

# ScienceLogic Technical Support Welcome Guide



# ScienceLogic Technical Support Welcome Guide

Thank you for using ScienceLogic Products and Services.

The information contained in this document is believed to be accurate as of the date of publication. Updates may be posted periodically and without notice to <https://support.sciencelogic.com>

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## 1 Welcome to ScienceLogic Technical Support

### Welcome Guide

The purpose of this welcome guide is to inform you about the variety of Product Support resources available to you. Our intention is to make sure that you are successful and that we provide you with an exceptional service and support.


### Global Technical Support Team

ScienceLogic Technical Support offers a 24/7/365 “follow the sun” model. Our Support staff is based out of multiple regions including US, APAC and EMEA.

## 2 Getting Started

### Registering for a new account

Go to the [ScienceLogic Support](#) Website and Click “**Login**” and then Click “**Sign Up**” and complete the form to register for the first time. Please review these [FAQs](#) with regards to Login and Registration. If you are unable to sign-up, please send an email to our “**Customer Operations**” team at [customer-accounts@sciencelogic.com](mailto:customer-accounts@sciencelogic.com) with details of the problem/error message.

First Name

Last Name

Email

Password

Confirm Password

[Sign Up](#)

## Setting up Your ScienceLogic Support User Account

To be able to submit cases, request licenses, download software and access customer content, you must confirm your eligibility. Please follow these steps to complete this process:

1. Email [customer-accounts@sciencelogic.com](mailto:customer-accounts@sciencelogic.com) and provide the following information:
  - a) First Name
  - b) Last Name
  - c) Account
  - d) Platform Name (Stacks) you require access to if these are known to you
2. Our team will process the request, approve or contact you for additional information
3. Once you are set, visit the 'My Support and Customer Success' page for an all in one place access

## Support & Customer Success Solutions Overview

Now that you have setup your account, you have a variety of resources available to you on the Support site including:







- ScienceLogic Knowledge
- Community Discussions
- Learning Services
- Product Downloads
- Incident Management (opening cases with Support team)
- Service Request Management (opening service requests with Customer Success management team)

Please review [Support & Customer Success Solutions Overview](#) page to get started with all the resources.

Home Support ▾ Documentation ▾ Product Downloads ▾ Services ▾

### Support and Customer Success Solutions Overview

Find below a variety of Support and Customer Success channels that can help you leverage the ScienceLogic platform

|  |  |  |
|--|--|--|
|  <p><b>ScienceLogic Knowledge</b><br/>Use our self-service content repository to find answers to most common questions<br/><a href="#">Review our Knowledge</a></p>                   |  <p><b>Community Discussions</b><br/>Recently launched the Support Community is a great place to get help from like minded members<br/><a href="#">Explore ScienceLogic Community</a></p> |  <p><b>Learning Services</b><br/>ScienceLogic offers education and training to help users develop the knowledge required to leverage SL1<br/><a href="#">Learn about our e-learning and certification courses</a></p> |
|  <p><b>Product Downloads</b><br/>Find information related to downloads such as installations, upgrades, patches, and other<br/><a href="#">Learn more about Product Downloads</a></p> |  <p><b>Incident Management</b><br/>If you are experiencing issues please report an incident to our Support team<br/><a href="#">Learn about Incident Management</a></p>                   |  <p><b>Service Request</b><br/>Contact your dedicated Customer Success Manager to submit a service request<br/><a href="#">Contact Customer Success</a></p>   |

### 3 Contacting Support

The ScienceLogic Technical Support team is available 24x7x365. You can reach out to the team via multiple channels. When contacting us via phone, you will be greeted by a call center representative. This is a non-technical person whose role is to get you to the support engineer you need, open a new support case for you, or get you in contact with a support manager on duty.

#### Phone:

- United States: +1.571.418.7456
- United States Toll Free: +1 (800) SCI-LOGIC (724-5644), extension 2
- Australia: +61.2.8294.7456
- Singapore: +65.3163.8579
- United Kingdom: +44.20.3828.7456

Portal: <https://support.sciencelogic.com/>

## 4 Best Practices

### Plan ahead

- Make sure that appliances have the necessary minimum specifications as defined on our [Systems Requirements page](#)
- Make sure that you have access to the latest “**full backup**” of your ScienceLogic platform in case of an Outage
- Make sure that your “**Profile**” and “**User Account Settings**” are up to date on our Support site so that Technical support team can reach you and appropriate people are assigned to your cases based on your work hours

### Use Self-Help Resources

- ScienceLogic has implemented a “[Global Search engine](#)” on the Support website to help you find information from various ScienceLogic content platforms faster. By integrating with [Documentation](#), [Knowledge](#), [Community](#), [Training](#), and the [ScienceLogic corporate website](#), we are now able to provide access to thousands of content items, which can be easily searched and accessed from the Support website. While creating a new case, we can anticipate and recommend the best content for your specific needs. Check this KB article on “[Best Practices for Using Global Search](#)”
- Before creating a case, review the available self-help resources, this list is included as ‘[Appendix A](#)’ in this guide. There is a list of helpful knowledgebase articles included as ‘[Appendix B](#)’ in this guide
- Review the applicable [release notes](#) for a particular ScienceLogic Release or ScienceLogic PowerPack before creating a new case

### Provide Complete Information

- Provide accurate and complete information about the issue including screenshots of the error messages, full text of the error messages, unhandled exceptions, relevant Log files etc. in the incident case
- Attach result of the [system status script](#) for each ScienceLogic appliance
- Log a separate case for each ScienceLogic Appliance and each issue/error message

## 5 Getting Support

### What is an Incident Case and a Service Request?

**Incident** cases are handled by the Technical Support Team when a customer needs help with product functionality/configuration, or general information about the product.



Examples include:

- Dynamic applications not working properly
- Certain collections not working properly
- Questions related to the functionality or configuration of ScienceLogic developed products or content.
- Issues with Third-party software/integration purchased through ScienceLogic.

The Technical Support team operates 24x7x365 and follows the published Response Guidelines (see KB Article [What are Support Response Guidelines](#)).

**Service Request** case is used to request general assistance, such as training, professional services, upgrades, licensing and other services provided by ScienceLogic. These cases are handled by other departments within ScienceLogic (Customer Success, Customer Operations, Cloud Operations, Digital Experience).

Examples include:

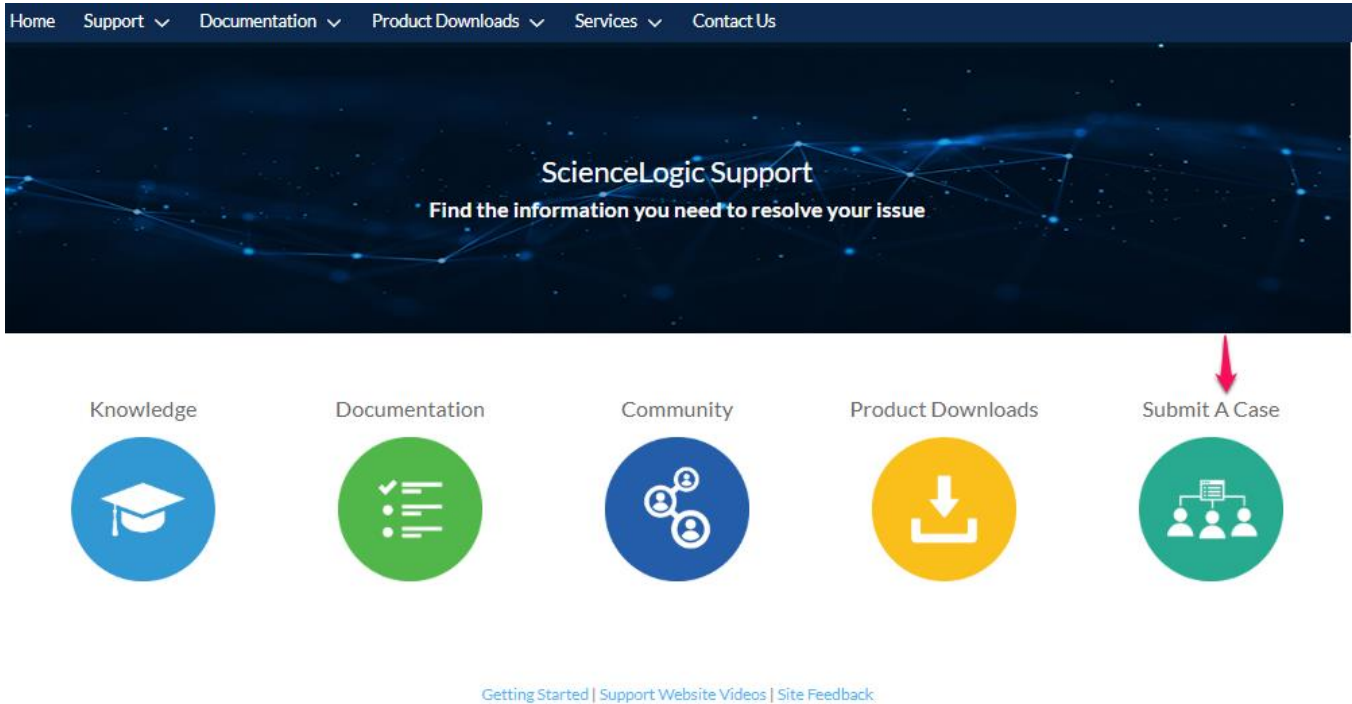
- User Account requests
- License requests
- New hardware purchase requests
- SaaS Maintenance requests
- Requests for custom work.

