

# RM Auditor Additions - Web Monitor

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## Introduction

RM Auditor Additions – Web Monitor provides additional reports for RM Auditor that allow you to monitor http traffic on your network. This traffic includes http Web requests made from any program (for example, Web browsers, email programs and other applications such as Microsoft® Office). Detailed and Summary Reports can be produced that contain information including the user's name, the computer name, the Web site visited, and the number of requests from a particular Web site.

This Section describes how to install Web Monitor and provides information on getting started.



### RM Auditor Help



The RM Auditor Help contains a section about tasks that can be performed using Web Monitor. A button on the RM Auditor Help Toolbar provides a link to a pdf version of the RM Auditor Help file. We recommend that you print this pdf file and replace the printout of the Help file in your RM Auditor ring binder with this version.

## Installing Web Monitor

### Overview

Web Monitor must be installed on all servers that have RM Auditor 1.2 installed. You will not be required to restart your servers during installation. You can then allocate the Web Monitor packages to all workstations that you want to monitor.

### Pre-requisites for installation

#### Hardware requirements

##### Servers

- At least 10MB of free disk space is required on drive D: of each server. If Microsoft® .NET Framework is not already installed, you will require an additional 20MB of free disk space on each server where it is not installed.

##### Workstations

- All workstations require at least 5MB of free disk space on drive C:. You will require an additional 25MB of free disk space on each workstation that does not already have Microsoft® .NET Framework installed.

## Software requirements

- A version of the Microsoft® .NET Framework v1.1 *must* be installed on all workstations that will be running Web Monitor. For information about downloading and installing the package *Microsoft .NET Framework v1.1 for CC3*, refer to DWN373284 on the RM Support Web site. If you have Microsoft® .NET Framework v2 installed on workstations, it can run concurrently with Microsoft® .NET Framework v1.1.

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**Note** If you have any Microsoft® .NET Framework v1.1 package installed other than *Microsoft .NET Framework v1.1 for CC3*, a further step is required before installing Web Monitor. On the RM Support Web site refer to the Knowledge Library article TEC546528 for further information.

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- Ensure that RM Auditor version 1.2 is installed and working correctly. To check the version, from the RM Auditor Web site, select About RM Auditor. If you have any problems with running RM Auditor, these problems must be resolved before you install Web Monitor. For help with resolving problems, see Troubleshooting within *Section 2 Using RM Auditor* of the RM Auditor ring binder, refer to the Troubleshooting topic in the RM Auditor Help, or visit the RM Support Web site.
- Ensure that you have Community Connect 3 or RM Smart-Tools 3 Service Release 4 installed on your network. You can use RM Version Reporter to check this; from the server's start menu, choose Programs (or All Programs), RM Version Reporter, RM Version Reporter.
- Check the Software Updates area on the RM Support Web site for information about any software updates that you may need to apply after installing Web Monitor.

## Server installation

Data recorded by Web Monitor is encrypted at workstations to prevent users tampering with the data. To enable encryption, a compatible certificate is necessary. Before installing Web Monitor, you must import a replacement certificate as described below.

- ▶ **To import a valid certificate on your Forest Root domain controller**
  1. At the Forest Root domain controller log on as a system administrator.
  2. Insert the RM Auditor Additions – Web Monitor CD into the server's CD ROM drive.
  3. From the Start menu, select All Programs, Administrative Tools, Active Directory Users and Computers.
  4. Right-click the name of your domain and select Properties.
  5. Select the Group Policy tab. Click the Edit button to edit the default domain policy. The Group Policy Object Editor is displayed.

6. This step depends on the Microsoft® Windows® Server version of your Forest Root domain controller:
  - For a Microsoft® Windows® 2000 Server, on the left-hand side of the window, within Computer Configuration expand Windows Settings, Security Settings, Public Key Policies, Encrypted Data Recovery Agents.
  - For a Microsoft® Windows® 2003 Server, on the left-hand side of the window, within Computer Configuration expand Windows Settings, Security Settings, Public Key Policies.
7. Ensure that Encrypting File System is selected. A certificate issued by the Administrator will be listed in the right-hand side of the window.
8. Right-click the certificate and select All Tasks, Export. The Certificate Export Wizard is displayed.
9. Click Next. Ensure *No, do not export the private key* is selected, and then click Next.
10. Ensure *DER encoded binary X.509 (.CER)* is selected and then click Next.
11. Click Browse and browse to a location where you wish to save the certificate. This should be a location that you regularly back-up.
12. Type a name for the certificate and then click Save. Click Next and then click Finish.
13. Right-click the certificate issued by the Administrator and select Delete.
14. Right-click Encrypting File System and select Add (or Add Data Recovery Agent). The Add Recovery Agent Wizard is displayed.
15. Click Next and then click the Browse Folders button.
16. Browse to the root of the CD, select *AuditorEFSRecovery.CER* and then click Open.

