

# Users Summary

Expand **"Statistics"** section of the left navigation bar and click on **"Users"** link to view report related to users in the knowledge base. By default, **the Summary** screen is displayed which contains statistics related to the different levels of active and inactive users, listed both in tabular and donut chart form.

The right side of the page shows donut charts representation as shown below:



- Admin Users:** This donut chart shows the count of admin users in the knowledge base which includes writers, editors and superusers. Each portion of donut displays the total number of users of a particular level. When you move the mouse pointer over any portion, the number of users of that level is displayed along with the name of the level.
- Active/ Inactive Editors:** This donut chart shows the count of **Active** and **Inactive Editors** in the knowledge base. Donut chart is divided into two portions, one portion shows the total number of visible editors and other shows the total number of invisible editors. Active editors can log in to admin control panel, whereas inactive editors can't.
- Active/ Inactive Writers:** This donut chart shows the count of **Active** and **Inactive Writers** in the knowledge base. Donut chart is divided into two portions, one portion shows the total number of visible writers and other shows the total number of invisible writers.
- Active/ Inactive Members:** This donut chart shows the count of **Active** and **Inactive Members** in the knowledge base. Donut chart is divided into two portions, one portion shows the total number of visible members and other shows the total number of invisible members. When you move the mouse pointer on the portion, the number of members along with that status is shown.

The left side of the page shows tabular representation as shown below:

Total Admin Users	4 [    ]	- Active Writers	2
 Superusers	1	- Inactive Writers	0
 Editors	1	 Total Front-end Users	7
- Active Editors	1	- Active Members	6
- Inactive Editors	0	- Inactive Members	1
 Writers	2	Most Popular Author	Gurjeet Kaur

- Total Admin Users:** This field displays a count of the total number of admin users in knowledge base.
- Superusers:** This field displays a count of the total number of superusers in knowledge base.

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Additionally, a 403 Forbidden error was encountered while trying to use an ErrorDocument to handle the request.

- **Editors:** This field displays a count of the total number of editors in knowledge base.
  - i. **Active Editors** - This sub-field displays the total number of active editors who can access admin control panel.
  - ii. **Inactive Editors** - This sub-field displays the total number of inactive editors who can not access admin control panel.
- **Writers:** This field displays a count of the total number of writers in knowledge base.
  - i. **Active Writers** - This sub-field displays total number of active writers who can log in to the admin control panel.
  - ii. **Inactive Writers** - This sub-field displays total number of inactive writers who can not log in to knowledge base.
- **Total Front-end Users:** This field displays a count of the total number of front-end users in knowledge base.
  - i. **Active Members** - This sub-field displays total number of members who can log in to the knowledge base and can access private articles.
  - ii. **Inactive Members** - This sub-field displays number of members who are not able to log in to knowledge base front-end.
- **Most Popular Author:** This field displays name of the most popular author whose articles are most popular among KB users. The author can be a superuser, an editor or a writer.

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### Custom Fields

**Applicable To:** Standard Edition, Standard (Multi-Language) Edition, Enterprise Edition (MySQL), Enterprise Multi-Language Edition (MySQL), Enterprise Edition (SQL Server), Enterprise Multi-Language Edition (SQL Server)

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Online URL: <https://www.phpkb.com/kb/article/users-summary-113.html>

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