

OPENTEXT™

Web Experience Management Audit

User Guide

Version 10.5.1

OpenText Web Experience Management Audit User Guide

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This documentation has been created for software version 10.5.1.

It is also valid for subsequent software versions as long as no new document version is shipped with the product or is published at <https://knowledge.opentext.com>.

Open Text SA

40 Avenue Monterey , Luxembourg, Luxembourg L-2163

Tel: 35 2 264566 1

Open Text Corporation

275 Frank Tompa Drive, Waterloo, Ontario, Canada, N2L 0A1

Tel: +1-519-888-7111

Toll Free Canada/USA: 1-800-499-6544 International: +800-4996-5440

Fax: +1-519-888-0677

Support: <http://support.opentext.com>

For more information, visit <https://www.opentext.com>

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1 Introduction

This User Guide provides a Web Experience Management Audit version 10.5.1 help to those who start working with the tool for the first time. OpenText recommends that you read this User Guide in conjunction with the documentation included with the software package.

We also recommend that you check the OpenText Knowledge Center (<https://knowledge.opentext.com/>) for any patches or documentation updates that may have been posted after the initial release of Web Experience Management Audit version 10.5.1.

1.1 User Guide Revision History

Topic	Modifications	Revision Number
All	Initial release	10.5.1

2 About Web Experience Management Audit

This section provides an overview of Web Experience Management Audit version 10.5.1.

2.1 Introduction

The version 10.5.1 of Web Experience Management Audit solution provides users with the ability to access the History Button of WEM objects from within Web Experience Management Content Workspaces (see 2.2) and Web Experience Management Management Console (see figure 2).

Web Experience Management Audit allows users to see the complete event history for any Site, Channel, Content Instance, Static File, Content Type Definition, Workflow definition, Role or Capability. The event history can be configured to also provide to users with a view of the XML details for content creation and modification events.

2.2 Accessing event history from Content Workspaces

From Content Workspaces, you can access the history of any Site, Channel, Content Instance or Static File by opening the **Auditing** tab in the properties window of each object as demonstrated in the figure below.

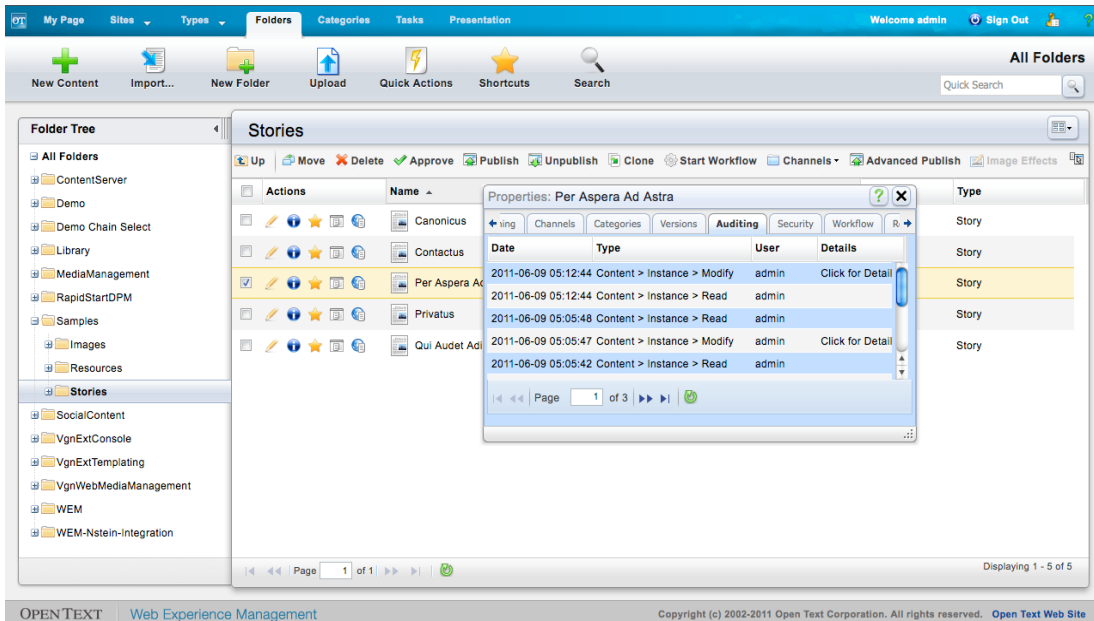



Figure 1 – Auditing tab in the properties window of a content item within Content Workspaces.

