



**Urchin 4.104**  
**Installation and Administration**  
**Guide**

100% Browser-based Reporting  
and Administration System

World's Most  
Accurate Unique  
Visitor Reporting

Fast, Scalable, Efficient

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# Chapter 1: Overview

## Introduction to Urchin 4



Welcome to Urchin 4!

Urchin 4 represents more than 6 years of development, and is in our view the most advanced web analytics package available today. Combining proven datacenter-class performance with unprecedented ease-of-use, Urchin 4 is the best choice for businesses and hosting providers of all sizes.

### **What is Urchin?**

Urchin is a web analytics system designed to enable businesses to easily analyze the traffic to their website(s) and create detailed, insightful, and intuitive reports. Basically, Urchin is a log-analysis program, but its sophisticated unique visitor reporting goes far beyond what was available up until now.

### **How Does Urchin Work?**

Urchin consists of 4 primary components:

- The Admin Server
- The Log-processing and DNS resolution engine
- The Visitor Interaction Data Architecture (VIDA™) database
- The Scheduler

**The Admin Server** is Urchin's nerve center. It is a web-based control panel system, powered by a customized Apache web server, that controls all the other Urchin components. With the Admin Server, you can access and control the Urchin system from any computer on the Internet (by turning on remote access and reporting).

**The log-processing and DNS resolution** engine does the heavy lifting in the Urchin system, covering large raw log files into meaningful data, translating IP addresses to domains, and entering that information into the VIDA database.

**The VIDA system** is our highly-specialized, optimized, proprietary database for quickly entering and extracting web analytics data. This analytics-specific database is a significant part of Urchin's speed advantage over the competition.

**The Scheduler** is a program that regularly checks the configuration database for scheduled tasks that need to be run, and at the designated time, executes Urchin to process the task

Who should use Urchin?

Urchin is ideal for any individual or business with a website that has access to the log file(s) of the site and the site's HTML. If you do not have access to your site's log file(s), ask your hosting provider to install Urchin. It is very popular among hosts. Contact [sales@urchin.com](mailto:sales@urchin.com).

# Chapter 2: System Readiness

## Supported Platforms and System Requirements

### Supported Platforms and System Requirements

#### UNIX–type Systems

- AIX 4.3
- BSD/OS 4.1
- FreeBSD 3.x, 4.x
- IRIX 6.5
- Linux x86
- Yellow Dog Linux 2.x (PPC)
- Solaris 2.6, 7, 8 (SPARC)
- Solaris 7, 8 (x86)
- Sun Cobalt RaQ550, Qube3, RaQ3, RaQ4, XTR

#### Windows

- Windows XP
- Windows 2000 (Professional and Server)
- Windows NT 4.x

## Mac

- Mac OS X (Workstation and Server)

## Non-Explicitly Supported Platforms

From time to time we cease porting Urchin to a particular platform due either to lack of customer interest, or to the fact that support for the the platform can be met by known compatibility with another port. For example, all Intel/x86 Linux OSes should be compatible with one of our RedHat Urchin builds. Below is a list of platform matchings.

**Linux:** SuSE, Debian, Mandrake, Slackware, Caldera, and virtually all other x86-based Linux variants:

- For kernel rev 2.0 and below use the **RedHat 5.x** version of Urchin
- For kernel rev 2.2–2.3, use the **RedHat 6.x** version of Urchin
- For kernel rev 2.4, use the **RedHat 7.x** version of Urchin

## BSD/OS:

- For BSD/OS 4+, use the **BSDI 4.1** version of Urchin

## Solaris:

- For SPARC systems, any OS release prior to Solaris 2.6 is not supported.
- For Solaris 7 x86 systems, use the **Solaris 8 x86** version of Urchin. Solaris x86 releases prior to Solaris 7 are not supported.

## Urchin 4 System Requirements

Urchin's superior performance allows you to get more from less hardware investment. For instance, an older Pentium II might be too slow for desktop use, but will make a fine Urchin server. And Urchin's unmatched portability means you can use whichever operating system you like. Below, we provide a recommended level of hardware for high performance.

## Recommended Systems

### Single Small to Medium Website Analysis

- 500mhz or better processor
- 128mb RAM
- 10GB+ IDE hard disk
- Ethernet interface

### Service Provider / Enterprise Installations

- 1Ghz Pentium IV / 500mhz UltraSPARC / similar mhz range PPC/MIPS/etc.
- 256mb RAM
- Ultra2/Wide SCSI hard disk (such as a Seagate Cheetah)

- 100base-T ethernet
- Backup system

#### Memory/System/Disk Usage

- Urchin Memory(RAM) usage can be configured to use between 20–500Mb
- Urchin can be configured to run at low, normal or high priority
- Urchin's data storage will use approximately 10% of the size of raw logs

# Chapter 3: Quick Start Guide

## Quickstart Guide to Installing Urchin

### Quick Start Guide to Installing Urchin 4

Installing Urchin 4 has been greatly simplified for all supported platforms, and generally can be completed in a few minutes on both Windows and UNIX-type systems. Please see specific instructions for each. Please note that the Quickstart instructions are targeted towards first time installers of Urchin. If you have an existing installation please be sure to read the upgrade instructions for complete details on issues that might affect you.

For all installations, when the install is complete, you will need to login to the Urchin administration interface to do configuration. The initial username and password are:

Username: admin

Password: urchin

Please reset the password during your initial configuration in the Setup Wizard.

### Installing on Windows Systems

- Go to [www.urchin.com](http://www.urchin.com) and click the Download link.
- Download the Urchin for Windows installer to your desktop.
- Once the download has completed, double-click the installer file to start the InstallShield® wizard.

- Follow the on–screen instructions. The defaults should be acceptable for most installations.
- Once the installer has completed, go to Start → Programs → Urchin → Urchin Administration and login. You will be presented with a Setup Wizard. Follow the instructions to complete your initial configuration. Please make sure to reset the password for the admin account and to record this password somewhere for safekeeping.
- When the Setup Wizard has completed you'll be taken to the Profile configuration screen. Click Add to create a new Profile.
- Once you have created the appropriate Profiles, you're ready to start processing logs so that you can view Report data for your sites. To access the administration interface remotely or for users to see their individual reports, use the URL `http://yourhost:9999`, where *yourhost* should be replaced by the name of the system where Urchin is installed.

## Installing on UNIX Systems

- Go to `www.urchin.com` and click the Download link.
- Select the installer that most closely matches your platform. The name of the installer will include the Urchin version and the operating system type (e.g. `urchin4100_redhat6x.sh`)
- If necessary, upload the installer to a temporary location on the system on which you are installing Urchin.
- If you are not on the console, telnet (or use ssh if available) to the system and cd to the directory where the installer is located.
- From the command line type in the name of the installer. For example:

```
./urchin4100_redhat7x.sh
```

This will unpack several files that comprise the installation kit.

