

Enabling and working with Usage Statistics On Secomea GateManager



The **Usage Statistics** module is a billable option applicable to GateManager version 5.5 or later.

This guide is applicable for users on hosted GateManagers and for customers having their own GateManager

Version: 2.1, February 2018

Applicable to SiteManager version 7.0 or newer



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Version history

- 1.3 Version specific to GateManager version 5.5 – 6.x
- 2.0. Reworked to adapt to GateManager version 7.0 and License Portal order workflow
- 2.1. Reworked

Introduction

The **Usage Statistics** module is intended as extension to the basic Reports and Audit features of the GateManager

Usage Statistics counts activity generated by LinkManager, LinkManager Mobile and EasyLogging sessions (it does not count static Server and Device Relay connections)

By default, the **Reports** tab on a domain will provide details on the users, appliances and licenses on the domain and its sub-domains. This report feature does not as default provide any audit information

The **Audit** tab will provide information on who made what when. E.g. when a LinkManager user connected to a specific device, or if a GateManager Administrator changed settings or moved appliances or agents. The Audit information is only viewable in the GateManager Portal and cannot be exported.

The **Usage Statistics** module will add the following to the above:

- Add a **Usage** tab to the domain view. The Usage information details the usage part of the current Audit tab. i.e. it will detail the duration of a connection session with an agent, how much data was transferred, and at which speed.
- Extend the **Report** tab with the possibility to include Usage information to a report, so it can be exported or automatically emailed on a scheduled basis.

1. Ordering (Enabling) Usage Statistics

1.1. Enabling Usage Statistics for hosted GateManager accounts.

Usage Statistics is enabled by ordering the **LogTunnel/Usage Statistics** upgrade (*Secomea part number 27018*) from your point of purchase. For more info on LogTunnel refer to the separate [LogTunnel deployment guide](#) on the support site, or consult your point of purchase.

The upgrade is installed automatically via the Secomea License Portal. Normally, your point of purchase will, based on you purchase order, enter the upgrade order into the License Portal. (If you have an own login account for the License Portal, the upgrade will be generated based on you entering the order.)

Also note that using the LogTunnel/Usage Statics module will require a billable **EasyService** level.

I.e. if your current EasyService level is **FREE**, your account will automatically be set to **BRONZE** when ordering the LogTunnel/Usage Statistics upgrade. If your level is already **BRONZE** or higher, your level will remain unaffected.

The screenshot shows the GateManager interface for the 'AcmeInc' domain. The 'EasyService Level' is highlighted as 'FREE' with a red circle. A red callout box points to this label with the text 'Before upgrade and with EasyService level FREE'. The 'Usage' tab is not selected. The 'Customer Domain Overview' shows the domain name 'AcmeInc', domain token 'KOLDIGCORP.ACMEINC', and data traffic of 0 KB for this month and last month. The 'Licenses' table lists various components and their usage.

Accounts	total on	Licenses	total use	Appliances	Agents
Domain Administrator	1	LinkManager	2	none	
		LinkManager Mobile	1		
		SiteManager Embedded Basic, 2	1		
		SiteManager Embedded Extended, 5	1		

The screenshot shows the GateManager interface for the 'AcmeInc' domain after an upgrade. The 'EasyService Level' is now 'BRONZE' with a star icon, highlighted by a red circle. A red callout box points to this label with the text 'After upgrade'. The 'Usage' tab is now selected and highlighted with a red circle. The 'Customer Domain Overview' shows the domain name 'AcmeInc', domain token 'KOLDIGCORP.ACMEINC', and data traffic of 0 KB for this month and last month. The 'Licenses' table is the same as in the previous screenshot.

Accounts	total on	Licenses	total use	Appliances	Agents
Domain Administrator	1	LinkManager	2	none	
		LinkManager Mobile	1		
		SiteManager Embedded Basic, 2	1		
		SiteManager Embedded Extended, 5	1		

1.2. Ordering (Enabling) Usage Statistics for an own GateManager

Enabling of **Usage Statistics** is done by applying an **LogTunnel/Usage Statistics** license upgrade to the GateManager server. You can order this license from your point of purchase (*Secomea part number 27019*).

