



Version 3.5

User Guide

1. Introduction.....	4
1.1 How inGOT works	4
1.2 Control	4
1.3 Reporting.....	4
1.4 Databases.....	5
1.5 Network Operating Systems	5
1.6 Proxy Servers.....	5
1.6.1 Microsoft Proxy Server	5
1.6.2 Novell Border Manager	5
2. InGOT Setup	6
2.1 General Tab.....	7
2.1.1 Auto remove user.....	7
2.1.2 Check DB's at start.....	7
2.1.3 Scan on startup.....	7
2.1.4 Exit after scan	8
2.1.5 Log System Messages to file	8
2.1.6 User reassign by IP Address.....	8
2.1.7 User reassign by URL.....	8
2.1.8 Disable top ten display.....	8
2.1.9 Display UserID on top ten list.....	9
2.1.10 Check network groups	9
2.1.11 Do not load all users into drop boxes.....	9
2.1.12 Auto purge 'Logs' records	9
2.1.13 Countdown.....	9
2.1.14 Initial Pay Type	10
2.1.15 Mode.....	10
2.1.16 Default for New Users.....	10
2.1.17 Remove duplicate URLs	11
2.2 Environment Tab.....	11
2.2.1 Network Operating System	12
2.2.2 Default Internet Control Group.....	12
2.2.3 User Host Suffix to Identify National Traffic	12
2.2.4 Proxy System.....	12
2.2.5 Database System	13
2.2.6 User Details Database.....	14
2.2.7 Separate Log Database.....	14
2.3 URL Logging Tab.....	15
2.3.1 User logging threshold.....	15
2.3.2 Logging Options (below and above)	15
2.3.3 Logging Options – No Logging	16
2.3.4 Logging Options – Summary Logging	16
2.3.5 Logging Options – Site name logging (no URLs)	16
2.3.6 Logging Options – Full URL logging	16
2.4 NT Domain Tab	17
2.4.1 Primary Domain Controller	17
2.4.2 Default NT Domain.....	17
2.5 MS Proxy Logs Tab	17
2.5.1 Microsoft Proxy Server Database	18
2.6 Netware NDS Tab.....	18
2.6.1 NDS Tree Name	18
2.6.2 Default Organisation.....	18
2.6.3 Store Balance in NDS 'Postal Code' Field	19
2.7 Border Manager Logs Tab	19
2.7.1 Path to Log File Folders	19
3. User Settings	21
3.1 Add User Funds.....	21
3.1.1 User Name.....	21

3.1.2	<i>Amount to Add</i>	21
3.1.3	<i>Receipt Number</i>	22
3.1.4	<i>User Name</i>	22
3.1.5	<i>Balance</i>	22
3.1.6	<i>Last Payment</i>	22
3.1.7	<i>Internet Access</i>	22
3.2	Add Group Funds	23
3.2.1	<i>Business Unit</i>	23
3.2.2	<i>Amount to Add</i>	23
3.3	User Details	24
3.3.1	<i>User Name</i>	24
3.3.2	<i>Full Name</i>	24
3.3.3	<i>Use Type</i>	25
3.3.4	<i>Business Unit</i>	25
3.3.5	<i>Balance</i>	26
3.3.6	<i>Access Group</i>	26
3.3.7	<i>Last Payment</i>	26
3.3.8	<i>Last Charge</i>	26
3.3.9	<i>Internet Access</i>	26
3.3.10	<i>Grant Access</i>	26
3.3.11	<i>Deny Access</i>	27
3.3.12	<i>Delete User</i>	27
4.	Database Setting	28
4.1	Charge Rates	28
4.2	Payment Types	29
4.3	Reassign URL.....	30
4.4	Reassign IP Address	31
4.5	User Type.....	32
5.	Direct Table Setting Options	33
5.1	Peak Times	33
5.2	NetGroups Automatic User Profile Assignment.....	33
6.	Housekeeping Routines	35
6.1	Delete <i>inGOT</i> [Logs] records	35
6.2	Delete proxy log entries	35
6.3	Compact Duplicate log table.....	35

1. Introduction

The aim of this *User Guide* is to provide system managers with the information needed to configure *inGOT* to ensure that they obtain the maximum benefit, performance and security from the product.

1.1 How *inGOT* works

InGOT monitors the traffic generated by users as they browse the Internet. It does this by reading the traffic log information from a local caching proxy server. *InGOT* currently supports both Microsoft's Proxy server and Novell's Border Manager.

InGOT has two primary functions: Control and Reporting.

1.2 Control

InGOT controls users' use of the Internet by converting the traffic generated by each user into a dollar value and deducting that amount from their individual Internet account. When the account goes negative the user's access to the Internet can be automatically blocked. Internet access is restored when funds are added to their account. *InGOT* takes the familiar 'pre-pay' concept and provides for a pre-pay Internet service.

Different charges can be applied to different user types as well as different traffic types. For example, different users can be charged different rates for the same type of traffic. The traffic options are: all incoming traffic, all outgoing traffic, traffic from the proxy cache, traffic coming directly in from the Internet, international traffic, national traffic and peak or non-peak traffic.

InGOT controls user Internet access by adding or removing users from a pre-defined Internet access network group. The proxy server must be configured to allow/deny access to the Internet based on a user's membership of this group.

1.3 Reporting

As well as controlling users' access to the Internet *inGOT* also records all sites visited by each user. A suite of reports provided with *inGOT* make it possible to report on the sites visited by users and the amount of traffic they have generated. The reports include: traffic generated directly via the Internet or via the proxy cache, national or international traffic and the peak or non-peak times the traffic was generated.

1.4 Databases

InGOT supports two database environments. For smaller installations (less than 3,000 users) MS-Access 97 or 2000 is recommended. For larger installations MS-SQL Server is recommended.

InGOT is shipped with three MS-Access 97 databases. If MS-Access 2000 is preferred simply open the databases in MS-Access 2000 and convert the database when prompted to do so.

If MS-SQL is the preferred database environment, create a new blank database within MS-SQL. Enter the MS-SQL server name, database name, user ID and password to the *inGOT* configuration (for more information see Section 2.2.5). The next time *inGOT* is started it will detect the new blank MS-SQL database and automatically create the necessary tables.

1.5 Network Operating Systems

InGOT currently supports two network operating systems (NOS): Microsoft Windows NT/2000/XP and Novell NetWare NDS. *InGOT* works in conjunction with these NOS to automate the creation of user accounts in the *inGOT* database. *InGOT* will read various NOS settings, including user full name and group membership. Appropriate access to the NOS is critical to *inGOT*'s ability to control users' Internet access.

1.6 Proxy Servers

InGOT currently supports two proxy devices: Microsoft's Proxy Server v2.0 and Novell's Border Manager. *InGOT* scans the logs generated by either of these proxy systems, copies relevant information into the LOGS table of the *inGOT* database and performs the necessary analysis to control and report on users' Internet usage. For information on configuring the proxy settings within *inGOT* see Section 2.2.4

1.6.1 Microsoft Proxy Server

MS-Proxy server must be configured to log all Internet traffic to an ODBC/SQL database. *InGOT* scans this database to read the traffic log information.

1.6.2 Novell Border Manager

Novell Border Manager must be configured to log Internet traffic into both the COMMON and EXTENDED log files. The corresponding log files are stored in the COMMON and EXTENDED folders on a Netware volume. *InGOT* scans these log files in tandem to read the traffic log information.

