



# Working With Reports on the New Web Interface

This chapter contains the following sections:

- [Ways to View Reporting Data](#) , on page 1
- [How the Security Management Appliance Gathers Data for Reports](#), on page 2
- [Using the Interactive Report Pages](#), on page 3
- [Customizing Your View of Report Data](#) , on page 3
- [Viewing Details of Messages or Transactions Included in Reports](#) , on page 7
- [Improving Performance of Email Reports](#) , on page 7
- [Printing and Exporting Reporting and Tracking Data](#) , on page 8
- [Troubleshooting All Reports](#) , on page 11

## Ways to View Reporting Data

The following table shows the different ways to view reporting data:

**Table 1: Ways To View Reporting Data**

To	See
View and customize web-based interactive report pages	<ul style="list-style-type: none"> <li>• <a href="#">Using the Interactive Report Pages</a>, on page 3</li> <li>• <a href="#">Customizing Your View of Report Data</a> , on page 3</li> <li>• <a href="#">Using Centralized Email Security Reporting</a></li> </ul>
Automatically generate recurring CSV reports	<a href="#">Scheduling Email Reports</a>
Generate a CSV report on demand	<a href="#">Generating Email Reports On Demand</a>
Export raw data as a CSV (Comma-separated values) file	<a href="#">Printing and Exporting Reporting and Tracking Data</a> <a href="#">Exporting Report Data as a Comma Separated Values (CSV) File</a>
Email report information to yourself and other people	<a href="#">Scheduling Email Reports</a> <a href="#">Generating Email Reports On Demand</a>

To	See
Find information about specific transactions	<a href="#">Viewing Details of Messages or Transactions Included in Reports</a>



**Note** For differences between logging and reporting, see [Logging Versus Reporting](#).

## How the Security Management Appliance Gathers Data for Reports

The Security Management appliance pulls data for all reports from all managed appliances approximately every 15 minutes and aggregates the data from these appliances. Depending on your appliance, it may take awhile for a particular message to be included in the reporting data on the Security Management appliance. Check the **System Status** page for information on your data.

Reporting Data includes transactions involving both IPv4 and IPv6.



**Note** When gathering data for reports, the Security Management appliance applies the timestamp from the information that was set when you configured the time settings on the Security Management appliance. For information on setting the time on your Security Management appliance, see the [Configuring the System Time](#).

## How Reporting Data is Stored

All of the appliances store reporting data. The following table shows what time periods that each appliance stores data.

*Table 2: Reporting Data Storage on the Email Security Appliances*

	Minute	Hourly	Daily	Weekly	Monthly	Yearly
Local Reporting on Email Security appliance	•	•	•	•	•	
Centralized Reporting on Email Security appliance	•	•	•	•		
Security Management appliance		•	•	•	•	•

## About Reporting and Upgrades

New reporting features may not apply to transactions that occurred before upgrade, because the required data may not have been retained for those transactions. For possible limitations related to reporting data and upgrades, see the Release Notes for your release.

# Using the Interactive Report Pages

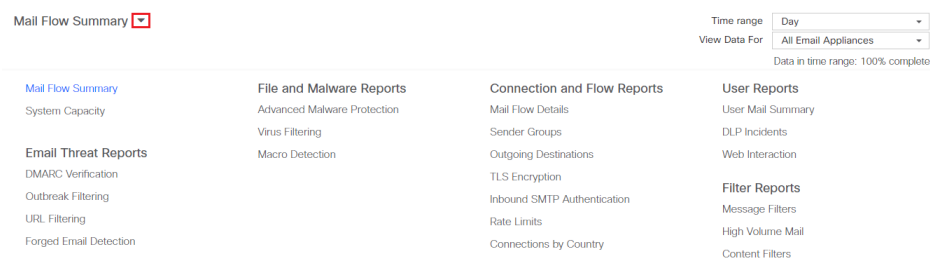
You can use the **Product** drop-down on the top of the web interface to switch between the Email Security appliance and Web Security appliance.

You can view the reports for the Email and Web Security appliance using the **Reports** drop-down as shown in the following figure:



**Note** The Mail Flow Summary report page is the landing page (the page displayed after login).

**Figure 1: Reports Drop-down**



You can use the **Reports** drop-down to view your email and web reports as categorized in the following table:

Email Security Appliance	Web Security Appliance
<ul style="list-style-type: none"> <li>• Email Threat Reports</li> <li>• File and Malware Reports</li> <li>• Connection and Flow Reports</li> <li>• User Reports</li> <li>• Filter Reports</li> </ul>	<ul style="list-style-type: none"> <li>• General Reports</li> <li>• Threat Reports</li> </ul>

## Related Topics

- [Customizing Your View of Report Data](#) , on page 3
- [Customizing Tables on Report Pages](#) , on page 6
- [\(Web Reports Only\) Choosing Which Data to Chart](#), on page 5

# Customizing Your View of Report Data

You can customize your view while viewing the report data in the web interface.

