

System Diagnostics

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CardioLog Diagnostics Service

The CardioLog Diagnostics Service checks the status of the [CardioLog Scheduling Service components](#) and tracking agents and can also send service errors alerts via email.

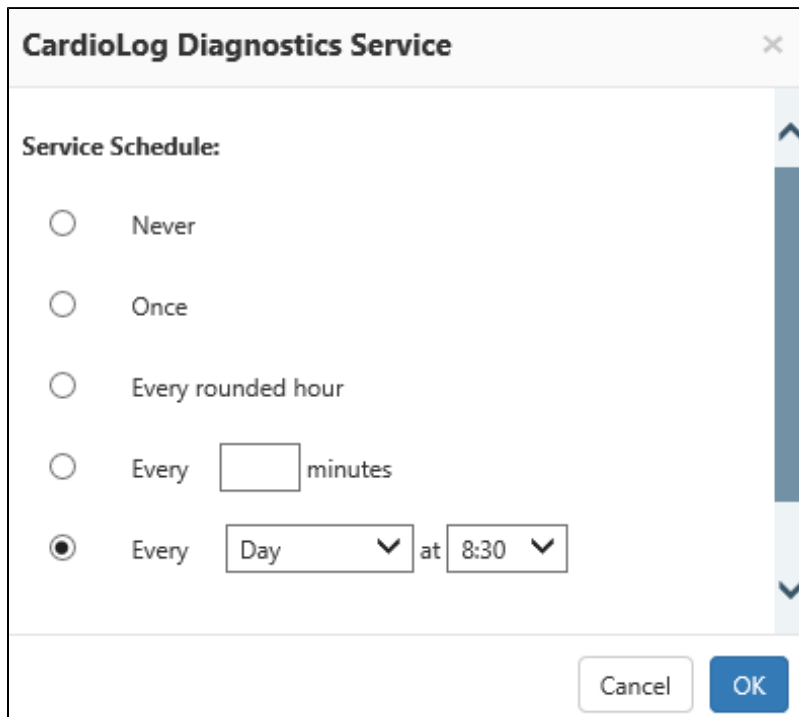
How to Schedule the CardioLog Diagnostics Service

1. Schedule the CardioLog Diagnostics Service after the CardioLog Scheduling Service components have completed running. By default, the CardioLog Diagnostics Service runs every day at 8:30 AM.
2. In the **Administration** pane, click **System Diagnostics**.
3. In the **Diagnostics Dashboard**, click **CardioLog Diagnostics Service**.
4. The **CardioLog Diagnostics Service** dialog allows you to choose the Service Schedule Type that works for you by defining the frequency that the system will run. The **Service Schedule** dialog includes the following fields:

Service Schedule - defines the schedule for running the service:

- **Never** - The service will not run until a different scheduling option is chosen.
- **Once** - The service will run once, upon restarting the service
- **Every rounded hour** - The service runs every hour, on the hour. (Previously named "Hourly" and "Every full hour")
- **Every x minutes** - The service runs every x minutes beginning from when the service is restarted.
- **Every *Day at HH:MM** - Using the drop-down menus, choose either Day to run the service daily, or the day of the week if you would like to have the service run weekly. Choose the time of day the service will run in half hour intervals.

Enable Logging - The service activity is logged. The default log file path is at <CardioLog Installation Directory>\CardiologScheduleServices\Logs.
The log file size is limited to 8MB.