The upgrade is typically installed automatically via the Secomea License Portal. Normally, your point of purchase will, based on your purchase order, enter the upgrade order into the Secomea License Portal. (If you have an own login account for the License Portal, the upgrade license will be generated based on you entering the order)

If your GateManager is not connected to the Secomea Audit GateManager the License Portal cannot auto-install it, and you will receive the license by email for manual installation. The email will contain installation instructions.

If requesting generation of the upgrade license from the point of purchase, you should use the info form to your point of purchase, to ensure the license is generated for the correct GateManager.

You can use the Info form for this purpose. In the GateManager Portal select Licenses > Order licenses

The screenshot shows the GateManager portal interface. The 'Licenses' tab is selected in the top navigation bar. Below the navigation bar, there is a list of licenses. The 'Order licenses' button is highlighted with a red circle. The list of licenses includes:

Description	Used / Max
GateManager #1	Max. Appliances used 0 of 25
LinkManager #1	used 0 of 1
LinkManager #fffff	Standard Pool used 0 of 1
LinkManager Mobile #1	used 0 of 1
LinkManager Mobile #2	used 0 of 1
LinkManager Mobile #3	used 0 of 1
LinkManager Mobile #4	used 0 of 1
LinkManager Mobile #5	used 0 of 1
LinkManager Mobile #fffff	Standard Pool used 0 of 1
SiteManager Embedded Extended, 5 Agents #1	used 0 of 1
SSL Client #fffff	Standard Pool used 0 of 1

The screenshot shows the 'Order Licenses' form in the GateManager portal. The 'Info Form' button is highlighted with a red circle. The form includes a 'License Portal' button and a text area for providing information to the point of purchase.

Select only if your point of purchase has informed you to use this.

If not, or if in doubt, fill in the (opens below) to provide needed information to your point of purchase.

Fill the form as accurately as possible. Note that this form is not your purchase order, but only info submission in relation to getting the Hostname (FQDN) and License ID correct for the license generation.

License Purchase Information

Use this form to submit information to your point of purchase in relation to your license order.

NOTE: This form is not your official purchase order, but only a specification of your current account status to ensure creation of the correct licenses.

Your point of purchase:

Company: Mydistributor
Contact: Mr Sales Contact
E-mail: sales@distributor.com

Order Reference:

GateManager Model: 9250
Hostname (FQDN): secomea.com
LicenseID:: nYauFO6ijiFEkww6GvOIKb30loDa

Order number: 00-221-34
Your own purchase order number related to this info submission

Your company: acme Inc
Your name: John Doe
Your E-mail: johndoe@acmeinc.com


Comment: Ref. my order 00-221-34 for getting a EasyLogging/Usage Statistics license for my server.

Your current account and license status:

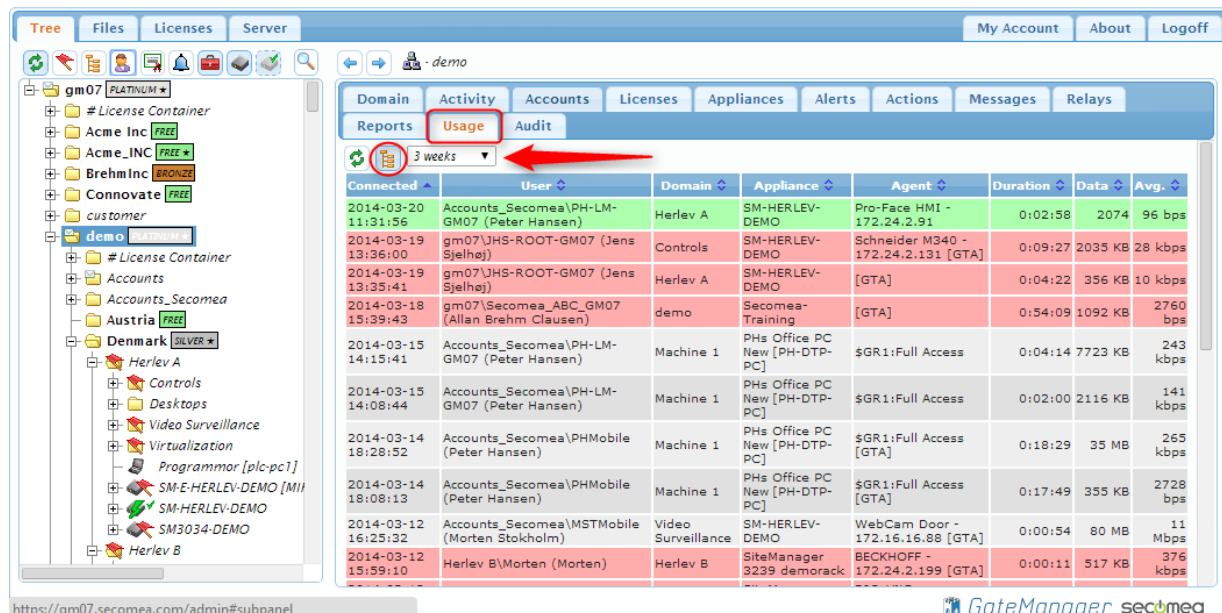
TLS Certificate: DEMO mode
GateManager: Max. Appliances: 25

