

To allow tracking of activities for [contacts](#), you need to:

1. Open the **Settings** application.
2. Navigate to **On-line marketing** and ensure that the **Enable on-line marketing** setting is checked for your website.
3. Navigate to the **On-line marketing -> Contact management -> Activities** and enable the **Log activities** setting.
4. Enable or disable logging of specific [activity types](#) using the other settings in the category.
5. **Save** the settings.

You can additionally configure logging of activities for specific pages, users and certain features. The system only tracks activities within a given scope if all related settings are enabled. See the sections below for more information.

If you only need to log activities on specific pages, consider [enabling activity tracking on these pages](#) only.

Changing activity logging interval

By default, the system batch-processes activities every 10 seconds. If your system processes a large number of activities, you may want to increase the interval.

1. Open your project's web.config file.
2. Add the following .config key into the *appSettings* section of the file. Modify the value to reflect how you want to raise the activity processing interval.

Processing activities every 30 seconds

```
<add key="CMSProcessContactActionsInterval" value="30" />
```

3. Save the file.



Tracking file downloads

The system can track file downloads as *Page visit* activities for files stored as pages of the *CMS.File* type in the content tree of a website. The **Track file downloads (cms.file) for these extensions** setting in the **General** section specifies which types of files the tracking includes.

Enter the allowed file types as a list of extensions separated by semicolons, for example: *pdf;docx;png*

If left empty, the system tracks all file types.

Enabling activities for specific pages

You can enable or disable logging of page-related activities (e.g. *Page visit*, *Landing page* or *Content rating* activity types) for individual pages on your website.

1. Select the page representing the page in the **Pages** application.
2. Open the **Properties -> General** tab.
3. In the **On-line marketing** category, enable the **Log on-line marketing activity** property.
 - If the **Inherit** field is checked, the page loads the value from the parent page.
4. Click **Save**.

By default, pages inherit the value of the **Log on-line marketing activity** property from their parent page. This state allows you to configure activity logging for all pages on the website through the root page.


Selecting the logging method for page activities

The system provides two different ways of logging activities related to website traffic (*Page visit* and *Landing page*):

Processing activities on every web request


Using JavaScript

Advantages: <ul style="list-style-type: none"> Provides statistics for all types of web requests. 	Advantages: <ul style="list-style-type: none"> Filters out activities generated by non-human tools such as RSS readers and web crawlers. Provides more accurate and relevant data for most public-facing websites.
Disadvantages: <ul style="list-style-type: none"> May log irrelevant activities for non-human contacts such as web crawlers, RSS readers and other bots. 	Disadvantages: <ul style="list-style-type: none"> Ignores users with browsers that do not support JavaScript or have it disabled (typically less than 1% of all visitors). May not work correctly on pages that run custom JavaScripts (if conflicts occur). The logging is compatible with all default Kentico scripts.

 In most cases, it is recommended to use JavaScript logging. Switching to JavaScript logging does not reduce the performance of the website.


To enable JavaScript logging:

1. Open the **Settings** application.
2. Navigate to **On-line marketing -> Web Analytics**.
3. Enable the **Log via JavaScript snippet** setting.
4. Save the settings.

 **Note:** The **Log via JavaScript snippet** setting also determines how the system logs [web analytics](#).

Disabling activity logging for users


By default, the system tracks activities for all contacts. You can disable activity tracking for the [user accounts](#) of registered users.

1. Open the **Users** application.
2. Find and **edit** () the given user account.
3. Switch to the **Settings** tab.
4. Disable the **Log activities** property.
5. Click **Save**.

The activities performed by the registered user will no longer be recorded.

Enabling activity logging for specific applications

You can choose whether the system logs the related [activity types](#) for individual instances of the following applications:

Application	Related activity types	To enable/disable activities
Email marketing	<ul style="list-style-type: none"> Subscription to a newsletter Unsubscription from a single email feed Opted out from all marketing emails Opened marketing email Clicked link in marketing email 	<ol style="list-style-type: none"> 1. Open the Email marketing application on the Email feeds tab. 2. Edit () an email feed. 3. Switch to the Configuration tab. 4. Enable the Log on-line marketing activities property.

Forums	<ul style="list-style-type: none"> • Forum post • Forum post subscription 	<ol style="list-style-type: none"> 1. Open the Forums application. 2. Edit (✎) a forum group or specific forum. 3. Switch to the General tab. 4. Enable the Log on-line marketing activity property.
Message boards	<ul style="list-style-type: none"> • Message board comment • Message board subscription 	<ol style="list-style-type: none"> 1. Open the Message boards application. 2. Switch to the Boards tab. 3. Edit (✎) a message board. 4. Switch to the General tab. 5. Enable the Log on-line marketing activity property.
Polls	<ul style="list-style-type: none"> • Poll voting 	<ol style="list-style-type: none"> 1. Open the Polls application. 2. Edit (✎) a poll. 3. On the General tab, enable the Log on-line marketing activity property.