BT Lancashire Services

Education – Reporting User Guide for Web Filtering (Netsweeper)

Working in partnership

Contents   Page

1   Introduction

BT Lancashire Services provides Broadband Services for Educational and Other establishments. As part of this service, a web content filtering system is provided for all subscribing customers. This filtering solution is Netsweeper.

Customers will have the ability to manage access to web content through their Netsweeper management Portal.

This document aims to provide instructions on the basic reporting section and use of predefined templates in Netsweeper and will enable schools to monitor their schools web activity.
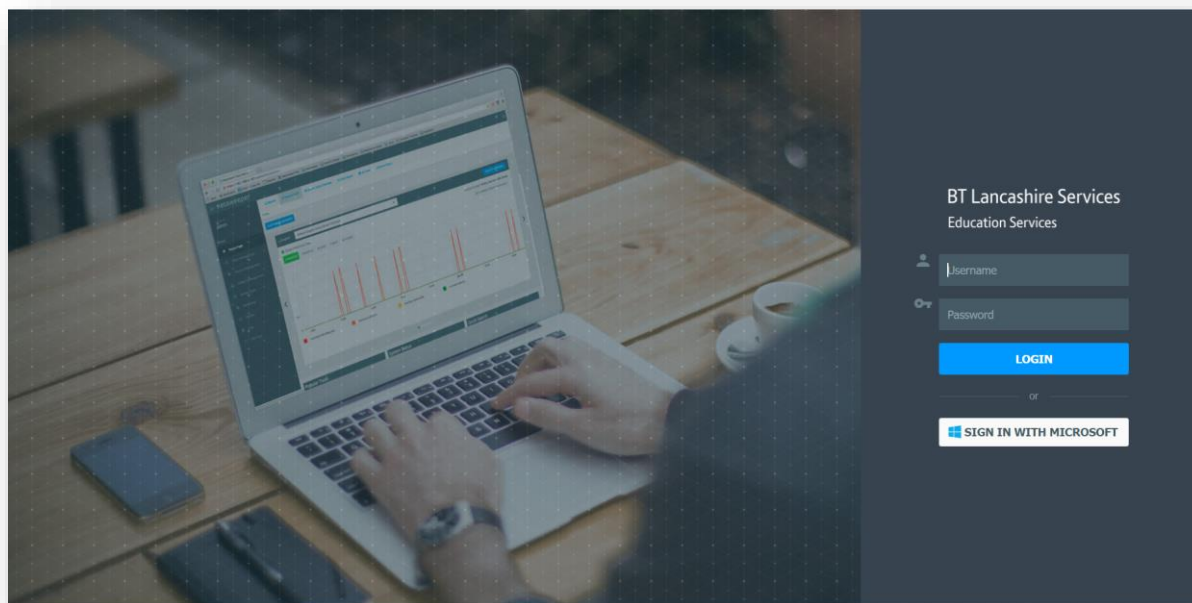
Further guidance is available on the BTLS or Netsweeper websites.

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Education Services

2   Logging in to Netsweeper

To log on to your Netsweeper you will need to navigate to the Web Admin page.

PLEASE NOTE: We recommend using Google Chrome

You will be presented with the screen below:

If your school subscribes to Office 365 through BTLS, please use the **SIGN IN WITH MICROSOFT** option using these credentials. If you have Office 365 through another provider, using third party O365 linked accounts, this is not supported.

Alternatively, your school will have been emailed a list of accounts when Netsweeper was set up. Enter your Username and Password and click **Login.** This will be a local account and may be the same username as your email account but the password may be different.

Please check with your IT Coord that you have been given an account for Netsweeper and if not, request one to be set up.

If your IT Coord is unable to help with this please contact the ICT helpdesk on 0300 123 6797 or use the Self-Service Portal link on the BTLS website.

