OpentText™ Web Experience Management Audit

User Guide

Version 16.2.1

Contents

1. Introduction

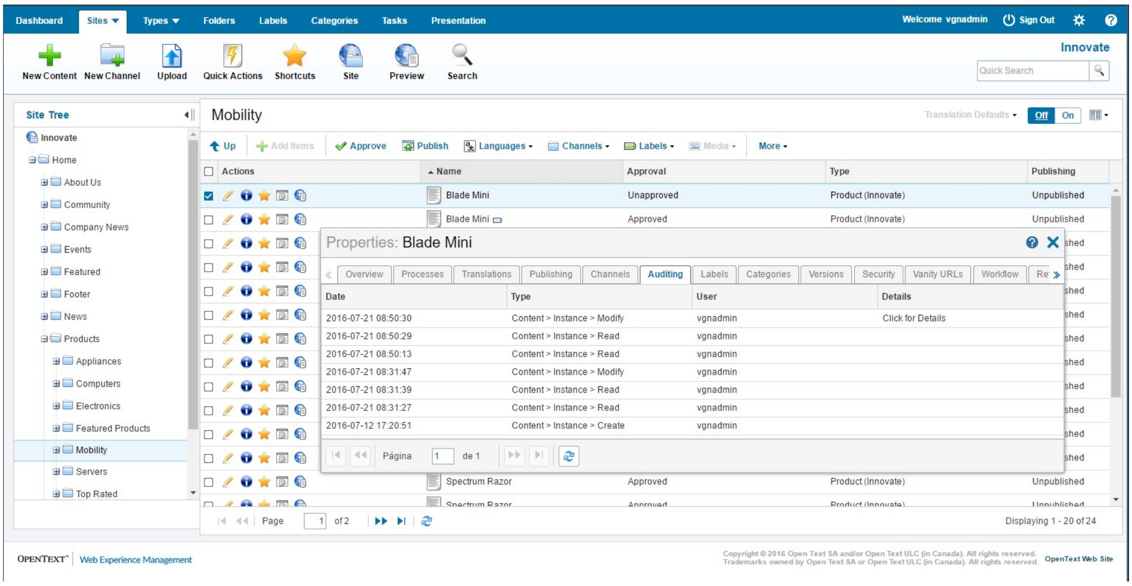
This user guide provides information about features and functionality of Web Experience Management Audit 16.2.1.

1.1. User Guide Revision History

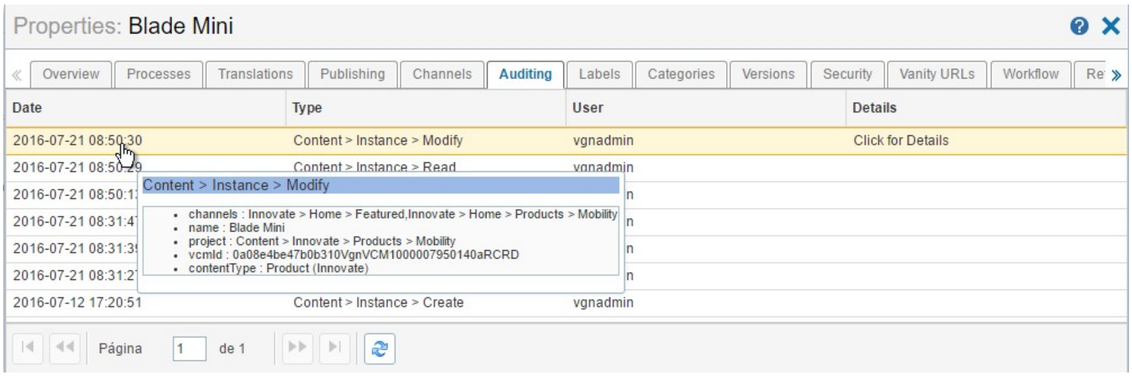
Revision Number	Modification Date	Section Modified	Modifications
1.0	2017-07-07	All	Initial Release 16.2
1.1	2017-08-25	All	Release of 16.2.1

2. Event history on Content Workspace

Web Experience Management Audit contains Content Workspaces extensions that will allow you to view event history directly in Content Workspaces. The **Auditing** tab appears in the Properties window of any content item in Content Workspace and displays the events related to that content.

