PageFreezer

User Guide:
Website Archiving

Welcome

We designed this guide to be straight-forward and most of all, useful. Use it to jump in and get started, to learn PageFreezer Website archiving from beginning to end, or to refer to as you discover more advanced features.

Find what you're looking for quickly in the task-based layout, where each topic includes a brief introduction, clearly defined steps, and tips to help you get the most out of PageFreezer.

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What's in this Guide?

- An overview of core features.
- An easy-to-follow summary of how
- PageFreezer Website archiving works.
- Quick steps to get setup and get started.
- Instructions combined with brief explanations of why and when to use features.
- Tips and important notes.
- Frequently asked questions and troubleshooting steps.

Why Archive Websites?

Are you in charge of retaining records of your organization's online properties? You understand that proper website archiving not only makes good business sense but more importantly, in many cases, is a legal requirement.

Website archiving is about protecting your content against false claims, intellectual property theft, information audits or freedom of information requests to name a few.

You know it's important, but let's be honest, you don't want to spend hours and hours learning about it, developing systems and processes, and even more time on the ongoing management of the task. PageFreezer is the solution.

PageFreezer Website Archiving Solution

PageFreezer is a powerful online SaaS archiving service that requires no software installation, setup or configuration. Your account can be set up to archive websites, blogs, and intranet content within an hour of subscribing.

Where to Get More Help

We did our best to cover everything but feel free to get in touch if you have questions or comments, and as always your feedback is important to us:

- Email support@pagefreezer.com
- Call us at 888-916-3999 during business hours 9 AM to 5 PM (Pacific Standard Time).
- Chat with support directly while logged into PageFreezer, just click **Leave a Message** at the bottom right corner of the page.

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Features Overview

PageFreezer securely and efficiently provides comprehensive records management for systematic, electronic archiving of online content. By utilizing our web archiving technology, you can actively engage with and monitor all online content in-line with legal standards and regulations.

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Automated Archiving

Archives are quick to set up, and once they are, the rest is fully automated. PageFreezer utilizes Web Crawlers and Web Harvesting Technology to look for changes and take snapshots to develop your online archives.

User-Friendly Dashboard

Sign in to access the PageFreezer dashboard where you can view and manage all your archives in interactive timelines, and get to all other PageFreezer features—from one place. Our new interface is easy and simple to use, so you can find what you need fast and understand what you're looking at.

Data Export

Your data is yours and remains yours. When dealing with a legal claim that requires a physical copy of your files, or when you need a local copy for any other reason, you can request a data export all your archives.

Reports

Download a CSV file summarizing your recent archives, or a PDF image of an archive snapshot, in one step whenever you want.

Compare Snapshots

Compare two snapshots, so you can see the changes that occurred to a website between two dates, at once. This feature is similar to Track Changes in word processing, which highlights text to easily see what has been added or deleted between two versions.

Live Replay and Browsing of Archives

View a live snapshot of your website archives to re-experience how the website actually looked at a time in the past. The live replay is fully scrollable, clickable, searchable, and playable. You can follow links, open tabs, and view rich media, including video and audio.

Timestamps

Each webpage we archive is time stamped with an ANSI X9.95 compliant Time Stamp Authority securely synchronized with the certified atomic clocks of a Stratum-1 Time Server. This trusted, non-refutable time cannot be altered without detection, so it provides evidence of the time the page was archived.

Signatures

A 256-bit strong digital signature is placed on each webpage providing evidence of data integrity and authenticity. This signature proves the archived webpages have not been altered over time. This technology adheres to the guidelines described in the FRCP (Federal Rules of Civil Procedure), the FRE (Federal Rules of Evidence) in the USA and the Canadian Evidence Act in Canada.

How It Works

PageFreezer utilizes several powerful technologies to provide an innovative and affordable solution to website and blog archiving. Leading features like real-time and on-demand archiving make PageFreezer the strongest choice to protect our clients on litigation and compliance issues.

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Web Crawling Technology

PageFreezer utilizes web crawling technology to crawl your website or blog, look for changes, and take snapshots to create archives of your web content over time. A web crawler is an Internet bot which systematically browses through webpages or blog pages, similar to the way Google searches the web for content.

Initially, every page and file (all pages, links, image files, scripts, applications, and stylesheets) the web crawler browses will be downloaded and saved in a secure location.

Each downloaded file will get a 256-bit digital signature and timestamp to provide evidence for data authenticity and data integrity, which is important for legal cases or audits.

This information is stored and used to compare to information captured in later crawls. All pages or files that have changed (have been added, updated or deleted) are then logged and saved as well. A web crawler takes a snapshot every time it crawls (it does not capture any changes in between crawls). The snapshots build up a record, or an archive, of changes made to your website or blog over time.

PageFreezer crawlers may be accessing your web server every day. The additional traffic may cause unwanted stress, depending on your web service and bandwidth, and the frequency and depth of the archiving service you choose. If PageFreezer is causing problems for your web server due to a high number of concurrent requests, please contact us via the support options listed in the introduction. We can alter the crawl speed, depth and also focus the archive settings to better suit your needs.

Off-site Crawling

Off-site refers to directing crawlers beyond the core domain of your website. PageFreezer will crawl a website starting from the main URL you provide, and following through links as far as they go—within that domain (unless you specify limits or filters).

Maybe you want to reach a little further? PageFreezer provides off-site crawling, which enables archiving outside of your website. Interested? We are happy to help set this up for you, or if you want to learn more contact our support team.

Web Harvesting

While web crawling is typically scheduled for a 1 time-per-day snapshot, PageFreezer offers a unique and proprietary technology solution to website archiving for large and/or dynamic websites that have many daily updates. This method is called Web Harvesting: a method of archiving a website on an ongoing, real-time basis.

Web Harvesting requires you to publish a Sitemap.XML on your webserver. This sitemap file lists all the URLs in your site and indicates where changes have occurred. PageFreezer will continuously scan your sitemap and instantly capture the webpages that have changed. This method streamlines the crawling process and removes the need to crawl each page of an entire site.

Web Harvesting provides several crucial advantages over web crawling:

1. Reduces your server load to a minimum, which minimizes website load time.
2. Enables real-time, intra-day archiving. Because Web Harvesting is quick, it can be more frequent so we are able to preserve intra-day changes and dynamic data.
3. Lowers the archiving cost for you. Capturing is costly, so reducing capture time offers you a superior solution at a lower price.

To set up Web Harvesting you will need to meet a few technical requirements, such as providing a sitemap.xml file. See Enable Web Harvesting or Contact us to learn more and we can assist you with the requirements.

Digital Timestamps and Signatures

PageFreezer places a 256-bit digital signature and digital timestamp on each archived web or blog page. The timestamp is evidence of the time the page was archived, and the signature provides evidence that the pages have not been changed or tampered with since the time of archiving.

These features provide proof of data integrity and authenticity, and will stand up in court to prove that the archived page is an exact replica of the original page—as it existed on your site at the time it was archived. You will be provided with the digital timestamp and signature on requested exports, if requested in native format (original file format).

Timestamps

Each webpage we archive is time stamped with an ANSI X9.95 compliant Time Stamp Authority securely synchronized with the certified atomic clocks of a Stratum-1 Time Server. This trusted, non-refutable time cannot be altered without detection, so it provides evidence of the time the page was archived.

Signatures

A 256-bit strong digital signature is placed on each archived webpage providing evidence of data integrity and authenticity. This signature proves the archived webpages have not been altered over time. This technology adheres to the data integrity & authenticity guidelines for legal evidence described in the FRCP (Federal Rules of Civil Procedure), the FRE (Federal Rules of Evidence) in the USA and the Canadian Evidence Act in Canada.

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PageFreezer and Web Analytics

As explained above, PageFreezer uses crawling technology to archive your website or blog, so web crawlers may be accessing your web server daily, or even more.

Many companies use web analytics to measure, collect and analyse their web data. One of the metrics commonly measured is visitor traffic. If you are measuring the number of visitors to a website you are arching, you may want to distinguish between actual visitor traffic and PageFreezer's crawling traffic.

When PageFreezer's web crawlers download a web or blog page, it will report a "User-Agent" string to your web server. You may notice these traces in your server logs: PageFreezer (PageFreezer crawler; http://pagefreezer.com/pagefreezer-crawler/; info@pagefreezer.com. This is how the web server identifies who is accessing the site.

To exclude PageFreezer's crawler from your website analytics, you can easily filter the PageFreezer User-Agent from your logs. Alternatively, we can provide you with the list of our web crawler IP addresses.

PageFreezer gives you the option to select the User-Agent you want. With this feature you can choose who you want to be identified as in your User-Agent string. (see Select User-Agents).

Secure Archive Storage

Comprehensive archiving of your websites and blogs is of vital importance in case of investigation or litigation. We understand that you ae trusting PageFreezer to handle your archives responsibly, and to provide exports of your archived data promptly, if needed.

That's why we store your archives on a redundant fault-tolerant data cloud at our SSAE 16 compliant data centre in Seattle. During your subscription, we will not change or destroy any of your archived content except in connection with migrating the data to another storage device. Even in that case, we take precautions to ensure that a copy of the data is placed on the storage device to which the archive is being migrated. Your archives are safe with us.

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Get Started

Start here for steps to login and then you are ready to get started!

Login

Access your PageFreezer account and archives by logging in from the PageFreezer home page.

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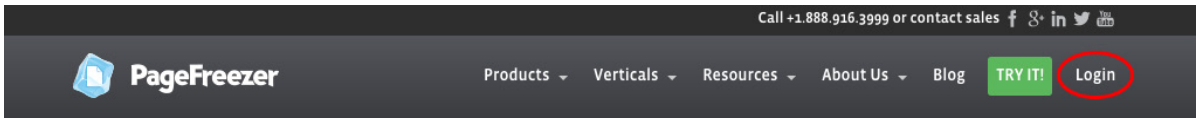
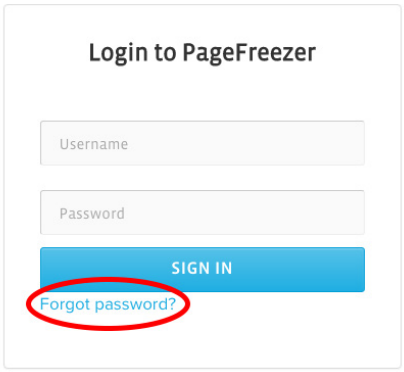


To Login:

1. Open the PageFreezer home page at PageFreezer.com.
2. At the top right corner, click **Login**.
3. Enter the email address associated with for your account.
4. Next, enter your password (the password is case sensitive).
5. Click **SIGN IN**.



Forgot your Password?

No problem. We will email you a link to retrieve your password right away.

To reset your password:

6. In the Login window, click **Forgot password**?
7. In Username, enter the email address associated with your PageFreezer account.
8. Click **GET MY PASSWORD**.
9. Check your email account, we will send you a new password.

