

# **CardioLog Analytics Upgrade Procedure**

## **Enterprise, Professional, Standard**

**Version: 2.0.7.0**

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## Upgrade to Version 2.0.7.0

We have released a new version for CardioLog Analytics and the SharePoint Marketing Suite. Find out what's new by viewing our [Release Notes](#).

[Contact us](#) to receive the license codes required for the new version.

The upgrade is free, and our support representatives will be available for online assistance.

Note that Support is given for product versions released over the past 18 months.

Please review the [Intlock Support Policy](#).

**If you have customized the Tracking Agent code in your environment**, (i.e. customized search) please [contact us](#) before upgrading your product.

**If you are upgrading from a version lower than 2.0.3.0**, upgrade your product to version 2.0.3.0 first, as detailed [here](#).

## Upgrade Procedure

Download links to the software:

[CardioLog Analytics 32-bit](#)

[CardioLog Analytics 64-bit](#)

[SharePoint Marketing Suite 32-bit](#)

[SharePoint Marketing Suite 64-bit](#)

## Installation

1. Backup the CardioLog database and the CardioLog Installation Folder ("C:\Program Files\Intlock\CardioLog" by default).
2. Stop the CardioLog Scheduling Service and the CardioLog Diagnostics Service.
3. Uninstall your current version - Start > All Programs > CardioLog/SharePoint Marketing Suite > Uninstall and follow the uninstall wizard steps.
4. Install the new version - double click on the setup file and follow the install wizard steps.
5. After [Activation](#) and [Updating the Tracking Agent](#), start the CardioLog Scheduling Service and CardioLog Diagnostics Service. Perform IISRESET on the CardioLog application server.
6. It is recommended to delete the browser cache for CardioLog users after the upgrade.

## Activation

Apply the new version license codes using the [Microsoft License Administrator tool](#).

**For online activation (over the internet):**

Open [CardioLog Installation Folder]\CardioLogScheduleServices\Microsoft.Licensing.LicAdmin.exe > File > Activation Wizard > Select "I want to activate the software over the internet" and follow the wizard steps.

**For manual activation:**

Open [CardioLog Installation Folder]\CardioLogScheduleServices\Microsoft.Licensing.LicAdmin.exe > File > Activation Wizard > Select "I want to request a license file" and follow the wizard steps. Send us the request file to receive your permanent license file.

## Updating the Tracking Agent

1. Backup the Java Script tracking code.

By default, the Java Script tracking code is embedded within a common Java Script file on your SharePoint WFEs -

**For MOSS 2007 only:**

C:\Program Files\Common Files\Microsoft Shared\Web Server Extensions\12\TEMPLATE\LAYOUTS\1033\core.js

**For SharePoint 2010 only:**

C:\Program Files\Common Files\Microsoft Shared\Web Server Extensions\14\TEMPLATE\LAYOUTS\1033\init.js

**For MOSS 2007 with "CardioLog Analytics" SharePoint Feature only:**

C:\Program Files\Common Files\Microsoft Shared\Web Server Extensions\12\TEMPLATE\LAYOUTS\CardioLogAgent\CardioLogAgent.js

**For SharePoint 2010 with "CardioLog Analytics" SharePoint Feature only:**

C:\Program Files\Common Files\Microsoft Shared\Web Server Extensions\14\TEMPLATE\LAYOUTS\CardioLogAgent\CardioLogAgent.js

The code is located at the end of the file, between these comments: "//Intlock tracking code start", "//Intlock tracking code end".

2. Replace the Java Script tracking code with the following one:

```
//Intlock tracking code start

function ignoreca() { var s = document.getElementById("_cat_async_load");
s.parentNode.removeChild(s); try { console.info("ignore ca"); } catch (e) { }}

if (typeof document.__cardiolog=="undefined") {
    document.__cardiolog = true;
    if (!document.location.href.match(/\/_layouts\/)) {
        var ignoreca = setTimeout(ignoreca, 5000);
        (function () {
            var ca = document.createElement('script'); ca.type = 'text/javascript';
            ca.async = true;
            ca.src = [ca.src]
            var s = document.getElementsByTagName('script')[0];
            s.parentNode.insertBefore(ca, s);
        })();
    }
}
```

```

    });
    try {
        var _head = document.getElementsByTagName("head")[0];
        var _style = document.createElement("style");
        var _rule = document.createTextNode("body {visibility:hidden; background-
image:none !important; background:none !important;}");
        _style.id = "_cat_async_load";
        _style.type = "text/css";
        if (_style.styleSheet) _style.styleSheet.cssText = _rule.nodeValue;
        else _style.appendChild(_rule);

        if ((_head.insertBefore) != "undefined" && typeof(_head.childNodes) !=
"undefined" && _head.childNodes.length > 0) _head.insertBefore(_style, _head.childNodes[0]);
        else _head.appendChild(_style);
    } catch (e) {
    }
}

if (!document.location.href.match(/\/_layouts\/)) {
    var tt = document.createElement('script'); tt.type = 'text/javascript'; tt.async = true;
    tt.src = [script.src]
    var _tts = document.getElementsByTagName('script')[0];
    _tts.parentNode.insertBefore(tt, _tts);
}
}

//Intlock tracking code end

```

Edit the **[ca.src]** and **[script.src]** values (copy the values from your current code) -  
**[ca.src]:**