- From the command line execute the main installation script by typing :

```
./install.sh
```

- The script will prompt you for input as needed; just follow the instructions.
- Once the installer is complete, you will be given the URL to access the Urchin administration interface, as well as the default admin password.
- Copy/paste the URL into a browser window, and enter the admin username and password to start configuring Urchin.
- You will be presented with a Setup Wizard. Follow the instructions to complete your initial configuration. Please make sure to reset the password for the admin account and to record this password somewhere for safekeeping.
- When the Setup Wizard has completed you'll be taken to the Profile configuration screen. Click Add to create a new Profile.
- Once you have created the appropriate Profiles, you're ready to start processing logs so that you can view Report data for your sites. To access the administration interface remotely or for users to see their individual reports, use the URL `http://yourhost:9999`, where *yourhost* should be replaced by the name of the system where Urchin is installed.

## Installing on Mac OS X 10.2.x Systems

- Go to `www.urchin.com` and click the Download link
- Download the Urchin installation archive for Mac OS X 10.2.x

- Double-click the installation archive icon which will unpack the archive, mount the disk image inside, and open the volume in the Finder
- Double-click the Urchin4.mpkg file, which will launch an interactive installation process. It's required that you are using an account with administration privileges to install.
- At the end of the installation a browser will launch and take you to the Urchin administration screen. Once you login you will be presented with a Setup Wizard. Follow the instructions to complete your initial configuration. Please make sure to reset the password for the admin account and to record this password somewhere for safekeeping.
- When the Setup Wizard has completed you'll be taken to the Profile configuration screen. Click Add to create a new Profile.
- Once you have created the appropriate Profiles, you're ready to start processing logs so that you can view Report data for your sites. To access the administration interface remotely or for users to see their individual reports, use the URL <http://yourhost:9999>, where *yourhost* should be replaced by the name of the system where Urchin is installed.

### Installing on Sun Cobalt Systems

- Use a web browser from your desktop system to connect to <http://www.urchin.com/download/urchin4>
- On the download page select the installer that most closely matches your platform. The name of the installer will include the Urchin version and the Sun Cobalt system type. For example:

```
urchin4-4.1.01_cobalt_raq550.i386.pkg
```

- Save the .pkg file to your desktop or to a temporary folder
- Using your browser connect to the main Site Administrator's page for your Cobalt box
- Navigate to the section of the interface for installing new third party software. The location of this area in the Cobalt interface will be platform specific:
  - ◆ RaQ 3, RaQ 4 – click on Maintenance in the left hand frame, then click Install Software in the top row
  - ◆ Qube 3, RaQ 550 – click on the BlueLinQ tab, then click Third Party Software, then click the Install Manually button
  - ◆ XTR – click on the BlueLinQ tab, then click New Software, then click the Install Manually button
- Prepare and launch the package installer:
  - ◆ RaQ 3, RaQ 4 – In the Software Package box select the Upload radio button, then click the Browse button to the right and navigate to the location on your desktop system where you saved the .pkg file you downloaded. Once you click the Open button in the browse window, the pkg filename will be entered into the Upload text box. Then click the "Install a pkg Package" button. When the installation is finished an Urchin 4 link will appear in the lower box for installed software.
  - ◆ Qube 3, XTR, RaQ 550 – In the Location box select the Upload radio button, then click the Browse button to the right and navigate to the location on your desktop system where you saved the .pkg file you downloaded. Once you click the Open button in the browse window, the pkg filename will be entered into the Upload text box. Then click the Prepare button. Once the package has been prepared, an Install Software window will appear. In this window click the Install button. When the installation is finished Urchin 4 will be listed under the Programs tab.

- Click on the Urchin 4 link in your Cobalt administration interface and the Urchin administration login window will appear. Enter the admin username and password to start configuring Urchin.
- At the initial login you will be presented with the Setup Wizard. Follow the instructions to complete your initial configuration. Please make sure to reset the password for the admin account and to record this password somewhere for safekeeping.
- When the Setup Wizard has completed you'll be taken to the Profile configuration screen. Click Add to create a new Profile.
- Once you have created the appropriate Profiles, you're ready to start processing logs so that you can view Report data for your sites. To access the administration interface remotely or for users to see their individual reports, use the URL <http://yourhost:9999>, where *yourhost* should be replaced by the name of the system where Urchin is installed.

# Chapter 4: Installation Guide

## UNIX Installation Guide

Urchin 4 Installation for UNIX-type Systems

### Installation Overview

The basic components of the Urchin 4 installation process are:

- Creating the distribution directory, unpacking the files, and setting appropriate ownership and file permissions
- Configuring and launching an Apache webserver to allow web based configuration and report delivery
- Launching the Urchin 4 task scheduler daemon, which manages log processing jobs
- Initial configuration and demo licensing of Urchin 4 via the administration interface

The installer image you download is in the form of a shell archive, which when executed will automatically unpack into an install script, some support files, and the Urchin 4 distribution. Urchin 4 can be installed by any legitimate user on your system. It does not expect nor require any special system privileges either to install or operate, and is specifically designed to run as a non-root user for security reasons.

### Installation Preparation

You may install as any user, with the exceptions that you will have to install as the superuser if you install in a directory that has write access restrictions, or if you configure your webserver to respond to requests on a port number that is lower than 1025. Only the superuser can configure the webserver with a port number lower than 1025. Please verify that the port you choose does not conflict with existing operational services on your system. The installation process will attempt to check for conflicts.

If you are installing as root, you will also be asked for a user account name and a group name, which are used in the configuration file for the webserver, and also used to set the ownership on the installed Urchin 4 distribution. The user and group names you select must be valid logins recognized by your system; you cannot choose arbitrary names for these. You also are not allowed to use root as the login to own the Urchin 4 files for system security reasons. If you are not logged in as root while installing, you will typically not have the privileges to set the ownership of the files to the user of your choice. The install script will automatically detect this and install the distribution with your login as the owner of the files.

Lastly, you will need access to the Internet from your machine, since it is required for you to connect to the urchin.com site to complete the demo licensing and activate your Urchin distribution once it is installed.

### **Installation and Upgrade Instructions**

The Urchin 4 shell archive will be labeled with a name that identifies it for your OS type (e.g. urchin4100\_redhat6x.sh). Copy the .sh file to any writeable area on your system. Unpack the shell archive file simply by typing the filename like so:

```
./urchin4100_redhat6x.sh
```

If you get the error "Permission Denied" when executing the file try the following instead:

```
sh ./urchin4100_redhat6x.sh
```

The shell archive will report the filenames it is unpacking as it runs. When done you should have the following files—

- install.sh (the installation script)
- install.txt (instructions similar to this document)
- license.txt (legal restrictions, licensing, and purchasing info)
- inspector (verifies the installed distribution)
- gunzip (supplied to unpack urchin4.tar.gz)
- urchin4.tar.gz (a tarred and compressed Urchin distribution)

To install simply type:

```
./install.sh
```

and follow the instructions. The installer will prompt you to choose either to install a new Urchin 4 distribution or upgrade a previous one. The Urchin 4 distribution requires approximately 10 megabytes when first installed. However, you should allow for growth of database files as you process logs and choose an installation location that will permit increased disk space usage over time.