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2.1   Types of Reports

Once logged in to the Web Admin page a screen similar to the one below should display:
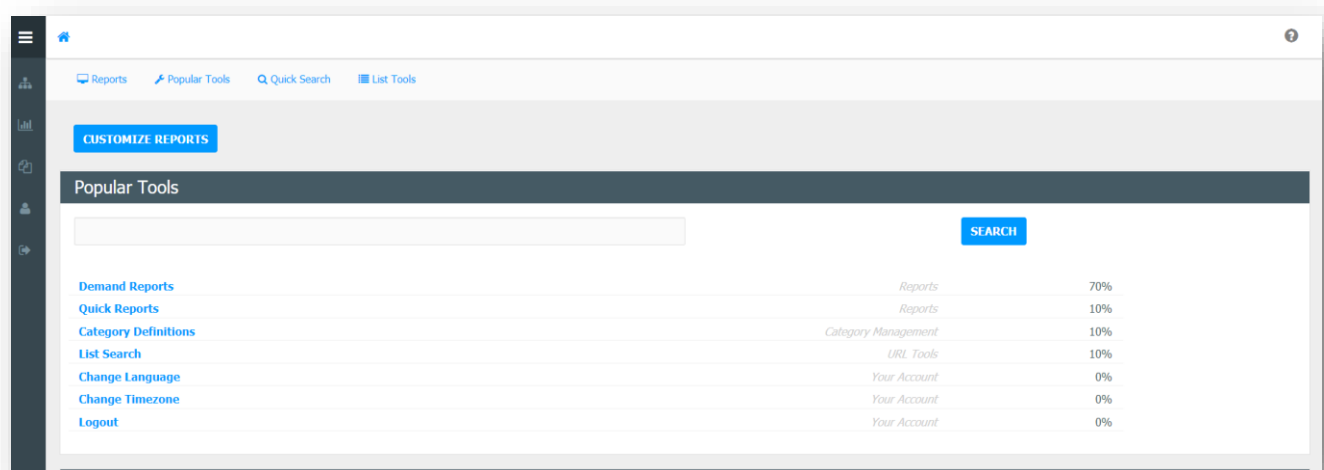
To access the various types of report click the **graph** symbol to the left of the screen.

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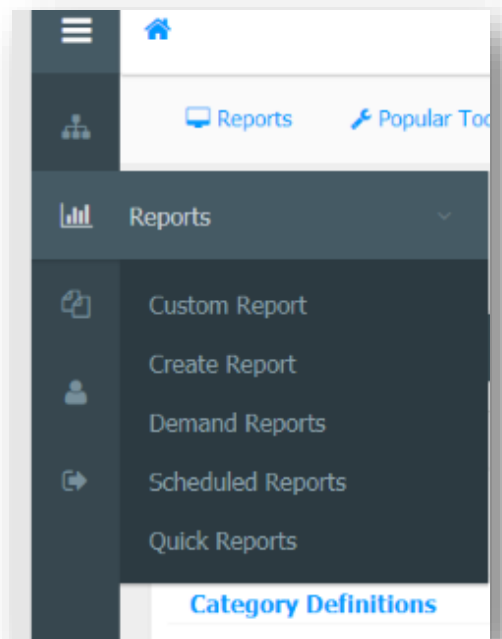
There are only 2 types of report within Netsweeper. These are **Demand Reports** and **Scheduled Reports** with others being a variation on these.

Report	Description
Demand Report	This report is only run once. When you create a Demand Report, you must specify start and end date/time. When the report is processed, it provides results for the specified date/time. You can then edit the report and run it again manually.
Scheduled Report	The Scheduled Report is like Demand Reports except that it is run automatically depending on the interval of time set. The intervals can be set from one minute to a day, week or month. When this report is run, it displays the results for the previous completed time interval. For example, if a report is set to run every hour it will provide results for the whole previous hour. If a report is set to run daily at midnight it will produce results for the whole day before midnight. You can edit these reports by changing its record selection criteria or results presentation. But you do not need to edit the start/end date/time as you would for a demand report. Running Scheduled Reports produces a set of report result instances in WebAdmin and are called report instances. Each instance contains data for one report's run interval. The oldest instances are deleted automatically. The number of instances the reporter system keeps for each report can be set in Reporter Settings.
Quick Report	These are pre-defined Scheduled Reports.
Continuous Report	A Continuous Report is also run automatically with some fixed criteria. Like a Scheduled Report, it produces results for the previous completed time interval. It does not keep results as separate instances but displays them as a broad picture line chart that includes statistics for approximately 300 previous runs. You do not need to restart or edit begin/end times for this type of report.

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2.2   Creating Reports

Select the type of report you wish to create from the menu.

There are various ways to do this.

> Please Note: Any report you create in this way will be available within either the Demand Reports or Scheduled Reports tab but they will not be available within the Quick Reports section.