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**Note** If the following message is displayed: *Windows cannot determine if the certificate has been revoked. The operation completed successfully. Do you want to install the certificate?*, click Yes.

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17. Click Next and then click Finish.

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**Note** If a message is displayed informing you that the certificate cannot be validated, click OK.

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18. Close all windows.

► **To install Web Monitor on your servers**

Web Monitor server installation consists of three main elements to be installed; the database, reports, and the user interface. The installation must be run on all servers that have RM Auditor 1.2 installed. The installation will automatically determine the elements that need to be installed on each server.

1. Log on to the server as a system administrator. For the first server this must be the Forest Root domain controller; you may already be logged on if you have just completed the steps above.
2. Insert the RM Auditor Additions – Web Monitor CD into the server's CD ROM drive.
3. From the Start menu, choose Run. Click the Browse button. From the CD drive, select RM Installation Assistant and click the Open button. Click the OK button.
4. When initialisation is complete, click Continue to proceed with the installation.
5. Follow the onscreen instructions to install Web Monitor.
6. When installation is complete, click Finish.
7. Repeat steps 1 to 6 to install Web Monitor on all servers that have RM Auditor 1.2 installed.

After Web Monitor has been installed on your server(s), you can install it on your workstations as described below.

## **Workstation installation**

Install Web Monitor on the workstations you wish to monitor by following the procedure below.

► **To install Web Monitor on your workstations**

1. At a workstation log on as a system administrator.
2. Use the RM Management Console to allocate the following system packages to the required workstations:
  - RM Logging Service
  - RM Remote Proxy Broker
  - RM Network Monitor
  - RM Web Traffic Monitor
  - RM Web Traffic Monitor Proxy
  - Microsoft .Net Framework for CC3 (or any other Microsoft .Net Framework package)
3. Restart the workstations to which you allocated the packages for Web Monitor.

## After installing

After you have installed Web Monitor successfully, check the Software Updates area on the RM Support Web site for information about any software updates that you may need to apply after installing Web Monitor.

You also need to perform a number of procedures that configure Web Monitor correctly before you and other users start using it.

### Scheduling database maintenance tasks

After you install Web Monitor, the database files can grow very quickly and take up significant disk space on your server. As soon as possible after installation, we strongly recommend that you ensure that you have scheduled the database maintenance tasks. For information about the database maintenance tasks, and how often you should run them, refer to *Section 2 Using RM Auditor* of the RM Auditor ring binder.

We recommend that you set a database maintenance task to purge the database at least once a week. We also strongly recommend that you configure the period of time for which Web event data is stored; see *Configuring the lifetime of Web events* on page 9.

### Assigning RM Auditor permissions

Following installation, it may be necessary to update the RM Auditor permissions. The new permission, *Edit Web Monitor Configuration*, is added to the list of available permissions.

If *All Tasks* is ticked for a particular group, you will not need to update the permissions as *Edit Web Monitor Configuration* will automatically be ticked.

However, if you have only ticked selected tasks for a particular group and wish to add *Edit Web Monitor Configuration*, you must follow the procedure below.

► **To assign the Edit Web Monitor Configuration permission to users**

1. At a workstation that has Web Monitor installed, log on as a system administrator.

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**Important** Do not log on as Administrator. This user does not have the correct permissions to use RM Auditor correctly.

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2. From the Start menu, choose All Programs, System Management, RM Auditor. The exact location of the RM Auditor shortcut in the Start menu depends on the Program Set to which it was assigned following installation.
3. In the RM Auditor window, in the left-hand pane, click Administration.
4. At the Administration page, next to Permissions, click Edit.

5. At the Permissions window, tick the Show All Groups box and from the list in the left-hand pane, select the security group(s) of users for whom you want to add the *Edit Web Monitor Configuration* permission.

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**Note** For information about security groups, refer to *Section 2 Using RM Auditor*.

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6. Select the Tasks tab and tick the boxes next to the *Edit Web Monitor Configuration* task.
7. If required, select the Reports tab and tick the Web Reports box.
8. Click OK to save the changes and close the Permissions window.

For more information about using RM Auditor, refer to *Section 2 Using RM Auditor* and to the RM Auditor Help.

## Troubleshooting

If you encounter any problems after installing Web Monitor, please refer to the Knowledge Library on the RM Support Web site for further information.

# Getting Started

## Overview

Web Monitor records Web requests. For each Web page, there may be many Web requests. For example, every picture on a Web page is a separate Web request. This means that there is the potential for a large amount of data to be stored in the RM Auditor Database in a short space of time. We have provided default settings for the Web Traffic Monitor Configuration, but you may wish to configure the settings.

The Default Behaviour page of the Web Monitor Configuration window enables you to define the rule(s) that will apply to all Web traffic. You can also define the Global Web Monitor settings which allow you to select which type of information will be ignored.

