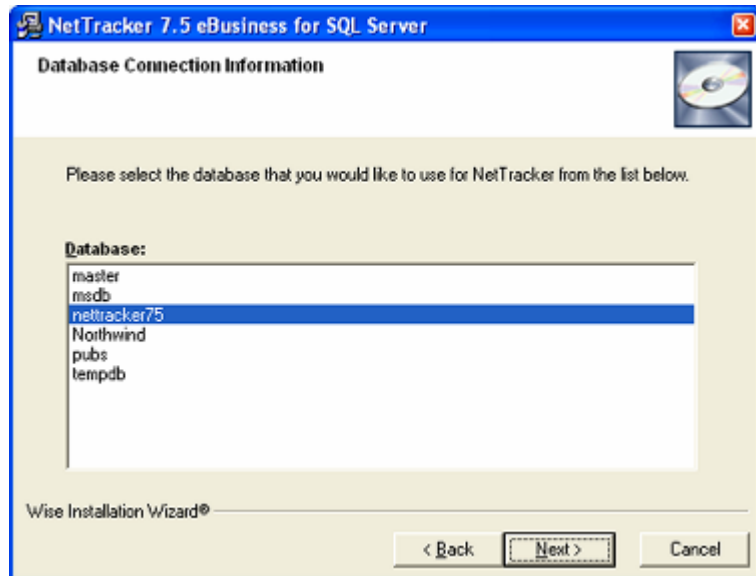
for Microsoft SQL Server. If you are installing NetTracker for any other RDBMS, skip to step 7.

Using the connection information that you entered in the previous step, NetTracker has connected to your SQL Server database server. The purpose of this step is to identify the logical database within the database server in which NetTracker's database tables are to be created. You need to have created that logical database before reaching this step. If you have not yet created the logical database,

click **Back** and switch to the Microsoft SQL Server Enterprise Manager to create a new logical database on your server. Select a case sensitive collation such as "Latin1_General_Bin" as the collation to use for this new logical database. Configure the database user name (that you specified in step 5) to be a "db_owner" of this new database. In the Options of the logical database, you should set the Recovery Model to Simple. Then, return to the NetTracker installation program and click **Next** to come back to the screen above. The logical database that you created should now appear in the list for selection.

Tips:

- For further information, refer to the NetTracker ReadMe or the [NetTracker User's Guide](#) (specifically, the "Installing NetTracker eBusiness or SMB for SQL Server" section).
- For step by step instructions on creating a logical database in Microsoft SQL Server, you can refer to the "How to create a database (Enterprise Manager)" section in the Microsoft SQL Server documentation.
- The NetTracker evaluation support team can help to make your evaluation of NetTracker eBusiness or NetTracker SMB easier and more rapid. Contact us at 401-295-0248 (+01-401-295-0248 outside the US and Canada) or support@sane.com.
- If you do not have experience creating a logical database, please download NetTracker Enterprise for your evaluation. NetTracker Enterprise stores all data in an embedded database. This will make your evaluation easier.



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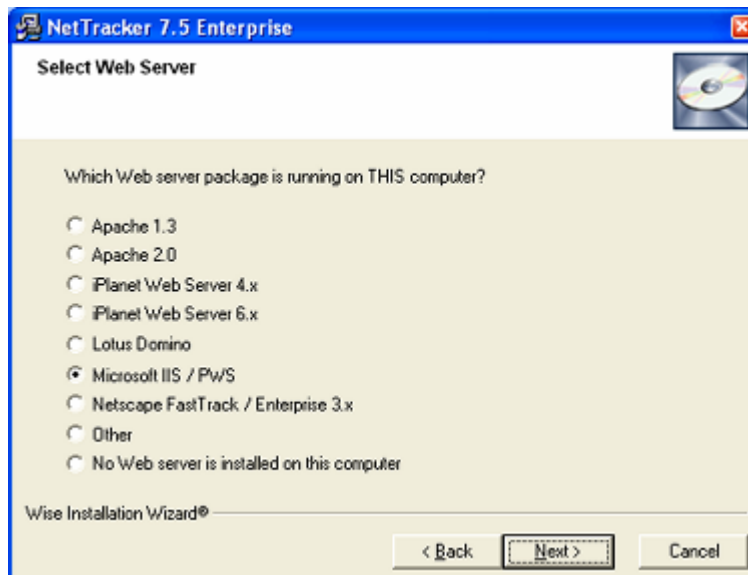
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Step 7

The remaining steps apply to all editions of NetTracker.

NetTracker's user interface is Web-based, which allows easy access to NetTracker reports from any computer with a Web browser. Consequently, NetTracker requires that you have a Web server installed on the computer on which you are installing NetTracker.