2. Real-time viewing of Usage Statistics

Once Usage Statistics is enabled (on your account or server) you will notice the Usage tab to become visible for the Domain.

The view will list usage information for the current domain. Click the Tree icon  to include sub-domains, and select the period. The longer the period, the slower the viewing updates may be.

Click the column headers for the desired sort item.



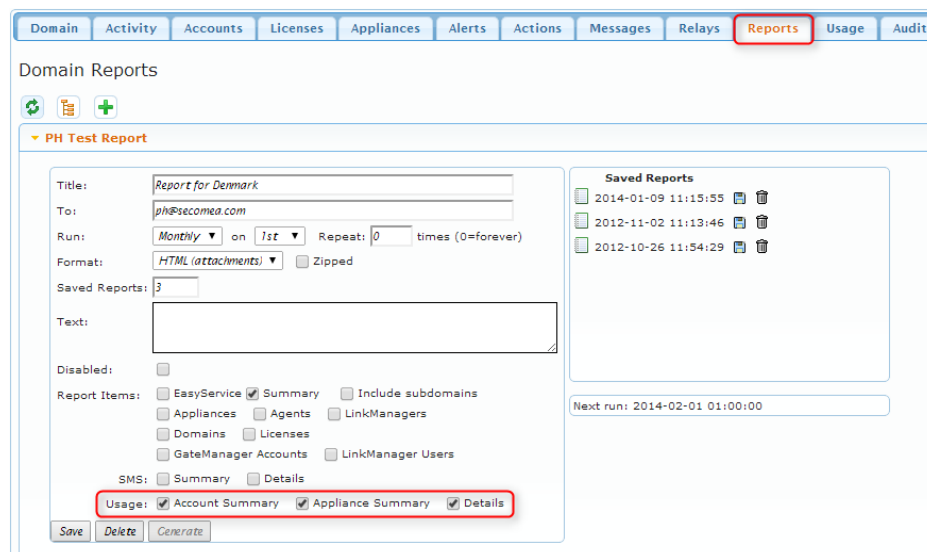
The screenshot shows the GateManager Secomea interface. The top navigation bar includes tabs for Domain, Activity, Accounts, Licenses, Appliances, Alerts, Actions, Messages, and Relays. The 'Usage' tab is selected. Below the navigation bar, there is a 'Reports' section with a '3 weeks' dropdown. The main table displays usage statistics for various domains and appliances. The table has columns for Connected, User, Domain, Appliance, Agent, Duration, Data, and Avg. The data is sorted by Duration, showing the most recent connections at the top.