2.2.1   Create Report

From the side menu, click **Create Report.**
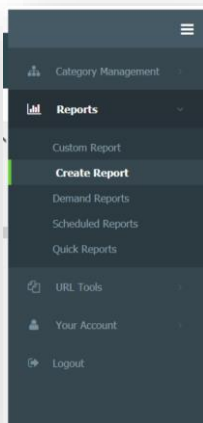
You will now be prompted to make the report selection from the **Select Report** drop-down menu.
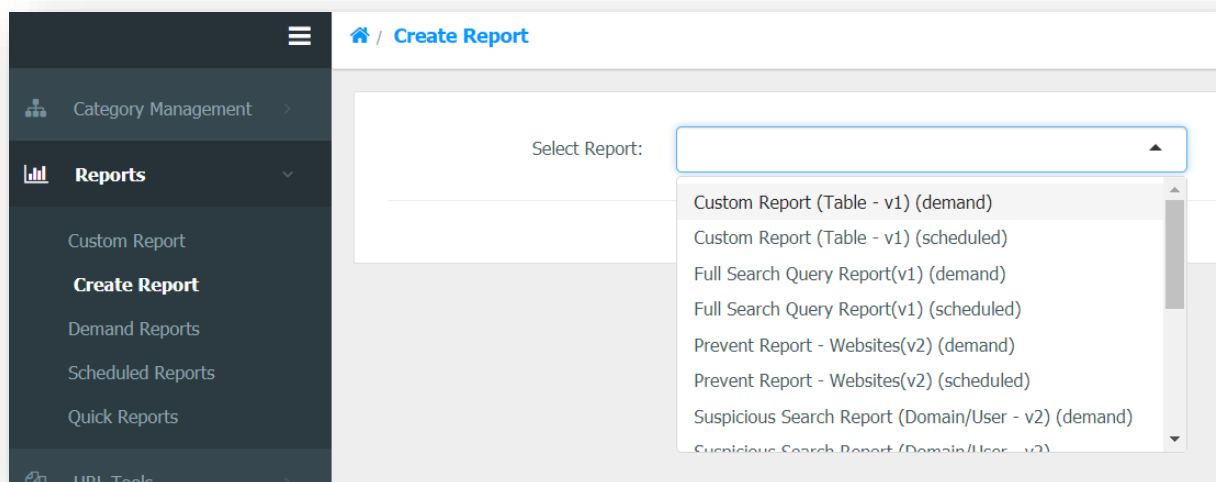
Each report will have a specific template assigned to it and the report output will be generated based on this. Details of these are listed below.

| Report Name	Report Description
Full Search Query Report	This report lists all the search queries from your site. This will list things like Google searches. It is best used with the Suspicious Search Report. You can use this to try and gain further context as to what else the user was searching for at the time. This report displays the data as a table.
Prevent Report	This report lists all of the websites accessed which would fall under a Category contained within UK prevent. This data displays as a pie chart showing traffic for each Category.
Suspicious Search Report (Domain/User)	This report lists all the search queries identified by our Suspicious Search Keywords Shared List. This data displays as a pie chart showing traffic per User and is useful if you are using the WAgent or Authentication Portal.
Suspicious Search Report (P2P/IP)	This report lists all the search queries which are identified by our Suspicious Search Keywords Shared List. This data in displayed in a pie chart showing traffic per IP address.
User Inspection Report (Domain/User)	This report shows all traffic from a particular User. This can be used to further investigate if a User has been highlighted as attempting to access particular content. This report displays the data as a table.

Choose the appropriate Report.

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Education Services

Depending upon the type of report selected additional selections can be made. On particular reports it is also possible to edit certain criteria prior to generating the report.
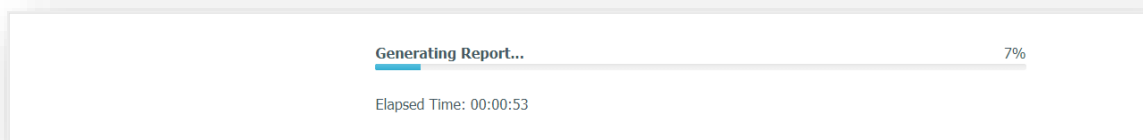