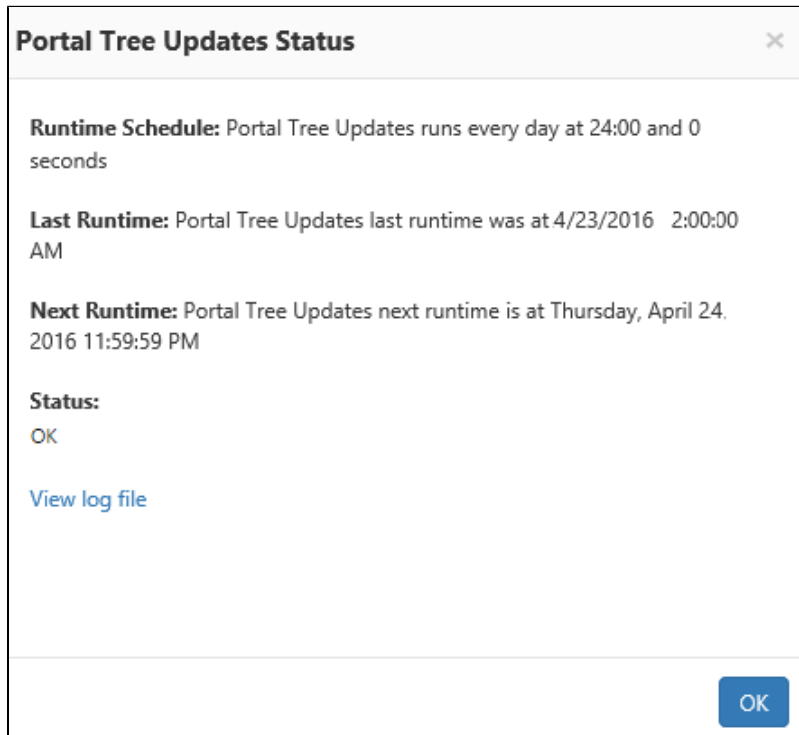
The screenshot shows a dialog box titled "CardioLog Diagnostics Service" with a close button (X) in the top right corner. The dialog contains a section labeled "Service Schedule:" with five radio button options. The first four options are "Never", "Once", "Every rounded hour", and "Every [] minutes". The fifth option, "Every [Day] at 8:30", is selected with a radio button. Below the options are "Cancel" and "OK" buttons.

How to Calculate the CardioLog Scheduling Service Components Runtime

You can calculate the amount of time needed for each [service component](#) to run via the service component status window in the Diagnostics Dashboard:

1. In the **Administration** pane, expand **System Diagnostics**.
2. Click on **Diagnostics Dashboard** and select the service component.
3. The start time is the **Runtime Schedule**, and the end time is the **Last Runtime**.

For example, If the **Portal Tree Updates** starts every day at midnight (12:00 A.M) and finishes at 2:00 A.M, the total runtime is 2 hours. For better resource utilization, calculate the amount of time needed for each service component to run, and schedule them to run in separate times.



Portal Tree Updates Status dialog

Starting the CardioLog Diagnostics Service

1. Click **Start > Run > services.msc**
2. Open **CardioLog Diagnostics Service**
3. In the **CardioLog Diagnostics Service** properties window, click **Start** and then **OK**.

Diagnostics Dashboard

The Diagnostics Dashboard enables the detection and correction of faults in the CardioLog Scheduling Service components and tracking agents.

How to View the Status of the CardioLog Scheduling Service Components

1. In the **Administration** pane, click **System Diagnostics**.

- Report Center
- Analysis Center
- Optimization
- Acquisition
- Visitor Engagement
- Settings
- Administration
 - Black List
 - Custom Widgets
 - CardioLog Scheduling Service
 - IIS Log Import
 - Product License
 - Roles
 - System Configuration
 - System Diagnostics**
 - URL Mappings

System Diagnostics

Services

Services	Status	XML
CardioLog Diagnostics Service	Stopped	
CardioLog Scheduling Service	Started	
Usage Data Processing	✓	
Portal Tree Updates	✓	
Active Directory Updates	✗	
User Categories Updates	✓	
Report Scheduling	✓	
SEO Analysis	✗	
Social Updates	⚠	
Version Maintenance	⚠	

Tracking Agents

Tracking Agents	Site Title	Threshold	Status
All Monitored Sites			OK
http://intlock-qa	SharePoint - 80	100	✗

[Add](#)

Diagnostics Dashboard dialog

2. In the **Services** table, click **CardioLog Diagnostics Service** in order to edit the service schedule type.

The screenshot shows a dialog box titled "CardioLog Diagnostics Service" with a close button (X) in the top right corner. The main content area is titled "Service Schedule:" and contains five radio button options: "Never", "Once", "Every rounded hour", "Every [] minutes", and "Every [Day] at 8:30". The "Every [Day] at 8:30" option is selected. The "Every [] minutes" option has an empty text box. The "Every [Day] at 8:30" option has a dropdown menu showing "Day" and a time dropdown showing "8:30". At the bottom right, there are "Cancel" and "OK" buttons.

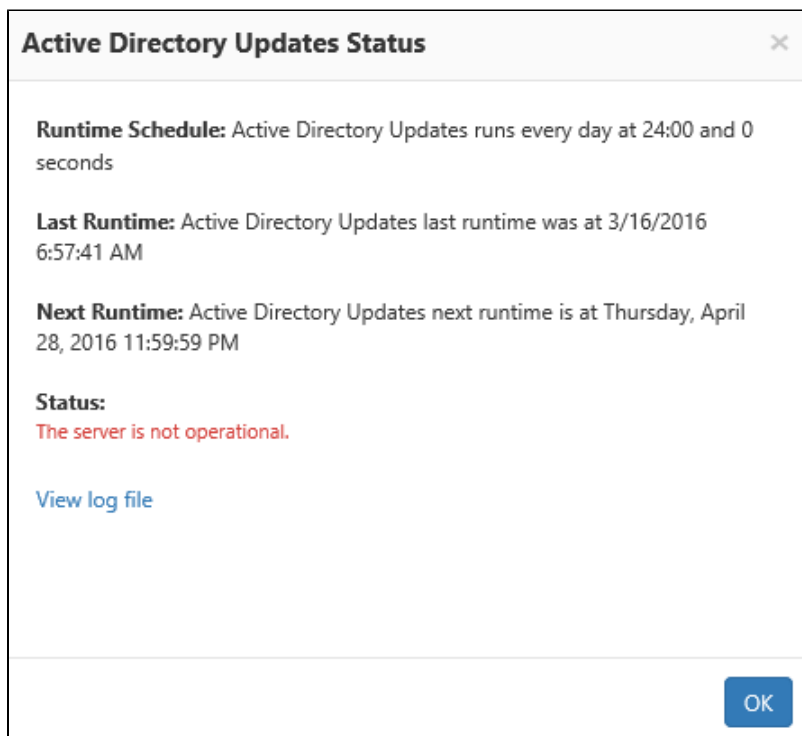
CardioLog Diagnostics Service dialog

3. In the **Services** table, click **CardioLog Scheduling Service** in order to view the status of the service.

The screenshot shows a dialog box titled "CardioLog Scheduling Service Status" with a close button (X) in the top right corner. The main content area displays "Service State: Started" and "Service Status: OK". Below this, there is a checked checkbox labeled "Send service error alerts" and a blue link labeled "Email Alerts Settings...". At the bottom right, there are "Cancel" and "OK" buttons.

CardioLog Scheduling Service Status dialog

4. In the **CardioLog Scheduling Service Status** dialog, check the **Send service error alerts** checkbox in order to receive service error alerts via email.
5. Click **Email Alerts Settings** to configure the [email settings](#).
6. In the **Services** table, click each service component to view its status.



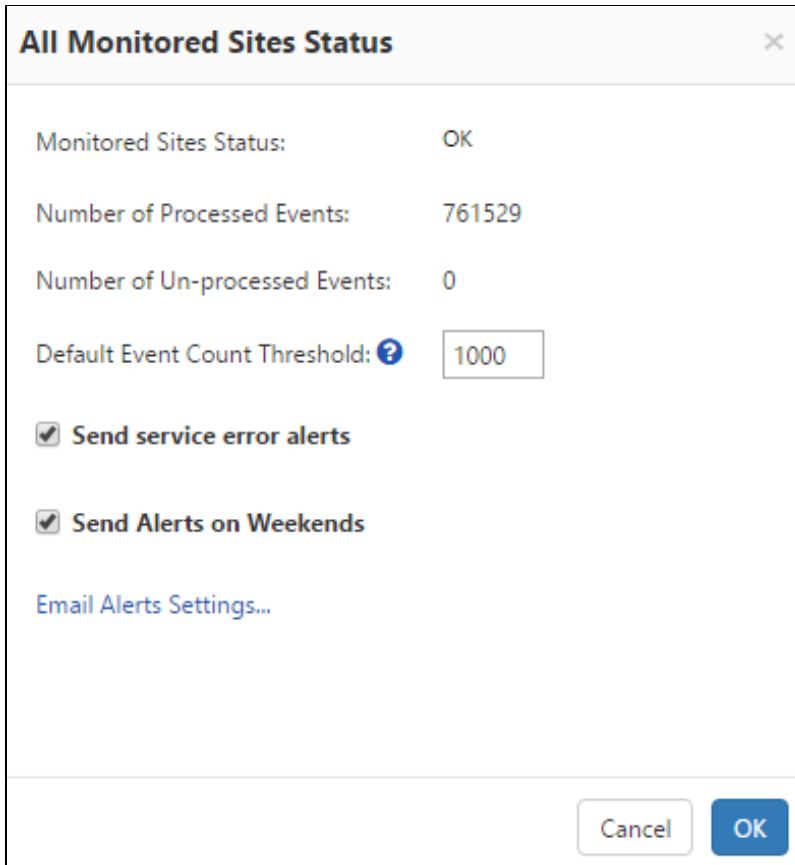
CardioLog Scheduling Service Component Status dialog