Connected	User	Domain	Appliance	Agent	Duration	Data	Avg.
2014-03-20 11:31:56	Accounts_Secomea\PH-LM-GM07 (Peter Hansen)	Herlev A	SM-HERLEV-DEMO	Pro-Face HMI - 172.24.2.91	0:02:58	2074	96 bps
2014-03-19 13:36:00	gm07\JHS-ROOT-GM07 (Jens Sjelhoej)	Controls	SM-HERLEV-DEMO	Schneider M340 - 172.24.2.131 [GTA]	0:09:27	2035 KB	28 kbps
2014-03-19 13:35:41	gm07\JHS-ROOT-GM07 (Jens Sjelhoej)	Herlev A	SM-HERLEV-DEMO	[GTA]	0:04:22	356 KB	10 kbps
2014-03-18 15:39:43	gm07\Secomea_ABC_GM07 (Allan Brehm Clausen)	demo	Secomea-Training	[GTA]	0:54:09	1092 KB	2760 bps
2014-03-15 14:15:41	Accounts_Secomea\PH-LM-GM07 (Peter Hansen)	Machine 1	PHs Office PC New [PH-DTP-PC]	\$GR1:Full Access	0:04:14	7723 KB	243 kbps
2014-03-15 14:08:44	Accounts_Secomea\PH-LM-GM07 (Peter Hansen)	Machine 1	PHs Office PC New [PH-DTP-PC]	\$GR1:Full Access	0:02:00	2116 KB	141 kbps
2014-03-14 18:28:52	Accounts_Secomea\PHMobile (Peter Hansen)	Machine 1	PHs Office PC New [PH-DTP-PC]	\$GR1:Full Access [GTA]	0:18:29	35 MB	265 kbps
2014-03-14 18:08:13	Accounts_Secomea\PHMobile (Peter Hansen)	Machine 1	PHs Office PC New [PH-DTP-PC]	\$GR1:Full Access [GTA]	0:17:49	355 KB	2728 bps
2014-03-12 16:25:32	Accounts_Secomea\MSTMobile (Morten Stokholm)	Video Surveillance	SM-HERLEV-DEMO	WebCam Door - 172.16.16.88 [GTA]	0:00:54	80 MB	11 Mbps
2014-03-12 15:59:10	Herlev B(Morten (Morten)	Herlev B	SiteManager 3239 demorack	BECKHOFF - 172.24.2.199 [GTA]	0:00:11	517 KB	376 kbps

Hints: Access by Accounts from outside the domain for which the report is generated, will be marked with red. Currently active sessions will be marked with green.

3. Export / Scheduled forwarding of Usage Statistics.

Export of usage statistics is done by defining a Report, and enabled Usage. You can decide the automatic forwarding intervals and the desired data format. E.g. select CSV format for importing into Excel or other administration systems. All scheduled reports will remain on the server for later download.



The screenshot shows the GateManager Secomea interface with the 'Reports' tab selected. The 'PH Test Report' is expanded, showing a form for creating a report. The 'Title' is 'Report for Denmark', the 'To' is 'ph@secomea.com', and the 'Run' is set to 'Monthly' on the '1st' of each month. The 'Format' is 'HTML (attachments)' and 'Zipped' is checked. The 'Saved Reports' section shows a list of reports with their dates and times. The 'Next run' is set to 2014-02-01 01:00:00.

PH Test Report

Title: Report for Denmark
To: ph@secomea.com
Run: Monthly on 1st Repeat: 0 times (0=forever)
Format: HTML (attachments) Zipped
Saved Reports: 3
Text:
Disabled:
Report Items: ☐ EasyService ☒ Summary ☐ Include subdomains ☐ Appliances ☐ Agents ☐ LinkManagers ☐ Domains ☐ Licenses ☐ GateManager Accounts ☐ LinkManager Users
SMS: ☐ Summary ☐ Details
Usage: ☒ Account Summary ☒ Appliance Summary ☒ Details
Save Delete Generate

Saved Reports

- 2014-01-09 11:15:55
- 2012-11-02 11:13:46
- 2012-10-26 11:54:29

Next run: 2014-02-01 01:00:00

3.1. Account Usage Summary report

The Account Usage Summary report is intended for giving an accumulated view of user access.

