

Full Name, Email Address

Blossom Gill, blossom@abc.edu

Hayes Delgado, nonummy@utnisia.com

Petra Jones, ac@abc.edu

Oleg Noel, noel@liberomauris.ca

Ahmed Miller, ahmed.miller@nequenonquam.co.uk

Maxaulay Douglas, mdouglas@abc.edu

Aurora Grant, enim.non@abc.edu

Madison Mcintosh, mcintosh@nisiaenean.net

Montana Powell, montanap@semagna.org

Rogan Robinson, rr.robinson@abc.edu

Simon Rivera, sri@abc.edu

Benedict Pacheco, bpacheco@abc.edu

Maisie Hendrix, mai.hendrix@abc.edu

Xaviera Gould, xlg@utnisia.net

Oren Rollins, oren@semagna.net

Flavia Santiago, flavia@utnisia.net

Jackson Owens, jackowens@abc.edu

Britanni Humphrey, britanni@ut.net

Kirk Nixon, kirknixon@abc.edu

Bree Campbell, breee@utnisia.net

## User Emails

Full Name	Email Address
Blossom Gill	blossom@abc.edu
Hayes Delgado	nonummy@utnisia.com
Petra Jones	ac@abc.edu
Oleg Noel	noel@liberomauris.ca
Ahmed Miller	ahmed.miller@nequenonquam.co.uk
Maxaulay Douglas	mdouglas@abc.edu
Aurora Grant	enim.non@abc.edu
Madison McIntosh	mcintosh@nisiaenean.net
Montana Powell	montanap@semmagna.org
Rogan Robinson	rr.robinson@abc.edu

Simon Rivera	sri@abc.edu
Benedict Pacheco	bpacheco@abc.edu
Maisie Hendrix	mai.hendrix@abc.edu
Xaviera Gould	xlg@utnisia.net
Oren Rollins	oren@semmagna.net
Flavia Santiago	flavia@utnisia.net
Jackson Owens	jackowens@abc.edu
Britanni Humphrey	britanni@ut.net
Kirk Nixon	kirknixon@abc.edu
Bree Campbell	breee@utnisia.net

```
#!/usr/bin/env python3
import re, operator, os, csv

error_msg = {}
user_stat = {}

error_pattern = r'ticky: ERROR ([\w\s\']*) \((.+)\)'
info_pattern = r'ticky: INFO.* \((.+)\)'

with open('syslog.log', 'r') as logs:
    for line in logs.readlines():
        if re.search(error_pattern, line):
            extracts = re.search(error_pattern, line)
            error_msg.setdefault(extracts.group(1), 0)
            error_msg[extracts.group(1)] += 1
            user_stat.setdefault(extracts.group(2), [0, 0])[1] += 1
        if re.search(info_pattern, line):
            extracts = re.search(info_pattern, line)
            user_stat.setdefault(extracts.group(1), [0, 0])[0] += 1

error_sorted = sorted(error_msg.items(), key = operator.itemgetter(1), reverse = True)
user_sorted = sorted(user_stat.items())
print(error_sorted)
print(user_sorted)
```

```
with open('error_message.csv', 'w') as output:  
    writer = csv.writer(output)  
    writer.writerow(['Error', 'Count'])  
    writer.writerows(error_sorted)
```

```
with open('user_statistics.csv', 'w') as output:  
    writer = csv.writer(output)  
    writer.writerow(['Username', 'INFO', 'ERROR'])  
    for item in user_sorted:  
        onerow = [item[0], item[1][0], item[1][1]]  
        writer.writerow(onerow)
```

# Error Message

Error	Count
Timeout while retrieving information	15
Connection to DB failed	13
Tried to add information to closed ticket	12
Permission denied while closing ticket	10
The ticket was modified while updating	9
Ticket doesn't exist	7

## User Statistics

Username	INFO	ERROR
ac	2	2
ahmed.miller	2	4
blossom	2	6
bpacheco	0	2
breee	1	5
britanni	1	1
enim.non	2	3
flavia	0	5
jackowens	2	4
kirknixon	2	1
mai.hendrix	0	3
mcintosh	4	3
mdouglas	2	3
montanap	0	4
noel	6	3

nonummy	2	3
oren	2	7
rr.robinson	2	1
sri	2	2
xlg	0	4