## Initial Configuration Using the Administration Interface

The installation script will start the Urchin webserver and Task Scheduler daemons. Once they are started you can connect to your Urchin 4 administration interface by using the URL `http://yourhost:9999`, where *yourhost* is the DNS hostname for your system. If you have changed the default port number from 9999 to some other port during the installation, then you should use that port number in the URL. You will get a login screen. Use these initial login values:

Username: admin  
Password: urchin

Upon initial login, the interface will take you to a License Urchin wizard. You should click on "Obtain Demo License". The interface will connect to the licensing server at the Urchin Software Corporation website and walk you through the process. When finished with the license process, you will be returned to the Urchin 4 administration interface where you will be led through a Setup wizard that will set some required initial configuration parameters.

## Managing Urchin 4 Services

There are 2 daemons, `urchind` and `urchinwebd`, that need to be running in order for log processing, reporting, and configuration administration to occur. These daemons are stopped and started by the `urchinctl` program in the `bin` subdirectory of your Urchin distribution. To start or stop both daemons, use:

```
./urchinctl start  
./urchinctl stop
```

You can also specify to only start or stop one daemon at a time by using a `-w` option for the webserver or a `-s` option for the scheduler. To see all of the available options, execute `urchinctl` with the `-h` option.

Any errors encountered when one of the daemons is launched should be reported on the command line. For the `urchinwebd` daemon, once you think it is running successfully, you should also check the `var/error_log` file for any startup problems.

At install time, the `install.sh` script will create a `bootup/shutdown` script that you can use in conjunction with your system `rc` files to cause the Urchin services daemons to be started at boot time and halted at shutdown. The script is named `urchin4_daemons` and is located in the `util` subdirectory of your Urchin distribution.

## User Access to Reports

For users to see their individual reports, they should use the URL `http://yourhost:9999`, where *yourhost* should be replaced by the name of the system where Urchin is installed. If, during installation, you have chosen some other port number than the default of 9999 for the Urchin webserver to run on, then that number should be used instead.

# Windows Installation Guide

## Urchin 4 Installation for Windows Systems

### Installation Overview

The installer is in the form of an executable, which when launched will guide you through all the steps necessary to install Urchin. The basic components of the Urchin 4 installation process are:

- Creating the distribution directory and unpacking the files
- Installing and starting an Apache webserver as an NT service to allow web based configuration and report delivery
- Installing and launching the Urchin 4 task scheduler which manages log processing jobs as an NT service
- Initial configuration and demo licensing of Urchin 4 via the administration interface

### Installation Preparation

It is currently required that you be logged in as Administrator on the console of your system in order to install Urchin 4. By default the Urchin webserver service will use port 9999 when it launches. You will have the option of choosing a different port number during installation. Please verify that any port you choose does not conflict with existing operational services on your system.

You will need access to the Internet from your machine, which is required to complete the demo licensing and activate your Urchin distribution once it is installed.

### Installation and Upgrade Instructions

Simply double click on the `urchin4XXX_win_setup.exe` (e.g. `urchin4002_win_setup.exe`) icon to launch the installer, and follow the instructions in the dialog screens. If you already have a previous version of Urchin installed, the installer should detect this and examine your current configuration to deduce the appropriate installation parameters for an upgrade.

### Initial Configuration Using the Administration Interface

Once Urchin is installed you can connect to your Urchin 4 administration interface by going to the Start Menu, and selecting Programs->Urchin->Urchin Administration. Alternatively, you can enter the direct URL

`http://localhost:port_number`

into your browser, where *port\_number* is either 9999 or a number you may have chosen during the installation. When you initially connect to the configuration interface, you will be presented with a License Urchin wizard. You should click on "Obtain Demo License". The interface will connect to the licensing server at the Urchin Software Corporation website and walk you through the process. When finished with the license process, you will be returned to the Urchin 4 administration interface, where you will be led through a Setup wizard that will set some required initial configuration parameters.

### Remote Access Configuration

If you connect to the Urchin configuration interface by using the hostname in the URL (e.g. `http://yourhost:9999` instead of `http://localhost:9999`) the program will detect this as a remote access (even if you are on the console of the machine you're connecting to) and will prompt you for a username and password. The default settings for logging in with administration privileges are:

Username: `admin`  
Password: `urchin`

## Managing Urchin 4 Services

There are 2 programs that are installed as NT services, the Urchin Task Scheduler and the Urchin Webserver. These services may be manually stopped and started by using the Disable Services and Enable Services shortcuts under Start Menu->Programs->Urchin. When these shortcuts are used both services are simultaneously turned off or on.

## User Access to Reports

For users to see their individual reports, they should use the URL `http://yourhost:9999`, where *yourhost* should be replaced by the name of the system where Urchin is installed. If, during installation, you have chosen some other port number than the default of 9999 for the Urchin webserver to run on, then that number should be used instead.

# Mac OS X 10.2.x Installation Guide

Urchin 4 Installation for Mac OS X 10.2.x systems

These installation notes pertain to systems running a minimum of Mac OS X 10.2. For older Mac OS X versions please see the general instructions for UNIX-type installations.

## Installation Overview

The Mac OS X 10.2 installer is a point-and-click package style installer that is downloaded in the form of a Stuffit archive. The basic components of the Urchin 4 installation process are:

- Download the Urchin installation archive
- Double-click the installation archive icon which will unpack the archive, mount the disk image inside, and open the volume in the Finder
- Double-click the Urchin4.mpkg file, which will launch an interactive installation process

The installer will install 3 distinct parts:

- Urchin binaries, utilities, and support files, including an Apache webserver for administration and report delivery
- Urchin StartupItems
- Urchin Preference Pane

## Installation Preparation

The Mac OS X installer requires Mac OS X 10.2 as a minimum OS rev. This is because certain libraries used to build this installer were updated in 10.2 and are not backwards compatible with older Mac OS X operating systems. Users of older Mac OS X systems need to use the Mac OS X 10.1.x shell archive installer.

An installing user must be able to authenticate using an account that has administrative privileges on the system since the installer will be installing files in restricted locations.

While installing a dialog will inquire about what disk you want to install on. Currently, it is required that you install on the Startup volume.

## Installing

A new installation of Urchin 4 for Mac OS X 10.2 and an upgrade of an existing installation of Urchin 4 for Mac OS X 10.2 use the same procedure. The installer intelligently deals with each of these cases automatically.

