ScienceLogic

ScienceLogic Technical Support Welcome Guide

Last Updated January 2022

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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.

Updated: 10th Jan 2022
Version: 2.1

1. Welcome to ScienceLogic Technical Support

Welcome Guide

The purpose of this welcome guide is to introduce you to a variety of Product Support resources available to you. Our intention is to ensure that you are successful and that we provide you with an exceptional service and support.
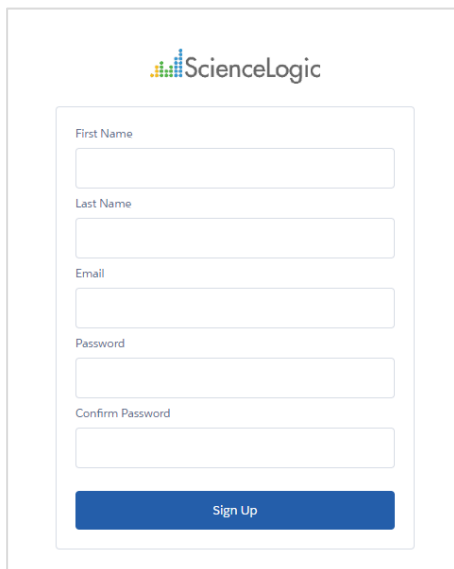
Global Technical Support Team

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 with details of the problem/error message.

Image: Sign up form

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:

Email 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

        1. Our team will process the request, approve or contact you for additional information

        2. Once you are set, visit the 'My Support and Customer Success' page for an all in one place access

Support Website Resources

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

- Incident Management (opening cases with Support team)

- Service Request Management (opening service requests with Customer Success management team)

- What's New?

- ScienceLogic Knowledgebase

- Documentation

- Learning Services

- Product Downloads

- Request License

- Community Discussions

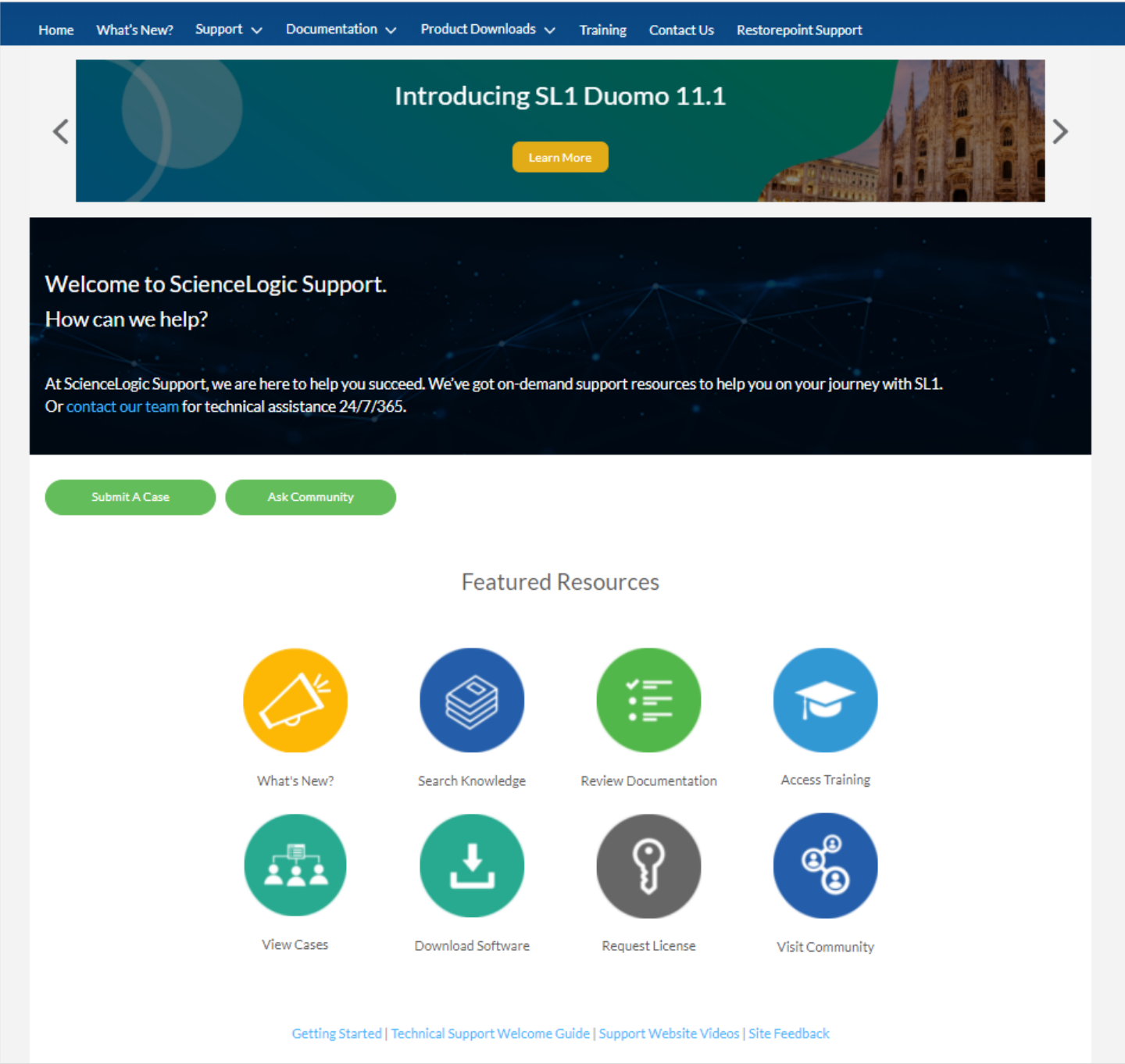Please review Support Homepage to get started with all the resources.

Image: Support website

3. Contacting Support

ScienceLogic will provide customer's information systems (IS) support personnel with 24x7x365 technical support to answer customer's routine questions about the ScienceLogic Products and Services and to assist customer in solving problems with the ScienceLogic Products and Services. 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. Technical Support is accessible via the ScienceLogic Support Portal (https://support.sciencelogic.com/)and through telephone on:

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
India Toll Free: 000 80004 02649

Support 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

Technical support will only be provided to Authorized End Users. ScienceLogic will provide online assistance to Customer through access to a support site that may include any of the following: a knowledge base, on-line case tracking, frequently asked questions and user documentation. If appropriate, Customer will cooperate with ScienceLogic to allow and enable ScienceLogic to perform technical support via remote connection using standard, commercially available remote software. Subscriber shall be solely responsible for instituting and maintaining proper security safeguards to protect Subscriber systems and data.

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.

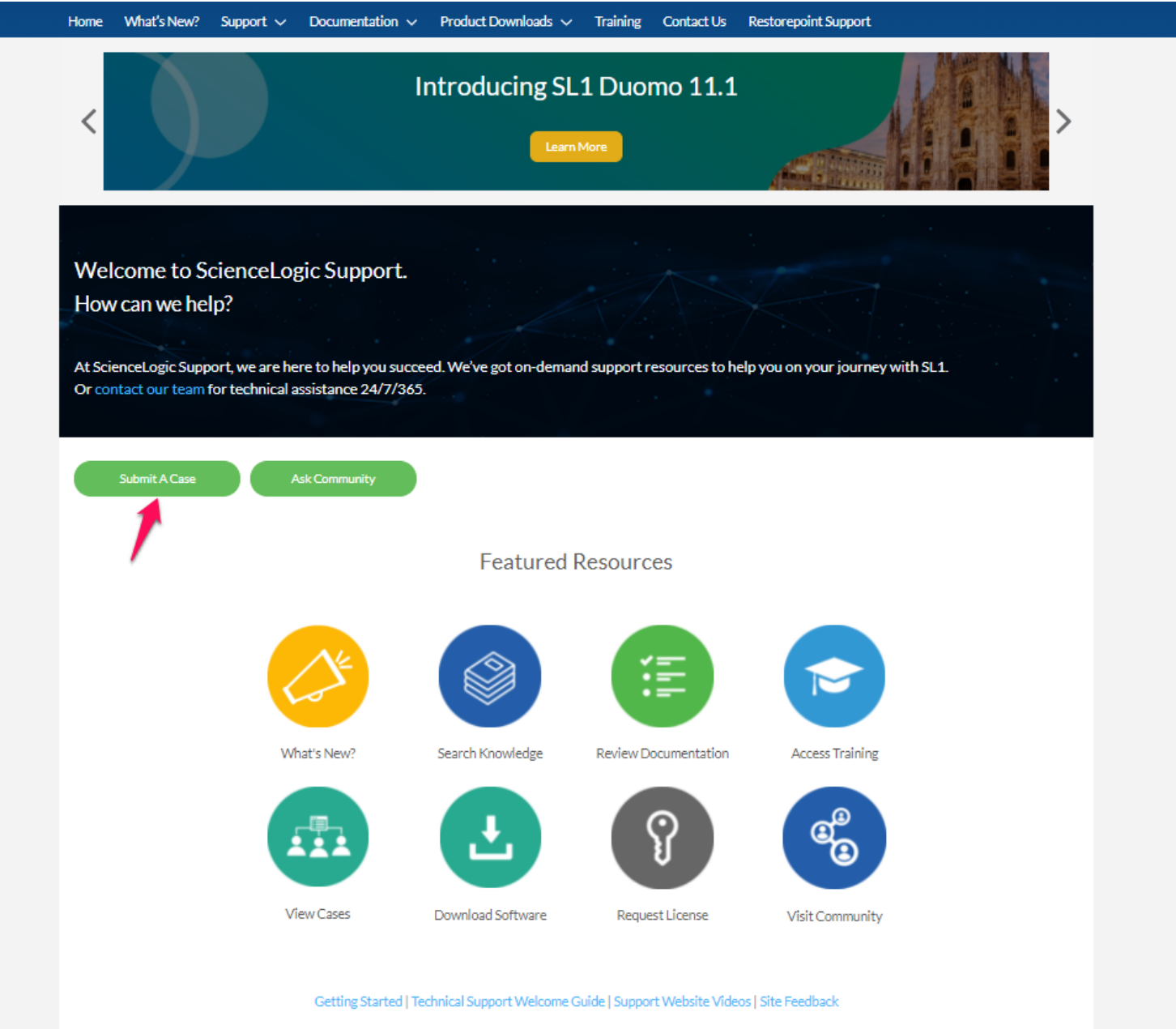Once logged in to the Support website, click on the "**Submit A Case**" icon to be taken to the New Case page.