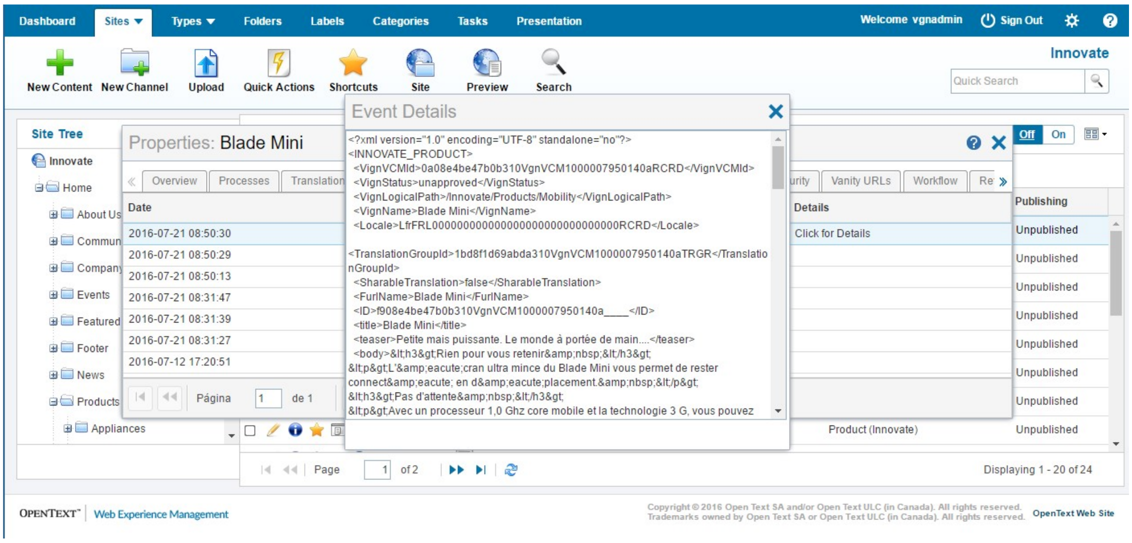


The **Auditing** tab displays the list of events associated with the content organized by date. For each event, you can see its date and the user who performed it. If you place the pointer over the **Date** column, you can see more information about that event.



If you enable the XML reporting, the **Click for Details** link appears in the **Details** column. Use this link to generate `CREATE` and `MODIFY` events for content items that you want to audit. For more information on how to enable the XML reporting, see the Web Experience Management Audit Install and Configuration Guide.

Every `CREATE` or `MODIFY` event generates an entry in the Event Details log.


Dashboard
Sites
Types
Folders
Labels
Categories
Tasks
Presentation
Welcome vgnadmin
Sign Out
Innovate
New Content
New Channel
Upload
Quick Actions
Shortcuts
Site
Preview
Search
Quick Search
Site Tree
Properties: Blade Mini
Event Details
Overview
Processes
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Vanity URLs
Workflow
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3. RTB Insights Console

RTB Insights Console is a real-time reporting console built on top of a flexible and extendable monitoring platform, which allows you to view the WEM Audit events and create complex reports within Web Experience Management system.

RTB Insights Console provides four different report types for auditing, monitoring, and analyzing your content management data:

- **Evolution:** A line chart that lets you see how something progressed through time, e.g. How many static files are created per month?
- **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 used content types their relative usage as compared to all other?
- **Search:** A simple list of events and their associated details.

The examples mentioned above represent the sample of the reporting capabilities of RTB Insights Console and its reporting modules. In addition to those, 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 as a multi-page document with all details, or you can download it as XLS (Excel) or CSV (comma-separated values) files. You can also email the report file for further analysis, or save the report configuration in your **RTB Insights Console** and have the results emailed to you periodically.