The history of Content Type Definitions, Workflow definitions, Roles and Capabilities can only be accessed using the Management Console.

2.3 Event History functionality

Regardless of the console you are using, you will only get access to the audit functionalities if you are a member of any group authorized to use this particular WEM object. The **Event History** view displays a list of events associated with the audited WEM object ordered by date. The latest events display first.

For each event, you see date, the event type, and a user who performed the action. When you place the pointer over the date of each event, you see a tooltip with more details about the event. Depending on the WEM object that you selected, you can also see properties such as: name, content type, project, WEM identifier, and others.

Event History			Filter 
Date	Type	User	
2010-05-03 17:54:47	Content > Site > Publish	vgnadmin	
2010-05-03 17:54:41	Content > Site > Modify	vgnadmin	
2010-05-03 17:54:41	Content > Site > Unpublish	vgnadmin	
2010-05-03 17:54:40		vgnadmin	
2010-05-03 17:54:40		vgnadmin	
2010-05-03 17:54:36		vgnadmin	
2010-05-03 17:54:28		vgnadmin	
2010-05-03 17:54:28	Content > Site > Modify	vgnadmin	
2010-05-03 17:54:26	Content > Site > Modify	vgnadmin	
2010-05-03 17:54:26	Content > Site > Modify	vgnadmin	
2010-05-03 17:54:23	Content > Site > Publish	vgnadmin	
2010-05-03 17:54:17	Content > Site > Modify	vgnadmin	
2010-05-03 17:54:17	Content > Site > Modify	vgnadmin	
2010-05-03 17:54:16	Content > Site > Modify	vgnadmin	
2010-05-03 17:54:16	Content > Site > Modify	vgnadmin	
2010-05-03 17:54:15	Content > Site > Modify	vgnadmin	
2010-05-03 17:54:14	Content > Site > Modify	vgnadmin	
2010-05-03 17:54:13	Content > Site > Modify	vgnadmin	
2010-05-03 17:54:12	Content > Site > Modify	vgnadmin	
2010-05-03 17:54:11	Content > Site > Unpublish	vgnadmin	
2010-05-03 17:54:02	Content > Site > Publish	vgnadmin	
2010-05-03 17:53:50	Content > Site > Modify	vgnadmin	
2010-05-03 17:53:49	Content > Site > Modify	vgnadmin	
2010-05-03 17:53:46	Content > Site > Publish	vgnadmin	
2010-05-03 17:53:45	Content > Site > Modify	vgnadmin	

Details Content > Site > Unpublish

stage : Prod
name : S101
vcmId : de263e1b7f028210VgnVCM100000010118acRCRD

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Figure 5 - History of a Site

Event History			Filter
Date	Type	User	Details
2010-05-03 18:00:41	Content > Instance > Read	vgnadmin	
2010-05-03 18:00:30	Content > Instance > Modify	vgnadmin	View Details
2010-05-03 18:00:29	Content > Instance > Modify	vgnadmin	View Details
2010-05-03 18:00:28	Content > Instance > Modify	vgnadmin	View Details
2010-05-03 18:00:27	Content > Instance > Modify	vgnadmin	View Details
2010-05-03 18:00:26	Content > Instance > Modify	vgnadmin	View Details
2010-05-03 18:00:25	Content > Instance > Modify	vgnadmin	View Details
2010-05-03 18:00:22	Content > Instance > Modify	vgnadmin	View Details
2010-05-03 18:00:21	Content > Instance > Modify	vgnadmin	View Details
2010-05-03 18:00:20	Content > Instance > Modify	vgnadmin	View Details
2010-05-03 18:00:18	Content > Instance > Read	vgnadmin	
2010-05-03 18:00:03	Content > Instance > Read	vgnadmin	
2010-05-03 17:59:40	Content > Instance > Read	vgnadmin	
2010-05-03 17:59:39	Content > Instance > Read	vgnadmin	
2010-05-03 17:59:35	Content > Instance > Modify	vgnadmin	View Details
2010-05-03 17:59:33	Content > Instance > Modify	vgnadmin	View Details
2010-05-03 17:59:14	Content > Instance > Modify	vgnadmin	View Details
2010-05-03 17:59:05	Content > Instance > Modify	vgnadmin	View Details
2010-05-03 17:59:02	Content > Instance > Modify	vgnadmin	View Details
2010-05-03 17:58:54	Content > Instance > Modify	vgnadmin	View Details
2010-05-03 17:58:53	Content > Instance > Modify	vgnadmin	View Details
2010-05-03 17:58:52	Content > Instance > Modify	vgnadmin	View Details
2010-05-03 17:58:48	Content > Instance > Modify	vgnadmin	View Details
2010-05-03 17:58:47	Content > Instance > Modify	vgnadmin	View Details
2010-05-03 17:58:46	Content > Instance > Read	vgnadmin	