Image: Submit a Case button

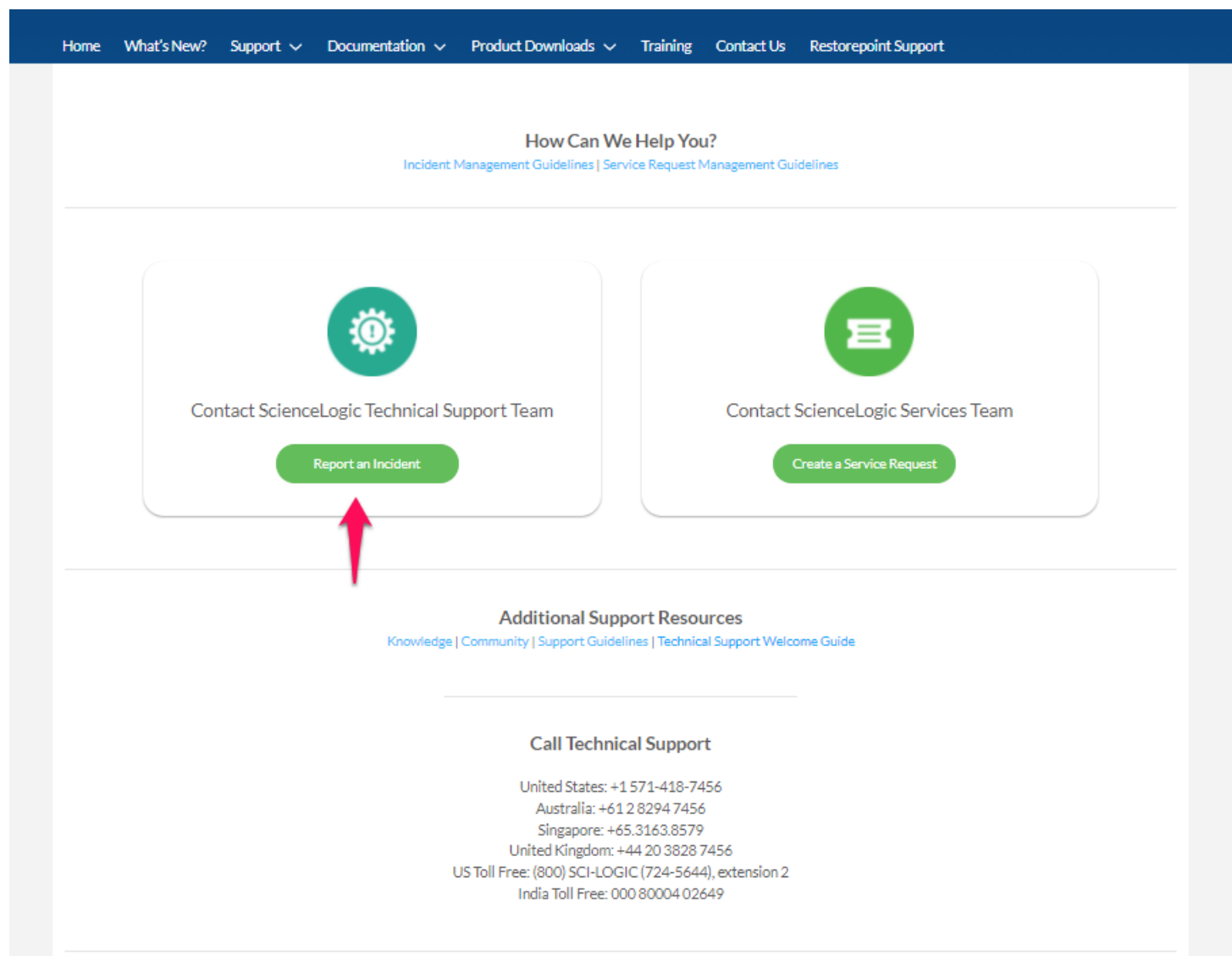Then click the Report an Incident button to begin the Incident Case creation process.

Image: Report an Incident Button

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. Make sure to include:

    • Clear problem description

    • Applicable error messages and platform version numbers

    • Detailed questions or requests for support personnel

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.

Contact Technical Support
Tell Us How We Can Help.

* Platform ⓘ

| 📕 .ScienceLogic Inc | ✕ |

* Platform Instance Type ⓘ

Production ▾

* Category ⓘ

Platform ▾

* Sub-Category ⓘ

Backups ▾

* Subject ⓘ

Backup failed

* Description ⓘ

Full backup is failing

* Severity ⓘ

S3 ▾

* Priority ⓘ

2 - High ▾

* Timezone For Support Case ⓘ

(GMT-05:00) Eastern Standard Time (America/New York) ▾

Business Impact ⓘ

High Impact, we need to ensure that we have a recent backup of our SL1 instance available

Submit

Need Answers Fast?
Find What You Need Here.

ALL RESOURCES   DOCUMENTATION   KNOWLEDGE   TRAINING   MORE ⌄

FEATURED

Master Knowledgebase Articles - "What to Collect On..." Series   12/2/2020

To speed up troubleshooting when opening a case please refer to the following ... What to collect on Platform incidents. ... Authentication incidents **Backup** incidents Config Push incidents

Details ⌄

Backup Failed with Error 2   2/22/2019

... the logs with extraneous messages. Image: **Backup** Agent with Debug enabled If a **backup fails**, and /var/log/em7/silo.log shows something similar to ... Check the /var/log/em7/**backup**.output file.

Details ⌄

Failed DR Backup Leaves DR Node as Primary Node   8/31/2020

... information without the overhead of **backups**. So, when a DR **Backup** begins: The DR **Backup** script pauses ... If the **backup** process **fails**, the DR node will remain a Primary database and it will ...

Details ⌄

Full Backup stops working after an upgrade to a 10.1.x+ release: "backup error: backup process failed: None (1)"   9/15/2020

"**backup** error: **backup** process **failed**: None (1)" ... MariaDB version 10.4.12+, as we are using mariabackup for full **backups**, and it is not compatible with MariaDB versions older than 10.2.2.

Details ⌄

Troubleshooting Backup Failures   2/21/2019

Backup error - insufficient space: Confirm the available disk space on the remote **backup** server. ... If the credential and disk space are looking good but the **backup** still **fails**:

Details ⌄

Image: Case Opening form

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.
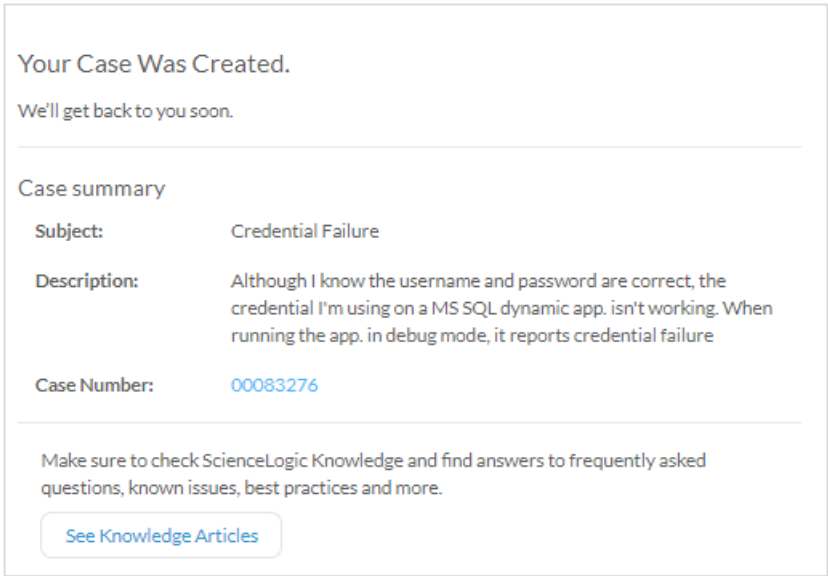
Your Case Was Created.

We'll get back to you soon.