3.1. Browser Requirements

You must install Adobe Flash Player 9 (or above) and enable JavaScript cookies to run the RTB Insights Console. The RTB Insights Console supports Google Chrome, Firefox, Opera, and Internet Explorer.

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Important:

1. It is recommended to only open one RTB Insights Console at the time. Opening more than one console at the time is not supported.

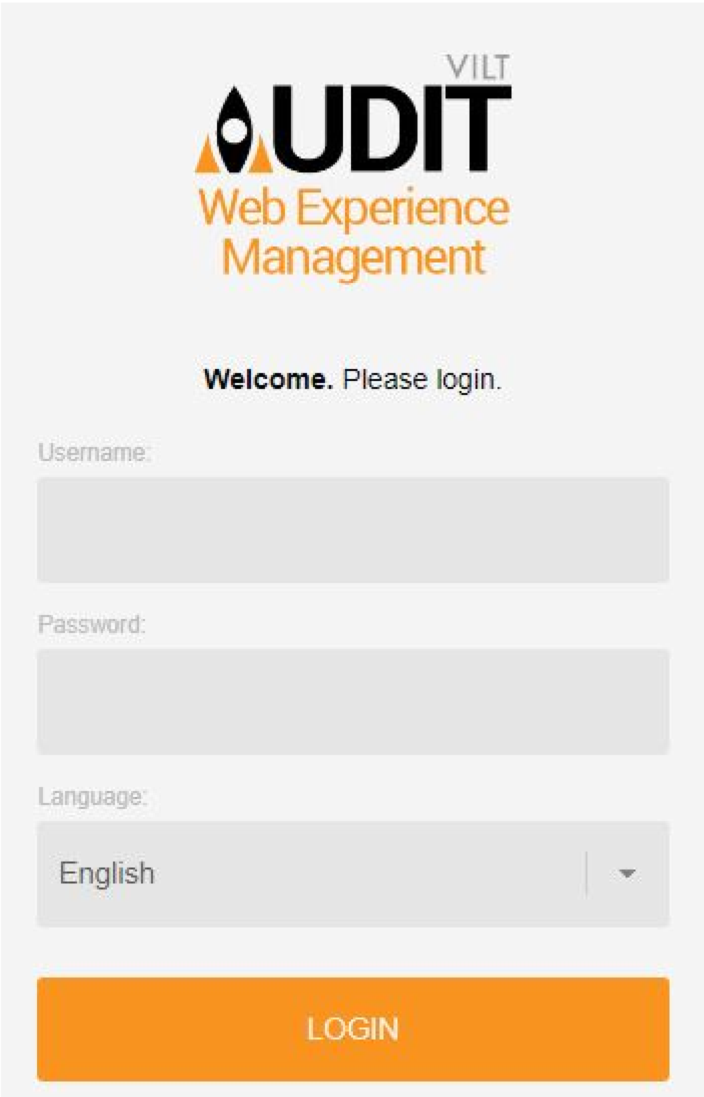
2. If you run the RTB Insights Console in Firefox for extended periods of time (hours), Firefox will start occupying a significant amount of memory, which may reduce system performance. If this happens, restart Firefox.

4. RTB Insights Console User Guide

This section provides instructions about using the RTB Insights Console.