Click the **EDIT** button to the right of the screen to make the choices, ie block content for gambling.
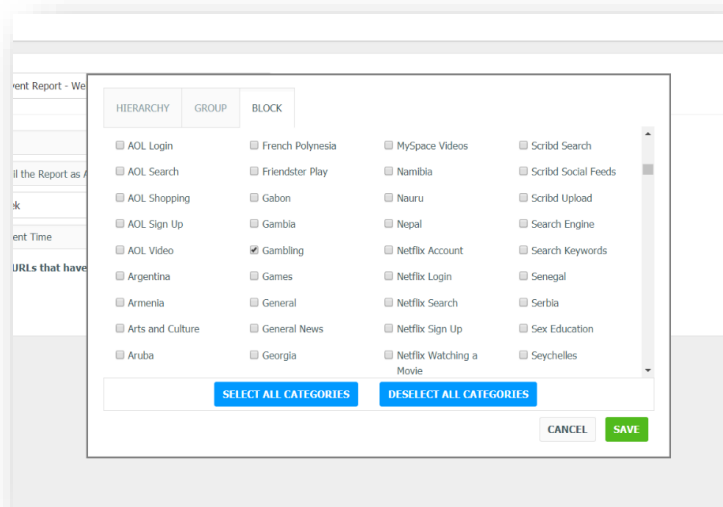
Once all necessary and appropriate fields/boxes have been completed and saved, click **Generate Report.**
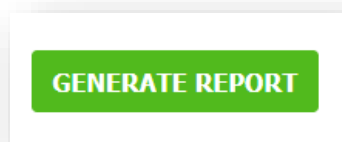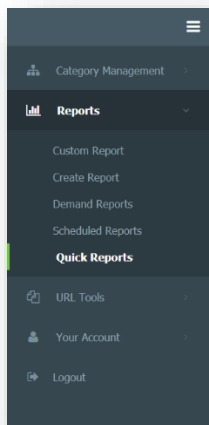

The **Generating Report** progress bar will display. This may take some time to produce depending upon the selected report.
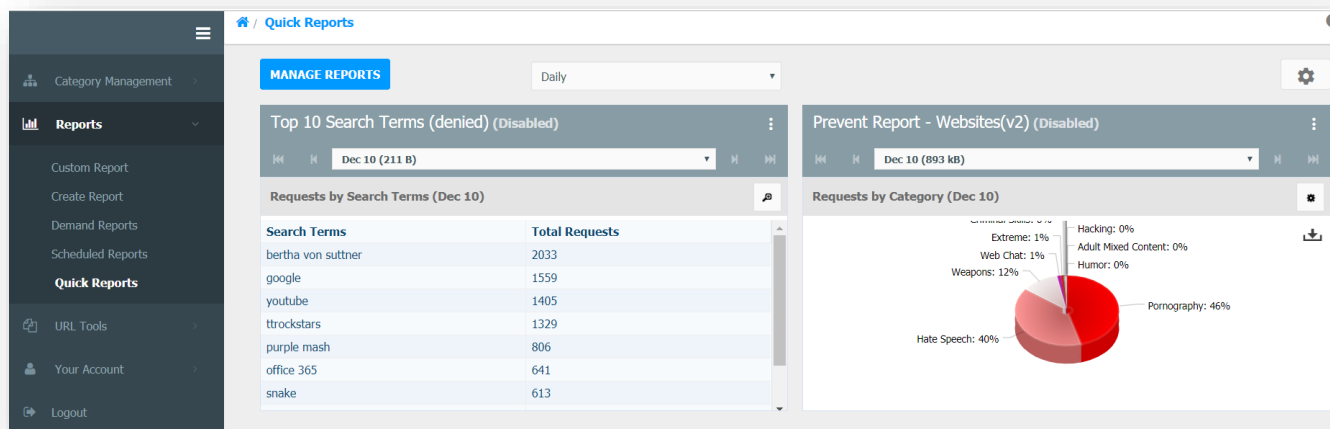

The report will either be emailed to you or generated on screen, dependent upon the initial report selections.

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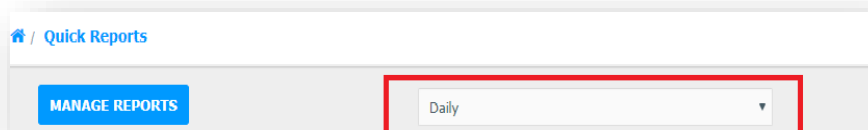Education Services

2.2.2   Quick Report

From the side menu, click **Quick Reports.**

A screen similar to the one below will display showing various generated reports.