Case summary

Subject:	Credential Failure
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
Case Number:	00083276

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

See Knowledge Articles

Image: Case creation message

To view your cases, click on the "**My Support and Customer Success**" link under "**Support**" Tab and you will be presented with a list of your open cases, with tabs to show your Incident cases, Service Requests, and Engineering Issues. For more details on this topic, check this KBA: "Viewing Cases".
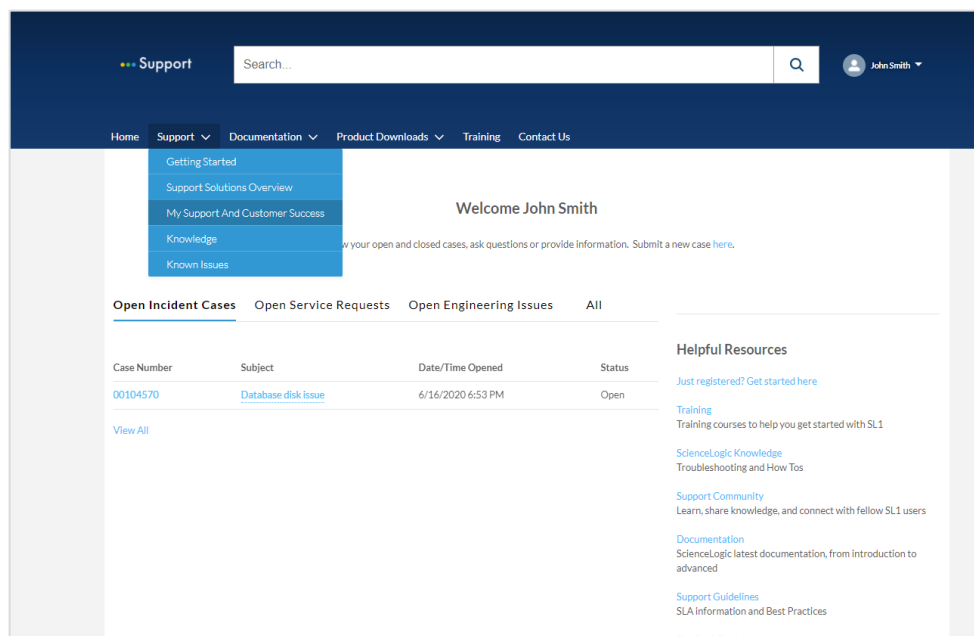
Image: Case View page

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

Customer Case Management (CCM)

This customer functionality is only available for support incident cases record types and uses Case Actions. There are currently three case actions the customers can execute. More details about these features are available in this KBA: **Customer Case Management new functionality added to My Support** https://support.sciencelogic.com/s/article/6420.

Case Action	Required Customer Info	Case Status Changed To
Put Case On Hold	• Hold date 48 hours to 20 days in the future • Reason pick list • Comments (optional)	On Hold
Request Case Closure	• Reason pick list • Comments (optional)	Investigation Complete
Request Case Reopen	• Reason pick list • Comments (optional)	Open *If closed >10 days, new case is created with original case subject and description

Case Actions

Customer Case Management actions allow customers to manage the status of their own cases. Selecting an action below will display additional information about how the action works.

Put Case On Hold
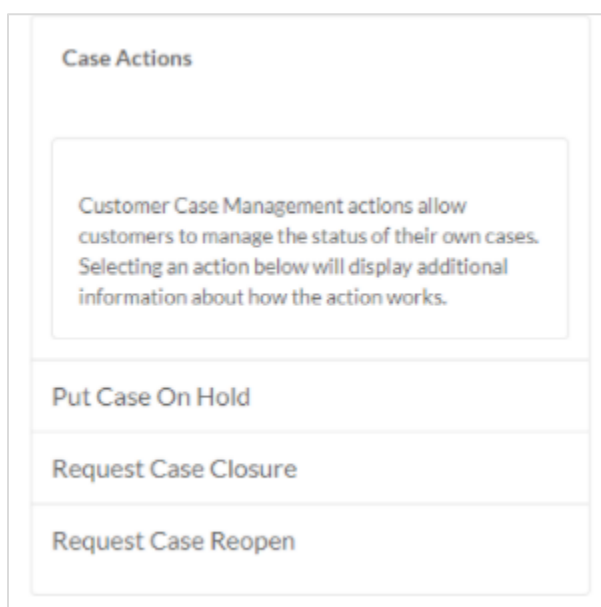
Request Case Closure

Request Case Reopen

Image: Case Actions
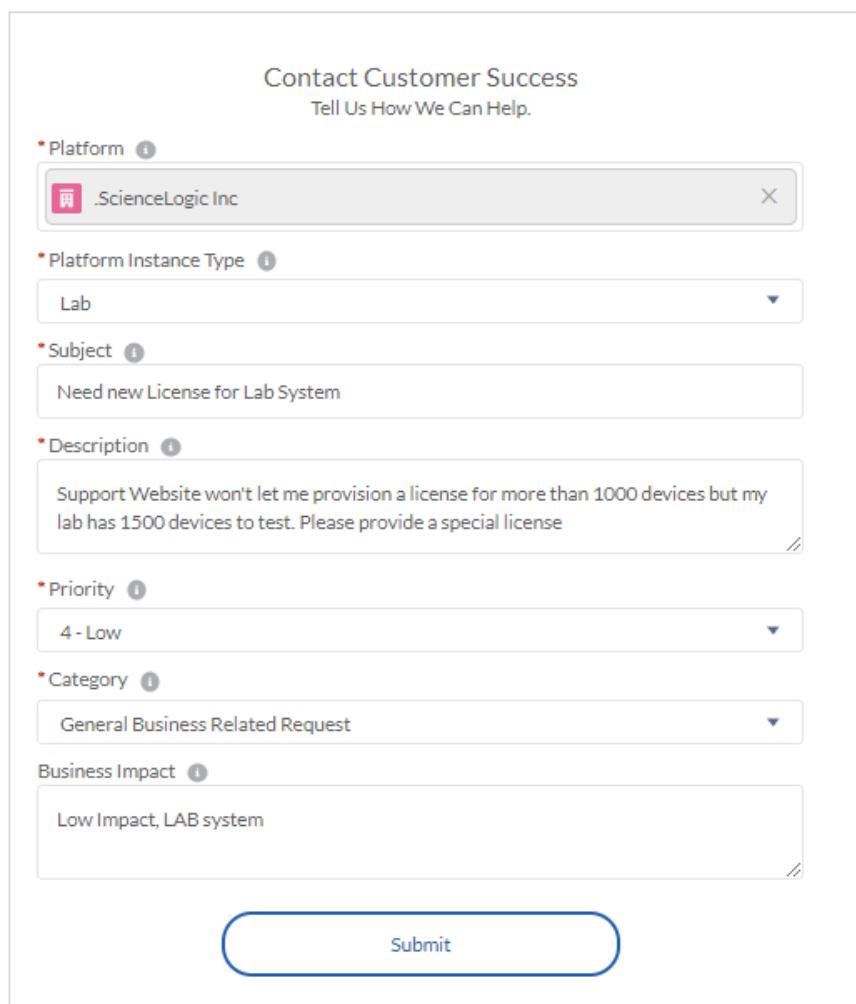
Closing an Incident Case

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.
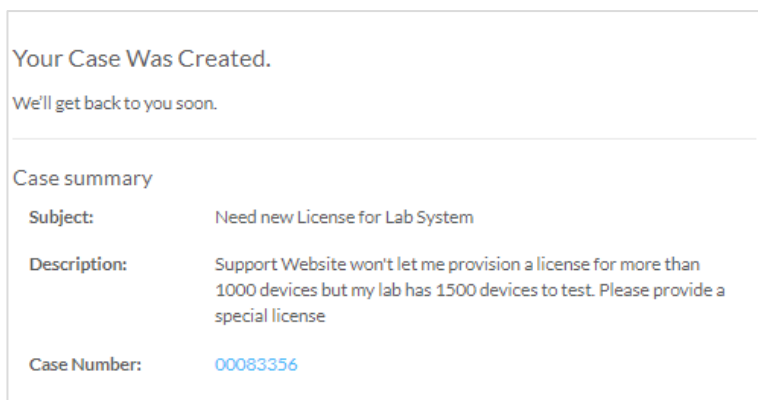
Image: Service request creation form

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

Image: Case creation message

Case Statuses

Here are definitions of the various case statuses:

Status	Definition
Open	Newly opened case
Working	When Support is actively working on an Incident case
Awaiting Feedback	Waiting for the customer's action. Investigation is pending customer's response and cannot be continued without that
On Hold	Waiting for the customer's availability, should not auto close
Escalation-Engineering	Case was Escalated to Engineering. ScienceLogic Engineering is investigating
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

ScienceLogic makes reasonable efforts to provide a response, but not necessarily a solution, to customer following receipt of customer's request for technical support. 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 Ticket 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.

Product Defects Statuses

Here are definitions of the various case statuses for defects:

Status	Definition
Issue	Initial Creation of a defect case
Billing	Billing related defects
ProServe	Professional Services related cases
Awaiting Customer Validation	Customer wants to validate whether a particular defect is fixed in a SL1 release
Awaiting Release	Fix release version is available, Customer has been informed about the fix being included in the upcoming release
Documentation	Documentation defect

Duplicate Issue	A defect case for this issue already exists in our system and this issue has been identified as a duplicate of an existing open defect
Closed	Defect has been fixed by Engineering and fix release is available on Support Portal, Customer has been informed and SF case has been closed

Known Issues

Support team regularly updates Known Issue articles where known defects have been documented with workarounds if applicable. Make sure to check those out before submitting a new defect case.