Take a Tour

Your experience is important to PageFreezer. Our new interface is planned, designed and tested so learning PageFreezer is quick, and finding what you need is easy.

It'll take just a few minutes to point out key features and tips to get the most out of PageFreezer. Let us show you around...

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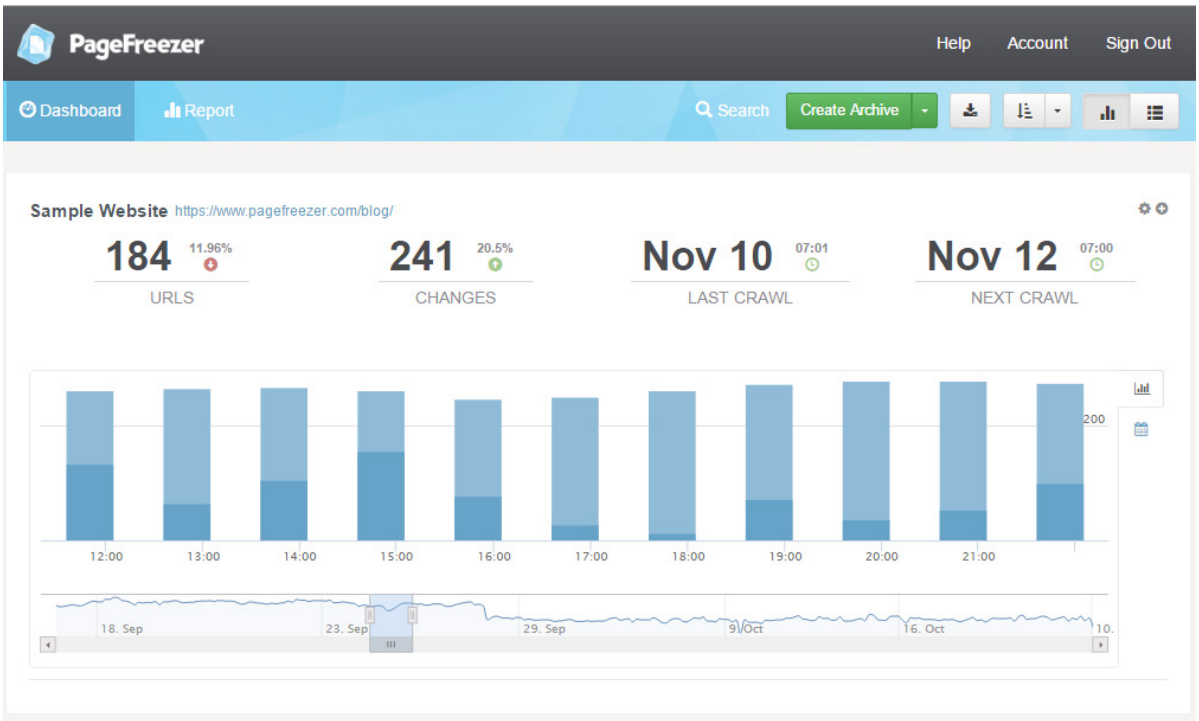
The Dashboard – Timeline View

Sign in to your account and enter the dashboard, where you can view and manage all your archives, and access all other PageFreezer features—from one place.



Dashboard Features Overview

The top navigation offers quick access to PageFreezer's core features:

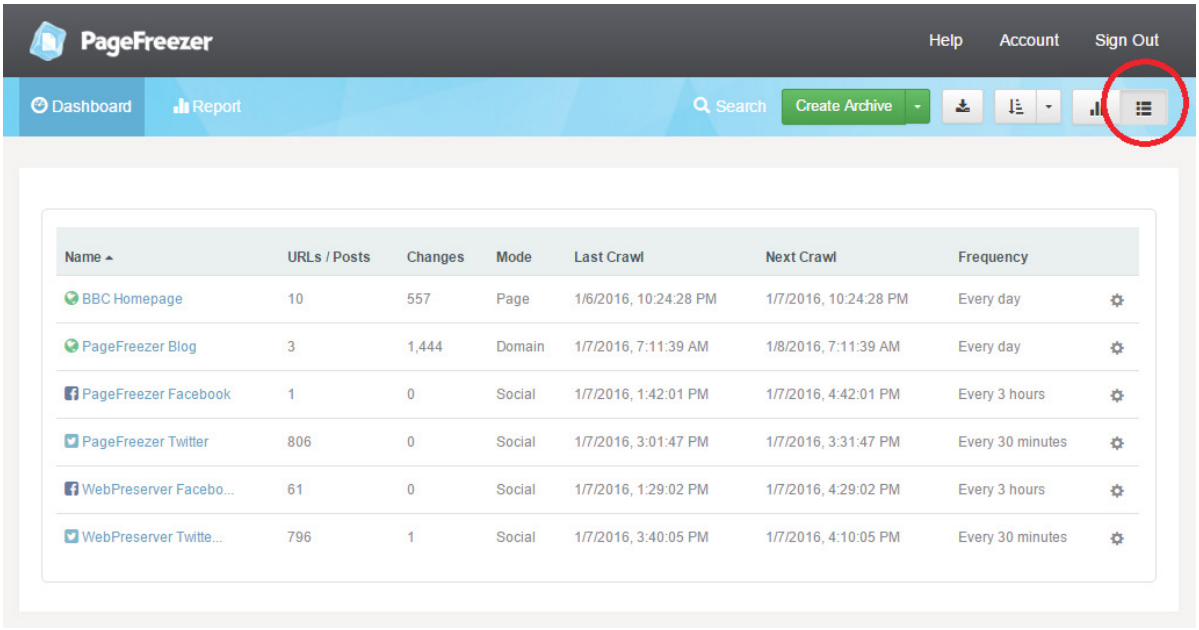
- A powerful **Search** function to quickly find archived pages.
- A **Create Archive** button to create new archives.
- **Timeline** and **List View** display options.
- **Sort** archives on the dashboard by name or date.
- Toggle between the **graphic timeline** and **calendar** views.
- A **Report** tab to easily find saved reports, or create new ones.
- An **Export** button to download a **Website Archive List**.
- Access PageFreezer's **Help** to find Forums and our Knowledge Base.
- **Manage** and **Sign Out** of your account.

The Dashboard – List View

List View provides a great way to compare stats from all your archives at once, in a simple and organized view. To switch between **Timeline** and **List View** use the icons on the top right of the navigation bar.

In **List View**, the **Dashboard** displays each archive alongside it's stats in a table, with **clickable headings for easy sorting**:

- **Archive Name** given to the archive.
- **URLs/Posts** displays the total number of URLs crawled or Posts archived.
- **Changes** is the number of changes captured.
- **Mode** tells you whether the archive is **Social Media** or **Domain** (this means website).
- **Last Crawl** is the date of the last crawl.
- **Next Crawl** is the date of the next crawl.
- **Frequency** tells how often the crawl occurs for that archive.



Name	URLs / Posts	Changes	Mode	Last Crawl	Next Crawl	Frequency
BBC Homepage	10	557	Page	1/6/2016, 10:24:28 PM	1/7/2016, 10:24:28 PM	Every day
PageFreezer Blog	3	1,444	Domain	1/7/2016, 7:11:39 AM	1/8/2016, 7:11:39 AM	Every day
PageFreezer Facebook	1	0	Social	1/7/2016, 1:42:01 PM	1/7/2016, 4:42:01 PM	Every 3 hours
PageFreezer Twitter	806	0	Social	1/7/2016, 3:01:47 PM	1/7/2016, 3:31:47 PM	Every 30 minutes
WebPreserver Facebo...	61	0	Social	1/7/2016, 1:29:02 PM	1/7/2016, 4:29:02 PM	Every 3 hours
WebPreserver Twitte...	796	1	Social	1/7/2016, 3:40:05 PM	1/7/2016, 4:10:05 PM	Every 30 minutes

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Timelines

Each website or blog we archive for you has a corresponding timeline: a visual representation of the archive data capture. The timeline is an interactive display that helps you visualize the archive over time, and quickly review and compare changes within an archive. Find both a quick overview and details in the timeline.

NOTE: The dashboard shows expanded timelines for the first 3 archives. Just click the expand/ collapse icon on the top right to show/hide the expanded timeline of more archives.

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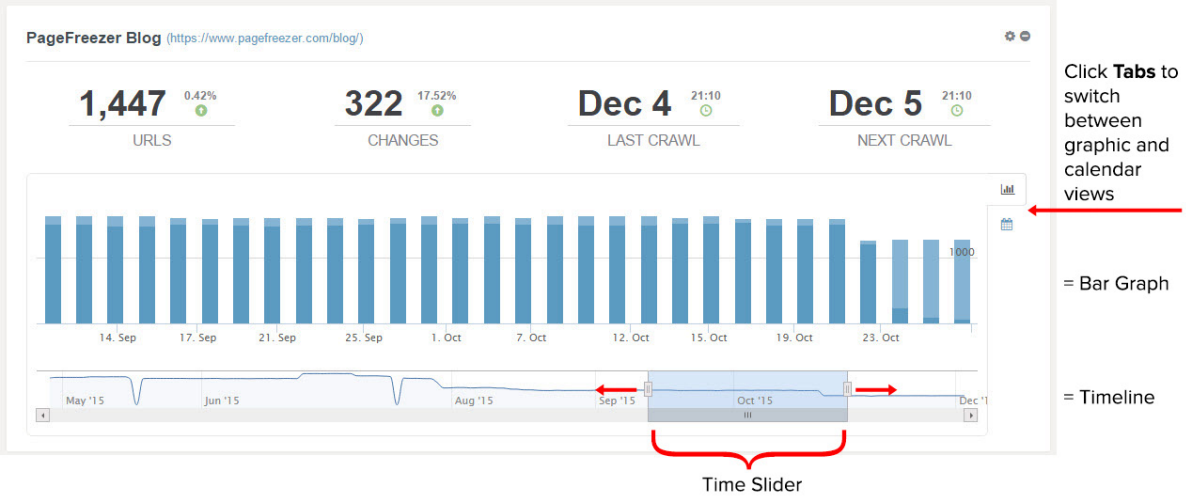
What will you find in the timeline?

Find the **Archive Name**, and the **website URL** at the top left(for this example, we have used the page-freezer.com/blog).

Check out the *Quick Stats* along the top providing data from the most recent crawl:

- Number of URLs captured on the last web crawl = 1,447
- Number of URLs captured that changed =322
- The date of the last crawl = Dec 4th
- The date of the next scheduled crawl = Dec 5th

Timeline Graphic View



Interactive Timeline

The **timeline** along the bottom lets you choose an archive **time period** to view, and it determines the scope shown in the graph above it. The **timeline** helps you visualize the overall activity: the line rises and falls to indicate the number of changes captured.