The **Quick Reports** default view is set to **Daily**, select the drop down menu to change to **Weekly** or **Monthly** to view the appropriate report outputs.

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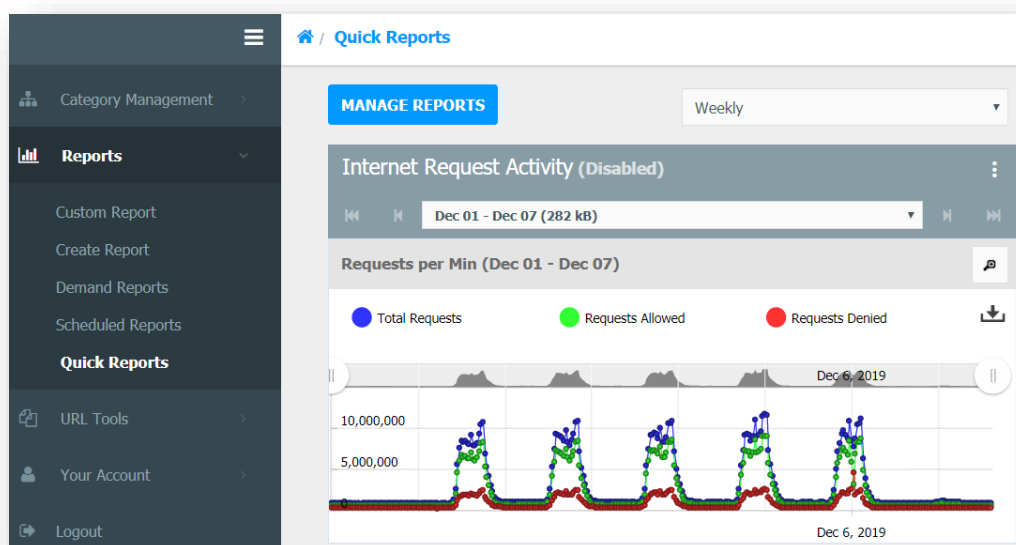
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If a report you would like to see is not appearing in your view, click **Scheduled Reports** from the menu to the right of the screen.
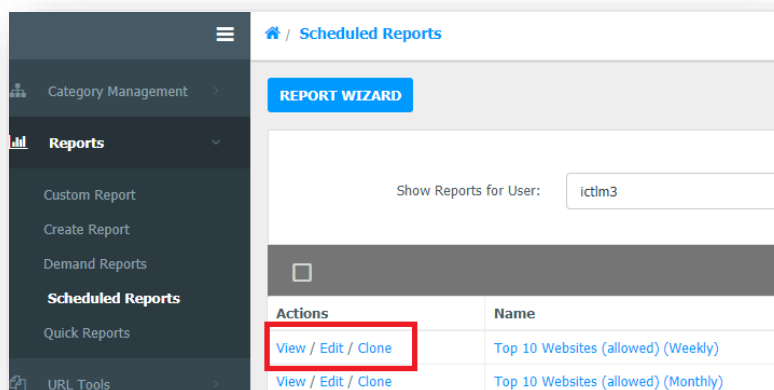
Choose **View** from the report you wish to see to generate. The generation may take some time.

Navigate back to **Quick Reports** and choose either **Daily, Weekly** or **Monthly** from the drop down menu to display the relevant reports.


2.3   Delivery of Reports

The reports can be viewed in either WebAdmin or as an email. Emailed reports can be sent as an attachment PDF, HTML, CSV, XLS, Plain Text or Zipped CSV or the email can contain web links for downloading the report.

3   Monitoring Reports

Scheduled Reports can be made visible when you log in to WebAdmin and this can be achieved by following the guidelines below.