Known Issues are marked with a Severity and the associated impact. Here are the guidelines.

Severity	Impact	Definition	Action Urgency
CRITICAL	High	This issue can cause an outage and catastrophic loss of functionality	There is **high** probability of triggering the issue, and severe product stability or performance impact will be experienced. ScienceLogic recommends you take immediate action to mitigate risk
MAJOR	Significant	This issue Impacts Core function of the product	There is **medium** probability of triggering the issue, and significant product stability or performance impact will be experienced. ScienceLogic recommends you review this issue immediately and preventative action be planned
MINOR	Low	There is Minimal user impact due to this issue	There is **limited** probability of triggering the issue, and limited stability or performance impact to your solution will be experienced. ScienceLogic recommends you review this issue and preventative action be planned
NOTICE	No Impact	This relates to Usability of the product	There is a **very limited** probability of triggering the issue, and minimal stability or performance impact to your solution will be experienced. ScienceLogic recommends you review this issue and preventative action be planned

Image: Known Issues landing page

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. If you are unsure whether a feature is available or not in the SL1 product, create an incident case first with the Technical Support team so that we can assess your request and route to your CSM if it is confirmed to be a feature request or guide you on how to use an existing feature.

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. Alternatively, your aligned Customer Success Manager is available to discuss any concerns with you.

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.
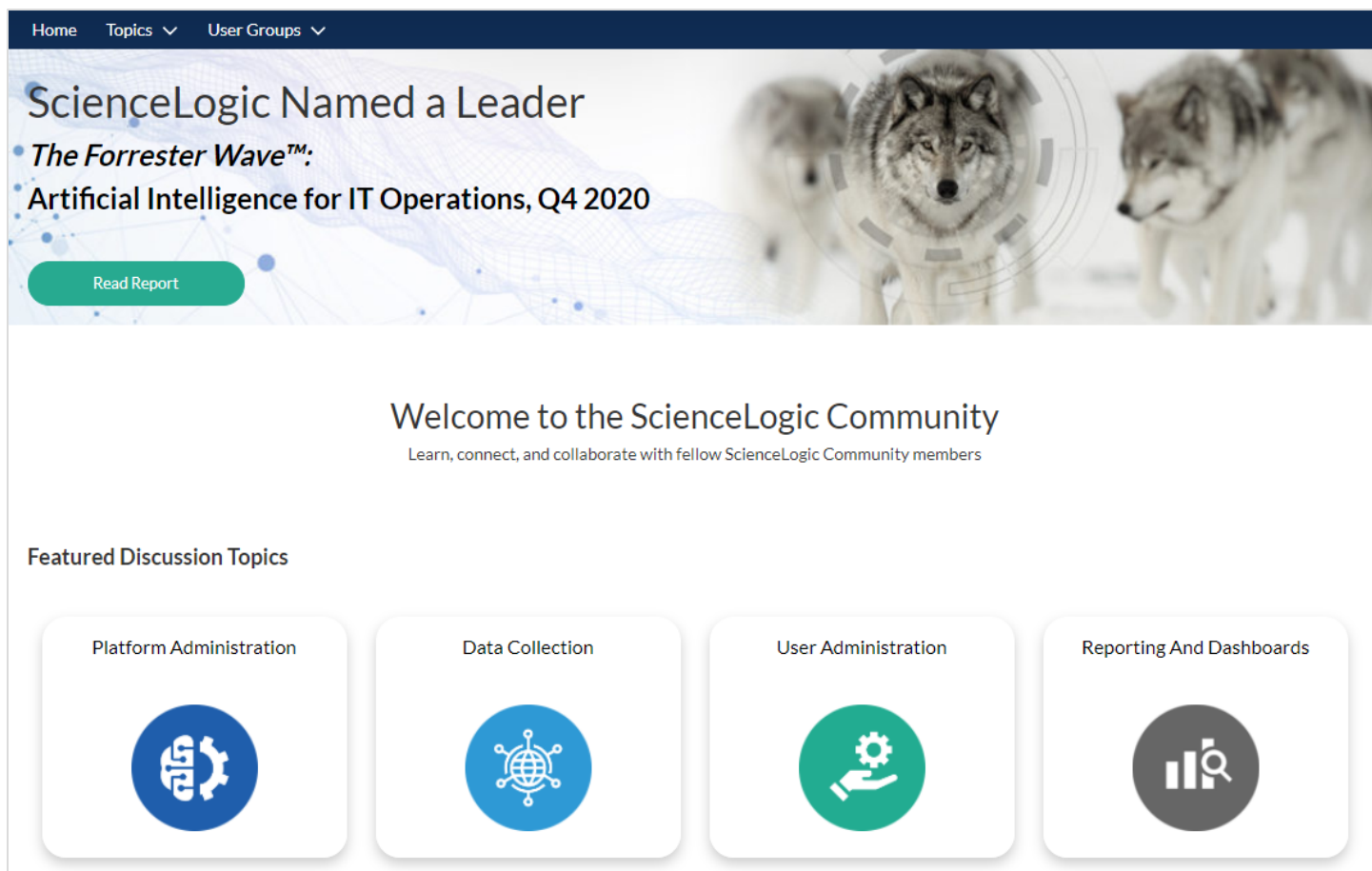
Image: ScienceLogic Community website

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. We have over **773** Knowledge base articles published in our KBA library on various topics and growing. Please visit our Knowledge Base Center.

KBAs by Categories (Customer facing)

Image: Break down of KBAs by categories

Image: Knowledgebase directory on Support weboste

9. Learning Services

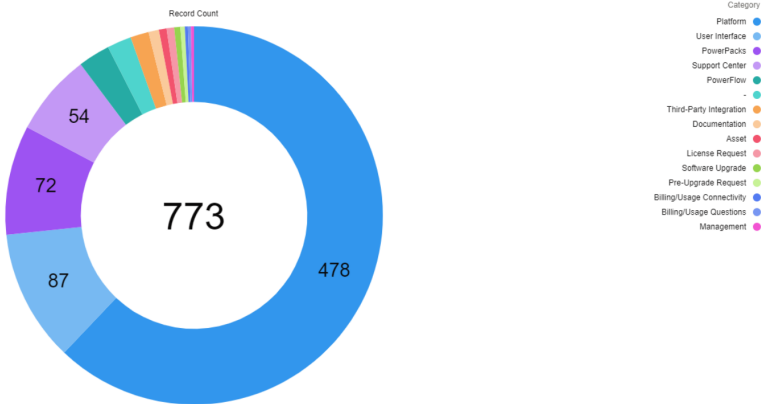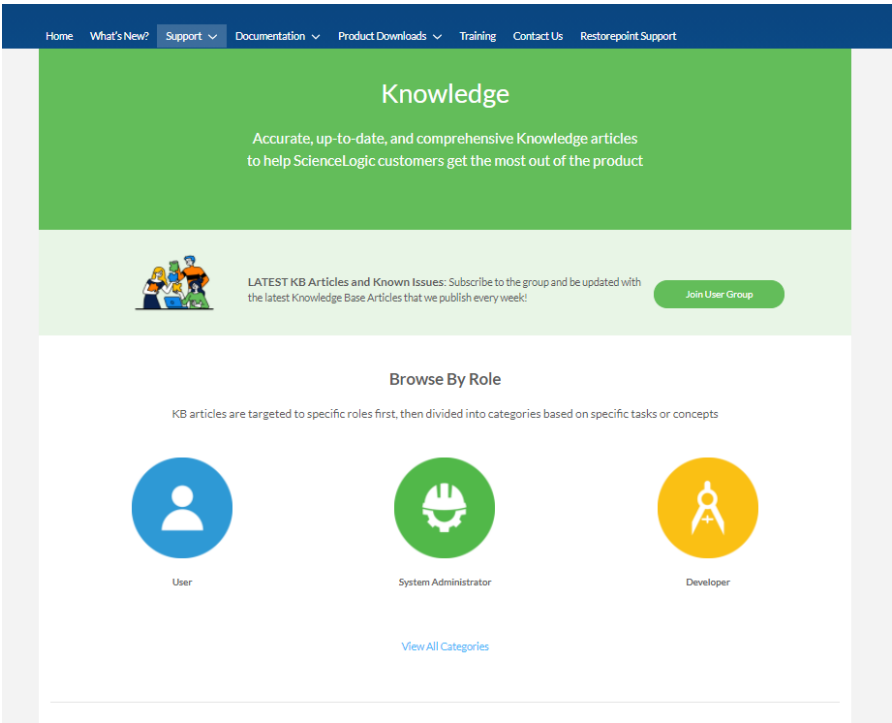We highly recommend that your ScienceLogic Users and Administrators complete trainings offered by our Learning Services team. This will ensure that your ScienceLogic Administrators have the necessary knowledge & skills to successfully operate and maintain the platform. This will also ensure a timely 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.