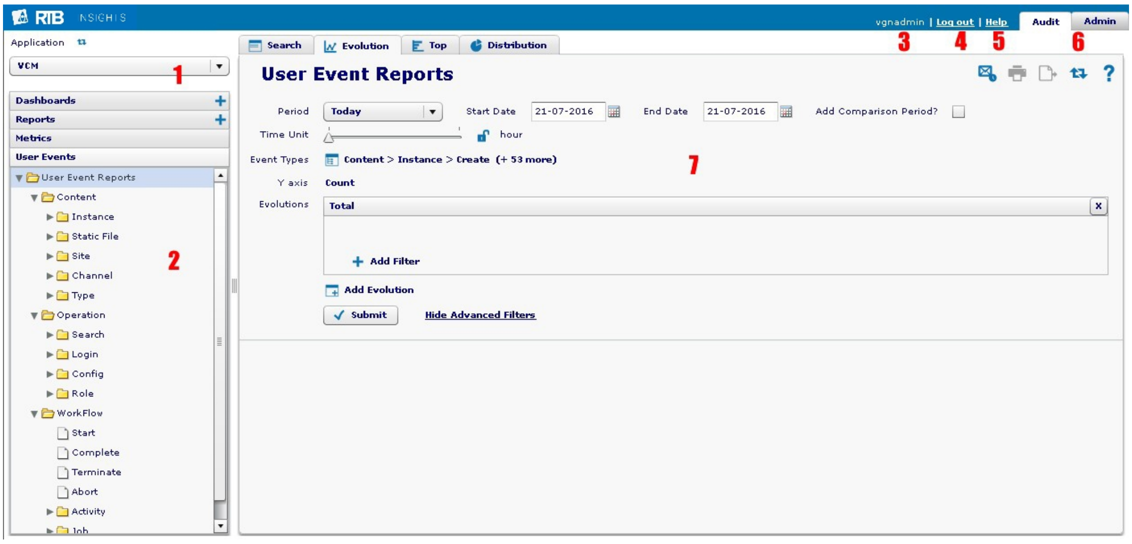
4.1. Accessing RTB Insights Console

RTB Insights Console is available at http://host:port/Insights, where host and port are related to the Web Experience Management server. You will need credentials to access RTB Insights Console. In a default installation set up, use the same credentials you use to access Web Experience Management.



4.2. Getting Started

The following figure provides the illustration of RTB Insights Console.



The RTB Insights Console has the following common sections for all operations in the console:

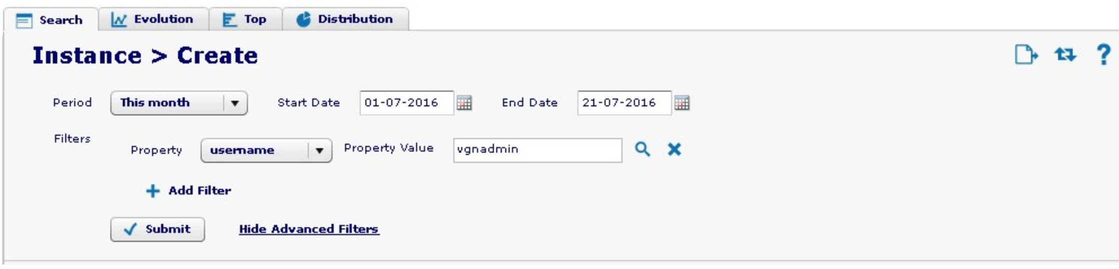
1. **Application:** Switch between different Auditing applications/environments.
2. **Events** tree: From this tree you can see all audited events and select which event (or category/folder) you want to view in your searches.
3. Logged in **user**: The current user logged in the system.
4. **Logout**: Logout from the RTB Insights console.
5. **Help:** Link to the online help. The context-sensitive help provides specific information about whatever part of the console you are at any given moment.
6. **Tabs:** Navigate between different reporting modules, accordingly to your permissions. In the case of Web Experience Management Audit, there are only 2 tabs:
    a. **Audit** tab for auditing and reporting purposes.
    b. **Admin** tab for OpenText Insights administration and configuration purposes.
7. **Reporting** area: This is the area where you will see search properties, results, and your reports.