Open up your [Web Admin](#) Portal.
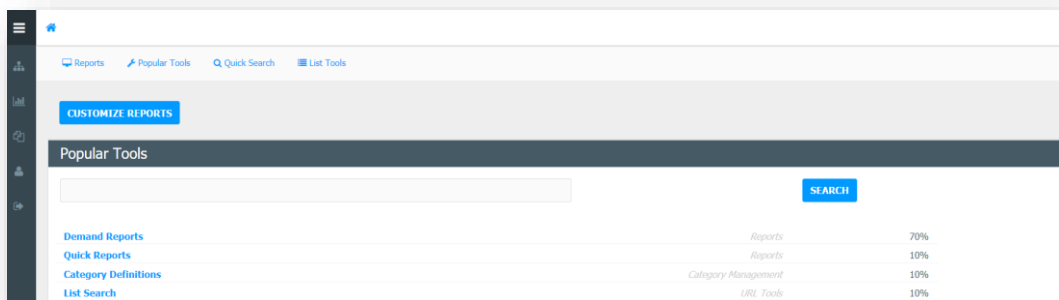
Click **Customize Reports.** You will now see a screen similar to the one below.
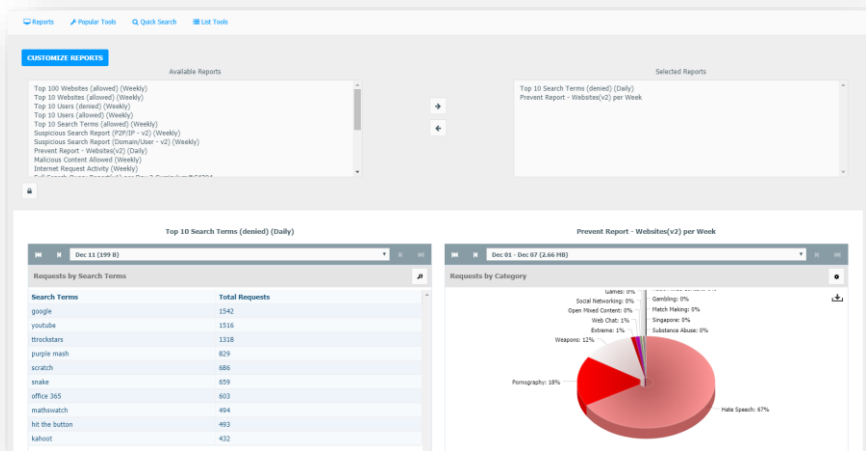

From the **Available Reports** section to the left of the screen, highlight the required reports you wish to display on the home page. Using the arrows buttons in the centre of the screen allows the reports to be selected and moved to the **Selected Reports** section.

The bottom half of the screen will populate with the data from the chosen reports.

If you would like to see further or historical data for these reports click the drop-down box situated at the top of each report output.
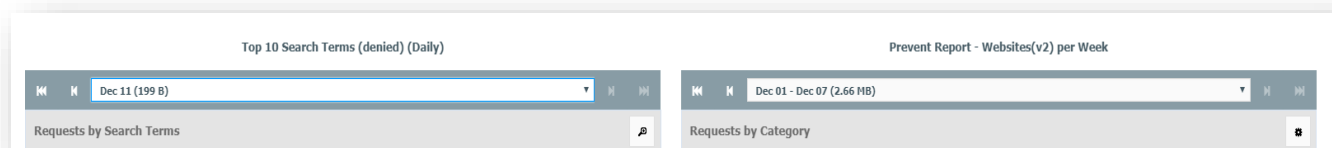
You can choose from any of the selected dates available.
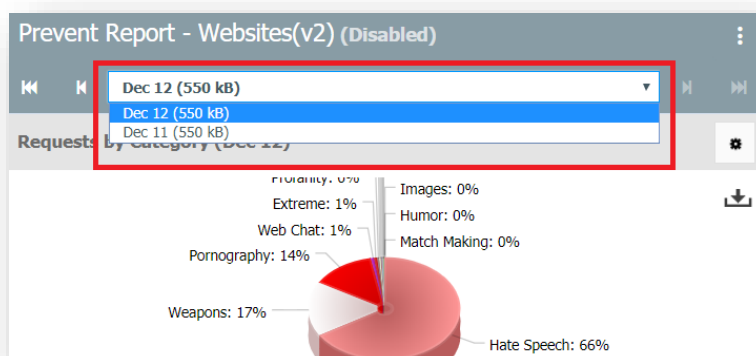
Please remember, this will be restricted by the frequency run of the report you have chosen.
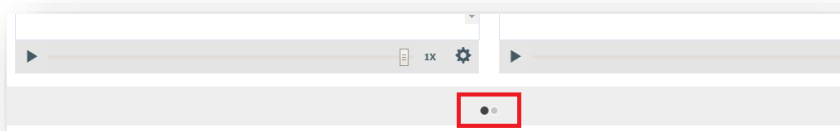
If there are a number of reports saved to your homepage use the navigate buttons (little dots) below the report displays to move between the reports.

