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# WEBTRENDS



## **Executive Summary Report** Your Company Name

Report Range: 06/01/2006 00:03:18 - 06/30/2006 23:47:06

Prepared By:  
**BACKBONE DESIGNS, LLC**  
on 7/8/2006, 23:10:34

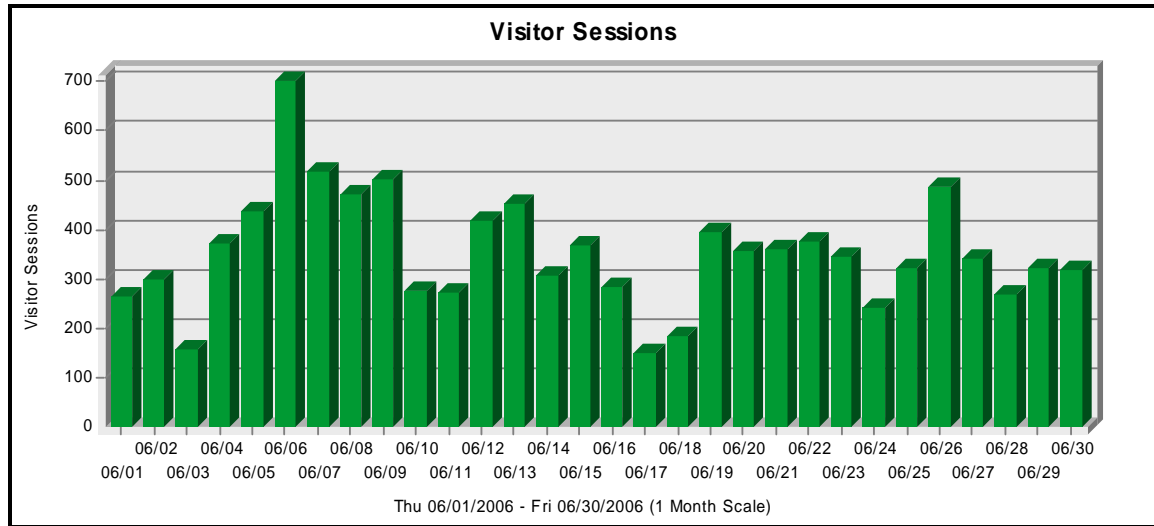
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## General Statistics

The Visitor Sessions graph identifies the general location of the visitors to your Web site. The General Statistics table includes statistics on the total activity for this web site during the designated time frame.



Statistics - Report Range: 06/01/2006 00:03:18 - 06/30/2006 23:47:06		
<b>Hits</b>	Entire Site (Successful)	343,197
	Average Per Day	11,439
	Home Page	4,539
<b>Page Views</b>	Page Views (Impressions)	21,312
	Average Per Day	710
	Document Views	20,801
<b>Visitor Sessions</b>	Visitor Sessions	10,576
	Average Per Day	352
	Average Visitor Session Length	00:05:35
	International Visitor Sessions	2.12%
	Visitor Sessions of Unknown Origin	13.61%
	Visitor Sessions from United States	84.25%
<b>Visitors</b>	Unique Visitors	3,415
	Visitors Who Visited Once	2,339
	Visitors Who Visited More Than Once	1,076

General Statistics - Help Card	
<b>?</b>	The Statistics table shows the date and time the report was generated. All dates and times refer to the location of the system running the analysis.
<b>Timeframe</b>	- Beginning date and time of the log file.
<b>Hits</b>	- A count of successful hits for the document not including the supporting graphic files on the page. Files considered web pages are those with the following extensions: .htm, .html, .asp, and a few others. These are defined by the File Types tab in the Options window.
<b>The total number of hits</b>	- A count of all successful hits including HTML pages, pictures, forms, scripts, and downloaded files.
<b>Tip:</b>	Visit <a href="http://www.webtrends.com/support/hits_views_sessions.htm">http://www.webtrends.com/support/hits_views_sessions.htm</a> for a detailed explanation of pages and visitor sessions.
<b>Hits: Entire Site (Successful)</b>	- A count of hits that had a "success" status code.
<b>Hits: Average Per Day</b>	- Number of Successful Hits divided by the total number of days in the log.
<b>Hits: Home Page</b>	- Number of times the home page was visited. This statistic is derived from the Home

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## General Statistics - Help Card

Page settings in the profile.

**Page Views (Impressions): Total** - A count of hits to pages defined as documents or forms in the File Types tab. You can define how forms and documents are counted by modifying the Document Extensions and File Types settings. The supporting graphics on pages are not counted.

**Page Views: Average Per Day** - Number of page views (impressions) divided by the total number of days in the log.

**Page Views: Document Views** - A count of hits to pages that are considered documents as defined by the File Types tab in the Options window. This does not include files that have been defined as forms.

**Visitor Sessions: Total** - A count of the visitor sessions to your site. The length of a visitor session is defined in the General tab in the Options window.

**Average Number of Visitor Sessions Per Day** - Number of visitor sessions divided by the total number of days in the log.

**Average Visitor Session Length** - Average of non-zero length visitor sessions in the log.

Visitor Session for International, Unknown, and the United States summarize the origin of visitors in percentages of hits. Geographic location is logged in the User Domain field. How it is reported is determined by the Domains tab in the Options window.

**Visitors** - A count of unique IPs for the period of the report, whether or not they were authenticated using domain names or cookies.

**Visitors: Unique Visitors** - Unique visitors are counted using the visitor's IP address, domain name, or cookie. Persistent cookies are defined in Cookies tab in the Options window. Cookies give the most accurate count.

**Visitors: Visitors Who Visited Once** - A count of visitor sessions that occurred only once throughout the log file.

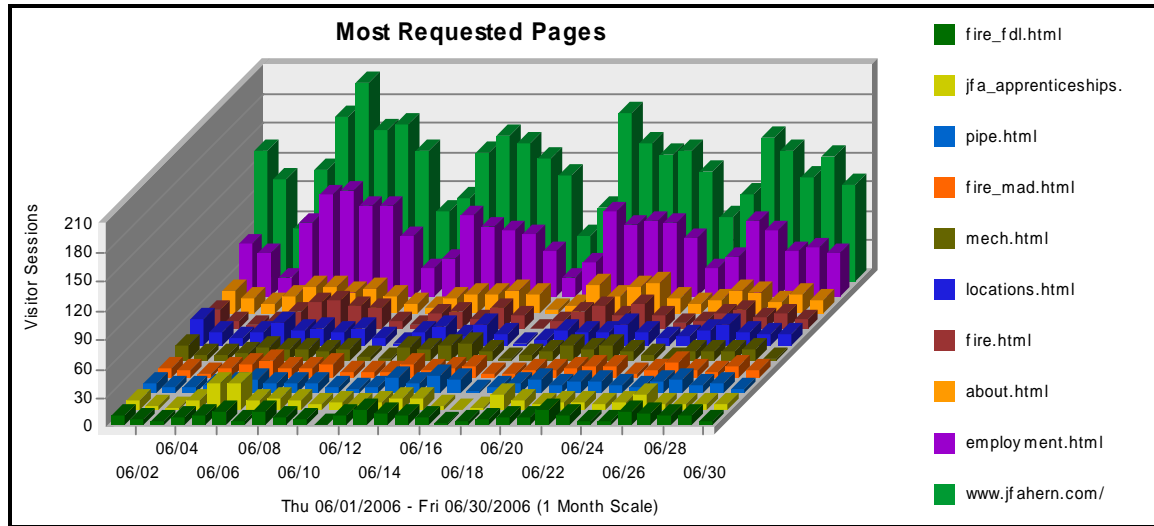
**Visitors: Visitors Who Visited More Than Once** - The count of visitor sessions that appeared more than once in the log file. By default a visitor session is 30 minutes.



The General Stats table gives a general overview of the Web site's performance and your visitor's behavior, helping you quickly assess areas to address. It can determine the report chapters to focus on for valuable site enhancement statistics.

## Most Requested Pages


This section identifies the most popular web site pages and how often they were accessed. The average time a visitor spends viewing a page is also indicated in the table.




Most Requested Pages					
Pages		Views	% of Total Views	Visitor Sessions	Avg. Time Viewed
1	<b>Your Name</b> http://www.yourcompanyname.com/	4,539	21.82%	3,661	00:01:20
2	<b>Your Name Co.   Job Opportunities</b> http://www.yourcompanyname.com/employment.html	2,249	10.81%	1,878	00:02:26
3	<b>Your Name Co.   About Us</b> http://www.yourcompanyname.com/about.html	651	3.12%	572	00:00:59
4	<b>Your Name Fire Protection   Full Service Fire Protection Contractor</b> http://www.yourcompanyname.com/fire.html	521	2.5%	458	00:00:37
5	<b>Your Name Co.   Locations and Facilities</b> http://www.yourcompanyname.com/locations.html	494	2.37%	441	00:00:55
6	<b>Mechanical Contracting   Full Service Mechanical Contractor</b> http://www.yourcompanyname.com/mech.html	349	1.67%	314	00:00:38
7	<b>Your Name Fire Protection   Madison, Wisconsin</b> http://www.yourcompanyname.com/fire_mad.html	345	1.65%	297	00:00:57
8	<b>Pipe Fabrication Division   Fabricating Pipe to Customer Specifications</b> http://www.yourcompanyname.com/pipe.html	321	1.54%	296	00:01:03
9	<b>Your Name Co.   Employment   Apprenticeship Programs</b> http://www.yourcompanyname.com/jfa_apprenticeships.html	312	1.49%	289	00:01:28

<b>Most Requested Pages</b>					
	<b>Pages</b>	<b>Views</b>	<b>% of Total Views</b>	<b>Visitor Sessions</b>	<b>Avg. Time Viewed</b>
10	<b>Your Name Fire Protection   Fond du Lac, Wisconsin</b> http://www.yourcompanyname.com/fire_fdl.html	297	1.42%	267	00:01:02
<b>Subtotal For the Page Views Above</b>		10,078	48.44%	N/A	N/A
<b>Total For the Log File</b>		<b>20,801</b>	<b>100%</b>	<b>N/A</b>	<b>N/A</b>

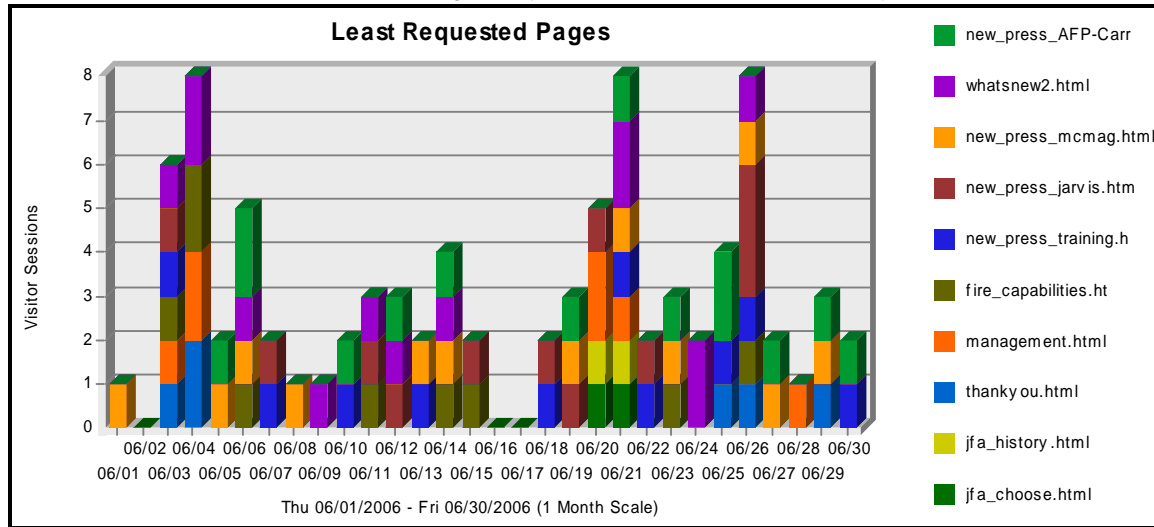
**Most Requested Pages - Help Card**

 This section identifies the most popular pages on the site. The number of views includes only the successful hits for the page itself. It does not include any hits for graphics, audio or video files. The percentage of total views is the percentage of hits for that page compared to all other page types.  
**Tip:** The types of files included in this table can be configured using the File Types tab in the Options dialog box.  
**Tip:** You can list all pages on the site by selecting a number of elements higher than the number of pages on the site.

 Most likely these pages are requested the most because of their content and design. Based on the theory that the most requested pages have effectively attracted visitors, you can use similar elements and approaches to improve the less popular pages. Consider the average view times to determine which content holds visitor's attention.

## Least Requested Pages


This section identifies the least popular pages on your Web site, and how often they were accessed.



Least Requested Pages				
	Pages	Views	% of Total Views	Visitor Sessions
1	<b>Your Name Co.   Why Choose Your Name?</b> http://www.yourcompanyname.com/Images/jfa_choose.html	2	0%	2
2	<b>Your Name Co.   History</b> http://www.yourcompanyname.com/Images/jfa_history.html	2	0%	2
3	<b>Your Name Co.   Full Service mechanical &amp; Fire Protection Contractor Since</b> http://www.yourcompanyname.com/thankyou.html	10	0.04%	6
4	<b>Your Name Co.   Management Team</b> http://www.yourcompanyname.com/Images/management.html	18	0.08%	7
5	<b>Your Name Fire Protection   Full Service Fire Protection Contractor</b> http://www.yourcompanyname.com/fire_capabilities.html	21	0.1%	9
6	<b>Your Name Co.   Full Service Mechanical &amp; Fire Protection Contractor Since</b> http://www.yourcompanyname.com/new_press_training.html	10	0.04%	10
7	<b>Your Name Co.   Full Service Mechanical &amp; Fire Protection Contractor Since</b> http://www.yourcompanyname.com/new_press_jarvis.html	12	0.05%	12
8	<b>Your Name Co.   Full Service Mechanical &amp; Fire Protection Contractor Since</b> http://www.yourcompanyname.com/new_press_mcmag.html	12	0.05%	12
9	<b>Your Name Co.   Full Service Mechanical &amp; Fire Protection Contractor Since</b> http://www.yourcompanyname.com/whatsnew2.html	24	0.11%	13


Least Requested Pages				
	Pages	Views	% of Total Views	Visitor Sessions
10	<b>Your Name Co.   Full Service Mechanical &amp; Fire Protection Contractor Since</b> http://www.yourcompanyname.com/new_press_AFP-Carrier.html	15	0.07%	14

**Least Requested Pages - Help Card**

 This section identifies the least popular pages on your Web site. The number of views only includes the successful hits for the page itself. It does not include any hits for graphics. The percentage of total views is the percentage of hits for that page compared to all other pages.

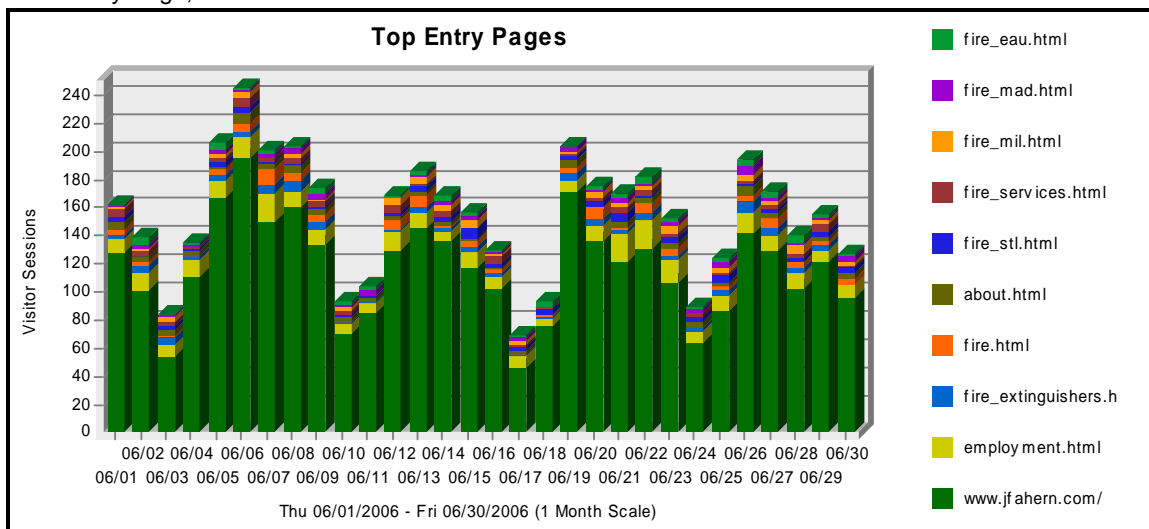
**Tip:** The types of files included in this table can be configured using the File Types tab in the Options dialog box.

**Tip:** You can list all pages on the site by setting the number of elements to a number higher than the number of pages on the site.

 There are many reasons that these pages are requested the least. Consider the content and the navigational tools or descriptions available to guide visitors to them. How do these pages differ from those that are most requested? Do the average view times indicate visitors are not attracted long enough to convey your message? This table may indicate areas on your site that may need attention.

## Top Entry Pages

This section identifies the first page viewed when a visitor visits this site. This is most likely your home page but, in some cases, it may also be specific URLs that visitors enter to access a particular page directly. The percentages refer to the total number of visitor sessions that started with a valid Document Type. If the session started on a document with a different type (such as a graphic or sound file), the file is not counted as an Entry Page, and the session is not counted in the total.



Top Entry Pages			
	File	% of Total	Visitor Sessions
1	<b>Your Name</b> http://www.yourcompanyname.com/	45.87%	3,525
2	<b>Your Name Co.   Job Opportunities</b> http://www.yourcompanyname.com/employment.html	4.39%	338
3	<b>Your Name Fire Protection   Fire Extinguishers</b> http://www.yourcompanyname.com/fire_extinguishers.html	1.45%	112
4	<b>Your Name Fire Protection   Full Service Fire Protection Contractor</b> http://www.yourcompanyname.com/fire.html	1.43%	110
5	<b>Your Name Co.   About Us</b> http://www.yourcompanyname.com/about.html	1.28%	99
6	<b>Your Name Fire Protection   St. Louis, Missouri</b> http://www.yourcompanyname.com/fire_stl.html	1.24%	96
7	<b>Your Name Fire Protection   Services</b> http://www.yourcompanyname.com/fire_services.html	1.14%	88
8	<b>Your Name Fire Protection   Milwaukee, Wisconsin</b> http://www.yourcompanyname.com/fire_mil.html	1.06%	82
9	<b>Your Name Fire Protection   Madison, Wisconsin</b> http://www.yourcompanyname.com/fire_mad.html	1.02%	79
10	<b>Your Name Fire Protection   Eau Claire, Wisconsin</b> http://www.yourcompanyname.com/fire_eau.html	0.97%	75
<b>Total For the Pages Above</b>		<b>59.91%</b>	<b>4,604</b>

**Top Entry Pages - Help Card**

? This section identifies the pages visitors first saw when they entered this site. This is most likely your home page but, in some cases, it may also be specific URLs that visitors enter to access a particular page

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### Top Entry Pages - Help Card

directly. For example, if a visitor enters <http://www.WebTrends.com/WT-QA.HTM>, he/she entered at the WT-QA.HTM page.

Percentages refer to the total number of visitor sessions that started with a valid Document Type. If a session started on a document with a different type (such as a graphic or sound file), the file would not be counted as an Entry Page, and the session is not included in the total. Such sessions are often the product of other sites referencing a specific downloadable file or graphic for example on your site. In such cases, a session may have a single hit to a non-document type file, and will not be counted for the percentage calculations.

