Uploading and Reading Your AWE Learning Usage Statistics

Uploading Your Statistics:

Statistics from your AWE Learning unit(s) can be exported automatically or manually. Below are step by step instructions on how to export the statistics files from your unit(s):

Automatic Reporting:

1. AWE Learning workstations must be networked (internet aware).
2. Log into the AWE Learning workstation's Administrative Control Panel (using the keyboard combination CTRL-ALT-M).
3. Go to the System tab at the top.
4. In the Networking section set up cabled or wireless networking.
5. Put a check next to the Utilization Uploads box (V12 automatically uploads when the unit is online).
6. Click Submit in the lower right corner to save your settings and exit the Admin Panel.
7. Workstation utilization stats will now be uploaded automatically to the Customer Portal. Utilization stats are uploaded at least once per day.

Manual Reporting:

Step 1: Exporting Your Statistics

1. Insert a USB thumb drive into a USB port on your AWE Learning workstation. Wait 20 seconds for the unit to recognize the thumb drive.
2. Log into the Admin Panel (using the keyboard key combination CTRL-ALT-M).
3. In the Utilization Statistics section on the Administration tab, click the button Click Here to Export Data.
4. The Enter Filename dialog box appears displaying a default filename. You can rename the file if you wish.
5. Click the Submit button to save the STATS to the USB thumb drive.
6. The Export Successful dialog box will appear once the data has been written to the thumb drive (The STATS are saved to the thumb drive in 2 files, .CSV, which may appear as an Excel file, and an encrypted file format 6CSV or 9CSV. Either encrypted file, 6CSV or 9CSV can be uploaded to the AWE Learning Customer Portal).
7. Click the OK button.
8. Close the Admin Panel and remove the USB drive. Your stats are now saved to your USB drive and are ready to be uploaded to the Customer Portal.

Step 2: Importing Data to the Customer Portal:

1. Insert the STATS USB thumb drive into the USB port of a computer that has Internet access.
2. Using the web browser, go to https://customerportal.awe-net.com/login.aspx
3. Log in to the AWE Learning Customer Portal using your username and password.
4. From the Customer Portal drop-down menu, click System Management → Upload Statistics.
5. The Upload Statistics page will open.
6. Click on the Browse or Choose File button. The file upload dialog box appears.
7. Navigate to the STATS USB thumb drive and select your file.
8. Click the Upload Data button to upload the file to the Customer Portal.

Note: You can select and upload only one file at a time so if your USB thumb drive has STATS files from multiple computers you will need to repeat steps 5-7 for each computer.

Exporting the Statistics without uploading to the customer portal:

Two files will be exported per ELS unit. One file is an Excel file and the other is an encrypted file. The encrypted file cannot be opened and is only used for the upload process when manually uploading statistics to the Customer Portal. The Excel file can be opened in Excel if you prefer not to upload to the Portal. This is raw data and has not been interpreted in any way. It will list every session started and the application(s) launched within that session. It will not discount any sessions started where no applications were launched. It will give the date and time started and ended. Counting sessions this way is more complicated as you will have to go through the entire list checking times and dates. This list will stay the same (added onto) for the life of the unit so an older unit will have an extensive list (this will change if the unit has been re-imaged, upgraded or reset to factory settings).

Accessing Your Statistics on the Customer Portal

Once you have uploaded the statistics to the Customer Portal account, (or if networked, your statistics are automatically uploaded), you are now able to view your systems' utilization reports.

View Your Reports:

1. Click on System Management in the Navigation bar.
2. Select Management Reports and choose the report you would like to view: Application Comparison Report, Monthly Session Report, Weekly Session Report, Daily Session Report.

Read Your Reports:

A. **Filter By:** You are able to filter your usage reports. If you have multiple branches, you can view reports by each location. You can also view reports by specific workstation.

B. **Period Start Date:** If you are viewing weekly monthly reports, the data on each line starts on that specific date listed.

C. **Sessions:** Session times are set on the ELS unit in the Admin Panel. If you have 20 minute sessions set, then this will list the amount of 20-minute sessions launched.

Note: If a session is started and no applications are launched, the system will disregard that session.)

If you have no session times set, the system will only count sessions by inactivity. If applications are launched consistently throughout the day without any 15 minute inactivity period, then it may count this as one (1) session. If the system has applications launched and there is at least a 15 minute gap of inactivity, then the system will identify this as a separate session.

D. **Total Time:** This is the sum of time (in minutes) spent in all sessions.

E. **Average Time per Session:** This will give you the total amount of time (in minutes) divided by the total amount of sessions.

F. **Total State Sessions:** This is the total amount of session time (in minutes) of all workstations in the state your library is located.

G. **National Sessions (Only available on Application Comparison Report):** Total time for all AWE Learning ELS units that are networked or manually upload their statistics.

All reports/data may be exported or copied using the Copy, CSV, Excel, PDF, or Print buttons.