Other departments normally operate during regular business hours at our Reston VA HQ location: Monday-Friday, 9:00 AM – 5:00 PM US EST. International CSM's support their clients from 9:00 AM – 5:00 PM local time. Compared to Incidents, response time may vary. Technical Support Response Guidelines DO NOT apply as these teams are not available 24/7 or during US holidays.

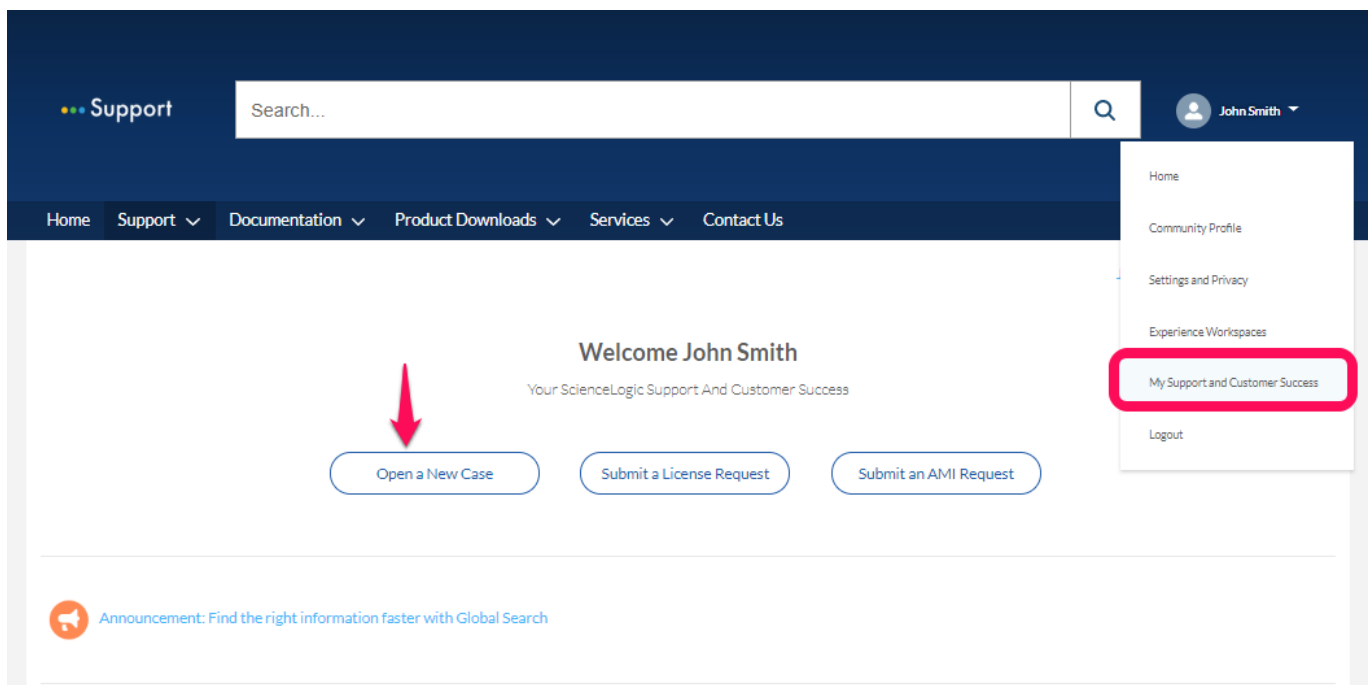
## Creating an Incident Case

For Sev-1 Outage cases, please call the [Support helpline](#). Creating an Incident case properly reduces the amount of time required to troubleshoot and fix an issue. Please make sure to align the correct "**Platform**" with each case. If you don't see the correct platform, please log a [service request](#) to get it fixed.

Once logged in to the Support website, click on the "**Submit A Case**" icon to be taken to the New Case page.



Alternately, you can click on your name or profile picture in the upper right corner, select "**My Support and Customer Success**" from the drop-down menu, then click on the "**Open a New Case**" button just under the welcome message.

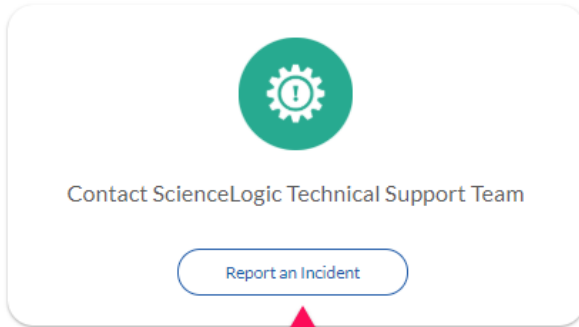


Click the "**Report an Incident**" button to begin the Incident Case creation process.

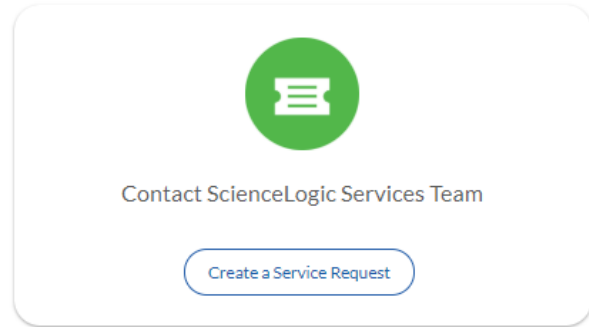


### How Can We Help You?

[Incident Management Guidelines](#) | [Service Request Management Guidelines](#)



This block contains a green circular icon with a white gear and an exclamation mark. Below the icon is the text "Contact ScienceLogic Technical Support Team". At the bottom of the block is a rounded rectangular button with the text "Report an Incident". A red arrow points upwards from the bottom center of the page towards this button.



This block contains a green circular icon with a white list icon. Below the icon is the text "Contact ScienceLogic Services Team". At the bottom of the block is a rounded rectangular button with the text "Create a Service Request".

### Additional Support Resources

[Knowledge](#) | [Community](#) | [Support Guidelines](#)

## Fill in the Case Details template:

The case details template has 10 fields to fill in. Beside the template is a list of resources that will change as certain fields are updated.

1. **Platform.** Usually your company's name, but if you have multiple ScienceLogic platforms, each will be listed as you begin to type in your company name. Choose the correct platform so that Technical Support (and you) can track this in the future. Also, if you've granted access to your platforms to ScienceLogic Support, the Support Engineer can start working without having to contact you.
2. **Platform Instance Type.** Whether this problem is occurring on a Production platform or Lab (aka Development) platform. This helps prioritize the case.
3. **Subject.** A brief description of the issue. As you fill in this field, the Knowledge Base article list will attempt to find related articles.
4. **Description.** A more detailed account of the issue. Again, updating this field refreshes the Knowledge Base article list.
5. **Severity.** The level of impact this issue has on your platform. S1 is the most severe, S4 is very low priority. See KB article "[What are case Severity levels, examples and support effort?](#)" for more information about Severity levels.
6. **Priority.** The urgency of the situation to your organization. There are four levels: highest, high, medium and low. See KB article "[What are case Priority levels and examples of each priority in combination with Severity level](#)" for more information regarding Priority levels.
7. **Category.** Specifies which aspect of the ScienceLogic platform or services that relate to this issue.
8. **Sub-category.** When available, the sub-category helps narrow down the issue so that Support knows where to start looking. The category and sub-category also help you more easily find the ticket, should the problem or a similar problem re-occur in the future.
9. **Time zone for Support Case.** Knowing when you will be available helps ScienceLogic Support assign an engineer who best matches up with your working hours.
10. **Business Impact.** Knowing the importance of the situation to your company helps the Support Engineer prioritize the case and allows you to add additional information regarding time constraints that may require or justify increased priority.

Severity Level\*

For Severity 1 issues, please [call ScienceLogic directly](#).  
[Learn more](#) about severity level definitions.