2. inGOT Setup

Overview

Configuration changes can be made to *inGOT* via the Tools/Setup menu option. There are five tabs on the setup window: General, Environment, URL Logging, network operating system settings and proxy settings. The network operating system and proxy system chosen under the Environment tab will dictate which network operating system and proxy system are displayed on these tabs. The settings are:

Network Operating System

Microsoft Windows NT/2000/XP (NT Domain)
Novell NetWare (NDS Tree)

Tab displayed

NT Domain
NetWare NDS

Proxy System

Microsoft Proxy Server with database logging
Novell Border Manager with text logging

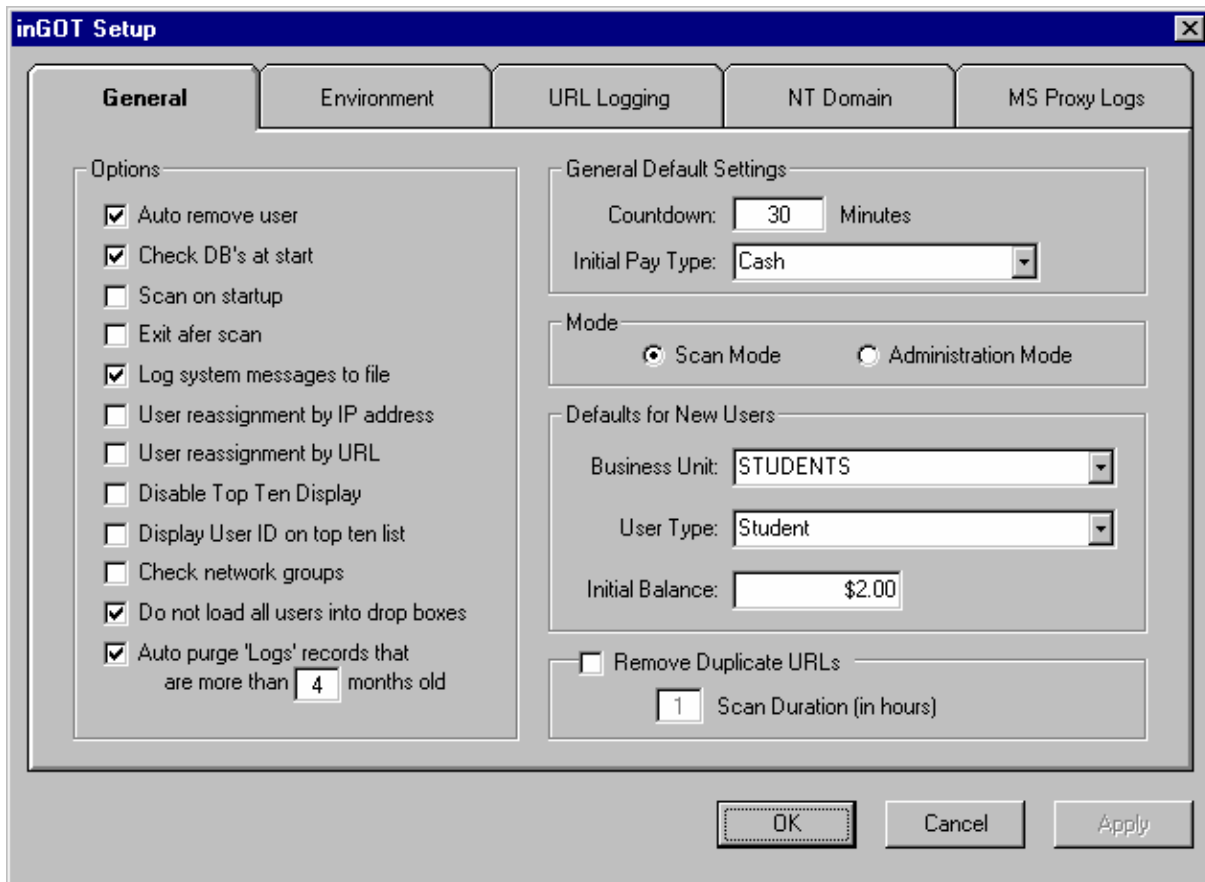
Tab displayed

MS Proxy Logs
Border Manager Logs

Notes:

1. It is not possible to select the NetWare NDS option with the Windows NT/2000/XP only version of *inGOT*.
2. Running the Windows NT/2000/XP and NetWare NDS version of *inGOT* with the Network Operating System set to NetWare NDS requires the NetWare client software to be installed on the machine running *inGOT*.

2.1 General Tab



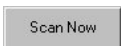
2.1.1 Auto remove user

To remove users from the Internet access permissions group automatically, this option must be selected. Removing users from the Internet access permissions group will stop the user accessing the Internet.

2.1.2 Check DB's at start

When this option is selected, *inGOT* will perform an integrity check on all relevant databases at start-up. The integrity check will ensure that the correct tables and fields are in the database. For a new SQL database configuration *inGOT* will automatically create all necessary tables, provided this option is selected and *inGOT* restarted.

2.1.3 Scan on startup

If this option is selected, *inGOT* will scan the proxy log as soon as it starts. If this option is not selected *inGOT* will not scan the proxy log until the countdown time reaches zero or the  button is pressed.

2.1.4 Exit after scan

If this option is selected *inGOT* will exit after the scan is complete. If this option is used in conjunction with 'Scan on startup' (2.1.3) then when *inGOT* starts it will immediately scan for log entries before exiting. This is to allow an external launch program to control *inGOT*.

2.1.5 Log system messages to file

Selecting this option will write all messages displayed in the *inGOT* 'Event Window' to the *inGOT* system log file. The log file is called **inGOT_<MonthYear>.LOG** (e.g. **inGOT_Dec2002.LOG**) and is located in the same folder as the MS-Access databases. By default this is **C:\inGOT\Data**.

2.1.6 User reassign by IP address

This option is used in conjunction with entries in the [IPAddress] table in the *inGOT* database. This option must be set before *inGOT* will reassign the user name for users accessing the Internet via a computer with a specified IP address. For further details on this feature see Section 4.4

NB: If this option is selected but there are no entries in the [IPAddress] database table inGOT will uncheck this option the next time a scan occurs.

2.1.7 User reassign by URL

This option is used in conjunction with entries in the [URLReassign] table in the *inGOT* database. If this option is selected, and there are entries in the [URLReassign] table then *inGOT* will reassign user names. When a user visits a site listed in the [URLReassign] table their user name will be replaced with the user name listed in the table. This will have the effect of changing the listed name, instead of the user's name, for traffic generated by visiting this URL. For further details on this feature see Section 4.3

NB: If this option is selected but there are no entries in the [URLReassign] database table inGOT will uncheck this option the next time a scan occurs.

2.1.8 Disable top ten display

Selecting this option will stop the top ten users from being displayed in the main *inGOT* screen. This will have no effect on the operation of *inGOT* except to reduce slightly the overall time taken to perform the scan.

2.1.9 *Display UserID on top ten list*

Select this option to show the user's network user name in the top ten display instead of the user's full name.

2.1.10 *Check network groups*

This option is used in conjunction with entries in the [NetGroups] table in the *inGOT* database. If this option is selected, and there are entries in the [NetGroups] table then *inGOT* can assign different initial user settings to different users, based on their network group membership. For further details on this feature see Section 5.2.

NB: If this option is selected but there are no entries in the [NetGroups] database table *inGOT* will uncheck this option the next time a scan occurs.

2.1.11 *Do not load all users into drop boxes*

When there are large numbers of users in the *inGOT* database there may be some delay in displaying the Add User Funds and User Details screens. This is due to the time taken to load all user names into the drop box on these screens. Checking this option will stop usernames from being loaded into the drop boxes, reducing the time taken to display these screens.

If this option is checked, a subset of user names will be loaded into the drop boxes depending on the search criteria selected. For more information see Sections 3.1.1 and 3.3.1.

2.1.12 *Auto purge 'Logs' records*

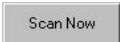
If this option is selected *inGOT* will automatically purge records in the [Logs] table in the *inGOT* database that are older than the number of months entered. This purge occurs as part of the housekeeping routines automatically run every morning at 2am. For further details on the housekeeping routines see Section 6.

NB: Once the log information has been purged from this table it will no longer be included in the *inGOT* reports.

If the number of months entered is set to zero all data in the Log table will be deleted each night. This is not recommended, as no activity reporting would be available.

2.1.13 *Countdown*

This option sets the number of minutes before the next scan. The countdown is reset to this value **after** it has completed each scan.

Pressing the  button starts an immediate scan. The countdown is reset after the scan is completed.

