

Upgrade Procedure

In order to upgrade CardioLog Analytics, please follow the steps in this guide. Upgrading the application will not stop data collection. [Contact us](#) to receive the license codes required for your new version.

Note: Support is provided for product versions released within the past 18 months. Please review the [Intlock Support Policy](#).

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Upgrade Prerequisites

Prepare the following **before the upgrade**:

1. Make sure you meet our [system requirements](#).
2. [Contact us](#) to receive a license code for the new version.
3. Create a full backup of the following:
 - CardioLog Database
 - CardioLog Installation Folder (by default it is located on the CardioLog application server in C:\Program Files\Intlock\CardioLog)
 - CardioLog Tracking Agent Folder (by default it is located on the SharePoint WFEs in C:\Program Files\Common Files\microsoft shared\Web Server Extensions\14\TEMPLATE\LAYOUTS\CardioLogAgent)
 - CardioLog website bindings in IIS
4. If the CardioLog database is involved in database mirroring or an availability group, temporarily switch database synchronization off for the upgrade.

Running the Install Wizard

1. Open CardioLog-Analytics-XXX.XXX.XXX.exe
2. Follow the [Installation Wizard](#) steps.
3. Run the `IISReset` command on the CardioLog application server.
4. Apply the new product version license as detailed [here](#).
5. Start **CardioLog Scheduling Service** and **CardioLog Diagnostics Service**

Upgrading the Tracking Agent

If you have customized the Tracking Agent code in your environment, which is often done if you use a custom search feature on your site, please [contact us](#) before upgrading the tracking agent.

SharePoint On-Premise

Update the Tracking Agent according to the [method you chose to embed the Tracking Agent code](#) in your SharePoint farm when you configured CardioLog:

Deploy the CardioLog Tracking Code Through a SharePoint Solution

1. To automatically update the 'CardioLog Analytics' SharePoint solution and Tracking Agent code open CardioLog Analytics > Administration > System Configuration > SharePoint Tree Adaptor > click on the SharePoint farm > Additional Actions > Click on **Update Tracking Feature**.

CARDIOLOG ANALYTICS

- 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

SharePoint 2013 Adaptor

SharePoint 2013

Settings

| | |
|---|--|
| Name: | SharePoint 2013 |
| Server Name: | VM1A3B71E |
| Database Server: | VM1A3B71E\SharePoint |
| SharePoint Configuration Database Name: | SharePoint_Config_b93c248e-4490-4695-8666-06f3d9f |
| SharePoint Logging Database Name: | |
| Sharepoint Profile Database name: | |
| Authentication: | Windows Integrated <input type="button" value="Set"/> |
| SharePoint TEMPLATE Directory: | \\VM1A3B71E(C\$)\Program Files\Common Files\Microsoft Shared\Web Server Extensions\15\ |
| Advanced Settings: | <input checked="" type="checkbox"/> Import document versioning information for your SharePoint lists and libraries <input type="checkbox"/> Import social information for your SharePoint farm <input type="checkbox"/> Transfer the tree structure through file system (XML file) <input type="checkbox"/> Import performance counters information for your SharePoint farm <input checked="" type="checkbox"/> Import metadata information for your SharePoint List Items, Documents or Sites. Manage Metadata |
| Additional Actions: | <input type="button" value="Install Tracking Feature"/> <input type="button" value="Update Tracking Feature"/> <input type="button" value="Uninstall Tracking Feature"/> |

SharePoint Tree Adaptor Settings

2. Select **Farm** > Click on **Update**.

This action will automatically retract and remove the 'CardioLog Analytics' solution from the farm, deploy the new solution, and update the tracking agent code located on the SharePoint WFE servers.

Note: The following permissions and roles are required for the CardioLog user account to update the 'CardioLog Analytics' solution - SharePoint farm administrator, a local administrator on the SharePoint application server and WFEs and "db_owner" on the SharePoint config database.

Update Tracking Feature ✕

Update the CardioLog tracking agent feature in the farm or in the given web front ends.

Notes:
If you have customized the tracking agent in your environment (i.e. customized search), please contact [Intlock Support](#) before performing this action.
Updating the CardioLog tracking agent feature on farm will cause SharePoint application pool recycle.

Farm
 Web Front End

Update Tracking Agent Feature

Temporary downtime of SharePoint is required while updating the 'CardioLog Analytics' solution. In case you would like to update it manually:

1. Update the Tracking Agent code on the SharePoint WFE servers:
In the navigation pane, go to Administration > System Configuration > SharePoint Tree Adaptor > click on the SharePoint farm > Additional Actions > Click on **Update Tracking Feature** and select **Web Front End** > Enter the WFE server names and click on **Update**.

Update Tracking Feature ✕

Update the CardioLog tracking agent feature in the farm or in the given web front ends.

