Session Stream FAQ

Can I see what pages a visitor viewed in my exported data through page event IDs?

Yes, you can use page_event_ids that populate with any custom event. You must create the custom events in Event Builder first. You can add a generic custom event to track the URLs or pages in which you're interested so that they then appear in Session Stream.

The purchase_lines column should show SKUs purchased, and view_lines should show a list of products viewed.

When does Monetate consider a session closed?

A Monetate session ends after 30 minutes of inactivity. It persists for a maximum of 12 hours if a visitor is active at least once every 30 minutes. For more information, see The Monetate Session.

How do I change my password?

If you receive an Authentication Failed error when you log in via SFTP, you may have entered your password incorrectly. If you continue to receive this error, consider changing your password. Follow these steps to do so.

1. Log into Monetate.
2. Click the settings cog in the top navigation bar, and then select **Sites**.
3. Find your username in the "SFTP Users" table.
4. Click the additional options menu (**...**) for your username, and then click **Edit**.
5. Type your new password into **Create password** and then into **Confirm password**.
6. Click **SAVE**.

What is the port number?

You don't need to enter a port number to access Session Stream. Session Stream utilizes the default SSH port (22) since SFTP is usually carried over an SSH tunnel.

Why did I receive timeout errors?

Given how many files a Session Stream contains, you should change your FTP software timeout settings to at least 180 seconds. This setting helps avoid timeouts during the directory listing process. If you receive a Connection Timed Out error, adjust the timeout settings in your FTP client.

For example, if you use the FileZilla FTP client, navigate to **Edit** > **Settings** > **Connection**, then type 180 into **Timeout in seconds**, and then click **OK**.

What do the numbers in a split ID stand for?

The first six digits are the Experience Variant ID, and the last digit indicates experiment or control. For example, with 699047-0, "699047" is the Experience Variant ID and "0" indicates control.

Value	Definition
0	Control
1	Experiment
2	Holdout Control (applies to Automated Personalization experiences only)
3	Holdout Experiment (applies to Automated Personalization experiences only)

How do the `customer_id` and `customer_link` fields work?

If the current session doesn't contain a customer ID and the Monetate ID, identified in the `guid`, has never matched to a customer ID, then both `customer_id` and `customer_link` fields are null.

If the current session doesn't contain a customer ID but the Monetate ID was linked to a customer ID in a prior session, the value of the `customer_id` exists in the `customer_link` field.

If the current session contains a customer ID, it's linked to the Monetate ID and exists in the `customer_id` field.

How long after a session has ended is the record written to a file?

Once the last visit or activity occurs, Monetate can take up to 1 hour to write the record, but this task typically occurs faster than an hour.

Under what circumstances are the `city` and `region` fields empty?

The `city` and `region` fields may remain empty when Monetate cannot resolve the IP address.

Does the data include every session on my website?

Yes, with a few exceptions:

- **Do Not Track** or similar setting enabled
- Cookies disabled
- JavaScript disabled
- Browser extension that blocks Monetate

Why are there so many files in each 15-minute interval?

Given the volume of data within each 15-minute interval, Monetate breaks Session Stream data into smaller files to allow for faster downloading and processing.

This approach improves the overall performance of large database-centric business applications such as Session Stream at scale.

Does Monetate update files that have been sent to the FTP already at a later point?

No, Monetate only delivers files once the data has been fully populated. Each file contains all sessions that closed

within that 15-minute window and is not updated after delivery.

What is the cutoff time for each date in the SFTP folder?

Each date is cutoff at 0:00 UTC.

How does Monetate detect visitors' 'Do Not Track' preferences?

For both Monetate JavaScript API and Engine API integrations, Monetate obtains that value from the `DNT` header passed in the request. For server-side integrations, that header must be passed in the Engine API request if it's supplied from the visitor.