2.1.14 Initial Pay Type

It is possible to select which Pay Type is initially displayed in the Add Funds Pay Type field. This Pay Type is displayed as the default when the Add User Funds and Add Group Funds screens are opened.

2.1.15 Mode

InGOT can be run in Scan mode or Administration mode. The default setting for *inGOT* is Scan mode.

NB: If *inGOT* is changed to Administration mode it will not be possible to change back to Scan mode from *inGOT* Setup. Changing the configuration back to scan mode requires the value in the MODE Key in the HKEY_LOCAL_MACHINE\Software\Liverton*inGOT* Key of the Windows Registry to be changed back to 0 (zero).

Scan Mode

Scan mode must be set to ensure *inGOT* scans the proxy log files and performs the necessary control and reporting functions. There should only be one copy of *inGOT* running in scan mode in the network.

Administration Mode

A limited version of *inGOT* can also be installed. Running *InGOT* in Administration mode is primarily intended for cashier type operators. Only a limited number of features are enabled when running *inGOT* in Administration mode. These are:

- Creating a new account
- Checking user details
- Adding funds to a user
- Adding funds to a group of users
- Limited *inGOT* Setup changes

Care should be taken with security access to any machine running *inGOT*, as it is possible to add funds to any user account from any *inGOT* installation.

The number of concurrent installs of *inGOT* in Administration mode is only limited by the number of database connections available.

2.1.16 Default for New Users

When a user name appears in the proxy log file for the first time, *inGOT* will automatically create the necessary account information for this new user. The default settings will only be applied to the new user at the point at which their account is created in the *inGOT* database.

These default settings should be used in conjunction with the “Check network groups” option. If the “Check network groups” option is selected *inGOT* will use the default settings from that facility prior to assigning the default settings specified in the “Default for New Users” section of *inGOT* setup. For further information about the “Check network groups” option see Section 2.1.10.

2.1.17 Remove duplicate URLs

This option will check for duplications in the proxy log. This feature was introduced primarily to work around a bug in version 3 of Novell Border Manager. Border Manager would intermittently insert duplications into the proxy log. Each log entry is copied into a separate log table for duplication checking.

The scan duration sets the period, in hours, that scanning for duplicates should occur, e.g. if this is set to one hour then each log entry will be compared with all log entries from within the last hour. If a duplicate is found the log entry is skipped.

NB: Setting this option will cause a significant increase in scan duration. Therefore this option should only be used if the specific requirement for removing duplications is needed.

2.2 Environment Tab

The screenshot shows the 'inGOT Setup' dialog box with the 'Environment' tab selected. The settings are as follows:

- Network Operating System:**
 - Microsoft Windows NT (NT Domain groups)
 - Novell NetWare (NDS Tree groups)
- Proxy System:**
 - Microsoft Proxy Server with database logging
 - Novell BorderManager with text logging
- Default Internet Control Group:**
 - Text box: .Internet Users.eCommerce.Innovus
 - (Example: Internet Users)
- Database System:**
 - Microsoft Access
 - Microsoft SQL Server
 - Set User ID: []
 - Server Name: Sol
 - Server TEMP Share and Path: \\Sol\C\$\
- SQL User Details Database:**
 - Text box: SQLinGOT
- Separate SQL Log Database:**
 - Separate SQL Log Database
 - Text box: SQLinGOT
- Use Host Suffix to Identify National Traffic:**
 - Use Host Suffix to Identify National Traffic
 - Country Suffix: .nz
 - Note: Setting the suffix to .us will also set .com, .net, and other 3+ letter suffixes to be United States national traffic.

2.2.1 Network Operating System

InGOT will support both Microsoft Windows NT/2000/XP and Novell Netware network operating systems. The fourth tab on the *inGOT* Setup screen will change depending on the network operating system chosen.

2.2.2 Default Internet Control Group

This is the name of the default control group used to give network users permission to access the Internet. Each user can be assigned an individual Internet control group. If an individual ICG is not assigned to a user then the Default ICG will be used.

If the "Auto remove user" option is set *inGOT* will remove users from the ICG when their account balance goes negative. When funds are added to the user's account and their account is positive *inGOT* will add the user back into the ICG.

For more information on "Auto remove user" see Section 2.1.1.

For more information on assigning a specific Internet control group for each user see Section 5.2.

2.2.3 User Host Suffix to Identify National Traffic

InGOT identifies national and international traffic by the suffix of the URL domain name. Any URL that matches the Country Suffix will be treated as national traffic. National traffic can be charged at a separate rate and reported as a separate activity.

Traffic to and from any site that resides in another country but has a local domain name will be considered national traffic, and vice versa.

Traffic to and from a site with a URL domain name that is an IP address will be treated as international traffic.

Setting the Country Suffix to ".us" will automatically include all global top level domains (i.e. ".com", ".org" etc, as well as ".us") as national traffic.

For more information on **Charge Rates** see Section 4.1.

2.2.4 Proxy System

InGOT supports both Microsoft Proxy Server v2.0 with SQL/ODBC database logging and Novell Border Manager v3 with text logging. The fifth tab on the *inGOT* Setup screen will change depending on the proxy system chosen.

For more information on setting up MS-Proxy Server see Section 2.5. For more information on setting up Novell Border Manager logging see Section 2.7.

2.2.5 Database System

InGOT supports both Microsoft Access 97/2000/XP and Microsoft SQL 6.5/7.0/2000 Server database environments.

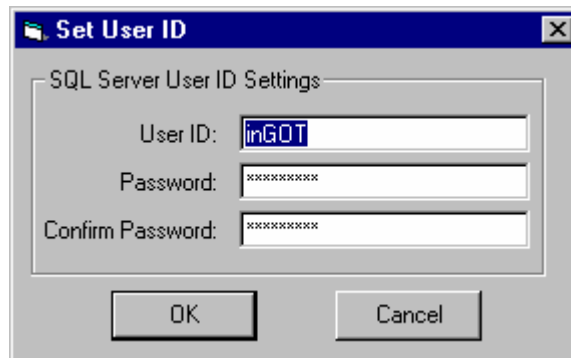
Microsoft Access

If Microsoft Access is selected then the full path and filename of the MS-Access database must be entered into the User Details Database field.

Microsoft SQL Server

If Microsoft SQL Server is selected then several SQL configuration parameters must also be added.

Set User ID



To enter the SQL server username and password press the Set User ID button. This needs to be a valid account in the Microsoft SQL Server environment, set up prior to configuring *inGOT*. See your Microsoft SQL Server administrator for details.

Server Name

This is the name of the server running Microsoft SQL Server where the *inGOT* database resides.

Server TEMP Share and Path

This setting is only used in conjunction with the **Remove Duplicate URLs** option (see Section 2.1.17). *InGOT* stores a temporary duplicated file in this directory for bulk upload to the Microsoft SQL Server Duplicate Logs table. This must be set to the administration share on the SQL server to function correctly (e.g. \\SQLServer\c\$).

The share name should be entered regardless of the "Remove Duplicate URLs" setting.

2.2.6 User Details Database

This is the name for the primary database used by *inGOT*. If any of the required database tables are missing from the database *inGOT* will automatically create them.

Microsoft Access

For the Microsoft Access database environment the User Details database name should include the full path. This can be selected using the browse button adjacent to the User Details database field.

Microsoft SQL Server

For the Microsoft SQL Server database environment only the name of the database should be entered. This database needs to be created by the Microsoft SQL Server administrator prior to configuring *inGOT*.

When *inGOT* does an integrity check of the database at start up (see Section 2.1.2) and discovers any database tables missing it will automatically create them. There is therefore no need to create or import the *inGOT* database tables into SQL manually.

2.2.7 Separate Log Database

It is possible to have the main reporting log table in a separate database. Although this makes no difference to the operation of *inGOT* it does offer some additional flexibility for archiving and storing log information.

Depending on the configuration of *inGOT* and the size of the user base, the log table does have the ability to grow considerably in size.