In this step, specify the Web server that runs on the computer on which you are installing NetTracker. If there is no Web server running on this computer, you can select the last option, "No Web server is installed on this computer". In this case, NetTracker will use its built-in Web server. However, this option will allow you to view NetTracker reports only on the computer on which NetTracker is installed. For other users to view reports from their own computers, one of the other Web servers listed is required. For evaluation purposes, this last option offers you the fewest number of clicks for installation and enables you to skip to step 12.



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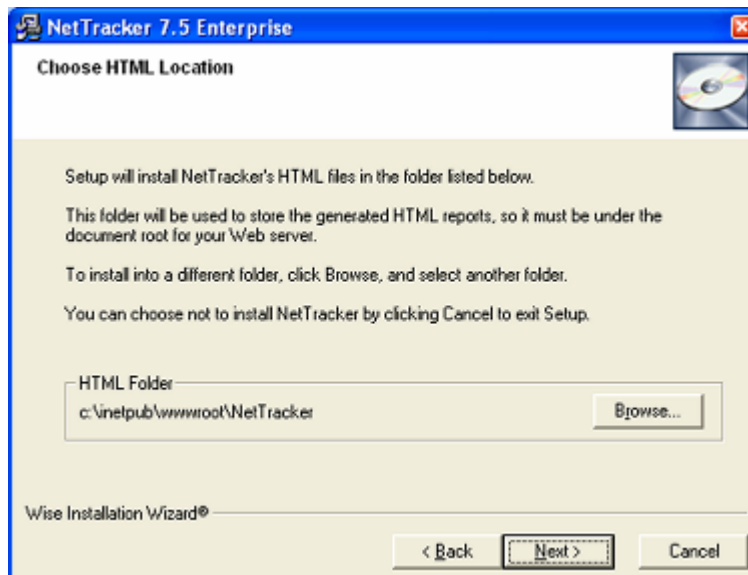
Step 8

You will be prompted for the directory, on the computer's file system, in which NetTracker should create the HTML files for your reports. The installation program suggests a default file location that typically falls under the document root for the Web server that you selected in step 7. Typically, the default location that the installation program offers will be the easiest choice; therefore, we recommend that you accept it.

The file location that you select in this step must be enabled on your Web server so that the server can find NetTracker's HTML files. If the file location does not fall under your Web server's document root, you will need to manually Web-share the directory (create a Web alias) to enable your Web server to find the report files elsewhere on your computer.

To accept the default location, click **Next**.

If you have configured your computer to restrict access permissions to this directory via your file system, or if you need any additional information, refer to the [FAQ](#) or contact the NetTracker evaluation support team at 401-295-0248 (+01-401-295-0248 outside the US and Canada) or support@sane.com.



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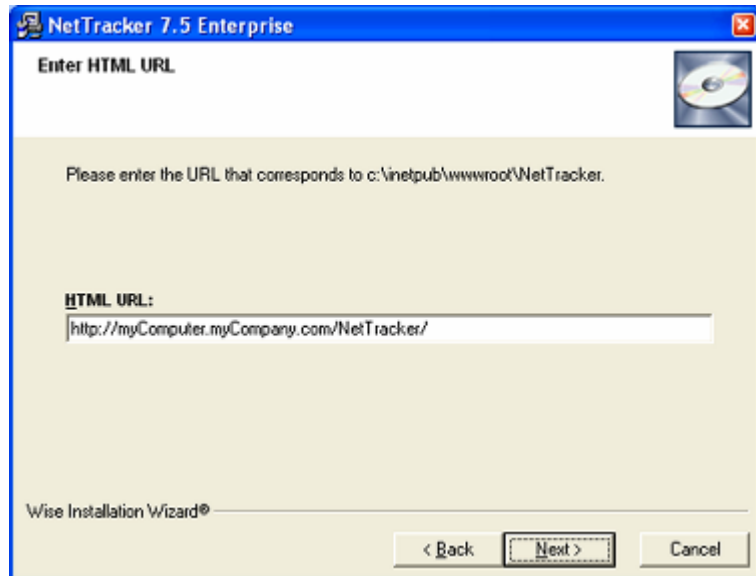
Step 9

NetTracker will now prompt you for the URL that corresponds to the HTML file location you specified in the previous step. This is the URL at which users will be able to access those HTML files. Except for special cases, the default location that the installation program offers will be the correct choice. You can accept it by clicking **Next**.

Make sure that the URL is accessible from client computers that require access to NetTracker.