Domain\Account	Sessions	Duration	Data	Average
Accounts_Secomea\MIFMobile (Michael Ferdinandsen)	4	381:47:56	99 MB	608 bps
Accounts_Secomea\MSTMoblie (Morten Stokholm)	4	0:04:28	109 MB	3347 kbps
Accounts_Secomea\PH-LM-GM07 (Peter Hansen)	2	0:06:14	9839 KB	210 kbps
Accounts_Secomea\PHMobile (Peter Hansen)	3	0:36:51	44 MB	164 kbps
DIREL-DEMO\MarcoDirel-gm07 (Marco Bera)	1	0:00:06	62 KB	83 kbps
Herlev B\Morten (Morten)	3	0:00:51	33 MB	5384 kbps
gm07\JHS-ROOT-GM07 (Jens Sjelhøj)	2	0:13:49	2392 KB	23 kbps
gm07\PH-gm07-root (Peter Hansen)	2	68:28:47	40 MB	1392 bps
gm07\Secomea_ABC_GM07 (Allan Brehm Clausen)	2	0:54:15	1259 KB	3176 bps
gm07\mif-admin (Michael Ferdinandsenn)	3	0:07:17	1322 KB	24 kbps
Total	26	452:20:34	342 MB	1768 bps

3.2. Appliance Usage Summary report

The Appliance Usage Summary report is intended for giving an accumulated view of the access to specific SiteManagers and TrustGate appliances

Domain\Appliance	Agent	Sessions	Duration	Data	Average
Denmark\Herlev D\ISM Embedded\Machine 1\PHs Office PC New [PH-DTP-PC]	SGR1:Full Access [GTA]	4	0:42:32	45 MB	147 kbps
Denmark\Herlev A\ISM-HERLEV-DEMO	Denmark\Herlev A\Virtualization\B&R X20 - 172.24.2.121 [GTA]	2	381:45:39	8014 KB	48 bps
Denmark\Herlev A\ISM-HERLEV-DEMO	Denmark\Herlev A\Virtualization\Pro-face PS4600 - 172.24.2.158 [GTA]	1	0:00:49	0	0
Denmark\Herlev A\ISM-HERLEV-DEMO	[GTA]	5	68:40:01	41 MB	1424 bps
Denmark\Herlev A\ISM-HERLEV-DEMO	Denmark\Herlev A\Virtualization\Schneider HMI 10" - 172.24.2.61 [GTA]	1	0:00:31	111 KB	28 kbps
Denmark\Herlev A\ISM-HERLEV-DEMO	Denmark\Herlev A\Controls\Schneider M340 - 172.24.2.131 [GTA]	1	0:09:27	2035 KB	28 kbps
Denmark\Herlev A\ISM-HERLEV-DEMO	Denmark\Herlev A\Controls\Wago 750-841 - 172.24.2.135 [GTA]	1	0:00:06	61 KB	82 kbps
Denmark\Herlev A\ISM-HERLEV-DEMO	Denmark\Herlev A\Virtualization\Java devices\Wago JAVA-visu - 172.24.2.135 [GTA]	1	0:00:25	681 KB	218 kbps
Denmark\Herlev A\ISM-HERLEV-DEMO	Denmark\Herlev A\Video Surveillance\WebCam Door - 172.16.16.88 [GTA]	4	0:04:37	177 MB	5263 kbps
Denmark\Herlev A\ISM-HERLEV-DEMO	Denmark\Herlev A\Video Surveillance\WebCam PLC - 172.16.17.170 [GTA]	1	0:01:21	30 MB	3134 kbps
demo\Secomea-Training	[GTA]	1	0:54:09	1092 KB	2760 bps
Denmark\Herlev B\SiteManager 3239 demorack	B&R-VNC - 172.24.2.121	1	0:00:07	0	0
Denmark\Herlev B\SiteManager 3239 demorack	BECKHOFF - 172.24.2.199 [GTA]	1	0:00:11	517 KB	376 kbps
Denmark\Herlev B\SiteManager 3239 demorack	Secomea Door cam - 172.16.16.88 [GTA]	1	0:00:33	33 MB	8196 kbps
Denmark\Herlev B\SiteManager 3239 demorack	[GTA]	1	0:00:06	62 KB	83 kbps
Total		26	452:20:34	342 MB	1768 bps

3.3. Remote Access Usage Details reports

The Remote Access Usage **Details** report gives an detailed listing on specific user access to specific agents. This is ideal for both accounting and security auditing.