Need Answers Fast?  
 Find What You Need Here.

### Contact Technical Support

Tell Us How We Can Help.

\* Platform ⓘ

\* Platform Instance Type ⓘ

\* Category ⓘ

\* Sub-Category ⓘ

\* Subject ⓘ

\* Description ⓘ  
 Although I know the username and password are correct, the credential I'm using on a MS SQL dynamic app. isn't working. When running the app. in debug mode, it reports credential failure

\* Severity ⓘ



\* Priority ⓘ

\* Timezone For Support Case ⓘ



Business Impact ⓘ

[Submit](#)



[ALL RESOURCES](#) [DOCUMENTATION](#) [KNOWLEDGE](#) [TRAINING](#) [COMMUNITY](#)

- 
**Discovery & Credentials (Version 8.8.1)** January 31  
 Defining Credentials Defining an SNMP Credential Defining a Database Credential ... Credentials are access profiles (usually username, password, and any additional information required for ...  
Type Manuals



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**Discovery & Credentials (Version 8.9.1)** 8/31/2018  
 Defining Credentials Defining an SNMP Credential Defining a Database Credential ... 2 Credentials Credentials are access profiles (usually username, password, and any additional ...  
Type Manuals Version 8.9 Build 8.9.1



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**Discovery & Credentials (Version 8.9.0)** 7/25/2018  
 Defining Credentials Defining an SNMP Credential Defining a Database Credential ... Credentials are access profiles (usually username, password, and any additional information required for ...  
Type Manuals Version 8.9 Build 8.9.0



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**Discovery & Credentials (Version 8.8.1)** 6/18/2018  
 Defining Credentials Defining an SNMP Credential Defining a Database Credential ... Credentials are access profiles (usually username, password, and any additional information required for ...  
Type Manuals Version 8.8 Build 8.8.1

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**Discovery & Credentials (Version 8.8.0)** 4/25/2018  
 Defining Credentials Defining an SNMP Credential Defining a Database Credential ... Credentials are access profiles (usually username, password, and any additional information required for ...  
Type Manuals Version 8.8 Build 8.8.0

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**Discovery & Credentials (Version 8.7.0)** 1/26/2018  
 Defining Credentials Defining an SNMP Credential Defining a Database Credential ... Credentials are access profiles (usually username, password, and any additional information required for ...  
Type Manuals Version 8.7 Build 8.7.0

As you start completing the template, "Global search" will recommend resources from across the Support Website. Clicking on any of the suggested resource on the right will open the resource in a new window. Look for "[What to collect on {category}:{sub-category} Incidents](#)" articles to see what Support recommends you include with the ticket.

Click "Submit" when the fields are filled out and you are ready to open the case. The template will close, and you'll see a summary of the case and the case number.

## Your Case Was Created.

We'll get back to you soon.

---

### Case summary

|                     |  |
|---------------------|--|
| <b>Subject:</b>     | Credential Failure   |
| <b>Description:</b> | Although I know the username and password are correct, the credential I'm using on a MS SQL dynamic app. isn't working. When running the app. in debug mode, it reports credential failure |
| <b>Case Number:</b> | 00083276   |

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Make sure to check ScienceLogic Knowledge and find answers to frequently asked questions, known issues, best practices and more.

[See Knowledge Articles](#)

## Working on an Incident Case

A technical support engineer (TSE) will be assigned to work with you to resolve the problem. During the lifecycle of the case, ownership of the case may be reassigned to another TSE. Should you be concerned with the any aspects of how your case is being worked, please reach out to our call center and request to speak with the manager on duty.

During the support process, support engineers may ask for:

- Additional or different information/data from what you have already supplied to help progress the troubleshooting process.
- To enable debug and gather log files from systems.
- Request to test a work-around or apply a hot-fix patch.
- Time to work with our engineering team to verify defects.
- Involvement from relevant specialists from your organization (network, firewall, security etc.)
- Involvement from third-party vendors

## Closing an Incident Case

Technical Support incident cases will be resolved with your agreement & acknowledgement. An incident Case will be automatically closed if we don't hear back from you over a period of 14 days and after 4 attempts to contact you.

## Creating a Service Request

A [Service Request](#) pertains to a request that requires fulfillment in terms of User Account Creation and/or Termination, User Account related issues, License Keys, Professional Services, Training, Proof of Value engagements, Billing Usage and Connectivity questions.

Once logged in to the Support website, click on the "**Submit A Case**" icon to be taken to the New Case page. Alternately, you can click on your name or profile picture in the upper right corner, select "**My Support and Customer Success**" from the drop-down menu, then click on the "**Open a New Case**" button just under the welcome message. Click the "**Create a Service Request**" button to begin the Incident Case creation process.

**Contact Customer Success**  
Tell Us How We Can Help.

\* Platform ⓘ

\* Platform Instance Type ⓘ

\* Subject ⓘ

\* Description ⓘ

\* Priority ⓘ

\* Category ⓘ

Business Impact ⓘ

Upon clicking the submit button, you will receive a case number.

## Your Case Was Created.

We'll get back to you soon.

---

### Case summary

|                     |   |
|---------------------|---|
| <b>Subject:</b>     | Need new License for Lab System   |
| <b>Description:</b> | Support Website won't let me provision a license for more than 1000 devices but my lab has 1500 devices to test. Please provide a special license |
| <b>Case Number:</b> | <a href="#">00083356</a>  |

## Case Statuses

Here are definitions of the various case statuses:

**Open:** Newly Opened case

**Working:** When Support is actively working on an Incident case

**On Hold:** Waiting for the customer's availability, should not auto close

**Escalation-Engineering:** Case was Escalated to Engineering. Engineering is investigating

**Escalation-Support:** Previous Engineering Escalation case came back to Support

**Awaiting Feedback:** Waiting for the customer's action. Investigation is pending customer's response and cannot be continued without that

**Pending Approval:** Cases that needs to be reviewed by Support Management/Team Leads

**Investigation Complete:** Restored state. Outage is over, answer is provided, system is restored, workaround is applied, minor issue reproduced etc.

**Closed:** Case is resolved



## Case Severity Levels

Our General [Case severity](#) level guidelines are given below:

| Severity Level | Definition  | Initial Response | Minimum Update Frequency              | Restoration/Downgrade or Resolution |
|----------------|---|------------------|---------------------------------------|-------------------------------------|
| S1             | Production system outage or critical business system impact such that users cannot reasonably operate | 1 hr, 24x7x365   | Every 4 hours or as required 24x7x365 | 24hrs                               |
| S2             | Major issue causing significant impact to multiple users  | 4 Business hrs   | 1 Business Day                        | 14 days                             |
| S3             | Minor issue causing minimal user impact   | 1 Business Day   | 3 Business Days                       | 90 days                             |
| S4             | General questions or issue not impacting users  | 1 Business Day   | 5 Business Days                       | N/A                                 |

Your account may have a specific agreement with ScienceLogic for your SLA, please check with your Customer Success Manager.

If you believe that the business impact has changed since the case was created, please ask the assigned Technical Support Engineer (TSE) to increase the severity of a case.

## Case Priority Levels

[Priority level](#) helps ScienceLogic Support determine the urgency – how long it will be until an incident has a significant business impact. There are four priority levels:

1. **Highest:** The damage caused by this incident increases rapidly and can result in extended downtime or greater business impact over time. The issue can grow into a higher severity issue if not handled in a timely manner.
2. **High:** The damage caused by this incident increases considerably over time.
3. **Medium:** The damage caused by this incident is not increasing. The issue needs to be fixed but there are other high priority tasks. The priority is lowered because of other blocking factors. Workaround may or may not be required depending on the customer's need.
4. **Low:** No or very nominal impact on the current system. Does not require a fix or workaround.

## Product Defects

When an Incident case is confirmed to be a defect by the Technical Support team, they will transfer the case to Engineering & product management teams for a fix. You will be given an "Engineering Ticker number" (Example **EM-34068**). All defects are prioritized by the product management teams. If you believe that a particular defect is blocking your work, please log a [service request](#) to let your Customer Success Manager (CSM) know.

## Feature Requests

We welcome your feedback to improve and enhance ScienceLogic Products. Please submit all feature requests by [creating a service request](#) from our Support site. Your Customer Success Manager (CSM) is the focal point for all feature requests.