Tips:

- Typically, the base URL will contain the network name of the computer on which you are installing NetTracker, such as `http://myComputer/NetTracker/`. If you are unsure of your computer's network name, you can open your Windows Control Panel: Performance and Management: System Properties, and refer to the "Computer Name" tab.
- If your computer is running as part of a network domain, NetTracker will detect your domain settings and propose to add the domain suffix to the default URL, e.g. `http://myComputer.myCompany.com/NetTracker/`.
- The easiest way to test the accuracy of the base portion of your URL is to type it into a Web browser on any client computer from which you will want to access NetTracker.
- If you changed the proposed URL to use "localhost" instead of the NetTracker computer's network name here, you would not be able to access NetTracker from any computer other than the one on which you are installing NetTracker.



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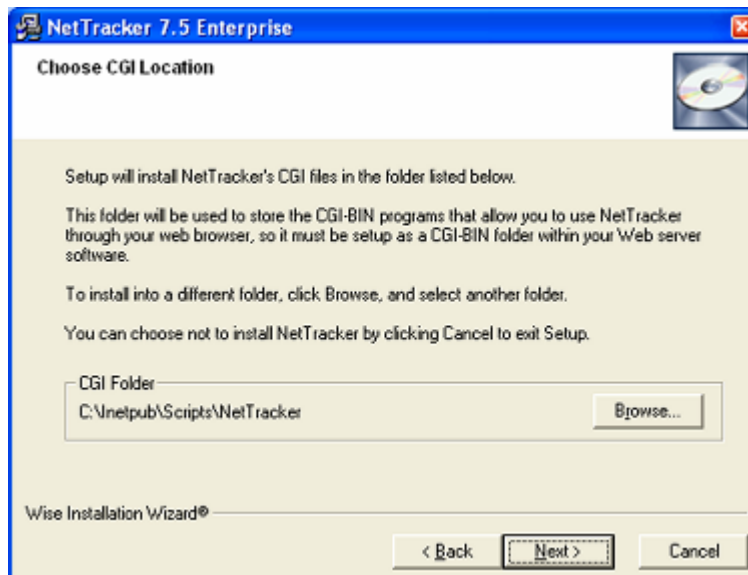
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Step 10

The NetTracker user interface also makes use of CGI files, which handle users' NetTracker requests. You will be prompted for the directory location in which NetTracker should create these files. To accept the default, click **Next**.

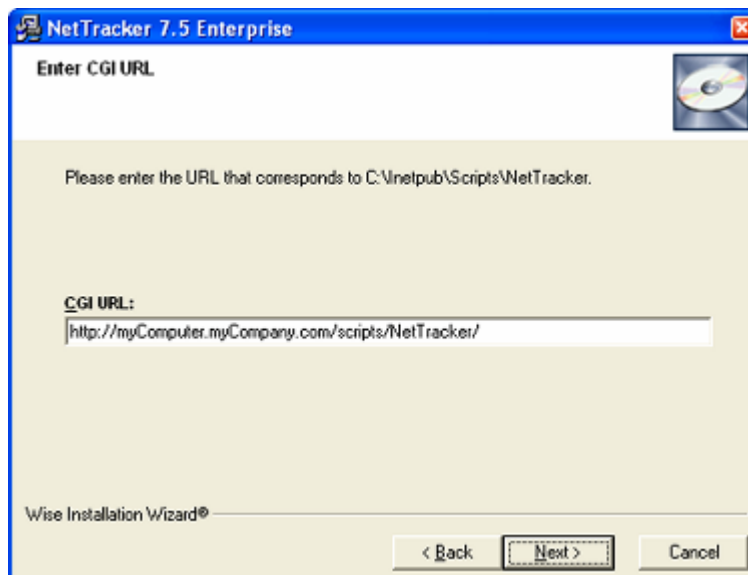
Note: The file location that you select in this step must be enabled as a virtual directory on your Web server so that the server can find NetTracker's scripts. For example, if you are using IIS as your Web server for NetTracker, the default location that NetTracker proposes is `c:\inetpub\Scripts\NetTracker`. This location is Web enabled in IIS 4 or earlier by default, requiring no extra steps. If you are using IIS 5.1 or later, the directory is not Web enabled by default. Therefore, the installation program will inform you later if it needs to perform additional configuration steps in order to enable your Scripts directory in IIS; i.e., make it a virtual directory. Other than in special cases, accept the defaults that NetTracker proposes for the easiest and, most often, correct choice.

For additional information, you can refer to the "Installing NetTracker: Configuring the Web Server that Serves the NetTracker Reports: Apache / Microsoft Internet Information Services / iPlanet Web Server" section in the [NetTracker User's Guide](#).



Step 11

NetTracker will now prompt you for the URL that corresponds to the CGI file location you specified in the previous step and via which NetTracker's HTML pages will be able to access those CGI files. Follow the same guidelines that you used in step 9. Except for special cases, the default location that the installation program offers will be the correct choice; therefore, we recommend that you accept it by clicking **Next**.



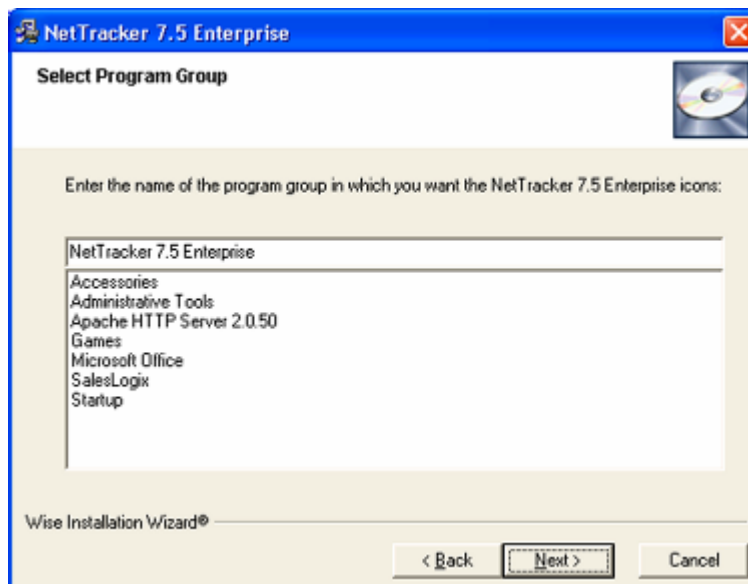
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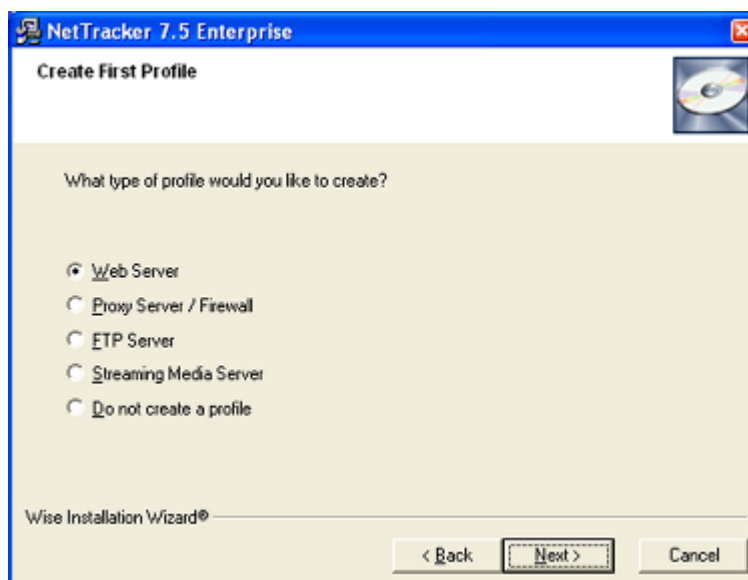
Step 12

Next, you will be prompted for the location inside the Windows Start menu where you would like to create shortcuts to NetTracker.



Step 13

At this point, the installation program will help you configure your first profile (set of NetTracker reports) for the Web site you wish to analyze with NetTracker. There are different profile options for the different types of servers that can be analyzed with NetTracker. Accept the default of "Web Server" and click **Next**.



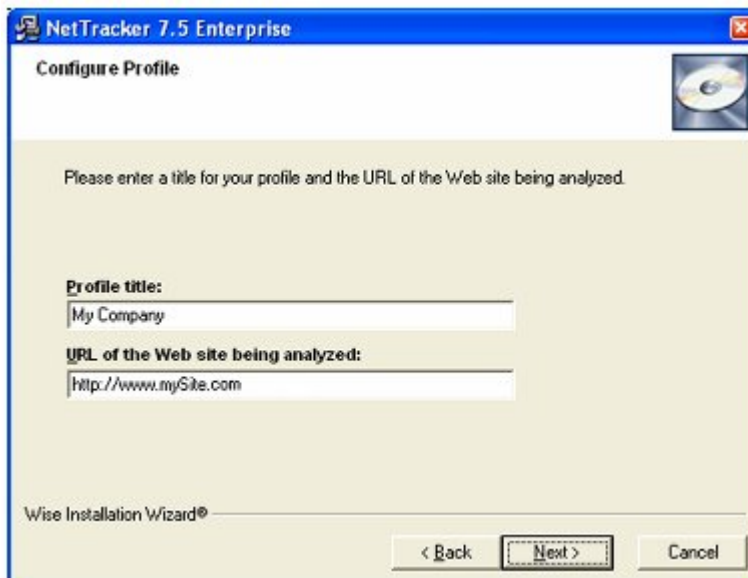
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Step 14

Enter a descriptive title for your Web site profile. Enter the base URL of the Web site being analyzed, similar to the example seen on the right.