Time (UTC)	Domain\Account	Agent	Duration	Data	Average
demo\Secomea-Training:					
2014-03-18 14:39:43	gm07\Secomea_ABC_GM07 (Allan Brehm Clausen)	[GTA]	0:54:09	1092 KB	2760 bps
Total	1 Session		0:54:09	1092 KB	2760 bps
Denmark\Herlev A\ISM-HERLEV-DEMO:					
2014-02-25 14:53:58	Accounts_Secomea\MIFMobile (Michael Ferdinandsen)	Denmark\Herlev A\Virtualization\B&R X20 - 172.24.2.121	381:44:53	7363 KB	48 bps
2014-03-03 13:44:29	gm07\mif-admin (Michael Ferdinandsenn)	[GTA]	0:06:46	579 KB	11 kbps
2014-03-03 13:49:39	gm07\mif-admin (Michael Ferdinandsenn)	Denmark\Herlev A\Controls\Wago 750-841 - 172.24.2.135 [GTA]	0:00:06	61 KB	82 kbps
2014-03-03 13:51:36	gm07\mif-admin (Michael Ferdinandsenn)	Denmark\Herlev A\Virtualization\Java devices\Wago JAVA-visu - 172.24.2.135 [GTA]	0:00:25	681 KB	218 kbps
2014-03-05 17:51:46	Accounts_Secomea\MIFMobile (Michael Ferdinandsen)	Denmark\Herlev A\Video Surveillance\WebCam Door - 172.16.16.88 [GTA]	0:01:11	60 MB	7037 kbps
2014-03-05 17:53:55	Accounts_Secomea\MIFMobile (Michael Ferdinandsen)	Denmark\Herlev A\Video Surveillance\WebCam PLC - 172.16.17.170 [GTA]	0:01:21	30 MB	3134 kbps
2014-03-06 18:17:11	Accounts_Secomea\MIFMobile (Michael Ferdinandsen)	Denmark\Herlev A\Virtualization\Schneider HMI 10" - 172.24.2.61 [GTA]	0:00:31	111 KB	28 kbps
2014-03-10 16:02:15	gm07\PH-gm07-root (Peter Hansen)	[GTA]	41:19:24	17 MB	976 bps
2014-03-10 16:02:15	gm07\Secomea_ABC_GM07 (Allan Brehm Clausen)	[GTA]	0:00:06	166 KB	222 kbps
2014-03-11 05:53:26	Accounts_Secomea\PHMobile (Peter Hansen)	Denmark\Herlev A\Video Surveillance\WebCam Door - 172.16.16.88 [GTA]	0:00:33	8328 KB	2019 kbps
2014-03-12 09:29:28	gm07\PH-gm07-root (Peter Hansen)	[GTA]	27:09:23	23 MB	2024 bps
2014-03-12 14:44:45	Accounts_Secomea\MSTMoblie (Morten Stokholm)	Denmark\Herlev A\Video Surveillance\WebCam Door - 172.16.16.88 [GTA]	0:01:59	28 MB	1927 kbps
2014-03-12 14:47:08	Accounts_Secomea\MSTMoblie (Morten Stokholm)	Denmark\Herlev A\Virtualization\Pro-face PS4600 - 172.24.2.158 [GTA]	0:00:49	0	0
2014-03-12 14:48:54	Accounts_Secomea\MSTMoblie (Morten Stokholm)	Denmark\Herlev A\Virtualization\B&R X20 - 172.24.2.121 [GTA]	0:00:46	650 KB	113 kbps
2014-03-12 15:25:32	Accounts_Secomea\MSTMoblie (Morten Stokholm)	Denmark\Herlev A\Video Surveillance\WebCam Door - 172.16.16.88 [GTA]	0:00:54	80 MB	11 Mbps
2014-03-19 12:35:41	gm07\JHS-ROOT-GM07 (Jens Sjelhøj)	[GTA]	0:04:22	356 KB	10 kbps
2014-03-19 12:36:00	gm07\JHS-ROOT-GM07 (Jens Sjelhøj)	Denmark\Herlev A\Controls\Schneider M340 - 172.24.2.131 [GTA]	0:09:27	2035 KB	28 kbps
Total	17 Sessions		450:42:56	261 MB	1352 bps
Denmark\Herlev B\SiteManager 3239 demorack:					
2014-03-05 14:52:48	DIREL-DEMO\MarcoDirel-gm07 (Marco Bera)	[GTA]	0:00:06	62 KB	83 kbps
2014-03-12 14:57:00	Herlev B\Morten (Morten)	Secomea Door cam - 172.16.16.88 [GTA]	0:00:33	33 MB	8196 kbps
2014-03-12 14:58:56	Herlev B\Morten (Morten)	B&R-VNC - 172.24.2.121	0:00:07	0	0
2014-03-12 14:59:10	Herlev B\Morten (Morten)	BECKHOFF - 172.24.2.199 [GTA]	0:00:11	517 KB	376 kbps
Total	4 Sessions		0:00:57	33 MB	4826 kbps
Denmark\Herlev D\ISM Embedded\Machine 1\PHs Office PC New [PH-DTP-PC]:					
2014-03-14 17:08:13	Accounts_Secomea\PHMobile (Peter Hansen)	SGR1:Full Access [GTA]	0:17:49	355 KB	2728 bps
2014-03-14 17:28:52	Accounts_Secomea\PHMobile (Peter Hansen)	SGR1:Full Access [GTA]	0:18:29	35 MB	265 kbps
2014-03-15 13:08:44	Accounts_Secomea\PH-LM-GM07 (Peter Hansen)	SGR1:Full Access	0:02:00	2116 KB	141 kbps
2014-03-15 13:15:41	Accounts_Secomea\PH-LM-GM07 (Peter Hansen)	SGR1:Full Access	0:04:14	7723 KB	243 kbps
Total	4 Sessions		0:42:32	45 MB	147 kbps