Notes:
 If you have customized the tracking agent in your environment (i.e. customized search), please contact [Intlock Support](#) before performing this action.
 Updating the CardioLog tracking agent feature on farm will cause SharePoint application pool recycle.

Farm
 Web Front End

Server name

Add

Close
Update

Update Tracking Agent Code

2. Update the 'CardioLog Analytics' solution:
 - a. Execute the following commands from command prompt on the SharePoint application server in order to deactivate the feature, retract and remove the solution from your SharePoint farm (edit the directory path: 1X - 12 for MOSS 2007, 14 for SharePoint 2010, 15 for SharePoint 2013, 16 for SharePoint 2016):

```

cd C:\Program Files\Common Files\Microsoft Shared\Web Server Extensions\1X\BIN

stsadm -o deactivatefeature -force -name "CardioLogAnalytics"

stsadm -o uninstallfeature -force -name "CardioLogAnalytics"

stsadm -o retractsolution -immediate -name "CardioLogTrackingAgentFeature.wsp"

stsadm -o execadmsvcjobs

stsadm -o deletesolution -override -name "CardioLogTrackingAgentFeature.wsp"

stsadm -o execadmsvcjobs
```

- b. Go to [CardioLog Installation Folder]\CardioLog\Configuration\AgentFeature\[SharePoint version]
 - c. Copy the solution file "cardiologtrackingagentfeature.wsp" to your SharePoint application server to C:\Program Files\Common Files\Microsoft Shared\web server extensions\1X\BIN folder (1X - 12 for MOSS 2007, 14 for SharePoint 2010, 15 for SharePoint 2013, 16 for SharePoint 2016)
 - d. Execute the following commands from command prompt in order to add and deploy the solution to the SharePoint farm (edit the directory path):

```

cd C:\Program Files\Common Files\Microsoft Shared\Web Server Extensions\1X\BIN

stsadm.exe -o addsolution -filename "C:\Program Files\Common Files\Microsoft Shared\Web Server Extensions\1X\BIN\CardioLogTrackingAgentFeature.wsp"

stsadm.exe -o deploysolution -name CardioLogTrackingAgentFeature.wsp -immediate -allowgacdeployment

stsadm.exe -o activatefeature -name CardioLogAnalytics -force
```

Add the JavaScript Tracking Code to SharePoint common JavaScript files or master pages

Replace the JavaScript tracking code with the one found in your CardioLog application. In the navigation pane, go to Administration > System Configuration > Usage Tracking Code (select your SharePoint version).

By default, the JavaScript tracking code is embedded within a common JavaScript file on all of your SharePoint WFEs (Web Front Ends), which typically is one of the following locations relevant to your software versions:

For MOSS 2007 only:

C:\Program Files\Common Files\Microsoft Shared\Web Server Extensions\12\TEMPLATE\LAYOUTS\[language code]\core.js

For SharePoint 2010 only:

C:\Program Files\Common Files\Microsoft Shared\Web Server Extensions\14\TEMPLATE\LAYOUTS\[language code]\init.js

For SharePoint 2013 only:

C:\Program Files\Common Files\Microsoft Shared\Web Server Extensions\15\TEMPLATE\LAYOUTS\init.js

For SharePoint 2016 only:

C:\Program Files\Common Files\Microsoft Shared\Web Server Extensions\16\TEMPLATE\LAYOUTS\init.js

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

SharePoint Online

1. Browse to your SharePoint Online site Solution Gallery (edit the website root URL): [\[https://intlock.sharepoint.com\]/_catalogs/solutions/fo rms/allitems.aspx](https://intlock.sharepoint.com/_catalogs/solutions/fo rms/allitems.aspx)

SharePoint Online Site Solution Gallery

2. Deactivate the CardioLog Analytics Integration solution and then delete it.
3. Click **Upload Solution > Choose File** > select [CardioLog Installation Folder]\CardioLog\Configuration\AgentFeature\Online\CardioLog Analytics Integration.wsp > **Activate**
4. Browse to CardioLog Analytics Integration solution configuration page (edit the website root URL): [\[https://intlock.sharepoint.com\]/Cardio LogAnalytics/Configuration.2.0.8.0.aspx](https://intlock.sharepoint.com/Cardio LogAnalytics/Configuration.2.0.8.0.aspx)

CardioLog Analytics Integration Solution Configuration Page

5. Copy the tracking code from Administration > System Configuration > Usage Tracking Code > SharePoint Online.
6. Edit the tracking code and verify that the all URLs contained in the tracking code that redirect to the CardioLog application server, have the public DNS name and appropriate protocol. The URLs should be accessible over the internet. Use https if you are tracking secured SharePoint Online site collections and http for public websites.
7. Add the JavaScript tracking code and click **OK**.
8. You can update the tracking code on all site collections in your SharePoint Online environment by [publishing it](#).