4.3. Real-time User Event reports

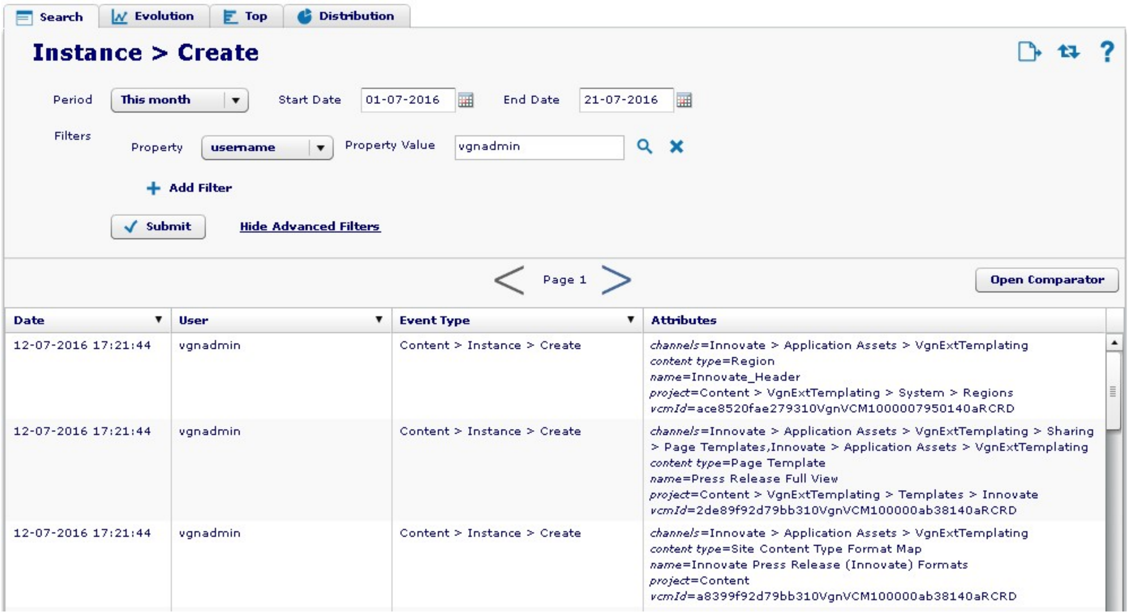
Selecting an event (or a category/folder of events) from the **Events** tree allow you to quickly generate a report on the events that you selected.

You can choose different **report types** from the tabs at the top of the reporting area.

You can filter your search by time **period** and other **filters**. The filter options depend on the events you selected and they represent the properties of the events. If you select multiple events, only the common properties between all those events will be available for filtering.



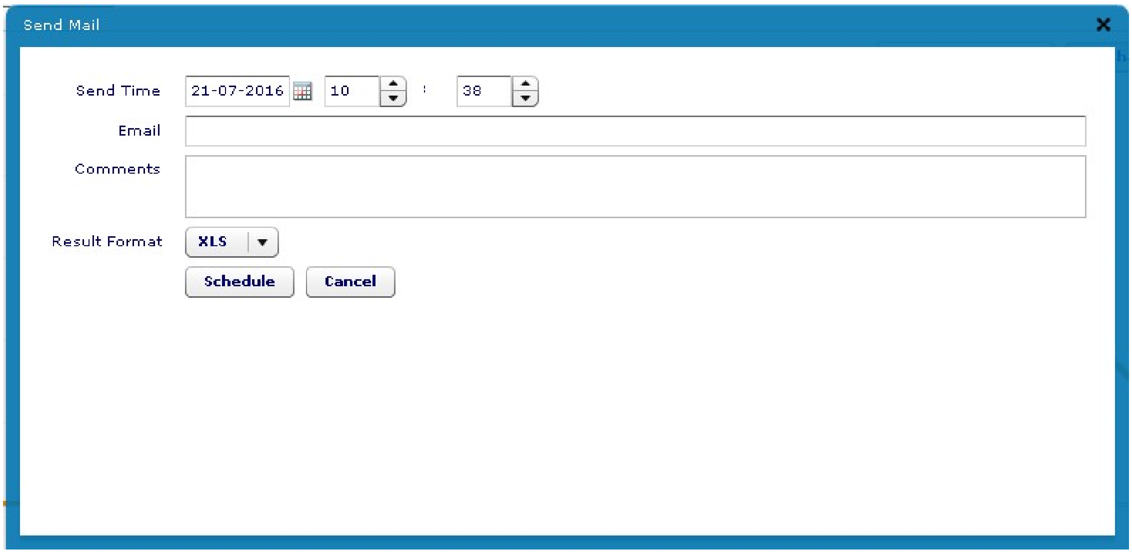
When you click **Submit**, the search results pane opens. The following figures illustrate the sample search and filter results.