### ► To access the Web Traffic Monitor Configuration settings

- On the RM Auditor Administration page, next to the Web Traffic Monitor Configuration, click the Edit button.

For information about how to alter the default settings, refer to the RM Auditor Additions – Web Monitor section of the RM Auditor Help. For background information about file types and settings, refer to the Knowledge Library on the RM Support Web site.

## Report Builders

The Web Monitor monitors Web requests and stores the information in the RM Auditor Database. You need to run Report Builders to collect this information from the database and generate a variety of Reports.

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**Note** There is a 10 to 20 minute delay between Web activity occurring and information about that activity being available for collection from the database by a Report Builder.

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Two additional Report Builders are available after installing Web Monitor: Web Activity Detailed Report and Web Activity Summary Report. Web Reports contain information about the Web requests made by users, and from which computer the requests were made.

We recommend that you run a test Web Activity Summary Report or Web Activity Detailed Report a few days after the installation of Web Monitor to check that information is being recorded in the RM Auditor Database and being reported.

### Web Activity Detailed Report

This Report is ideal for monitoring the Web requests of between one and five users. The Report contains the following information:

- Date of event.
- Username.
- Computer name.
- URL (Uniform Resource Locator) visited.
- Content type (where known).

In addition, the following advanced information is available in the report. Click the Show Details link in the report to display the information:

- Client IP.
- Status (the HTTP status code).
- Size (where known).

You can filter on selected users or user groups to run a User Detailed Web Request Report, or you can filter on computers or computer groups to run a Computer Detailed Web Request Report.

### Web Activity Summary Report

This Report is ideal for monitoring the activity of several users. The Report contains the following information:

- URL (Uniform Resource Locator).
- Request Count.

- Graphical representation of the request count (a horizontal bar chart).

You can filter on users or computers to run a Web Activity Summary Report.

### Existing Reports

New sections are added to following reports:

- User Activity Detailed Report.
- Computer Activity Detailed Report.

The new section contains the information listed above for the Web Activity Detailed Report.

- User Activity Summary Report.
- Computer Activity Summary Report.

The new section contains the information listed above for the Web Activity Summary Report.

For additional information about adding or excluding Report Sections, refer to the RM Auditor Help.

## Best practice guidelines

To ensure that you get the best performance from Web Monitor, we recommend that you follow the best practice guidelines below:

### Configuring the lifetime of Web events

Due to the large amount of information that can be stored when using Web Monitor, we strongly recommend that you configure the period of time for which Web event data is stored. By default this is set to 30 days, but you may wish to reduce this if you will be monitoring a large amount of Web traffic. We recommend that this value is set as low as is practicable for your needs to ensure that data is only kept for the length of time it is required.

#### ► To configure the lifetime of Web events

1. At a workstation, log on as a system administrator.
2. From the Start menu, choose All Programs, System Management, RM Auditor.

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**Note** The exact location of the RM Auditor shortcut in the Start menu depends on the Program Set to which it was assigned following installation.

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3. In the RM Auditor window, in the left-hand pane, click Administration.
4. At the Administration page, next to Settings, click Edit.

5. In the *Lifetime of Web events* box, type the required number of days, and then click the OK button to close the Settings window.

### **Web Traffic Monitor Configuration Settings**

Due to the large amount of data that will be recorded, we recommend that you define rules which result in only the data you are interested in being stored in the database (for example, only files greater than a specified size). For information on how to define the settings, refer to the RM Auditor Help. For additional information about the settings, refer to the Knowledge Library on the RM Support Web site.

### **Data Protection Guidance**

As a user of Web Monitor, you need to understand your responsibilities regarding the auditing of information about other users, including students. Refer to the RM Auditor Help for further information about the eight enforceable principles of good practice. You should also refer to your Local Education Authority (LEA) for guidance on the implementation of the Data Protection Act in your establishment.

## Glossary

This glossary explains some of the terms used in this Section. The entries are arranged in alphabetical order.

**Client IP** This is the unique address of a workstation. Servers use the IP address of a workstation to communicate with it.

**Content type** The content type (also known as a Multipurpose Internet Mail Extension (MIME) type) identifies the format of a file. The content type enables programs to read the file. Web servers sometimes provide inaccurate content types, so although it is usually correct, it cannot be completely relied on.

**Size** The size of the file being sent by the Web server. The size (also known as the content length) does not always have to be sent back by the Web server.

**Status** A standardised set of codes (HTTP status codes) used by a Web server to tell a browser the status of the response to the request from the browser. For a list of HTTP Status Codes and their meanings, refer to the Knowledge Library on the RM Support Web site.

**URL** Uniform Resource Locator. This is the address of a Web site or document on the Web.

**Web request** A contact to a Web server from a program (usually a Web browser) asking for a particular file.

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