The screenshot shows the 'Configure Profile' dialog box in NetTracker 7.5 Enterprise. It has a title bar with the application name and a close button. The main area contains a CD icon in the top right and instructional text: 'Please enter a title for your profile and the URL of the Web site being analyzed.' Below this are two input fields. The first is labeled 'Profile title:' and contains the text 'My Company'. The second is labeled 'URL of the Web site being analyzed:' and contains the text 'http://www.mySite.com'. At the bottom left is the text 'Wise Installation Wizard®'. At the bottom right are three buttons: '< Back', 'Next >', and 'Cancel'.

Step 15

NetTracker will prompt you for the location of your Web server log files. During your evaluation, we recommend that you manually copy a set of test log files onto the computer on which you are installing NetTracker. Note that in production use, NetTracker will be able to automatically retrieve your log files via FTP.

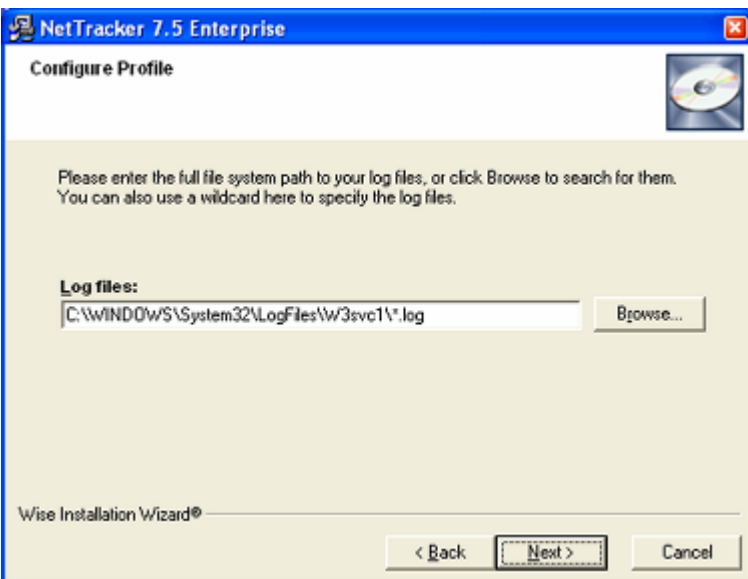
Assuming that you have copied your test log files to a location on the NetTracker computer's file system, click **Browse** to enter that location into NetTracker.

Tip:

During your NetTracker evaluation, the basic configuration that you set up in the installation program, as described above, should be sufficient. However, many more advanced configuration options exist in NetTracker and are configurable directly inside the NetTracker user interface after the installation has completed. For example, more advanced configurations enable NetTracker to:

- Load traffic from multiple load-balanced servers
- Retrieve log files automatically via FTP
- Use page tags to augment Web server log files with client-side information

Refer to the [NetTracker User's Guide](#) for information on the above. If you cannot find what you are looking for, contact the NetTracker evaluation support team for assistance at 401-295-0248 (+01-401-295-0248 outside the US and Canada) or support@sane.com.



The screenshot shows the 'Configure Profile' dialog box in NetTracker 7.5 Enterprise. It has a title bar with the application name and a close button. The main area contains a CD icon in the top right and instructional text: 'Please enter the full file system path to your log files, or click Browse to search for them. You can also use a wildcard here to specify the log files.' Below this is a text field labeled 'Log files:' containing the path 'C:\WINDOWS\System32\LogFiles\W3svc1*.log'. To the right of the text field is a 'Browse...' button. At the bottom left is the text 'Wise Installation Wizard®'. At the bottom right are three buttons: '< Back', 'Next >', and 'Cancel'.



