

# Re: Usage Report Question

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-08/msg06605.html>

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- *From:* "Jenny Wu" <[v-yanniw@xxxxxxxxxxxxxx](mailto:v-yanniw@xxxxxxxxxxxxxx)>
  - *Date:* Wed, 24 Aug 2005 01:13:48 +0800
- 

Hi,

Thanks for your update!

The usage and performance report is based on the performance/health monitor results which comes by analyzing corresponding logs. You can check the logging settings (such as IIS logs and IASLOG.LOG ) and ensure the related logs enabled and record information you want to. You can also try to find these log files to check if the usage report data is correct.

I appreciate your time and effort. If you have any further concern or question on the issue, please feel free to post back. I am always happy to be assistance of you!

Have a nice day!

Best Regards,

Jenny Wu  
Microsoft CSS Online Newsgroup Support  
Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)

=====  
This newsgroup only focuses on SBS technical issues. If you have issues regarding other Microsoft products, you'd better post in the corresponding newsgroups so that they can be resolved in an efficient and timely manner. You can locate the newsgroup here:  
<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>

When opening a new thread via the web interface, we recommend you check the "Notify me of replies" box to receive e-mail notifications when there are any updates in your thread. When responding to posts via your newsreader, please "Reply to Group" so that others may learn and benefit from your issue.

Microsoft engineers can only focus on one issue per thread. Although we provide other information for your reference, we recommend you post different incidents in different threads to keep the thread clean. In doing so, it will ensure your issues are resolved in a timely manner.

## Re: Usage Report Question

For urgent issues, you may want to contact Microsoft CSS directly. Please check <http://support.microsoft.com> for regional support phone numbers.

Any input or comments in this thread are highly appreciated.

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"u101440" <u101440@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
Ð ÈëÏüçÐÂÎÀ:34D39231-46B3-4DF9-8767-BC02B03299BE@xxxxxxxxxxxxxxxx  
> Thanx again for this. I'll take a look at the webcasts you gave me. I've  
> since read the definitions and the lack of reocrding makes sense to me now  
> as  
> I do not always send anything when in OWA (and it apparently only logs a  
> connection if you send something). I'll need to check the remote  
> connections  
> but if I still have problems I'll get back to you.  
>  
> ""Jenny wu [MSFT]"" wrote:  
>  
>> Hi,  
>>  
>> Thanks for posting here!  
>>  
>> I am sorry for the delayed response due to weekend. Please understand  
>> that  
>> the newsgroups are staffed weekdays by Microsoft Support professionals to  
>> answer your systems and applications questions. Your understanding is  
>> greatly appreciated!  
>>  
>> The usage and performance report is based on the performance/health  
>> monitor  
>> results. After we run the reporting wizard, the SBS server will begin to  
>> save value collected by the monitoring components to the SBS monitoring  
>> database. The SBS reporting utility needs to collect usage data for more  
>> than 24 hours so that the report can be generated.  
>>  
>> If this is the first time you run the wizard on a SBS server or you  
>> choose  
>> to 'Reinstall' the feature in the wizard, the database would be  
>> initialized. At that time, the server needs to wait for 24 hours to  
>> generate the usage report.  
>>  
>> 1. In the "Outlook Web Access Activity by User" section of the Server  
>> Usage  
>> Report, it lists all user names that visited the Outlook Web Access site  
>> at  
>> least once during the reporting period; and in the "Outlook Web Access  
>> Usage by Hour" section, it lists the hourly intervals for the reporting  
>> period specified in the usage report.  
>>

## Re: Usage Report Question

>> Basically we should see an IIS HTTP request for a url with /exchange in  
>> it  
>> coming from the user in question. That's about the only way that data  
>> could get in there. So either we have a random issue, or that entry got  
>> in  
>> the IIS logs for a reason I can't fathom unless they were accessing OWA.  
>>  
>> Could you please zip the "C:\WINDOWS\system32\LogFiles\W3SVC1" folder and  
>> send it to me at v-yanniw@xxxxxxxxxxxxxx? Please also send a copy of the  
>> Server Usage Report to me for analysis.  
>>  
>> 2. The Remote Connection Activity data is collected from the RAS log  
>> files.  
>> If the RAS log is set for an unlimited size, the code looks for  
>> IASLOG.LOG,  
>> otherwise it looks for INYYMMDD.LOG within the RAS logging folder  
>> (%windir%\system32\LogFiles). The total number of connections is the  
>> equivalent of number of Account-Stop records where Acct-Status-Type is  
>> equal to 2. Average duration is calculated as the sum of the length of  
>> all  
>> the connections (Acct-Session-Time attribute) divided by the number of  
>> connections.  
>>  
>> Please send the IASLOG.LOG (or INYYMMDD.LOG) to me at  
>> v-yanniw@xxxxxxxxxxxxxx for analysis. Please also tell me the user name  
>> who  
>> initiated the accesses that were missing from the report.  
>>  
>> The following articles should help:  
>>  
>> 834120 TechNet Support WebCast: Monitoring features in Microsoft Windows  
>> Small Business Server 2003  
>> <http://support.microsoft.com/?id=834120>  
>> <http://support.microsoft.com/?scid=http://support.microsoft.com%2Fservicesdesks%2Fwebcasts%2Fen%2Ftranscripts%2Fwct011504.asp>  
>>  
>> Monitoring Your Server  
>> [http://download.microsoft.com/download/f/b/a/fba7f737-bdd3-4570-8873-43cab9c6e1db/sbs\\_bp.htm#monitoring](http://download.microsoft.com/download/f/b/a/fba7f737-bdd3-4570-8873-43cab9c6e1db/sbs_bp.htm#monitoring)  
>>  
>> For more information about monitoring and reporting features in SBS 2003,  
>> please also refer to Help and Support Center: on the SBS server, click  
>> Start, click Help and Support, and then click "Monitor your server" in  
>> the  
>> Help Contents list.  
>>  
>> Hope above information helps! I am looking forward to you!  
>>  
>> Have a nice day!  
>>  
>> Best Regards,

