

Licensing

Below are common questions and concerns with their solutions relating to licensing and privacy for CardioLog Analytics.

Questions or Concerns	Solutions
What is the pricing structure for the CardioLog editions?	We tailor CardioLog for your website and can accommodate different needs for sites. To understand the difference between editions, see the Feature Comparison page. For additional information Request a Quote and we'll contact you to discuss how we can help you.
What happens when you exceed your monthly events quota?	<p>When your monthly events quota is exceeded, all events in your portal are still collected but they are quarantined until you unlock them. You can purchase a license to increase the quota.</p> <p>When 85% of the quota is reached, a warning is displayed to all CardioLog users when they access the CardioLog web application.</p> <p>When the quota is exceeded, an error is displayed to all CardioLog users when they access the CardioLog web application, limiting use.</p> <p>Take Note:</p> <p>The calculations for Monthly Quota are Recursively Calculated over the previous 90 day of History (Prior to Current Date) to find the Average number of Events. If the the Quota is exceeded (On Average) then an Error will be displayed until the day where the average is back to normal.</p>

How do I estimate the number of monthly events using Microsoft Log Parser?

Log Parser Queries for SharePoint Portal Usage

In order to run the Log Parser queries follow these steps:

1. Install [Microsoft Log Parser](#) locally.
2. Go to Start > Run > cmd > cd C:\Program Files\Log Parser 2.2 (Edit the Log Parser installation directory if needed).
3. Run the following commands against all of the IIS log files (from all SharePoint WFEs) for usage estimation in the desired date range (ie. aspx pages in a specific month):

Events Query

Before executing the query, edit the following data:

- Edit the IIS log files directory (C:\Logs).
- Verify that log file names are in the default format "exYYMMDD.log" or "u_exYYMMDD.log" and edit the desired date range (year and month - YYMM)
- Edit the SharePoint Portal URL ('http://sharepointportal')
- Edit the SharePoint system user accounts to be excluded from the query ('SHAREPOINT\system';MYDOMAIN\Administrator').

The query results will be saved to a CSV file (Views_Report.csv) in the Log Parser installation directory and should look like this:

```
logparser.exe -i:IISW3C -o CSV "SELECT STRCAT
('http://sharepointportal',cs-uri-stem) as URL, count(*) as Views INTO
Views_Report.csv
FROM 'C:\Logs\*exYYMM*.log' WHERE sc-status in ('200';'302') AND
TO_LOWERCASE(cs-uri-stem)
NOT LIKE '%_layouts%' AND TO_LOWERCASE(cs-uri-stem) LIKE '%.aspx' AND
(cs-username IS NOT NULL) AND (TO_LOWERCASE(cs-username)
NOT IN ('SHAREPOINT\system';MYDOMAIN\Administrator')) GROUP BY
cs-uri-stem ORDER BY count(*) DESC"
```

Unique Users Query

Before executing the query, edit the following data:

- Edit the IIS log files directory (C:\Logs).
- Verify that log file names are in the default format "exYYMMDD.log" or "u_exYYMMDD.log" and edit the desired date range (year and month - YYMM)
- Edit the SharePoint Portal URL ('http://sharepointportal')
- Edit the SharePoint system user accounts to be excluded from the query ('SHAREPOINT\system';MYDOMAIN\Administrator').

The query results will be saved to a CSV file (Visitors_Report.csv) in the Log Parser installation directory and should look like this:

```
logparser.exe -i:IISW3C -o CSV "SELECT STRCAT
('http://sharepointportal',cs-uri-stem) as URL, cs-username as User,
count(*) as Views INTO Visitors_Report.csv
FROM 'C:\Logs\*exYYMM*.log' WHERE sc-status in ('200';'302') AND
TO_LOWERCASE(cs-uri-stem)
NOT LIKE '%_layouts%' AND TO_LOWERCASE(cs-uri-stem) LIKE '%.aspx' AND
(cs-username IS NOT NULL) AND (TO_LOWERCASE(cs-username)
NOT IN ('SHAREPOINT\system';MYDOMAIN\Administrator')) GROUP BY
cs-uri-stem, cs-username ORDER BY count(*) DESC"
```

When I run the Licensing Admin Tool, I get the following error "This app can't run on your PC"

This issue occurs when the Microsoft.Licensing.LicAdmin.exe tool application file is corrupted, or not located in the correct path.

In order to resolve this issue, please perform the following steps:

1. Download the Licensing Admin Tool directly from [here](#).
2. Unzip the downloaded package. Check if the application executable file was packaged with the ".txt" file extension instead of ".exe"
3. Add known file extensions to your folder's view options in Windows Explorer and rename the file from "Microsoft.Licensing.LicAdmin.txt" to "Microsoft.Licensing.LicAdmin.exe".
Do not open the file in Notepad or another text editing application and save as an exe file, the file will become corrupted and will no longer open.
4. Move the .exe file to the [CardioLog Installation Folder]\CardioLogScheduleServices\ folder.