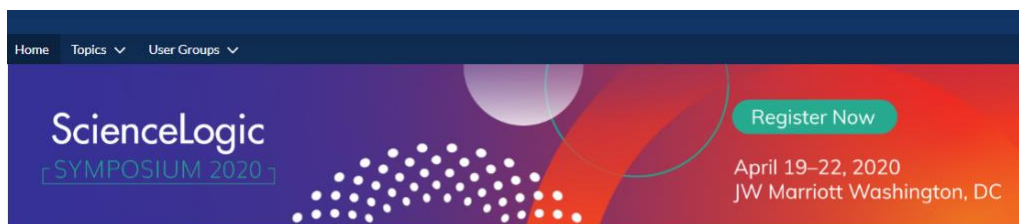
## 6 Escalation to Support Management

You can escalate a case which is lacking updates or violating defined SLAs by using one of the following methods:

1. For urgent situations, call ScienceLogic [Support Phone line](#) and request to be put through to the Duty Manager. They will follow up on your requests.
2. For non-urgent situations, call ScienceLogic [Support Phone line](#) and request that your case to be escalated. The support center will open an escalation case for you and the Support Management team will follow up on your request during the business day.
3. Request your Customer Success Manager (CSM) to escalate a case on your behalf.

## 7 ScienceLogic Community

We encourage you to connect and collaborate with fellow [ScienceLogic Community](#) members on our community site. You do not need a separate credential to log in and can simply navigate to community site from the Home page. You can ask questions, join a user group or participate in a discussion with other community members.



### Welcome to the ScienceLogic Community

Learn, connect and collaborate with fellow ScienceLogic Community members



Platform Administration



Data Collection



User Administration



System Integration

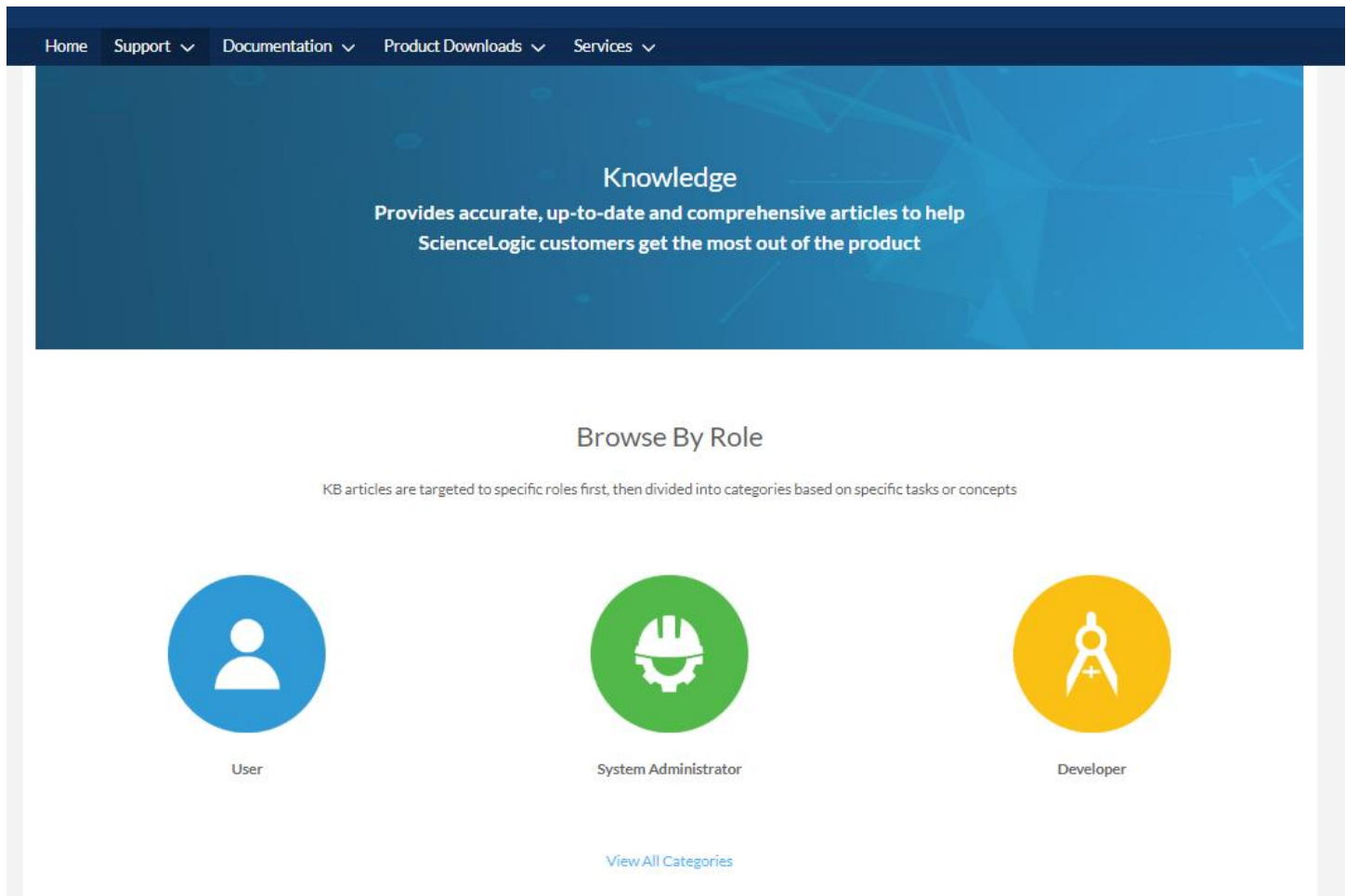


Reporting And Dashboards

[View All Topics](#) | [View All Questions](#)

## 8 Knowledge Base Articles

ScienceLogic provides accurate, up-to-date and comprehensive articles to help our Customers get the most value out of the product. Please visit our [Knowledge base center](#).



The screenshot shows the ScienceLogic Knowledge Base center homepage. At the top is a dark blue navigation bar with links for Home, Support, Documentation, Product Downloads, and Services. Below this is a large blue banner with the word "Knowledge" in white, followed by the text "Provides accurate, up-to-date and comprehensive articles to help ScienceLogic customers get the most out of the product". Underneath the banner is a section titled "Browse By Role" with a subtext: "KB articles are targeted to specific roles first, then divided into categories based on specific tasks or concepts". There are three circular icons representing roles: a blue circle with a white person icon labeled "User", a green circle with a white hard hat and gear icon labeled "System Administrator", and a yellow circle with a white compass and square icon labeled "Developer". Below these icons is a link that says "View All Categories".

## 9 Learning Services

We highly recommend that your ScienceLogic Users and Administrators complete trainings offered by our Learning Services team. This will ensure that your ScienceLogic Administrators have the necessary knowledge & skills to successfully operate and maintain the platform. This will also ensure a timely resolution of your Support cases as trained administrators are more likely to provide accurate and complete information of an issue. Please review the [available training programs](#) on our Support Site. If you need more information, please email [training@sciencelogic.com](mailto:training@sciencelogic.com)

For scheduling a training session for your team, please [submit a service request](#) so that our customer success team can organize this for you.

## ScienceLogic Training Services

ScienceLogic offers a comprehensive set of end-user training programs that can help you be more efficient and productive. The programs are tailored to specific roles and offered as on-demand courses, instructor-led, web-based courses, and a custom training curriculum provided by an on-site instructor.

Get started with on-demand training courses



### The Operator Learning Path

Teaches monitoring basics. It is designed to help NOC operators see, contextualize, and act upon events and event-driven data that correlates with infrastructure downtime.

[Learn more >](#)



### The Dashboard Learning Path

Teaches advanced reporting. It is designed to help all team members use the ScienceLogic SL1 platform for day-to-day monitoring and reporting.

[Learn More >](#)



### Operator

- Responds to events
- Performs discovery tasks
- Implements monitoring policies
- Troubleshoots infrastructure & network issues
- Answers customer questions



### Administrator

- Implements updates
- Provides backups
- Configures HA & DR
- Monitors collector/DB communication
- Provides new collector builds



### Power User

- Designs & builds dashboards
- Models business services
- Defines requirements for dynamic applications, integrations, & automations
- Develops automations



### Developer

- Creates reports
- Designs & implements dynamic applications
- Defines & implements automations
- Creates dashboard widgets

## 10 Product Downloads

### ScienceLogic Platform Releases

ScienceLogic intends to release a new update every 6 months. You can download Product updates from our Support site. Please thoroughly read release notes before installing an update. As soon as a product release becomes End-of-Maintenance (EOM) and End-of-Life (EOL), it will be removed from our Support site however you will still be able to view documentation for the [older releases](#) on our documentation page

Home Support Documentation Product Downloads Services Contact Us

## Platform Downloads

Ensure your ScienceLogic platform is up-to-date with the latest features and fixes. Carefully read the patch-related Release Notes for any known issues, required manual updates, or warnings.