Re: Usage Report Question

Re: Usage Report Question

>>  
>> Jenny Wu  
>> Microsoft CSS Online Newsgroup Support  
>> Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)  
>> =====  
>> This newsgroup only focuses on SBS technical issues. If you have issues  
>> regarding other Microsoft products, you'd better post in the  
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>> manner.  
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>> provide other information for your reference, we recommend you post  
>> different incidents in different threads to keep the thread clean. In  
>> doing  
>> so, it will ensure your issues are resolved in a timely manner.  
>>  
>> For urgent issues, you may want to contact Microsoft CSS directly. Please  
>> check <http://support.microsoft.com> for regional support phone numbers.  
>>  
>> Any input or comments in this thread are highly appreciated.  
>> =====  
>> This posting is provided "AS IS" with no warranties, and confers no  
>> rights.  
>>  
>> -----  
>> >Thread-Topic: Usage Report Question  
>> >thread-index: AcWlw22CpvzxAkA7R2SpSxvuQyEvfQ==  
>> >X-WBNR-Posting-Host: 217.45.112.1  
>> >From: "=?Utf-8?B?dTEwMTQ0MA==?=" <u101440@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
>> >Subject: Usage Report Question  
>> >Date: Sat, 20 Aug 2005 13:12:02 -0700  
>> >Lines: 14  
>> >Message-ID: <B78A930D-3BE1-46F1-B476-2EFA2157C3BA@xxxxxxxxxxxx>  
>> >MIME-Version: 1.0  
>> >Content-Type: text/plain;  
>> > charset="Utf-8"  
>> >Content-Transfer-Encoding: 7bit  
>> >X-Newsreader: Microsoft CDO for Windows 2000  
>> >Content-Class: urn:content-classes:message  
>> >Importance: normal  
>> >Priority: normal

Re: Usage Report Question

Re: Usage Report Question

>> >X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.0  
>> >Newsgroups: microsoft.public.windows.server.sbs  
>> >NNTP-Posting-Host: TK2MSFTNGXA03.phx.gbl 10.40.2.250  
>> >Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGXA03.phx.gbl  
>> >Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:146261  
>> >X-Tomcat-NG: microsoft.public.windows.server.sbs  
>> >  
>> >I'm looking at the usage report generated by my SBS 2K3 Premium box and  
>> have  
>> >noticed something odd. My OWA access information doesn't appear accurate  
>> nor  
>> >does my Remote Connection usage.  
>> >  
>> >OWA usage hasn't changed in quite a while even though people have been  
>> access  
>> >it. The same goes for Remote Connections. I'm still testing this out so  
>> >no  
>> >other staff are using it other than me but I use it about 7 times a week  
>> and  
>> >the RC usage in the report is 2 over a 14 day period.  
>> >  
>> >I know this isn't right so can anyone give me a nod to where I should be  
>> >looking to fix this problem? Not sure if something has stopped and so  
>> isn't  
>> >tracking this info.  
>> >  
>> >Any ideas appreciated.  
>> >  
>>  
>>

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• **References:**

- ◆ **Usage Report Question**  
    ◇ From: u101440
- ◆ **RE: Usage Report Question**  
    ◇ From: "Jenny wu [MSFT]"
- ◆ **RE: Usage Report Question**  
    ◇ From: u101440

- Prev by Date: **Re: RWW – configure visible servers**
- Next by Date: **Re: Companyweb gone, need to setup Outlook RPC over HTTP**
- Previous by thread: **RE: Usage Report Question**
- Next by thread: **isa 2004 on another server in a sbs 2003 network with 3 servers**
- Index(es):
  - ◆ **Date**
  - ◆ **Thread**