Also, web servers do not always log hits in perfect chronological order. For example, a hit to a GIF file can appear in the log before the hit to the HTML page that refers to this GIF.

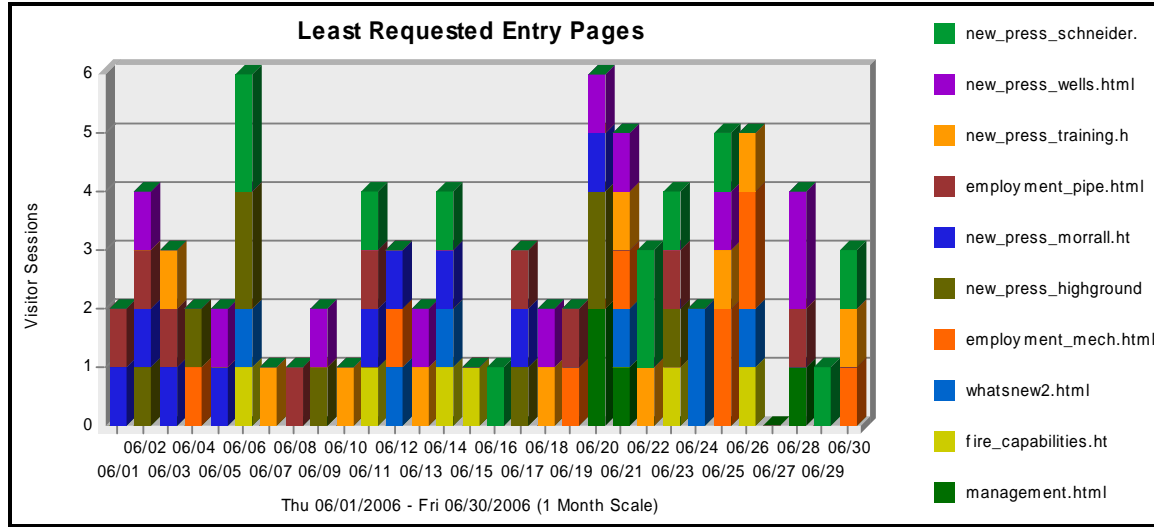
**Tip:** Consider using the Entry Page filter to include or exclude entire visitor sessions based upon the first page a visitor viewed.



This statistic can indicate how you might want to optimize the architecture of your site based on where visitors are entering. You can also determine which external links to your site are most effective. Consider updating meta-tags and links.

## Least Requested Entry Pages


This section identifies the first page viewed when a visitor visits this site. This is most likely your home page but, in some cases, it may also be specific URLs that visitors enter to access a particular page directly. The percentages refer to the total number of visitor sessions that started with a valid Document Type. If the session started on a document with a different type (such as a graphic or sound file), the file is not counted as an Entry Page, and the session is not counted in the total.



Least Requested Entry Pages			
	File	% of Total	Visitor Sessions
1	<b>Your Name Co.   Management Team</b> <a href="http://www.yourcompanyname.com/Images/management.html">http://www.yourcompanyname.com/Images/management.html</a>	0.05%	4
2	<b>Your Name Fire Protection   Full Service Fire Protection Contractor</b> <a href="http://www.yourcompanyname.com/fire_capabilities.html">http://www.yourcompanyname.com/fire_capabilities.html</a>	0.07%	6
3	<b>Your Name Co.   Full Service Mechanical &amp; Fire Protection Contractor Since</b> <a href="http://www.yourcompanyname.com/whatsnew2.html">http://www.yourcompanyname.com/whatsnew2.html</a>	0.09%	7
4	<b>Mechanical Contracting Division   Job Opportunities</b> <a href="http://www.yourcompanyname.com/employment_mech.html">http://www.yourcompanyname.com/employment_mech.html</a>	0.11%	9
5	<b>Your Name Co.   Full Service Mechanical &amp; Fire Protection Contractor Since</b> <a href="http://www.yourcompanyname.com/new_press_highgrounds.html">http://www.yourcompanyname.com/new_press_highgrounds.html</a>	0.11%	9
6	<b>Your Name Co.   Full Service Mechanical &amp; Fire Protection Contractor Since</b> <a href="http://www.yourcompanyname.com/new_press_morrall.html">http://www.yourcompanyname.com/new_press_morrall.html</a>	0.11%	9
7	<b>Pipe Fabrication Division   Job Opportunities</b> <a href="http://www.yourcompanyname.com/employment_pipe.html">http://www.yourcompanyname.com/employment_pipe.html</a>	0.11%	9
8	<b>Your Name Co.   Full Service Mechanical &amp; Fire Protection Contractor Since</b> <a href="http://www.yourcompanyname.com/new_press_training.html">http://www.yourcompanyname.com/new_press_training.html</a>	0.13%	10
9	<b>Your Name Co.   Full Service Mechanical &amp; Fire Protection Contractor Since</b> <a href="http://www.yourcompanyname.com/new_press_wells.html">http://www.yourcompanyname.com/new_press_wells.html</a>	0.13%	10
10	<b>Your Name Co.   Full Service Mechanical &amp; Fire Protection Contractor Since</b> <a href="http://www.yourcompanyname.com/new_press_schneider.html">http://www.yourcompanyname.com/new_press_schneider.html</a>	0.14%	11

Least Requested Entry Pages		
	File	Visitor Sessions
		1.09%
Total For the Pages Above		84


**Least Requested Entry Pages - Help Card**

 This section identifies the pages visitors first saw when they entered this site. This is most likely your home page but, in some cases, it may also be specific URLs that visitors enter to access a particular page directly. For example, if a visitor enters <http://www.WebTrends.com/WT-QA.HTM>, he/she entered at the WT-QA.HTM page.

Percentages refer to the total number of visitor sessions that started with a valid Document Type. If a session started on a document with a different type (such as a graphic or sound file), the file would not be counted as an Entry Page, and the session is not included in the total. Such sessions are often the product of other sites referencing a specific downloadable file or graphic for example on your site. In such cases, a session may have a single hit to a non-document type file, and will not be counted for the percentage calculations.

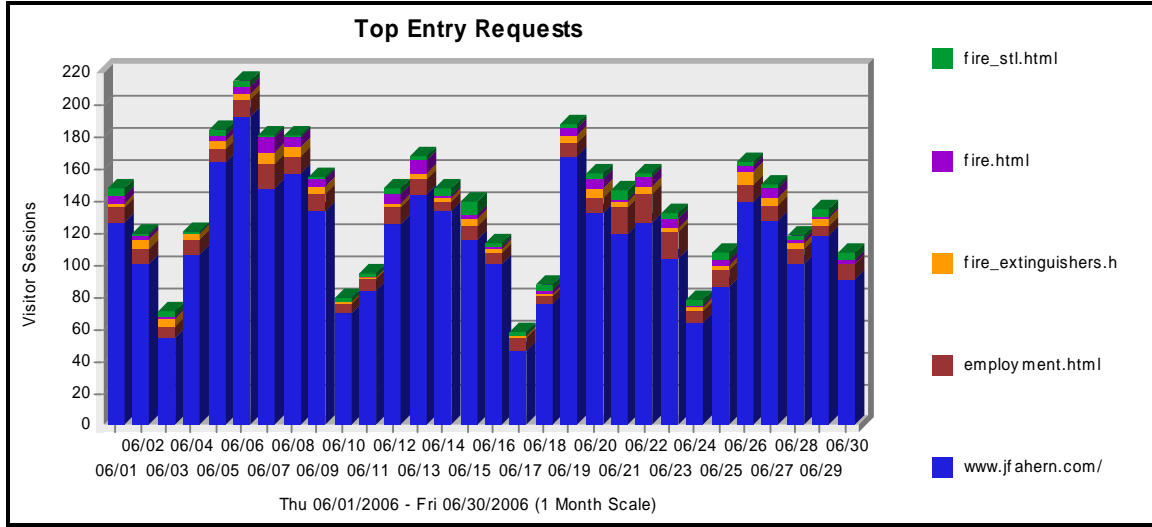
Also, web servers do not always log hits in perfect chronological order. For example, a hit to a GIF file can appear in the log before the hit to the HTML page that refers to this GIF.

**Tip:** Consider using the Entry Page filter to include or exclude entire visitor sessions based upon the first page a visitor viewed.

 This statistic can indicate how you might want to optimize the architecture of your site based on where visitors are entering. You can also determine which external links to your site are least effective. Consider updating meta-tags and links.

## Top Entry Requests

This section identifies the first hit from a visitor visiting this site. This is most likely the home page but, in some cases, it may also be specific URLs that visitors enter to access a particular file directly. The percentages refer to the total number of visitor sessions.



Top Entry Requests			
	File	% of Total	Visitor Sessions
1	<b>Your Name</b> http://www.yourcompanyname.com/	32.83%	3,473
2	<b>Your Name Co.   Job Opportunities</b> http://www.yourcompanyname.com/employment.html	2.77%	293
3	<b>Your Name Fire Protection   Fire Extinguishers</b> http://www.yourcompanyname.com/fire_extinguishers.html	1.03%	109
4	<b>Your Name Fire Protection   Full Service Fire Protection Contractor</b> http://www.yourcompanyname.com/fire.html	0.94%	100
5	<b>Your Name Fire Protection   St. Louis, Missouri</b> http://www.yourcompanyname.com/fire_stl.html	0.9%	96
<b>Total For the Requests Above</b>		<b>38.49%</b>	<b>4,071</b>

### Top Entry Requests - Help Card

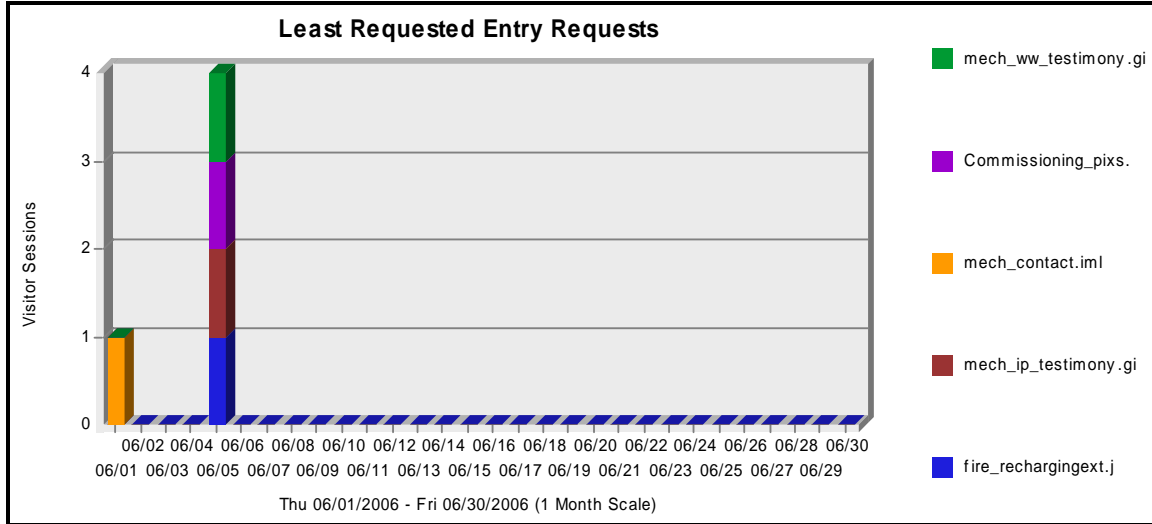
**?** This section identifies the first hit from visitors coming to this site. This is most likely the home page but, in some cases, it may also be specific URLs entered to access a particular file directly. For example, if a visitor enters http://www.WebTrends.com/WT-QA.HTM, he/she enters at the WT-QA.HTM page. The percentages refer to the total number of visitor sessions.

**Tip:** Consider using the Entry Page filter to include or exclude entire visitor sessions based upon the first page a visitor viewed.

**💡** Consider what is catching the attention of visitors most quickly and effectively.

## Least Requested Entry Requests

This section identifies the first hit from a visitor visiting this site. This is most likely the home page but, in some cases, it may also be specific URLs that visitors enter to access a particular file directly. The percentages refer to the total number of visitor sessions.



Least Requested Entry Requests			
	File	% of Total	Visitor Sessions
1	http://www.yourcompanyname.com/images/fire_rechargingext.jpg	0%	1
2	http://www.yourcompanyname.com/images/mech_ip_testimony.gif	0%	1
3	http://www.yourcompanyname.com/mech_contact.iml	0%	1
4	http://www.yourcompanyname.com/images/Commissioning_pixs.jpg	0%	1
5	http://www.yourcompanyname.com/images/mech_ww_testimony.gif	0%	1
<b>Total For the Requests Above</b>		<b>0.04%</b>	<b>5</b>

### Least Requested Entry Requests - Help Card

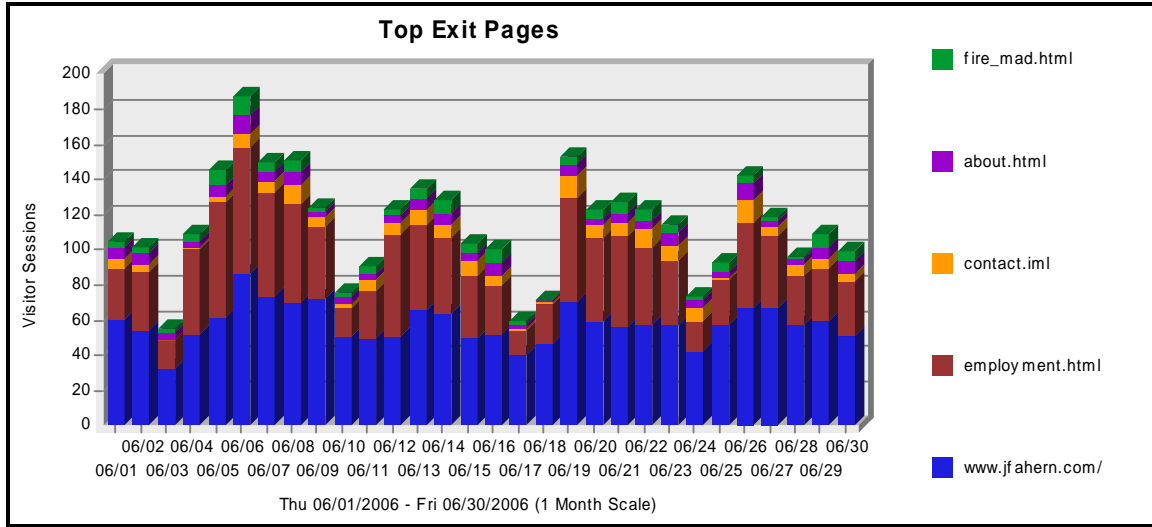
**?** This section identifies the first hit from visitors coming to this site. This is most likely the home page but, in some cases, it may also be specific URLs entered to access a particular file directly. For example, if a visitor enters <http://www.WebTrends.com/WT-QA.HTM>, he/she enters at the WT-QA.HTM page. The percentages refer to the total number of visitor sessions.

**Tip:** Consider using the Entry Page filter to include or exclude entire visitor sessions based upon the first page a visitor viewed.

**💡** Consider what isn't catching the attention of visitors very quickly or effectively.

## Top Exit Pages

This section identifies the pages visitors were on when they left the site. The percentages refer to the total number of visitor sessions that started with a valid Document Type. If the session started on a document with a different type (such as a graphic or sound file), the file is not counted as an Exit Page, and the session is not counted in the total.



Top Exit Pages			
	Pages	% of Total	Visitor Sessions
1	<b>Your Name</b> http://www.yourcompanyname.com/	22.61%	1,738
2	<b>Your Name Co.   Job Opportunities</b> http://www.yourcompanyname.com/employment.html	15.3%	1,176
3	http://www.yourcompanyname.com/contact.iml	2.35%	181
4	<b>Your Name Co.   About Us</b> http://www.yourcompanyname.com/about.html	2.09%	161
5	<b>Your Name Fire Protection   Madison, Wisconsin</b> http://www.yourcompanyname.com/fire_mad.html	1.78%	137
<b>Total For the Pages Above (only sessions starting on a valid document type are included)</b>		<b>44.15%</b>	<b>3,393</b>

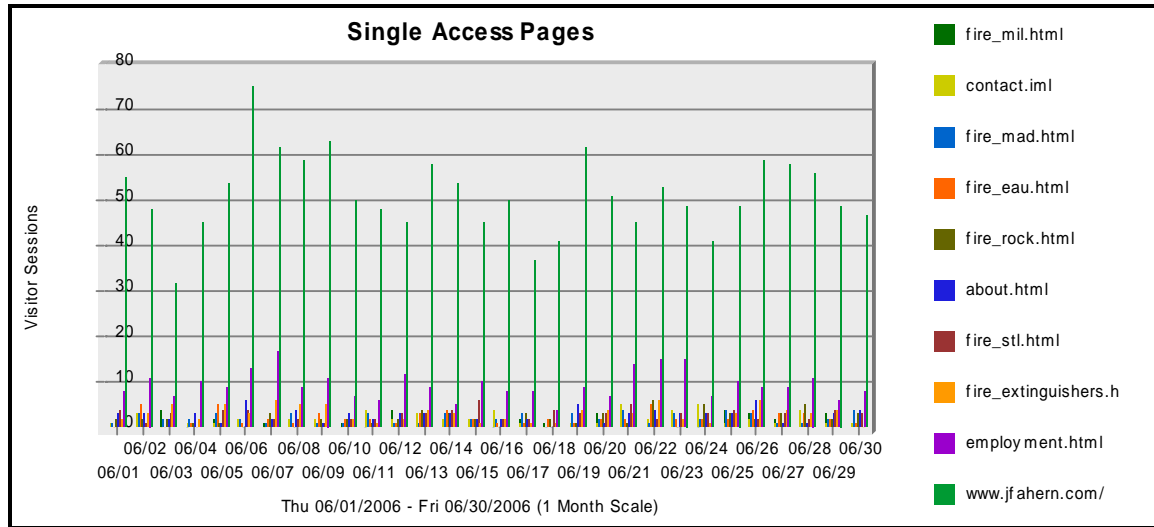
### Top Exit Pages - Help Card

**?** This section identifies the pages visitors were on when they left the site. These percentages refer to the total number of visitor sessions that started with a valid Document Type. If the session started on a document with a different type (such as a graphic or sound file), the file is not counted as an Exit Page, and the session is not counted in the total. Such sessions are often the product of other sites referencing a specific downloadable file or graphic for example on the site. In such cases, a session may have a single hit to a non-document type file, and will not be counted for the percentage calculations.

**💡** Use this statistic to determine your visitors' satisfaction with their visits. Visitors may have left this page once they found what they were looking for, or they have lost interest or determined the content didn't apply, or for many other reasons. For example, if your top exit page is your home page, this may be an indication that you need a better approach.

## Single Access Pages

This section identifies the pages on the site that visitors access and exit without viewing any other page. The percentages refer to the total number of visitor sessions that started with a valid Document Type. If the session started on a document with a different type (such as a graphic or sound file), the file is not counted as a Single Access Page, and the session is not counted in the total




Single Access Pages			
	Pages	% of Total	Visitor Sessions
1	<b>Your Name</b> http://www.yourcompanyname.com/	30.73%	1,540
2	<b>Your Name Co.   Job Opportunities</b> http://www.yourcompanyname.com/employment.html	5.66%	284
3	<b>Your Name Fire Protection   Fire Extinguishers</b> http://www.yourcompanyname.com/fire_extinguishers.html	1.85%	93
4	<b>Your Name Fire Protection   St. Louis, Missouri</b> http://www.yourcompanyname.com/fire_stl.html	1.71%	86
5	<b>Your Name Co.   About Us</b> http://www.yourcompanyname.com/about.html	1.63%	82
6	<b>Your Name Fire Protection   Rockford, Illinois</b> http://www.yourcompanyname.com/fire_rock.html	1.31%	66
7	<b>Your Name Fire Protection   Eau Claire, Wisconsin</b> http://www.yourcompanyname.com/fire_eau.html	1.29%	65
8	<b>Your Name Fire Protection   Madison, Wisconsin</b> http://www.yourcompanyname.com/fire_mad.html	1.27%	64
9	http://www.yourcompanyname.com/contact.iml	1.15%	58
10	<b>Your Name Fire Protection   Milwaukee, Wisconsin</b> http://www.yourcompanyname.com/fire_mil.html	1.07%	54
<b>Total For the Pages Above</b>		<b>47.73%</b>	<b>2,392</b>

### Single Access Pages - Help Card

**?** This section identifies the pages on the site that visitors access and exit without viewing any other page. This demonstrates where visitors enter and leave immediately. These percentages refer to the total number of visitor sessions that started with a valid Document Type. If the session started on a document with a different type (such as a graphic or sound file), the file is not counted as a Single Access Page, and the session is not included in the total.

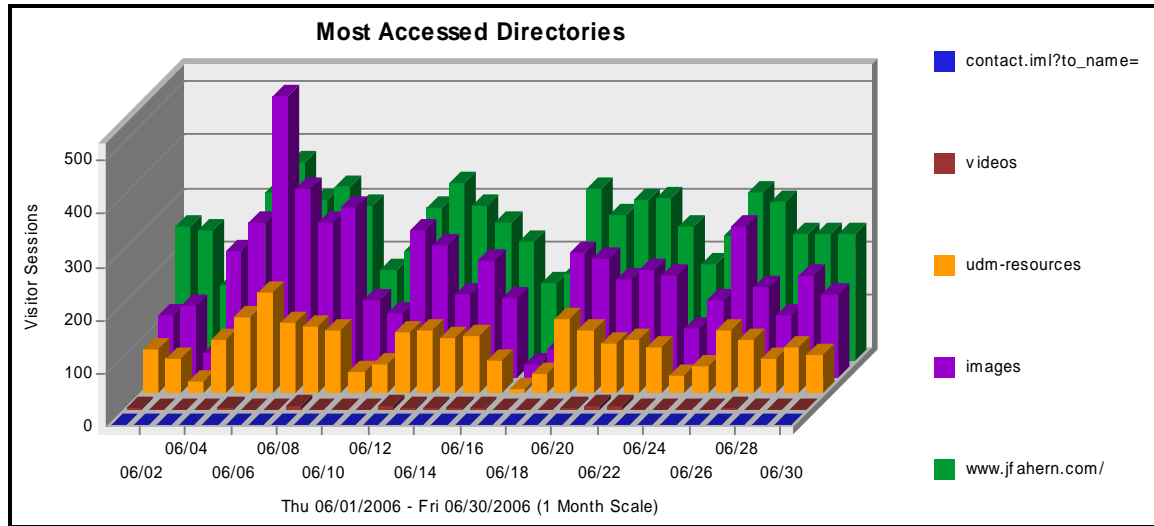
---

### Single Access Pages - Help Card

 This information can be helpful when considering the design of the site with respect to the type of visitors. Consider how well these pages convey your message. Do they need improvement to extend visitor sessions, or is it possible that are you attracting the wrong visitors with references to your site?

## Most Accessed Directories

This section analyzes accesses to the directories of the site. This information can be useful in determining the types of data most often requested.



Most Accessed Directories						
	Path to Directory	Hits	% of Total Hits	Non Cached %	Non Cached K Xferred	Visitor Sessions
1	http://www.yourcompanyname.com/	24,119	7.02%	85.93%	316,335	7,754
2	http://www.yourcompanyname.com/images	297,115	86.57%	78.55%	962,889	5,939
3	http://www.yourcompanyname.com/udm-resources	21,828	6.36%	85.45%	113,793	2,700
4	http://www.yourcompanyname.com/videos	134	0.03%	96.26%	17,519	105
5	http://www.yourcompanyname.com/contact.iml?to_name=JFYourName&to_email=jfainfo@jfYourName.com&subject=AFP+Web+Site+Response&from_name=Ms.+Johnnie+A.+Gaskew&title=Contracting+Officer&company=GSA&mailing=230+South+Dearborn+St.&city_state_zip=Chicago,+IL++60604&phone=312	1	0%	100%	19	1

### Most Accessed Directories - Help Card

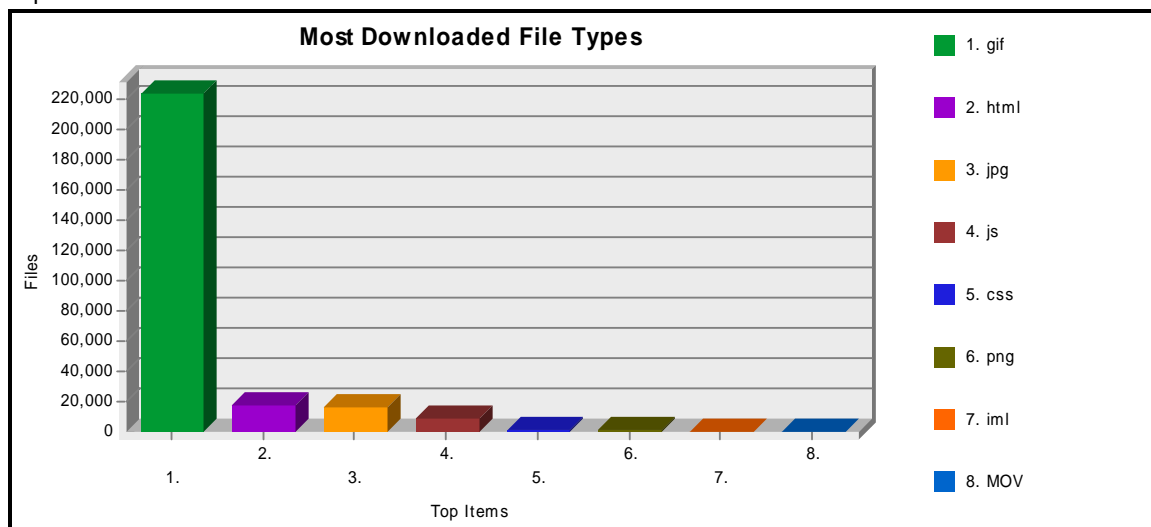
**?** This section analyzes accesses to your site's directories. The table lists the most accessed directories in decreasing order of the number of hits. Non-Cached % represents the percentage of hits that were not already in the visitor's browser cache. Use this information to determine the types of data most often requested.

**Tip:** To focus your report, consider using the Directory filter to include or exclude directories and sub-directories.

**💡** These trends indicate the content visitors are most interested in. Use this information to determine content areas to develop, which to focus on less, and how to arrange your content for optimal effect.

## Most Downloaded File Types

This section identifies the accessed file types and the total kilobytes downloaded for each file type. Cached requests and erred hits are excluded from the totals.



Most Downloaded File Types			
	File type	Files	K Bytes Transferred
1	gif	223,151	781,229
2	html	17,827	295,472
3	jpg	17,128	183,329
4	js	9,451	110,668
5	css	2,391	9,379
6	png	2,310	1,075
7	iml	531	11,886
8	MOV	129	17,519
<b>Total Files &amp; K Bytes Transferred</b>		<b>272,918</b>	<b>1,410,553</b>

### Most Downloaded File Types - Help Card

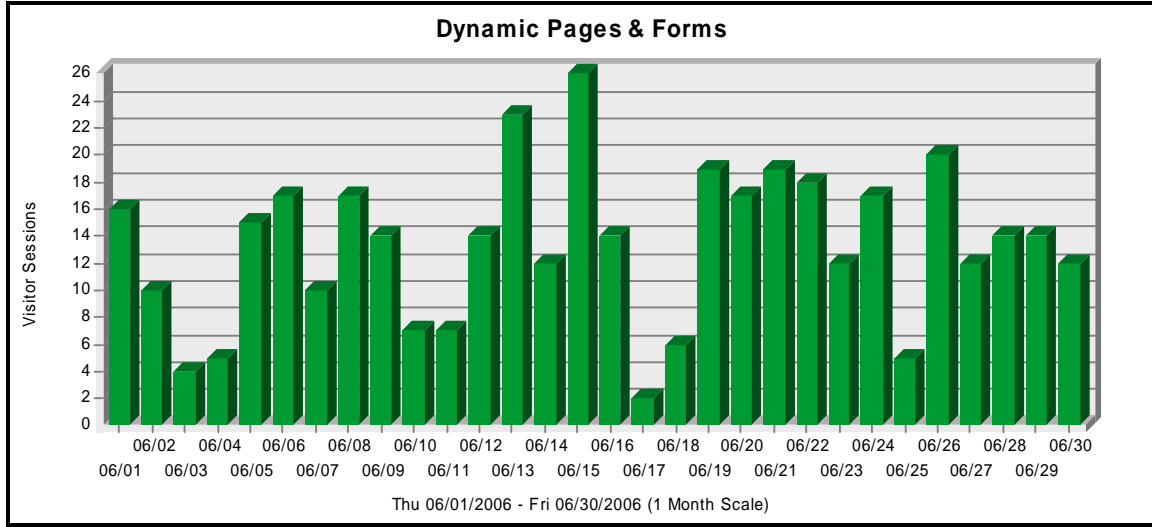
? This section identifies the accessed file types and the total kilobytes downloaded for each file type. Cached requests and erred hits are excluded from the totals. The types of files downloaded are listed in decreasing order of the number of file downloads, and the number of kilobytes transferred is given for each file type.

**Tip:** You can use the File Types tab in the Options dialog box to specify the types of files included in this table. **Tip:** To focus your report, consider using the File filter to include or exclude files or file types.

💡 This provides a general statistic for the type of data visitors are interested in downloading from your site. Use this to consider which download types require improvements for better conveying your message.

## Dynamic Pages & Forms

This section identifies the most popular dynamic pages and forms executed by the server. WebTrends counts any line with a Post command or a Get command with a "?" as a dynamic page, and shows only successful hits.



Dynamic Pages & Forms				
	Dynamic Pages	No. of Pages	% of Total	Visitor Sessions
1	<a href="http://www.yourcompanyname.com/contact.html">http://www.yourcompanyname.com/contact.html</a>	511	100%	398

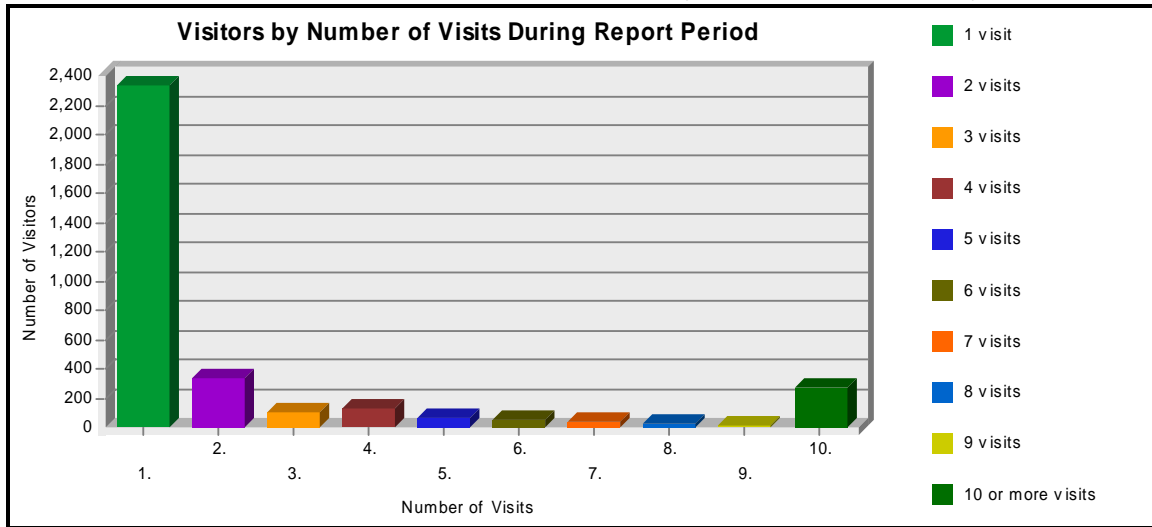
**Dynamic Pages & Forms - Help Card**

? This section shows the dynamic pages and forms that are used the most.

💡 If you have a dynamic site, this table can be used with the Most Requested Pages table to determine your most popular pages. In addition, you can also use this information to place ads of higher value on the most popular pages.

## Visitors by Number of Visits During Report Period

This section shows the distribution of visitors based on how many times each visitor visited your site.



Visitors by Number of Visits During Report Period		
Number of Visits	Number of Visitors	% of Total Unique Visitors
1 visit	2339	68.49%
2 visits	338	9.89%
3 visits	106	3.1%
4 visits	133	3.89%
5 visits	67	1.96%
6 visits	59	1.72%
7 visits	40	1.17%
8 visits	32	0.93%
9 visits	19	0.55%
10 or more visits	282	8.25%

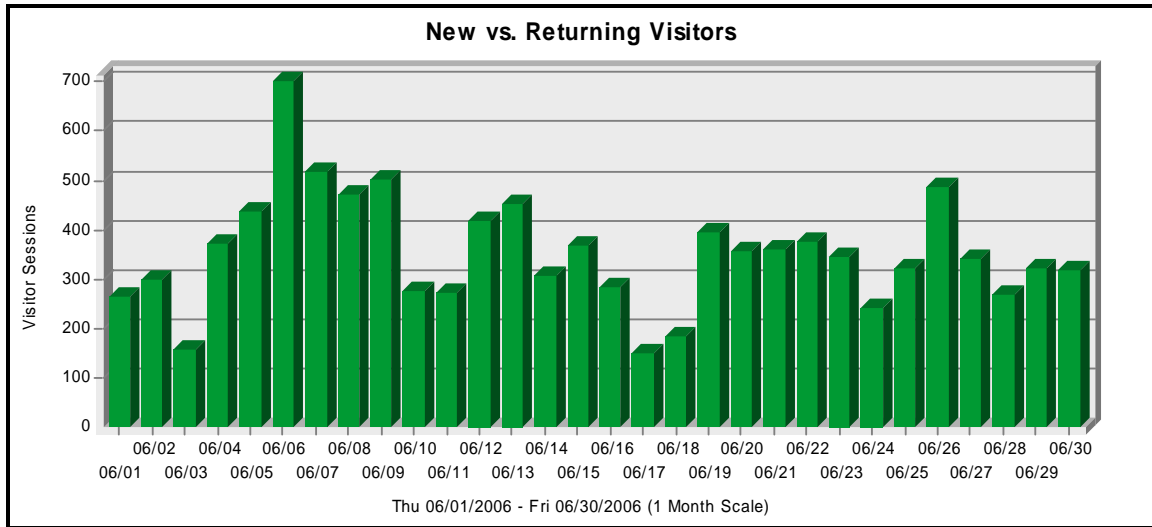
### Visitors by Number of Visits During Report Period - Help Card

**?** This section shows the distribution of visitors based on how many times each visitor visited your site. This covers visits made during the reporting period only; a visitor's visits before or after the reporting period do not contribute to the visitor's visit count.

**💡** This statistic is an indication of whether or not your site compels return visits. Updating web site content is one way to improve this statistic.

## New vs. Returning Visitors

This section shows the number of first-time visitors to your site and the number of returning visitors to your site. Only visitors identified by cookies are counted. First-time visitors are those who didn't have a cookie on their 1st hit, but had one on later hits. Returning visitors are those who already had a cookie on their 1st hit (their previous visit happened before the start of this report period.)



### New vs. Returning Visitors

New or Returning Visitor	Number of Visitor Sessions	% of Total Sessions
Unknown	10,576	100.00%

### New vs. Returning Visitors - Help Card

**?** This section shows the number of first-time visitors to your site and the number of returning visitors to your site. Only visitors who can be identified with cookies are counted. First-time visitors are those who didn't have a cookie on their 1st hits, but had one on later hits. Returning visitors are those who already had a cookie on their 1st hit, and whose previous visit happened before the start of this report period. To get the most accurate information, make sure you set up the Cookies tab in the Options window to properly interpret the cookies you give to visitors.


**💡** By considering the ratio between new and returning visitors over a period of time, you can determine if your site is adequately attracting repeat visits. If you consistently have a high number of returning visitors, congratulations; you're doing a good job! However, if you are accustomed to seeing a low number of returning visitors, it's time to figure out why.

## Top Visitors


This section identifies the IP address and/or domain name and their relative activity level on the site. If you do not use WebTrends cookies to track sessions on the site, WebTrends cannot differentiate between hits from different visitors of a same IP.

Top Visitors				
	Visitor	Hits	% of Total Hits	Visitor Sessions
1	msnbot.msn.com	730	0.21%	178
2	218.153.70.193	246	0.07%	164
3	218.153.70.244	108	0.03%	108
4	crawl102.exabot.com	459	0.13%	107
5	egspd42221.ask.com	99	0.02%	99
6	221.148.31.116	147	0.04%	98
7	218.153.70.213	144	0.04%	98
8	jfa140.jfYour Name.com	8,038	2.34%	91
9	www.gigablast.com	98	0.02%	58
10	crawl1.cosmixcorp.com	59	0.01%	55
11	crawl-66-249-65-140.googlebot.com	427	0.12%	44
12	fj301002.inktomisearch.com	40	0.01%	40
13	sfc-cr24.healthline.com	39	0.01%	39
14	link.enhancededge.com	34	0%	33
15	213-145-165-82.dd.nextgentel.com	30	0%	30
16	crawl-66-249-65-232.googlebot.com	274	0.07%	29
17	209.97.203.36	29	0%	29
18	70.88.218.92	27	0%	27
19	lj2036.inktomisearch.com	27	0%	27
20	lj2478.inktomisearch.com	27	0%	27
<b>Subtotal for Visitors Above</b>		11,082	3.22%	1,381
<b>Total</b>		<b>343,197</b>	<b>100%</b>	<b>10,576</b>

### Top Visitors - Help Card

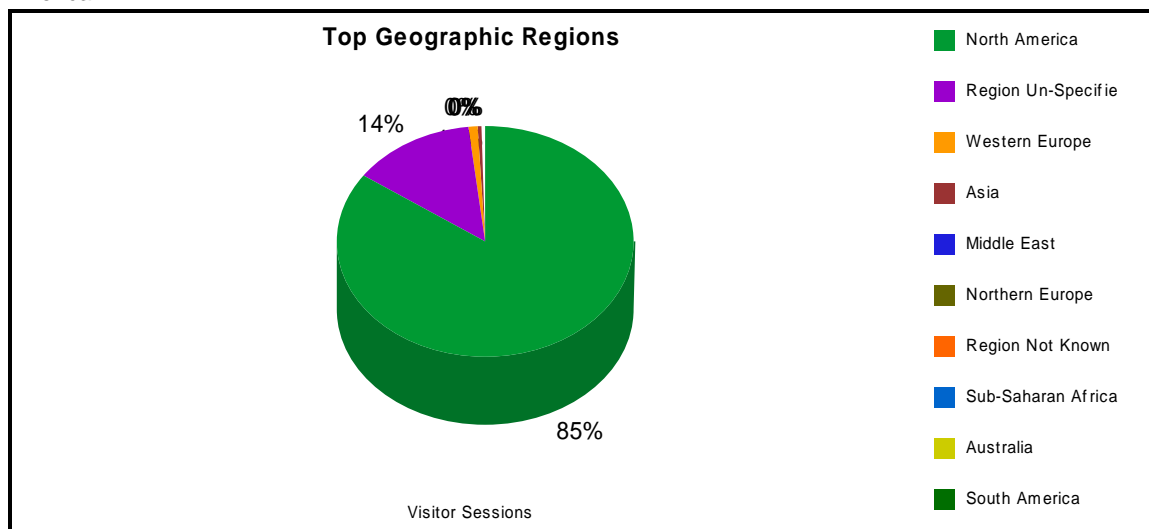
 This section identifies IP addresses and/or domain names of visitors and their relative activity level. If you use WebTrends cookies to track sessions on the site, WebTrends can differentiate hits from visitors with the same IP address.

**Tip:** Consider the Visitor Address Filter to include or exclude activity based on visitor IP or domain.

 Consider the visitors who use the site most, and tailor your site to their interests and needs. If this is an intranet, notice which employees use the site the most and find out what they like about it. You might also get feedback from those who use it the least and find out what they are looking for.

## Top Geographic Regions

This section identifies the top locations of the visitors to the site by geographic region. The geographic region of the visitor is determined by the suffix of their domain name. Use this information carefully because this information is based on where the domain name of the visitor is registered, and may not always be an accurate identifier of the actual geographic location of this visitor. For example, while a vast majority of .com domain names are from North America, there is a small minority of domain names that exist outside of North America.



Top Geographic Regions		
	Geographic Regions	Visitor Sessions
1	North America	8,944
2	Region Un-Specified	1,440
3	Western Europe	98
4	Asia	39
5	Middle East	15
6	Northern Europe	10
7	Region Not Known	8
8	Sub-Saharan Africa	6
9	Australia	6
10	South America	4
<b>Total</b>		<b>10,570</b>

**Top Geographic Regions - Help Card**

**?** This section identifies the top locations of the visitors to the site by geographic region. The geographic region is determined by the suffix of their domain names. Use this information carefully because it is based on where the domain name of the visitor is registered, and may not always be an accurate identifier of the visitor's actual geographic location. For example, while a vast majority of .com domain names are from North America, there is a small minority that exist outside of North America. If reverse DNS lookups have not been performed, WebTrends cannot determine the country of origin and this section is not included in the report. The table lists the top geographic regions in decreasing order of the number of hits.

**Tip:** Consider the Visitor Address Filter to include or exclude activity based on visitor country.

**💡** This information can help you meet the needs of your target audience as well as discover new audiences. Consider how you can make the content comprehensive and relevant to an International

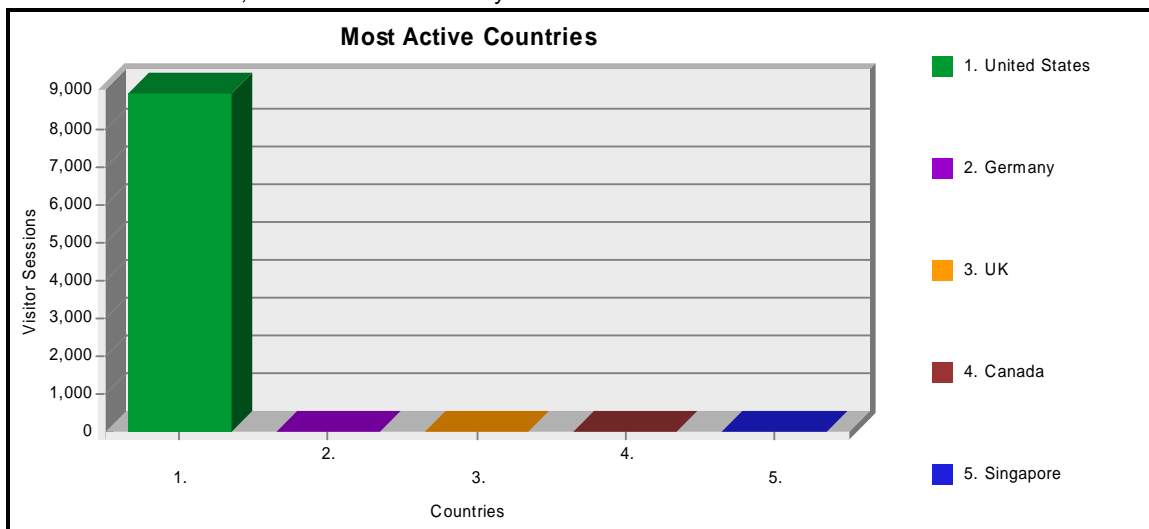
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**Top Geographic Regions - Help Card**

audience.

## Most Active Countries

This section identifies the top locations of the visitors to the site by country. The country of the visitor is determined by the suffix of their domain name. Use this information carefully because this information is based on where the domain name of the visitor is registered, and may not always be an accurate identifier of the actual geographic location of this visitor. For example, while a vast majority of .com domain names are from the United States, there is a small minority of domain names that exist outside of the United States.



### Most Active Countries

	Countries	Visitor Sessions
1	United States	8,911
2	Germany	41
3	UK	36
4	Canada	31
5	Singapore	18
<b>Total</b>		<b>9,037</b>

### Most Active Countries - Help Card

? This section identifies the top locations of the visitors to the site by country. The country is determined by the suffix of their domain names. Use this information carefully because it is based on where the domain name of the visitor is registered, and may not always be an accurate identifier of the visitor's actual geographic location. For example, while a vast majority of .com domain names are from the United States, there is a small minority that exist outside of the United States.

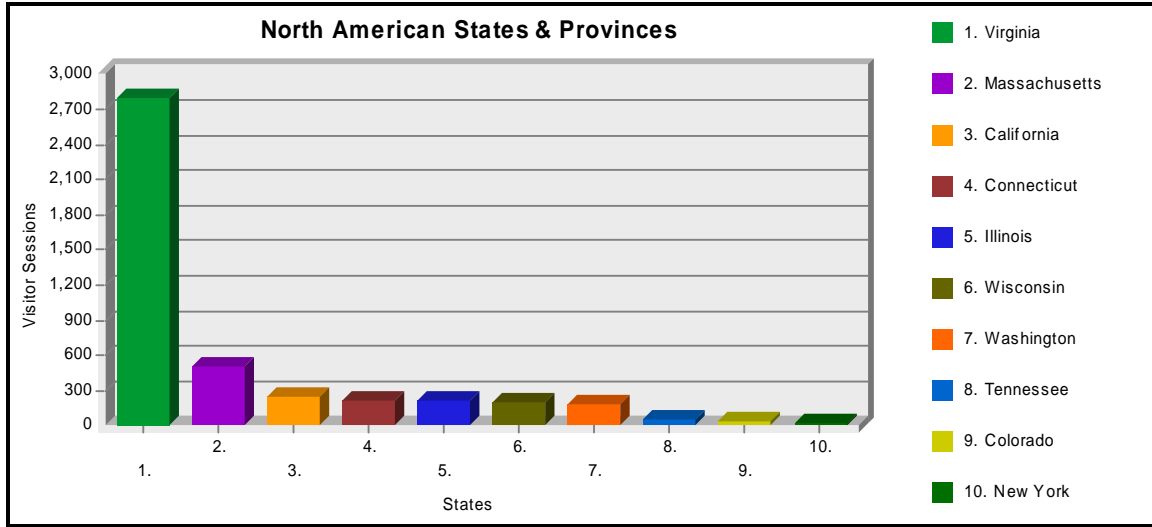
If reverse DNS lookups have not been performed, WebTrends cannot determine the country of origin and this section is not included in the report. The table lists the top countries in decreasing order of the number of hits.

**Tip:** Consider the Visitor Address Filter to include or exclude activity based on visitor country.

💡 This information can help you meet the needs of your target audience as well as discover new audiences. Consider how you can make the content comprehensive and relevant to an International audience.

## North American States and Provinces

This section breaks down web site activity to show which of the North American States and Provinces were the most active on the site. This information is based on where the domain name of the visitor is registered, and may not always be an accurate representation of the actual geographic location of this visitor. This information can only be displayed if reverse DNS lookups have been performed.



North American States & Provinces		
	State	Visitor Sessions
1	Virginia	2,797
2	Massachusetts	508
3	California	256
4	Connecticut	219
5	Illinois	218
6	Wisconsin	207
7	Washington	184
8	Tennessee	49
9	Colorado	40
10	New York	31
<b>Total For the States Above</b>		<b>4,509</b>

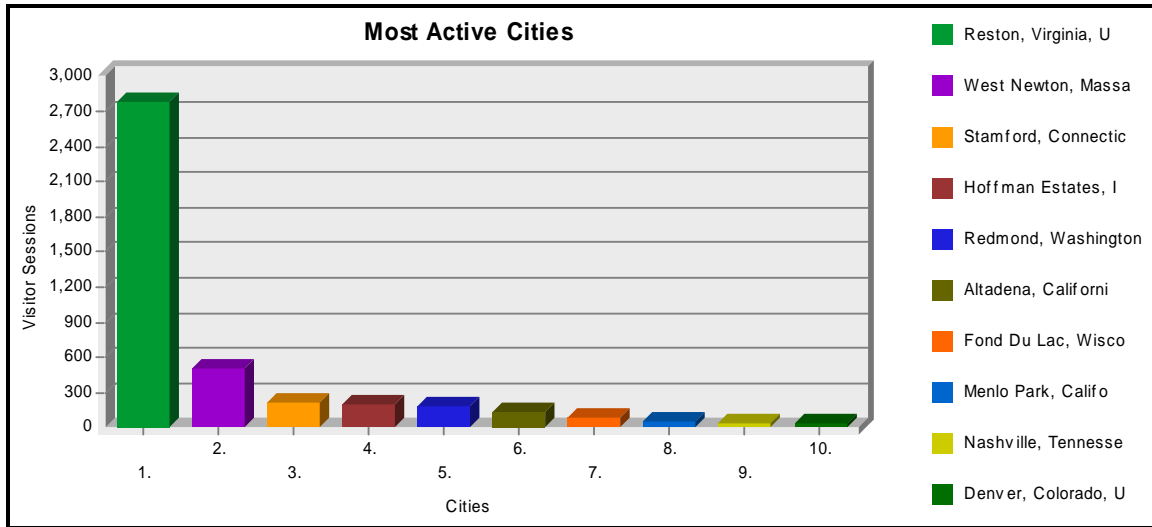
**North American States and Provinces - Help Card**

**?** This section shows which of the North American States and Provinces were the most active on the site. This information is based on where the domain name of the visitor is registered, and may not always be an accurate representation of the actual geographic location of this visitor (for example, individual visitors will often be seen as coming from the state where their ISPs are registered.) This information can only be displayed if reverse DNS lookups have been performed.

**💡** This information can help you cater to your audience. Expand your audience by addressing the needs of those you want to draw to the site.

## Most Active Cities

This section further breaks down the site's activity to show which cities were the most active on the site. This information is based on where the domain name of the visitor is registered, and may not always be an accurate representation of the actual geographic location of this visitor. This information can only be displayed if reverse DNS lookups have been performed.



Most Active Cities		
	City, State	Visitor Sessions
1	Reston, Virginia, United States	2,786
2	West Newton, Massachusetts, United States	502
3	Stamford, Connecticut, United States	213
4	Hoffman Estates, Illinois, United States	194
5	Redmond, Washington, United States	180
6	Altadena, California, United States	142
7	Fond Du Lac, Wisconsin, United States	92
8	Menlo Park, California, United States	49
9	Nashville, Tennessee, United States	48
10	Denver, Colorado, United States	39
<b>Total For the Cities Above</b>		<b>4,245</b>

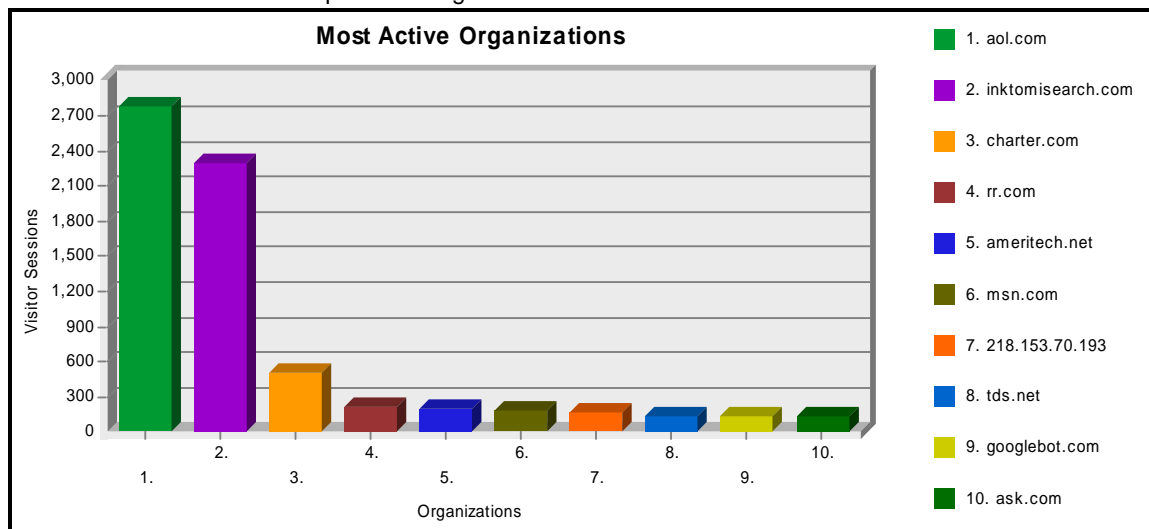
### Most Active Cities - Help Card

**?** This section breaks down activity further to show which cities were the most active. This information is based on where the visitor's domain name is registered, and may not necessarily be an accurate representation of the visitor's actual geographic location. For example, visitors are frequently shown as coming from the city where their ISPs are registered.) This information can only be provided if reverse DNS lookups have been performed.

**💡** City information can be useful in focusing your marketing efforts in other media such as print or television advertising.

## Most Active Organizations

This section identifies the companies or organizations that accessed the site the most often.



Most Active Organizations				
	Organizations	Hits	% of Total Hits	Visitor Sessions
1	<b>America Online</b> http://aol.com	2,786	0.81%	2,786
2	http://inktomisearch.com	2,360	0.68%	2,300
3	<b>Charter Systems</b> http://charter.com	502	0.14%	502
4	<b>EXCALIBUR Group A Time Warner Company</b> http://rr.com	213	0.06%	213
5	<b>Ameritech</b> http://ameritech.net	194	0.05%	194
6	<b>Microsoft Corp</b> http://msn.com	179	0.05%	179
7	http://218.153.70.193	246	0.07%	164
8	http://tds.net	13,893	4.04%	145
9	http://googlebot.com	1,111	0.32%	145
10	<b>Ask.com</b> http://ask.com	142	0.04%	142
<b>Subtotal For Companies Above</b>		21,626	6.3%	6,770
<b>Total For the Log File</b>		<b>343,197</b>	<b>100%</b>	<b>10,576</b>

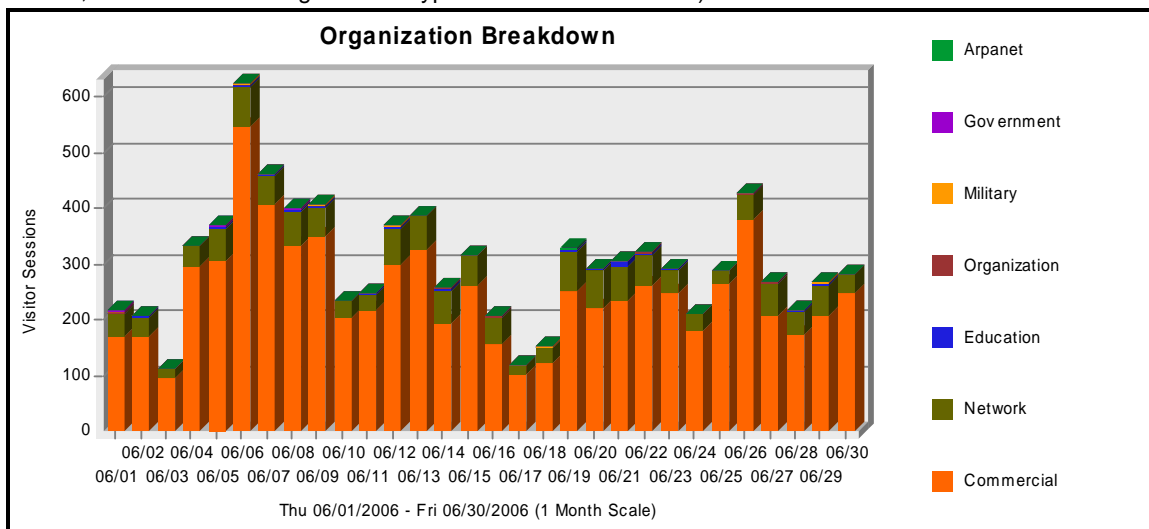
### Most Active Organizations - Help Card

? This section identifies the companies or organizations that accessed the site the most often. If the DNS lookup option is set to "Always" or "Automatically," WebTrends searches for the domain name in the company database, and includes the company name and geographic information in the graph and table. If reverse DNS lookups are not performed, either by WebTrends or by the server, only IP addresses are listed. The table lists companies and organizations in decreasing order of the number of hits.

💡 Determine how your e-business can be improved according to how businesses are using your site. Consider how your product can be made more attractive to organizations that have shown interest.

## Organization Breakdown

This section provides a breakdown by types of organizations (.com, .net, .edu, .org, .mil, and .gov.) This information can only be displayed if reverse DNS lookups have been performed, and the percentages refer to the total of hits for which the organization type can be determined (some IPs cannot be resolved to a domain, and therefore an organization type cannot be determined).



Organization Breakdown				
	Organization Type	Hits	% of Total Hits	Visitor Sessions
1	Commercial	146,471	52.01%	7,464
2	Network	127,298	45.2%	1,387
3	Education	3,539	1.25%	60
4	Organization	2,861	1.01%	27
5	Military	674	0.23%	15
6	Government	741	0.26%	6
7	Arpanet	35	0.01%	1
<b>Total for Known Organization Types</b>		<b>281,619</b>	<b>100%</b>	<b>8,960</b>

### Organization Breakdown - Help Card

**?** This section provides a breakdown by types of organizations (.com, .net, .edu, .org, .mil, and .gov.) The table lists the types of organizations in decreasing order of the number of hits. This information can only be provided if reverse DNS lookups have been performed, and the percentages refer to the total of hits for which the organization type can be determined (some IPs cannot be resolved to a domain, and therefore an organization type cannot be determined).

**💡** Consider what type of organization is interested in your site and how you can attract other types.


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## Summary of Activity for Report Period

This section outlines general server activity, comparing the level of activity on weekdays and weekends. The Average Number of Visitors and Hits on Weekdays are the averages for each individual week day. The Average Number of Visitors and Hits for Weekends groups Saturday and Sunday together. Values in the table do not include erred hits.

Summary of Activity for Report Period	
Average Number of Visitor Sessions per day on Weekdays	390
Average Number of Hits per day on Weekdays	13,794
Average Number of Visitor Sessions for the entire Weekend	495
Average Number of Hits for the entire Weekend	9,931
Most Active Day of the Week	Thu
Least Active Day of the Week	Sat
Most Active Day Ever	June 06, 2006
Number of Hits on Most Active Day	19,909
Least Active Day Ever	June 17, 2006
Number of Hits on Least Active Day	2,020
Most Active Hour of the Day	10:00-10:59
Least Active Hour of the Day	01:00-01:59

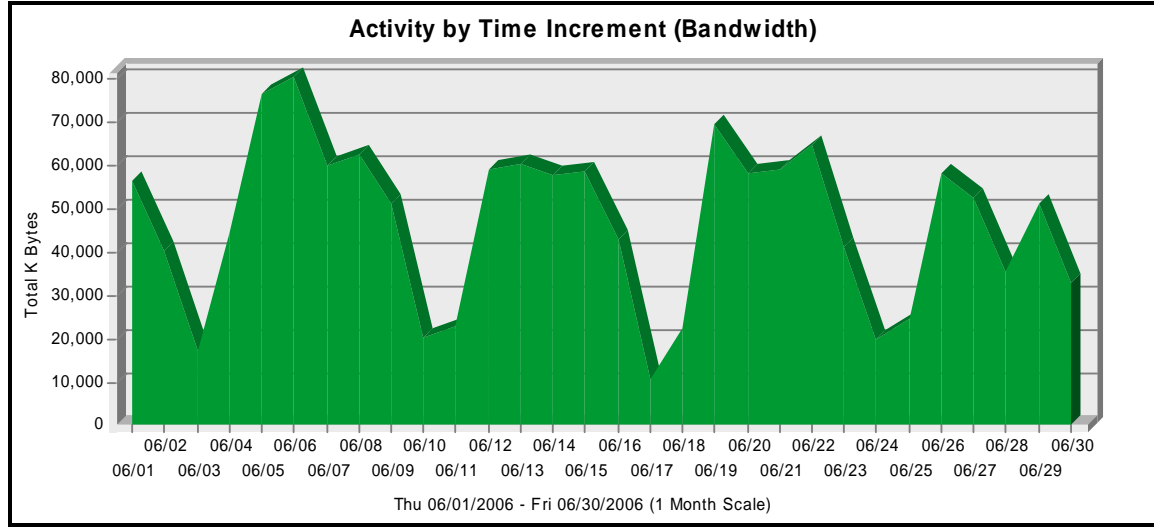
### Summary of Activity for Report Period - Help Card

 This section outlines general server activity, comparing the level of activity on weekdays and weekends. The Average Number of Visitors and Hits on Weekdays are the averages for each individual weekday. The Average Number of Visitors and Hits for Weekends groups Saturday and Sunday together. Values in the table do not include erred hits.

 This table is useful for determining the best day of the week to perform system maintenance. You can determine least popular and most popular use trends for development of the site.

## Summary of Activity by Time Increment

This section helps you understand the bandwidth requirements of the site by indicating the volume of activity in kilobytes transferred. The table provides various measures of activity by unit of time for the report period (the unit of time depends on the amount of time covered by the report, and will be the day in most cases).



### Summary of Activity by Time Increment

Time Interval	Hits	Page Views	KBytes Transferred	Visitor Sessions
Thu 06/01/2006	12,135	979	56,407 K	264
Fri 06/02/2006	8,181	587	40,498 K	301
Sat 06/03/2006	3,032	533	17,033 K	160
Sun 06/04/2006	9,072	866	44,703 K	371
Mon 06/05/2006	18,896	897	76,482 K	437
<b>Total</b>	<b>343,197</b>	<b>21,312</b>	<b>1,410,565 K</b>	<b>10,576</b>

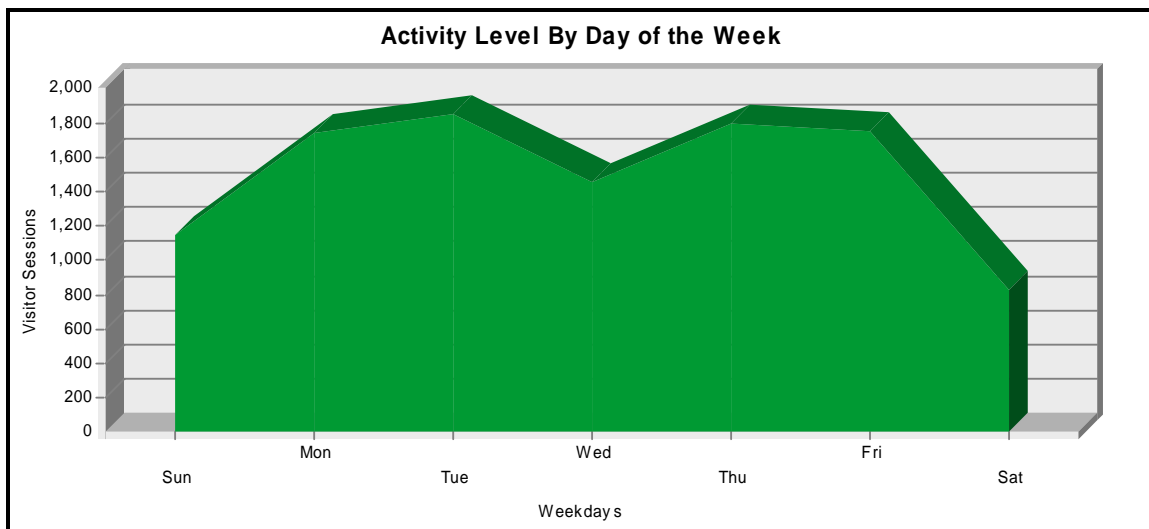
### Summary of Activity by Time Increment - Help Card

? This section helps you understand the bandwidth requirements of the site by indicating the volume of activity in kilobytes transferred. The table provides various measures of activity by unit of time for the report period (the unit of time depends on the amount of time covered by the report, and will be the day in most cases).

💡 Periods of less activity should be considered for maintenance and content improvement.

## Activity Level by Day of the Week

This section shows the activity for each day of the week for the report period (i.e. if there are two Mondays in the report period, the value presented is the sum of all hits for both Mondays.) Values in the table do not include erred hits.



Activity Level by Day of the Week				
	Day	Hits	% of Total Hits	Visitor Sessions
1	Sun	24,837	7.23%	1,151
2	Mon	62,870	18.31%	1,739
3	Tue	62,504	18.21%	1,850
4	Wed	52,671	15.34%	1,456
5	Thu	76,086	22.16%	1,800
6	Fri	49,342	14.37%	1,751
7	Sat	14,887	4.33%	829
<b>Total Weekdays</b>		<b>303,473</b>	<b>88.42%</b>	<b>8,596</b>
<b>Total Weekend</b>		<b>39,724</b>	<b>11.57%</b>	<b>1,980</b>

### Activity Level by Day of the Week - Help Card

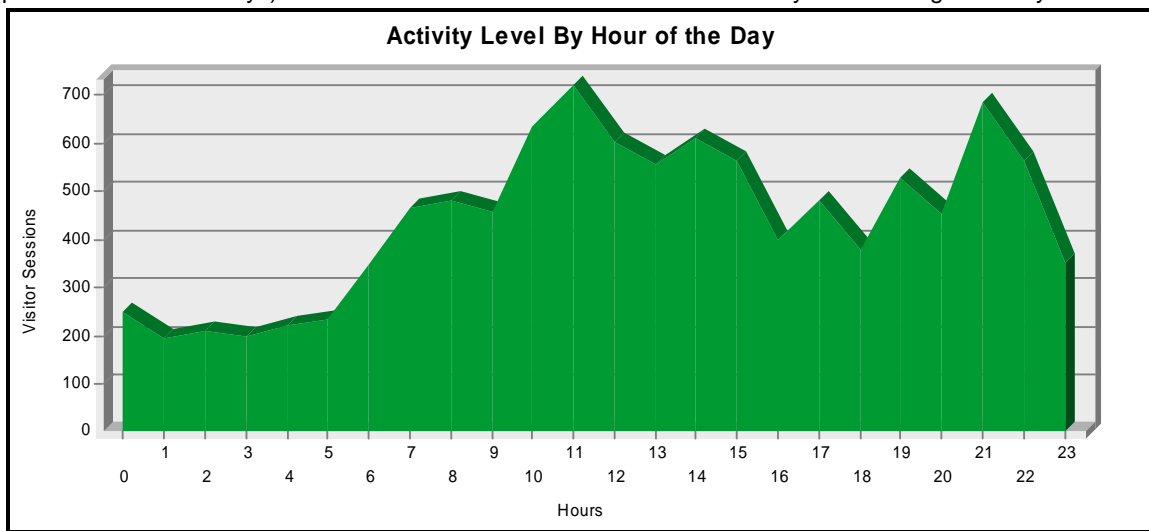
**?** This section shows the activity for each day of the week for the report period (i.e. if there are two Mondays in the report period, the value presented is the sum of all hits for both Mondays.) The table lists the number of hits, percentage of total hits and visitor sessions for each day of the week for the report period. Values in this table do not include erred hits.

**Tip:** Consider the Day of Week Filter to include or exclude activity based on the day of the week.

**💡** Days of less activity should be considered for maintenance and content improvement.

## Activity Level by Hour of the Day


This section shows the most and the least active hour of the day for the report period. The second table breaks down activity for the given report period to show the average activity for each individual hour of the day (if there are several days in the report period, the value presented is the sum of all hits during that period of time for all days). All times are referenced to the location of the system running the analysis.




<b>Activity Level by Hours Details</b>			
Hour	# of Hits	% of Total Hits	# of Visitor Sessions
00:00-00:59	3,888	1.13%	248
01:00-01:59	1,071	0.31%	194
02:00-02:59	2,241	0.65%	210
03:00-03:59	1,916	0.55%	199
04:00-04:59	1,566	0.45%	221
05:00-05:59	2,376	0.69%	233
06:00-06:59	6,201	1.8%	349
07:00-07:59	9,658	2.81%	464
08:00-08:59	22,316	6.5%	480
09:00-09:59	25,968	7.56%	456
10:00-10:59	28,950	8.43%	633
11:00-11:59	28,423	8.28%	721
12:00-12:59	25,280	7.36%	602
13:00-13:59	27,448	7.99%	557
14:00-14:59	22,130	6.44%	612
15:00-15:59	25,907	7.54%	562
16:00-16:59	21,926	6.38%	397
17:00-17:59	12,691	3.69%	481
18:00-18:59	11,513	3.35%	377
19:00-19:59	14,876	4.33%	527
20:00-20:59	14,832	4.32%	452
21:00-21:59	15,818	4.6%	684
22:00-22:59	10,654	3.1%	564
23:00-23:59	5,548	1.61%	353
<b>Total Visitors during Work Hours (8:00am-5:00pm)</b>	<b>228,348</b>	<b>66.53%</b>	<b>5,020</b>
<b>Total Visitors during After Hours (5:01pm-</b>	<b>114,849</b>	<b>33.46%</b>	<b>5,556</b>

Activity Level by Hours Details			
Hour	# of Hits	% of Total Hits	# of Visitor Sessions
7:59am)			

**Activity Level by Hour of the Day - Help Card**

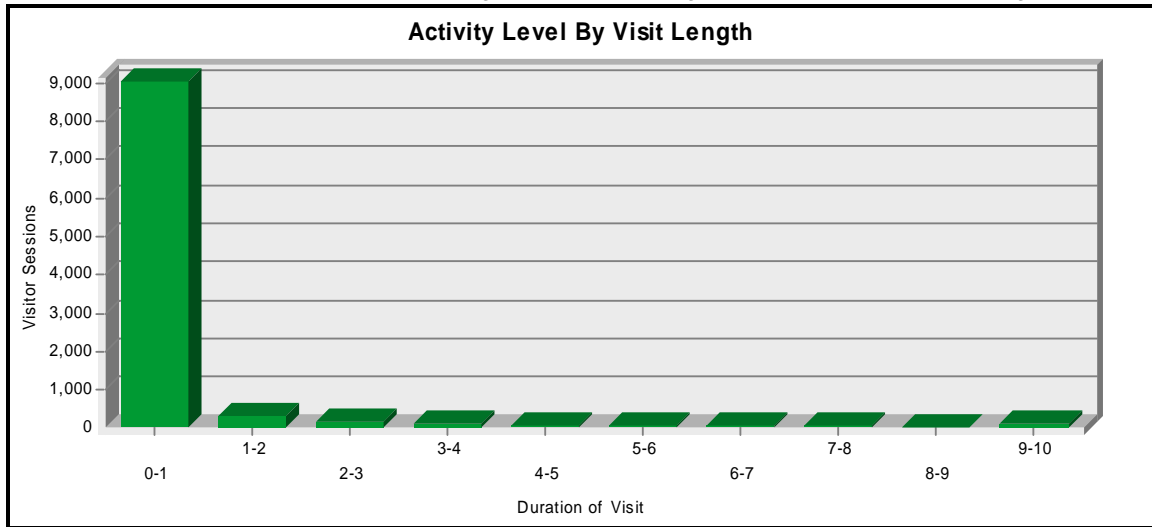
 This section shows the most and the least active hour of the day for the report period. The second table breaks down activity for the given report period to show the average activity for each individual hour of the day (if there are several days in the report period, the value presented is the sum of all hits during that period of time for all days). All times are referenced to the location of the system running the analysis. The table lists the percentage of total hits and visitor sessions, as well as the totals for work hours (8:00am - 5:00pm) and after hours (5:01pm - 7:59am).

**Tip:** Consider the Hour of Day Filter to include or exclude activity based on the time of day.

 This information is useful in determining what hour of the day is best for system maintenance.

## Activity Level by Length of Visit

This section shows the number and percentages of visits and page views over selected visit lengths.



Activity Level by Length of Visit				
Visit Duration (Minutes)	Visits	Page Views	% of Total Visits	% of Total Views
0-1	9,032	9,304	85.4%	43.65%
1-2	309	1,861	2.92%	8.73%
2-3	172	875	1.62%	4.1%
3-4	123	1,367	1.16%	6.41%
4-5	94	869	0.88%	4.07%
5-6	90	825	0.85%	3.87%
6-7	64	581	0.6%	2.72%
7-8	74	482	0.69%	2.26%
8-9	41	328	0.38%	1.53%
> 9	577	4,820	5.45%	22.61%
<b>Totals</b>	<b>10,576</b>	<b>21,312</b>	<b>100%</b>	<b>100%</b>

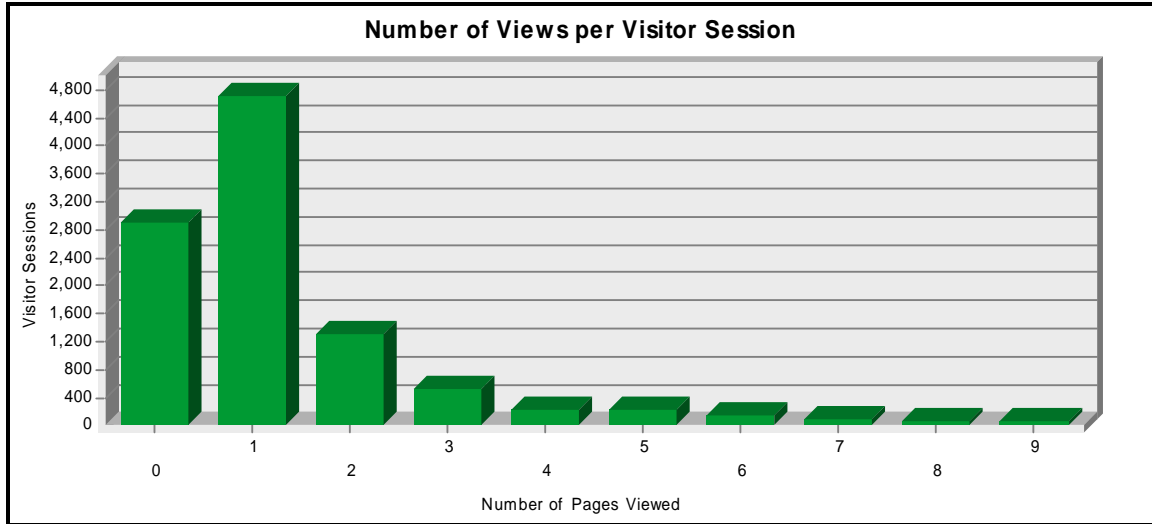
### Activity Level by Length of Visit - Help Card

**?** This section groups visitor sessions based on the their duration. For each grouping, the total number of visitors, and the total number of pages viewed is calculated. The accumulated totals for all of the visit duration groupings is shown at the bottom of the table.

**💡** This information is useful for determining how long visitors look at your web site.

## Number of Views per Visitor Session

This section shows the number and percentages of visits and page views versus the number of pages viewed.



Number of Pages Viewed per Visit		
Number of Pages Viewed	Number of Visits	% of Total Visits
0 pages	2,892	27.34%
1 page	4,728	44.7%
2 pages	1,323	12.5%
3 pages	525	4.96%
4 pages	229	2.16%
5 pages	226	2.13%
6 pages	136	1.28%
7 pages	102	0.96%
8 pages	57	0.53%
9 or more pages	358	0.55%
<b>Totals</b>	<b>10,576</b>	<b>100%</b>

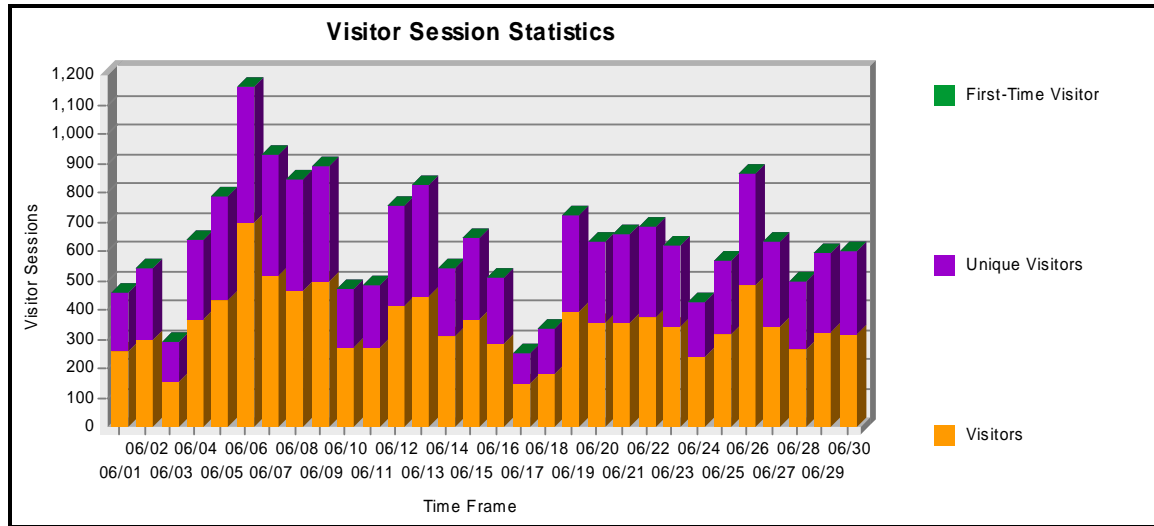
### Number of Views per Visitor Session - Help Card

**?** This section shows you how many visitors viewed one page, how many viewed 2 pages, ect. Number of Page Viewed is 0 indicates visitor sessions that access only non-page items (e.g. GIF, JPG).

**💡** You can quickly see how many visitors look at just one page or more than one page. If most visitors are only viewing one page, it may be an indication that the page where they entered didn't effectively guide them to the content they needed.

