Installation and Activation

Below are common questions and concerns with their solutions relating to installing and activating CardioLog Analytics. This guide is recommended for Administrators and technical support individuals.

Questions or Concerns	Solutions
Is CardioLog Analytics available as SaaS?	CardioLog Analytics is available both as an on-premise solution and as a SaaS solution (software as a service). For more information please visit our website
What are the CardioLog installer prerequisites?	The CardioLog installer requirements can be found here, and the permissions required can be found here.
Why do I get the following error "This implementation is not part of the Windows Platform FIPS validated cryptographic algorithms" when I launch CardioLog?	This issue may occur when a security policy with Federal Information Processing Standards (FIPS) is enforced on the server. To resolve this issue, you will have to disable the FIPS Algorithm Check in the registry. 1. Go to **Run** and type **regedit** to open the registry editor. 2. In the Registry Editor, click the following registry key: **HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Lsa\FipsAlgorithmPolicy** 3. Right-click **FipsAlgorithmPolicy**, and then click **Modify**. 4. In the **Value** data box, type **0**, and then click OK. 5. Quit the Registry Editor, and restart your computer
Why do I get the following error "HTTP Error 403.1 - Forbidden" when I launch CardioLog?	When you launch CardioLog, do you receive an error message that resembles the following: *HTTP Error 403.1 - Forbidden* *HRESULT: 0x80070005* *Description of HRESULT: You have attempted to run a CGI, ISAPI or other executable program from a directory that does not allow executables to run.* This problem occurs when CardioLog is hosted with Internet Information Services (IIS) 7.0 and the appropriate script handler permission or executable handler permission are not set for the CardioLog directory where the requested resource resides. To resolve this issue, follow these steps: 1. In **IIS Manager**, locate the CardioLog website. 2. In **Features** view, double-click **Handler Mappings**. 3. In the **Action** pane, click **Edit Handler Permissions**. 4. Click to select **Script** and **Execute**, and then click OK.
Why do I get the error "This app can't run on your PC" when I run the setup file?	This issue occurs when the setup file is corrupted, or not suitable for the operating system platform. In order to resolve this issue, 1. Install the product on a machine (physical or virtual) running a Windows Server, according to our system requirements. 2. Make sure your server is running on 64-bit operating system. 3. Make sure the setup file size is 99.7 MB. If the setup file was not fully downloaded, it will be corrupted and will not open.

How do I complete my installation and optimize my system?	Please perform the following steps to complete the product configuration and ensure system health: **A. System Requirements** Verify that your system meets the minimum hardware and software requirements. **B. Usage Data Collection** 1. Verify usage data collection on each web application. 2. Verify that you do not exceed the number of page views, SharePoint Farms and WFEs allowed in your license (see the [CardioLog Installation Folder]\CardioLogSchedulingServices\Logs\Maintenance.log and OMAgent.log files). 3. Consult our support team if your website is accessed via NLB, VPN, FW/Proxy, SSL, public/alternate URLs, internal/external, direct/remote. 4. Consult our support team if you have made any customizations in your SharePoint environment (i.e customized search pages). **C. System Configuration and Monitoring** 1. Assign an administrator who will be responsible for product maintenance. 2. Assign roles for users. 3. Configure email alerts for scheduled services and event collection thresholds that will be sent to the administrator. 4. Configure the Active Directory Updates service in order to segment authenticated visitors by their user names and their groups. **D. Optimization and Fine Tuning** The fine tuning process is essential to ensure accurate and useful data. It is highly recommended to perform this process 2-3 weeks after the initial installation on the production environment. 1. Execute the SQL script to identify lost events and send the results to our support team. 2. Define URL mappings if needed.
Why does the tracking agent pop-up not show up when I click Ctrl+F12, or the Agent Console shows up without any content?	In order to troubleshoot data collection issues, see the complete troubleshooting guide.
Why do I receive an error in Agent Console ("CardioLog" tab)?	In order to troubleshoot data collection issues, see the complete troubleshooting guide.

Which ports are used by CardioLog?	CardioLog includes several system components which access multiple ports, including:
	
	1. **CardioLog SQL database** - the CardioLog web application and Windows services connect to the CardioLog database using the default SQL port with Windows or SQL authentication.
	2. **CardioLog web application (UI)** - CardioLog users browse the CardioLog web application using HTTP (the default port is 29999 and is configurable) or HTTPS (the default SSL port is 443) with windows authentication (NTLM).
	3. **CardioLog Tracking Agent** - the portal users browse to the SharePoint portal and the CardioLog JavaScript code is downloaded to their browser.
	
	In SharePoint on-premise environments, the client browser connects to the CardioLog Tracking Agent web application, which is located on the SharePoint WFE, using HTTP (the default port is 29999) or HTTPS (the default SSL port 443) with Windows authentication. The usage events are sent asynchronously to the CardioLog server via the SharePoint WFE server. The SharePoint WFE server connects to the CardioLog Event Collector web application using HTTP (the default port is 29999) or HTTPS (the default SSL port 443) with anonymous access. Note - when the CardioLog Tracking Agent web application is installed directly on the SharePoint WFEs, there is no need for the client browser to be able to access the CardioLog server using HTTP/HTTPS.
	
	In SharePoint Online environments, the client browser connects to the CardioLog Tracking Agent web application (located on the CardioLog server) using HTTPS (the default SSL port 443) with a nonymous access. The usage events are sent asynchronously to the Event Collector web application (located on the CardioLog server) using HTTPS (the default SSL port 443) with anonymous access.
	