Page 1 of 2

Figure 6 - History of a Content Instance

When a Content Instance is created or modified, the modified XML details display if you click **View Details**. For additional information on how to enable the **View Detail** link to the XML, see the *Web Experience Management Audit Installation and Configuration Guide*.

Detail

```

<?xml version="1.0" encoding="UTF-8"?>
<articulo_xml>
  <VignVCMId>fe0ccc93a5a917210VgnVCM100000010118acRCRD</VignVCMId>
  <VignStatus>unapproved</VignStatus>
  <VignLogicalPath>/Place</VignLogicalPath>
  <VignName>HolaHolita3</VignName>
  <id>HolaHolita3</id>
</articulo_xml>

```

Figure 7 - Details of a Content Instance Modification

Additionally, if the content instance has an XSL preview template associated, and the installation of WEM Audit is properly configured, the details page displays instead of the raw XML information. The HTML page is generated by applying the XSL to the XML associated with the event.

3 Introduction to OpenText Insights

This User Guide will show you how to use the OpenText Insights Console to create, manage, email, print and export Insights reports.

3.1 About OpenText Insights

OpenText Insights is a real-time reporting console built on top of a flexible and extendable monitoring platform that allows your organization to register content management and website visitor events connected to specific actions that your organization deems relevant and would like the ability to report on.

3.2 What can OpenText Insights do for you?

OpenText Insights provides you with the capability to plug-in optional auditing and web site analytics modules to generate a variety of reports about changes that occur within the Web Experience Management system as well as visitor actions and behaviors of your websites.

OpenText Insights provides four different report types that allow you to audit, monitor and analyze your content management and web site usage data:

- **Evolution:** A line chart that lets you see how something progressed through time, e.g. *How many static files are created per month? or Which is the number of unique website visitors each day?*
- **Top:** A bar chart that lets you see the top or bottom number of occurrences for a given event, e.g. *What type of content instances were created the most in the past 30 days?*
- **Distribution:** A pie chart that lets you compare the values of the event occurrence, e.g. *What are the most viewed website pages and their relative usage as compared to all other web page visits?*
- **Search:** A lists report of events and their associate details.

The examples above are a small example of the reporting capabilities of OpenText Insights and its reporting modules. You can apply powerful filters that will provide you with vital information about what is happening through your site or audited application.

After you create a report you can print the report to a multi-page document that contains all the information in the report. Or you can download it as an XLS (Excel) or CSV (comma-separated values) file. You can also email the report file for further analysis or save the report's configuration in your management console and have the results emailed to you periodically.

The platform includes a powerful API that can be used to develop 'interceptor classes'. These classes can be used to decide on-the-fly if a particular event must be modified or ignored before it is stored in the database. For example, if you use interceptors, you can implement a simple solution that discards content instance modification events if, for example, they have been generated for a particular user.

With all this, you will find OpenText Insights a powerful tool that allows you to turn the information your site or audited application generates into important inputs for your decision.

3.3 Browser Requirements

To work properly, the Insights Console requires Adobe Flash Player 9 installed, JavaScript, and cookies must be enabled. The Insight Console supports Firefox 2 and above, Opera 9.62 and above, and IE 6 and above.



Important

1. It is recommended to not open more than one Insights Console at the same time. Opening more than one console at the same time will lead to unsupported behaviors.
2. Firefox is known to have memory leaks while running a Flash Player. If you run the Insights Console in Firefox for extended periods of time (hours), Firefox will start occupying a significant amount of memory which may reduce system performance. In this case, it is recommended that you restart Firefox.

4 Getting Started

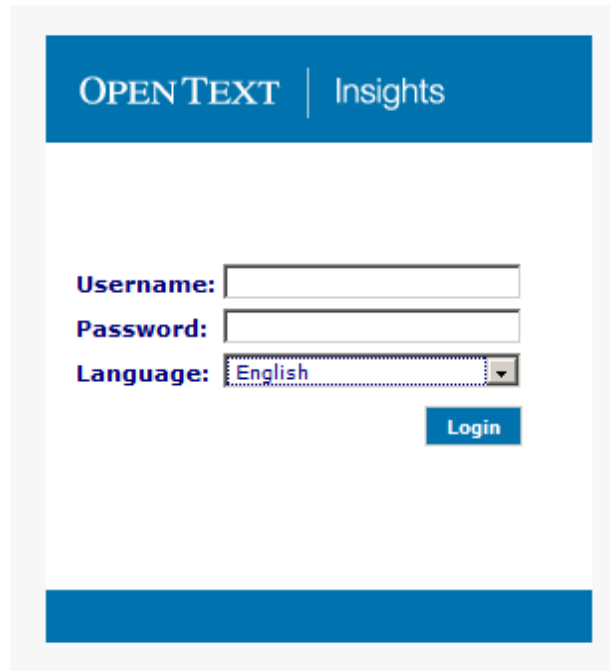
This section provides instructions about using OpenText Insights.

4.1 OpenText Insights Console Overview

The OpenText Insights Console is a web application that is used to interact with multiple OpenText reporting applications including Web Experience Management Audit Enhanced and a web reporting solution.

4.2 Accessing the OpenText Insights Console

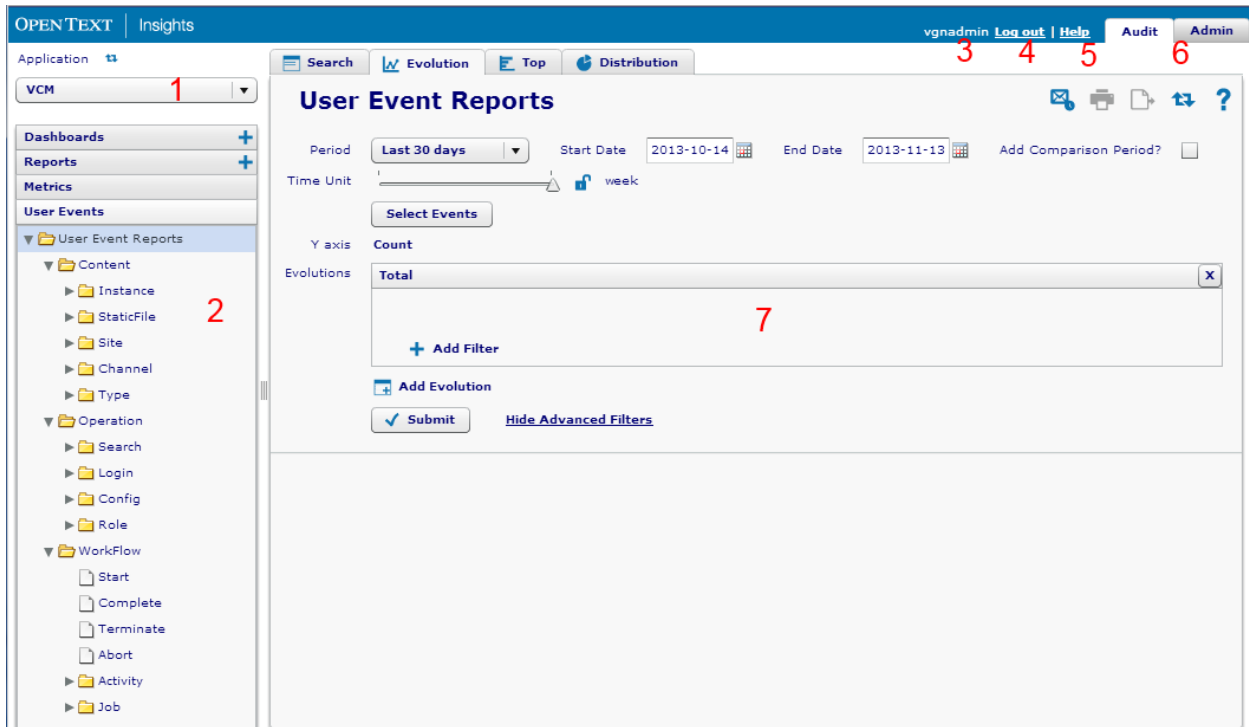
To access OpenText Insights Console, open a browser and go to `http://host:port/Insights`, where `host` and `port` have the value of the server where the Web Experience Management is installed. The login page opens.



To log in, enter your OpenText Insights username, password, and choose the console's language. Click **Login** to proceed with the authentication.

4.3 Getting Started

After you log in, you should see the following user interface:



Each item listed below describes the major features of the OpenText Insights Console:

1. **Application Drop-Down Box:** This drop-down box allows you to select the application environment you will use to generate reports.
2. **Events Tree:** Use this tree to select the type of an event you want to report on. Note that the list of events is specific to the current module selected in the tabs area. The Audit module event tree contains three main nodes:
 - Content:** This node holds reports about the creation, modification, deleting, and publishing of content instances, static files, sites channel, content types, and others.
 - Operations:** This node has information about searches performed in the Web Experience Management Console, activity in the Web Experience Management Configuration Console, Roles, Capabilities,.
 - Workflow:** Processes started, completed, terminated, and aborted, as well as users accepting and declining workflow tasks.**User:** The name of the currently logged in user.
3. **Log out:** Clicking The Log out link allows you to log you out of the OpenText Insights Console. After you log out, the log in page opens.
4. **Help:** The **Help** link opens the online help system.

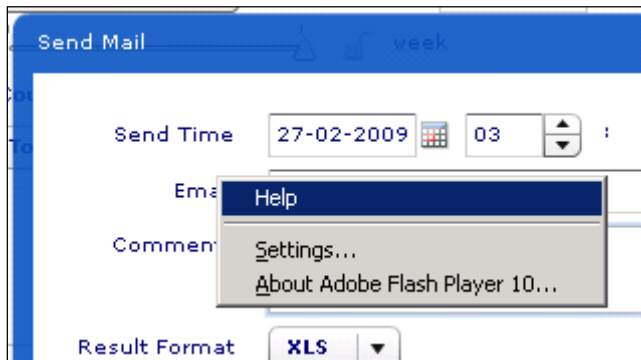
5. **Tabs:** The **Audit** tab and **Admin** tab allow you access to the specific reporting functions within the OpenText Insights Modules that you have a permission to see.
6. **Reporting Area:** This is the area where you create and view reports. The contents of this area changes based on the active Insights Tab you are viewing and which Event Tree node is selected.

5 How To's

This section contains a series of quick 'how to' explanations about the most common reporting actions.