## Visitor Session Statistics

This section shows how many visitors viewed your web site and how long they stayed. The information is split up into time slices based on the duration of the log file.



Visitor Session Statistics					
Time Frame	Visitors	Unique Visitors	First-Time Visitors	Average Visit Length	Visitor-Minutes
Thu 06/01/2006	264	196	0	00:03:13	852
Fri 06/02/2006	301	242	0	00:01:42	515
Sat 06/03/2006	160	132	0	00:01:03	168
Sun 06/04/2006	371	274	0	00:01:17	478
Mon 06/05/2006	438	350	0	00:01:18	576
Tue 06/06/2006	701	466	0	00:00:59	695
Wed 06/07/2006	517	413	0	00:01:03	547
Thu 06/08/2006	470	381	0	00:01:38	768
Fri 06/09/2006	502	390	0	00:01:15	631
Sat 06/10/2006	277	198	0	00:01:42	470
<b>Averages</b>	NA	NA	NA	00:01:35	542
<b>Totals</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>00:47:30</b>	<b>16,260</b>

### Visitor Session Statistics - Help Card

**?** The Visitor Session Statistics section shows visitor session activity for the reporting period. Visitors are typically tracked using the cookie that's been defined or by their IP addresses.

**Visitors** shows the number of visitor sessions for each interval.

**Unique Visitors** shows the number of unique visitor sessions. If the entire column displays N/A, it may be because Limit Memory Usage was activated, and the amount of memory required to track individual visitor sessions was exceeded. A total count of visitors and visitor sessions is available in the General Statistics table.

**First-Time Visitors** shows the number of sessions that were attributed to known first-time visitors. You must use a persistent cookie on your web server and have defined it in the program to get this information.

**Average Visit Length** shows the average length of the visitor session for each interval. Sessions with a length of zero (i.e. a single page view) are included in the average.

**Visitor-Minutes** provides the total number of minutes that visitors viewed your site based on the sum of each visitor session for the interval.

---

## Visitor Session Statistics - Help Card



You can use this information to:

Determine which intervals have the most traffic. You might watch for increases or decreases in traffic and consider the circumstances that may impact the change (an ad campaign, press release, competitor announcement).

Plan for acquiring new equipment> If you've noticed a trend in visitor traffic, you can plan for future needs. Compare new vs. repeat customers. How much activity is attributed to new visitors? Are established customers returning to your site?

---

## Technical Statistics and Analysis

This table shows the total number of hits for the site, how many were successful, how many failed, and calculates the percentage of hits that failed. It may help you in determining the reliability of the site.

Technical Statistics and Analysis	
Total Hits	394,636
Successful Hits	343,197
Failed Hits	51,439
Failed Hits as Percent	13.03%
Cached Hits	70,279
Cached Hits as Percent	17.8%

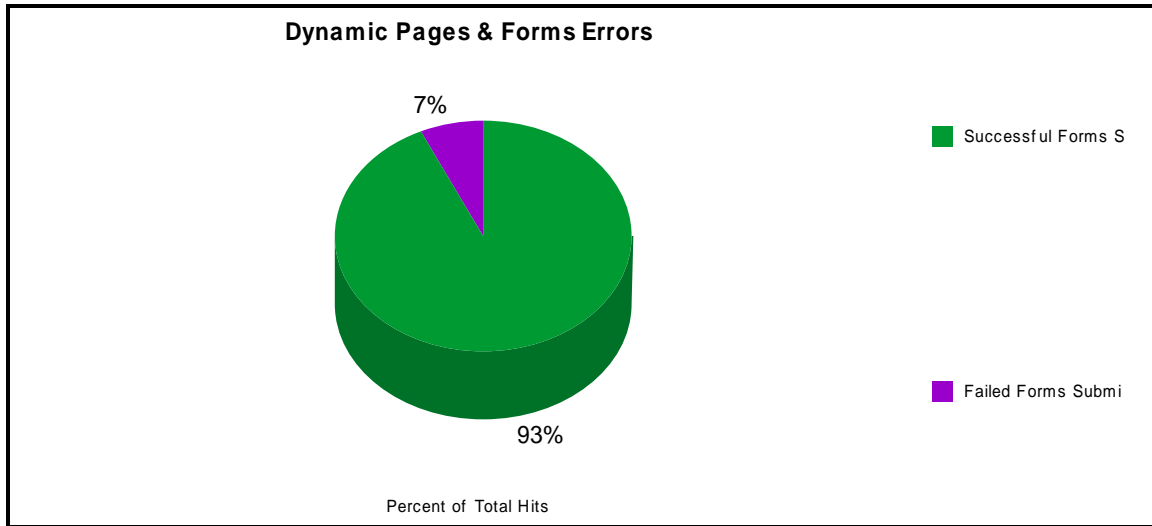
### Technical Statistics and Analysis - Help Card

? This table shows the total number of hits for the site, how many were successful, how many failed, and calculates the percentage of hits that failed. Failed hits are hits where a server or client error occurred. Cached hits are those where the page was found in the cache of the browser, so the server did not need to transfer the file.

💡 This section is useful in determining the reliability of the site.

## Dynamic Pages & Forms Errors

This section shows the number of successful form submissions compared to the number that failed. WebTrends considers anything with Post command as a dynamic page.



Dynamic Pages & Forms Errors		
Type	Hits	% of Total
Successful Forms Submitted	511	93.07%
Failed Forms Submitted	38	6.92%
<b>Total</b>	<b>549</b>	<b>100%</b>

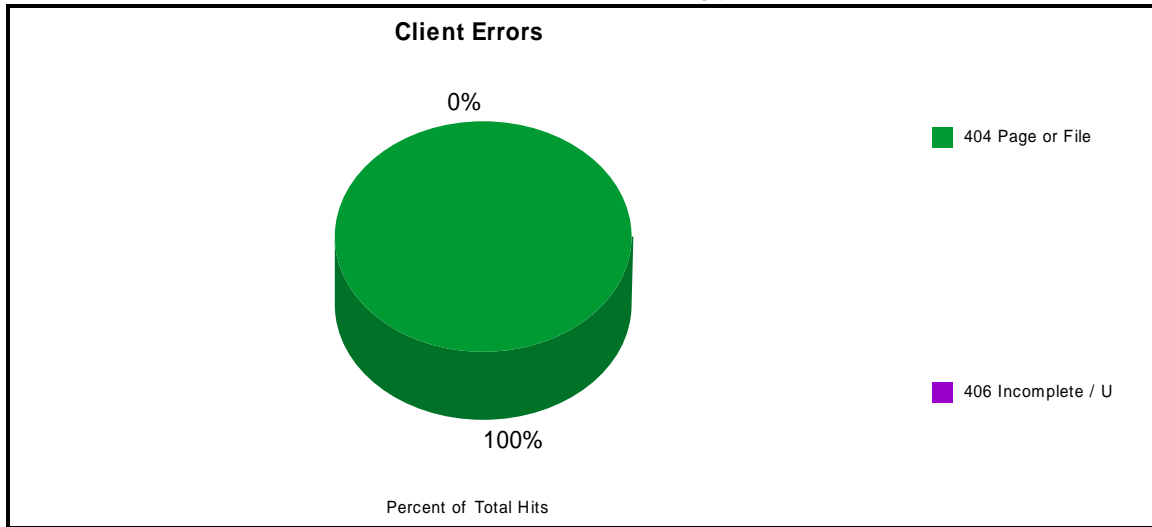
**Dynamic Pages & Forms Errors - Help Card**

? This section shows you errors that occurred for both dynamic pages and forms.

💡 You want the percentage of forms that failed to be low, and if they're not, you need to find out why.

## Client Errors

This section identifies the error codes from the browsers accessing your server.



Client Errors		
Error	Hits	% of Failed Hits
404 Page or File Not Found	51,406	99.93%
406 Incomplete / Undefined	31	0.06%
<b>Total</b>	<b>51,437</b>	<b>100%</b>

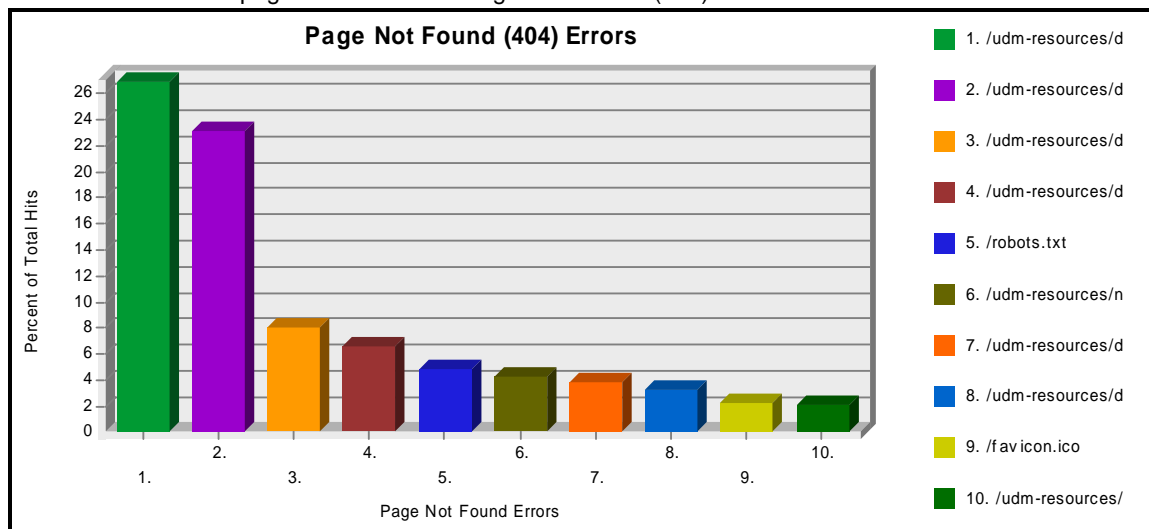
### Client Errors - Help Card

? This section identifies the error codes from the browsers accessing your server. The table lists all the errors that occurred in order of number of failed hits.  
**Tip:** To focus your report, consider using the Return Code Filter for including or excluding return code data.

💡 This is helpful for identifying the errors the client browser received and determining what maintenance is necessary.

## Page Not Found (404) Errors

This section identifies pages that returned "Page Not Found" (404) errors on the server.



Page Not Found (404) Errors		
Target URL and Referrer	Hits	% of 404 Hits
/udm-resources/down-green.gif http://www.yourcompanyname.com/	13,849	26.94%
/udm-resources/down-red.gif http://www.yourcompanyname.com/	11,874	23.09%
/udm-resources/down-green.gif http://www.Your Namefire.com/	4,142	8.05%
/udm-resources/down-red.gif http://www.Your Namefire.com/	3,423	6.65%
/robots.txt (no referrer)	2,528	4.91%
/udm-resources/none.gif http://www.yourcompanyname.com/	2,237	4.35%
/udm-resources/down-green.gif http://www.yourcompanyname.com/index.html	1,990	3.87%
/udm-resources/down-red.gif http://www.yourcompanyname.com/index.html	1,698	3.3%
/favicon.ico (no referrer)	1,151	2.23%
/udm-resources/down-green.gif http://www.yourcompanyname.com	1,116	2.17%
<b>Total for Pages Above</b>	<b>44,008</b>	<b>85.6%</b>

**Page Not Found (404) Errors - Help Card**

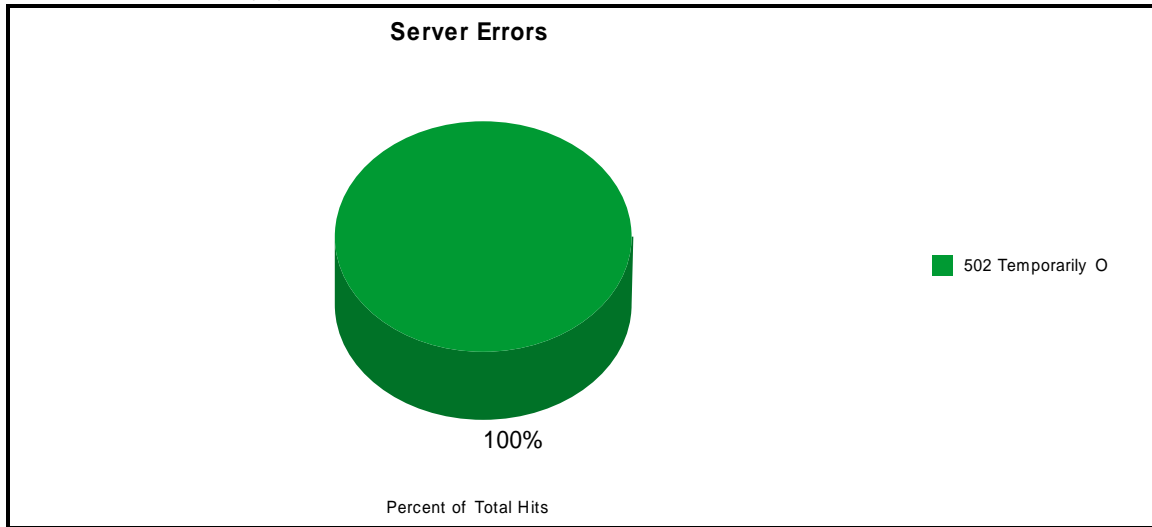
? This section identifies pages that returned "Page Not Found" (404) errors on the server.  
**Tip:** To focus your report, consider using the Return Code filter for including or excluding return code data.

💡 This can be useful in identifying referring pages that are out of date and for identifying inconsistencies in the site structure.

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## Server Errors

This section identifies by type the errors which occurred on the server.



### Server Errors

Error	Hits	% of Total
502 Temporarily Overloaded	2	100%
<b>Total</b>	<b>2</b>	<b>100%</b>

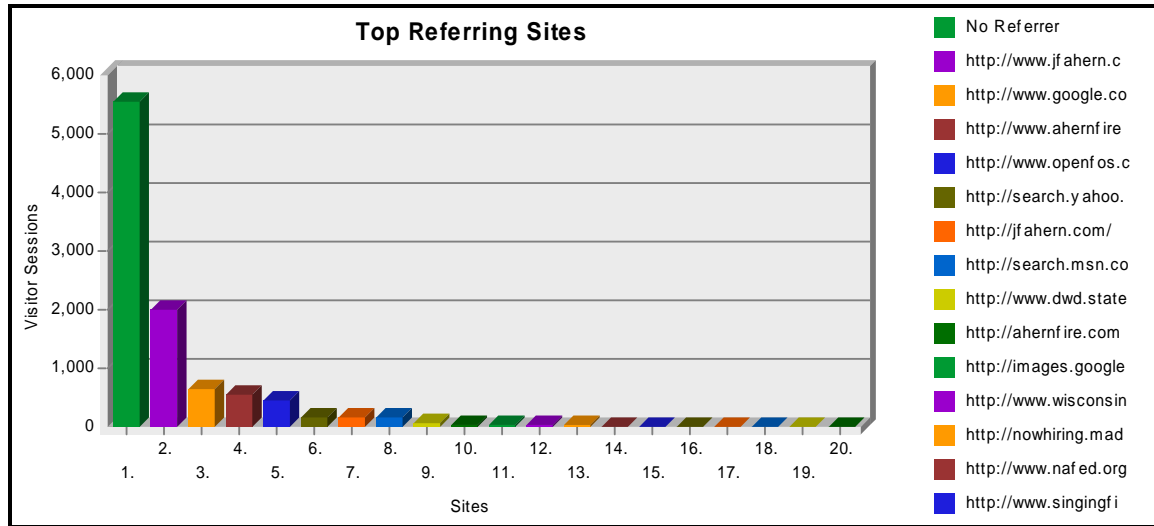
### Server Errors - Help Card

? This section identifies by type the errors that occurred on the server. The table lists the errors in decreasing order of the number of failed hits.  
**Tip:** To focus your report, consider using the Return Code filter for including or excluding return code data.

💡 This is helpful for specifically identifying the server maintenance that can improve your site.

## Top Referring Sites

This section identifies the domain names or numeric IP addresses with links to the site. This information will only be displayed if your server is logging this information.



Top Referring Sites		
	Site	Visitor Sessions
1	No Referrer	5,579
2	http://www.yourcompanyname.com/	2,022
3	http://www.google.com/	654
4	http://www.Your Namefire.com/	578
5	http://www.openfos.com/	463
6	http://search.yahoo.com/	192
7	http://jfYour Name.com/	165
8	http://search.msn.com/	162
9	http://www.dwd.state.wi.us/	78
10	http://Your Namefire.com/	60
11	http://images.google.com/	43
12	http://www.wisconsinjobs.com/	39
13	http://nowhiring.madison.com/	36
14	http://www.nafed.org/	31
15	http://www.singingfish.com	21
16	http://image.baidu.com	20
17	http://www.google.ca/	18
18	http://www.madisonjobs.com/	16
19	http://www.nationjob.com/	13
20	http://www.careerbuilder.com/	13
<b>Subtotal for the Referring Sites Above</b>		<b>10,203</b>
<b>Total for the Log File</b>		<b>10,576</b>

### Top Referring Sites - Help Card


? This section identifies the domain names or numeric IP addresses with links to the site. The table shows the Domain names if reverse DNS lookups have been performed. This information will only be displayed if your server is logging this information.

**Tip:** You can exclude referrals from your own site by specifying your URL in the profile filters.

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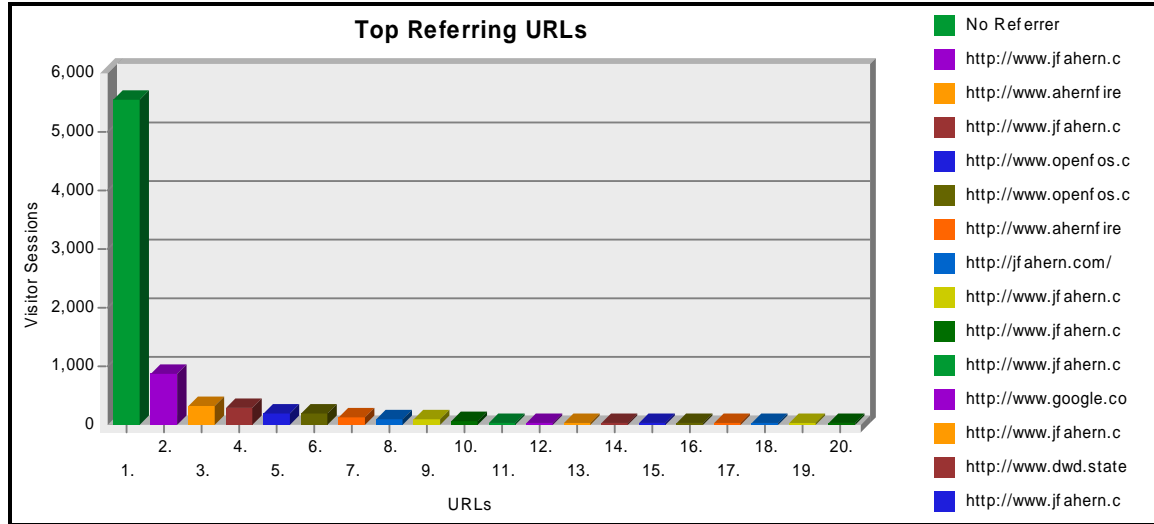
### Top Referring Sites - Help Card

**Tip:** To focus your report, consider using the Referrer Filter to include or exclude activity from a referring site.

 You can determine those sites that are providing the most referrals to your site. This can help when considering the most effective ways to attract visitors.

## Top Referring URLs

This section provides the full URLs of the sites with links to the site. This information will only be displayed if your server is logging the referrer information.