Move the **time slider** along the timeline, to go backward or forward in time. Or drag the **side tabs** to shrink or expand the scope.

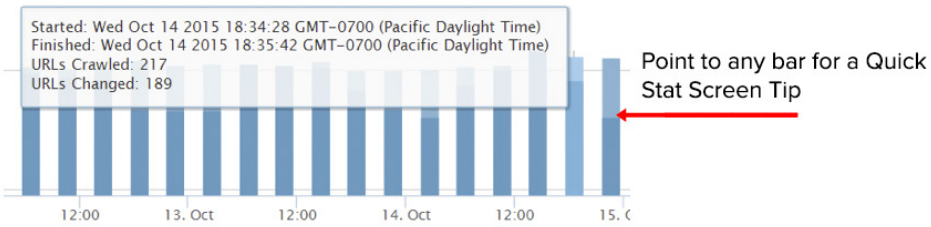
Bar Graph

The bar graph is a visual representation of the time period you select on the timeline.

Each bar represents a single archive:

- The entire bar height (light blue) represents the *number of URLs crawled*.
- The filled in portion (darker blue) represents the actual changes to URLs found by PageFreezer crawlers.

For details, briefly point your mouse to any snapshot (bar) to see a pop-up **ScreenTip** with archive details:

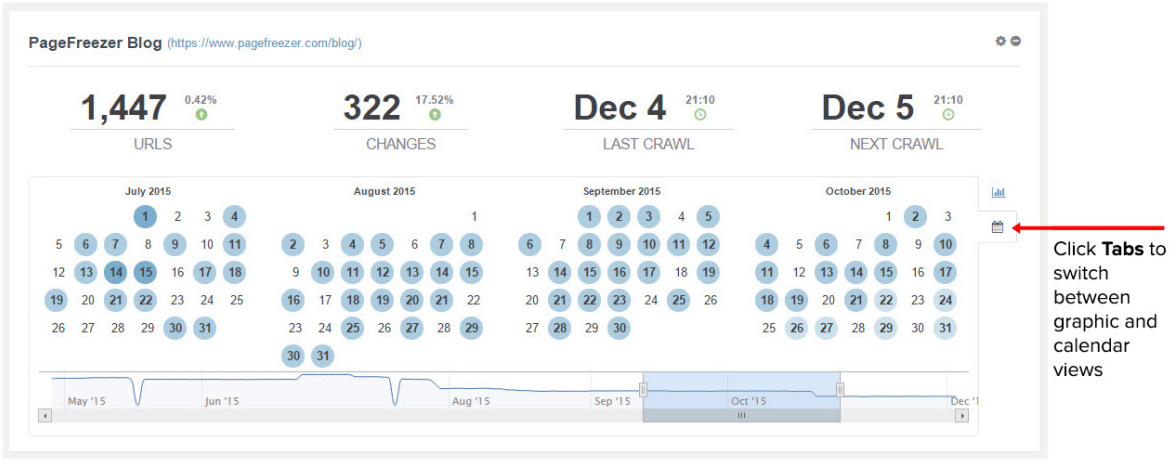


Switch Timeline to List View

Anytime you want to switch from **Timeline** to **List View**, just click the + / - in the top right of the timeline.

Timeline Calendar View

Click the **calendar** tab at the far right to switch the timeline from **graphic** view to **calendar** view. This is a great way to get a see where the most changes occur over time.



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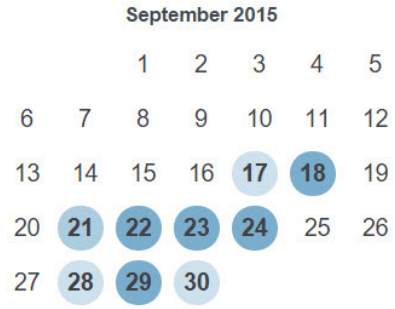
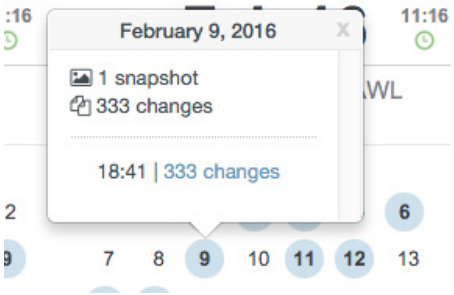
What is this telling me?



- Three shades of blue tell you the relative change:
- No blue circle = no changes captured (we may have checked your website for changes, but found no changes to report)
- Lightest blue = least changes
- Medium blue = somewhere in the middle
- Darkest blue = most changes

Click on a date to view details of one archive:



- The total number of snapshots on that date.
- The total number of changes captured.
- Use the right sidebar to scroll through a list of all snapshots on that date.

Make Sense of the Numbers

So now you know where to find all your archive information, but what does it all mean? PageFreezer captures all changes to URLs. We actually capture more than just changes to URLs of your website though.

When we say URLs, this also includes *all files on your website* such as:

- HTML pages
- Style sheets (CSS)
- Image files (PNG, JPEG, GIF)
- Applications
- JavaScript files
- PDFs

Make Use of Setup Options

You may notice the numbers to be higher or just different than you expect. The changes PageFreezer captures include any added, updated, or deleted links. **Unless we are told otherwise, we capture every time we detect a change to any of the files (such as the files listed above)**.

Webpages sometimes have changes in the source-code that are identified as a change, but which aren't visible for the website visitor.

These might include:

- Links to social media feeds that trigger a change with every social media interaction.
- Looping banner images, or automatically refreshing calendars.
- Changes to the website timestamps.
- Changes to metadata (underlying definition and description of the webpage).
- Non-visual code changes.
- CAPTCHA's (challenge response tests used to check whether a visitor is human).
- Changing ID's in the URLs.

Although these changes are not visible for website visitors, they represent a change on that webpage and must be captured. PageFreezer has some advanced features to exclude some of these changes. Please discuss this with the Support team or see Create a User Profile-Applying Filters.

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Live Archive Snapshots

PageFreezer believes archives should be interactive and useful, so we designed them to actually look and act like your website, at a time in the past. Basically, we allow you time travel.

An archive is a record of changes to your website, or blog, captured by PageFreezer web crawlers; a snapshot is a live-replay of one particular archiving event. PageFreezer snapshots let you re-experience your website as it was. It is fully scrollable, clickable, searchable, and playable. You are able to follow links, open tabs, view rich media, and watch videos.

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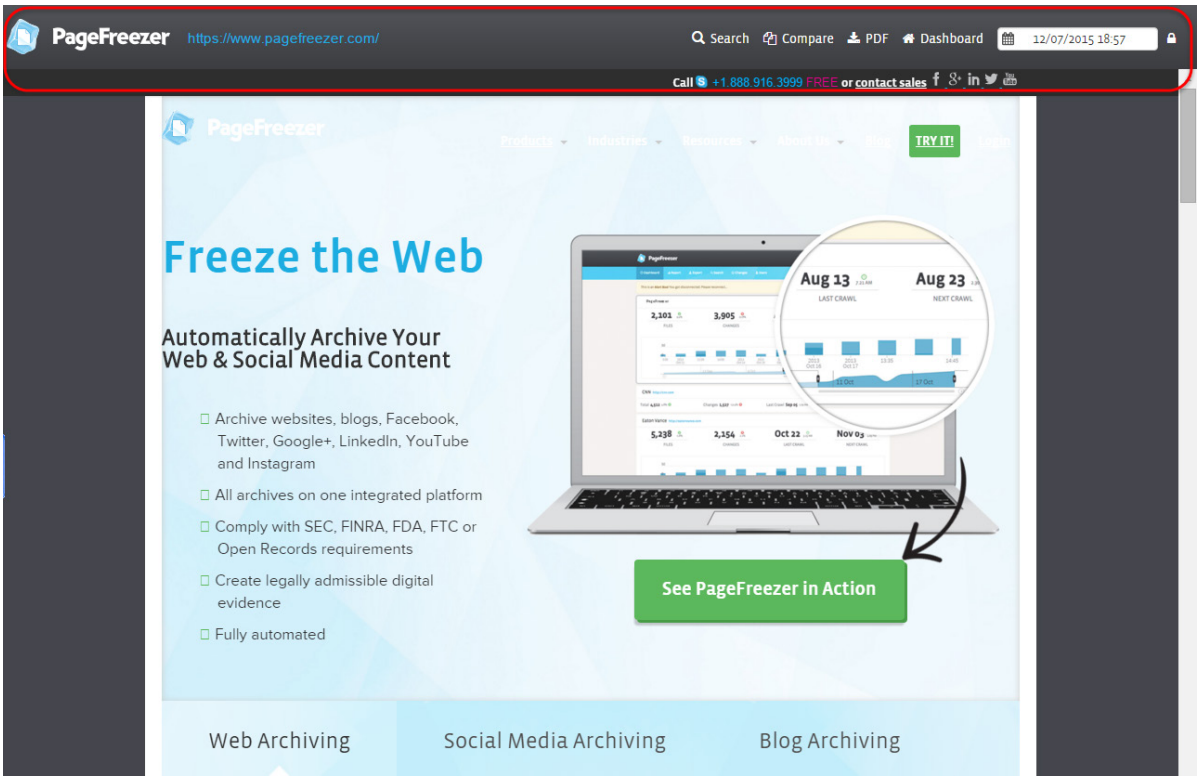

NOTE: You will always know when you are viewing a snapshot, versus a live site, because the PageFreezer navigation bar will be at the top of a snapshot.

How to get to live snapshots from the dashboard:

- Click on any bar (graphic view).
- Click a shaded date (calendar view).
  - If more than one snapshot is one that date? Click a link in the list.
  - If you click on a date without a shaded circle, the most recent snapshot before that date will open. You cannot select a date before archiving began.
- Click the URL (next to the Archive Name), for the most recent snapshot.
- Click the Archive Name, if you are in list view.

To return to the **dashboard**, either click on the **dashboard** tab or the **PageFreezer logo**.

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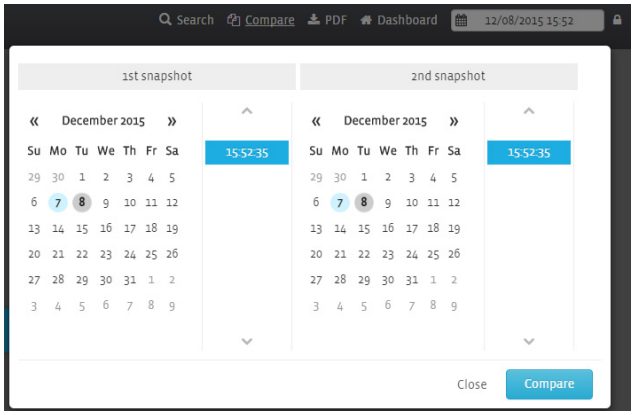
Compare Feature

We can compare two versions of the same webpage for you, so you can see the changes that occurred between two dates. This is similar to Track Changes in word processing, which highlights what text has been added or deleted.