Once the Stuffit archive is downloaded to your desktop and is double-clicked, it will uncompress a disk image and mount a volume which will cause a disk icon to appear on the desktop. A window will open showing the contents of the mounted volume. The contents will be as follows:

- Urchin4.mpkg
- Readme.rtf
- Install.rtf
- License.rtf
- uninstall\_urchin.sh
- Packages folder

Double-click the Urchin4.mpkg icon and follow the instructions in the dialog boxes to complete your installation. The dialogs will prompt you

## Initial Configuration Using the Administration Interface

The installer will start the Urchin webserver and Task Scheduler daemons and launch a browser to connect you to the Urchin administration interface. You will get a login screen. Use these initial login values:

Username: admin  
Password: urchin

Upon initial login, the interface will take you to a License Urchin wizard.

**Note:** If you have Safari configured as your default browser, then you will have to exit and launch an alternative browser at this point. Currently, due to some behavioral nuances of Safari, you cannot license Urchin 4 using this browser.

Click on "Obtain Demo License". The interface will connect to the licensing server at the Urchin Software Corporation website and walk you through the process. When finished with the license process, you will be

returned to the Urchin 4 administration interface where you will be led through a Setup wizard that will set some required initial configuration parameters. At any time in the future you can connect to your Urchin 4 administration interface by using the URL `http://yourhost:9999`, where *yourhost* is the DNS hostname for your system.

### **Managing Urchin 4 Services**

The Urchin 4 services can be controlled or monitored by launching the System Preferences and clicking the Urchin icon.

### **User Access to Reports**

For users to see their individual reports, they should use the URL `http://yourhost:9999`, where *yourhost* should be replaced by the name of the system where Urchin is installed.

## **Sun Cobalt Installation Guide**

Urchin 4 Installation for Sun Cobalt Systems

### **Installation Overview**

The installer is in the form of a .pkg file, which is installed via the Cobalt Administration interface and handles all the work of installing Urchin 4. The basic tasks of the Urchin 4 installer for Sun Cobalt are:

- Create the `/home/urchin4` distribution directory, unpack the files, and set appropriate ownership and file permissions
- Configure and launch a light Apache webserver to allow web based configuration and report delivery
- Launch the Urchin 4 task scheduler daemon, which manages log processing jobs
- Permit initial configuration and demo licensing of Urchin 4 via the administration interface

### **Installation Preparation**

You must have root access to install Urchin 4 on a Sun Cobalt system. Although Urchin itself does not require any special system privileges to operate, and is specifically designed to run as a non-root user for security reasons, installation requires superuser access to some areas of your system.

You should download the appropriate package file for your system. This can be done one of 2 ways:

- Use a web browser from your desktop system to download from `http://www.urchin.com/download/urchin4` and save the .pkg file on your local machine until you're ready to install
- Use ftp directly from your Cobalt system to `ftp.urchin.com/pub/urchin4`, and put the downloaded .pkg file into the `/home/packages` directory

Your Cobalt system will need access to the Internet, since it is necessary for you to connect to the [urchin.com](http://urchin.com) site to complete the demo licensing and activate your Urchin distribution once it is installed.

RaQ550 owners should read and understand the information on [RaQ550 web.log permissions issues](#) when installing Urchin.

## Installation and Upgrade Instructions

A new installation of Urchin 4 for Sun Cobalt and an upgrade of an existing installation of Urchin 4 for Sun Cobalt use the same procedure. The package installers intelligently deal with each of these cases automatically.

Begin by connecting with your browser to the main Site Administrator's page for your Cobalt box, and navigate to the section of the Sun Cobalt administration interface used to install new third party software. The location of this area in the Cobalt interface will be platform specific:

- Raq 3 or RaQ 4 – click on Maintenance in the left hand frame, then click Install Software in the top row
- Qube 3 or RaQ 550 – click on the BlueLinQ tab, then click Third Party Software, then click the Install Manually button
- XTR – click on the BlueLinQ tab, then click New Software, then click the Install Manually button

In the new software area, prepare and launch the package installer using the directions appropriate for your platform:

- RaQ 3 or RaQ 4
  - ◆ If you downloaded the Urchin package by using a browser and saving the .pkg file on your desktop system, then in the Software Package box select the Upload radio button, then click the Browse button to the right and navigate through your local filesystem until you locate the file. Once you click the Open button in the browse window, the pkg filename will be entered into the Upload text box.
  - ◆ If you copied the software into your Cobalt system's /home/packages directory, then select the radio button labeled Loaded. Then choose your package installer from the drop down box to the right of this button.
  - ◆ Click the "Install a pkg Package" button. When the installation is finished, in the lower section labeled Software on the Sun Cobalt Server, an Urchin 4 link will appear.
- Qube 3, XTR, or RaQ 550
  - ◆ If you downloaded the Urchin package by using a browser and saving the .pkg file on your desktop system, then in the Location box select the Upload radio button, then click the Browse button to the right and navigate through your local filesystem until you locate the file. Once you click the Open button in the browse window, the pkg filename will be entered into the Upload text box.
  - ◆ If you copied the software into your Cobalt system's /home/packages directory, then in the Location box, select the radio button labeled "Packages in /home/packages", and choose your package installer from the drop down box to the right of this button.
  - ◆ Click the Prepare button. Once the package has been prepared, an Install Software window will appear. In this window click the Install button. When the installation is finished, Urchin 4 will be listed under the Programs tab.

## Initial Configuration Using the Administration Interface

Click on the Urchin 4 link in your Cobalt administration interface and the Urchin administration login window will appear. Alternatively, you can connect directly to your Urchin 4 administration interface without going through the Cobalt administration interface by using the URL `http://yourhost:9999`, where *yourhost* is the DNS hostname for your Cobalt system. Enter the admin username and password to start configuring Urchin. Use these initial login values:

Username: admin  
Password: urchin

Upon initial login, the interface will take you to a License Urchin wizard. You should click on "Obtain Demo License". The interface will connect to the licensing server at the Urchin Software Corporation website and walk you through the process. When finished with the license process, you will be returned to the Urchin 4 administration interface where you will be led through the Setup Wizard, which will set some required initial configuration parameters. Follow the instructions to complete your initial configuration. Please make sure to reset the password for the admin account and to record this password somewhere for safekeeping. When the Setup Wizard has completed you'll be taken to the Profile configuration screen. Click Add to create a new Profile. You will see a list of some sample Cobalt profiles and Log Sources that you can use as templates. Once you have a Profile you're ready to start processing logs and viewing Report data.