Start by choosing a product version from the list below: New Here? Check out [this video](#) for a quick overview

| Release Version Name               | Release Date | End of Maintenance | End of Life |
|------------------------------------|--------------|--------------------|-------------|
| <a href="#">SL1 Big Ben 8.14</a>   | 1/2/2020     | 6/30/2021          | 12/31/2021  |
| <a href="#">SL1 Big Ben 8.12</a>   | 4/23/2019    | 10/31/2020         | 4/30/2021   |
| <a href="#">SL1 Acropolis 8.9</a>  | 7/27/2018    | 1/31/2020          | 7/31/2020   |
| <a href="#">SL1 Acropolis 8.8</a>  | 5/1/2018     | 10/31/2019         | 4/30/2020   |
| <a href="#">SL1 Acropolis 8.10</a> | 11/29/2018   | 4/30/2020          | 10/31/2020  |

## PowerPacks

A PowerPack is an exportable and importable package of one or more Dynamic Applications, device classes, device templates, event policies, custom reports, dashboard widgets, dashboards, run book policies, run book actions, ticket templates, credentials, proxy XML transformations, themes, device categories, device dashboards, and/or IT service policies. ScienceLogic has posted PowerPacks on the [legacy portal](#) along with the corresponding documentation, release notes and other relevant information. You can click on the “**Subscribe for updates**” button on each PowerPack page to get email notifications when a new PowerPack is released.

PowerPacks are classified into Gold, Silver, Bronze and no medal statuses. The intention of PowerPack classification is to provide visibility into current market focus of ScienceLogic and intention to update and maintain PowerPack capabilities.

**Gold:** goal to update at least twice a year.

**Silver:** goal to update at least once a year.

**Bronze:** will be updated as needed basis, with no guarantee of time frame.

**No Medal:** PowerPack of this classification are generally community packs and are maintained as is, where is, by the author who published it.

PowerPacks Type can be GA (General availability), Beta, Pilot, Archived or New. Please review the [PowerPack Glossary page](#) for more details on how these different types of PowerPacks are supported by us.

Please carefully review the PowerPack release notes before updating the PowerPack on your ScienceLogic platform. If you have any question about any PowerPack, please feel free to [submit an incident case](#) and our technical Support team will get back to you.

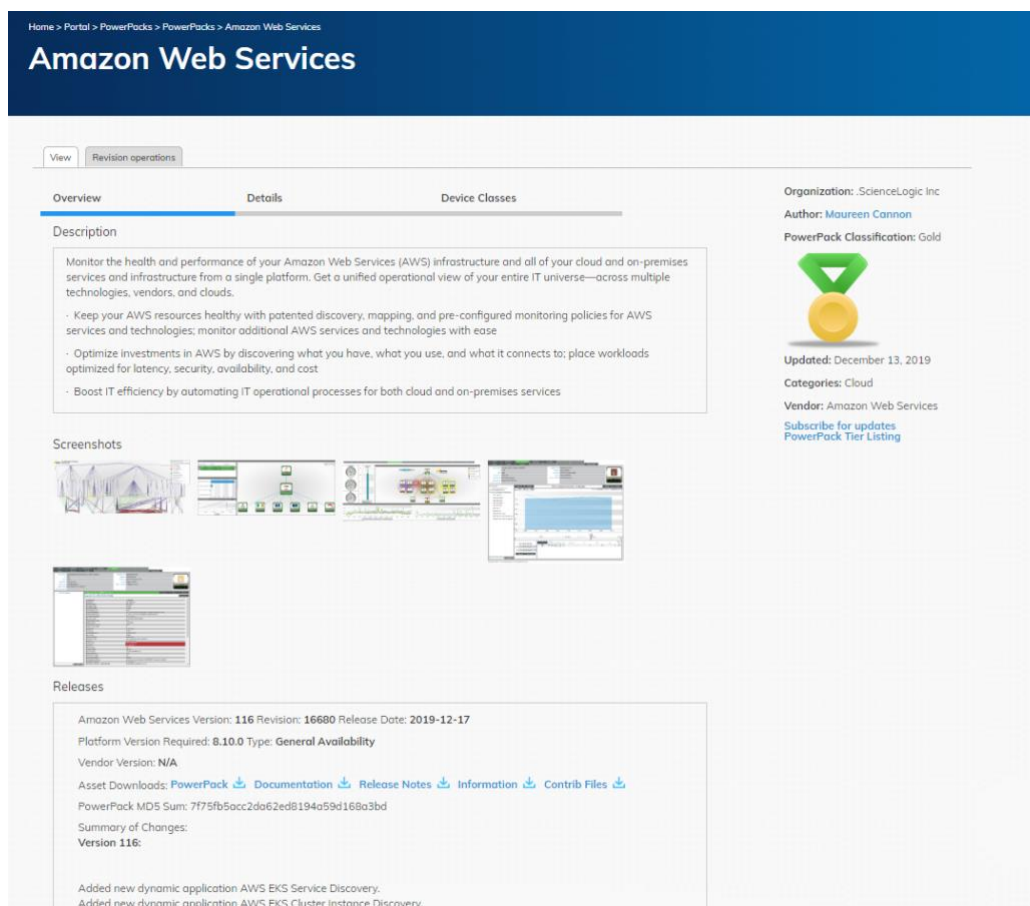


Image: Example PowerPack Page

## Miscellaneous Downloads

Miscellaneous files may include MariaDB RPM files, SL1-maps package, Third-party documents and work-around scripts etc. These are still available via our [Legacy Portal under "Downloads"](#)

## 11 Product Updates

Visit our [Product Updates page](#) on Support Site for future planned releases & their status, Product Lifecycle (EOM and EOL dates) and product Roadmap information.

ScienceLogic does not support installing any additional packages on the appliances. If you have a business need to install a new package, you should submit a feature request by creating a [service request](#) on our Support site and our Customer Success team will discuss the feasibility of including the package in the next update cycle with our Engineering team and will get back to you.

## 12 Product Documentation

Product Documentation has been organized into multiple product areas, please visit the [documentation page](#) on our support site to view Product documentation. If you see any errors in the documentation, please create an [incident case](#) from Support Site. Our Technical Support team will write a "**Documentation Defect**" for the technical writers to get it corrected. We welcome your general feedback. Please feel free to contact the ScienceLogic documentation team at: [documentation@sciencelogic.com](mailto:documentation@sciencelogic.com)

## Product Documentation

Explore ScienceLogic latest documentation or review earlier versions



### General Information

Platform, Architecture, Security and UI Overview

[Resources >](#)



### Installation and Configuration

Appliance Configuration and Security Related Topics

[Resources >](#)



### Administration and Accounts

User Access, Administration, and Customization

[Resources >](#)



### Monitoring Tools

Data Collection, Device Management and Business Services

[Resources >](#)



### Events and Management

Management, Customization, and Advanced Events

[Resources >](#)



### Data Visualization and Reporting

Dashboards, reports and views

[Resources >](#)



### Business Management Tools

Asset Management, IT Services, and Ticketing

[Resources >](#)



### Content Development and Integration

APIs, Dynamic Apps And Implementation Examples

[Resources >](#)

## 13 Customer Operations team

Our customer operations team is responsible for a variety of functions including processing Licensing requests, Billing, Dell Hardware, Support site user account issues or Legacy portal user account issues



## License Requests

ScienceLogic Support team does not handle License requests. Please review the KB article for [requesting a License file](#) for your ScienceLogic appliance. Go to the Support Site and click on the "Submit a License Request" button and complete the form. Our Licensing team will get back to you the next business day. You will be needing a 'registration key' from the ScienceLogic Appliance to submit a license request.

### License Request Form

If you need to license a ScienceLogic Appliance you've come to the right place! This page will allow you to generate a license for Administration Portals, Data Collectors, Message Collectors, or Integration Servers. It will submit a license ticket for All-In-One appliances or Database Servers.

For information on Trial Licenses please refer to our dedicated [KB article](#) or [submit your request directly here](#).

**Step 1 - Appliance Information**

\* Select a Platform to License

\* Appliance Type

\* Appliance Environment

\* Request Type

Appliance Hostname

Appliance MAC Address

\* Requested Duration

Quote or Purchase Order Number

\* Reason for Request

**Step 2 - Upload Appliance Registration Key**

Please upload the registration key file from the Appliance that is being licensed

Or drop files

### Instructions

1. Fill Out Appliance Information
  - a. Please fill out this form, including all required fields marked with \*.
  - b. Click on Submit License Request and proceed to Step 2.
2. Upload Appliance Registration Key
  - a. Upload your appliance registration key. Please note, the request will not be processed, if you do not complete this step.

If you need help filling out the form, please refer to the following [KB article](#).