For scheduling a training session for your team, please submit a service request so that our customer success team can organize this for you.
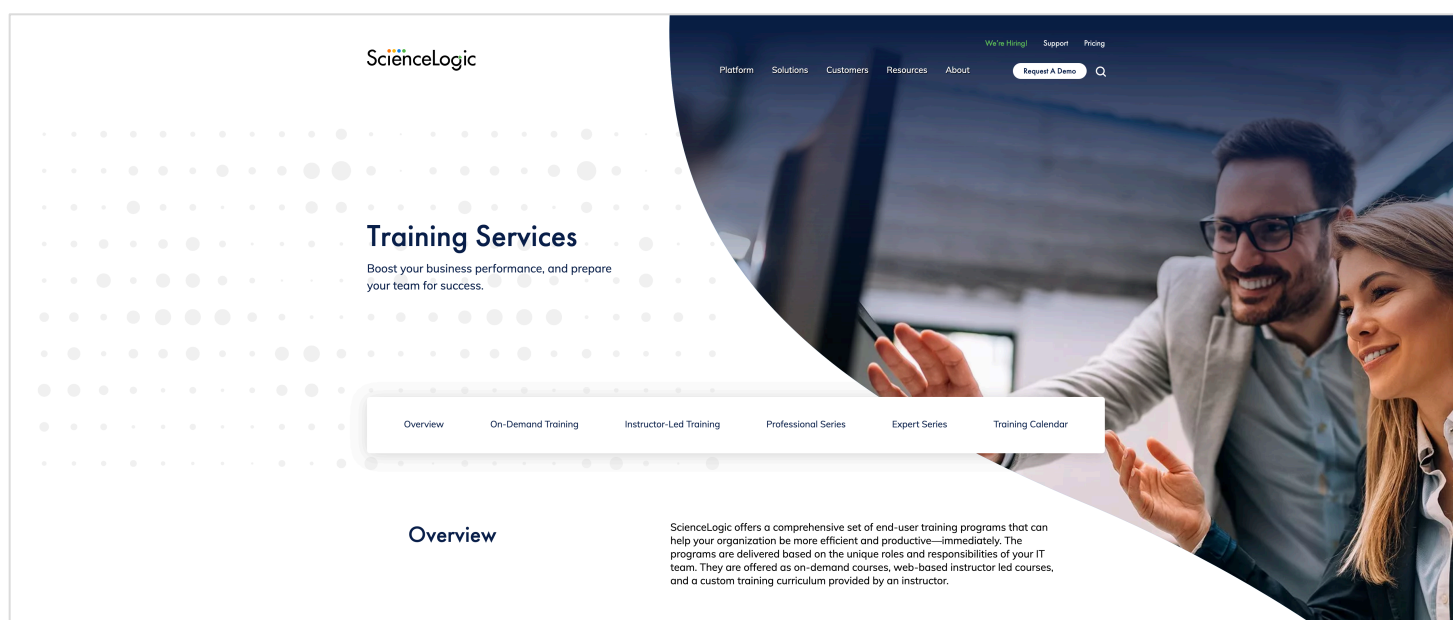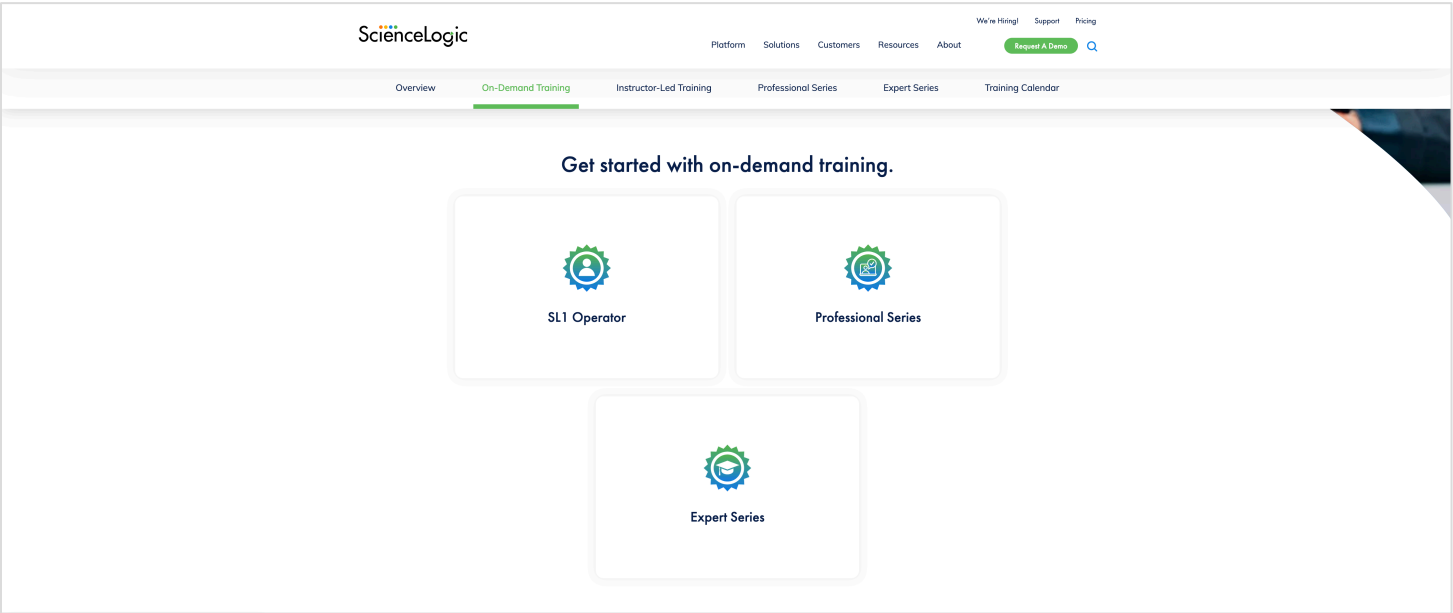
Image: Training page

10. Product Downloads

ScienceLogic Platform Releases

ScienceLogic intends to release a new update every 6 months. On-Premises customers can download Product updates from our Support site. SaaS customers must request an upgrade via a Service Request.

To access the latest releases and related assets, please visit the release page by navigating via the 'What's New?' section:
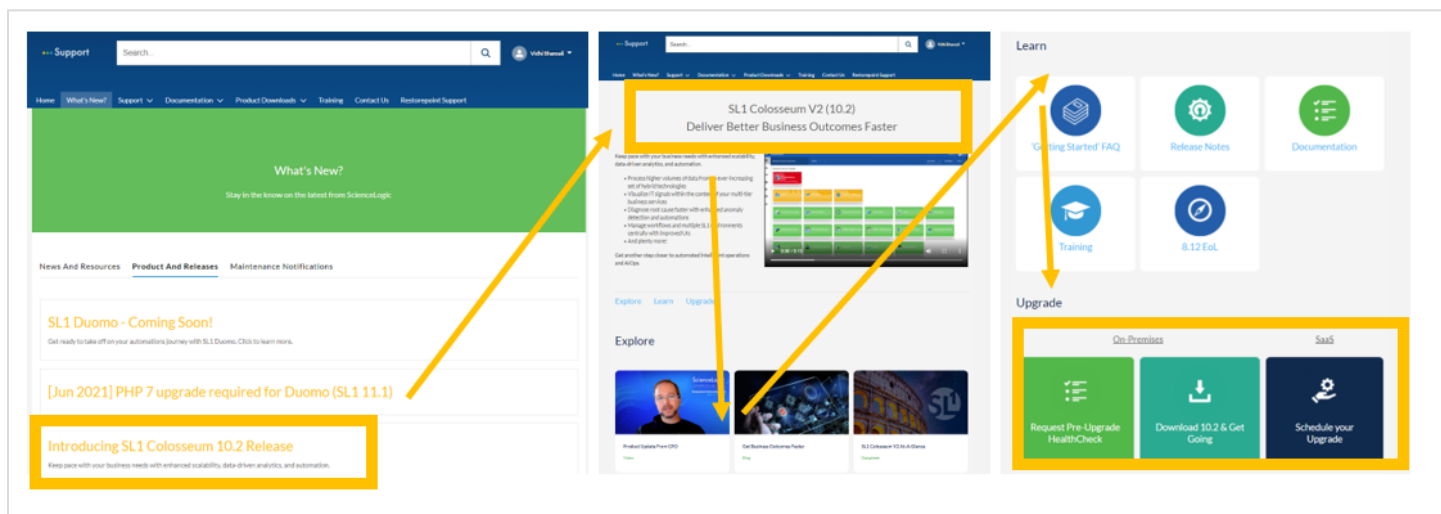
Please thoroughly read release notes before installing an update. As soon as a product release becomes End-of-Maintenance (EOM) and End-of-Life (EOL), it will be removed from our Support site however you will still be able to view documentation for the older releases on our documentation page.

SL1 PowerFlow enables IT workflow automation between SL1 and third party tools, such as ServiceNow, Cherwell, Teams, Slack, etc. For more details on where to download ISO/RPM and how to license SL1 PowerFlow, the workflow automation component of SL1, read the KBA SL1 PowerFlow Download & Licensing.

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.

PowerPacks are posted on the Support portal along with the corresponding documentation, release notes and other relevant information. There are three types of PowerPacks: Monitoring, Automation and Synchronization.

PowerPack eligibility is defined by the Solution package aligned to your SL1 License. Solution packages include SL1 Base, Standard, and Premium, with each solution providing access to a richer set of SL1 functionality. As functionality is unlocked, the associated PowerPacks become available to you for download on the Support website.