BT Lancashire Services

Education Services

To display the reports in different formats, eg graphical, table etc, click the **Settings** (cog) button to display additional functionality.
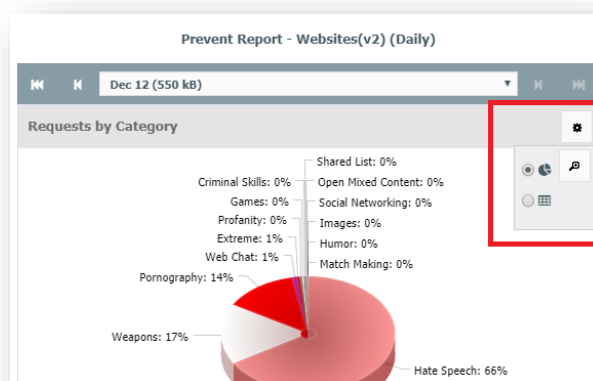
It is also possible to enlarge the image.

If the report is emailed to you it will be a full report with a larger breakdown as shown below:

This report will have data populated for your school under the headings categorised.

Category: Hate Speech

Date	Client IP Address	Client name	Policy Group	Domain	Search Terms	Denied Categories	All Categories	URI	Denied Flag
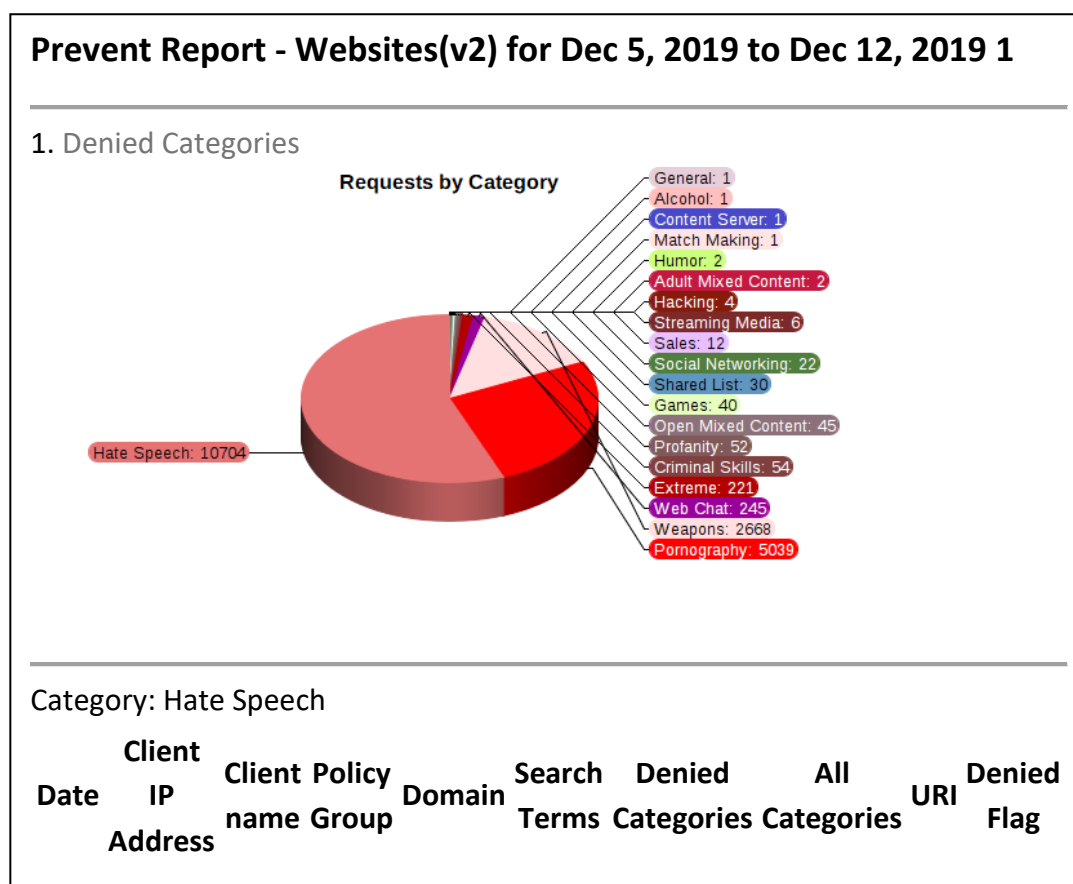
4 Reports provided for use

There are seeral reports which have been developed by BTLS for your use.

