



Multiple Media Server Log File Integration

A Case Study Using Sawmill

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The Problem: Multiple Streaming Media Servers with Different Log Types. How to log? How to report? How to bill?

1. Client has seven different types of streaming media servers

Our Professional Services Engineering Group was asked to implement one report interface for seven media servers made up of Flash Media Server, Wowza Media Server, Microsoft Media Server, Quicktime Streaming Server, Real Media Server, Apache, and Microsoft Internet Information Server.

2. The need for one unified, consistent report

Each server generates a different log format, presenting a technical challenge for unified reporting.

3. Benefit

One single report was needed for logging and billing systems, so that this company had one integrated report to use as their basis for charging their customers.

How Did Sawmill Solve This Problem?

1. First Task: Integrated Reporting Interface

The log data had to be combined from the seven sources, split into separate customers, and parsed into a unified format. From this unified format, one report per customer for all servers could be made.

2. Creation of a custom plug-in (Sawmill's extensible parsing modules)

A Sawmill custom plug-in was created to parse and report on this unified format. While using "create many profiles", an environment was set up where new customer profiles could be created from a single template and batched, allowing for easy global modifications of reports and other profile settings with this central profile.

3. Ordering and Billing Made Easier

When a new customer signs up for the service, Sawmill (through its "network actions" feature), identifies the new customer and adds them to the billing process. This automated feature adds new customers to the reports, updating the main dashboard of Sawmill.

Summary

With Sawmill, you can unify your billing system, parse multi-format log data, and fully automate reports. All media traffic can be viewed from one dashboard, and billing can be automated for new and existing customers. This is highly cost effective, since there are no continuing man-hours for order and billing cycles; it's all done within Sawmill.