For more information, see the KB articles:

- "Solution—PowerPack Matrix" https://support.sciencelogic.com/s/article/3896

- "Accessing PowerPacks for Download" https://support.sciencelogic.com/s/article/3897

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

Search PowerPacks..   🔍

Solution ⊙

☐ Base | 321
☐ Standard | 36
☐ Advanced | 84

Type ⊙

☐ Monitoring | 389
☐ Automation | 31
☐ Synchronization | 21

Vendor ⊙

☐ Cisco | 77
☐ ScienceLogic, Inc. | 54
☐ Microsoft | 50
☐ other | 22
☐ IBM | 22
⊞ Search

Category ⊙

☐ Network | 116
☐ Application | 62
☐ Compute | 52
☐ Storage | 39
☐ Video-UC | 34

Results **1-21** of **441** in 2.58 seconds   ▤ TABLE ▦ CARD ≔ LIST   RELEVANCE RELEASE DATE ∨

Linux Base Pack   9/22/2021

ScienceLogic monitoring for Linux server connects via SSH, runs a list of commands and parses the output. ... Produces a set of Key Performance Indicators (KPIs) to provide insight into how your Li...

Vendor Linux   Solution Base   Category Compute   Type Monitoring

Microsoft: Office 365   10/4/2021

This PowerPack monitors Microsoft Office 365 services giving visibility into the health of services as well as the features that make up that service.

Vendor Microsoft   Solution Advanced   Category Application   Type Monitoring

Cisco: Meraki [API]   12/9/2021

Models each of the individual devices as well as their associated networks ... Provides basic configuration information on each of the devices and Uplink performance data.

Vendor Cisco   Solution Base   Category Network   Type Monitoring

Microsoft: Windows Server   12/6/2021

Leverages ScienceLogic Platform caching capabilities to reduce the number of connections used.

Vendor Microsoft   Solution Base   Category Compute   Type Monitoring

ServiceNow CMDB   11/18/2021

This SyncPack maintains and enhances the ServiceNow CMDB by sharing discovered device information, importing and exporting data bi-directionally between SL1 and ServiceNow, and by automatically mai...

Vendor ServiceNow   Solution Standard   Category ITSM   Type Synchronization

Image: PowerPacks Library page

Home	What's New?	Support ⌄	Documentation ⌄	Product Downloads ⌄	Training	Contact Us	Restorepoint Support

POWERPACKS LIBRARY

Release Version
Microsoft: Windows Server

Printable View

Latest Release Date	Solution	Type	Category	Support Status
12/6/2021	Base	Monitoring	Compute	General Availability

Details   PowerPack Versions

Release Name
Microsoft: Windows Server

Solution
Base

About
Monitor Microsoft Windows Server services, logs, updates, performance and configuration in SL1

Type
Monitoring

Latest Release Date
12/6/2021

Category
Compute

Related PowerPack

Support Status
General Availability

⌄ Information

Description

ScienceLogic Monitoring for Microsoft Windows Server using PowerShell:
- Produces a set of Key Performance Indicators (KPIs) to provide insight into how your Windows Server is performing, including CPU, Disk, Memory, and Interfaces.
- Provides visibility into BIOS, Operating System, and Software versions installed.
- Leverages ScienceLogic Platform caching capabilities to reduce the number of connections used.

Image: Example PowerPack Page

Beta Program

ScienceLogic Beta Program is designed to get feedback from our users before the GA release so that our Product management and engineering teams can harden the product before the final release. You can access Beta versions from Support website by navigating to Product Downloads >> Beta Program.
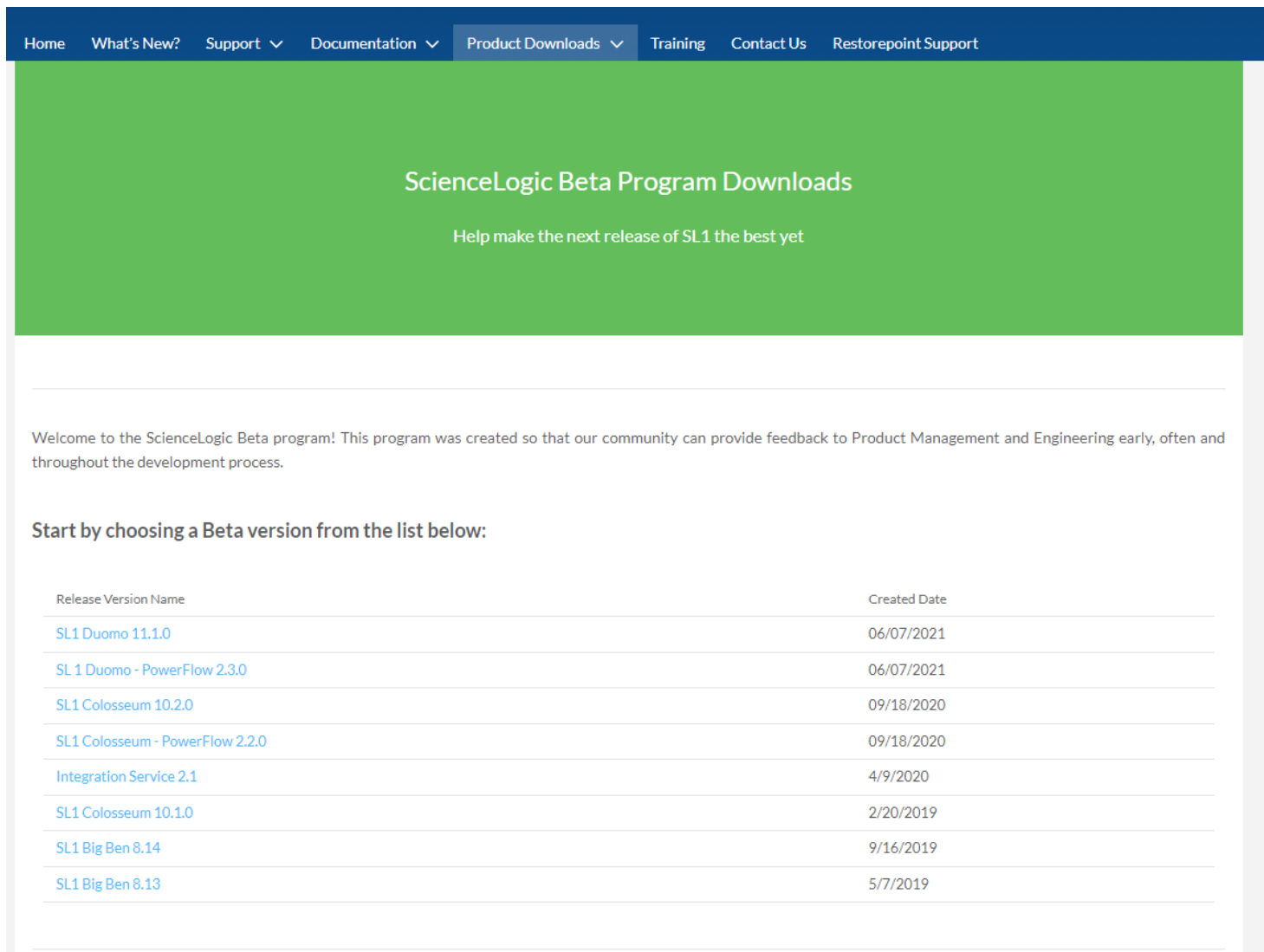
Image: Beta versions

11. Product Updates

We focus the majority of our development effort on the most recent version of our software. When a specific release is End of Maintenance (EOM) it will have no further code-level maintenance like patches and hotfixes except critical security related issues. Please upgrade to the latest SL1 release and submit the defect for the latest release if it still exists there. Visit our Product Updates page on Support Site for future planned releases and Product Lifecycle information (EOM and EOL dates).

Product Updates

Find below release schedule and further information provided by the ScienceLogic Product team

Planned Releases   Product Lifecycle

Release Schedule

Name	Number	Forecast	Status	Content/Comments
Forum	12.1.0	Q4 2022	Planning	TBD
Eiffel	11.2.0	Q2 2022	Development	TBD
Duomo	11.1.0	Q4 2021	Released	Coming Soon
Colosseum	10.2.0	Q2 2021	Released	Keep pace with your business needs with enhanced scalability, AI and data-driven analytics, automations, improved UIs and centralized operations for multiple stacks. Get another step closer to automated intelligent operations and AIOps. Discover the latest SL1 Colosseum V2 10.2 Release here.
Colosseum	10.1.0	Q3 2020	Released	Unleash the full potential of your data by leveraging AI/ML-based Behavioral Correlation to fully understand risk of business impact, quickly diagnose root cause, and execute recommended actions to avoid service outages. Keep pace with rapidly evolving needs of your business as you move closer to Automated Intelligent Operations (AIOps). Discover the latest SL1 Colosseum 10.1 Release here.
Big Ben	8.14.0	Q1 2020	Released	The third release of Big Ben includes improvements to collection, business services, the new user interface and agent-based infrastructure health as well as a variety of operational improvements.
Big Ben	8.12.0	Q2 2019	Released	The second release of Big Ben introduced the extended architecture components, a Graph database, a unified user interface and improved application discovery workflows.

Notes

Release numbering format: Major.Minor.Patch
Information subject to revision: Contact your Customer Success Manager or Sales Engineer for additional details on release content.