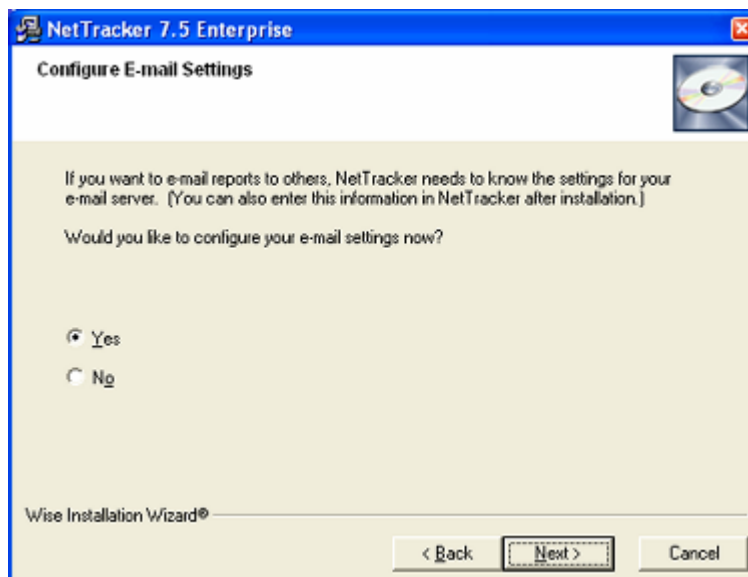
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Step 16

NetTracker can distribute reports by e-mail as well as alert administrators by e-mail if an error is encountered during the load process or report generation. If you wish to enable this functionality, you need to provide NetTracker with information about your mail server. If you wish to do so now, click **Next**. Otherwise, choose **No** before you click **Next**, and skip to step 18. If necessary, you can configure the mail server settings later through the NetTracker user interface.



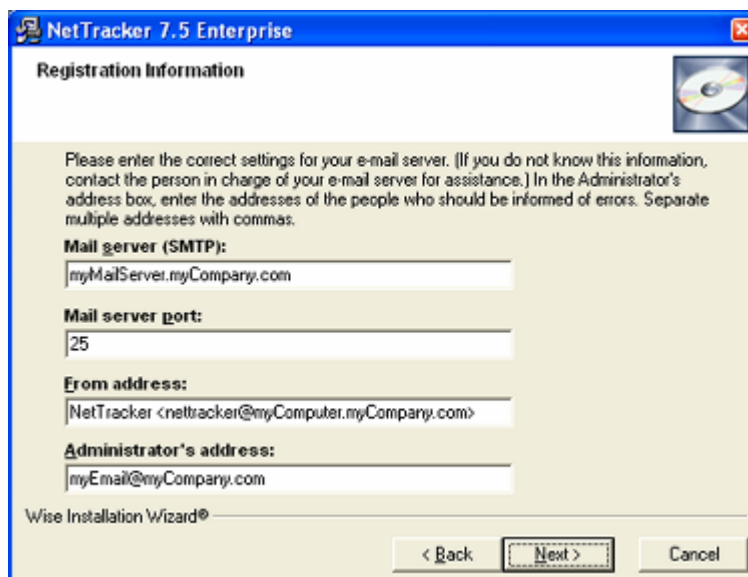
Step 17

This step applies only if you selected **Yes** in the previous step.

Fill in the fields on the Registration Information screen with the appropriate information for the e-mail server NetTracker should use. For example, your Windows server operating system may have the Windows SMTP Service installed and enabled. In that case, you can enter the name of this computer into the first field. Finally, enter your e-mail address as the NetTracker administrator.

Tip:

If you are using your Windows computer's SMTP service, make sure the Windows computer itself is granted permission to relay e-mail messages. You can configure this by using the Internet Information Services utility located in Control Panel: Administrative Tools.