You can use the tools at the top right corner of the window to perform common actions, such as **Email**, **Print** and **Export** the results.

4.3.1. Email results

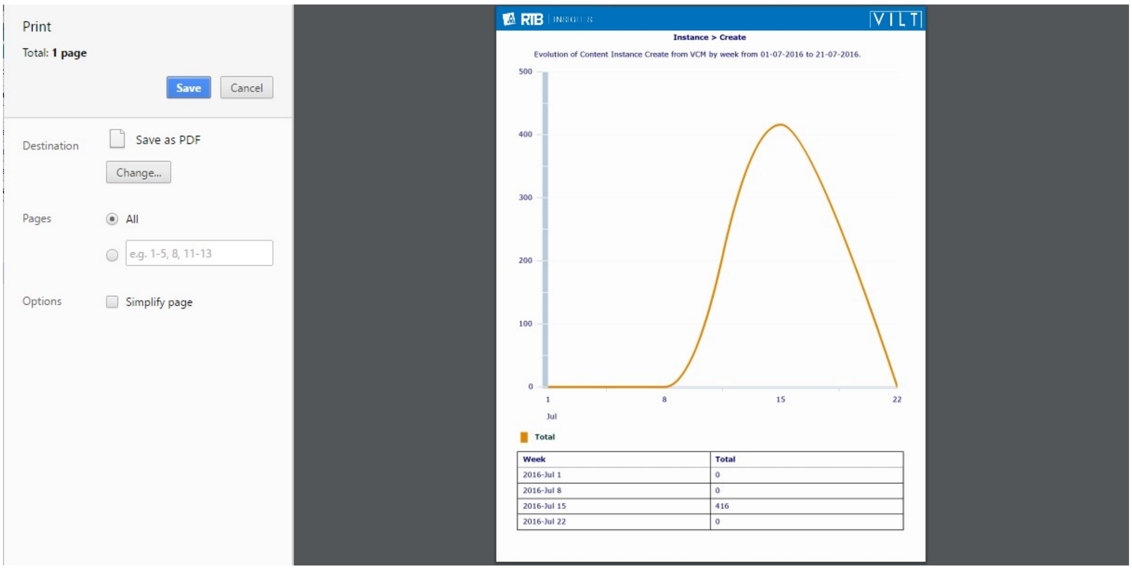
The figure below illustrates an email notification that you can use to schedule when to send the report results.



The email notifications are not automatically generated every time a report is created. You must set up the schedule that will periodically send email notifications. For more information, see the Web Experience Management Audit Install and Configuration Guide.

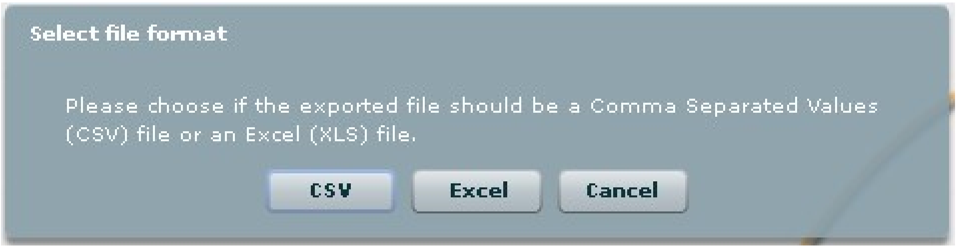
4.3.2. Print results

You can print your results directly from the browser.