7. In the **Service Component** dialog, click **View log file** to view the service component log file.
8. In the **Services** table, click **XML** to view the status of all service components in a single XML web page. This web page can be used by other monitoring systems in your organization as well.

How to View the Status of the Monitored Websites

By default, alerts are sent via email when the event count for all monitored websites is under the threshold. It is recommended to define a threshold for each monitored website in order to better isolate usage tracking issue.

1. In the **Administration** pane, click **System Diagnostics**.
2. In the **Tracking Agents** table, click **All Monitored Sites**



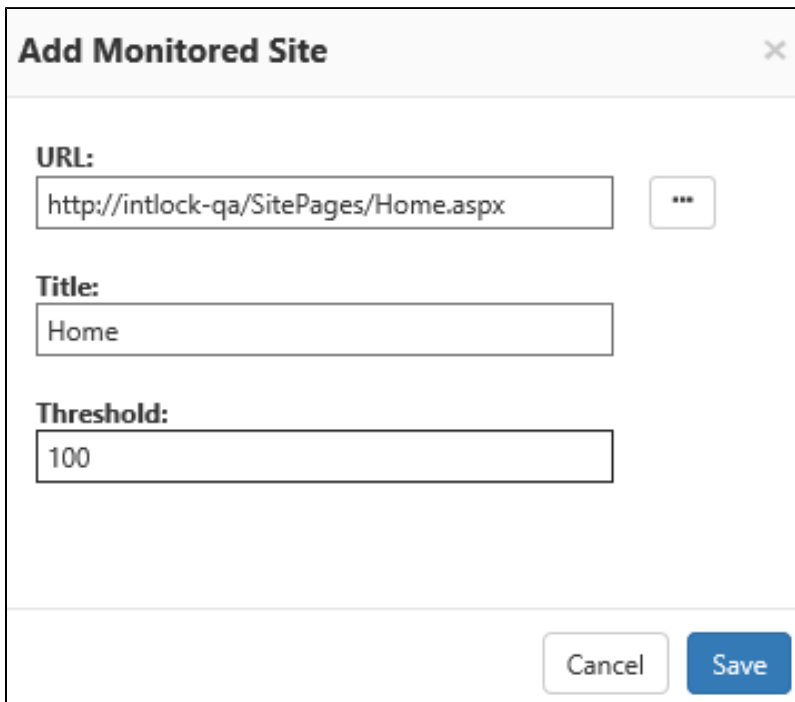
The dialog box is titled "All Monitored Sites Status" and contains the following information:

- Monitored Sites Status: OK
- Number of Processed Events: 761529
- Number of Un-processed Events: 0
- Default Event Count Threshold: 1000 (with a help icon)
- Send service error alerts
- Send Alerts on Weekends
- [Email Alerts Settings...](#)

Buttons: Cancel, OK

All Monitored Sites Status dialog

3. In the **All Monitored Sites Status** dialog, you can define the **Default Event Count Threshold**. The default threshold is 1000 events.
4. In the **All Monitored Sites Status** dialog, select the **Send service error alerts** in order to receive service error alerts via email. These alerts are sent when the event count for all monitored sites is under the threshold in the last 24 hours.
5. In the **All Monitored Sites Status** dialog, select the **Send alerts on weekends** in order to receive service error alerts via email on weekends.
6. Click **Email Alerts Settings** to configure the [email settings](#).
7. To define a threshold for a specific monitored website, click **Add** in the **Tracking Agents** table.