## Trial License Request

You can generate trial licenses from our [legacy portal](#) for free which are valid for 30 days and 1000 devices. Please complete the form and submit your request. A license will be immediately generated upon submitting your request.

### Request Trial License

If you need to license a ScienceLogic Appliance you've come to the right place! This page will allow you to generate a license for Administration Portals, Data Collectors, Message Collectors, or Integration Servers. It will submit a license ticket for All-in-One appliances or Database Servers.

In order to get a new license you have to have to generate a registration key from your appliance. You can find instructions on how to do that [here](#)

Organization \* ScienceLogic Inc

Choose the organization to which this license will be issued.

Appliance Type \* All-in-One

What type of ScienceLogic appliance needs to be licensed.

Appliance Environment \* Trial - Free (30 days, 1k devices)

What environment is the license being generated for? Production, Lab, or Trial

Appliance Hostname

This information is stored in the ScienceLogic asset system. Please fill this field out as it is used to determine appliance rebuilds and identifies as an asset. If regulations require you to leave this field blank, please add to the 'reason for request' this is a rebuild request and which appliance you are rebuilding.

Appliance MAC Address

This information is stored in the ScienceLogic asset system. It is used to create DRBD license requests.

Key file from server to be licensed \*

Choose File | No file chosen

UPLOAD

Requested Duration

What is the period of time the license is needed? Licenses will be provided for the duration of your agreement unless specified otherwise.

Reason for Request

Source X Undo Redo Bold Italic Underline Strikethrough Link Unlink Text Color Background Color Bulleted List Numbered List Indent Outdent

Format - | B I U S | | | | | | |

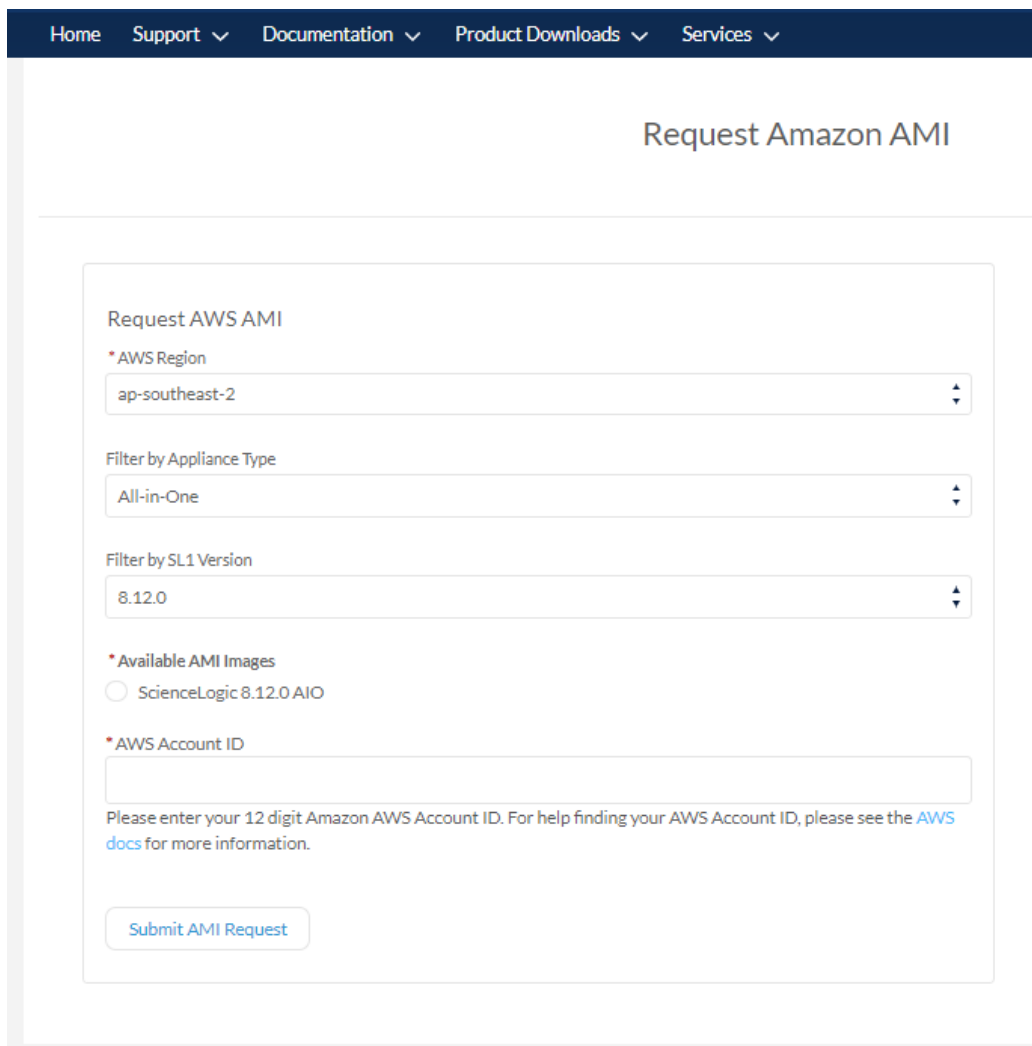
Switch to plain text editor

Please describe the reason for making the license request. This information is stored in the ScienceLogic asset system.

SUBMIT LICENSE REQUEST

## Amazon Web services (AWS) AMI (Amazon Machine Image) request

You can submit a request on our [Support Site](#) to access a particular ScienceLogic AMI image. AWS AMI(s) will be immediately shared with your nominated AWS account in the selected AWS Region and you will be able to access the AMI(s) from your AWS account under "Images>>AMIs>>Private images". If you face any problems in getting access to ScienceLogic AMIs, please [submit an "Incident" case](#) and our technical Support team will reach out to you.



The screenshot shows a web form titled "Request Amazon AMI" with a dark blue navigation bar at the top containing links for Home, Support, Documentation, Product Downloads, and Services. The form itself is white and contains the following fields and options:

- Request AWS AMI**
- \* AWS Region**: A dropdown menu with "ap-southeast-2" selected.
- Filter by Appliance Type**: A dropdown menu with "All-in-One" selected.
- Filter by SL1 Version**: A dropdown menu with "8.12.0" selected.
- \* Available AMI Images**: A radio button selection for "ScienceLogic 8.12.0 AIO".
- \* AWS Account ID**: An empty text input field.
- A note below the account ID field: "Please enter your 12 digit Amazon AWS Account ID. For help finding your AWS Account ID, please see the [AWS docs](#) for more information."
- Submit AMI Request**: A blue button at the bottom of the form.

## Billing Problems

If you believe that your billing data is incorrect or subscription process is having an issue or devices are not classified correctly for Billing purposes, Please review [Billing FAQ](#) KB Article and

Setting up [Subscription Billing](#) KB article and submit a "[Service Request](#)" via Support site and our billing team will get back to you the next business day.

## Dell Hardware Support

We provide support for any issues relating to Dell Hardware purchased through ScienceLogic. Please make sure to review the KB article on "[What to collect on "Platform: Hardware" incidents](#)" and create an incident case from [Support Site](#). ScienceLogic Technical Support will troubleshoot the issue with you and will engage Dell Support if necessary, to resolve the issue.

## Support Site And/or Legacy Portal User Account Issue

If you are facing any problems getting into Support Site and/or legacy portal. You have 2 options to get it sorted.

- 1) If you still have access to your account, please create a service request and our Customer Operations team will get back to you.
- 2) If you don't have access to your account, you can either send an email to our Customer Operations team at [customer-accounts@sciencelogic.com](mailto:customer-accounts@sciencelogic.com) or call Technical Support Helpline and our Technical Support team will create a Service Request on your behalf and will send the service request to our Customer Operations team and they will be in touch.

## Third-party products License

If you are using any of the following third-party products:

- NetLine Dancer
- Layer-X
- Agentil
- NetScout
- RestorePoint

[Create a service request](#) from our support site, choose the Category of “Third Party License Request” and provide details of the platform for which a license is needed. Our Customer Operations team will get back to you the next business day.

## 14 Support for Third party Products & integrations

ScienceLogic Technical Support provides Level-1 troubleshooting for all third-party products bundled with ScienceLogic Products and Third-party integrations delivered by ScienceLogic Professional Services Team. It is important to provide complete details about the issue and have the third-party administrator open a case with Technical Support team. If ScienceLogic Technical Support team is unable to resolve the issue, we will engage our third-party vendors by opening a support case with them.

## 15 Cloud Operations team

### Overview

ScienceLogic SaaS offering provides an efficient, expedient, and secure SL1 instance that offers exceptional performance and reliability.