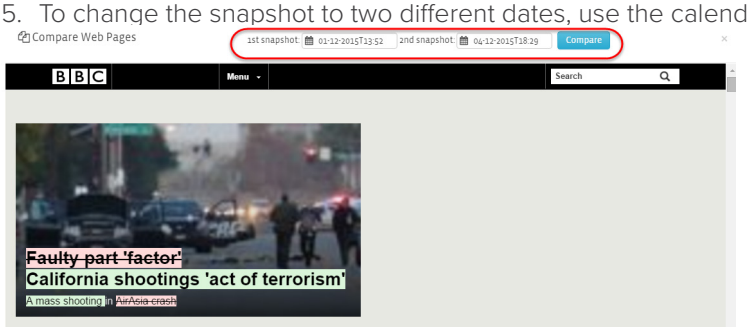
We show you one, combined screenshot showing changes made to text (but not images). The compare feature produces an image, which is not navigable.

To compare snapshots:

1. In an open snapshot, go to the top navigation bar, click Compare.
2. Two calendars open:
   a. Click a **date** on the first snapshot calendar. If more than 1 snapshot was taken on a date, a blue



   time-stamp on the right appears for each. Click **one time-stamp**.
   b. Click a date on the second calendar, click **one time-stamp**.
3. Click **Compare**.
4. Text that was removed, appears crossed-out in red, and new text appears in green.
5. To change the snapshot to two different dates, use the calendar on the top bar.



6. Click **X** on the top right, to close.

Time Travel Calendar

Change to another archive snapshot directly from within a snapshot, using the time travel calendar. This way his way you can move between different snapshots, without going back to the dashboard.

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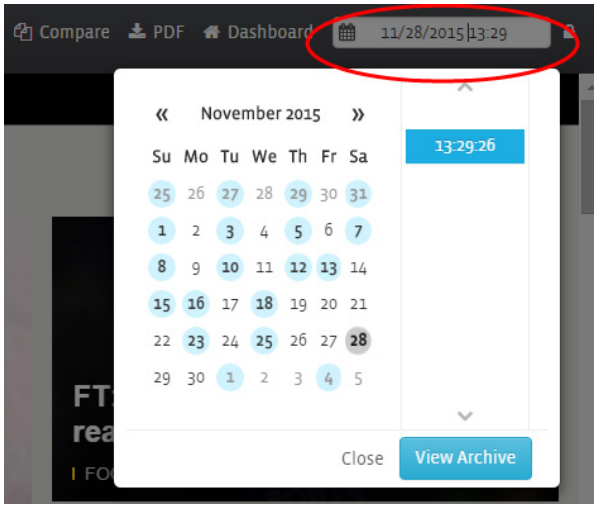
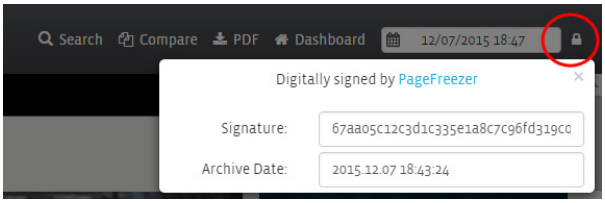
To open another snapshot:



1. Click on the Calendar, then click on a date to open a snapshot for the next date you are interested in.
2. The grey shaded date indicates the day you have selected, the dates (highlighted in a blue box) in the column to the right are the snapshots taken on that date—there may be more than one snapshot on that date to choose from.
3. Click a date box in the column to open the next snapshot.
4. Click View Archive, or Close to exit.

Timestamp Signature

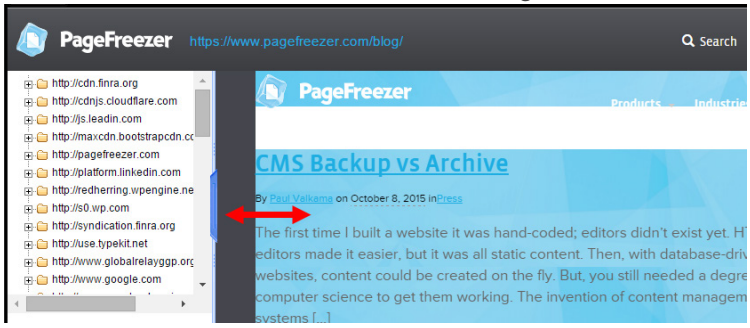
PageFreezer places a digital signature and digital timestamp on each archived page. The timestamp provides evidence of the time the page was archived, and the signature provides evidence that the page has not been changed or tampered with since archiving. (See Digital Timestamps and Signatures in How It Works)



From within a snapshot, just click the **Lock** to view the timestamp and signature pop-up. Click **X** to close it. You cannot make any changes, it is locked and secure.

Navigation Menu

Within an archive snapshot, you can use the navigation menu as another tool to browse through the snapshot. The navigation menu shows the website structure and archived pages in list form, giving an overall view of the site at the time of archiving.



Easily jump between archived snapshots by opening the file folders, and selecting the links.

To open the Navigation Menu:

1. Find the **blue tab** on a snapshot, about half-way down the page on the left margin.
2. Click the tab to open the Navigation Menu.
3. Scroll up and down within the menu to view the entire site structure.
4. Just drag the tab left again to close the Navigation Menu.

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Streaming Video

We archive embedded YouTube and webpages that contain a direct link to an mp4 video wit. Snapshots will automatically replay these archived YouTube videos that are embedded in your website at the time of archiving.

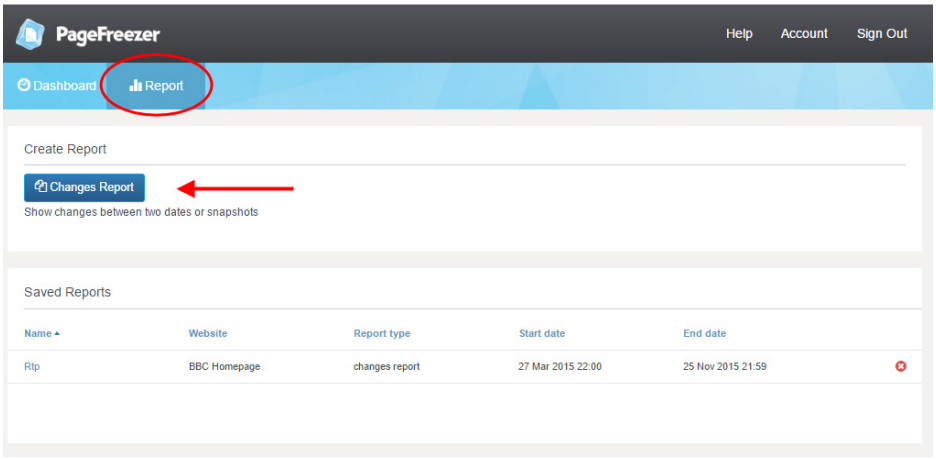
If videos are sourced from other video providers like Vimeo, you will need to enable this feature and set it up correctly.

The PageFreezer Support team can help you set this up.

Create Reports

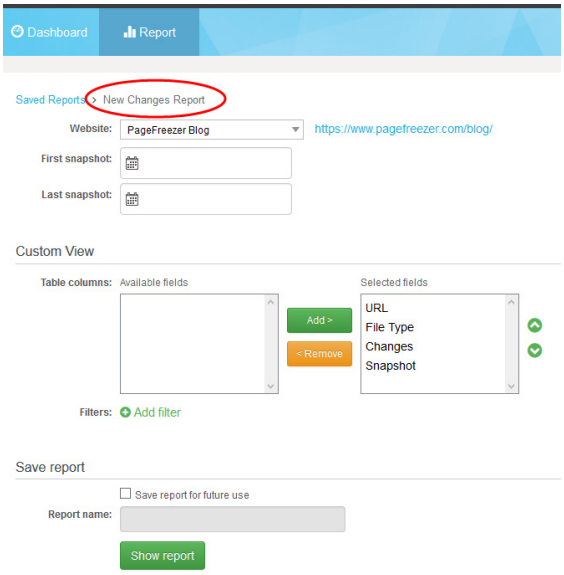
The reports section helps you to easily identify changes in your complete websites over time. This can be a very useful feature in case of a website audit. You can generate, save, and export reports of your website and blog archives.

From the **dashboard**, click the **Reports** tab top open the Reports window.



Create New 'Changes Report'

Create a new report by clicking **Changes Report**. This report provides a record of changes that occurred between two snapshot dates. You can create the report for any website or blog you have already set up for archiving, just specify the dates of the snapshots to compare, pick which headings to include, and add filters.



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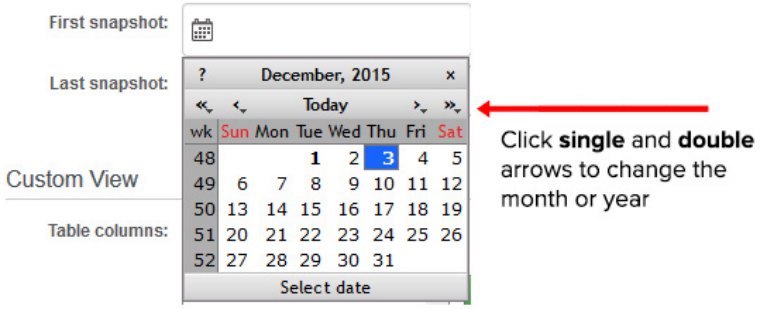
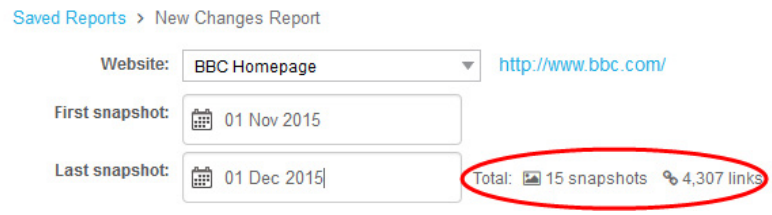
To create a new Changes Report:

1. Select a website from the dropdown. You can only create a report for websites or blogs that you have already set up for archiving.
2. In **First snapshot** and **Last snapshot**, click the **Calendar** to choose dates.



3. Once you enter dates, a preview appears showing a total number of snapshots and links crawled between these dates.

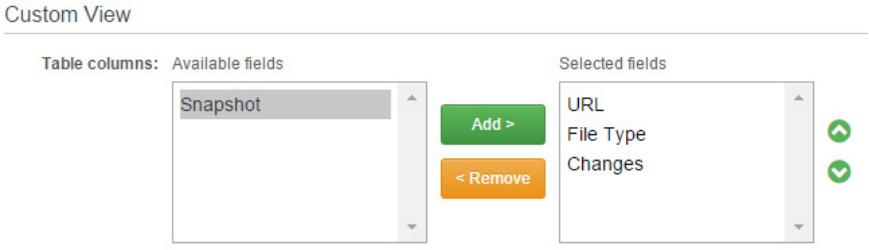


4. Click **Show Report** now, or proceed with the customization fields.
5. You can change which headings are included in your report (all headings are included by default, so will be included automatically if you don't customize it):

To de-select Headings:

a. Under Custom View, choose from **URL**, **Changes**, **Snapshot**, or **File Type**.
b. First, click the **Field**.
c. Then, click the **Add** or **Remove** buttons to make changes.