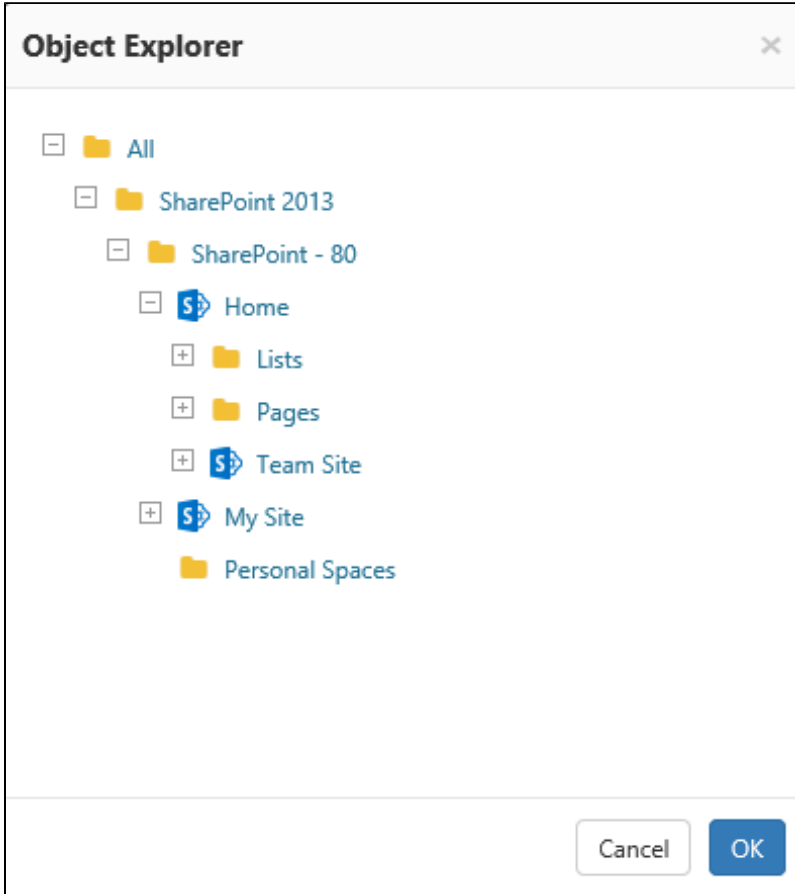
The dialog box is titled "Add Monitored Site" and contains the following fields:

- URL:**
- Title:**
- Threshold:**

Buttons: Cancel, Save

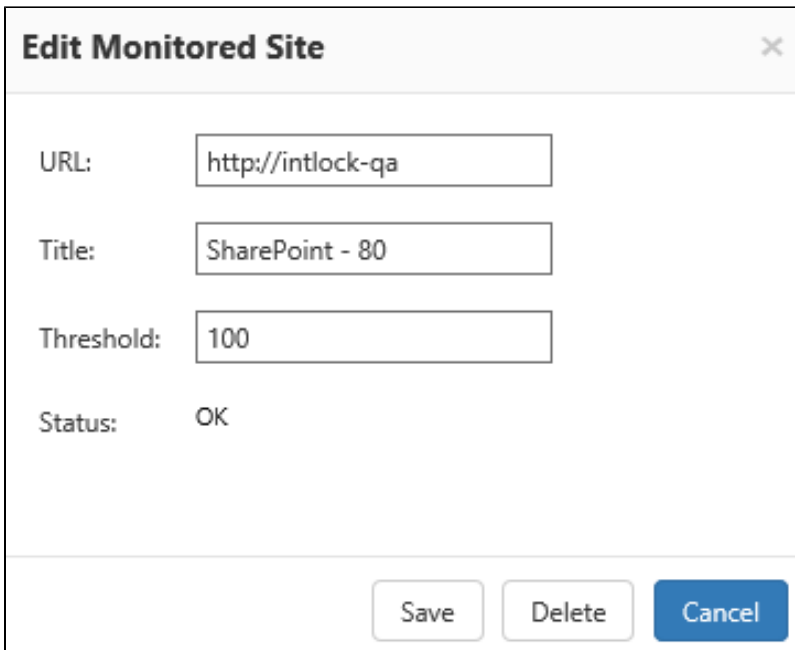
Add Monitored Site dialog

8. In the **Add Monitored Site** dialog, click **Browse (...)** in order to choose a website from the Object Explorer dialog. Enter the default event count threshold for this site in the **Threshold** field.



Choose a website from the Object Explorer dialog

9. In the **Tracking Agents** table, click on each **Monitored Site** in order to edit or delete it.



Edit Monitored Site dialog