ScienceLogic Manages:

- Database Hardware, Firmware, software updates & refreshes
- HA link+ DR (if purchased) + testing
- Backup location
- Monitoring of availability and capacity of infrastructure
- Firewalls, Redundant ISP
- Infrastructure access controls

Customer Manages:

- Collector Infrastructure and updates

### What does Cloud Operations team monitor?

ScienceLogic SaaS offering includes monitoring the SaaS instance components from our own SL1 platform. If an exception event is detected, ScienceLogic technical support is notified via a support incident case and we will respond per the contractual service level standards.

Monitored components include:

- Performance and availability of the SaaS database
- All network service performance, quality, and availability
- Server availability
- CPU Utilization
- Memory Utilization
- Swap Memory Utilization
- Backup failure or overrun
- DRBD Sync /performance
- Disk Performance Statistics

## Submitting a change request for SaaS

If you would like to submit a change request for issues like:

- Firewall Change
- PhoneHome token request
- Other Change Requests

[Create a service request](#) from our Support Site and our Cloud Operations team will get back to you. You will be informed once the change has been implemented. Please submit your request at least **7 days** prior to the intended change.

## 16 Support Satisfaction Survey

Your feedback is important to us. Once your incident Case is resolved, we may send you a short survey to gauge your satisfaction and measure how well we performed. This will help us to improve your experience & future interactions with ScienceLogic Support. Your feedback drives our change. Please help us improve your support experience by completing the **CSAT** survey you may receive upon case closure.

## 17 ScienceLogic Support Offerings

For any questions about ScienceLogic's Support Offerings, please reach out to our Customer Success team by [Creating a service request](#)

### Base Support

Base Level support services provide access to ScienceLogic 24x7 Technical Support team through your dedicated Web Support portal. Online Access to documentation, technical resources, knowledge base, product downloads and discussion forums are also included.

## Standard Support

Standard levels of support services provide access to ScienceLogic 24x7x365 Technical Support team via both phone to a professional call center, or through your dedicated Web Support portal. Online Access to documentation, technical resources, knowledge base, product downloads and discussion forums are also included.

## Advanced Support

In addition to Standard support, Advanced level of Support services adds the Upgrade Health check and Coordination Service. Through notification via your Customer Success Manager (CSM), a support engineer will perform a defined scope health check of your environment to identify any conditions that may impede your planned upgrade of SL1 software. They will guide you through the conditions found and provide recommendations on how they can be addressed.

## Premier Support

In addition to Standard & Advanced Support, Premium level of support adds a dedicated support line for your organization, and the options for a Weekly Carelog review. The Weekly Carelog is a touchpoint call with a Technical Support Engineer where all open support cases are discussed.

## 18 Appendix A: ScienceLogic Self-Help Resources

[ScienceLogic Support](#) Submit a case or service request, access product documentation, product release notes, product downloads, Knowledge base articles, join community discussions and submit a license request

[Legacy portal](#) Download PowerPacks

[Product Updates page](#) Download Product patches and ISOs

[Product Documentation](#) Find product documentation

[Release notes](#) Find Product release notes

[Knowledge base articles](#) Find helpful knowledge base articles about common issues

[Systems Requirements page](#) Find system requirements details for deployment in different environments

[Support helpline](#) Find Support contact details

[Product Updates](#) Find status of planned releases, product lifecycle and product roadmap details

[Learning Services](#) Find a comprehensive set of end-user training programs

## 19 Appendix B: Helpful Knowledgebase Articles

| <b>Knowledgebase Articles - Raising an Incident</b>   | <b>External link</b>  | <b>KB Article Number</b> |
|---|---|--------------------------|
| Support: Getting Started  | <a href="https://support.sciencelogic.com/s/article/1158">https://support.sciencelogic.com/s/article/1158</a> | 1158                     |
| How To Create an Incident Case  | <a href="https://support.sciencelogic.com/s/article/1327">https://support.sciencelogic.com/s/article/1327</a> | 1327                     |
| What are case Severity levels, examples and support effort?   | <a href="https://support.sciencelogic.com/s/article/1035">https://support.sciencelogic.com/s/article/1035</a> | 1035                     |
| What are case Priority levels and examples of each priority in combination with Severity level      | <a href="https://support.sciencelogic.com/s/article/1002">https://support.sciencelogic.com/s/article/1002</a> | 1002                     |
| What can be brought up to Support management as an escalation?                                      | <a href="https://support.sciencelogic.com/s/article/1033">https://support.sciencelogic.com/s/article/1033</a> | 1033                     |
|   |   |                          |
| <b>Knowledgebase Articles - Regularly Referred</b>  | <b>External link</b>  | <b>KB Article Number</b> |
| How to run the System Status Script   | <a href="https://support.sciencelogic.com/s/article/1075">https://support.sciencelogic.com/s/article/1075</a> | 1075                     |
| ScienceLogic Glossary of Terms [A-M]  | <a href="https://support.sciencelogic.com/s/article/1446">https://support.sciencelogic.com/s/article/1446</a> | 1446                     |
| ScienceLogic Glossary of Terms [N-Z]  | <a href="https://support.sciencelogic.com/s/article/1448">https://support.sciencelogic.com/s/article/1448</a> | 1448                     |
|   |   |                          |
| <b>Knowledgebase Articles - "What to Collect On...." Series</b>                                     | <b>External link</b>  | <b>KB Article Number</b> |
| What to collect on "Platform: Data pull" incidents  | <a href="https://support.sciencelogic.com/s/article/1076">https://support.sciencelogic.com/s/article/1076</a> | 1076                     |
| What to collect on "Platform: Inbound Messaging (Syslog/trap/email)" incidents                      | <a href="https://support.sciencelogic.com/s/article/1088">https://support.sciencelogic.com/s/article/1088</a> | 1088                     |
| What to collect on "Platform: Data Collection: Dynamic App" incidents                               | <a href="https://support.sciencelogic.com/s/article/1065">https://support.sciencelogic.com/s/article/1065</a> | 1065                     |
| What to collect on "Platform: Data Collection: Interface Bandwidth" incidents                       | <a href="https://support.sciencelogic.com/s/article/1067">https://support.sciencelogic.com/s/article/1067</a> | 1067                     |
| What to collect on "Platform: Backups" incidents  | <a href="https://support.sciencelogic.com/s/article/1057">https://support.sciencelogic.com/s/article/1057</a> | 1057                     |
| What to collect on "PowerPacks: Solution: Integration (SNOW, iPaaS)" incidents                      | <a href="https://support.sciencelogic.com/s/article/1039">https://support.sciencelogic.com/s/article/1039</a> | 1039                     |
| What to collect on "User Interface: Dashboards" incidents   | <a href="https://support.sciencelogic.com/s/article/1145">https://support.sciencelogic.com/s/article/1145</a> | 1145                     |
| What to collect on "Platform: Discovery: Initial Discovery" incidents                               | <a href="https://support.sciencelogic.com/s/article/1082">https://support.sciencelogic.com/s/article/1082</a> | 1082                     |
| What to Collect on "PowerPacks: Solution: Microsoft" Cases  | <a href="https://support.sciencelogic.com/s/article/1417">https://support.sciencelogic.com/s/article/1417</a> | 1417                     |
| What to collect on "Platform: Discovery: Nightly Discovery" incidents                               | <a href="https://support.sciencelogic.com/s/article/1084">https://support.sciencelogic.com/s/article/1084</a> | 1084                     |
| What to collect on "Platform: Agent" incidents  | <a href="https://support.sciencelogic.com/s/article/1062">https://support.sciencelogic.com/s/article/1062</a> | 1062                     |
| What to collect on "PowerPacks: Solution: Cloud - Azure" incidents                                  | <a href="https://support.sciencelogic.com/s/article/1037">https://support.sciencelogic.com/s/article/1037</a> | 1037                     |
| What to collect on "Platform: Data Collection: Topology Collection/Crunch(L3, LLDP, CDP)" incidents | <a href="https://support.sciencelogic.com/s/article/1071">https://support.sciencelogic.com/s/article/1071</a> | 1071                     |
| What to collect on "PowerPacks: Community PowerPack" incidents                                      | <a href="https://support.sciencelogic.com/s/article/1017">https://support.sciencelogic.com/s/article/1017</a> | 1017                     |
| What to collect on "Platform: Config Push" incidents  | <a href="https://support.sciencelogic.com/s/article/1058">https://support.sciencelogic.com/s/article/1058</a> | 1058                     |
| What to collect on "Platform: Data Collection: TCP Port Monitor" incidents                          | <a href="https://support.sciencelogic.com/s/article/1070">https://support.sciencelogic.com/s/article/1070</a> | 1070                     |
| What to collect on "PowerPacks: Solution: Microsoft/Database/Systems" incidents                     | <a href="https://support.sciencelogic.com/s/article/1040">https://support.sciencelogic.com/s/article/1040</a> | 1040                     |
| What to collect on "PowerPacks: Solution: Stock reports" incidents                                  | <a href="https://support.sciencelogic.com/s/article/1044">https://support.sciencelogic.com/s/article/1044</a> | 1044                     |