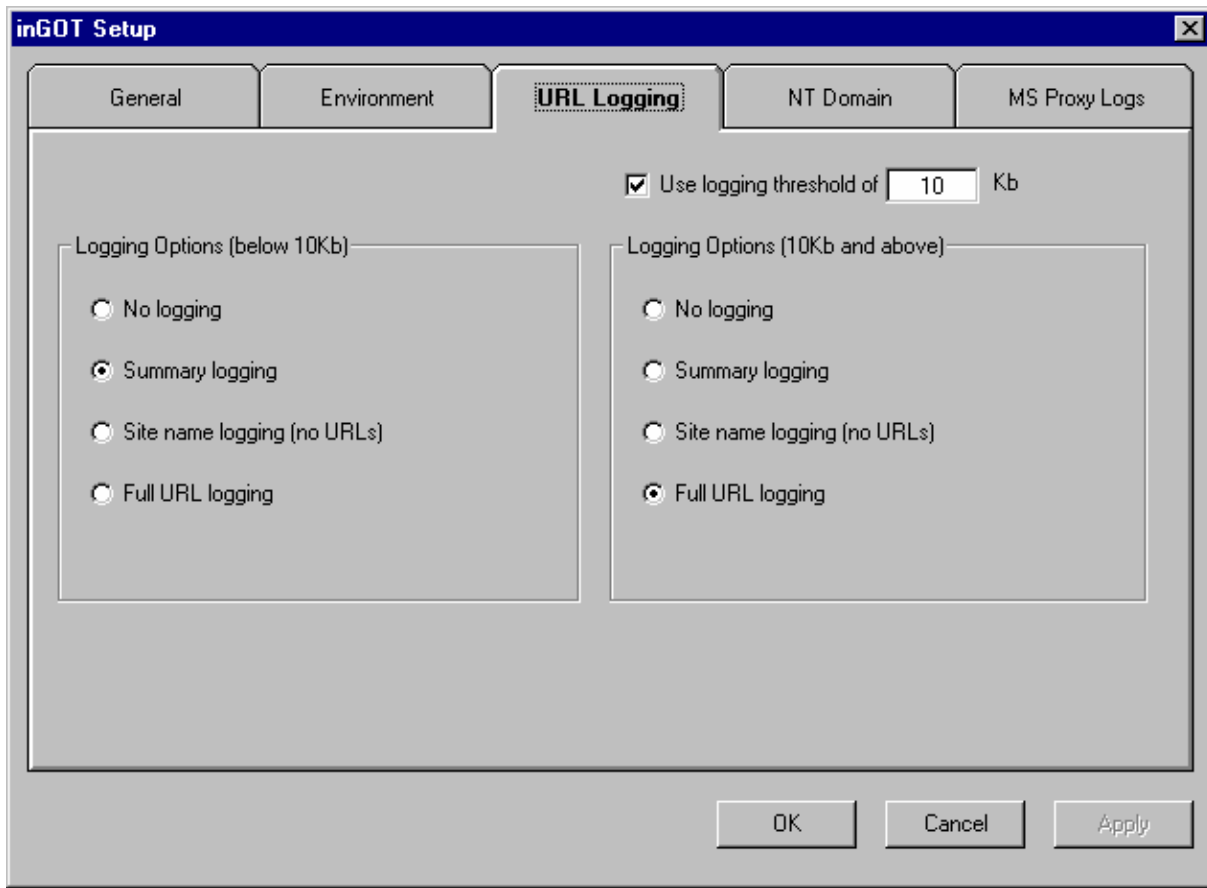
Microsoft Access

For the Microsoft Access database environment the Separate Log database name should include the full path. This can be selected using the browse button adjacent to the Separate Log Database field.

Microsoft SQL Server

For the Microsoft SQL Server database environment only the name of the database should be entered. This database needs to be created by the Microsoft SQL Server administrator prior to configuring *inGOT*.

2.3 URL Logging Tab



2.3.1 User logging threshold

This feature can influence the speed in which the *inGOT* [Logs] table grows. Most web pages that are downloading into a browser are made up from several files (icons, GIFs, borders, text etc). All of these files are recorded as separate records in the proxy log. Most of them are small and meaningless. It is possible for *inGOT* to filter these files, based on size, and not record them all as separate records in the *inGOT* [Logs] table.

2.3.2 Logging Options (below and above)

Any proxy log entries with a reported size of less than the logging threshold will be treated as per the selection in the left-hand panel. Any proxy log entries with a reported size of more than the logging threshold will be treated as per the selection in the right-hand panel.

The recommendation is to set "Summary logging" for all traffic below the specified size and "Full URL logging" for traffic over the specified size. This will ensure that any downloads of significance are recorded separately but the plethora of small web downloads does not fill up the database unnecessarily.

NB: Regardless of the logging option selected, all traffic usage will continue to be calculated and funds deducted from each user's account, based on the charging regime in place.

2.3.3 Logging Options – No Logging

If this option is selected then no proxy log information is transferred to the *inGOT* [Logs] table. Therefore no reporting on sites visited by users would be available.

2.3.4 Logging Options – Summary Logging

If this option is selected then all log information for a particular user will be accumulated and the total sent and received traffic volume (in bytes) will be entered as one record in the *inGOT* [Logs] table. A separate record will be entered for each user, for each log scan. The domain name in the "DestHost" field will be replaced with "<Various>".

NB: This is the recommended setting for logging options below the threshold setting.

2.3.5 Logging Options – Site name logging (no URLs)

If this option is set then all logging information is transferred from the proxy log to the *inGOT* [Logs] table, with the exception of the full URL path. It will therefore be possible to report which sites a user visited but not the specific pages and files that were downloaded.

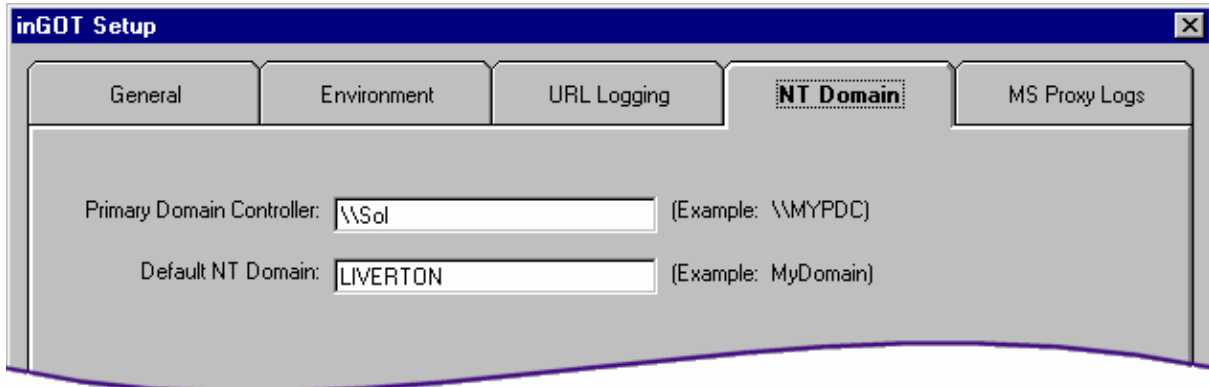
2.3.6 Logging Options – Full URL logging

If this option is set then all logging information is transferred from the proxy log to the *inGOT* [Logs] table.

NB: This is the recommended setting for logging options above the threshold setting.

2.4 NT Domain Tab

This configuration option is only available when the Microsoft Windows NT/2000/XP option is selected as the Network Operating System. For more information see Section 2.2.1.