In this example, the report would not include the snapshots heading.



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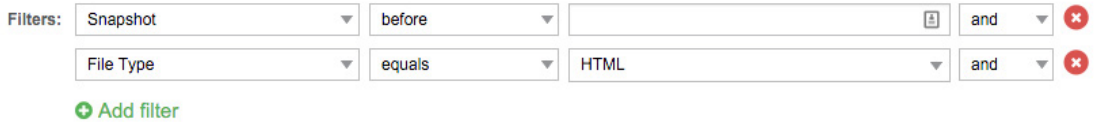
6. You can apply filters to customize exactly which files appear in your report.
   a. Under Custom View, click + **Add filters**.
   b. Use the dropdown menus to create a report that meets your needs:

      - For *File Type* and *Changes*, choose '*equals*' or '*not equals*' (to either include the file type in the filter, or exclude it).
      - For *URL* you have additional choices of '**contains**' or '**not contains**'.
      - For *Snapshot* you have additional choices of '**before**' and '**after**'.

   c. Select '**or**' if you want one or the next filter to apply.
   d. Select '**and**' if you want both filters to apply.

In this example, the report would not include the snapshots before December 2015, or HTML files.

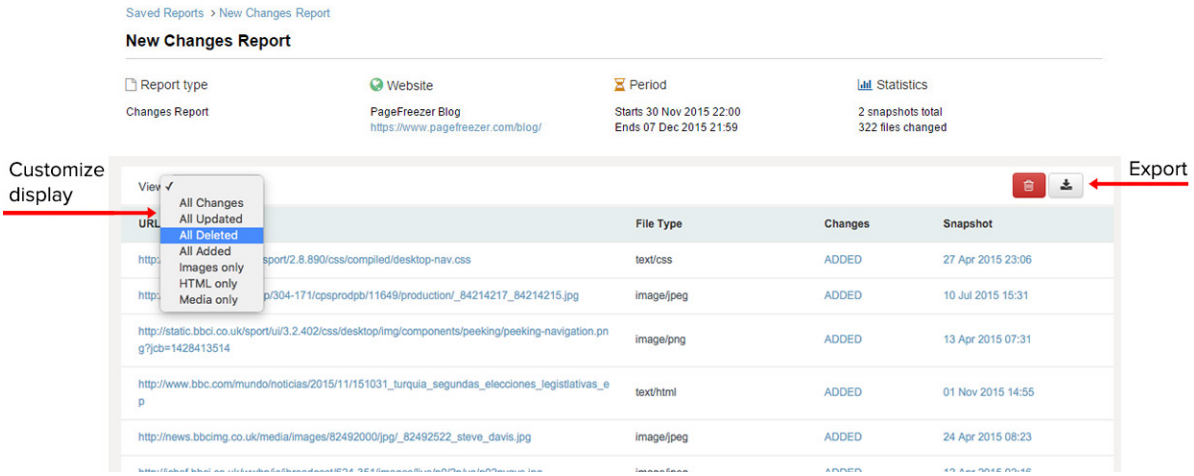


7. To generate and save the report:
   a. Check the box next to Save report, and enter a name.
   b. Click **Show Report** to generate the report, and save it.

View Saved Reports

You can access saved reports by clicking the **Reports** tab on the **dashboard**, to open the Reports window. See a list of your Saved Reports, and simply click a report name to open.

At the top of a report, see the Report type, the website and time period of the report, as well as the total number of changes found.



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As shown in the example above, a report displays the following information:

- A list of every URL that changed during this time period
- The URL file type (indicates text or image, etc.)
- The kind of change that occurred (updated, added, deleted)
- The date of the snapshot, and time the crawler noticed the change.

To change what you see in your report:

1. You can use the **View** box to filter how the report displays and sorts results to focus only on what you are interested in (this does not actually alter the report).
2. Click on **Headings** themselves (**URL, File Type, Changes, Snapshot**) to sort the list by that category.
3. Move between report pages with the **Numbers** and **Prev / Next** at the bottom of the report. The Reports can be quite long, there is likely more than you see on the first page!

Export Reports

You have the option to export any saved report yourself, directly from within a report. The report will be provided in a CSV file (comma separated values file, basically a text file with data separated by commas) and organized into an Excel table. Any text editor will work if you do not use Excel.

To download a report:

1. Click the **download** icon to export any report.
2. The **Save as** window will open, choose a name and location for the file.

Delete Reports

Click Reports on the dashboard, to open the Reports window. To delete, click the "**x**" at the far right of any saved report in the list.

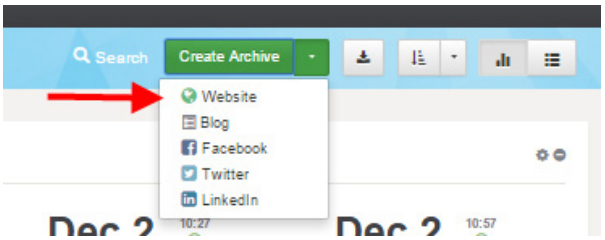
Create a Website Archive

Archives are quick to set up, and once they are, the rest is fully automated. You don't have to do a thing.

We will help you set up your initial archives, and you can follow these steps to create additional archives when you like. Here's how...

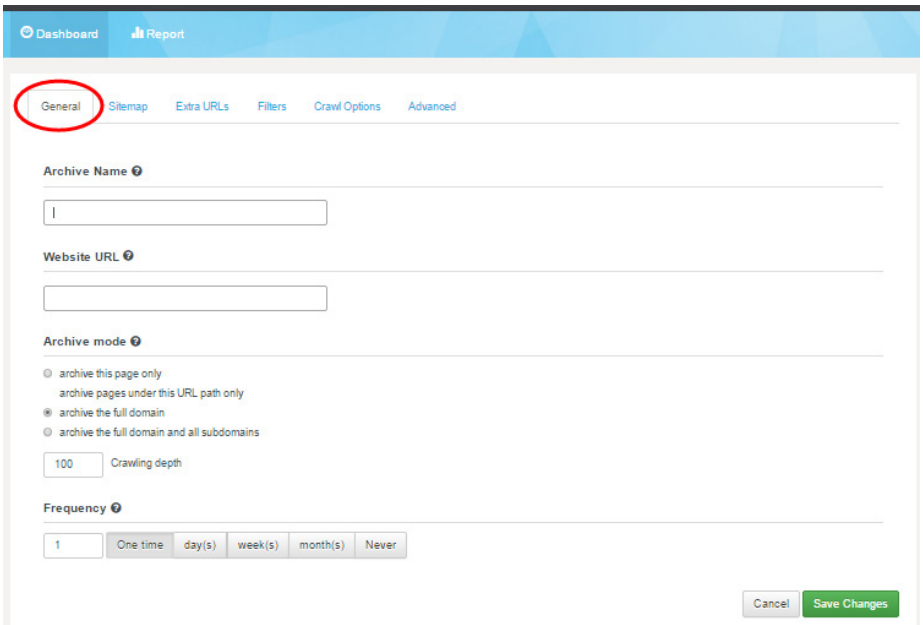
To create a new website archive:

1. First **Login**, then click **Create Archive** on the top right of the **dashboard**.
2. From the dropdown, click **Website** to open the Archive Settings Page.



Basic Setup

You can create a new archive in just a few, quick steps. These basic steps are all on the **General** tab of the **Archive Settings** page shown below. These are the only required steps to start archiving. For additional, optional features continue on to Additional Setup Options.



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To complete basic setup of a new website archive:

Name

1. Enter a name of your choice into **Archive Name.** This is the title you will see on your **dashboard**.

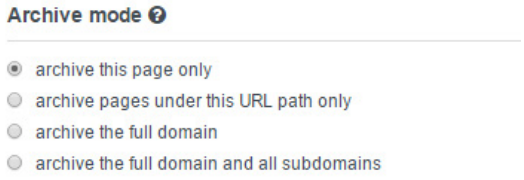
URL

2. Enter the **URL** (website address). Include http:// or https:// in front of the domain name here.

> *NOTE: Be careful to add the exact URL here. Once we begin archiving, you cannot change the URL. You will be able to modify how much of the website is captured, and apply other filters, or delete it altogether.*

Archive Mode

3. How much of the website you would like to capture? Select from the options below:



Archive this page only. We the exact page associated with the URL, but no other pages on the site.

Archive pages under this URL path only is an option if the URL provided includes a subdomain (for example https://www.demo.com/subsite where /subsite is the subdomain). If you select this option, we capture only pages associated with the “subsite”, **but not the content associated with the main domain**.

Archive the full domain. We capture all pages associated within the main domain only, but nothing beyond. If you select this option, we will not archive any subdomains.

Archive the full domain and all subdomains. We capture all pages within the domain, and all pages within all subdomains too.

Crawling Depth

4. If you select any of the last three options under **Archive Mode**, you can define the archive **Crawling Depth** (the number of levels in the website to be archived). If you keep the default crawling depth = 100, you will archive the full website. Setting crawling depth = 1 will archive the homepage and it goes 1 level deep. You can add levels on from there to suit your needs.

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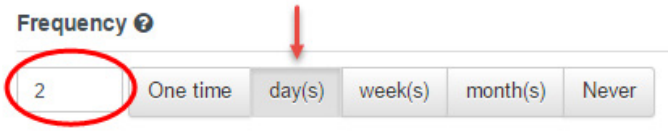
Frequency

5. Let us know how often you would like to archive the website. Choose **One time**, or enter a number and a unit of time. **Never** is an option you might choose at some point later on, to pause archiving.

In the example below the website would be archived **every 2 days**.



