

Repair Procedure

Running the Uninstall Wizard

1. In order to repair CardioLog, we recommend uninstalling the application and then re-installing the latest version. Uninstalling does not affect data collection continuity.
2. Stop **CardioLog Scheduling Service** and **CardioLog Diagnostics Service**
3. From the **Windows Start** Menu, go to **All Programs** and right-click on **CardioLog Analytics** and select **Uninstall**.
4. Follow the Uninstall Wizard steps.

Note: In order to ensure the continuity of usage data collection in repair/upgrade scenarios, the CardioLog installer does **NOT** remove the following components during uninstall:

- CardioLog database
- *HKEY_LOCAL_MACHINE\SOFTWARE\Intlock\CardioLog* registry key (On 32-bit systems), or *HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Intlock\CardioLog* registry key (On 64-bit systems).
- IIS CardioLog application pool and CardioLog web site (EventCollector and CardioLogAgent web applications)
- Usage tracking code on the SharePoint servers
- Service and Web configuration files located in the CardioLog Installation folder (The default directory is C:\Program Files\Intlock\CardioLog).

Running the Install Wizard

1. Open CardioLog-Analytics-X.X.X.exe
2. Follow the [Installation Wizard](#) steps.
3. Start **CardioLog Scheduling Service** and **CardioLog Diagnostics Service**.