2.4.1 Primary Domain Controller

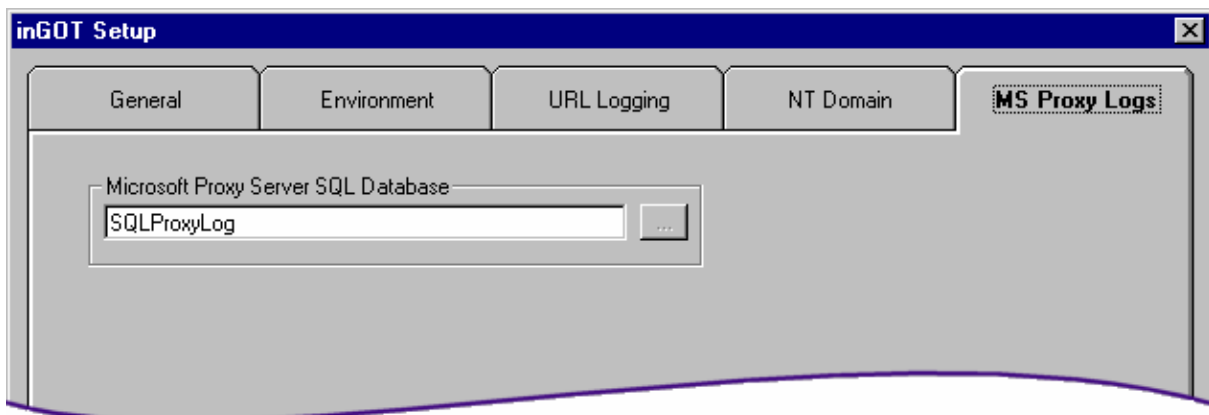
This is the name of the primary domain controller in the Windows NT/2000/XP network.

2.4.2 Default NT Domain

This is the name of the primary domain in the Windows NT/2000/XP network.

2.5 MS Proxy Logs Tab

This configuration option is only available when the Microsoft Proxy Server option is selected as the Proxy System. For more information see Section 2.2.4.



2.5.1 Microsoft Proxy Server Database

This is the name of the database used for logging proxy traffic information by Microsoft Proxy Server.

Microsoft Access

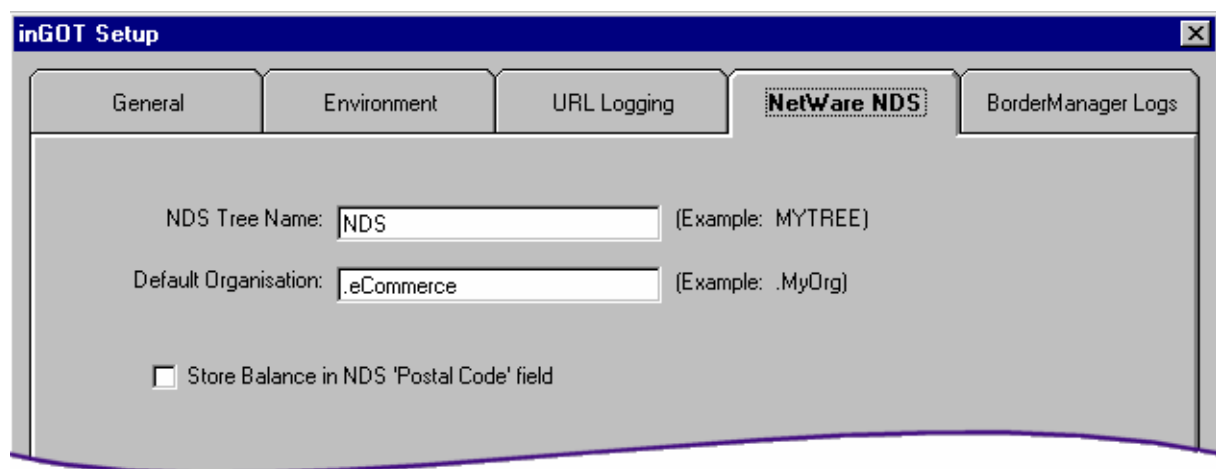
For the Microsoft Access database environment the Microsoft Proxy Server database name should include the full path. This can be selected using the browse button adjacent to this field.

Microsoft SQL Server

For the Microsoft SQL Server database environment only the name of the database should be entered. This database needs to be created by the Microsoft SQL Server administrator prior to configuring *inGOT*.

2.6 Netware NDS Tab

This configuration option is only available when the Novell NetWare option is selected as the Network Operating System. For more information see Section 2.2.1.



The screenshot shows the 'inGOT Setup' dialog box with the 'NetWare NDS' tab selected. The dialog has five tabs: 'General', 'Environment', 'URL Logging', 'NetWare NDS', and 'BorderManager Logs'. The 'NetWare NDS' tab is active and contains the following fields and options:

- NDS Tree Name:** A text input field containing 'NDS' with an example '(Example: MYTREE)' to its right.
- Default Organisation:** A text input field containing '.eCommerce' with an example '(Example: .MyOrg)' to its right.
- Store Balance in NDS 'Postal Code' field

2.6.1 NDS Tree Name

This is the name of the Novell Netware NDS Tree

2.6.2 Default Organisation

This is the name of the Novell Netware default organisation and should be preceded with a period (".").

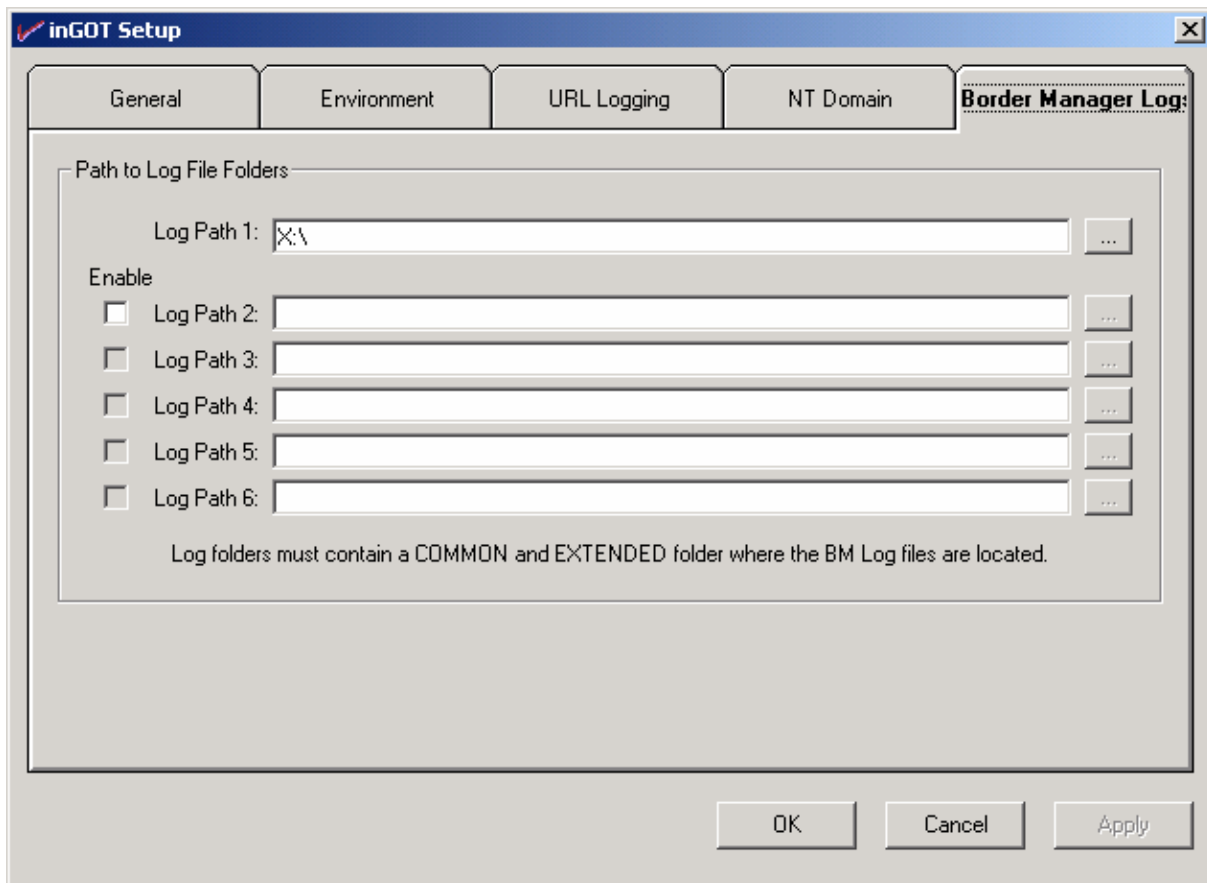
2.6.3 Store Balance in NDS 'Postal Code' Field

If this option is selected, the user's balance will be stored in the 'Postal Code' field within the NDS tree. This will enable another NDS aware application to view the contents of this field so that users are able to see the balance of their account.