## Top Referring URLs

	URL	Visitor Sessions
1	No Referrer	5,579
2	http://www.yourcompanyname.com/	890
3	http://www.Your Namefire.com/	335
4	http://www.yourcompanyname.com/employment.html	301
5	http://www.openfos.com/supply/659778.J_F_Your Name_Co_.htm	216
6	http://www.openfos.com/supply/1695851.J_F_YOUR NAME_CO.htm	212
7	http://www.Your Namefire.com/employment.html	160
8	http://jfYour Name.com/	107
9	http://www.yourcompanyname.com/about.html	102
10	http://www.yourcompanyname.com/fire_mad.html	67
11	http://www.yourcompanyname.com/pipe.html	61
12	http://www.google.com/search?sourceid=navclient&ie=UTF-8&rls=GGL	58
13	http://www.yourcompanyname.com/fire.html	57
14	http://www.dwd.state.wi.us/jobnet/Scripts/Job-det.asp?OrderNumber=000676391&CurrentRegion	51
15	http://www.yourcompanyname.com/fire_chi.html	45
16	http://images.google.com/imgres?imgurl=http://www.yourcompanyname.com/image	43
17	http://www.google.com/search?hl=en&q=jf+Your Name	43
18	http://www.yourcompanyname.com/whatsnew.html	41
19	http://www.yourcompanyname.com/jfa_today.html	40
20	http://Your Namefire.com/	40
<b>Subtotal for the Referrers Above</b>		<b>8,448</b>
<b>Total for the Log File</b>		<b>10,576</b>

## Top Referring URLs - Help Card

? This section provides the full URLs of the sites with links to the site. The table shows the Domain names if reverse DNS lookups have been performed, and IP addresses if not. This information will only be

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### Top Referring URLs - Help Card

displayed if your server is logging the referrer information, and doesn't include visitors who typed in your URL.

**Tip:** You can exclude referrals from your own site by specifying your URL in the profile filters.

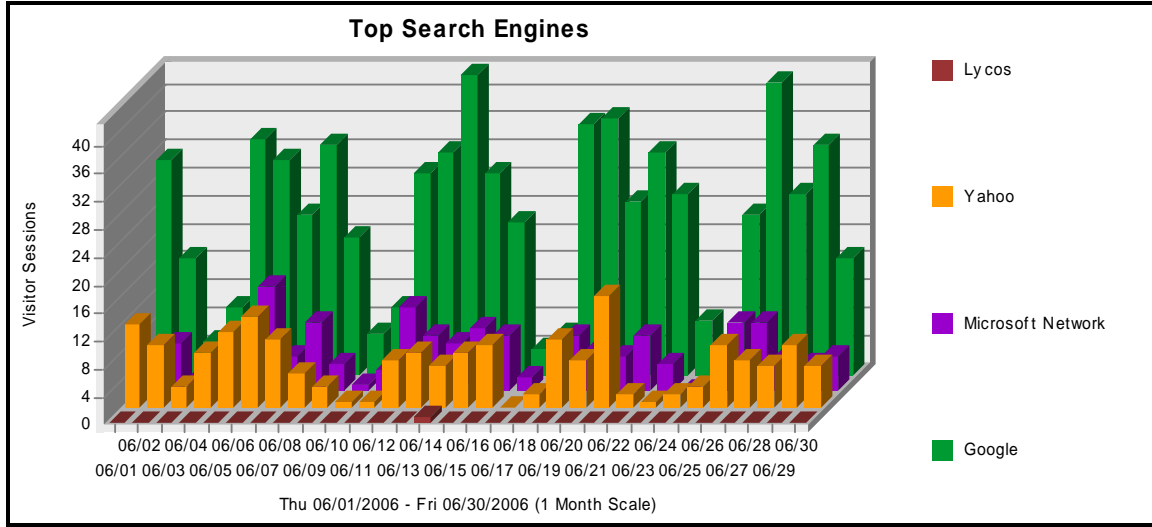
**Tip:** To focus your report, consider using the Referrer Filter to include or exclude activity from a referring site.



You can determine those sites that are providing the most referrals to your site. This can help when considering the most effective ways to attract visitors.

## Top Search Engines

The graphic illustrates the first-time visitor sessions initiated by searches from each search engine. The first table identifies which search engines referred visitors to the site the most often. Note that each search may contain several keywords. The second table identifies the main keywords for each search engine.



### Top Search Engines

	Engines	Searches	% of Total
1	Google	817	62.12%
2	Microsoft Network	259	19.69%
3	Yahoo	236	17.94%
4	Lycos	3	0.22%
<b>Total of Searches for the Engines Above</b>		<b>1,315</b>	<b>100%</b>
<b>Total of Searches for the Log File</b>		<b>1,315</b>	<b>100%</b>

### Top Search Engines with Search Phrases Detail

Engines	Phrases	Phrases Found	% of Total
Google	Your Name	125	9.5%
	Your Name fire protection	97	7.37%
	Your Name	68	5.17%
	Your Name fire	38	2.88%
	Your Name	30	2.28%
	Your Name co.	16	1.21%
	Your Name co	15	1.14%
	mechanical contractor	13	0.98%
	Your Name co	12	0.91%
	fire protection	11	0.83%
	www.yourcompanyname.com	11	0.83%
	fire extinguisher sales	11	0.83%
	Your Name company	10	0.76%
	pipe fabrication	10	0.76%
	jfYour Name	9	0.68%
	Your Name co.	8	0.6%
	Your Name	8	0.6%
	Your Name fond du lac	8	0.6%
	jfYour Name.com	7	0.53%


Top Search Engines with Search Phrases Detail			
Engines	Phrases	Phrases Found	% of Total
	Your Name co	7	0.53%
Microsoft Network	3325190090864	59	4.48%
	Your Name	34	2.58%
	Your Name fire protection	24	1.82%
	Your Name	13	0.98%
	Your Name fire	9	0.68%
	jfYour Name	9	0.68%
	www>Your Namefire.com	7	0.53%
	www.yourcompanyname.com	6	0.45%
	Your Name company	4	0.3%
	Your Name	4	0.3%
	Your Name co	3	0.22%
	Your Name buildings	3	0.22%
	Your Name company	3	0.22%
	jfYour Name.com	3	0.22%
	Your Name co	2	0.15%
	Your Namefire	2	0.15%
	fire extinguisher minnesota	2	0.15%
	pipe fabrication	2	0.15%
	industrial refrigeration services	2	0.15%
	steel pipe fab	2	0.15%
Yahoo	Your Name	38	2.88%
	Your Name fire protection	38	2.88%
	Your Name	15	1.14%
	Your Name	11	0.83%
	www.yourcompanyname.com	9	0.68%
	Your Namefire.com	8	0.6%
	jfYour Name.com	7	0.53%
	www>Your Namefire.com	7	0.53%
	Your Name fire	6	0.45%
	Your Name co	5	0.38%
	jfYour Name	4	0.3%
	Your Name co	3	0.22%
	Your Name co.	3	0.22%
	fire protection services	3	0.22%
	Your Name company	2	0.15%
	Your Name milwaukee	2	0.15%
	full service mechanical contractor canada	2	0.15%
	j.f>Your Name	2	0.15%
	mechanical service contractor	2	0.15%
	Your Name mechanical	2	0.15%
Lycos	fire sprinkler	3	0.22%


Top Search Engines with Keywords Detail			
Engines	Keywords	Keywords Found	% of Total
Google	Your Name	533	40.53%
	fire	295	22.43%
	protection	183	13.91%
	jf	169	12.85%
	j.f.	67	5.09%
	co	44	3.34%

Top Search Engines with Keywords Detail			
Engines	Keywords	Keywords Found	% of Total
	extinguisher	31	2.35%
	mechanical	31	2.35%
	co.	27	2.05%
	j.	25	1.9%
	sprinkler	25	1.9%
	f.	24	1.82%
	company	23	1.74%
	pipe	21	1.59%
	fabrication	20	1.52%
	contractor	17	1.29%
	hood	14	1.06%
	lac	13	0.98%
	du	13	0.98%
	fond	12	0.91%
	Microsoft Network	Your Name	119
3325190090864		59	4.48%
fire		58	4.41%
jf		40	3.04%
protection		34	2.58%
j.f.		11	0.83%
company		9	0.68%
jfYour Name		9	0.68%
co		8	0.6%
www.Your Namefire.com		7	0.53%
wisconsin		7	0.53%
pipe		7	0.53%
www.yourcompanyname.com		6	0.45%
extinguisher		6	0.45%
fabrication		6	0.45%
sprinkler		5	0.38%
buildings		4	0.3%
steel		3	0.22%
extinguishers		3	0.22%
jfYour Name.com		3	0.22%
Yahoo	Your Name	163	12.39%
	fire	68	5.17%
	jf	47	3.57%
	protection	45	3.42%
	j.f.	18	1.36%
	co	13	0.98%
	mechanical	9	0.68%
	www.yourcompanyname.com	9	0.68%
	wisconsin	9	0.68%
	Your Namefire.com	8	0.6%
	j.	8	0.6%
	f.	8	0.6%
	www.Your Namefire.com	7	0.53%
	sprinkler	7	0.53%
	jfYour Name.com	7	0.53%
	company	6	0.45%
	extinguisher	5	0.38%
	milwaukee	5	0.38%
	contractor	5	0.38%

Top Search Engines with Keywords Detail			
Engines	Keywords	Keywords Found	% of Total
	jfYour Name	4	0.3%
Lycos	fire	3	0.22%
	sprinkler	3	0.22%

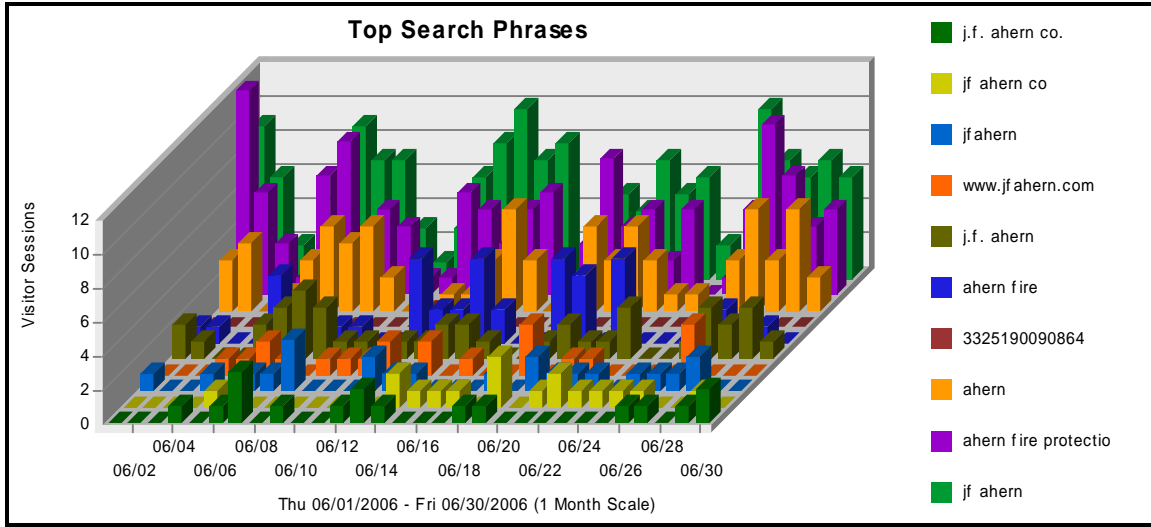
**Top Search Engines - Help Card**

 The first table identifies which search engines referred visitors to the site the most often. The second table breaks down the keywords used with each search engine referring your site. Note that each search may contain several keywords. Totals in this table represent the number of searches, whether they contain one or several keywords. The third table identifies the main keywords for each search engine.

 This can give you an idea of how your meta-tags are performing with each search engine.

## Top Search Phrases



The first table identifies Phrases which led the most visitors to the site (regardless of the search engine).  
The second table identifies, for each phrase, which search engines led visitors to the site.



Top Search Phrases			
	Phrases	Phrases found	% of Total
1	Your Name	197	14.98%
2	Your Name fire protection	159	12.09%
3	Your Name	96	7.3%
4	3325190090864	59	4.48%
5	Your Name fire	53	4.03%
6	Your Name	45	3.42%
7	www.yourcompanyname.com	26	1.97%
8	jfYour Name	22	1.67%
9	Your Name co	22	1.67%
10	Your Name co.	20	1.52%
<b>Total Found for the Phrases Above</b>		<b>699</b>	<b>53.15%</b>
<b>Total of Phrases Found in the Log File</b>		<b>1,315</b>	<b>100%</b>

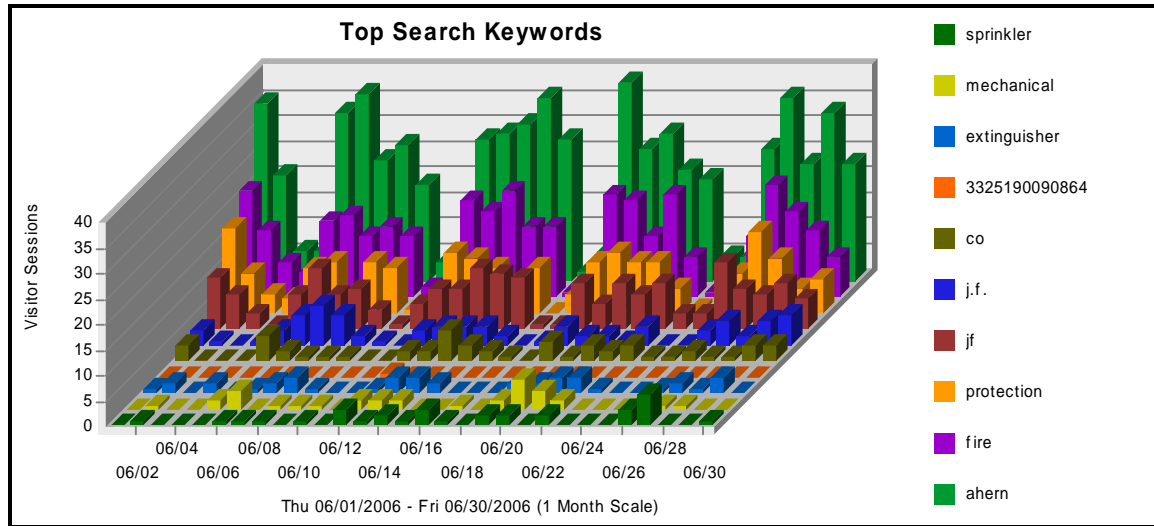
Top Search Phrases with Engines Detail			
Phrases	Engines	Searches	% of Total
Your Name	Google	125	9.5%
	Yahoo	38	2.88%
	Microsoft Network	34	2.58%
Your Name fire protection	Google	97	7.37%
	Yahoo	38	2.88%
	Microsoft Network	24	1.82%
Your Name	Google	68	5.17%
	Yahoo	15	1.14%
	Microsoft Network	13	0.98%
3325190090864	Microsoft Network	59	4.48%
Your Name fire	Google	38	2.88%
	Microsoft Network	9	0.68%
	Yahoo	6	0.45%
Your Name	Google	30	2.28%

Top Search Phrases with Engines Detail			
Phrases	Engines	Searches	% of Total
	Yahoo	11	0.83%
	Microsoft Network	4	0.3%
www.yourcompanyname.com	Google	11	0.83%
	Yahoo	9	0.68%
	Microsoft Network	6	0.45%
jfYour Name	Google	9	0.68%
	Microsoft Network	9	0.68%
	Yahoo	4	0.3%
Your Name co	Google	15	1.14%
	Yahoo	5	0.38%
	Microsoft Network	2	0.15%
Your Name co.	Google	16	1.21%
	Yahoo	3	0.22%
	Microsoft Network	1	0.07%

Top Search Phrases - Help Card
<p> Many visitors to your site may be reaching it using search engines like Yahoo, Excite, etc. This section shows you the search phrases that visitors are using to reach your site.</p> <p> How are people getting to your site? Are they using the search phrases you expect? Do you need to use different keywords in page titles to make it easier for people to find your site via search engines?</p>

## Top Search Keywords

The first table identifies keywords which led the most visitors to the site (regardless of the search engine). The second table identifies, for each keyword, which search engines led visitors to the site.





### Top Search Keywords

	Keywords	Keywords found	% of Total
1	Your Name	815	25.39%
2	fire	424	13.21%
3	protection	262	8.16%
4	jf	256	7.97%
5	j.f.	96	2.99%
6	co	65	2.02%
7	3325190090864	59	1.83%
8	extinguisher	42	1.3%
9	mechanical	41	1.27%
10	sprinkler	40	1.24%
<b>Total Found for the Keywords Above</b>		<b>2,100</b>	<b>65.44%</b>
<b>Total of Keywords Found in the Log File</b>		<b>3,209</b>	<b>100%</b>

### Top Search Keywords with Engines Detail

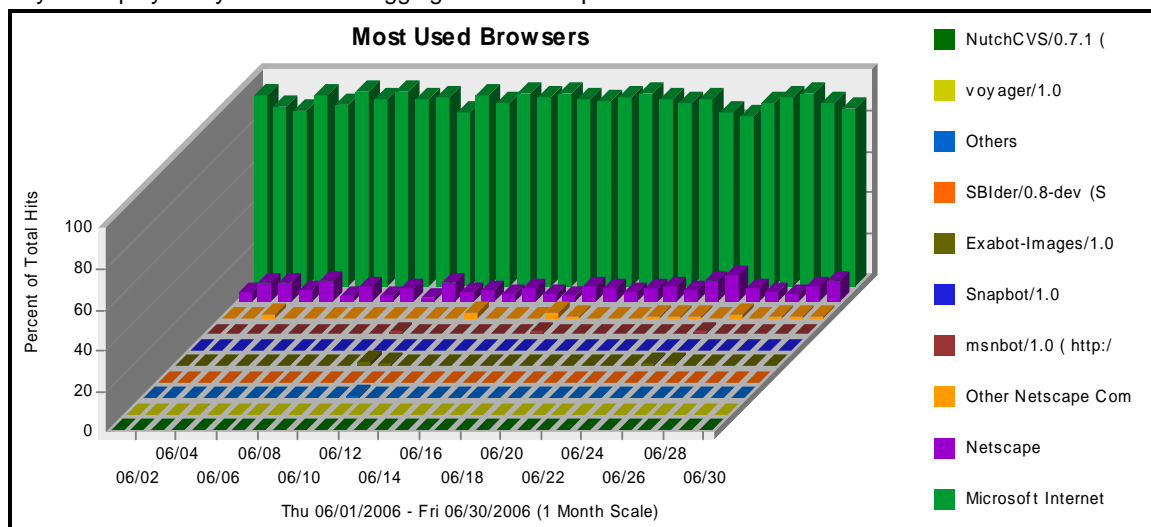
Keywords	Engines	Searches	% of Total
Your Name	Google	533	16.6%
	Yahoo	163	5.07%
	Microsoft Network	119	3.7%
fire	Google	295	9.19%
	Yahoo	68	2.11%
	Microsoft Network	58	1.8%
	Lycos	3	0.09%
protection	Google	183	5.7%
	Yahoo	45	1.4%
	Microsoft Network	34	1.05%
jf	Google	169	5.26%
	Yahoo	47	1.46%
	Microsoft Network	40	1.24%
j.f.	Google	67	2.08%

<b>Top Search Keywords with Engines Detail</b>			
<b>Keywords</b>	<b>Engines</b>	<b>Searches</b>	<b>% of Total</b>
	Yahoo	18	0.56%
	Microsoft Network	11	0.34%
<b>co</b>	Google	44	1.37%
	Yahoo	13	0.4%
	Microsoft Network	8	0.24%
<b>3325190090864</b>	Microsoft Network	59	1.83%
<b>extinguisher</b>	Google	31	0.96%
	Microsoft Network	6	0.18%
	Yahoo	5	0.15%
<b>mechanical</b>	Google	31	0.96%
	Yahoo	9	0.28%
	Microsoft Network	1	0.03%
<b>sprinkler</b>	Google	25	0.77%
	Yahoo	7	0.21%
	Microsoft Network	5	0.15%
	Lycos	3	0.09%

<b>Top Search Keywords - Help Card</b>
<p> This section tells you which search engines people are using to find your site, and the keywords used most frequently with each search engine.</p> <p> At the most basic level, this section tells you which search engines are being used most frequently to find your site. You may find that some search engines are returning your site for the keywords you expect and that other search engines do not.</p>

## Most Used Browsers

This section identifies the most popular WWW Browsers used by visitors to the site. This information will only be displayed if your server is logging the browser/platform information.



