

Table of Contents

Table of Contents	1
Logs	2
Track search queries	3
Track emails	4
Track user logins	5
Track scheduled tasks	6

Logs

The Logs menu

Track search queries

To track what searches users have used to find information in the knowledgebase:

- Log in to the **Admin Area**
- Click on the **Logs** menu
- Click on the **Search** tab

Logs

Scheduled TasksMail PoolLogins**Search**Sphinx

Search In:

Is Success:
Yes

Period:
Previous Month

Search:

Export

Records: 1 - 50 of 60Pages: 1 of 2Records per page: 50

Date Executed	Search String	Search In	Returned Rows	
5 days ago (28 Jul, 2019 11:02 AM)	test	Articles	1	i
6 days ago (28 Jul, 2019 08:09 AM)		Files	10	i
6 days ago (27 Jul, 2019 04:13 PM)	tag	Articles	1	i
6 days ago (27 Jul, 2019 01:38 PM)	tag	Articles	1	i
6 days ago (27 Jul, 2019 01:38 PM)	test	Articles	1	i

The information displayed on this screen shows:

- When the search was done
- The string the user typed in
- Categories they searched in
- How many results were returned.

You can filter results on

- Area of knowledgebase
- Whether the search was successful or not
- How recently searches were made
- Or you can search on a specific search string.

Note: You must have administrator privileges to see log details.

This functionality works in version 4.0 and above

Track emails

To track what emails have been sent, and whether they succeeded or failed:

- Log in to the **Admin Area**
- Click on the **Logs** menu
- Click on the **Mail Pool** tab

Logs

Scheduled Tasks **Mail Pool** Logins Search Sphinx

Type: Mail Sent: Search:

Records: 1 - 4 of 4 Pages: 1 Records per page: 10

Date Created	Date Executed	Type	Number of tries	Mail Sent
5 days ago (29 Jul, 2019 12:00 AM)	5 days ago (29 Jul, 2019 12:05 AM)	Content Subscription	1	Yes <input type="button" value="i"/>
2 weeks ago (16 Jul, 2019 12:00 AM)	2 weeks ago (16 Jul, 2019 12:05 AM)	Content Subscription	1	Yes <input type="button" value="i"/>
2 weeks ago (15 Jul, 2019 10:00 AM)	2 weeks ago (15 Jul, 2019 10:05 AM)	Scheduled News	1	Yes <input type="button" value="i"/>
2 weeks ago (14 Jul, 2019 10:00 AM)	2 weeks ago (14 Jul, 2019 10:00 AM)	Scheduled News	1	Yes <input type="button" value="i"/>

The information displayed on this screen shows:

- Date and time the mail was created
- Date and time it was sent (or tried to be sent)
- Type of mail it was
- How many times the system tried to send the mail
- Whether or not the send was successful
- The full log details. These are the details summarized on the mail pool tab, plus the contents of the mail that was sent/tried to be sent.

Note: You must have administrator privileges to see mail log details.

This functionality works in version 4.0 and above

Track user logins

To track which users have logged in, and any bad logins:

- Log in to the **Admin Area**
- Click on the **Logs** menu
- Click on the **Logins** tab

Logs						
Scheduled Tasks Mail Pool Logins Search Sphinx						
Type:	Status:	Period:	Search:			
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Export"/>		
Records: 1 - 12 of 12			Pages: 1	Records per page: 50		
Date	User ID	Username	User IP	Type	Is Error	
28 minutes ago (03 Aug, 2019 11:45 AM)	175	Smith@mail.com	5.136.136.136	Local		①
2 hours ago (03 Aug, 2019 09:45 AM)		Gray@mail.com	93.157.157.157	Local		①
2 hours ago (03 Aug, 2019 09:45 AM)		Gray@mail.com	109.109.38.38	Local		①
2 hours ago (03 Aug, 2019 09:43 AM)	175	Smith@mail.com	5.136.136.136	Local		①

The information displayed on this screen shows:

- Date and time user last logged in
- User ID and username
- IP address they logged in from
- Type of login. Login types can be 'local', which is a standard login, 'remote', which is when the user logs in using remote authentication, and 'login as other user', which is when someone with access logs in as another user to test changes they have made
- Whether or not the login was successful
- The full log details. If the login was successful, the full log details are pretty that summarized on the logins tab. If the login was not successful, the full log details add extra information about why the login failed.

Note: You must have administrator privileges to see login details.

Remote authentication logins

For [remote authentication](#) every last login is logged to a file called *last_remote_login.log* in the KBPublisher cache directory (*\$conf['cache_dir']* in file *kb/admin/config.inc.php*).

For example: */home/username/kb_cache/last_remote_login.log*.

This functionality works in version 3.5 and above

Track scheduled tasks

To track whether a scheduled task has happened as expected, what the scheduled task did, and whether there were any errors:

- Log in to the **Admin Area**
- Click on the **Logs** menu
- Click on the **Scheduled Tasks** tab

Logs

Scheduled Tasks Mail Pool Logins Search Sphinx

Range: Is Error: Search:

Range	Last Executed	Is Error	
Frequently	4 minutes ago (03 Aug, 2019 01:15 PM)		
Hourly	19 minutes ago (03 Aug, 2019 01:00 PM)		
Daily	3 hours ago (03 Aug, 2019 10:01 AM)	•	
Weekly	6 days ago (28 Jul, 2019 10:10 AM)		
Monthly	2 days ago (01 Aug, 2019 10:20 AM)		

The information displayed on this screen shows:

- The scheduled task -- frequently, hourly, daily, weekly, and monthly -- in the **range** column
- The time it was **last executed**
- Whether or not the task had errored (**is error**)
- A link to the output of the most recent scheduled task of this type. Click on the icon to see full details.

Note: You must have administrator privileges to see the log details.

This functionality works in version 3.5 and above