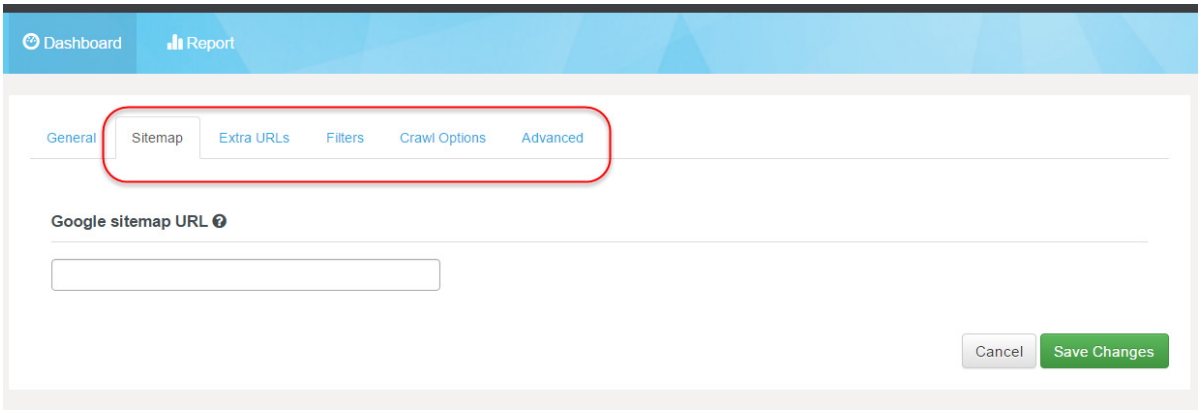
You're all set. **Save Changes** now to send PageFreezer a request to create your new archive.

Or, continue with **Additional Setup Options** to make use of additional settings.

Additional Setup Options

Once you have completed the basic steps, all the necessary setup requirements are taken care of. If you want to take your archiving further, use the additional setup options to customize your settings and get the most meaningful results possible.

Follow through the remaining tabs of the Archive Settings page.



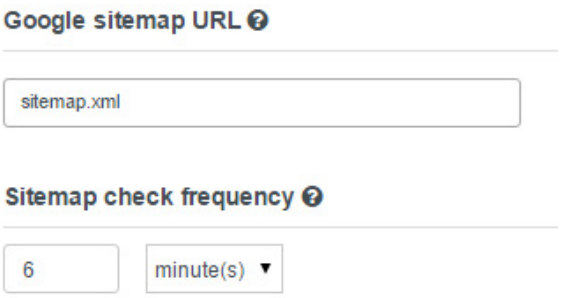
To customize setup of a new website archive:

Enable Web Harvesting

1. Enter a sitemap.xml URL here to enable Web Harvesting, which is a real-time archiving alternative. If you select this, PageFreezer will crawl the sitemap for changes instead of the entire website. It is quicker, allows capture of intraday changes, and creates less strain on your web server. This is a powerful solution for large and/or mobile websites (See also Web Harvesting in How it Works).

Once you enter a sitemap.xml URL, you can set the frequency you want. Because Web Harvesting is far faster than traditional web crawling, you can choose to archive as often as every minute. Click **Save Changes**.

In the example the sitemap would be crawled **every 6 minutes**.



It is a good idea to validate the sitemap first, and fulfill several setup requirements:

To set up a sitemap:

Most Content Management Systems, like WordPress or Joomla, have a built-in sitemap.xml that simply needs to be enabled (or a plug-in installed). If you don't have this option, PageFreezer provides a free, open-source Python script to generate one for you, the script and documentation can be found at https://github.com/pagefreezer/SitemapGenerator.

To validate a sitemap:

Use this online tool to check your sitemap is valid: http://www.xml-sitemaps.com/validate-xml-sitemap.html.

Your site map must meet certain requirements, listed below:

- It needs to be compliant with the sitemap protocol
- Generate the sitemap with the same frequency that you want to archive.
- The sitemap must contain the <lastmod> tag including date and time information for each URL.
- The sitemap needs to be updated on your site with at least the same frequency as you configure the "Sitemap check frequency" setting in PageFreezer.

Please ask us for help with any of these steps!

Capture Additional Content (add webpages outside your website)

2. Web crawlers follow through links of a website. If you would like us to capture content that is **not linked** to the web domain of your website, enter the exact web address (URL including http:// or https://) here so we can capture additional. Examples of content that might not be linked are PDFs or images that are linked to from your website, but are not included in the domain.

Enter one URL per line of the box, enter additional URLs as long as they are each on their own line. No commas! Click **Save Changes**.

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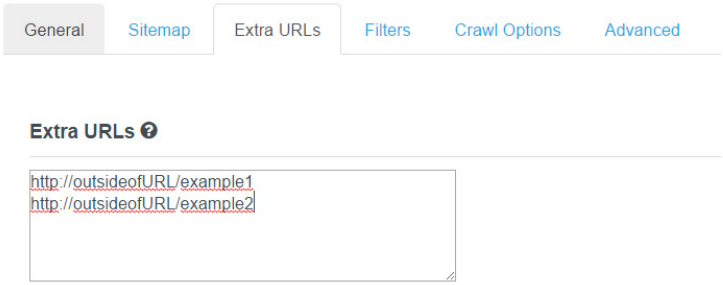

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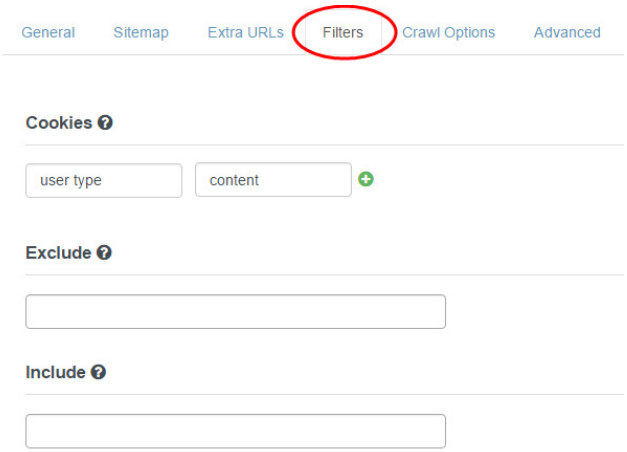
Create a User Profile—Apply filters

3. If you would like to focus your archives to capture specific content, you can direct PageFreezer web crawlers to capture based on your preferences using filters. PageFreezer crawls URLs and sitemaps. But, you can pre-select specific web pages to include or ignore, and create user profiles/preferences too.



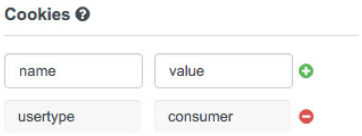
Cookies

Some of your interactions with websites, and preferences you set are saved by your browser using cookies (small pieces of information stored in text files). For example, if you are viewing a website and you choose to view a website in a particular region (Canada versus US), or you choose a preferred language, or interact as a consumer versus a business partner.

PageFreezer supports the addition of cookies so you can archive based on unique, user-specific choices and avoid unnecessary crawling of parts of a website that are not relevant to you.

PageFreezer crawls URLs and sitemaps, and cookies are not included in the URL. If you want these preferences to be known by the web crawler, you can add them here.

To add cookie settings and create a specific user profile, enter the cookie name and value. You can archive multiple user profiles by entering cookie settings for each of them. Click the green **plus symbol (+)** for additional fields.



Exclude

If there are any portions of your website that you don't want to archive, enter keywords into **Exclude**. PageFreezer's web crawlers will then exclude any URL that contains any of these keywords. Contain the keyword in slashes to leave out entire directories, or simply keywords to exclude pages with these words. To add another keyword just add a space, no commas! Click **Save Changes**.

In the example below, no URL within the '/contact/' directory will be archived. And no pages with "keyword2" or "keyword3" will be archived.

Include

This works as the inverse of the Exclude filter.

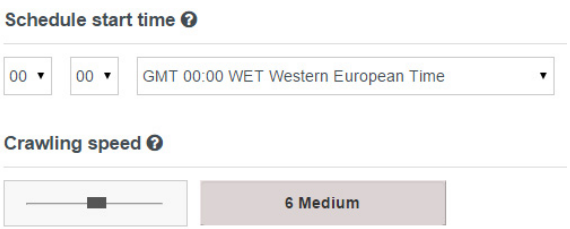
To limit the archives, enter keywords into **Include**, and we will **ONLY** archive URLs within your website that include those keywords or directory. You can save a lot of storage space and increase your website performance if you limit archiving to capture just what you are really interested in.

To add another keyword just add a space, no commas! Click **Save Changes**.

In the example, only everything in the 'legal' directory would be archived.

Specify Crawling Time and Speed

4. Set a schedule and speed for PageFreezer crawlers to browse your site.



Start time

You may choose to set a schedule to have your website crawled at a certain time, for example at night instead of during the day—to lower the strain on web server. Use the drop-down menus, and select a time zone. Click **Save Changes**.

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NOTE: The start time you indicate is a request, we will do our best to begin crawling at this time but it is not guaranteed to begin exactly at this time.

Crawling speed

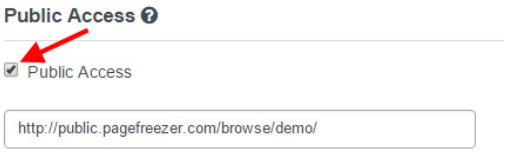
The default speed is set to **6 Medium** (shown above); this is a medium speed and we recommend this for most websites. The 6 indicates 6 concurrent connections. To adjust the speed, click the bar and drag, left or right. Click **Save Changes**.

A faster speed may be required for larger websites, but can strain your server—so choose a rate that best suits your bandwidth and website. We can help you determine which speed is best for you, if you need help.

Enable Public Access

5. This feature is useful if you want to provide a public-facing version of your archive, to allow access for other users to view archives themselves. Enabling this featuring will create a link for them to connect.

   In the **Advanced** tab, select **Public Access**. A URL will appear in the text box below. This is the link visitors can now use to view your archives. Share this link publicly, or with employees who need to view the archive, but not make changes to it. Click **Save Changes**.



Select User-Agent

6. When PageFreezer's web crawlers download a webpage, we will report a "User-Agent string" to your web server. This is how the web server identifies who is accessing the site. PageFreezer gives you the option to select the User-Agent you want, and so choose who you want to be identified as.

Here are some examples of when changing the User-Agent can be useful:

- When archiving your own site, if you are monitoring web analytics/metrics, you can increase the accuracy of your results by setting the User-Agent to PageFreezer. This way you can filter out web crawler traffic from actual visitors in your data (see also PageFreezer and Web Analytics).
- Maybe you are archiving someone else's site and you don't want them to notice? You can name a browser as the User-Agent, instead of PageFreezer.
- If you are archiving a website with responsive design, such as a mobile site, you can select a User-Agent that matches the device type the site is designed for. This will often lead to better results.
- For troubleshooting purposes. Websites behave differently depending on the User-Agent. If you are having archiving issues, try a different User-Agent, and you may get better results (Chrome is often a good choice).