The 'Postal Code' field was chosen because there is no another suitable 'Balance' type field available in early versions of NDS.

2.7 Border Manager Logs Tab

This configuration option is only available when the Novell Border Manager option is selected as the Proxy System. For more information see Section 2.2.4.



2.7.1 Path to Log File Folders

This is the path where the COMMON and EXTENDED folders are located. Corresponding Border Manager logs files must be saved in both the COMMON and EXTENDED folders for inGOT to scan the Border Manager Logs correctly.

InGOT is expecting the files in the COMMON and EXTENDED folders to have the same name. Border Manager must be configured to save log files on a periodic (e.g. hourly) basis not on a log size basis.

NB: The Border Manager NLM must be reloaded before changes to the BM logging configuration are activated.

InGOT can scan up to six different Border Manager servers log sets.

3. User Settings

3.1 Add User Funds

Funds can be added to individual users by selecting the Add User Funds option from the menu or pressing the dollar sign icon on the tool bar.

The screenshot shows a dialog box titled "Add User Funds". It has a title bar with a checkmark icon and a close button. The dialog contains the following fields and controls:

- User Name:** A drop-down menu showing "LIVERTON\ADMINISTRATOR".
- Amount to Add:** A text box containing "\$5.00" and a drop-down menu showing "Allocation".
- Receipt Number:** A text box containing "Rec #12345".
- Buttons:** "Add Amount" and "Close".
- User Details:** A section with the following information:
 - Administrator** (in blue)
 - Balance: \$10.00
 - Last Payment: 18-Jul-2002 11:34 - \$10.00 - Allocation
 - Internet Access: **Granted** (in green)

3.1.1 User Name

The User Name drop box holds the names of all users in the database. This is unless the "Do not load all users into drop boxes" option is selected in the *inGOT* Setup. See Section 2.1.11 for more details.

If the "Do not load all users into drop boxes" option is selected the User Name field will initially be blank. To search the database for a subset of usernames enter the first few letters of the desired username(s) and move to another field in the screen. e.g. Entering "ad" and pressing tab to move to the "Amount to Add" field will return into the "User Name" drop-down box all usernames beginning with "ad"

A wildcard (*) is also available as the first character of the search. e.g. "*ad" will return all username that include "ad" in any part of the username.

3.1.2 Amount to Add

This is the amount to be added to a user's account. This field will only accept numbers. The "Add Amount" button will be disabled until a number is added into this field.

The second drop box is the Pay Type to be allocated to this payment. Selecting the correct pay type is necessary to report correctly on the payment types used. It is

possible to set the initially displayed Pay Type to any one of the available Pay Types. This is done via *inGOT* Setup. For more information see Section 2.1.14.

Additional Pay Types can be entered using the Payment Types screen via Tools/Settings/Payment Types. See Section 4.2 for more information.

3.1.3 Receipt Number

The receipt number field will accept any characters or numbers. This field is used for reporting purposes only.

3.1.4 User Name

The bold blue user name is the user's full name from the network. If an <Unavailable> full name appears then either *inGOT* has been unable to read the full name from the Network or the network full name field is blank.

3.1.5 Balance

This is the current balance in the specific user's account. The balance will update immediately to reflect funds added.

3.1.6 Last Payment

The last payment field shows the details of the last payment made to the user's account. The field will be updated with the current payment details as soon as a new payment is made.

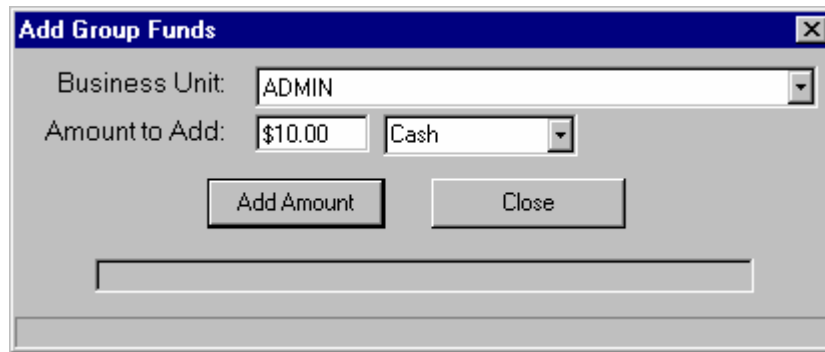
3.1.7 Internet Access

The Internet Access field shows the current Internet access status for the specific user. This is based on the user's membership in the Internet control group. For more information on Internet control groups see Section 2.2.2.

For NetWare operating systems this should be the group name and context details, delimited by the period character ("."). Fully qualified group names (using the cn= etc) are not valid entries in this field.

3.2 Add Group Funds

This screen is used to add funds to a group of users, based on their business unit.



3.2.1 Business Unit

Each user is assigned to a Business Unit. All users in the selected Business Unit will have the entered amount **added** to their individual account, e.g. If \$10 is added to the Admin Business Unit, everyone in Admin gets credited \$10 each.

An additional Business Unit option is "<All Users>". If this Business Unit is chosen all users will have the entered amount **added** to their individual accounts.

3.2.2 Amount to Add

This is the amount to be added to the individual user accounts that are members of the selected Business Unit.

The second drop-down field is the Pay Type to be allocated to these payments. Selecting the correct Pay Type is only necessary for reporting purposes.

It is possible to set the initially displayed Pay Type to any one of the available Pay Types. This is done via *inGOT Setup*. For more information see Section 2.1.14.

Additional Pay Types can be entered using the Payment Types screen via Tools/Settings/Payment Types. For more information see Section 4.2.

3.3 User Details

Change User Details

User Name:

User Details

Full Name: **Richard Bourne**

User Type: **Student**

Business Unit: **STUDENTS**

Balance: **\$577.56**

Access Group: **<Default> InternetAccess**

Last Payment: **15-Jun-2001 15:39 - \$1,000.00 - Allocation**

Last Charge: **03-Jul-2001 16:23 - \$25.22 - Student Rate**

Internet Access: **Granted**

3.3.1 User Name

The User Name drop box holds the names of all users in the database. This is unless the "Do not load all users into drop boxes" option is selected in the *inGOT* Setup. For more information see Section 2.1.11.

If the "Do not load all users into drop boxes" option is selected the User Name field will be initially blank. To search the database for a subset of usernames enter the first few letters of the desired username(s) and move to another field in the screen. e.g. Entering "ad" and pressing tab to move to the "Amount to Add" field will return into the "User Name" drop-down box all usernames beginning with "ad"

A wildcard (*) is also available as the first character of the search. e.g. "*ad" will return all username that include "ad" in any part of the username.

3.3.2 Full Name

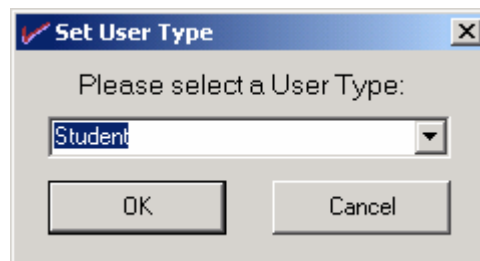
When a user is first detected in the proxy log *inGOT* will automatically attempt to lookup the user's Full Name from the domain (NT/2000/XP or NDS domain). If the Full Name in the domain has not be set or *inGOT* is unable to retrieve it the Full Name will be set to **<Unavailable>**. While the user's Full Name is set to **<Unavailable>** *inGOT* will attempt to retrieve the user's Full Name from the domain each time the user appears in the proxy log.

