# 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
- My Favorite Reports Page, on page 7
- Viewing Details of Messages or Transactions Included in Reports , on page 9
- Improving Performance of Email Reports , on page 9
- Exporting Reporting and Tracking Data , on page 11
- Troubleshooting All Reports , on page 13


## 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 | • Using the Interactive Report Pages, on page 3<br>• Customizing Your View of Report Data , on page 3<br>• Using Centralized Email Security Reporting |
| Automatically generate recurring CSV reports | Scheduling Email Reports |
| Generate a CSV report on demand | Generating Email Reports On Demand |
| Export raw data as a CSV (Comma-separated values) file | Exporting Reporting and Tracking Data<br>Exporting Report Data as a Comma Separated Values (CSV) File |
| Email report information to yourself and other people | Scheduling Email Reports<br>Generating Email Reports On Demand |

| To | See |
|---|---|
| Find information about specific transactions | Viewing Details of Messages or Transactions Included in Reports |

**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

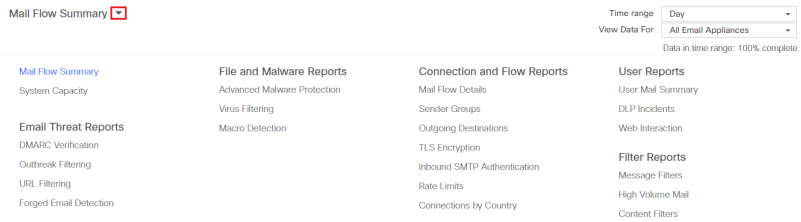
New reporting features may not apply to transactions that occurred before upgrade, because the required data may not have been retained for those transactions. For possible limitations related to reporting data and upgrades, see the Release Notes for your release.

# 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 appliances using the **Reports** drop-down as shown in the following figure:

***Figure 1: Reports Drop-down***




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

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

| Email Security Appliance | Web Security Appliance |
|---|---|
| • Email Threat Reports<br>• File and Malware Reports<br>• Connection and Flow Reports<br>• User Reports<br>• Filter Reports | • General Reports<br>• Threat Reports |

### 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 Choosing a Time Range for Reports. |
| View data per appliance or reporting group | See Viewing Reporting Data for an Appliance or Reporting Group |
| (For Web reports) Choose which data to chart | See (Web Reports Only) Choosing Which Data to Chart, on page 5 |
| Customize tables | See Customizing Tables on Report Pages , on page 6 |
| (Email Reports Only) Customize views | See (Email Reports Only) Customizing Views on Report Pages, on page 6 |
| Using Counters to Filter Data on Trend Graph | See Using Counters to Filter Data on the Trend Graphs, on page 7 |
| Specify report-related preferences | See Setting Preferences |
| Search for specific information or a subset of data to view | • For Email reports, see Searching and the Interactive Email Report Pages.<br>• For Web reports, look for a Find or Filter option at the bottom of most tables.<br>• Some tables include links (in blue text) to details for aggregated data. For more information, see Viewing Details of Messages or Transactions Included in Reports. |
| Create a custom report with only the charts and tables you want | See My Favorite Reports Page, on page 7. |

**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 Security Management appliance 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.

**Note** In the new web interface, if the reporting data is already aggregated by month, you cannot select the date to view day-wise data as the day-wise data is not available after aggregation. In this case, you can select only the first day of every month, and complete reporting data for that month is displayed.

**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.

**Procedure**

**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. |
| 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 |
|---|---|---|
| • Show additional columns<br>• Hide visible columns<br>• Determine available columns for a table | 1. Click .<br>2. Select the columns to display, and click **Close**. | For most tables, some columns are hidden by default.<br>Each report page offers different columns.<br>See the table column descriptions for the respective tables. |
| 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 Viewing Details of Messages or Transactions Included in Reports. |
| View details of additional rows. | You can scroll down on a table to display details of additional rows. | - |

| To | Do This | More Information |
|---|---|---|
| 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 Understanding the Web Reporting Pages on the New Web Interface. |

## 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.

# My Favorite Reports Page

On the My Favorite Reports page, you can create a custom report page by assembling charts (graphs) and tables from all your existing email security reports.