To	Do This
Specify a time range	See <a href="#">Choosing a Time Range for Reports</a> .
View data per appliance or reporting group	See <a href="#">Viewing Reporting Data for an Appliance or Reporting Group</a>
(For Web reports) Choose which data to chart	See <a href="#">(Web Reports Only) Choosing Which Data to Chart</a> , on page 5
Customize tables	See <a href="#">Customizing Tables on Report Pages</a> , on page 6
(Email Reports Only) Customize views	See <a href="#">(Email Reports Only) Customizing Views on Report Pages</a> , on page 5
Using Counters to Filter Data on Trend Graph	See <a href="#">Using Counters to Filter Data on the Trend Graphs</a> , on page 6
Specify report-related preferences	See <a href="#">Setting Preferences</a>
Search for specific information or a subset of data to view	<ul style="list-style-type: none"> <li>• For Email reports, see <a href="#">Searching and the Interactive Email Report Pages</a>.</li> <li>• For Web reports, look for a Find or Filter option at the bottom of most tables.</li> <li>• Some tables include links (in blue text) to details for aggregated data. For more information, see <a href="#">Viewing Details of Messages or Transactions Included in Reports</a>.</li> </ul>




**Note** All customization features are not available for every report.

## Viewing Reporting Data for an Appliance or Reporting Group

For Mail Flow Summary and System Capacity reports for Email, you can view data from all appliances, or from any one centrally-managed appliance.

For Email reports, if you have created groups of Email Security appliances as described in [Creating Email Reporting Groups](#), you can view the data for each reporting group.

To specify the view, select an appliance or group from the **View Data For** list on supported pages.

If you are viewing report data on the Cloud Email Security Management Console to which you have recently taken backup from another Security Management appliance, you must first add (but do not establish a connection to) each appliance in  > **Management Appliance** > **Centralized Services** > **Security Appliances**.

## Choosing a Time Range for Reports

Most predefined report pages allow you to choose a Time Range for the data to include. The time range that you select is used for all of the report pages until you select a different value in the Time Range menu.

Available Time Range options differ by appliance and differ for Email and Web reporting on the Security Management appliance:



**Note** Time ranges on report pages are displayed as a Greenwich Mean Time (GMT) offset. For example, Pacific time is GMT + 7 hours (GMT + 07:00).



**Note** All reports display date and time information based on the systems configured time zone, shown as a Greenwich Mean Time (GMT) offset. However, data exports display the time in GMT to accommodate multiple systems in multiple time zones around the world.



**Tip** You can specify a default time range that will always display each time you log in. For information, see [Setting Preferences](#).

## (Web Reports Only) Choosing Which Data to Chart

The default charts on each Web Reporting page display commonly-referenced data, but you can choose to chart different data instead. If a page has multiple charts, you can change each chart.

Generally, the chart options are the same as the columns of the table in the report. However, some columns cannot be charted.

Charts reflect all available data in a table column, regardless of the number of items (rows) you choose to display in the associated table.

**Step 1** Click  on a specific chart.


**Step 2** Choose the required data to be displayed. The preview of the chart is displayed as per the selected options.



**Step 3** Click **Apply**.

## (Email Reports Only) Customizing Views on Report Pages

Most report pages allow you to choose between graphical view, tabular view or combined view. The view that you select is used to show the data on the report pages.

**Table 3: Customizing Views on Email Reporting Pages**


To	Do This
Show data in graph view.	Click  to view data in graphical format.

To	Do This
Show data in table view.	Click  to view data in tabular format.
View details about a table entry, where available	Click a blue entry in the table.
Show data in combined view.	Click  to view data in graphical and tabular format.

## Customizing Tables on Report Pages

You can view, customize and sort information on the interactive tables within the report pages. The view that you select is used to show the data on the report pages.

**Table 4: Customizing Tables on Report Pages**

To	Do This	More Information
<ul style="list-style-type: none"> <li>• Show additional columns</li> <li>• Hide visible columns</li> <li>• Determine available columns for a table</li> </ul>	<ol style="list-style-type: none"> <li>1. Click .</li> <li>2. Select the columns to display, and click <b>Close</b>.</li> </ol>	<p>For most tables, some columns are hidden by default.</p> <p>Each report page offers different columns.</p> <p>See the table column descriptions for the respective tables.</p>
Sort the table by the heading of your choice.	Click a column heading.	-
Reorder table columns	Drag a column heading to the desired new position	-
View details about a table entry, where available	Click a blue entry in the table	See also <a href="#">Viewing Details of Messages or Transactions Included in Reports</a> .
View details of additional rows.	You can scroll down on a table to display details of additional rows.	-
Filtering data to a specific subset	Enter a value in the filter setting below a specific table, where available	For Web reports, available filters are discussed on each individual report page description. See <a href="#">Understanding the Web Reporting Pages on the New Web Interface</a> .