*Patch releases are planned as needed. The information above is exclusive of hotfixes.

Image: Product Updates Page

ScienceLogic does not support installing any additional packages on the appliances. Check out the KBA for details Does ScienceLogic support installation of third-party packages on SL1 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: docs@sciencelogic.com.
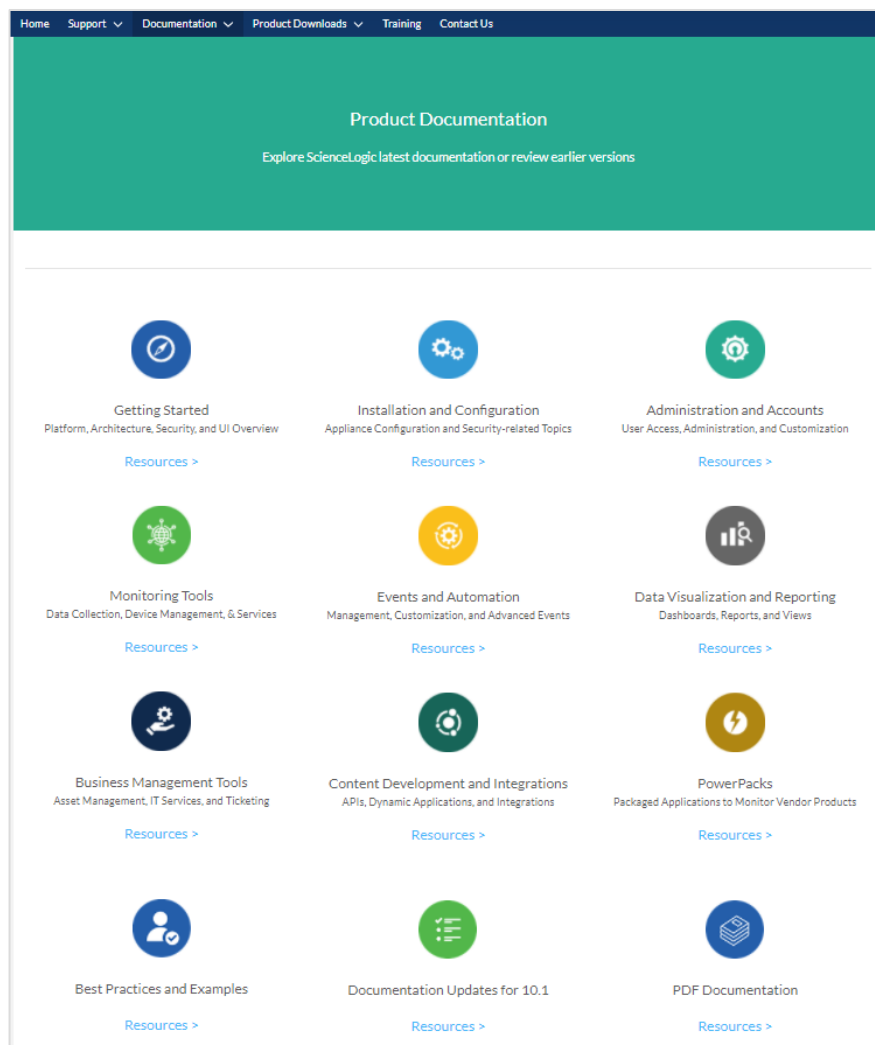

Image: Documentation page

13. Customer Operations Team

Our customer operations team is responsible for a variety of functions including processing Licensing requests, Billing, Dell Hardware and Support site 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. To request a license, go to the Support Site and Navigate to the Product Downloads >> License Request option from your user drop-down menu.
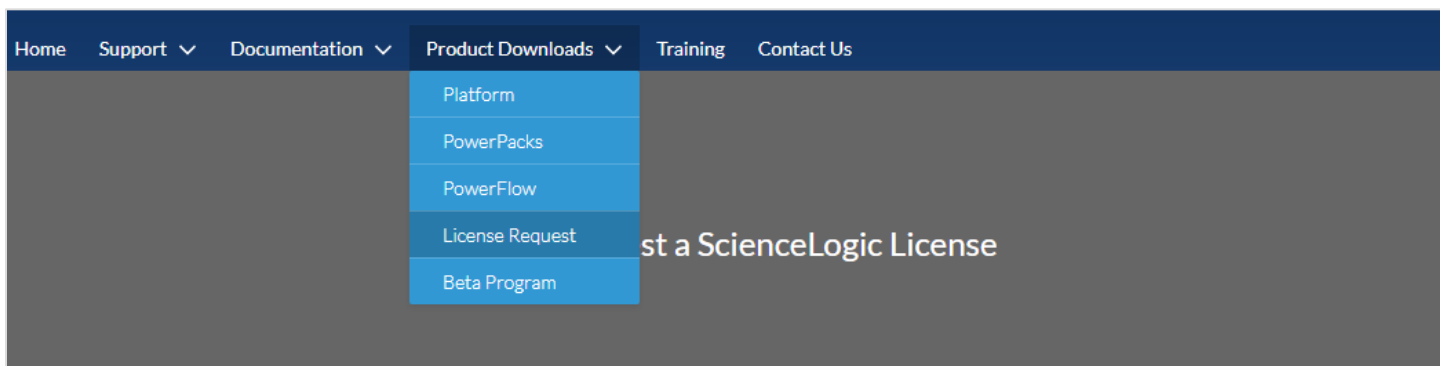

Image: License Request navigation

From that screen, click on the "Request License" button under Product License 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.

Image: License Request Page

Images: License Request page

Trial License Request

You can generate trial licenses from [Support Portal](#) for free which are valid for 30 days and 1000 devices. Make sure to choose "Request Type" as "**Trial License**". A license will be immediately generated upon submitting your request. More details can be found in this KB article "[How Can I Get a Trial License For My ScienceLogic Appliance](#)?"

Image: Trial License request form

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. To request, go to the Support Site and Navigate to the Product Downloads >> License Request option from your user drop-down menu. 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.

Image: AMI request form

Third-party Products License

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

- Layer-X

[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.

Billing

If you have questions about your billing data/reports or are experiencing issues, please review Billing FAQ KBA and Troubleshooting Subscription Billing KBA 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.

14. Digital Experience Team

Our Digital experience team looks after the Support website. We would appreciate your feedback. You can submit your feedback by clicking on "**Site Feedback**" button at the top right of the support website. Alternatively, you can also send us an email at customerportal@sciencelogic.com.
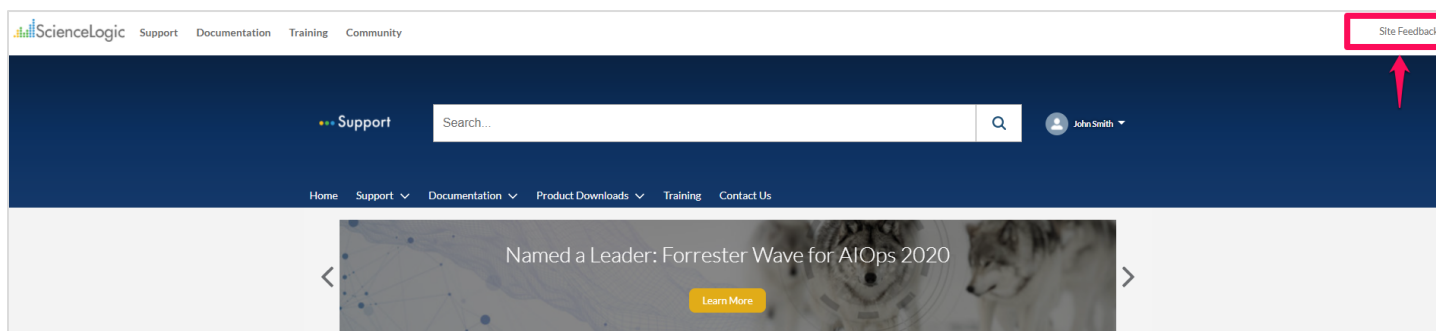
Image: Site Feedback button

You can also report any issues relating to the Support website by opening a service request.

15. 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.

16. Site Reliability Engineering (SRE) Team

Overview

ScienceLogic SaaS offering provides an efficient, expedient, and secure SL1 instance that offers exceptional performance and reliability. The following table outlines key areas of shared responsibility that ensure optimal performance of the SL1 SaaS platform.

	ScienceLogic	Customer
SL1 Application	• Deployment, hosting & updates (includes SL1 platform and all of its components including PowerPacks, PowerFlow, and third-party solutions being re-sold by ScienceLogic as applicable) • Platform availability & performance monitoring	• SL1 Configuration (PS options available) • SL1 Agent & Collectors installation, maintenance & monitoring • SSL certification upkeep
SL1 SaaS Infrastructure	• Resiliency & SLA • Data backup & recovery • Monitoring & capacity management • Connectivity (DNS, SSL, SSO) • Security & Privacy – data at rest & in transit	• Scalability requests (e.g., significant increase in node-count) • Security – data access (user login etc.)

For more details, take a look at SL1 SaaS resources page on Support website. Access to these resources require viewers to sign a quick one-click User Non-Disclosure Agreement if there isn't already one in place with the viewer's organization.

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 SRE 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.

17. 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 and 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.