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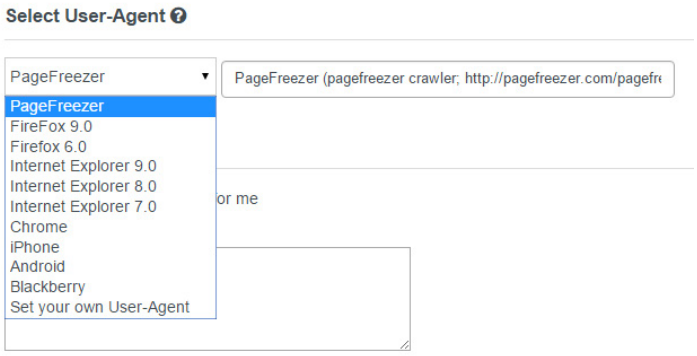
To Simply select a User-Agent from the drop-down. If you do not see the option you want, select **Set your own User-Agent** and name your own User-Agent in the bank field. Click **Save Changes**.



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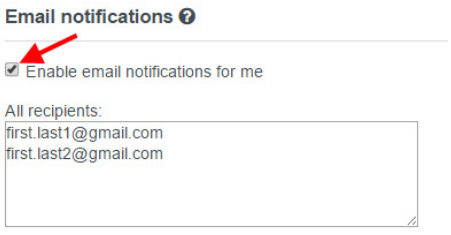
Set up Email Notifications

7. If you like, we will let you know every time we archive your website, and send a brief report of the latest archive, including:

- When the crawler started and finished (time and date).
- The total number of pages crawled.
- The number of web pages added, deleted, or modified.
- A link to the archive snapshot.

In the **Advanced** tab, check the box next to **Enable email notifications for me**, to receive email messages. Enter an email address for each person who you would like to receive a notification. Enter one email address per line. Click **Save Changes**.



Streaming Video

8. PageFreezer automatically captures all YouTube and mp4 videos. However, for providers other than YouTube, PageFreezer will have to set up archiving of videos if you want them included in your archive. Contact support if you would like to enable this feature.

Search Archives

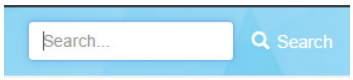
PageFreezer offers powerful Search functions to quickly and easily find archived pages you're looking for.

Search is always available at the top menu bar of either the Dashboard, or the top banner in snapshots. Search by keyword or phrase to get a list of all archived pages containing that word or phrase.

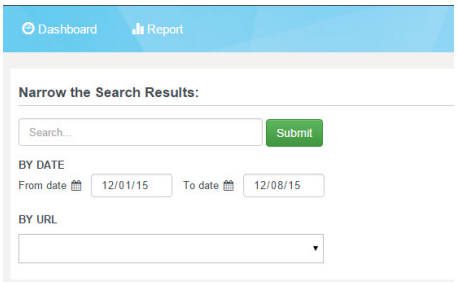
> *TIP: PageFreezer does a complete search of all your archived content, so the more specific you are, the better. Using query terms yields more targeted and specific results. We recommend you take a look through the Search Engine Query Specification in Appendix A.*

To search your archives:

1. Click **Search** on the top bar, to open the search box.



2. Type in a keyword or a phrase, click **Enter** on your keyboard.
3. A list of search results will display below a **Narrow the Search Results** section where you can fur ther refine your search.

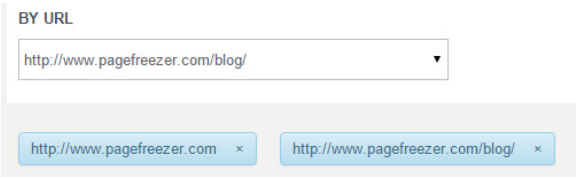


Narrow Search by Date

Use the calendars to narrow the search to within a specific date range. Once you select dates the list will automatically update. So now the list only displays results for the keyword, within the time range.

Narrow Search by URL

The initial search will search all of the websites you have archived with your PageFreezer account. To narrow your search to one particular website, use the drop down and select one. The URL will appear above the results list. To add another website to search simultaneously, simply use select another from the drop-down. The URL of the second website will appear next to the first. To remove a website from the search criteria, simply click 'X' in the corner.



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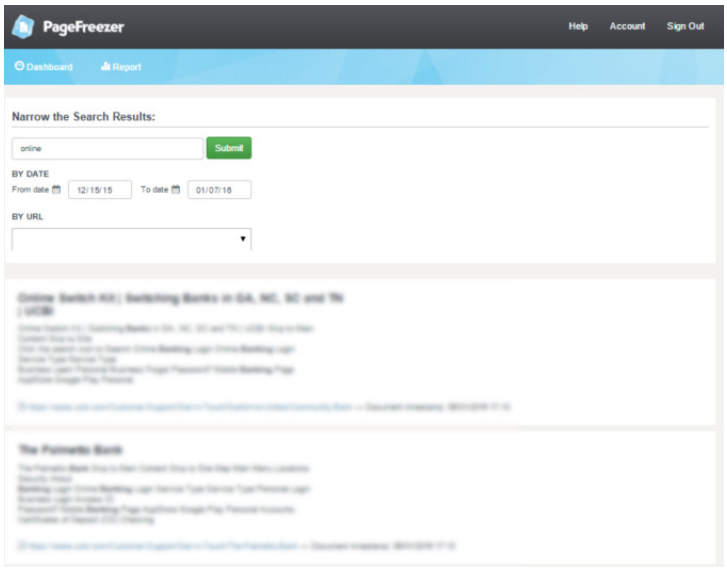
Your Search Results

All search results will be listed below the search box. There may be multiple pages, you can use the number directory at the bottom of the page to navigate through them.

Each result includes the archive title, presents the content where the search terms (shown in bold) were found in the archive, contains a link to open the archive, and shows you the document timestamp.



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Export Archives

You have several different options for exporting your PageFreezer archives. You can simply export a Website Archive List from the dashboard, export an individual page from the Snapshot (in PDF), or request a full website export (in original file formats or PDF).

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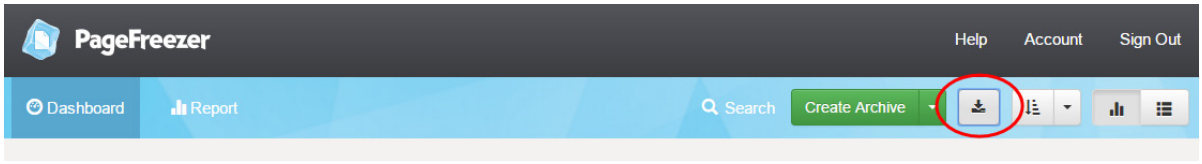
Website Archive List Export

From the dashboard, export a list that summarizes all the current archives associated with your account. You can create an instant Website Archive List export that includes the Archive Name, URL, total changes, archive mode, last crawl, next crawl, and frequency data for each archive.

The export will be generated for you in a CSV file (a Comma Separated Values file which is basically a text file with data separated by commas and organized into a table format). Any text editor will work to view it, if you do not use Excel.

To export from the dashboard:

1. From the **dashboard**, click the **download icon** on the top bar.
2. In the **Save as** dialogue box that opens, enter a **name** and **save** the CSV file to a location on your local computer drive.

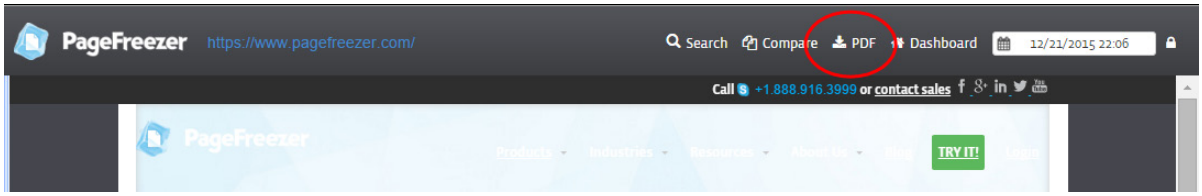


Individual Snapshot Export

You can also export an individual snapshot page. You will receive a PDF by email (to the email address associated with your account) and you can then save the it to your local computer drive.

To export an individual snapshot PDF:

- From the **PageFreezer bar** in an open snapshot, click **PDF** to receive an email from support@pagefreezer.com.



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Full Website Data Exports

If you would like an entire website archive released to you, you can request a data export from PageFreezer. We can provide you with all of the media we have captured from your website in the original file format (including HTML, PDF, TXT, Microsoft Office, OpenOffice, XML, CSS and even Flash files) that will include digital timestamps and signatures. Additional data export fees apply.

In addition, PageFreezer can export your complete website archive in PDF format. Each webpage will be rendered to PDF. Additional data export fees apply.

Exporting can take some time, depending on the size of your website and the frequency or archiving. We understand how important this data is to you, and we guarantee we will make it a priority.

Here's the process:

1. Contact PageFreezer by email at support@pagefreezer.com, include Data Export Request in the subject line.
2. Describe the archives you need, and include these details:
   - The beginning and ending dates of the archive data you want.
   - What format you want to exported data: PDF or original file formats.
3. You will receive your prepared export within **3 business days** (note that PageFreezer operates in Pacific Standard Time, with regular hours between 9 am- 5pm)
4. Additional costs apply per gigabyte of data exported. See your contract for details.

Litigation Hold

PageFreezer supports Litigation Holds, should you need to produce any of your webpages as legal evidence. We preserve your data automatically. Every archived page is directly put on hold after it has been archived: we never change or destroy any of your archived content—unless you write a request to do so.

This ensures that in the case of legal action, this data is available to you upon request.

Here's the process:

1. Contact PageFreezer by email at legal@pagefreezer.com.
2. Describe the archives you need to place a legal hold on, and include these details:
   - The name or URL of the archive.
   - The beginning and ending dates of the archive data you want.
   - Optional: include any keywords or specific webpages in these archives.
3. PageFreezer Support will confirm in writing with you that the data has been placed on legal hold.

Manage Your Account

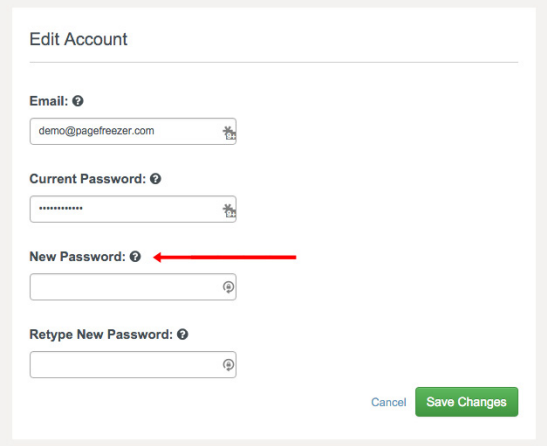
Take care of basic account management by following through this section.

Change your Password

You are welcome to change your password whenever you like. PageFreezer provides you with a password when we create your account, so you probably want to change it right away to a password of your own.

To create a new password:

1. First log in, then click **Account** on the top navigation menu.
2. In the **Edit Account** window below, enter a new Password, and retype it below to verify.
3. Click **Save Changes**.



Add a Custom Domain

This feature is useful if you would like to create a public link of your archives with the purpose to share it with others. You have the option to replace the default PageFreezer.com URL (web address) with a custom domain name that identifies you, or your organisation.