## Managing Urchin 4 Services

There are 2 daemons, "urchind" and "urchinwebd", that need to be running in order for log processing, reporting, and configuration administration to occur. These daemons are automatically launched by the installation process and are configured for your system so that they should always restart if the system is rebooted. However, you may have need to control these processes manually. The daemons are stopped and started by the `urchinctl` program in the `bin` subdirectory of your Urchin distribution in `/home/urchin4`. To start or stop both daemons, use:

```
/home/urchin4/bin/urchinctl start  
/home/urchin4/bin/urchinctl stop
```

You can also specify to only start or stop one daemon at a time by using a `-w` option for the webserver or a `-s` option for the scheduler. To see all of the available options, execute `urchinctl` with the `-h` option. Any errors encountered when one of the daemons is launched should be reported on the command line. For the `urchinwebd` daemon, once you think it is running successfully, you should also check the `var/error_log` file for any startup problems.

## User Access To Reports

For users to see their individual reports, they should use the URL `http://yourhost:9999`, where *yourhost* should be replaced by the name of the system where Urchin is installed. If, during installation, you have chosen some other port number than the default of 9999 for the Urchin webserver to run on, then that number should be used instead.

## Urchin Tracking Module

On Sun Cobalt systems, due to the combination of the default webserver logging format, the automated webserver log splitting mechanism, and the built-in statistics gathering software, it is currently not possible to utilize the Urchin 4 UTM.

## Uninstalling Urchin 4

Uninstalling Urchin 4

### Uninstalling a Windows Installation

Uninstalling on a Windows system can be done in two ways.

- Using Add/Remove Programs control panel – go to Start->Settings->Control Panel and doubleclick on Add/Remove Programs. Highlight Urchin and click the Change/Remove button. An InstallShield window should launch and present you with a dialog box with 3 radio button choices: Modify, Repair, and Remove. Select the Remove button and click Next, then follow the remaining dialog boxes to complete.
- Running an Urchin installer – Running the setup.exe you installed Urchin with, or running any new Urchin setup.exe installer should detect that Urchin is already installed and present you with the dialog box with the Modify, Repair, and Remove radio buttons.

When the uninstall process is completed there will be an Urchin data folder left in its original installation location. This folder contains Urchin report and configuration data, and is not removed during uninstallation. If you are completely removing Urchin from your system, you may remove the Urchin folder to reclaim disk space.

### Uninstalling a UNIX-type Installation

Using the `urchinctl` program, stop the Urchin webserver and Urchin Task Scheduler services like so:

```
./urchinctl stop
```

Once this is done you can remove the entire Urchin installation directory. If you have installed the `urchin4_daemons` boot script that causes the Urchin services to start/stop when the system is rebooted, you should remove this script from the startup initialization area of your system.

### Uninstalling a Mac OS X 10.2.x Installation

Doubleclick on the `Urchin4XXX_macos102.dmg.sit` StuffIt archive to mount the disk image it contains. The disk image will be mounted as Urchin 4.XXX (e.g. Urchin 4.104). Then open up a terminal window by launching the Finder and selecting Applications from the Go menu. Navigate into the Utilities folder and double click on Terminal. In your terminal window run the `sudo` command with the full path to the uninstall script like so–

```
sudo /Volumes/Urchin 4.XXX/uninstall_urchin.sh
```

The XXX string will be replaced with the same version number that is shown on the name of the Urchin 4 volume that is mounted on your desktop. The `uninstall_urchin.sh` script will remove all of the Urchin binaries and support files, but leave your configuration and report data intact. If you want to remove all data as well, then you should manually delete the `/usr/local/urchin4` directory.

## Uninstalling a Sun Cobalt Installation

Connect to the main Site Administration page for your Cobalt system and follow the directions below for your system type:

- RaQ3 or RaQ4 – Click on Maintenance in the left hand frame, then click Install Software in the top row. In the list of installed software on the system, click the Urchin 4 link. In the Urchin management screen, click Uninstall Urchin 4, then click to confirm that you want to uninstall.
- Qube3, XTR, or RaQ 550 – Select the BlueLinQ tab, then click Installed Software in the left hand frame. In the software list you will see an entry for Urchin 4. The right hand column of the Urchin 4 entry has an uninstall icon. Click the icon and then click OK to confirm that you want to uninstall.

When the uninstall has completed the Cobalt Administration interface should refresh and any entry for Urchin 4 should be gone. Once this is done you can remove the `/home/urchin4` directory. Please note that removing `/home/urchin4` will irretrievably delete any remaining configuration and report data.

## Upgrading Urchin 4.1 to a Newer Urchin 4.1 Version

Upgrading Urchin 4.1 to a Newer Urchin 4.1 Version

### Overview

This section only applies to upgrading an existing installation of Urchin 4.1 to a newer Urchin 4.1 version. These instructions will not apply if you are upgrading from Urchin 3 or if you are upgrading from Urchin 4.0 to 4.1xx. The installation instructions are different between Windows and UNIX platforms. Please follow the instructions for your platform below.

### Procedure

#### Upgrading a Windows Installation

Before proceeding with the upgrade, it is recommended that you make a full backup of your existing Urchin installation. You should know the location of your existing Urchin 4 installation and the port number that the webserver is running on, so that you can verify this information during upgrade.

Installation Steps:

1. Doubleclick on the `urchin41xx_win_setup.exe` file and follow the instructions in the Welcome and License Agreement dialog screens.
2. In the dialog screen labeled **Preparing to Upgrade Urchin Installation**, the installer will present you with a list showing you the directory location and webserver port

number it has determined for your existing installation. It will use these parameters for your upgrade.

3. If you decide you don't want to use these installer settings, you may exit the installation by clicking the Cancel button. It is not an option to alter the settings of your current installation during your software upgrade, since the upgrade has to match the previous configuration information stored in your Urchin 4 databases.
4. Click the Next button and the installer will proceed with converting your installation to the new version. Your report and configuration data will automatically be preserved during this process.

Your Urchin 4.1 installation is now ready for use. Launch the Urchin Administration interface in a web browser by going to the URL provided when the installer finishes.

### **Upgrading a UNIX-type Installation**

Before proceeding with the upgrade, it is recommended that you make a full backup of your existing Urchin installation. You'll need to know the location of your Urchin 4 installation. The default location is `/usr/local/urchin4`.

Installation Steps:

1. Run the `./urchin41xx_xxxxx.sh` installer script to expand the installation binaries.
2. Run the `./install.sh` installer script that was created in the previous step. This will walk you through all of the steps necessary to perform an upgrade.

Your Urchin 4.1 installation is now ready for use. Launch the Urchin Administration interface in a web browser by going to the URL provided when the installer finishes.

### **Upgrading a Sun Cobalt Installation**

Before proceeding with the upgrade, it is recommended that you make a full backup of your existing Urchin installation. The Urchin 4 pkg installers for Sun Cobalt systems automatically detect existing installations and upgrade the Urchin 4 files as needed. Simply follow the [instructions for a new Sun Cobalt installation](#) to perform an upgrade.