	4. **CardioLog Diagnostics Service (Windows service)** - sends error alerts via email to CardioLog administrators using SMTP (the default SMTP port is 25)
	5. **CardioLog Scheduling Service (Windows service)** - includes the following components:
	
	  • *Usage Data Processing* - connects to the CardioLog database using the default SQL port with Windows authentication.
	  • *Portal Tree Updates* -
	
	  In SharePoint On-Premise environments it connects to:
	  1) CardioLog database using the default SQL port with Windows or SQL authentication.
	  2) SharePoint API (web services) using HTTP/HTTPS.
	  3) For SharePoint 2010, 2013, the SharePoint configuration and content databases using the default SQL port with Windows or SQL authentication and the SharePoint 'TEMPLATE' directory - \\\<sharepoint server name>\C$\Program Files\Common Files\Microsoft Shared\Web Server Extensions**XX**\TEMPLATE\ (**XX** - 14 for SharePoint 2010, 15 for SharePoint 2013) - creating a share - \\\<sharepoint server name>\TEMPLATE is recommended - using the default Windows File and Printer Sharing port with Windows authentication.
	
	  In SharePoint Online environments, it connects to the SharePoint Online API (Web Services), using HTTPS
	
	  • *Report Scheduling* - connects to the CardioLog database using the default SQL port with Windows authentication and sends scheduled reports via email to CardioLog users using SMTP (the default SMTP port is 25)
	  • *Active Directory Updates* - connects to the Active Directory using LDAP (the default LDAP port is 389)

Which SQL versions are supported by CardioLog?	CardioLog supports SQL Server 2008, SQL 2012, SQL 2014, SQL 2016, SQL 2017 and SQL 2019.
Can I use CardioLog with SharePoint 2007 or WSS 3.0?	CardioLog does not support these older versions of SharePoint or WSS. CardioLog currently runs on SharePoint 2010 or higher, although we recommend upgrading your SharePoint farm to the latest version to gain the full range of features that CardioLog offers.

Why do I receive the following error when I try to activate the license file: "ERROR: This access control list is not in canonical form and therefore cannot be modified."	Make sure you have installed CardioLog with an administrator account. If you still see the error message, follow these steps depending on the if you are running a 32-bit or 64-bit system: 1. [x86] Start > Run > regedit > HKLM\Software\Microsoft\SLP Services [x64] Start > Run > regedit > HKLM\Software\Wow6432Node\Microsoft\SLP Services 2. Right click all keys and subkeys and select Permissions. Resolve any corrupted permissions.
Why do I receive a "Service Unavailable" message when I launch CardioLog?	Verify that ASP.NET is enabled in IIS, and that the CardioLog application pool account is a member of your local IIS_WPG group (for IIS 6.0 only). If you still receive a "Service Unavailable" message, then you need to reconfigure the CardioLog application pool identity: • You might have misspelled the application pool account password. Open IIS Manager and re-type the password for the CardioLog application pool identity. • If you still receive "Service Unavailable", then use IIS manager to configure a new identity for the CardioLog applications pool. Use a domain account which is a local administrator, and which has a db_owner role for the CardioLog database. For IIS 6.0, also verify that the account is a member of your local IIS_WPG group.
If I host the CardioLog application on one server, and the CardioLog database on a second server, which one of the servers should be meet the system requirements?	The server that hosts the CardioLog Database should be the more powerful one, regarding processor speed, memory (RAM), and hard disk space. For more information, see System Requirements.
I have uninstalled CardioLog, but the tracking code has not been removed from my portal pages, why?	By design, some components are not removed when uninstalling the product, in order to ensure continuity of data collection. Please follow the steps in our setup guide to completely remove the remaining components.
What is the minimum server specification if the database is on a different physical server?	If the servers are isolated, disk drive space is not crucial. However, you should allocate at least 8GB of memory for CardioLog Pro, and at least 16GB of memory for CardioLog Enterprise. The amount of resources needed for the CardioLog web application and services depends on: • The amount of traffic received from the portal. Each SharePoint page request is followed by a request to the CardioLog web app server. • The total number of portal pages and users. As these both increase, the amount of memory required by the CardioLog services increases too.

Why do I receive the error: "Cannot establish a connection to SQL Server" during installation?	Make sure your SQL server allows remote connections. You can test the connection to the SQL server by using a UDL file: Create a text file with the .udl extension on the CardioLog server, open the file, select the SQL provider on the first tab and on the next tab enter the database server name. Then click test connection. If you are using a SQL alias, you can configure it on the CardioLog application server using the clicnfg.exe utility. Please note that the account used for installing CardioLog should have the following SQL roles and permissions: • "create any database", "alter any login", "view server state" permissions (required only for installation) and the processadmin role on the SQL server • db_datareader for the SharePoint configuration and content databases.
Why do I receive the error "Login failed for user 'NT AUTHORITY\ANONYMOUS LOGON'"?	If your SQL server is hosted on a remote machine, make sure that the CardioLog application pool identity is assigned a domain user that has been assigned a db_owner role for the CardioLog database.
Which one of our SharePoint farm servers should we run the setup file on?	You can install CardioLog on any SharePoint farm server (App / Front End / SQL) that meets the system requirements.
Does CardioLog work with SharePoint 2007?	No, the CardioLog commercial editions support SharePoint 2010, 2013, 2016, 2019 and Online.
Do I need extra hardware in order to install CardioLog?	CardioLog Free and Standard editions can be hosted on your existing hardware. To ensure optimal operation, it is recommended to host the CardioLog Professional and Enterprise editions on a dedicated x64 application server. The CardioLog SQL database can be hosted either on an external SQL server or cluster. See the full system requirements for more information.
Can I install CardioLog on a virtual server?	Yes. CardioLog can be installed on a virtual server as long as the system requirements can be met.
Why do I receive a "HTTP Error 500 - Internal Server Error" message when I launch CardioLog?	When Installing CardioLog on Windows Server 2008 or Windows Server 2012, verify that the required web server role services are installed.