Seeing your chosen name, instead of PageFreezer's address, can simplify things for other people accessing the archive.

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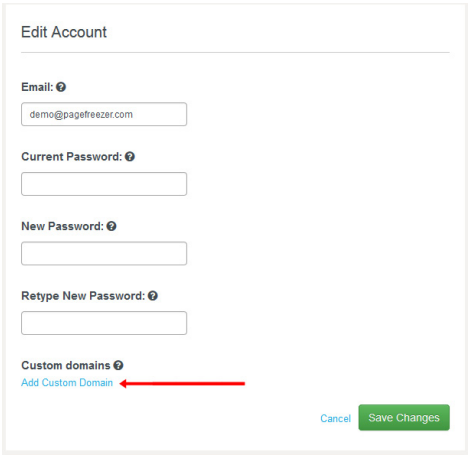
To add a custom domain in PageFreezer:

1. First **Log in**, then click **Account** on the top navigation.
2. In the **Edit Account** window shown below, click **Add Custom Domain**.



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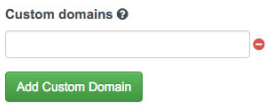
3. In the blank field, enter the new **Custom domain name** of your choice.



TIP: For example, if you enter http://archive.agency.gov/snapshot this URL will replace http://pagesfreezer.com/content/snapshot.

4. To enter additional domain names, click **Add Custom Domain** to open another blank Custom domain box.
5. Click **Save Changes**.

Map your Custom Domain Name:

Next, you need to map the custom domain name you just created to PageFreezer. Unfortunately, we cannot do this for you. You will have to access your Domain Name System (DNS) settings through your domain registrar or hosting service provider.

Steps to Update your DNS Settings:

1. Access your domain management panel with your domain registrar or hosting service provider
2. Create a subdomain for the custom domain you just created on PageFreezer, and point the DNS (CNAME) to www.pagefreezer.com.
3. Or contact the support department at your domain registrar and ask them to point the DNS for the subdomain to www.pagefreezer.com.

If you need any help, contact your System Administrator or PageFreezer support .

Manage Archives

We set your first archives up for you, to get you started. You are free to make changes to the archive settings as you go.

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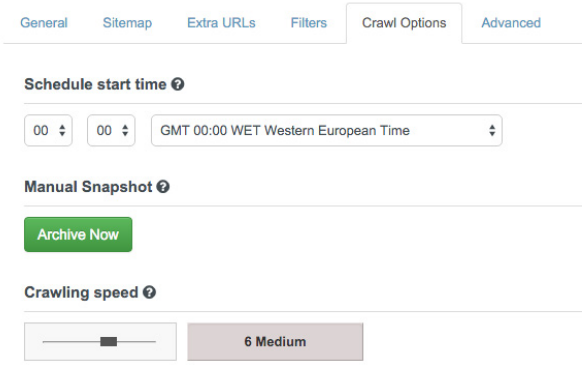
Edit Archive Settings

From the Dashboard, find the gears icon at the top right corner of each timeline. Click the gears to access Archive Settings, this is where you can edit the archiving mode, frequency, the pages, etc. For complete details of all the options here, see Create New Website Archive.

Scheduled and Manual Snapshots

When your archive is first set up, you (or PageFreezer) chose the frequency of the archives. Afterwards, all archiving continues automatically on a regular archiving schedule, without you lifting a finger.

If you want to create an instant archive at any point though, PageFreezer supports on-demand archiving so you have the option to take a snapshot of your website anytime. (Of course, the archive has to be set up already!)

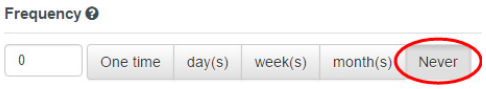


To create a Manual Snapshot:

1. From the **dashboard**, click the Gears to edit your archive.
2. The **Archive Settings** page opens; click on the **Crawl Options** tab along the top.
3. Click **Archive Now**, it may take a few minutes but you will know it is working because the button changes to **Working...**
4. Our system will create a new snapshot as soon as possible.

Pause / Stop Archiving

If you would like to stop archiving of a website, but just temporarily, you can put it on pause by editing the frequency.



To pause an archive:

1. From the **dashboard**, click the Gears to edit your archive.
2. The Archive Settings window opens; you should be in the **General Tab** along the top.
3. Scroll down to Frequency, and select **Never**.
4. Click **Save Changes**.

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Delete Archiving

To stop archiving of a website associated with your account, click the **Gears** to open Archive Settings. Click **Delete website**, from any tab in Archive Settings page.

TIP: Your website archive data will not actually be deleted immediately. PageFreezer keeps the data associated with archives for 30 days after you delete it, in case you make a mistake or change your mind. Contact support for help.

Frequently Asked Questions

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1. I changed my email address, how do I update it on PageFreezer?

Contact PageFreezer support with your new email address and we will update your account information.

2. Can you send me regular updates so I can keep up-to-date without checking PageFreezer?

Yes, you can sign up for email notifications, which include a brief report of the latest archive activity. Just click settings (the gears) on the archive timeline, and add your email address in Set up Email Notifications.

3. I want someone else to receive the PageFreezer emails.

You can add email addresses for other people to receive email notifications, which include a brief report of the latest archive activity, see Set up Email Notifications The primary account holder will still receive the emails as well.

4. How many websites can I add? Can I just add them myself as I go?

The number of website archives you are able to create on PageFreezer depends on your individual subscription. See your subscription for details. If your subscription allows for additional archives, you can start a new one yourself with the Create Archive button on the dashboard, or see Create a Website Archive in this guide.

5. The URL for the website I'm archiving has changed, can I update it on PF?

Unfortunately not, once you create an archive for a website you cannot change the URL later, you can stop the archive so that you can keep the data, and create a new one.

6. Are all browsers equal?

Not really. Websites can behave differently depending on which browser you use. As a result, some websites will work better using one browser over another. But it is a case-by-case scenario and may take a little trial and error. Although we support several browsers, we recommend Chrome for optimal results with PageFreezer.

7. Can I share my archives with colleagues or clients who don't have PageFreezer accounts?

Yes, we provide a Public Access Feature that allows you to create a link to share with your team, employees or publicly. It will give them view-only access to the archive.

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8. Can I pick and choose parts of a website to include or leave out of my archive?

Yes, you can customize your archive settings so that we only archive content that is of interest to you. You can specify which pages and content using filters to direct PageFreezer web crawlers to capture based on preferences. You can do this in Create a User Profile-Apply Filters.

9. What else can I do with PageFreezer?

There are more features to take advantage of once you get used to the basic functionality. Advanced features are provided to help you fine tune your results using filters and customizations (Create a User Profile-Apply Filters), creating reports (Create Reports) and using comparison tools (Compare Features) to mention a few. You will find full features description in this guide.

10. Is my data secure?

Completely. Your data is encrypted and we store your archives on a redundant fault-tolerant data cloud at our SSAE 16 compliant data centre in Seattle.

11. Why do the stats on my archive show unexpected results?

If you see higher numbers of URLs or Changes than you expect in your archive stats, or the numbers just don't make sense to you, we suggest taking a closer look to figure out what is going on.

Steps to find more information:

1. Generate a **New Changes Report** for the archive in question, choose the date range you are interested in (see Create Reports).
2. Choose **All Changes** in the View box.
3. Click on **File Type, Changes,** or **Snapshot** (the table headings) to sort the Report.

What can this tell you?

- If you see large numbers of changes to images in the report (and you know images have not been changed on the website) it is possible we could be archiving links to social media feeds that trigger a change with every social media interaction, or looping banner images, etc.
- If you see large numbers of changes to the website (file type text/html) it may be due to the archiving of the following:
  - Captcha's on the page with changing codes (challenge response tests used to check whether a visitor is human).
  - Verify if there is a date or timestamp visible or in the source code.
  - Verify if the URL contains a changing ID.
  - Verify if the source code contains links that point to URLs with changing ID.

PageFreezer has some advanced features to exclude some of these changes. Please discuss this with the Support Team.

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Appendix A: Search Engine Query Specification

You will find the general steps for searching in PageFreezer in the Search Archives Section.

The following information gets into the details of how to use “search query” language for advanced searching. Learning these techniques will help you to conduct more targeted searching and get more precise search results.

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Terms and Phrases

A query is what you enter into the search engine. A query is broken up into terms and operators. There are two types of terms: Single Terms and Phrases:

- Single Term: is a single word you enter, such as “test”.
- Phrase: is a group of related words, such as “test type two results”.

Boolean Operators

You can also combine multiple terms together using special logic operators called Boolean Operators (such as OR and AND). These must be ENTERED IN ALL CAPS.

- OR Operator:
  This is a default operator that is used if you do not add another operator, so it is basically the same as leaving a blank space.

  If you use OR between terms in your search, your results will match documents that contain either one or the other of the terms.

  TIP: You may use || (type shift + “\”) in place of the word OR.

- AND Operator:
  If you use AND between terms in your search, your search results will only include matches where both terms in the document.
- The Required (+) Operator:
  This is used in searching when you would like to require that the term after the “+” symbol must exist somewhere in a field of a single document.

You may use operators in combination with each other.

Grouping

PageFreezer supports using parentheses to group clauses within searches to form sub queries. This can be useful if you want to help control the Boolean logic query (using Boolean operators like AND or OR see above).

The parentheses eliminate any confusion and ensure that it is clear which operators are intended to be with which terms.

For example, enter: “(website OR archiving) AND service”

This will distinguish that ‘service’ must exist, and either ‘website’ or ‘arching’ may exist.

Fuzzy Searches

PageFreezer supports fuzzy searches based on the Levenshtein Distance, or Edit Distance algorithm. Basically, this allows you to find search results that do not exactly match the search criteria. If you use this, you can get results that are similar in spelling or include parts of the word.

How to do a fuzzy search:

- Use the tilde symbol (~) after the word.
  For example, search for “roam~” and you will get search results including other words like “roams”, “foam” and loan”.
- Use the tilde symbol (~) in combination with a value, to specify the required amount of similarity. Choose a value between 0 and 1, where 0 is least similar and values closer to 1 requires higher similarity. If no value is given in combination with the term, then the default values= 0.5.
  For example, search for “roam~0.8” to

Proximity Searches

PageFreezer supports finding words that are within a specified distance from each other in the text of a document. To do a proximity search use the tilde (~) symbol at the end of a phrase.

For example, to search for “website” and “archiving” within 10 words of each other in a document use “archiving website” ~10.

Escaping Special Characters

You may choose to use escaping characters that are part of the query syntax. To escape special characters that are in the term you are searching, use the forward slash (\ ) before the character.

The list of special characters that are supported:

**+ - && || ! ( ) { } [ ] ^ “ ~ * ? : **

For example, if you were searching for: “(1 + 1): 2” you would type the slash before any special character to look like “ \(1\+1\)\:2”

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