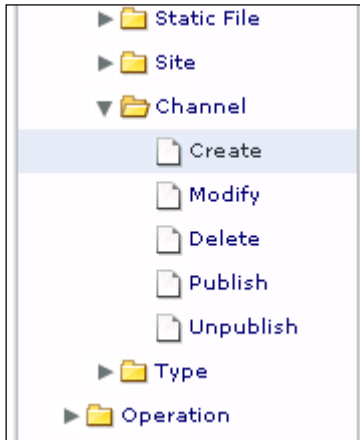
5.1 Access Online Help from a Pop Up

1. Position the pointer over the pop up.
2. Right-click the box to open the context menu, and then click **Help**.



5.2 Generate a Report

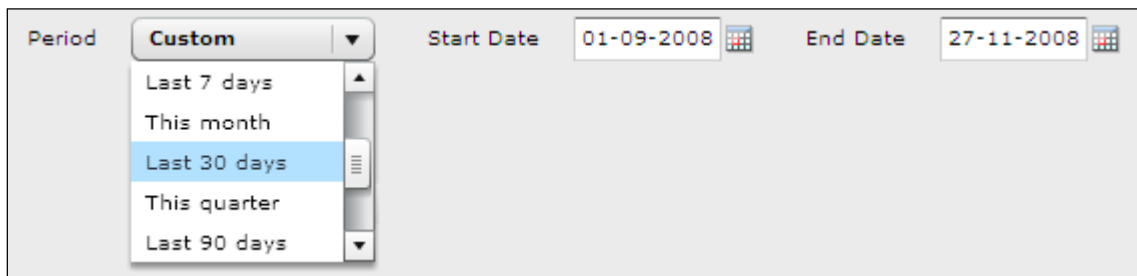
1. In the **Events** pane click the listed event type you want to see a report.



2. Select the report type.



3. Select the time frame you want to report on.

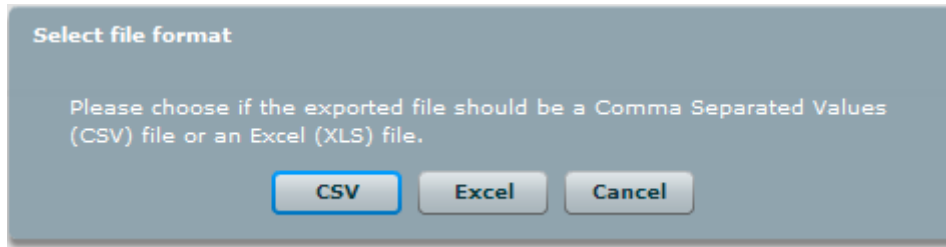


4. Click **Submit**.

5.3 Export a Report

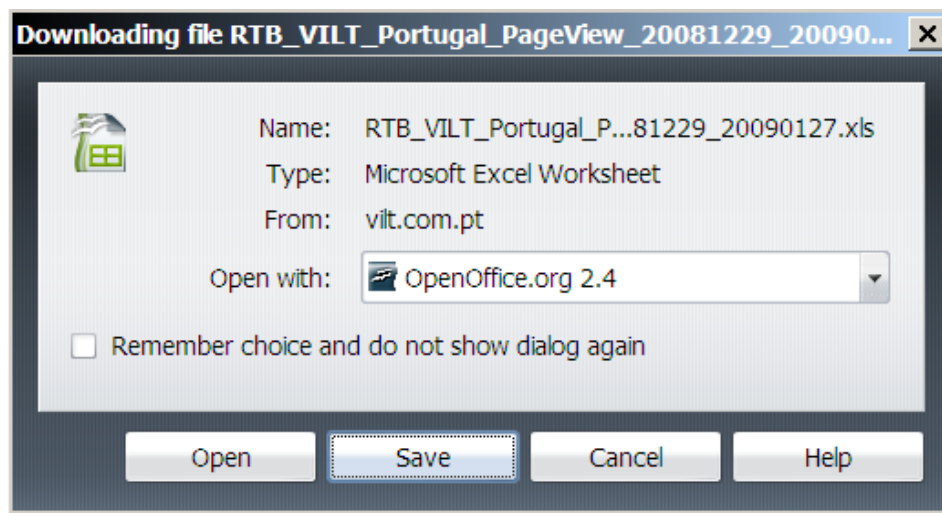
1. Generate the desired report (See 2.).
2. Click **Export**.