|  |   |      |
|--|---|------|
| What to collect on "Platform: Content Library" incidents   | <a href="https://support.sciencelogic.com/s/article/1059">https://support.sciencelogic.com/s/article/1059</a> | 1059 |
| What to collect on "Platform: Agent: Streamer" incidents   | <a href="https://support.sciencelogic.com/s/article/1061">https://support.sciencelogic.com/s/article/1061</a> | 1061 |
| What to collect on "Platform: MySQL/MariaDB" incidents   | <a href="https://support.sciencelogic.com/s/article/1092">https://support.sciencelogic.com/s/article/1092</a> | 1092 |
| What to collect on "Platform: Data Collection: Availability" incidents                                 | <a href="https://support.sciencelogic.com/s/article/1063">https://support.sciencelogic.com/s/article/1063</a> | 1063 |
| What to collect on "Platform: IP Address Management (IPAM)" incidents                                  | <a href="https://support.sciencelogic.com/s/article/1122">https://support.sciencelogic.com/s/article/1122</a> | 1122 |
| What to collect on "Platform: Execution Environments" incidents  | <a href="https://support.sciencelogic.com/s/article/1086">https://support.sciencelogic.com/s/article/1086</a> | 1086 |
| What to collect on "PowerPacks: Solution: Storage" incidents   | <a href="https://support.sciencelogic.com/s/article/1045">https://support.sciencelogic.com/s/article/1045</a> | 1045 |
| What to collect on "Platform: Hardware" incidents  | <a href="https://support.sciencelogic.com/s/article/1087">https://support.sciencelogic.com/s/article/1087</a> | 1087 |
| What to collect on "User Interface: Attributes and Tags" incidents                                     | <a href="https://support.sciencelogic.com/s/article/1144">https://support.sciencelogic.com/s/article/1144</a> | 1144 |
| What to collect on "User Interface: API" incidents   | <a href="https://support.sciencelogic.com/s/article/1143">https://support.sciencelogic.com/s/article/1143</a> | 1143 |
| What to collect on "PowerPacks: Solution: Unified Communications/Voice/Video" incidents                | <a href="https://support.sciencelogic.com/s/article/1046">https://support.sciencelogic.com/s/article/1046</a> | 1046 |
| What to collect on "Platform: Discovery: Dynamic Refresh" incidents                                    | <a href="https://support.sciencelogic.com/s/article/1083">https://support.sciencelogic.com/s/article/1083</a> | 1083 |
| What to collect on "Platform: Data Collection: Web Content Verifier" incidents                         | <a href="https://support.sciencelogic.com/s/article/1072">https://support.sciencelogic.com/s/article/1072</a> | 1072 |
| What to Collect on Agentil Support Cases   | <a href="https://support.sciencelogic.com/s/article/1391">https://support.sciencelogic.com/s/article/1391</a> | 1391 |
| What to collect on "Platform: Data Collection: OS Process" incidents                                   | <a href="https://support.sciencelogic.com/s/article/1068">https://support.sciencelogic.com/s/article/1068</a> | 1068 |
| What to collect on "Platform: Data Maintenance and Retention" incidents                                | <a href="https://support.sciencelogic.com/s/article/1073">https://support.sciencelogic.com/s/article/1073</a> | 1073 |
| What to collect on "Platform: Asset Management" incidents  | <a href="https://support.sciencelogic.com/s/article/1055">https://support.sciencelogic.com/s/article/1055</a> | 1055 |
| What to collect on "PowerPacks: Solution: Cloud - Other(AWS, Google Cloud, Openstack, etc.)" incidents | <a href="https://support.sciencelogic.com/s/article/1038">https://support.sciencelogic.com/s/article/1038</a> | 1038 |
| What to collect on "Platform: Device Classes" incidents  | <a href="https://support.sciencelogic.com/s/article/1077">https://support.sciencelogic.com/s/article/1077</a> | 1077 |
| What to collect on "PowerPacks: Solution: Networking /Security" incidents                              | <a href="https://support.sciencelogic.com/s/article/1041">https://support.sciencelogic.com/s/article/1041</a> | 1041 |
| What to collect on "Platform: Normalization (streaming rollup)" incidents                              | <a href="https://support.sciencelogic.com/s/article/1124">https://support.sciencelogic.com/s/article/1124</a> | 1124 |
| What to collect on "Platform: Device Groups" incidents   | <a href="https://support.sciencelogic.com/s/article/1078">https://support.sciencelogic.com/s/article/1078</a> | 1078 |
| What to collect on "Platform: ITSM" incidents  | <a href="https://support.sciencelogic.com/s/article/1090">https://support.sciencelogic.com/s/article/1090</a> | 1090 |
| What to collect on "Platform: Device Management" incidents   | <a href="https://support.sciencelogic.com/s/article/1079">https://support.sciencelogic.com/s/article/1079</a> | 1079 |
| What to Collect on "Third Party Integration: Layer X" Cases  | <a href="https://support.sciencelogic.com/s/article/1467">https://support.sciencelogic.com/s/article/1467</a> | 1467 |
| What to collect on "Platform: Event Management" incidents  | <a href="https://support.sciencelogic.com/s/article/1085">https://support.sciencelogic.com/s/article/1085</a> | 1085 |
| What to collect on "Platform: Data Collection: CBQoS" incidents  | <a href="https://support.sciencelogic.com/s/article/1064">https://support.sciencelogic.com/s/article/1064</a> | 1064 |
| What to collect on "Platform: Labels" incidents  | <a href="https://support.sciencelogic.com/s/article/1091">https://support.sciencelogic.com/s/article/1091</a> | 1091 |
| What to collect on "PowerPacks: Solution: Virtualization" incidents                                    | <a href="https://support.sciencelogic.com/s/article/1047">https://support.sciencelogic.com/s/article/1047</a> | 1047 |
| What to collect on "PowerPacks: Solution: Other" incidents   | <a href="https://support.sciencelogic.com/s/article/1042">https://support.sciencelogic.com/s/article/1042</a> | 1042 |
| What to collect on "Platform: Internationalization" incidents  | <a href="https://support.sciencelogic.com/s/article/1089">https://support.sciencelogic.com/s/article/1089</a> | 1089 |
| What to collect on "Platform: Data Collection: OS Service" incidents                                   | <a href="https://support.sciencelogic.com/s/article/1069">https://support.sciencelogic.com/s/article/1069</a> | 1069 |
| What to collect on "User Interface: Access Control" incidents  | <a href="https://support.sciencelogic.com/s/article/1142">https://support.sciencelogic.com/s/article/1142</a> | 1142 |

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| What to collect on "PowerPacks: Solution: Business Development" incidents                      | <a href="https://support.sciencelogic.com/s/article/1036">https://support.sciencelogic.com/s/article/1036</a> | 1036 |
| What to collect on "Platform: Authentication" incidents  | <a href="https://support.sciencelogic.com/s/article/1056">https://support.sciencelogic.com/s/article/1056</a> | 1056 |
| What to collect on "PowerPacks: Solution: Professional Services" incidents                     | <a href="https://support.sciencelogic.com/s/article/1043">https://support.sciencelogic.com/s/article/1043</a> | 1043 |
| What to collect on "Platform: Data Collection: Filesystem collection" incidents                | <a href="https://support.sciencelogic.com/s/article/1180">https://support.sciencelogic.com/s/article/1180</a> | 1180 |
| What to collect on "Documentation: Release Notes, Manuals, Power-Pack documentation" incidents | <a href="https://support.sciencelogic.com/s/article/1179">https://support.sciencelogic.com/s/article/1179</a> | 1179 |
| What to collect on "Platform: Credentials" incidents   | <a href="https://support.sciencelogic.com/s/article/1060">https://support.sciencelogic.com/s/article/1060</a> | 1060 |

## About ScienceLogic

The ScienceLogic SL1 platform enables companies to digitally transform themselves by removing the difficulty of managing complex, distributed IT services. We use patented discovery techniques to find everything in your network, so you get visibility across all technologies and vendors running anywhere in your data centers or clouds.

The power of our solution is that we collect and analyze millions of data points across your IT universe to help you make sense of it all. We automatically provide a complete inventory, track dynamic relationships between technologies, notify you about issues needing immediate attention, and enable you to initiate corrective actions – all in real-time. We also collaborate with you to integrate the platform with the rest of your IT management ecosystem so you can share data and automate your IT processes.