There are two sections which have pre-defined reports; Demand Reports and Scheduled Reports.
A breakdown of each report is shown below.

4.1 Pre-defined Demand Reports

Demand Report Name	Demand Report Description
Activity Report	Report based on activity per category
Category Report	Report based on activity per category
Custom Report (Table – v1)	This report allows you to customise all available settings, this can be used to create much more specific custom reports.
Denied Request Log Report	Report to show all denied activity
Full Search Query Report(v1)	This report displays all network activity at your site or certain Groups if specified.
Prevent Report – Websites (v2)	This report displays all the network traffic to sites which are classed under UK Prevent, this report automatically filters out all Adverts and Adware.
Request Log Report	Report to show all internet traffic whether allowed or denied
Suspicious Search Report (Domain/User - v2)	This report lists all of the websites accessed by Domain/User which would fall under a Category contained within UK prevent. This data displays as a pie chart showing traffic for each Category. This report looks for any words, defined by BTLS as suspicious, and groups them by Domain/User.
Suspicious Search Report (P2P/IP – v2)	This report lists all of the websites accessed by P2P/IP address which would fall under a Category contained within UK prevent. This data displays as a pie chart showing traffic for each Category. This report looks for any words, defined by BTLS as suspicious, and groups them by P2P/IP address.
Top 10 Websites Accessed Report	Top 10 Most visited websites allowed.
Top 10 Websites Denied Report	Top 10 Most visited websites denied.
User Inspection Report (Domain/User – v1)	This report can be used to identify all traffic coming from a particular user or IP address.

4.2 Pre-defined Scheduled Reports

Scheduled Report Name	Scheduled Report Description
Adult Content Allowed	Table to show Adult content allowed (Content not blocked under Adult by BTLS)
Adult Content Allowed by Client IP	Adult Content allowed* (Adult Category i.e. Alcohol, Tobacco, Hacking) by Client IP
Adult Content Allowed by Clients	Adult Content allowed (Adult Category i.e. Alcohol, Tobacco, Hacking) by Client
Category Activity (allowed)	Allowed HTTP/S with Page count and Type of category
Category Activity (denied)	Denied HTTP/S with Page count and Type of category
Custom Report (Table – v1)	This report allows you to customise all available settings, this can be used to create much more specific custom reports.
Estimated Time Online (Category)	Estimated Time Online Per Category
Estimated Time Online (Group/Client)	Estimated Time Online Per Group/Client
Estimated Time Online (IP)	Estimated Time spent on the internet for device
Estimated Time Online (User)	Estimated Time Online Per User
Full Search Query Report (v1)	This report displays all network activity at your site or certain Groups if specified.
Internet Request Activity	Request count for allowed and denied sites per minute
Malicious Content Allowed	Malicous content allowed - Ad Blocking, Adware, Infected Hosts, Malicious Web Obfuscations, Malware, Malware Hosts, Phishing and Virus
Prevent Report – Websites (v2)	This report displays all the network traffic to sites which are classed under UK Prevent, this report automatically filters out all Adverts and Adware.
Suspicious Search Report (Domain/User – v2)	This report lists all of the websites accessed by Domain/User which would fall under a Category contained within UK prevent. This data displays as a pie chart showing traffic for each Category. This report looks for any words, defined by BTLS as suspicious, and groups them by Domain/User.
Suspicious Search Report (P2P/IP – v2)	This report lists all of the websites accessed by P2P/IP address which would fall under a Category contained within UK prevent. This data displays as a pie chart showing traffic for each Category. This report looks for any words, defined by BTLS as suspicious, and groups them by P2P/IP address.

BT Lancashire Services

Education Services

Scheduled Report Name	Scheduled Report Description
Top 10 Search Terms (allowed)	Top 10 Search Terms on Search Engines allowed
Top 10 Search Terms (denied)	Top 10 Search Term on Search Engines denied
Top 10 Users (allowed)	Number of Requests per users allowed (Per Web Filter Group)
Top 10 Users (denied)	Top 10 Users Denied by BTLS
Top 10 Websites (allowed)	Top 10 Most requested website - Allowed
Top 10 Websites (denied)	Top 10 Most requested website - Denied
Top 100 Websites (allowed)	Top 100 Most requested website - Allowed
Top 100 Websites (denied)	Top 100 Most requested website - Denied