## **Upgrading Urchin 3.x to Urchin 4**

Upgrading Urchin 3.x to Urchin 4

Urchin 4 is an entirely new product with thoroughly revised internal workings and data formats that are not directly compatible with Urchin 3. Therefore an existing Urchin 3 installation cannot simply be upgraded by installing Urchin 4 in its place. To assist with the upgrade to Urchin 4, a migration tool is included with the Urchin 4 distribution. A complete overview of the Urchin 3 to Urchin 4 migration process is presented in an [engineering whitepaper on upgrading](#) available from our knowledge base at the [Urchin Help Center](#).

Sun Cobalt users should see the [Cobalt specific instructions for upgrading to Urchin 4](#).

# Chapter 5: Concepts & Procedures

## Concepts & Procedures: Working with Profiles

Concepts & Procedures: Working with Profiles

### Overview

A Profile is a *set of rules governing the processing of log files and the creation of reports for one or more websites or parts thereof*. Profiles are the primary organizational tools of the Urchin system, so it's important to understand how they work.

The Urchin 4 base license includes 100 Profiles. Each one of these can have one Log Source, or more than one Profile can share a Log Source (useful when one Profile is the "master", and one or more others have Filters applied). If a Profile is set up for the analysis of a load-balanced site, that is, it uses more than one Log Source, an upgrade to the license must be purchased, as an additional Log Source is required. By purchasing an additional Log Source, *every* Profile gains the ability to process more than one Log Source. So, if 100 Profiles are licensed, 100 load-balanced sites could be analyzed.

Every website must have at least one Profile associated with it to obtain reporting. Usually one is sufficient, but there is no limit to how many can be created for specialized analysis of one web property.

### How to Use Profiles

To get started creating a Profile, login to the Urchin administration interface as an Urchin admin and click on the Configuration button at left. To create a new Profile, click the Add button at top-right. You will be taken to the Add Profile Wizard. This is a simple series of steps designed to help you get the Profile set up in basic form quickly and easily. Each screen in the Wizard has explicit help information.

### **Recommendations**

If you intend to set up one or more Filters in conjunction with your Profile, it is advisable to have more than one Profile for that website or part thereof. We recommend having one Profile that is the "master" — it contains everything. If you wish, for example, to filter out spiders or robots, it's a good idea to put these Filters in a second Profile so you can easily compare the results of the Filters to the master Profile.

## **Concepts &Procedures: Importing Profiles**

Concepts &Procedures: Importing Profiles

### **Overview**

Urchin's Importing Profiles function is a convenient way for users with systems running the Microsoft Internet Information Server to set up Profiles for each of their IIS sites quickly. Urchin can read the IIS configuration, determine what websites are running on the server, and then build basic Profiles for each website that use the IIS logs as their Log Sources. You can then customize the Profiles or add additional Profiles as desired for the imported sites.

### **How to Import Profiles**

To get started importing Profiles, log-in to the Urchin administration system as admin and click on the Configuration button at left. Click the Import button at top-right and you will be taken to the Import Profiles screen. This screen allows you to select which, if any, websites to import. Once you've checked sites to import click the Import button. Click Done when you've finished with all your import choices.

### **Recommendations**

It's a good idea to create at least one Profile for each website on the server so that you get a complete picture of traffic to the server. You can easily get server-wide traffic data by examining Urchin's Rollup Report. The Rollup Report is a special set of reports that give you overall traffic information for the server, as well as a comparative breakdown of each site's traffic. This is very handy if you are a host and bill according to bandwidth usage.

## Concepts & Procedures: Working with Log Sources

Concepts & Procedures: Working with Log Sources

### Overview

You will generally add a Log Source in the course of creating a Profile. A Log Source is Urchin's way of identifying the characteristics of an access log (sometimes called a *transfer log*), for one of your websites. Access logs contain all the hits, or requests for web documents, that are made to your website. Some of the log file characteristics that are associated with a Log Source are the path to the log file, what type of log file it is (e.g. W3C or NCSA), and whether a filter should be applied to the log file when processing.

An important concept to understand is that Log Sources exist independently of Profiles. Every Profile must have at least one Log Source associated with it to obtain reporting. However, several Profiles could conceivably use the same Log Source. For example, you may want to create multiple Profiles using the same Log Source, but give each Profile a different filter to produce varying report results. So there is not necessarily a 1:1 ratio between Log Sources and Profiles.

### How to Use Log Sources

To get started adding a Log Source to the system, log-in to the Urchin administrative system as an administrator and click on the Configuration button at left. Next, click the Log Manager button. To create a new Log Source, click the Add button at top-right. You will be taken to the Add Log Source Wizard. This is a simple series of steps designed to help you get the Log Source set up quickly and easily. Each screen in the Wizard has explicit help information.

### Recommendations

When configuring a Log Source, be careful to specify the correct type, either W3C or NCSA. If you select the wrong type, Urchin will not be able to produce report data for any Profiles that use that Log Source. Generally speaking, logs produced on Windows computers will be in W3C format, whereas those produced on a UNIX machine will most often be in NCSA format, which is the type of log that the Apache webserver typically produces.

## Concepts and Procedures: Log Management

Concepts & Procedures: Log Management

### Overview

Log management is an important concern when running software such as Urchin. Because busy sites will build up large log files fairly quickly (up to several gigabytes in some cases in one month), log management

should be considered carefully. It is recommended that a standard log rotation practice be established. Please see the Knowledgebase article on **Log Rotation Best Practices** for further information on establishing such a procedure.

Urchin 4 does not need any sort of log rotation to avoid data duplication, as it is equipped with a log tracking capability that ensures only new hits are processed when reading a log file that is having data appended to it continually. However, as mentioned above, logs can quickly consume large volumes of disk space, so it is a good idea to periodically compress and archive log files. Because Urchin never needs to re-read log files once they have been processed, it is perfectly acceptable to delete the log(s) after each processing run. However, many people keep logs for a specified amount of time in case they are needed for some reason, such as if a new Profile is created for that site, and historical analysis is desired.

### **How to Manage Logs**

Starting with Urchin 4.1 each Log Source has a Log Destiny setting that has the options Don't Touch, Archive/Compress, and Delete. Once all Profiles that are utilizing a Log Source have finished their processing, Urchin uses the Log Destiny setting to determine the disposition of the Log Source. The Log Destiny setting is accessible under the Advanced Settings tab for a given Log Source.

### **Recommendations**

It is recommended to at least have your Log Destiny setting to Archive/Compress so that you save disk space if you want to keep your logs around for historical reasons. If you are comfortable with the fact that once you've processed a log that it is removed, then you can choose a Log Destiny of Delete. However, realize that this means you will not have the option of rerunning Urchin against that log in the future unless you have a backup elsewhere.