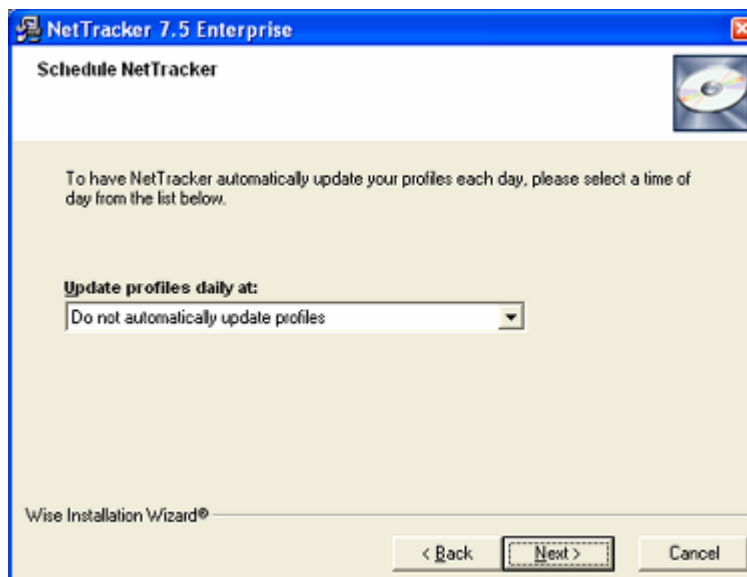
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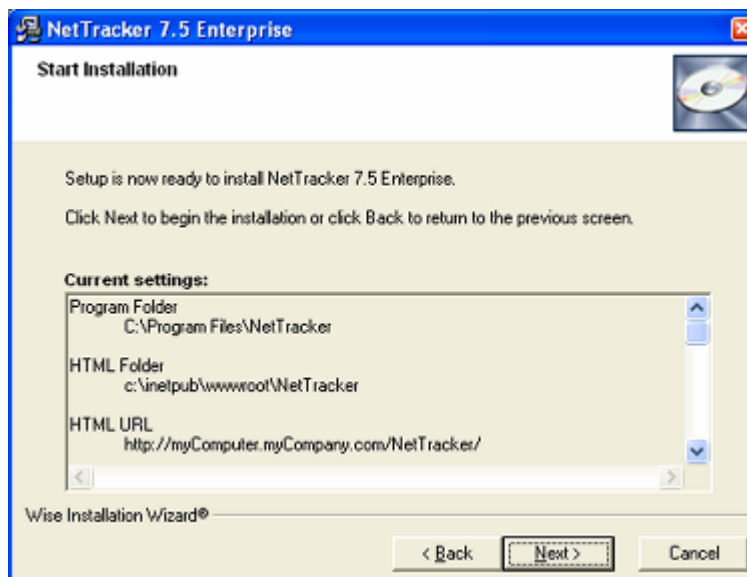
Step 18

The installation program offers you the option to schedule NetTracker to automatically load your latest Web site traffic information into NetTracker at regular intervals. If you select this option, NetTracker will create a scheduled task using the Windows Task Scheduler. For your evaluation, you may wish to skip this step and click **Next** with the default setting of "Do not automatically update profiles".



Step 19

The installation program is ready to proceed with the NetTracker installation per your specifications. Click **Next**.



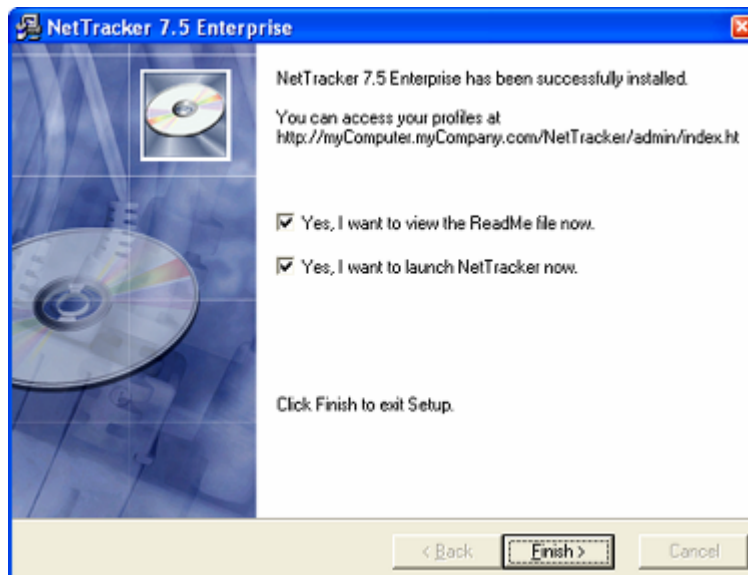
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Step 20

The installation will complete within a few minutes and will prompt you to view the ReadMe file and launch NetTracker in a Web browser interface. Click **Finish**.



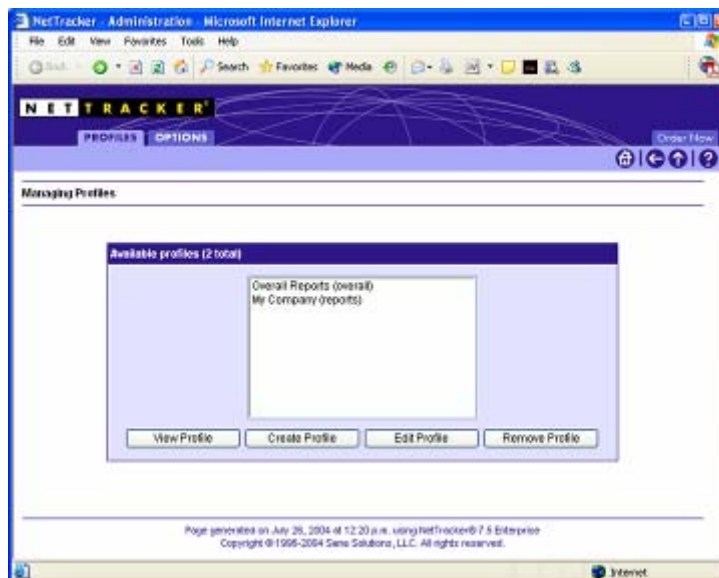
Step 21

NetTracker launches, starting with the Profile Manager interface.