3.4. Understanding “Average” values.

At first glance a speed of e.g. 10kbps does not seem impressive, and could lead to believe that bandwidth is limited. The Average values, however, does not indicate the bandwidth, but the Average load on the server for a given connection session. I.e. the value is basically calculated based on the session duration and the amount of data transferred.

It is therefore more relevant to observe high values for a long period, which would indicate relatively high load on the GateManager’s internet connection.

	Duration	Data	Average
	0:54:09	1092 KB	2760 bps
	0:54:09	1092 KB	2760 bps
	01:21	60 MB 7037 kbps	
	0:00:31	30 MB 3134 kbps	
	0:00:31	111 KB 28 kbps	
.Virtualization\B&R X20 - 172.24.2.17	41:19:24	17 MB 976 bps	48 bps
	0:00:06	166 KB 222 kbps	11 kbps
.Controls\Wago 750-841 - 172.24.2.17	0:00:33	8328 KB 2019 kbps	82 kbps
.Virtualization\Java devices\Wago 750-841 - 172.24.2.17	27:09:23	23 MB 2024 bps	8 kbps
.Video Surveillance\WebCam Door - 172.16.16.88	0:01:59	28 MB 1927 kbps	1927 kbps
.Video Surveillance\WebCam Door - 172.16.16.88	0:00:49	0 0	0 kbps
.Virtualization\Schneider HMI 1 - 172.24.2.17	0:00:46	650 KB 113 kbps	113 kbps
	0:00:54	80 MB 11 Mbps	11 Mbps
	0:04:22	356 KB 10 kbps	10 kbps
.Video Surveillance\WebCam Door - 172.16.16.88	0:09:27	2035 KB 28 kbps	19 kbps
	450:42:56	261 MB 1352 bps	2024 bps
.Video Surveillance\WebCam Door - 172.16.16.88			1927 kbps
.Virtualization\Pro-face PS4600 - 172.24.2.17			0
.Virtualization\B&R X20 - 172.24.2.121 [GTA]	0:00:06	62 KB 83 kbps	650 KB 113 kbps
.Video Surveillance\WebCam Door - 172.16.16.88 [GTA]	0:00:54	80 MB 11 Mbps	11 Mbps
	0:04:22	356 KB 10 kbps	10 kbps

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