### **Warnings**

If Log Destiny for a remotely retrieved Log Source is set to Don't Touch, then that log will grow continually unless there is some process external to Urchin that is handling log management. Since Urchin must transfer a copy of the remote logfile to the local system before processing, as the log file grows it will take Urchin longer and longer to transfer the file. This will have the side effect of lengthening your overall Urchin run time.

Do **not** use the Archive or Delete options with a Log Source if you are processing live logs! This will cause a loss of log data.

## **Concepts & Procedures: Processing Historical Logs**

Concepts & Procedures: Processing Historical Logs

### **Overview**

It is a common occurrence when installing software such as Urchin to have a considerable quantity of historic logs built up that need to be processed. This can easily be accomplished with the Urchin system.

Basically, you need only specify a directory and a partial filename and/or wildcard (including regular expressions) in the Log Manager's Log Settings screens. IMPORTANT NOTE: You can only use wildcards on local log sources (on the computer running Urchin).

### **How to Process Historical Logs**

First, add a Log Source to the system. Click on the Configuration button at left, and then the Log Manager button. On the main screen, click on the Add button at top-right. On the first screen, select Add Local Log Source, and continue. On the next screen, click Browse, which will bring up the File Browser. Locate the correct directory in the left-side window. The right-side window will display the files in the directory, and the left side will display any other directories. When you are in the correct directory, enter a partial filename and an asterisk (or other regular expression), and click the Verify button. A window will open which will show you all the matches to your pattern. Click any of the filenames to get information on the file — location, size, modification date, and file permissions. If the pattern match is correct, click OK, and then OK again in the File Browser window.

Next, if it hasn't been already, associate this log file with a Profile by clicking the Configuration button at left, and then the Profiles button. Once the association has been completed (see Procedures: Working With Profiles), click the Run/Schedule button next to the Profile in the main Profiles listing, and schedule the execution of the Profile, or click the Run Now button for immediate processing.

Urchin does not need any sort of log rotation to avoid data duplication. Urchin is equipped with a log tracking capability that ensures only new hits are processed. However, as mentioned above, logs can quickly consume large volumes of disk space, so it is a good idea to periodically compress and archive log files. Because Urchin never needs to re-read log files once they have been processed, it is perfectly acceptable to delete the log(s) after each processing run. However, many people keep logs for a specified amount of time in case they are needed for some reason, such as if a new Profile is created for that site, and historical analysis is desired.

### **Recommendations**

Log management is not essential from the outset, but as logs grow, it becomes important. We recommend coming up with a log management plan concurrent with deployment of Urchin.

## **Concepts & Procedures: Licensing Urchin**

Concepts & Procedures: Licensing Urchin

### **Overview**

Urchin must be licensed in one of the three ways before it can be used: Install Demo License, Buy License, or Activate Pre-Purchased License.

### **Installing a Demo License**

If you have just installed Urchin, you will be given the opportunity to install a demo license. To do this, just follow the on-screen steps, including entering your contact information, and click the Install demo license link to complete the process. Note: internet access is required in order to complete this step.

### **Buy License.**

To purchase a license, log-in to the Urchin system as an administrator and click on Configuration at left. Next, click on the Settings button and then the License button. On the main screen, click the Buy License link, which will take you to our online licensing center. Once you have completed the purchase, the Urchin system will be fully operational in perpetuity.

### **Activate Pre-Purchased License**

To activate a pre-purchased license (such as if you purchased Urchin on CD), log-in to the Urchin system as an administrator and click on Configuration at left. Next, click on the Settings button and then the License button. On the main screen, click the Activate Pre-Purchased License link, which will take you to our online licensing center. Once you have completed the process, the Urchin system will be fully operational in perpetuity.

### **Recommendations**

When you first download Urchin, it's a good idea to make sure it meets your needs before buying. Try a demo license, and prepare to be amazed!

## **Concepts & Procedures: Setting the Urchin Webserver Port Number**

Concepts & Procedures: Setting the Port Number for the Urchin Webserver

The default port number that the Urchin webserver will listen on is 9999. Changing this number consists of two basic steps:

- Changing the port number in the Server Settings screen
- Stopping and starting the Urchin services, which will be a slightly different process for Windows versus Unix-type systems

The detailed process is as follows:

- Login to the Urchin administration interface

- Navigate to Configuration→Settings→Access Settings and click on the Server Settings tab
- Set your new port number in the Server Port Number box
- Click on the Update button

Now you must restart the Urchin services:

- On Unix-type systems go to the bin directory of your Urchin 4 distribution and run:
 

```
./urchinctl -w stop
./urchinctl -w start
```
- On Windows systems, from the console, go to Start→Programs→Urchin and choose Disable Services, then choose Enable Services.

The webserver should now be listening for connection requests on the new port number. This means that the URL used to view reports and configure the Urchin software has changed, and your users should be notified regarding the new URL.

## Concepts & Procedures: Working with Filters

### Concepts & Procedures: Working with Filters

1) **Determine what type of Filter you wish to use.** There are 3 basic types:

- **Include** (filter in) — Allows ONLY those hits that match the Filter Pattern
- **Exclude** (filter out) — Excludes all hits that match the Filter Pattern
- **DynamicURL** (translate cryptic URLs into meaningful page names)

2) **Determine the Filter Field you wish to perform the pattern matching on.** The Urchin interface has the filter fields of the two most common web server software systems, Apache and Microsoft IIS in an easy-to-use pulldown menu. You should be able to generally determine the correct field from this list. If it is not obvious, please examine the Apache or Microsoft IIS websites.

3) **Determine what the Filter Pattern should be.** For a simple filter such as one to filter out hits from the Google spider, you can just use the string "Googlebot" (no quotes). NOTE: Filters are case-sensitive, so "googlebot" will not work. You can also use regular expressions — special characters that perform more complex pattern-matching. A typical regular expression is the asterisk (\*), which means simply "all". A common use of the asterisk is in conjunction with some text. For instance, "\*bot" will exclude all hits that contain the text string "bot". Regular expressions are a large subject that is beyond the scope of this guide. For more information, one good resource is the O'Reilly book on the subject.

4) **Bring up the Urchin admin interface and create the Filter.** Filters exist independently of Profiles and Log Sources, so they can be created once and applied any number of times. To create a Filter, click on **Configuration >> Filter Manager >> Add**. This will take you through the Add Filter Wizard.

**5) Apply the Filter to a Profile OR a Log Source.** Because Filters exist independently, you can apply them to either a Log Source or a Profile. Because many Profiles will often share one Log Source, it is sometimes more efficient to apply a Filter directly to a Log Source. To apply the Filter, Click on Filter Manager and then the Edit button. Next, click on either the Profiles tab or the Log Sources tab. A list of available items will appear in the "Available" window at left. To move an item in the list to the "Active" box, click on it and then click the right-facing arrow. It will then appear in the right-side box. Click Update to apply any changes.