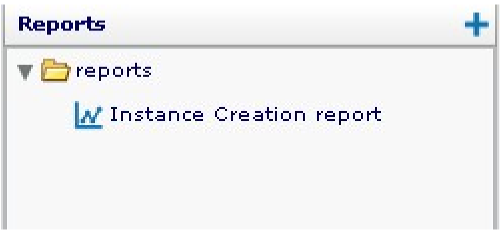
4.3.3. Export results

You can export your results to a file on your computer. You can export in 2 formats, CSV or Excel.

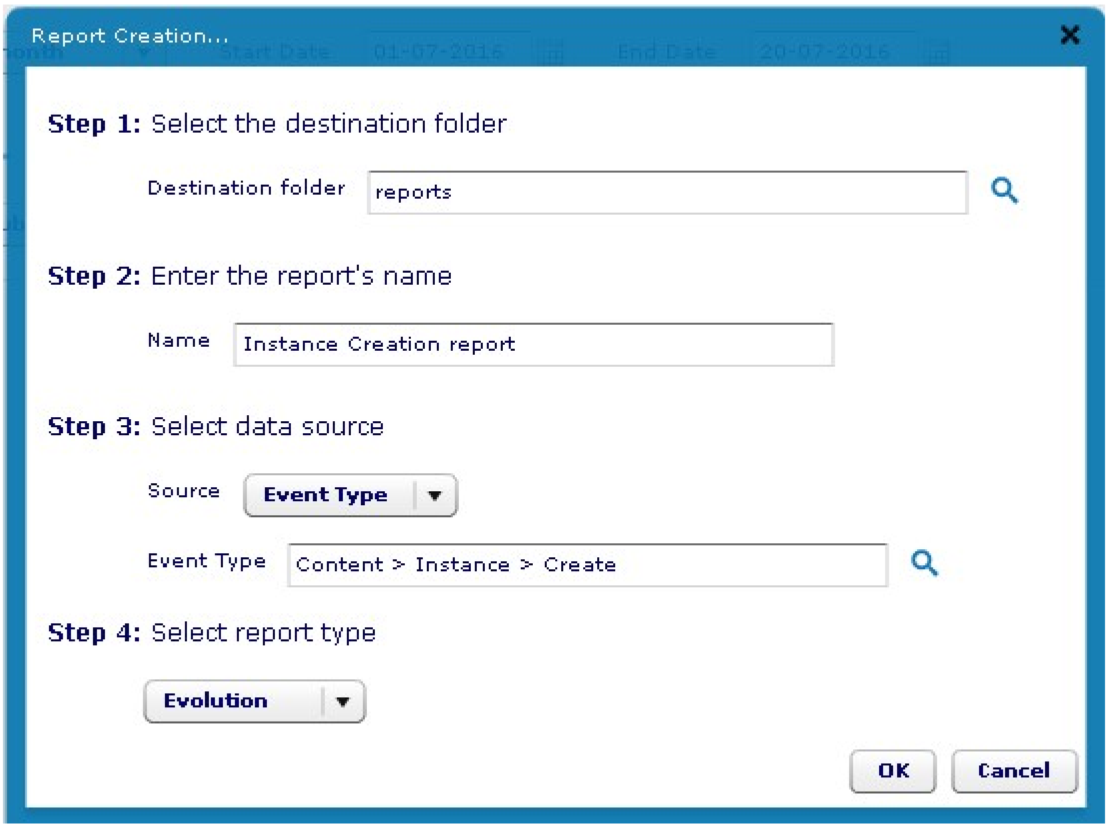


4.4. Saved Reports

Use the Reports area in the menu to create and save reports. These reports are like any other real-time search and allow you to execute reports when you need.



Click the **Add** icon to create a new report. Select the RTB Insights Console folder where you want to save your report, provide a name, select which events the report refers to, and choose a report type. Click **OK** to create the report.



