

## ShopSite Knowledgebase

### '(null)' value in Stats settings.

When you try to go to the statistics section of the back office, you're given the message:

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Problem:

One or more of your statistics configuration settings is incorrect.

Without these being set correctly, statistics will not operate.

Setting:

Server log path is not OK

Server log filename is not OK

Store ID sub-string is not OK

Last Date/Time read is not OK

Please go to the Configure Statistics area of the back office and correct the settings

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When clicking on the link to configure your statistics, the fields for path and file name of the access logs have '(null)' as the value. Changes made on this page are not kept. Solution ID: S03112

This problem usually indicates a problem with the statistics configuration file, often a result of overwriting the file or a shortage of disk space.

Below is the format of the statconfig.aa file that should fix the problem. This needs to be placed in the stats subdirectory of the stores data directory - \*not\* in the data directory itself.

After placing this file in the stats directory, you should be able to go to the "Configure Stats" page and put in the correct path and filename for the access logs, and they should stay this time.

statconfig.aa file:

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last file location: 0

last date read: 01/Jan/1999

min days before forgetting an entry in store log: 31

Update freq-Days: 1

substr: included for backward compatibility

Server log path: /usr/local/etc/httpd/logs

field: Explode:E5C29390917736093AA85D422F463E65C96E2764116A5573

last log file read: /usr/local/etc/httpd/logs/access\_log

Stat Version: 3.2

Update freq-Minutes: 0

log date format: dd/mmm/yyyy

view summary: summary

Keep for-Days: 0

Keep for-Minutes: 0

Update freq-Hours: 0

Keep for-Hours: 0

lastupdate: Thu Feb 4 22:13:03 1999^

next day to forget old entries in store log: 22/Feb/1999

Store ID string:

last time read: 22:13:02

Update hour: 1

Update minute: 00

Server log name: access\_log

Oldlog path: /usr/local/etc/httpd/logs

NOTE: Make sure that a carriage return is placed after the last line in the file.

<https://support.shopsite.com/KBase/questions/2017/>