3. Select the file format you want the report to be exported to.




4. Save the file.

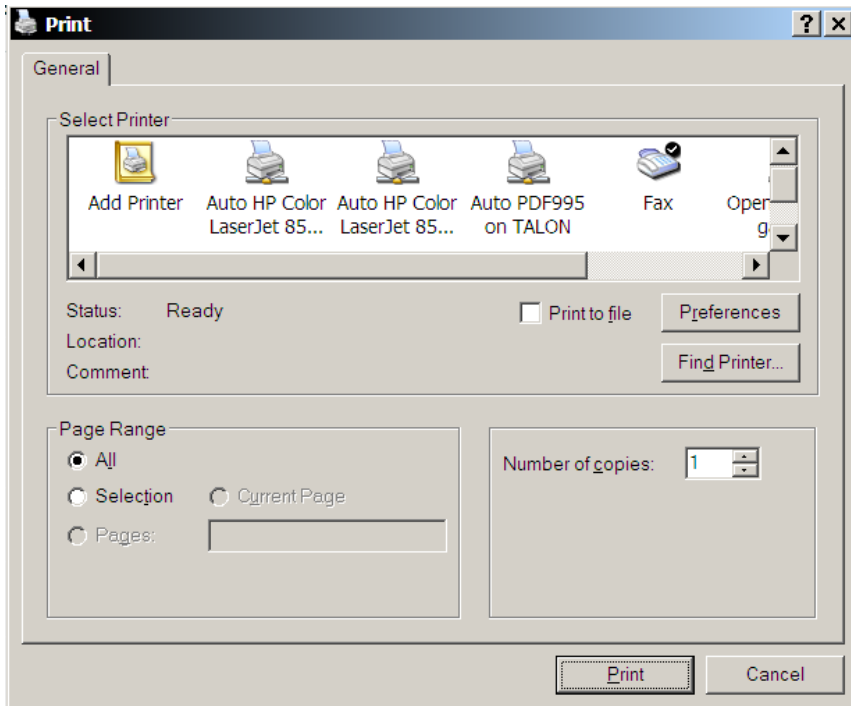
 **Note:** the specific properties of the **Save** dialog box (such as the “Open With” options) are browser-specific.




5.4 Print a Report

1. Generate the desired report (See 2.).
2. Click  **Print** (not available for Search type reports).
3. Print the document.

 **Note:** The Print dialog is operating system specific.



5.5 Email a Report

1. Generate the desired report (See 2.).
2. Click  **Send** (not available for Search type reports).
3. Enter the scheduled date and time you want the email to be sent.



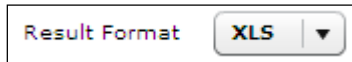
4. Enter the recipients email address.



Note: You can only email to a single email address.

Email

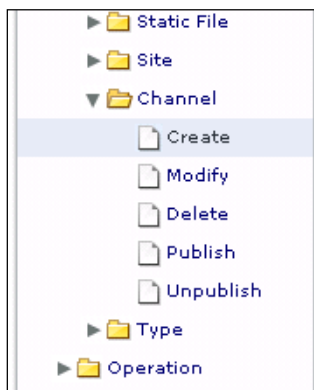
5. Select the file format for the report that will be attached in the email.



6. Click **Schedule**.


5.6 Make a Report with Two Different Event Types

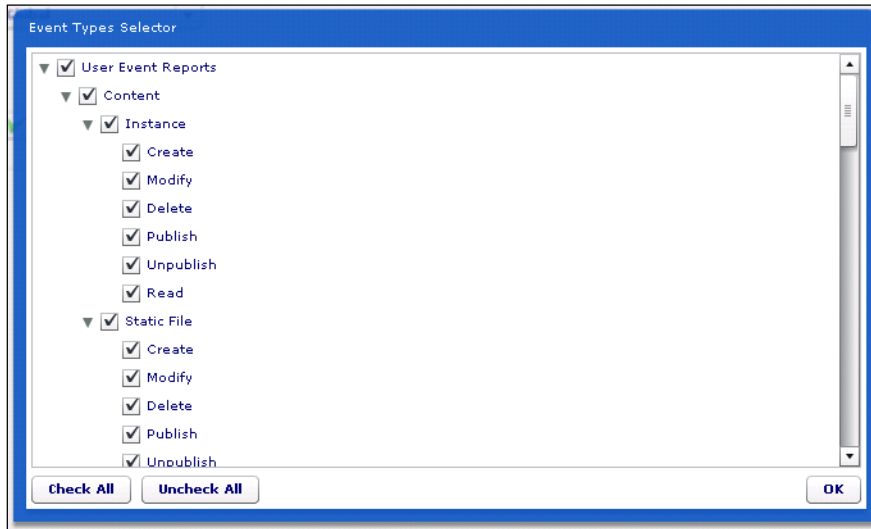
1. Select **User Event Reports** from the event tree.



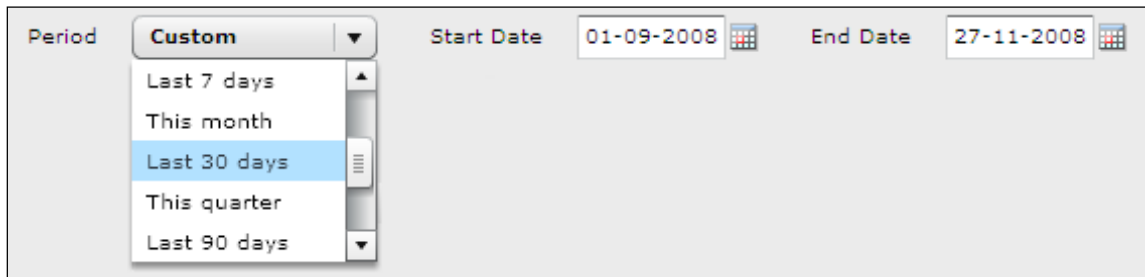
2. Select a report type.



3. Click  **Event Selector**.
4. Select the event types and press OK.



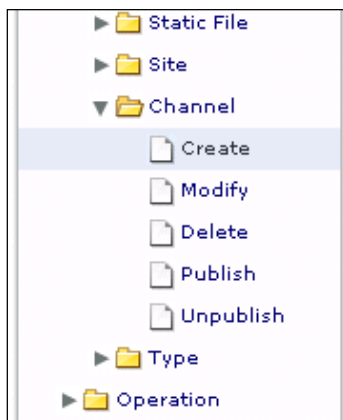
5. Select the time frame you wish to report on.



6. Click **Submit**.

5.7 Make an Evolution with Two Lines

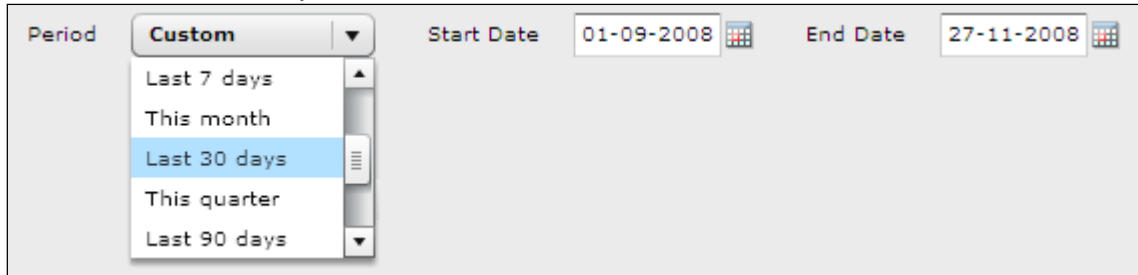
1. Select the event type you wish to report on.




2. Select **Evolution**.

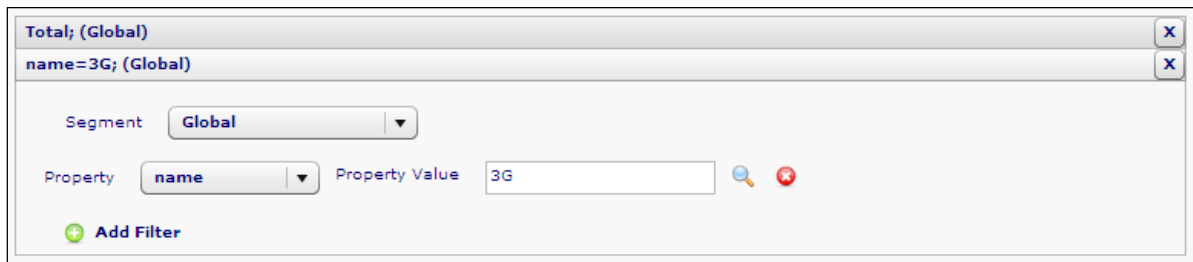


3. Select the time frame you wish to view.



4. Click **Add Evolution**.

 **Tip:** Add filters to the evolution, so that this evolution is different from the first one.



5. Click Submit.



6 Contact Information

OpenText Corporation
275 Frank Tompa Drive
Waterloo, Ontario
Canada, N2L 0A1

Email: support@opentext.com

Knowledge Center: <https://knowledge.opentext.com>

For more information, visit www.opentext.com