18. ScienceLogic Support Offerings

For any questions about ScienceLogic's Support Offerings, please reach out to our Customer Success team by Creating a service request.

SL1 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.

SL1 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.

SL1 Premium Support

In addition to SL1 Standard support, SL1 Premium support 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.

19. 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

Product Downloads 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

Known Issues Page Find Knowledge base articles on known defects

Systems Requirements page   Find system requirements details for deployment in different environments

Product Updates   Find status of planned releases, product lifecycle and product roadmap details

Learning Services   Find a comprehensive set of end-user training programs

Support helpline   Find Support contact details

SL1 SaaS Resources for SaaS customers

20. Appendix B: Helpful Knowledgebase Articles

Knowledgebase Articles - Raising an Incident	External link	KB Article Number
Support: Getting Started	https://support.sciencelogic.com/s/article/1158	1158
How To Create an Incident Case	https://support.sciencelogic.com/s/article/1327	1327
What are case Severity levels, examples and support effort?	https://support.sciencelogic.com/s/article/1035	1035
What are case Priority levels and examples of each priority in combination with Severity level	https://support.sciencelogic.com/s/article/1002	1002
What can be brought up to Support management as an escalation?	https://support.sciencelogic.com/s/article/1033	1033
Knowledgebase Articles - Regularly Referred	**External link**	**KB Article Number**
How to run the System Status Script	https://support.sciencelogic.com/s/article/1075	1075
ScienceLogic Glossary of Terms [A-M]	https://support.sciencelogic.com/s/article/1446	1446
ScienceLogic Glossary of Terms [N-Z]	https://support.sciencelogic.com/s/article/1448	1448
ScienceLogic SL1 Database Capacity Planning	https://support.sciencelogic.com/s/article/2874	2874
How to collect debug logs for internal process	https://support.sciencelogic.com/s/article/1139	1139

Knowledgebase Articles - "What to Collect On...." Series	External link	KB Article Number
Master Knowledgebase Articles - "What to Collect On..." Series	https://support.sciencelogic.com/s/article/2595	2595
What to collect on "Platform: Data pull" incidents	https://support.sciencelogic.com/s/article/1076	1076
What to collect on "Platform: Inbound Messaging (Syslog/trap/email)" incidents	https://support.sciencelogic.com/s/article/1088	1088
What to collect on "Platform: Data Collection: Dynamic App" incidents	https://support.sciencelogic.com/s/article/1065	1065
What to collect on "Platform: Data Collection: Interface Bandwidth" incidents	https://support.sciencelogic.com/s/article/1067	1067
What to collect on "Platform: Backups" incidents	https://support.sciencelogic.com/s/article/1057	1057
What to collect on "PowerPacks: Solution: Integration (SNOW, iPaaS)" incidents	https://support.sciencelogic.com/s/article/1039	1039
What to collect on "User Interface: Dashboards" incidents	https://support.sciencelogic.com/s/article/1145	1145
What to collect on "Platform: Discovery: Initial Discovery" incidents	https://support.sciencelogic.com/s/article/1082	1082
What to Collect on "PowerPacks: Solution: Microsoft" Cases	https://support.sciencelogic.com/s/article/1417	1417
What to collect on "Platform: Discovery: Nightly Discovery" incidents	https://support.sciencelogic.com/s/article/1084	1084
What to collect on "Platform: Agent" incidents	https://support.sciencelogic.com/s/article/1062	1062
What to collect on "PowerPacks: Solution: Cloud – Azure" incidents	https://support.sciencelogic.com/s/article/1037	1037
What to collect on "Platform: Data Collection: Topology Collection/Crunch(L3, LLDP, CDP)" incidents	https://support.sciencelogic.com/s/article/1071	1071
What to collect on "PowerPacks: Community PowerPack" incidents	https://support.sciencelogic.com/s/article/1017	1017
What to collect on "Platform: Config Push" incidents	https://support.sciencelogic.com/s/article/1058	1058
What to collect on "Platform: Data Collection: TCP Port Monitor" incidents	https://support.sciencelogic.com/s/article/1070	1070
What to collect on "PowerPacks: Solution: Microsoft/Database/Systems" incidents	https://support.sciencelogic.com/s/article/1040	1040
What to collect on "PowerPacks: Solution: Stock reports" incidents	https://support.sciencelogic.com/s/article/1044	1044
What to collect on "Platform: Content Library" incidents	https://support.sciencelogic.com/s/article/1059	1059
What to collect on "Platform: Agent: Streamer" incidents	https://support.sciencelogic.com/s/article/1061	1061
What to collect on "Platform: MySQL/MariaDB" incidents	https://support.sciencelogic.com/s/article/1092	1092
What to collect on "Platform: Data Collection: Availability" incidents	https://support.sciencelogic.com/s/article/1063	1063
What to collect on "Platform: IP Address Management (IPAM)" incidents	https://support.sciencelogic.com/s/article/1122	1122
What to collect on "Platform: Execution Environments" incidents	https://support.sciencelogic.com/s/article/1086	1086
What to collect on "PowerPacks: Solution: Storage" incidents	https://support.sciencelogic.com/s/article/1045	1045
What to collect on "Platform: Hardware" incidents	https://support.sciencelogic.com/s/article/1087	1087
What to collect on "User Interface: Attributes and Tags" incidents	https://support.sciencelogic.com/s/article/1144	1144
What to collect on "User Interface: API" incidents	https://support.sciencelogic.com/s/article/1143	1143
What to collect on "PowerPacks: Solution: Unified Communications/Voice/Video" incidents	https://support.sciencelogic.com/s/article/1046	1046
What to collect on "Platform: Discovery: Dynamic Refresh" incidents	https://support.sciencelogic.com/s/article/1083	1083

What to collect on "Platform: Data Collection: Web Content Verifier" incidents	https://support.sciencelogic.com/s/article/1072	1072
What to Collect on Agentil Support Cases	https://support.sciencelogic.com/s/article/1391	1391
What to collect on "Platform: Data Collection: OS Process" incidents	https://support.sciencelogic.com/s/article/1068	1068
What to collect on "Platform: Data Maintenance and Retention" incidents	https://support.sciencelogic.com/s/article/1073	1073
What to collect on "Platform: Asset Management" incidents	https://support.sciencelogic.com/s/article/1055	1055
What to collect on "PowerPacks: Solution: Cloud - Other(AWS, Google Cloud, Openstack, etc.)" incidents	https://support.sciencelogic.com/s/article/1038	1038
What to collect on "Platform: Device Classes" incidents	https://support.sciencelogic.com/s/article/1077	1077
What to collect on "PowerPacks: Solution: Networking /Security" incidents	https://support.sciencelogic.com/s/article/1041	1041
What to collect on "Platform: Normalization (streaming rollup)" incidents	https://support.sciencelogic.com/s/article/1124	1124
What to collect on "Platform: Device Groups" incidents	https://support.sciencelogic.com/s/article/1078	1078
What to collect on "Platform: ITSM" incidents	https://support.sciencelogic.com/s/article/1090	1090
What to collect on "Platform: Device Management" incidents	https://support.sciencelogic.com/s/article/1079	1079
What to Collect on "Third Party Integration: Layer X" Cases	https://support.sciencelogic.com/s/article/1467	1467
What to collect on "Platform: Event Management" incidents	https://support.sciencelogic.com/s/article/1085	1085
What to collect on "Platform: Data Collection: CBQoS" incidents	https://support.sciencelogic.com/s/article/1064	1064
What to collect on "Platform: Labels" incidents	https://support.sciencelogic.com/s/article/1091	1091
What to collect on "PowerPacks: Solution: Virtualization" incidents	https://support.sciencelogic.com/s/article/1047	1047
What to collect on "PowerPacks: Solution: Other" incidents	https://support.sciencelogic.com/s/article/1042	1042
What to collect on "Platform: Internationalization" incidents	https://support.sciencelogic.com/s/article/1089	1089
What to collect on "Platform: Data Collection: OS Service" incidents	https://support.sciencelogic.com/s/article/1069	1069
What to collect on "User Interface: Access Control" incidents	https://support.sciencelogic.com/s/article/1142	1142
What to collect on "PowerPacks: Solution: Business Development" incidents	https://support.sciencelogic.com/s/article/1036	1036
What to collect on "Platform: Authentication" incidents	https://support.sciencelogic.com/s/article/1056	1056
What to collect on "PowerPacks: Solution: Professional Services" incidents	https://support.sciencelogic.com/s/article/1043	1043
What to collect on "Platform: Data Collection: Filesystem collection" incidents	https://support.sciencelogic.com/s/article/1180	1180
What to collect on "Documentation: Release Notes, Manuals, Power-Pack documentation" incidents	https://support.sciencelogic.com/s/article/1179	1179
What to collect on "Platform: Credentials" incidents	https://support.sciencelogic.com/s/article/1060	1060
What to collect on "Platform: Security" incidents	https://support.sciencelogic.com/s/article/3936	3936
What to collect on "Third Party Integration: RestorePoint" incidents	https://support.sciencelogic.com/s/article/3963	3963

About ScienceLogic

ScienceLogic is a leader in AIOps, providing modern IT Operations with actionable insights to predict and resolve problems faster in a digital, ephemeral world. Its IT infrastructure monitoring and AIOps platform sees everything across cloud and distributed architectures, contextualizes data through relationship mapping, and acts on this insight through integration and automation.