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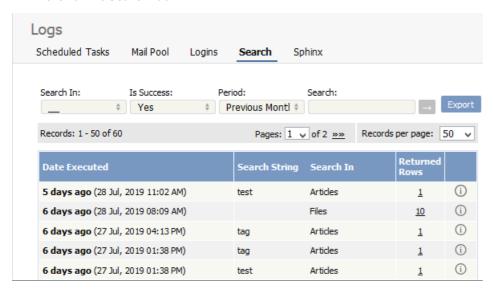
Logs

The Logs menu

Logs 2

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



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

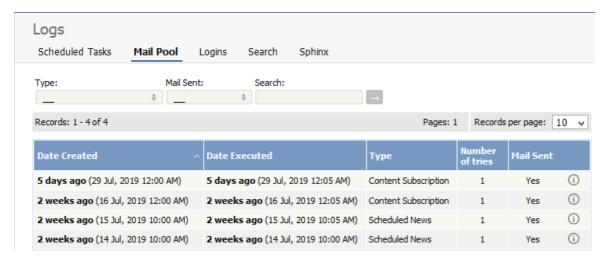
- Area of knowledgebase
- Whether the search was successful or not
- How recently searches were made
- Or you can search on a specific search string.

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

This functionality works in version 4.0 and above

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



The information displayed on this screen shows:

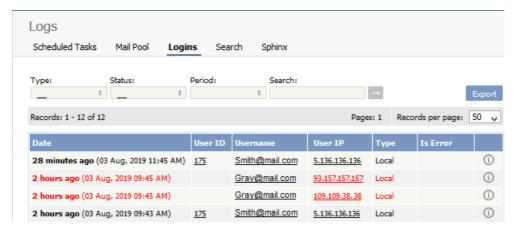
- Date and time the mail was created
- Date and time it was sent (or tried to be sent)
- Type of mail it was
- How many times the system tried to send the mail
- Whether or not the send was successful
- The full log details. These are the details summarized on the mail pool tab, plus the contents of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

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



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

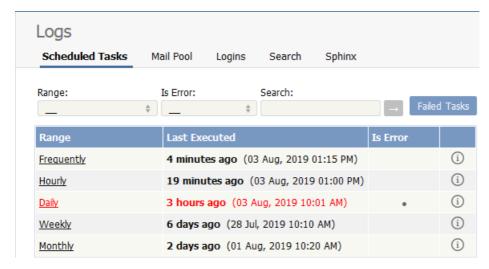
For <u>remote authentication</u> every last login is logged to a file called <u>last_remote_login.log</u> in the KBPublisher cache directory (\$conf['cache_dir'] in file kb/admin/config.inc.php).

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

This functionality works in version 3.5 and above

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



The information displayed on this screen shows:

- $\bullet \ \ \text{The scheduled task -- frequently, hourly, daily, weekly, and monthly -- in the {\bf range} \ column$
- 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.

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This functionality works in version 3.5 and above

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