To set the Full Name of a user manually press the **Change Full Name** button and enter a new name. Once the user's full name has been entered, manually or automatically, *inGOT* will no longer attempt to retrieve the full name from the Domain. The user's full name will therefore not get updated in the *inGOT* database if it is subsequently changed in the domain.

3.3.3 User Type

The User Type of a user is automatically set when a user is first detected in the proxy log. The User Type is set either via the NetGroup lookup feature (see Section 5.2) or via the default setting in *inGOT* setup (see Section 2.1.16). Once the User Type has been automatically set it can only be changed via this **Change User Type** option or via an update query in the database itself.

To change the user type press the **Change User Type** button and select a new user type from the drop-down selection box.

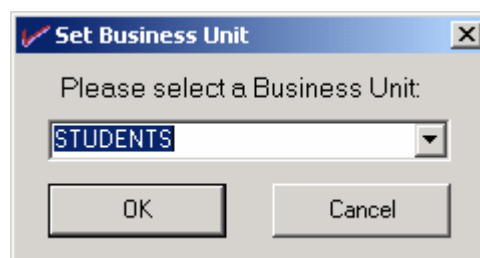


To add a new User Type see Section 4.5.

3.3.4 Business Unit

The Business Unit (which could be considered a department or any other group of users) for a user is automatically set when a user is first detected in the proxy log. The Business Unit is set either via the NetGroup lookup feature (see Section 5.2) or via the default setting in *inGOT* setup (Section 2.1.16). The Business Unit is used to add funds to a group of users and for general group reporting. More information on adding funds to a group of users can be found at Section 3.2. Once the Business Unit has been automatically set, it can only be changed via the **Change Business Unit** option or via an update query in the database itself.

To change the Business Unit press the **Change Business Unit** button and select a new business unit from the drop-down selection box.



To add a new Business Unit simply type the new business unit name into the drop-down selection box.

3.3.5 *Balance*

This is the current balance of the specific user. If the balance is negative it is displayed in **red**.

3.3.6 *Access Group*

This is the Access Group assigned to the specific user. If the Access Group name is preceded by **<Default>** it indicates that the access group assigned to the user is the default setting in *inGOT* Setup (see Section 2.1.16). If the default indicator is not displayed the user's access group was assigned via the NetGroups feature (see Section 5.2). Changes to a user's assigned access group can only be made directly from within [UserDetails] table of the *inGOT* database.

3.3.7 *Last Payment*

This displays the last payment made to the specific user. The display format is:

`<Date (dd-mmm-yyyy)> <Time (hh:mm)> - <Payment amount> - <Payment type> - <Receipt>`

3.3.8 *Last Charge*

This displays the last charge made to the specific user. The display format is:

`<Date (dd-mmm-yyyy)> <Time (hh:mm)> - <Charge amount> - <Charge Rate>`

3.3.9 *Internet Access*

This displays the Internet access status for the specific user. The status will be **Granted** if the user has access to the Internet and **Denied** if the user has had their Internet access blocked.

Internet access from the perspective of *inGOT* is determined by whether or not the user is a member of the Internet access permission group. Their actual ability to access the Internet is determined by the proxy server reading the Internet access group and granting or denying Internet access accordingly.

3.3.10 *Grant Access*

To grant access manually to a specific user press the **Grant Access** button. This will immediately add the user to the Internet access group. If the user is already a member of the group and the Internet Access status is **Granted**, then no action is taken.

3.3.11 Deny Access

To deny access manually to a specific user press the **Deny Access** button. This will immediately remove the user from the Internet access group. If the user is not already a member of the group and the Internet Access status is **Denied**, then no action is taken.

NB: If additional funds are added to the user's account and the balance is above zero then inGOT will automatically add the user back into the Internet access group. This option should not therefore be used as a means of permanently blocking a user's access to the Internet.

3.3.12 Delete User

To remove the specific user from the *inGOT* database press the Delete User button. This will remove all records pertaining to the user from the [MonthlyTraffic] and the [UserDetails] tables.

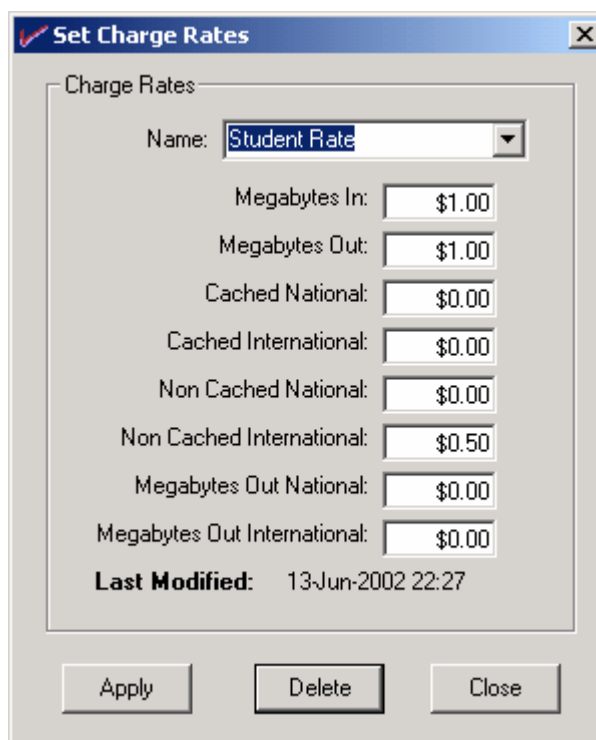
To delete multiple users from the database a database delete query would need to be created and run.

4. Database Setting

There are several options available to ensure that the *inGOT* configuration is consistent with the Internet access policy of individual organisations. This includes setting the rate users will be charged for Internet access, reassignment of charges for special web sites and special machines in the network, assigning user types to users and setting peak and non-peak times.

There are also two options that can only be set directly from within the *inGOT* database. These are explained in more detail in Section 5.

4.1 Charge Rates



Category	Rate
Megabytes In:	\$1.00
Megabytes Out:	\$1.00
Cached National:	\$0.00
Cached International:	\$0.00
Non Cached National:	\$0.00
Non Cached International:	\$0.50
Megabytes Out National:	\$0.00
Megabytes Out International:	\$0.00

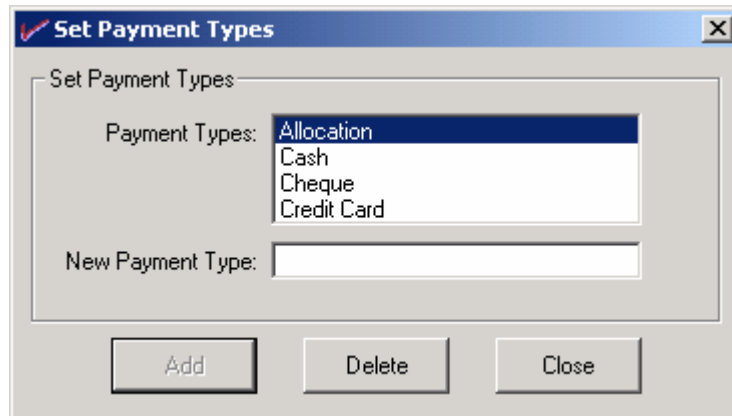
The Charge Rate window is where the charges are set for specific types of traffic. The Charge Rate is used in conjunction with the User Type. A Charge Rate is assigned to a User Type, which is in turn assigned to a user.

To create a new Charge Rate simply enter the new name in the name field, set the charge rates and press apply.

There are two sub-parts to the charge rate. If an amount is assigned to **Megabytes In**, users will be charged for all the incoming traffic they generate. If an amount is also assigned to one of the other incoming traffic types (e.g. **Non cached International**) the user will get charged this amount over and above the **Megabytes In** rate.

The same applies for the **Megabytes Out** charge type. If a charge rate is applied to **Megabytes Out** and to either or both **Megabytes Out National** and **Megabytes Out International** the user will be charged twice, one for the **Megabytes Out** rate and once for either the **Outgoing National** or **Outgoing International** traffic.