| To | Do This |
|---|---|
| Add modules to My Favorite Reports page | See:<br>• Modules That Cannot Be Added to the My Favorite Reports Page, on page 8<br>• Adding Reports on the My Favorite Reports Page, on page 8 |
| View My Favorite Reports page | 1. Select **Email** from the Product drop-down and choose **Monitoring > My Favorite Reports** from the Reports drop-down. For more information, see Using the Interactive Report Pages, on page 3.<br>2. Select the time range to view. The time range selected applies to all reports, including all modules on the My Favorite Reports page.<br>Newly-added modules appear at the top of the custom report.<br>**Note**<br>The report modules that you add on the My Favorite Reports page of the new web interface differs from the report modules added on the legacy web interface. It can also differ based on the User roles that you assign. |
| Rearrange modules on the My Favorite Reports page | On the My Favorite Reports page, drag and drop the modules into the desired location. |

| To | Do This |
|---|---|
| Delete modules from the My Favorite Reports page | You can delete the report modules from the My Favorite Reports page in any one of the following ways:<br>• Click the ★ in the top right corner of the required report module.<br>• Go to the **Monitoring** > **My Favorite Reports** page and select **Manage Favorites** to remove the required report module. |

# Modules That Cannot Be Added to the My Favorite Reports Page

- All modules on the System Status page.
- All modules on the Reporting Data Availability page.
- All modules on the Message Tracking Data Availability page.
- The following per-domain modules from the Sender Profile detail report page: Current Information from SenderBase, Sender Group Information, and Network Information.
- The Past Year Virus Outbreak Summary chart and Past Year Virus Outbreaks table on the Outbreak Filters report page.

# Adding Reports on the My Favorite Reports Page

### Before you begin

- Ensure that the modules that you want to add can be added. See Modules That Cannot Be Added to the My Favorite Reports Page, on page 8.
- Click ★ on the top right corner of a module to delete any default modules that you do not need.

### Procedure

**Step 1** You can add a report module on the **My Favorite Reports** page in any one of the following ways:

**Note**
Some modules are available only using one of these methods. If you cannot add a module using one method, try another method.

- Go to any report page under the **Reports** drop-down and click ★ on the top of the report module.
- From the **Reports** drop-down, choose **My Favorite Reports**, and then click **Manage Favorites**.

The report modules are listed as per the tables and charts on email report pages. Select the required report modules and click **Add** to add to the My Favorite Reports page. If you do not want any reports to be displayed on the My Favorite Report page, select the report module and click **Remove**.

You can add each module only once; if you have already added a particular module to your report, the option to add it will not be available.

**Note**
You can add a maximum of 10 report modules on the My Favorite Reports page.

**Step 2** If you add a report module that you have customized (for example, by adding, deleting, or reordering columns, or by displaying non-default data in the chart), customize the modules on the My Favorite Reports page.

Modules are added with default settings. Time range of the original module is not maintained.

**Step 3** If you add a chart that includes a separate legend (for example, a graph from the Mail Flow Summary page), add the legend separately. If necessary, drag and drop it into position beside the data it describes.

**Note** You can export or download the **My Favorite Reports** page as a PDF. For more information, see Exporting Reporting and Tracking Data.

# Viewing Details of Messages or Transactions Included in Reports

**Procedure**

**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.

# Exporting Reporting and Tracking Data

*Table 5: Exporting Reporting and Tracking Data on the New Web Interface*

| To Get This | CSV | Do This | Notes |
|---|---|---|---|
| Raw data<br>See also Exporting Report Data as a Comma Separated Values (CSV) File | • | 1. Click **Export** link on the top of a report page.<br>2. Select **CSV** as the required format.<br>3. Select the required report module that you want to export and click **Download**. | The CSV file contains all applicable data, including the data visible in the chart or table. |
| | • | Create a scheduled or on-demand report. See:<br>• Generating Email Reports On Demand<br>• Scheduling Email Reports | Each CSV file may contain up to 100 rows.<br>If a report contains more than one table, a separate CSV file is created for each table.<br>Some extended reports are not available in CSV format. |
| A PDF of an interactive report page | • | 1. Click **Export** link on the top of a report page.<br>2. Select **PDF** as the required format.<br>3. Select the required report module that you want to export and click **Download**. | The PDF reflects the customizations that you are currently viewing.<br>PDFs are formatted to be printer-friendly. |
| A PDF of report data | • | Create a scheduled or on-demand report. See:<br>• Generating Email Reports On Demand<br>• Scheduling Email Reports | - |

| To Get This | CSV | Do This | Notes |
|---|---|---|---|
| (Web Security) A custom subset of report data, for example data for a particular user. | • | 1. Select **Web** from the Product drop-down and choose **Tracking > Web Tracking**.<br>2. Perform a search and click the **Export** link or **Export All** link above the search results | CSV files include all raw data matching the search criteria. |
| (Email Security) A custom subset of data, for example data for a particular user. | • | 1. Select **Email** from the Product drop-down and choose **Tracking > Message Tracking**.<br>2. Perform a search and 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.<br>The Export All link downloads a CSV file with up to 50,000 messages that match your search criteria.<br>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 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 6: 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:<br>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.