*ca.src='http://[server name]:[port]/CardioLogAgent/ca.aspx?\_random='+Math.random();*

**[script.src]:**

*tt.src='http://[server name]:[port]/CardioLogAgent/AgentEmbed.aspx?env=[SharePoint  
version]&r='+Math.random()\*100000;*

*http://[server name]:[port]/: CardioLog server name and port. If the tracking agent web application  
resides on the SharePoint WFEs the value is "/\_layouts/" by default.*

*[SharePoint version]: MOSS2007 or SP2010*

3. **If you have the SharePoint Marketing Suite or the Visitor Engagement Package for CardioLog**, modify the following key in the CardioLogAgent\AgentEmbed.aspx file and replace them with the following values –

*element.wait4ca = true;*

4. Verify event collection.

*For security reasons, a new agent console can replace the Ctrl+F12 popup. The console will be visible only to users with a link to it.*

Follow the instructions in [http://\[CardioLog server](http://[CardioLog server name]:[port]/CardioLog/Configuration/AgentConsoleBookmarklet.aspx)

[name\]:\[port\]/CardioLog/Configuration/AgentConsoleBookmarklet.aspx](http://[CardioLog server name]:[port]/CardioLog/Configuration/AgentConsoleBookmarklet.aspx) (edit the CardioLog server name and port) to add the agent console link to your browser.

a) Delete your temporary browser files and browse 3 pages on your SharePoint website. Click the "Agent Console" bookmark and wait for several seconds. Verify that you see the tracking agent console.

b) Click the "CardioLog" tab. The last line should say: "events: event sent. status: 0"

To hide the Ctrl+F12 popup edit [\[CardioLog Installation Folder\]\CardioLogAgent\AgentEmbed.aspx](#) edit the following key -

```
element.EnableConsole = false;
```

**If you have tracking agents which reside on your SharePoint WFEs** (i.e. under "\_layouts" or when using the "CardioLog Analytics" SharePoint Feature), upgrade the CardioLog tracking agent files:

1. Create a backup of the CardioLogAgent folder (located on the SharePoint WFEs).
2. Copy the installation files from [\[CardioLog Installation Folder\]\CardioLogAgent](#) to the existing CardioLogAgent folder.
3. Edit the following keys in the [CardioLogAgent\web.config](#) file, located in the <appSettings> section -

```
<add key="CardioLogAgentRoot" value="http://[server name]:[port]"/> - the value is "_layouts" by default
```

```
<add key="CardioLogRoot" value="http://[CardioLog server name]:[port]"/> - the CardioLog server name and port
```

4. Modify the following keys in the [CardioLogAgent\AgentEmbed.aspx](#) file and replace them with the following values -

```
element.TunnelPath = "<%= cardioLogAgentRoot %>/CardioLogAgent/tunnel.aspx";
```

```
element.UserPath = "<%=cardioLogAgentRoot %>/CardioLogAgent/caUser.aspx";
```

```
element.AgentDirectory = "<%= cardioLogAgentRoot %>/CardioLogAgent";
```

## Upgrade to Version 2.0.3.0

The version prerequisites can be found [here](#).

### Upgrade Procedure

Download links to the software:

[CardioLog Analytics 32-bit](#)

[CardioLog Analytics 64-bit](#)

### Installation

1. Backup the CardioLog database and the CardioLog Installation Folder ("C:\Program Files\Intlock\CardioLog" by default).
2. Stop the CardioLog Scheduling Service and the CardioLog Diagnostics Service.
3. **If you are upgrading from a version lower than 1.19.158**, run the *CardioLog\_1.19.158.0\_Report\_Tuning.sql* SQL script against the CardioLog database during off-peak hours - execution time can take up to a few hours, depending on the amount of usage data you have.
4. **If you are upgrading from a version lower than 2.0.2.0**, run the *CardioLog\_2.0.2.0\_Navigation\_Summary\_Upgrade.sql* SQL script against the CardioLog database during off-peak hours - execution time can take up to a few hours, depending on the amount of usage data you have (4 minutes per 10 million events, added storage needed - 75MB per 10 million events).
5. Uninstall your current version - Start > All Programs > CardioLog > Uninstall and follow the uninstall wizard steps.
6. Install the new version - double click on the setup file and follow the install wizard steps.
7. **If you are upgrading from a version lower than 1.19.158** and you installed CardioLog on Windows Server 2003 64-bit with IIS 6.0, configure IIS to run in [64-bit mode](#).
8. **If you are upgrading from a version lower than 1.19.158** and you installed CardioLog on Windows Server 2008 64-bit with IIS 7.0, configure the CardioLog application pool to run in 64-bit - Open IIS Manager > Application Pools > Right click the CardioLogApplicationPool and select Advanced Settings > Click "Enable 32-bit Applications" and select "False" > Click OK > Right click the CardioLogApplicationPool and select "Recycle".
9. **If you are upgrading from a version lower than 1.19.158**, verify that you have installed the 158-Compatible license file you have received in order to activate the new (and old) features.

10. If you are using the **"CardioLog Usage Reports" SharePoint feature**, update the Java Script code and replace "reports.html" with "reports.aspx" as detailed [here](#).
11. In order to collect document versioning information (including size and editors) for your SharePoint lists and libraries, add the `docVersion=true` parameter to the "Portal Tree Updates" service as detailed [here](#).