Assuming that you have configured your first Web site profile as outlined in steps 12 through 14, you can simply select your profile from the list; that is, select “My Company (reports)” and then click **View Profile** now.

Tips:

- For additional hints on how to continue from here, refer to the [Evaluator's Quick Start Guide to NetTracker](#) or the [NetTracker User's Guide](#).
- For troubleshooting, check any changes that you made in steps 7 through 11 in this document. You can also refer to the aforementioned guides or contact the NetTracker evaluation support team for assistance at 401-295-0248 (+01-401-295-0248 outside the US and Canada) or support@sane.com.



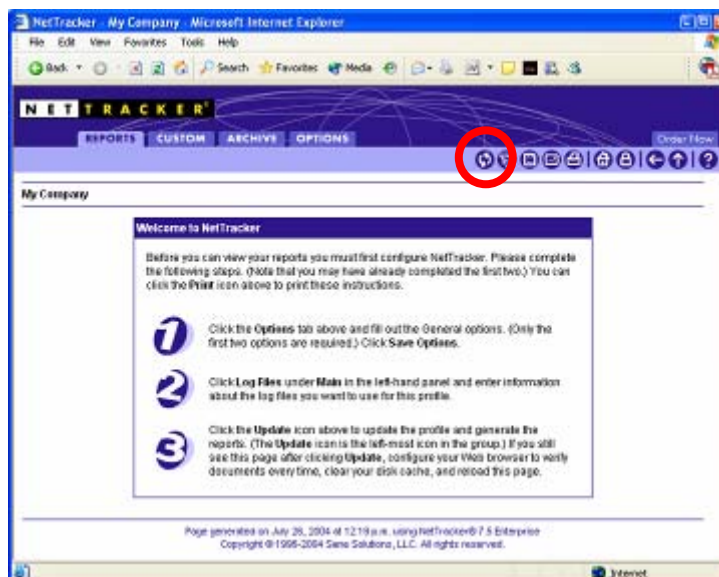
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Step 22

Once NetTracker has switched into the profile interface for your Web site profile, click the **Update** icon (circled on the image to the right) to instruct NetTracker to load your Web site traffic data and generate your initial set of reports.

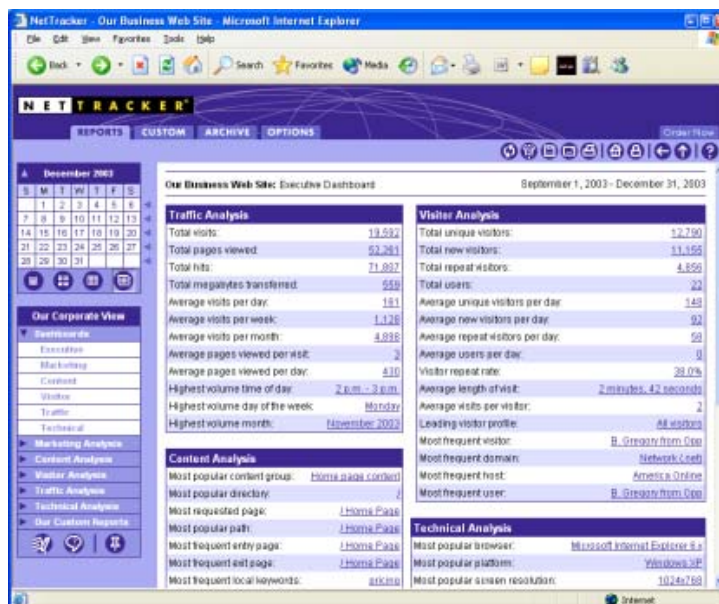


Finish

During the update process, NetTracker will display a status bar that reports progression through the data-load and report generation process. When NetTracker is finished loading your data and generating your first set of reports, it will display the Executive Dashboard, which provides an overview of your Web site traffic (see sample to the right).

Tips:

- For an overview of the NetTracker user interface, refer to the [Evaluator's Quick Start Guide to NetTracker](#).
- For troubleshooting, or if you have any questions, also refer to the Quick Start guide or contact the NetTracker evaluation support team at 401-295-0248 (+01-401-295-0248 outside the US and Canada) or support@sane.com.
- Additional online resources include the [NetTracker Product Q&A](#), the [NetTracker Technical FAQ](#), and the [NetTracker Forums](#).



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