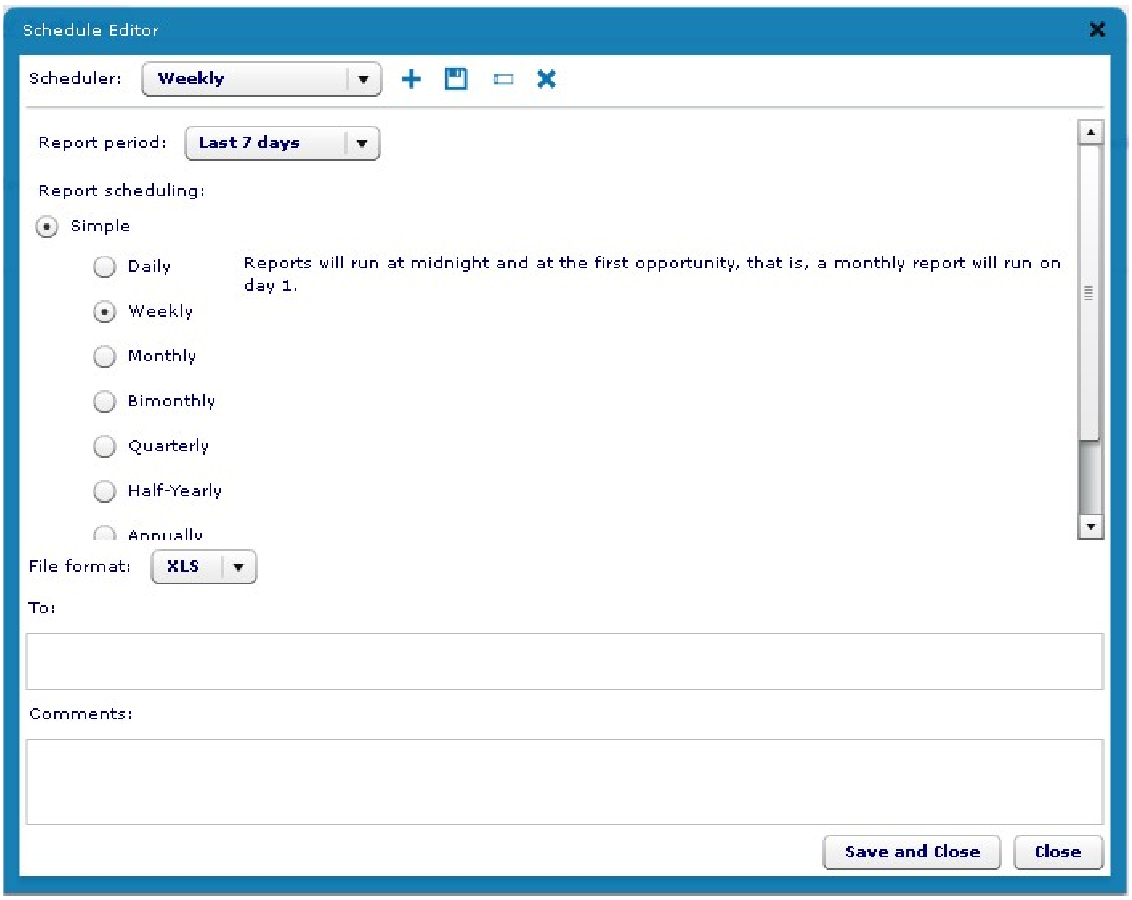
A report is like any other search, which you can save to run when you need it. Ensure that every time you change any of the filters, you save your report.

You can use the tools at the top right corner of the window to perform common actions, such as **Email**, **Print**, **Export**, and **Schedule** the results.

The real-time reports only use actions to Email, Print, and Export the results.

4.4.1. Schedule a report

Scheduling a report allows you to set a time frame when the report will be executed and when the results will be emailed. For example, you can generate a report once a week, and then schedule a date for the results to be emailed. You create a scheduler where you set when the report will be executed, and the *time period* for the results (you can set a time period different from the time period saved on the report). The automatic process will generate the report for the time period of your choice according to the scheduler that you have configured.



5. Contact Information

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For more information, visit https://www.vilt-group.com
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