## Using Counters to Filter Data on the Trend Graphs

You can filter data based on the required time range and available counters on a trend graph.

The time range that you select in the Time Range drop-down, is used for a trend graph until you select a different value.

A counters on a trend graph of the Mail Flow Summary report page is used to view data specific to different filters. Click on an available counter to filter the data.

## Viewing Details of Messages or Transactions Included in Reports

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- Step 1** Click any blue number in a table on a report page.  
(Not all tables have these links.)  
The messages or transactions included in that number are displayed in Message Tracking or Web Tracking, respectively.
- Step 2** Scroll down to see the list of messages or transactions.
- 

### What to do next

- [Tracking Messages](#)

## Improving Performance of Email Reports

If the performance of aggregated reporting decreases due to a large number of unique entries over the course of a month, use reporting filters to restrict the aggregation of data in reports that cover the previous year (Last Year reports). These filters can restrict detailed, individual IP, domain, or user data in reports. Overview reports and summary information remain available for all reports.

You can enable one or more of the reporting filters using the **reportingconfig > filters** menu in the CLI. The changes must be committed to take effect.

- **IP Connection Level Detail.** Enabling this filter prevents the Security Management appliance from recording information about individual IP addresses. This filter is appropriate for systems that process a large number of incoming IP addresses due to attacks.

This filter affects the following Last Year reports:

- Sender Profile for Incoming Mail
- IP Addresses for Incoming Mail
- IP Addresses for Outgoing Senders

- **User Detail.** Enabling this filter prevents the Security Management appliance from recording information about individual users sending and receiving mail and the content filters that are applied to the users' mail. This filter is appropriate for appliances that process mail for millions of internal users or if the system does not validate recipient addresses.

This filter affects the following Last Year reports:

- Internal Users
- Internal User Details

- IP Addresses for Outgoing Senders
- Content Filters
- **Mail Traffic Detail.** Enabling this filter prevents the Security Management appliance from recording information about individual domains and networks that the appliances monitor. This filter is appropriate when the number of valid incoming or outgoing domains is measured in the tens of millions.

This filter affects the following Last Year reports:

- Domains for Incoming Mail
- Sender Profile for Incoming Mail
- Internal User Details
- Domains for Outgoing Senders



**Note** To view up-to-the-minute reporting data for the preceding hour, you must log in to an individual appliance and view the data there.

## Printing and Exporting Reporting and Tracking Data

*Table 5: Printing and Exporting Reporting and Tracking Data*

To Get This	PDF	CSV	Do This	Notes
A PDF of an interactive report page	•		Click the <b>Printable (PDF)</b> link at the top-right of an interactive report page.	The PDF reflects the customizations that you are currently viewing. PDFs are formatted to be printer-friendly.
A PDF of report data	•		Create a scheduled or on-demand report. See: <ul style="list-style-type: none"> <li>• <a href="#">Generating Email Reports On Demand</a></li> <li>• <a href="#">Scheduling Email Reports</a></li> <li>• <a href="#">Generating Web Reports on Demand</a></li> <li>• <a href="#">Scheduling Web Reports</a></li> </ul>	—



To Get This	PDF	CSV	Do This	Notes
Raw data See also <a href="#">Exporting Report Data as a Comma Separated Values (CSV) File</a> .		•	Click the <b>Export</b> link below the chart or table.	The CSV file contains all applicable data, not just the data visible in the chart or table.
		•	Create a scheduled or on-demand report. See: <ul style="list-style-type: none"> <li>• <a href="#">Generating Email Reports On Demand</a></li> <li>• <a href="#">Scheduling Email Reports</a></li> <li>• <a href="#">Generating Web Reports on Demand</a></li> <li>• <a href="#">Scheduling Web Reports</a></li> </ul>	Each CSV file may contain up to 100 rows. If a report contains more than one table, a separate CSV file will be created for each table. Some extended reports are not available in CSV format.
Reports in different languages	•		Choose the desired Report Language when you schedule a report or create one on demand.	To generate PDFs in Chinese, Japanese, or Korean on Windows computers, you must also download the applicable Font Pack from Adobe.com and install it on your local computer.
(Web Security) A custom subset of report data, for example data for a particular user.	•	•	In Web Tracking, perform a search, then click the Printable Download link on the Web Tracking page. Choose PDF or CSV format.	PDFs may not include all information available on the web page. Specifically, PDFs include: <ul style="list-style-type: none"> <li>• Up to 1,000 transactions.</li> <li>• If you display details, up to 100 related transactions.</li> <li>• Up to 3000 characters per related transaction.</li> </ul> CSV files include all raw data matching the search criteria.
(Email Security) A custom subset of data, for example data for a particular user.		•	In Message Tracking, perform your search, then click the Export link or Export All link above the search results.	The Export link downloads a CSV file with the displayed search results, up to the limit you specified in your search criteria. The Export All link downloads a CSV file with up to 50,000 messages that match your search criteria. Tip: If you need to export more than 50,000 messages, perform a series of exports for a set of shorter time ranges.