4.2 Payment Types



It is possible to insert additional payment types into the *inGOT* database. These payment types can be used to indicate the type of payment used when entering additional funds into a user's Internet account.

To add a payment type, enter the new payment type in the 'New Payment Type' field and press 'Add' button. To delete a payment type, select the payment type and press the 'Delete' button.

4.3 Reassign URL

It is possible to assign the charges for visiting a particular site to a user other than the user logged into the network. This is achieved by entering the name of the URL you wish to reassign and the name of the account to which the traffic generated will be charged.

URL to Reassign:	UserName:
intranet.liverton.com	InternalWebSite

Comments: Internet Web Site
Date: 25/06/2002 22:31: [Edit URL] [Delete URL]

New Details
New URL: []
New UserName: [] [Lookup User]
Comments: []
[Save] [Close]

To add a new URL enter the name of the URL into the 'New URL' field. If only the domain name is entered then all pages on the site will be reassigned to the listed user. If only a specific web page is to be reassigned then the complete URL, including the page name (e.g. ...\\index.htm), should be entered. The username that will have charges assigned to it does not need to be a valid username on the network. If it is a new name *inGOT* will automatically create the user details in the *inGOT* database, based on the default user settings.

To edit a URL select the URL from the list and press the 'Edit URL' button. The details about particular URL will appear in the 'New Details' fields. Amend the necessary fields and press the 'Save' button.

To delete a URL select the URL from the list and press the 'Delete URL' button.

4.4 Reassign IP Address

It is possible to have all Internet traffic generated on particular computer in the network reassigned to a user other than the user who is logged onto that computer. This is achieved by entering the IP Address of the particular computer you wish to reassign and the name of the account to which the traffic generated will be charged.

NB: Any computer used in this manner should be assigned a static IP address.

IP Address:	UserName:
192.168.1.100	LibraryComputer
192.168.1.101	LibraryComputer

New Details

New IP:

New UserName:

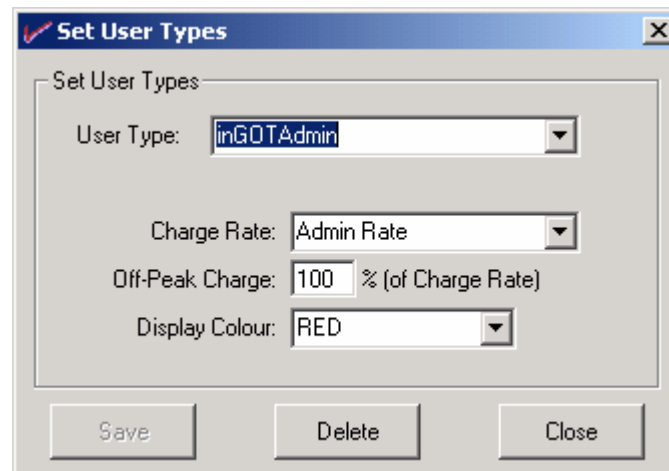
To add a computer, enter the IP address of the computer into the 'New IP' field and the name of the user to which traffic will be reassigned into the 'New username' field. The user name does not need to be a valid username on the network. If it is a new name *inGOT* will automatically create the user details in the *inGOT* database, based on the default user settings.

To edit a listed computer select the IP Address from the list and press the 'Edit IP' button. The details about the particular IP Address will appear in the 'New Details' fields. Amend the necessary fields and press the 'Save' button.

To delete an IP Address, select the address from the list and press the 'Delete IP' button.

4.5 User Type

A 'User Type' is assigned to every user in the *inGOT* database. There are several characteristics that make up a user type. The most important of these is the Charge Rate. The Charge Rate determines the traffic price charged to the user. For more information on Charge Rates see Section 4.1.



The screenshot shows a dialog box titled "Set User Types". It contains the following fields and controls:

- User Type:** A dropdown menu with "inGOTAdmin" selected.
- Charge Rate:** A dropdown menu with "Admin Rate" selected.
- Off-Peak Charge:** A text input field containing "100" followed by "% (of Charge Rate)".
- Display Colour:** A dropdown menu with "RED" selected.

At the bottom of the dialog are three buttons: "Save", "Delete", and "Close".

The Off-Peak charge is set as a percentage of the charge rate listed in the [ChargeRate] table. Peak and off-peak times are set in the [PeakTimes] table in the *inGOT* database. For more information on [PeakTimes] see Section 5.1

The Display Colour defines the colour used when display traffic details about a particular user in the Top Ten display on the main *inGOT* screen.

5. Direct Table Setting Options

There are two options that must be set directly from within the *inGOT* database. These options are: altering the default Peak Times settings and configuring the NetGroups automatic profile assignment parameters.

5.1 Peak Times

The fields in the [PeakTimes] table are:

[DayOfWeek] This field defines the day of the week. Day 1 to 7 is defined as Monday to Sunday.

[PeakStart] This is the time when Peak Time starts.

[PeakStop] This is the time when Peak Time stops.

Time before [PeakStart] and time after [PeakStop] is considered Off-Peak time.

5.2 NetGroups Automatic User Profile Assignment

Using this option will enable *inGOT* to assign a 'user profile' to each specific user automatically the first time the user's username appears in the proxy log.

To enable this option at least one record must exist in the [NetGroups] table and the **Check network groups** option set in Tools/Options. For more information on this option see Section 2.1.10.

When a new user appears in the proxy log for the first time, *inGOT* can look up the username in a pre-defined list of network groups (be they NT or NDS groups). If *inGOT* finds the user in one of the listed groups it will take the user settings as defined in the record of [NetGroups] table relating to that group and assign them to the specific user. This makes it possible to assign a different initial allocation, charge rate, user type and Internet Access control group to different group of users.

The fields in the NetGroups table are:

[Search Order] The order in which *inGOT* will search through the list of network groups. Searching is from lowest to highest. *InGOT* will stop searching through the list of network groups as soon as it finds the first group of which the user is a member.

[GroupName] The name of the NT or NDS group that *inGOT* is to search.

[Allocation] The initial allocation assigned to the user if the user is a member of the specific [GroupName] network group.

- [UserType]** The UserType assigned to the user if the user is a member of the specific [GroupName] network group.
- [BusinessUnit]** The BusinessUnit assigned to the user if the user is a member of the specific [GroupName] network group.
- [ACG]** Optional. The 'Access Control Group' assigned to the user if the user is a member of the specific [GroupName] network group. This is an optional setting. If the Access Control Group field is blank the default Access Control Group as defined in *inGOT* Setup is used for control Internet access for the user. For more information on the default Access Control Group see Section 2.2.2.
- [EnteredDate]** This is the date the record was entered or updated. This information is used solely for auditing purposes.
- [Details]** Additional information about each record can be entered in this field. This information is used solely for auditing purposes.

6. Housekeeping Routines

There are a number of housekeeping routines that are run each morning at 2am. These routines help to keep *inGOT* and the *inGOT* databases in a low maintenance state.

NB: *inGOT* must be running at 2:00am for these routines to run. If *inGOT* is restarted after 2:30am it will wait until the following morning before processing these housekeeping routines.

6.1 Delete *inGOT* [Logs] records

This option will only run if the **Auto purge 'Logs' records** option is selected in *inGOT* Setup (see Section 2.1.12). All records in the [Logs] table in the *inGOT* database older than number of months entered will be deleted.

If the database environment is set to Microsoft Access 97/2000 (see Section 1.4) this process will also perform a compact on the database after the purge is completed.

6.2 Delete proxy log entries

This process will only run when the Proxy System is set to Microsoft Proxy Server. All proxy log details stored in the [Logs] table of the Proxy database up to, but not including, the last record read by *inGOT* will be deleted.

If the database environment is set to Microsoft Access 97/2000 (see Section 1.4) this process will also perform a compact on the database after the purge is completed.

The removal of old Border Manager text logs should be managed via the Border Manager configuration options.

6.3 Compact Duplicate log table

This option will only run if the Remove Duplicate URLs option is selected in *inGOT* setup (see Section 2.1.17). A compact is performed on the duplicate log database.