## Concepts & Procedures: Quickstart Guide to Installing the Urchin Tracking Module

### Concepts & Procedures: Quickstart Guide to Installing the Urchin Tracking Module

The following is intended as a quick run-through on installing the UTM. For complete information on the UTM, please see the [UTM Whitepaper](#). Note: you must have cookies enabled in your webserver software configuration for the UTM to function. This is a relatively simple matter that is also outlined in the UTM Whitepaper (pdf). Due to conflicts with the main webserver configuration and log management, UTM usage is currently not supported on Sun Cobalt systems.

#### Preparation

- You must have write-access to the HTML files of the website in question
- You must have the **\_\_utm.js** and **\_\_utm.gif** files (each has TWO underscores), which are included in the Urchin 4 "utils/utm" directory in the Urchin distribution directory, uploaded to the document root of the website in question.
- You must enable cookies in your webserver (Apache, IIS, etc.) logging configuration. After cookies are enabled, the server software generally must be re-started.

#### Installation

The easiest way to install the UTM on your site is to insert the code into a server-side include file. If your site has, for instance, navigation that is common to all pages, the UTM code should be resident there. If not, you will need to manually insert the code into each page of the site for which you want unique visitor tracking.

To invoke the UTM, just enter this text on the first line of the HTML file (s) in question:

```
<script src="/__utm.js"></script>
```

Again, the **utm.js** and **utm.gif** files must be present in the document root of the site for this to work.

#### Is it working?

To see if the UTM is successfully making entries to your log file, examine the log after you have installed the UTM and clicked on a few pages of the site. You should see an entry similar to the following at the end

of the log file:

```
63.212.171.5 www.urchin.com - [08/Jul/2002:16:23:55 -
0700] "GET //var/www/urchin_help/images/download_anime3.gif HTTP/1.1"
200 6350 "http://urchin/" "Mozilla/4.0 (compatible; MSIE 5.13;
Mac_PowerPC)"
"URCHINCOOKIE=63.212.171.5_1006812630_29363631;
URCHINLSESSION=63.212.171.5_1024275927_67688701;
__utm1=723430037.1024337970;
__utm2=1026169137; __utm3=1026169137"
```

If you don't see a log line similar to that, be sure to check that cookies are enabled in your server configuration (Apache, IIS, etc.), and check to see that the `__utm.js` and `__utm.gif` files are present in the document root directory for the site.

### **Configure Urchin to Recognize the UTM**

- Log-in to your Urchin installation using the URL supplied in the installation process (usually similar to `http://host.yourdomain.com:9999/`) as the administrator.
- Go to Configuration -> Profiles
- Click on Edit for the Profile in question
- Click on the Advanced tab
- Under "Visitor Tracking Method", select "Urchin Tracking Module (UTM)"
- Click Update

After the next log-processing event for this Profile, check that the reports for it contain unique visitors and sessions data.

# Chapter 6: Utilities

## Administration Utilities

Urchin 4 Administration Utilities Overview

### Introduction

Urchin 4 ships with a number of utility programs that are used for diagnostic and configuration purposes. These utilities are located in the "util" directory of the Urchin 4 distribution. This document is intended as an introductory overview of these utilities. It is not a comprehensive guide to their usage. Please consult the specific Knowledgebase article for each utility at <http://help.urchin.com> for detailed information on the capabilities and usage of each of these programs.

All utilities support `-h` and `-v` options. Invoking a utility with `-h` will give a summary of available options for that tool. Invoking with `-v` prints the Urchin 4 version of the utility.

### **u3importer**

This utility is used to migrate existing Urchin 3 config file information and report databases into Urchin 4. It runs interactively and prompts the user for the location of the Urchin 3 config file. The process then imports the Urchin 3 data without disturbing the existing Urchin 3 installation. The `u3importer` cannot import all configuration data specified by Urchin 3 config file directives. Some Urchin 3 directives, such as subreport mode, are not supported in Urchin 4, and have no equivalent. Others such as filters, are organized

significantly different in Urchin 4, so cannot be imported exactly as they were specified in Urchin 3. The main objective of this tool is to get all your Urchin 3 report blocks and data imported in a basic fashion so that you have Urchin 4 reporting operational for all your sites, and past report data is available.

### **inspector**

This utility performs basic sanity checks on your installed Urchin 4 distribution, ensuring that the overall structure of the distribution is intact, that all the binaries shipped with the product are the proper version, and that the underlying permissions are correct (on UNIX-type platforms). The utility also reports on the operational status of the Urchin Scheduler (urchind) and the bundled Apache web server (urchinwebd).

### **uconf-export/uconf-import**

These utilities use a text format of their own to represent the contents of the Urchin 4 configuration database in a human readable intermediate form. An Urchin configuration can therefore be exported and saved, or imported to restore the state of an Urchin configuration. Saved configurations can also be modified with an editor, or configuration files can be constructed from scratch, before being imported back into the Urchin configuration database. You can therefore mimic the config file functionality that existed with Urchin 3 if desired. It is recommended that you use uconf-export on a regular basis to save your current configuration state as a backup.

### **uconf-driver**

This utility provides a command line interface for administering the Urchin 4 configuration. All functionality present in the Urchin 4 administration interface is available in this utility, thus it can completely replace the use of the administration interface as far as managing all aspects of Urchin 4. uconf-driver is intended for use in situations where scriptable actions for automating the Urchin configuration are desired. This makes it ideal for environments such as large shared hosting operations, where the amount of data that must be managed makes it impractical to manage Urchin via a point and click graphical interface.

### **uconf-schedule**

This is a global task scheduler utility. You can schedule tasks for all your Profiles simultaneously with this tool. This saves a great deal of manual labor if you have many Profiles. Executing uconf-schedule with the -r (i.e. run-now) option will cause all Profiles to be processed immediately. When executed without options, uconf-schedule goes into interactive mode and prompts for input to set the time for all scheduled tasks to run. The Urchin task scheduler must be running for uconf-schedule to work.

### **udb-sanitizer**

The udb-sanitizer program is used to effect repairs on your report databases when there is a problem that leads to database inconsistency or corruption. Urchin routinely does database consistency checks while processing logs. When it detects a database that needs repair it will report the need for udb-sanitizer to be run. In addition, this utility allows removal of a single day or a month's worth of data in the event that logs need to be reprocessed.

### **urchin4\_daemons**

On Unix machines Urchin runs a scheduler daemon (urchind) and a webserver daemon (urchinwebd). These programs should be started at boot time. The urchin4\_daemons script can be added to the system initialization scripts in the location appropriate for your Unix-type OS, and it will cause the Urchin service daemons to be launched properly.