Table 6: Printing and Exporting Reporting and Tracking Data on the New Web Interface

To Get This	CSV	Do This	Notes
Raw data See also <a href="#">Exporting Report Data as a Comma Separated Values (CSV) File</a>	•	Click the Export link below the chart or table.	The CSV file contains all applicable data, including the data visible in the chart or table.
	•	Create a scheduled or on-demand report. See: <ul style="list-style-type: none"> <li>• <a href="#">Generating Email Reports On Demand</a></li> <li>• <a href="#">Scheduling Email Reports</a></li> </ul>	Each CSV file may contain up to 100 rows. If a report contains more than one table, a separate CSV file is created for each table. Some extended reports are not available in CSV format.
(Web Security) A custom subset of report data, for example data for a particular user.	•	In Web Tracking, perform a search, then click the Printable Download link on the Web Tracking page. Choose PDF or CSV format.	CSV files include all raw data matching the search criteria.
(Email Security) A custom subset of data, for example data for a particular user.	•	In Message Tracking, perform your search, then click the Export link or Export All link above the search results.	The Export link downloads a CSV file with the displayed search results, up to the limit you specified in your search criteria. The Export All link downloads a CSV file with up to 50,000 messages that match your search criteria. Tip: If you need to export more than 50,000 messages, perform a series of exports for a set of shorter time ranges.

## Exporting Report Data as a Comma Separated Values (CSV) File

You can export raw data to a comma-separated values (CSV) file, which you can access and manipulate using database applications such as Microsoft Excel. For different ways to export data, see [Printing and Exporting Reporting and Tracking Data](#).

Because CSV exports include only raw data, exported data from a web-based report page may not include calculated data such as percentages, even if that data appears in the web-based report.

For email message tracking and reporting data, the exported CSV data will display all data in GMT regardless of what is set on the Security Management appliance. This simplifies using data independently from the appliance, particularly when referencing data from appliances in multiple time zones.

The following example is an entry from a raw data export of the Anti-Malware category report, where Pacific Daylight Time (PDT) is displayed as GMT - 7 hours:

Begin Timestamp, End Timestamp, Begin Date, End Date, Name, Transactions Monitored, Transactions Blocked, Transactions Detected

1159772400.0, 1159858799.0, 2006-10-02 07:00 GMT, 2006-10-03 06:59 GMT, Adware, 525, 2100, 2625

**Table 7: Viewing Raw Data Entries**

Category Header	Value	Description
Begin Timestamp	1159772400.0	Query start time in number of seconds from epoch.
End Timestamp	1159858799.0	Query end time in number of seconds from epoch.
Begin Date	2006-10-02 07:00 GMT	Date the query began.
End Date	2006-10-03 06:59 GMT	Date the query ended.
Name	Adware	Name of the malware category.
Transactions Monitored	525	Number of transactions monitored.
Transactions Blocked	2100	Number of transactions blocked.
Transactions Detected	2625	Total number of transactions: Number of transactions detected + Number of transactions blocked.



**Note** Category headers are different for each type of report. If you export localized CSV data, the headings may not be rendered properly in some browsers. This occurs because some browsers may not use the proper character set for the localized text. To work around this problem, you can save the file to your local machine, and open the file on any web browser using **File > Open**. When you open the file, select the character set to display the localized text.

## Troubleshooting All Reports

- [Unable to View Report Data on Backup Security Management Appliance](#)
- [Reporting Is Disabled](#)

## Unable to View Report Data on Backup Security Management Appliance

### Problem

You are unable to select a single Email Security appliance for which to view report data. The **View Data For** option does not appear on the reporting page.

### Solution

See also [Availability of Services During Backups](#).

## Reporting Is Disabled

### Problem

Canceling a backup in progress can disable reporting.

### Solution

Reporting functionality will be restored after a backup is completed.