Most Used Browsers				
	Browser	Hits	% of Total Hits	Visitor Sessions
1	Microsoft Internet Explorer	310,085	91.32%	6,209
2	Netscape	22,013	6.48%	475
3	Other Netscape Compatible	2,763	0.81%	452
4	msnbot/1.0 ( http://search.msn.com/msnbot.htm)	437	0.12%	152
5	Snapbot/1.0	120	0.03%	109
6	Exabot-Images/1.0	459	0.13%	107
7	SBlder/0.8-dev (SBlder; http://www.sitesell.com/sbider.html; http://support.sitesell.com/contact-su	94	0.02%	84
8	Others	277	0.08%	65
9	voyager/1.0	66	0.01%	62
10	NutchCVS/0.7.1 (Nutch; http://lucene.apache.org/nutch/bot.html; nutch-agent@lucene.apache.org)	39	0.01%	38
<b>Total For Browsers Above</b>		<b>336,353</b>	<b>99.06%</b>	<b>7,753</b>

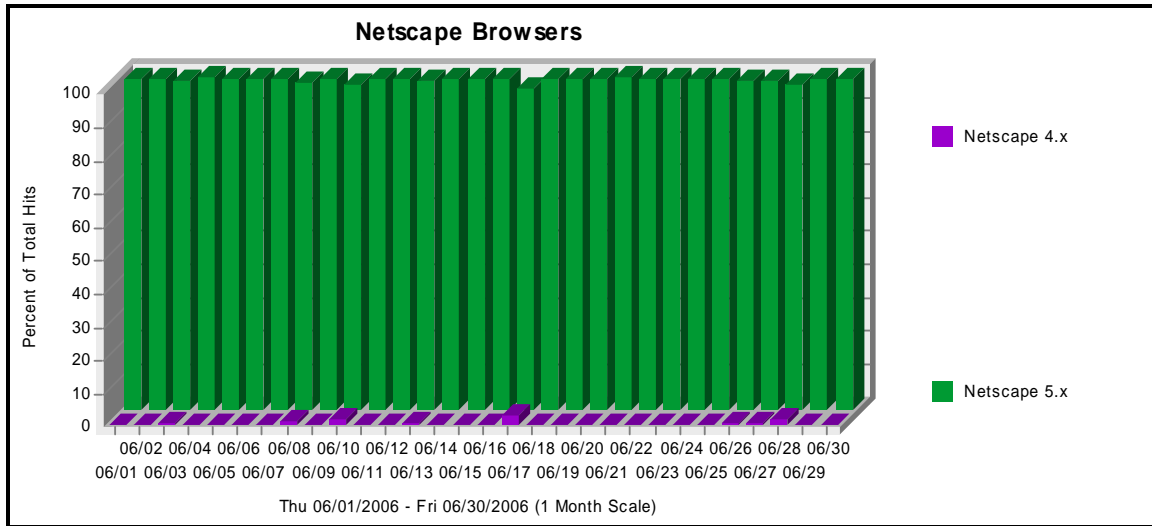
### Most Used Browsers - Help Card

? This section identifies the most popular WWW Browsers used by visitors to the site. This information will only be displayed if your server is logging the browser/platform information. Also, any hits identified as originating from a spider are not counted in this table.  
**Tip:** Consider the Browser Filter to include or exclude activity based on visitor browser.

💡 This can be helpful for determining how to configure your site for optimal viewing.

## Netscape Browsers

This section gives you a breakdown of the various versions of Netscape browsers that visitors to the site are using.



Netscape Browsers				
	Browser	Hits	% of Total Hits	Visitor Sessions
1	Netscape 5.x	21,904	99.5%	411
2	Netscape 4.x	83	0.37%	63
<b>Total For Browsers Above</b>		<b>21,987</b>	<b>99.88%</b>	<b>474</b>

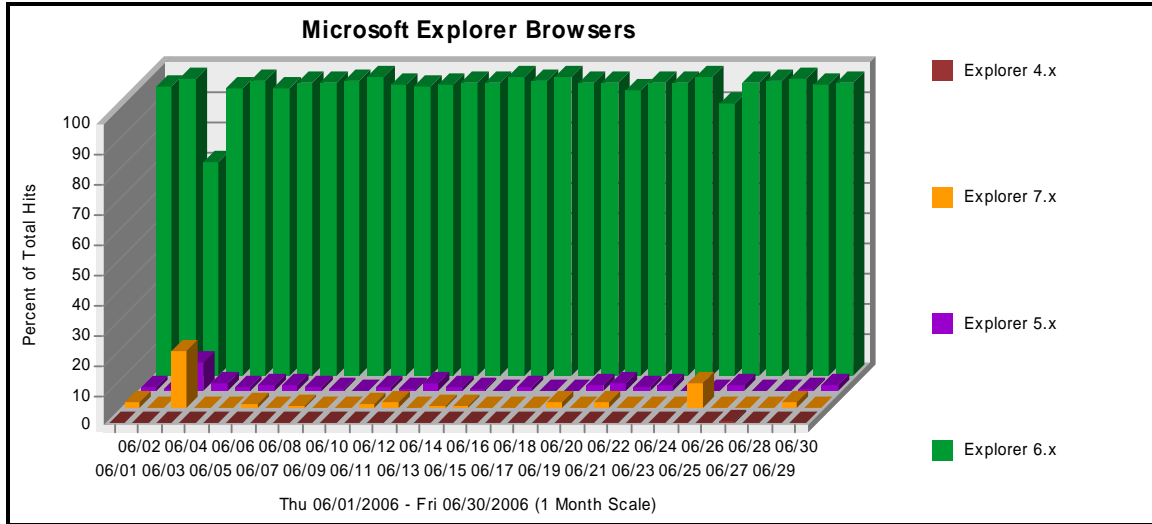
### Netscape Browsers - Help Card

**?** This section gives you a breakdown of the various versions of Netscape browsers that visitors to the site are using. This information will only be displayed if your server is logging the browser/platform information. Any hits identified as originating from a spider are not counted in this table.

**💡** This is useful in determining the percentage of visitors using newer browsers and whether version-specific features (such as Java Scripts) should be implemented on the site.

## Microsoft Explorer Browsers

This section gives you a breakdown of the various versions of Microsoft Explorer browsers that visitors to the site are using.



Microsoft Explorer Browsers				
	Browser	Hits	% of Total Hits	Visitor Sessions
1	Explorer 6.x	301,988	97.38%	5,510
2	Explorer 5.x	4,712	1.51%	632
3	Explorer 7.x	3,241	1.04%	62
4	Explorer 4.x	141	0.04%	2
<b>Total For Browsers Above</b>		<b>310,082</b>	<b>99.99%</b>	<b>6,206</b>

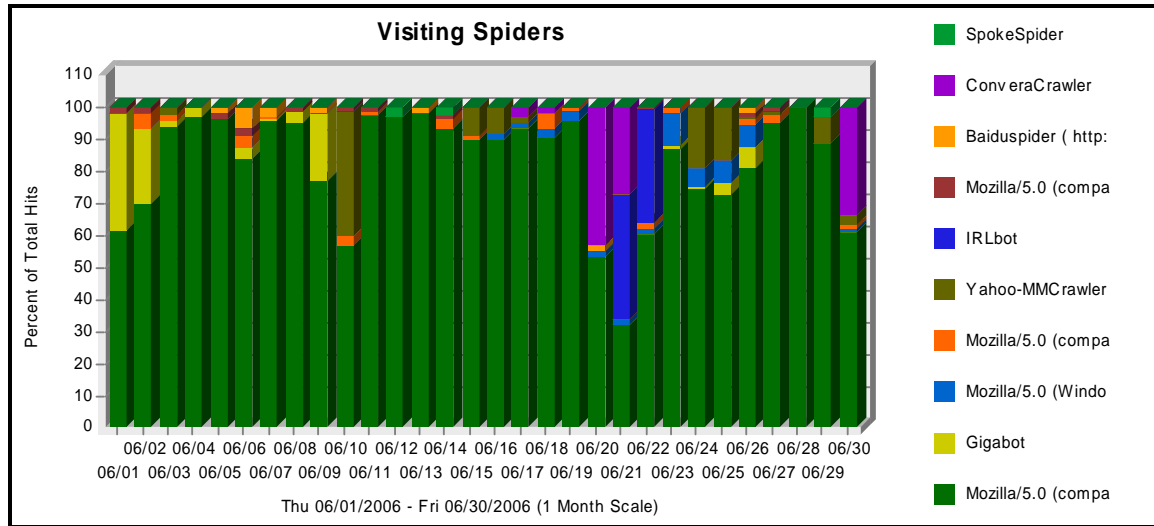
### Microsoft Explorer Browsers - Help Card

**?** This section gives you a breakdown of the various versions of Microsoft Explorer browsers that visitors to the site are using. This information will only be displayed if your server is logging the browser/platform information. Any hits identified as originating from a spider are not counted in this table.

**💡** This is useful in determining the percentage of visitors using newer browsers and whether version specific features (such as Java Scripts) should be implemented on the site.

## Visiting Spiders

This section identifies all robots, spiders, crawlers and search services (i.e. Alta Vista, Lycos, and Excite) visiting the site.



### Visiting Spiders

	Spider	Hits	% of Total Hits	Visitor Sessions
1	Mozilla/5.0 (compatible; Yahoo! Slurp; http://help.yahoo.com/help/us/ysearch/slurp)	2,320	63.33%	2,259
2	Gigabot	97	2.64%	57
3	Mozilla/5.0 (Windows;) NimbleCrawler 2.0.1 obeys UserAgent NimbleCrawler For problems contact: craw	49	1.33%	49
4	Mozilla/5.0 (compatible; Yahoo! DE Slurp; http://help.yahoo.com/help/us/ysearch/slurp)	30	0.81%	30
5	Yahoo-MMCrawler	109	2.97%	26
6	IRLbot	166	4.53%	15
7	Mozilla/5.0 (compatible; Yahoo! Slurp China; http://misc.yahoo.com.cn/help.html)	13	0.35%	13
8	Baiduspider ( http:	16	0.43%	12
9	ConveraCrawler	188	5.13%	5
10	SpokeSpider	6	0.16%	3
<b>Total For Spiders Above</b>		<b>2,994</b>	<b>81.73%</b>	<b>2,469</b>

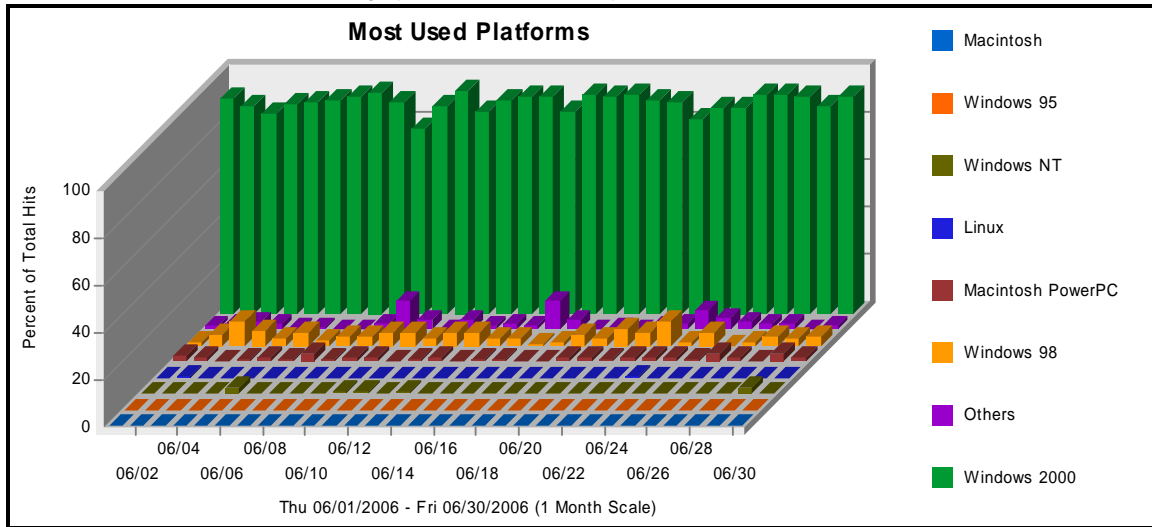
### Visiting Spiders - Help Card

? This section identifies all robots, spiders, crawlers and search services (i.e. Alta Vista, Lycos, and Excite) visiting the site. This information will only be displayed if your server is logging the browser/platform information.

💡 This information is important for a Webmaster trying to block spiders that tax the server, and to know what automated attention you have attracted to your site.

## Most Used Platforms

This section identifies the operating systems most used by the visitors to the site.



Most Used Platforms				
	Platform	Hits	% of Total Hits	Visitor Sessions
1	Windows 2000	307,841	90.66%	5,579
2	Others	7,548	2.22%	1,399
3	Windows 98	15,585	4.59%	765
4	Macintosh PowerPC	6,042	1.77%	236
5	Linux	458	0.13%	41
6	Windows NT	1,546	0.45%	28
7	Windows 95	57	0.01%	25
8	Macintosh	450	0.13%	6
<b>Total For Platforms Above</b>		<b>339,527</b>	<b>99.99%</b>	<b>8,079</b>

### Most Used Platforms - Help Card

? This section identifies the operating systems most used by the visitors to the site. This information will only be displayed if your server is logging the browser/platform information.

💡 This information is useful for determining what content to include on your website.

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## Glossary

**Ad Clicks** A click on an advertisement on a web site which takes a visitor to another site, it is referred to as an ad click. **Ad Views** A web page that presents an ad. Once the visitor has viewed an ad, he/she can click on it (see Ad Click). There may be more than one ad on an ad view. **Authentication** Technique by which access to Internet or Intranet resources requires the visitor to identify himself or herself by entering a username and password. **Bandwidth** Measure (in kilobytes of data transferred) of the traffic on the site. **Browser** A program used to locate and view HTML documents (Netscape, Mosaic, Microsoft Explorer, for example.) **Click through rate** Percentage of visitors who click on a viewed advertisement. This is a good indication of the effectiveness of this ad. **Client** The browser (see above) used by a visitor to a Web site. **Client Errors** An error occurring due to an invalid request by the visitor's browser. Client errors are in the 400-range. See "Return Code" definition. **Company Database** The database installed and used by WebTrends to look up the company name, city, state and country corresponding to a specific domain name. **Cookies** Persistent Client-State HTTP Cookies are files containing information about visitors to a web site (e.g., user name and preferences). This information is provided by the visitor during the first visit to a Web server. The server records this information in a text file and stores this file on the visitor's hard drive. When the visitor accesses the same web site again, the server looks for the cookie and configures itself based on the information provided. **Domain Name** The text name corresponding to the numeric IP address of a computer on the Internet (i.e., www.webtrends.com). **Domain Name Lookup** The process of converting a numeric IP address into a text name (for example, 204.245.240.194 is converted to www.webtrends.com). **FTP** File Transfer Protocol is a standard method of sending files between computers over the Internet. **Filters** A means of narrowing the scope of a report or view by specifying ranges or types of data to include in or exclude. **Forms** An HTML page which passes variables back to the server. These pages are used to gather information from visitors. Also referred to as scripts. **GIF** Graphics Interchange Format is an image file format commonly used in HTML documents. **HTML** Hyper Text Markup Language is used to write documents for the World Wide Web to specify hypertext links between related objects and documents. **HTTP** Hyper Text Transfer Protocol is a standard method of transferring data between a Web server and a Web browser. **Hit** An action on the Web site, such as when a visitor views a page or downloads a file. **Home Page** The main page of a Web site. The home page provides visitors with an overview and links to the rest of the site. It often contains or links to a Table of contents for the site. **Home Page URL** The local path or Internet URL to the default page of the Web site for which WebTrends reports will be generated. **IP Address** Internet Protocol address identifying a computer connected to the Internet. **JPEG** Joint Photographic Expert Group - Compressed graphic format common on the Internet. **Log File** A file created by a web or proxy server which contains all of the access information regarding the activity on that server. **Page Views** Also called Page Impressions. Hit to HTML pages only (access to non-HTML documents are not counted). **Platform** The operating system (i.e. Windows 95, Windows NT, etc.) used by a visitor to the site. **Protocol** An established method of exchanging data over the Internet. **Referrer** URL of an HTML page that refers to the site. **Return Code** The return status of the request which specifies whether the transfer was successful and why.

**Possible "Success" codes are:**

**200 = Success:** OK  
**201 = Success:** Created  
**202 = Success:** Accepted  
**203 = Success:** Partial Information  
**204 = Success:** No Response  
**300 = Success:** Redirected  
**301 = Success:** Moved  
**302 = Success:** Found  
**303 = Success:** New Method  
**304 = Success:** Not Modified

**Possible "Failed" codes are:**

**400 = Failed:** Bad Request  
**401 = Failed:** Unauthorized  
**402 = Failed:** Payment Required  
**403 = Failed:** Forbidden  
**404 = Failed:** Not Found  
**500 = Failed:** Internal Error

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**501 = Failed:** Not Implemented  
**502 = Failed:** Overloaded Temporarily  
**503 = Failed:** Gateway Timeout **Server** A computer that hosts information available to anyone accessing the Internet. **Server Error** An error occurring at the server. Web server errors have codes in the 500 range. **Spiders** An automated program which searches the internet. **Suffix (Domain Name)** The three digit suffix of a domain can be used to identify the type of organization. Possible "Suffixes" are:

- .com = Commercial
- .edu = Educational
- .int = International
- .gov = Government
- .mil = Military
- .net = Network
- .org = Organization

**URL** Uniform Resource Locator is a means of identifying an exact location on the Internet. For example, <http://www.webtrends.com/html/info/default.htm> is the URL which defines the use of HTTP to access the Web page Default.htm in the /html/info/ directory on the WebTrends Corporation Web site). As the previous example shows, a URL is comprised of four parts: Protocol Type (HTTP), Machine Name (webtrends.com), Directory Path (/html/info/), and File Name (default.htm). **User Agent** Fields in an extended Web server log file identifying the browser and platform used by a visitor. **Visit** Commonly called Visitor Session. All activity for one visitor of a web site. By default, a visitor session is terminated when a visitor is inactive for more than 30 minutes. **Visitor Session** A session of activity (all hits) for one visitor of a web site. A unique visitor is determined by the IP address or cookie. By default, a visitor session is terminated when a visitor is inactive for more than 30 minutes. This duration can be changed from General panel in the Options, Web Traffic Analysis dialog. Synonym: Visit.

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