Hosting status report
UCWEB03 Server

**November 2011**

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# Introduction

This report describes monthly performance for the UCWEB03 server and the web-sites hosted on it.

# Definitions / Notes

The following definitions / notes refer to the graphs and figures on server and/or web-site performance shown on the following pages.

## Server Utilisation

This graph shows the daily average CPU utilisation per hour over the month.

CPU (Central Processor Unit) utilisation is a measure of how hard the server is working. This figure is obtained by averaging out CPU utilisation figures taken every 5 minutes during the day.

## Site monitoring

Ultimedia use a tool called Pingdom which visits the home page of a web-site once a minute to check whether the site is up. If no response occurs after 30 seconds, the site is deemed to be down. After 4 successive checks find the site is down, an alert is sent to Ultimedia and we will then check the site on the server.

## Monthly uptime %

This is the number of hours in the month less any downtime divided by the number of hours in the month expressed as a percentage.

For example if the site had downtime of 2.5 hours in a 31 day month, uptime would be calculated as $\frac{744-2.5}{744} $x 100 = 99.66% where 744 is the number of hours in the month.

## Page views and visits

These figures are obtained by analysing log files for the web-site which are produced by the server. Our analysis tool is SmarterStats Enterprise.

Note that the statistics quoted in this report exclude the pages visited by the Pingdom site monitoring tool.

Where possible, page views and visits are shown on the same graph. If the number of visits is so small relative to the number of page views that they would not register, they are shown on a separate graph.

A ***page view*** is a successful request for a file on the web-site that represents a page. These files are identified by their suffix, eg .aspx, .txt, .htm.

A ***visit*** starts when a visitor first requests a file from the web-site. A visitor is identified by the IP address of the client computer. If there is no activity on the site for 20 minutes after the last file request by the visitor, the visit is deemed to be terminated.

Note that if many visitors access the web-site from a corporate location, it is likely that they will all have the same IP address. This will tend to reduce the number of visits shown in the logs as there will be more activity from the same IP address.

## Data transfer

**Data transfer** is the total volume of data sent to visitors when they visit pages on a web-site.

As well as the figure for each web-site, a total figure for the server is given.

Note that the server data transfer figures include pages visited by the Pingdom site monitoring tool, whereas web-site data transfer figures exclude these pages.

# Server Information

## Details

This is a physical server with a quad core 2.0 GHz Xeon CPU and 4GB of RAM.

It runs Windows Server 2003 SP2 and uses SQL Server 2005 Express.

## Websites Hosted

[www.city-asset.co.uk](http://www.city-asset.co.uk) – the main City Asset Management web-site.

[www.fordreynolds.co.uk](http://www.fordreynolds.co.uk) – a single html page containing address details for Ford Reynolds

## Activity this month

### Changes

There were no changes to the websites hosted on this server this month.

### Server Utilisation

The largest average CPU utilisation on any one day was 1.0%

Monthly average CPU% per day for November for UCWEB03:

### Server Data Transfer

For the server, 1,654 MB of data was transferred during the month (including that for Pingdom requests).

The following graph shows monthly server data transfer for the previous 12 months to date.

The current contractual limit for the server is 300 GB of data transferred per month.

# www.city-asset.co.uk

## Availability

### Monthly uptime

Site uptime was 99.91% for the month. There were 7 outages

Total downtime was 0hr 39mins 57sec

### Significant outages

There were no significant outages (over 15 minutes) during the month

|  |  |  |
| --- | --- | --- |
| **Start Date/Time** | **Duration** | **Description** |
|  |  |  |

## Site usage

### Page views and visits

**Page views** this month: 30,508

**Visits** this month: 17,242

The following graph shows page views and visits to www.city-asset.co.uk for the previous 12 months to date.

### Data Transfer

1,263 MB of data was transferred over the month.

The following graph shows monthly data transfer for www.city-asset.co.uk for the previous 12 months to date: