ScienceLogic

ScienceLogic Technical Support Welcome Guide

Last Updated Nov 2026

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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: Aug 2026
Version: 5

1. Welcome to ScienceLogic Technical Support

Welcome Guide

This guide is designed to introduce ScienceLogic customers to a variety of Support resources available through our Support Portal. Our goal is to ensure that you are successful as a ScienceLogic customer and that we provide you with 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

Follow step-by-step guide on Getting Started page

Registering For a New Account

Go to the MyScienceLogic website, Click "**Sign Up**" and complete the form to register for the first time. Review these FAQs with regards to Login and Registration. If you are unable to sign-up, send an email to our **Customer Operations** team at customer-accounts@sciencelogic.com with details of the problem/error message.

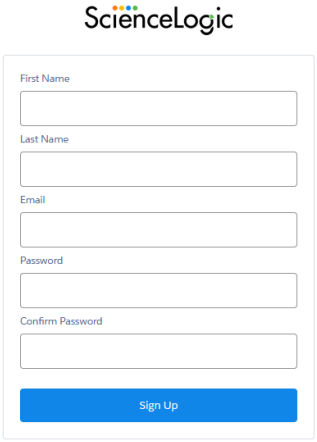


Image: Sign up form

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:

1. Email customer-accounts@sciencelogic.com and provide the following information:
   a) First Name
   b) Last Name
   c) Customer Account Name
   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 User Account Platform Permissions

There are 3 different case roles that can be assigned to your Support account based on the access level to create, view, edit, comment on, and/or receive notifications on cases associated with a platform. Here is a brief overview of each role:

- **Manager** - this role can open cases for a platform and receives notifications on all cases for that platform.
- **Contributor** - this role can open cases for a platform and receives notifications only for the cases you open.
- **Viewer** - this role cannot open cases and does not receive notifications on cases, but can view, comment on, and upload files to cases.

Review this KBA for more details: Support: Platform Contacts Permissions (Case Roles)

Support Portal Resources

Now that you have set up 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)
- ScienceLogic Knowledge base and Known issues
- Product Documentation
- Learning Services
- Product Downloads
- Request License & AMI
- Nexus Community (Discussion forums, user groups and community blogs)

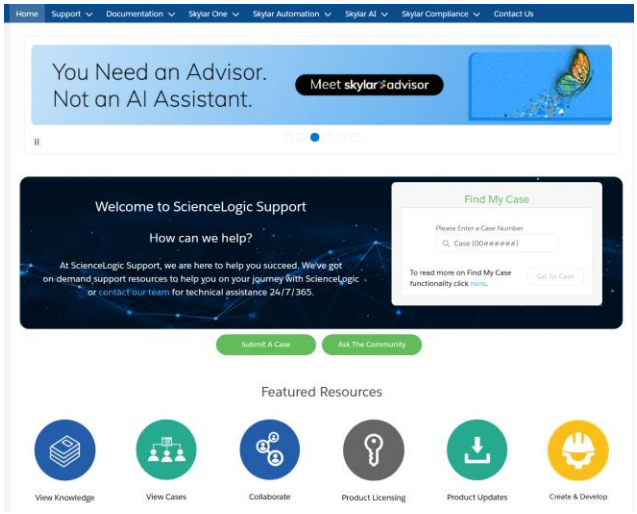


Image: Support Homepage

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

3. Contacting Support

You can reach out to the Technical Support team via multiple channels. If you are a registered and logged in user, you will have available to you Submit a Case and Chat in addition to our phone lines. When contacting technical support via phone, you will be required to submit a case number. Once submitted and validated our phone system will route your call to the case owner if available, or to the next available support engineer.

Support Portal

Our main Support Portal URL: https://support.sciencelogic.com/

URL to Submit a Case: https://support.sciencelogic.com/s/create-case

Support Chat



Use support chat for a quick question, located in the bottom right on the Support Portal page is the icon.

More details about Chat can be found in this KBA: Welcome To ScienceLogic Support Chat

Phone

United States: +1 571-418-7456

Australia: +61 2 8294 7456

Singapore: +65 3163 8579

United Kingdom: +44 20 3828 7456

India Toll Free: 000 80004 02649

Support Portal Feedback

Our Digital Experience team looks after the Support Portal. We would appreciate your feedback.

Click on the red Feedback button to provide general feedback about your experience of the Support Portal.

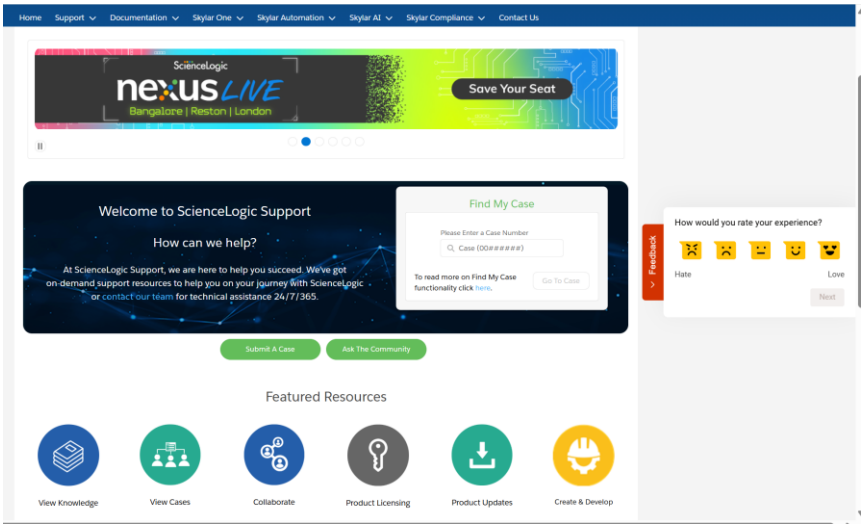


Image: Feedback button

4. Best Practices for Successful Support Engagements

Following these best practices can significantly reduce the time required to diagnose and resolve issues while helping you get the most value from ScienceLogic Support.

Plan Ahead

Before an issue occurs:

- Ensure your platform meets the minimum requirements published on the Systems Requirements page
- Ensure that you have access to the recent and validated **full backups** of your ScienceLogic platforms
- Keep user **profiles** and **contact information** current on Support Portal so the appropriate individuals receive case updates and notifications
- **Regularly** review product lifecycle information, release notes, and known issues

Use Self-Help Resources First

Before contacting Support:

- Use Global Search on the Support Portal to search across Documentation, Knowledge Base articles, Community content, Training materials, and product resources
- Review AI-generated answers and recommended content presented by Generative Answering on Support Portal
- Review KB article ScienceLogic Support Center Best Practices for best practices on accessing the ScienceLogic Support Portal and importance of proper browser and network configurations to ensure full functionality
- Review Appendix A for a list of self-help resources available to all customers in this guide.
- Check Known Issues, release notes, and documentation for your product version.

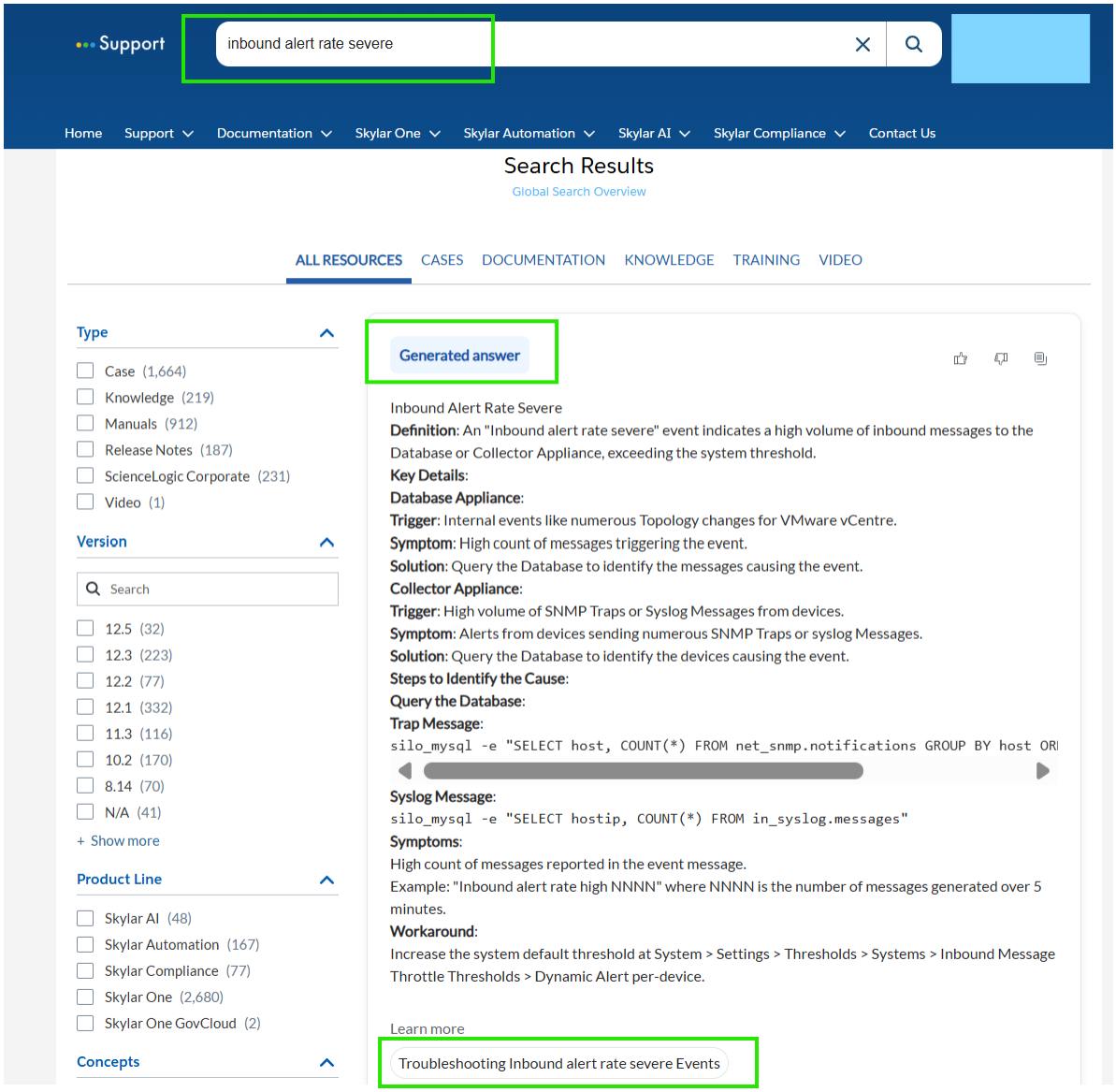


Image: Global Search Generative answering

Create Effective Support Cases

When opening an Incident Case:

- Open one case per issue
- Select the correct platform and product
- Provide a clear summary of the problem
- Include exact error messages rather than screenshots alone.
- Describe the business impact and urgency
- Identify whether the issue affects a production or non-production environment

Attach Relevant Diagnostic Data

Whenever possible:

- Upload logs, screenshots, and troubleshooting output during case creation.
- Include the System Status Script output for affected appliances.
- Review applicable "What to Collect" Knowledge Base articles before opening a case.
- Include steps to reproduce the issue, when available.

Providing diagnostic information up front can significantly reduce delays and eliminate additional information requests.

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 provide 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 are 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 severity, 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. Review this KBA to know How does ScienceLogic Support handle Outages?

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, log a service request to get it fixed.

Once logged in to the Support Portal, click on the "**Submit A Case**" icon to be taken to the Guided Case Creation work flow.

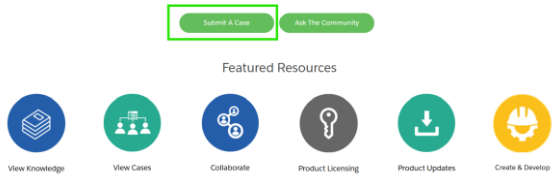
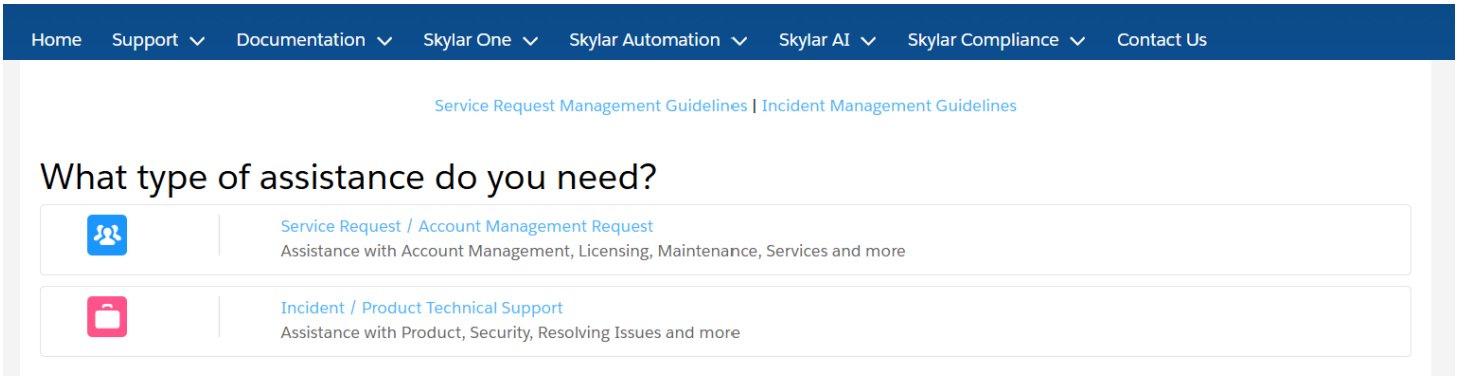


Image: Submit a Case button



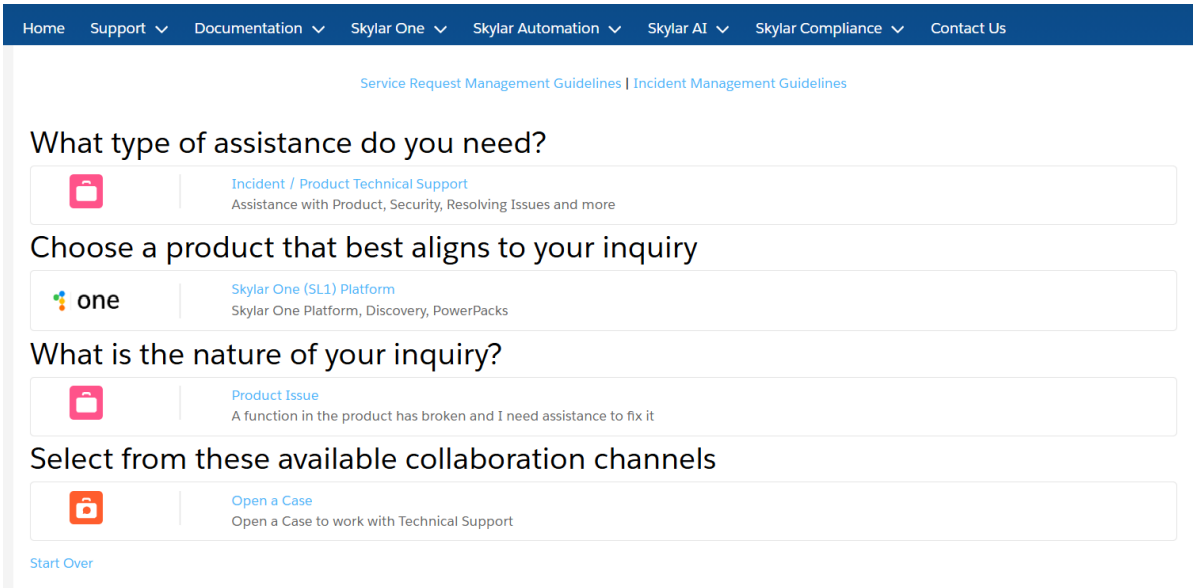


Image: Guided Case creation workflow

How to Create a Support Incident Case

The ScienceLogic Support Center provides a **guided case creation workflow** that walks you through opening a new Incident / Product Technical Support case in a structured, step-by-step process. Here's how it works:

Getting Started Log in to the Support Center portal and click the **"Submit A Case"** icon. Alternatively, navigate via **My Support and Customer Success** from the Support menu. Select **"Incident / Product Technical Support"** when prompted for the type of assistance you need.

Step 1 – Choose a Product Select the product that best aligns to your inquiry (e.g., Skylar One Platform, Skylar One, etc.).
Step 2 – Nature of Inquiry Indicate the nature of your request — for example, a technical issue, security request, or how-to question.
Step 3 – Select a Collaboration Channel Choose the collaboration channel that best suits how you'd like to work with Support.
Step 4 – Open a Case (Classification Details) Fill in three mandatory fields — **Subject**, **Category**, and **Description**. The Category list is automatically filtered based on the product selected in Step 1. Providing rich, detailed descriptions improves the relevance of suggested resources and speeds up resolution.
Step 5 – Review Suggestions The system presents recommended content (Documentation, Knowledge Articles, Training, Videos) based on your input. Our Support Incident Case creation functionality leverages AI Intelligent Search and generative answering to match the rich technical description of your query with the content of our knowledge repositories and presents applicable content that will help answer your questions.

You can select **"Found Solution"** if the suggestions resolve your issue, **"Refine Search"** to adjust your inputs, or **"Continue to Case Creation"** to proceed.

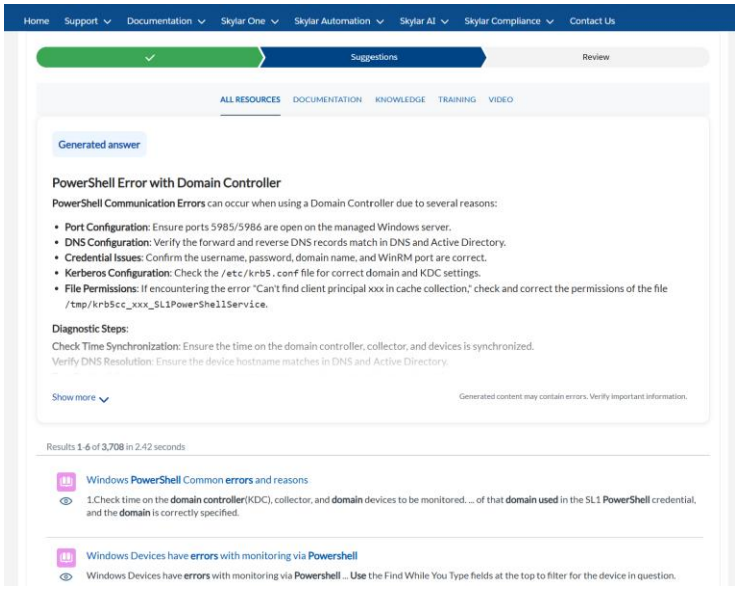


Image: Suggested Content

Step 6 – Complete the Full Form This is the **Review** stage. Key fields include:

- **Platform** — select from platforms aligned to your account, including Build and Product Line
- **Severity** — four levels available (S1–S4); Security and How-to Requests default to S4. See KB article What are case Severity levels, examples and support effort?
- **Urgency/Priority** — Highest / High / Medium / Low, based on user/device impact. See KB article What are case Priority levels and examples of each priority in combination with Severity level
- **Timezone** — auto-populated from your profile; covers APAC, EMEA, and AMER support centers
- **Business Impact** — describe how the issue affects operations or projects, especially for go-live or scheduled events
- **PowerPack** *(if applicable)* — select the relevant PowerPack, version, and type (GA, Custom, Community)
- **File Uploads** — attach relevant files directly during case creation, without waiting for the case to be submitted

Security Requests If your inquiry is security-related, a dedicated form is presented with additional fields: **Skylar One Application Type**, **Type of Security Query** (Vulnerability Report, Penetration Test, or General Security Query), CVE/ELSA confirmation, Scan Tool & Version, and file upload for reports.
Step 7 – Create the Case Click **"Create Case"** to submit. A confirmation message will display your case number and any attached files. Click **Next** to be taken directly to the case record.

Review these KBAs for more details: Service Request Management Guidelines | Incident Management Guidelines

Viewing an Incident Case

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, Escalation Requests, and Engineering Issues. For more details on this topic, check this KBA: Viewing Cases.

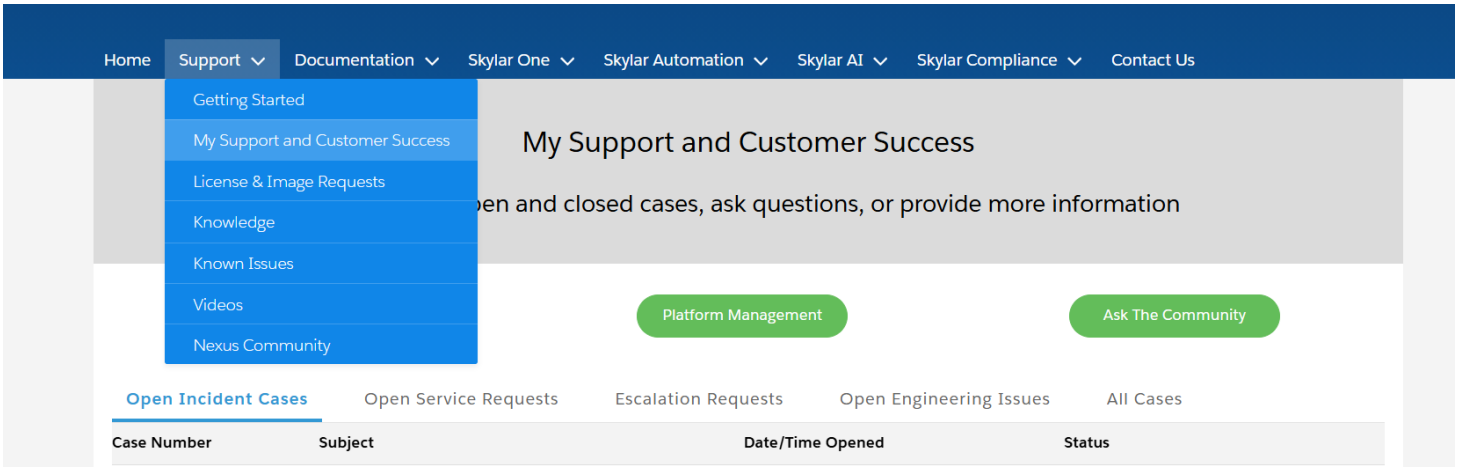


Image: Case View Page

Use "**Find My Case**" tool on Support Portal to quickly navigate to your desired case. Simply type in the full case number with the leading double zeros (00######) and if you have access to the case, the **Go To Case** button will take you directly to your case.

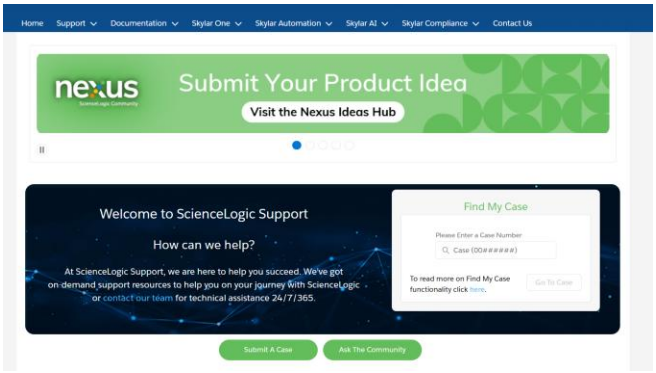


Image: Find My Case Tool

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 any aspects of how your case is being worked, please reach out to our phone line 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 4 case actions available that customers can execute. More details about these features are available in this KBA: Customer Case Management new functionality added to My Support

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
Management Escalation Request	• Reason pick list • Non-Technical description • Expected Outcome	A new escalation request will be created

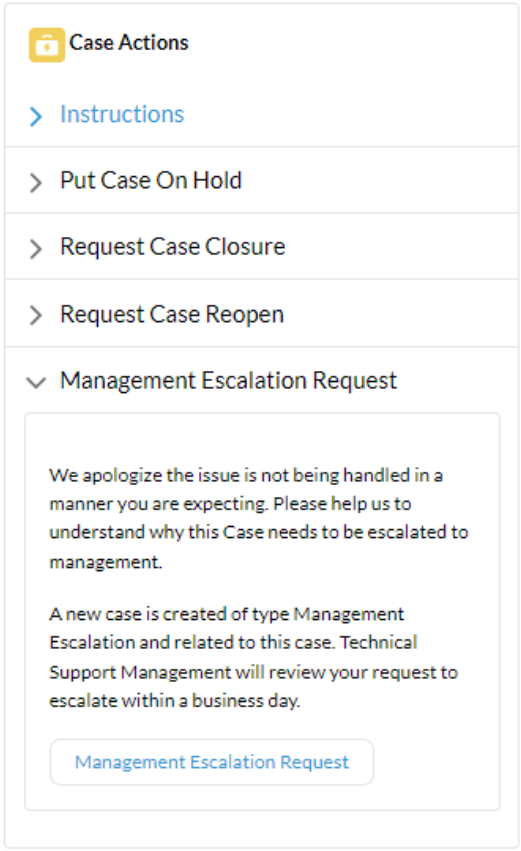


Image: Case Actions

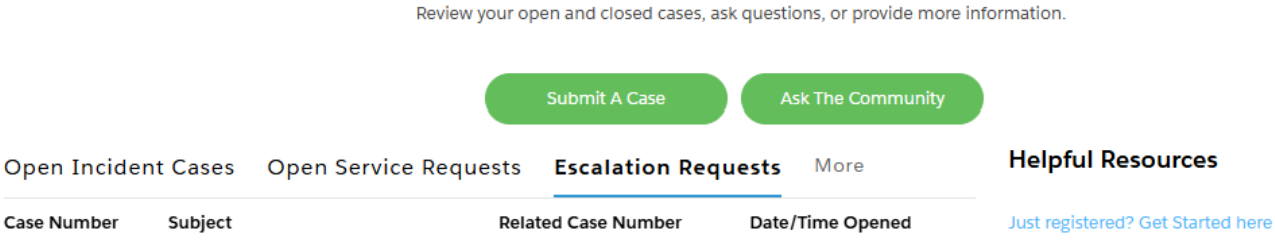


Image: Escalation Requests

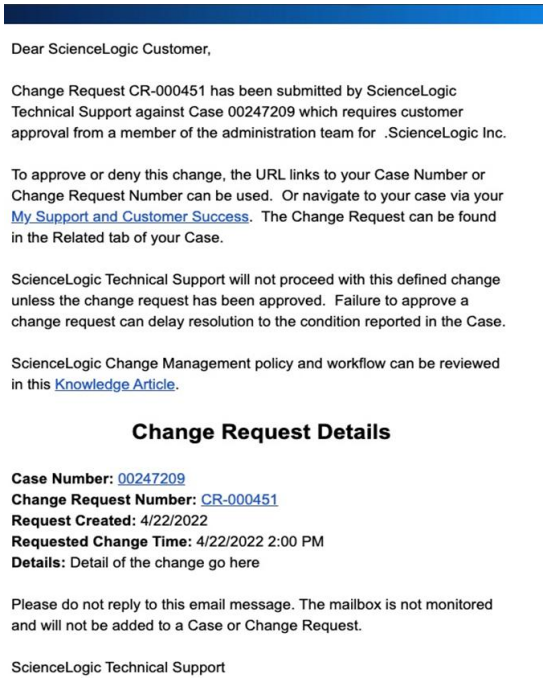
Change Request Management

While working on a case, if any configuration change/drop-file implementation is needed. The support team will send our customers a change request for approval. Technical Support engineers will create a Change Request in a 3-step process.

Step 1 - Change Request Information	
Change Request Type: *(select one)*	Agent update/upgrade push Apply Drop file Apply Gold Changes Apply Hotfix Apply Workaround Configuration Change
Change Request Details:	Text field for the support engineer to populate with the details of what and why the change is being requested.
Projected Change Time:	When is this change going to be made?
File Name Details:	File name of dropfile or patch file name if full patch
Step 2 - Appliance Information	
Appliance Name:	
Appliance Type: *(select one)*	CDB UI (Admin Portal) Collector
Appliance Location: *(select one)*	SaaS / On Premise
Step 3 – Approval Information	
Change Request Recommendation: *(select one)*	Local Stack Only Recommended All Stacks
Approval Type: *(select one)*	Customer Pre-Approved SRE Team

Once the change request has been created a new public chatter note is added to the support incident case with the change request number (i.e. CR-000##), status, projected change time, and details of the change request.

If the Approval Type is Customer, an email notification will be sent to the customer with the change request number, support incident case number and a link to Support Portal to view the change request and approve or deny this change.



Dear ScienceLogic Customer,

Change Request CR-000451 has been submitted by ScienceLogic Technical Support against Case 00247209 which requires customer approval from a member of the administration team for .ScienceLogic Inc.

To approve or deny this change, the URL links to your Case Number or Change Request Number can be used. Or navigate to your case via your My Support and Customer Success. The Change Request can be found in the Related tab of your Case.

ScienceLogic Technical Support will not proceed with this defined change unless the change request has been approved. Failure to approve a change request can delay resolution to the condition reported in the Case.

ScienceLogic Change Management policy and workflow can be reviewed in this Knowledge Article.

Change Request Details

Case Number: 00247209
Change Request Number: CR-000451
Request Created: 4/22/2022
Requested Change Time: 4/22/2022 2:00 PM
Details: Detail of the change go here

Please do not reply to this email message. The mailbox is not monitored and will not be added to a Case or Change Request.

ScienceLogic Technical Support

Image: Example of Email Notification

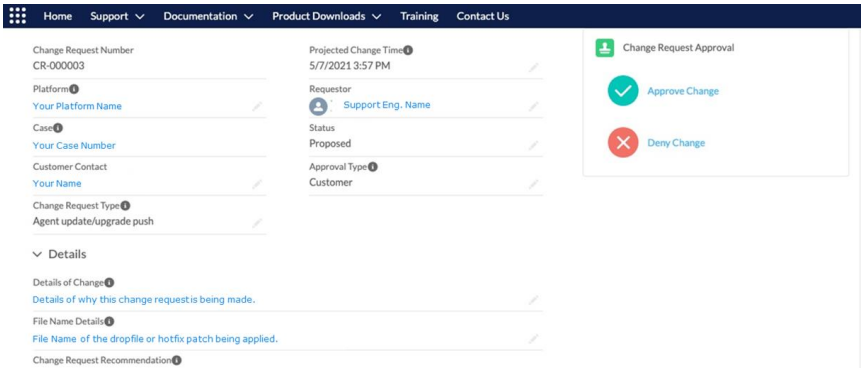


Image: Example of Portal View of CR

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 7 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 Portal, click on the "**Submit A Case**" icon to be taken to the New Case page from homepage or "**My Support and Customer Success**" page. Click the "**Create a Service Request**" button to begin the Service request creation workflow. Choose the appropriate product line and collaboration channel, upon clicking the **Create Case** button, you will receive a case number.

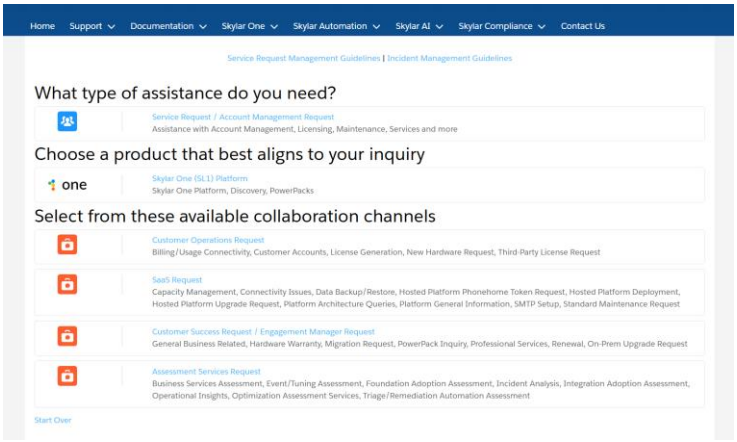


Image: Service Request Creation workflow

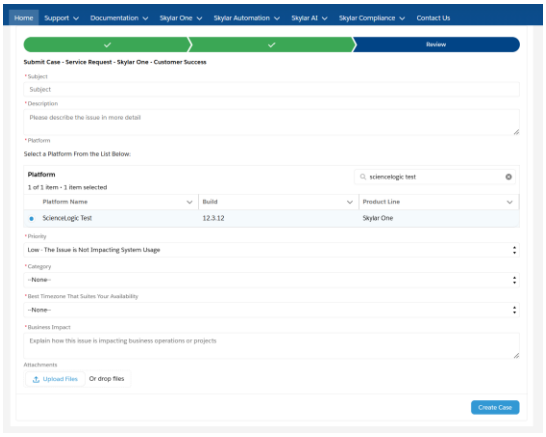


Image: Service Request Creation form

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 is reproduced etc.
Closed	Case is resolved

Case Severity Levels

ScienceLogic makes reasonable efforts to provide a response, but not necessarily a solution, to the customer following receipt of customer's request for technical support. Our General Case severity level guidelines are given below:

Response Guidelines

Severity Level	Definition	Initial Response Within	Update Case Frequency	Restoration/Downgrade or Resolution
S1	Critical issue causing total system outage or unusable application	1 Hour 24x7x365	Every 4 Hours or as required 24x7x365	24 hours
S2	Major issue causing significant impact to multiple users	4 Business Hours	1 Business Day	14 days
S3	Minor issue causing minimal user impact	1 Business Day	3 Business Days	90 days
S4	Comment or general request	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.

Please note that LAB instances do not have the same level of SLAs as production instances. Cases for LAB instances can only be opened as S3/S4.

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. 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, we will transfer the case to Engineering & product management teams for a fix. The incident case will be converted into an "**Engineering Issue**" and you will be given an "**Engineering Ticket number**" (Example EM-34068). You will be able to see defects for your platforms under "**Open Engineering Issues**" tab on the Support Portal from Support >> My Support and Customer Success page. As our teams work through the defect, you will be notified of the progress until a fix is released.

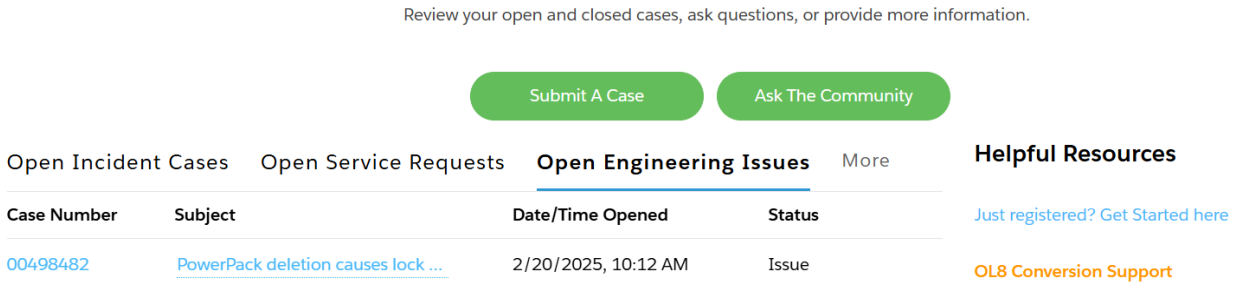


Image: Viewing Engineering Requests

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. Details on how we manage product defects are available in this KBA: How does ScienceLogic manage Product Defects?

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 product 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 tagged 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 **a 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 **a 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

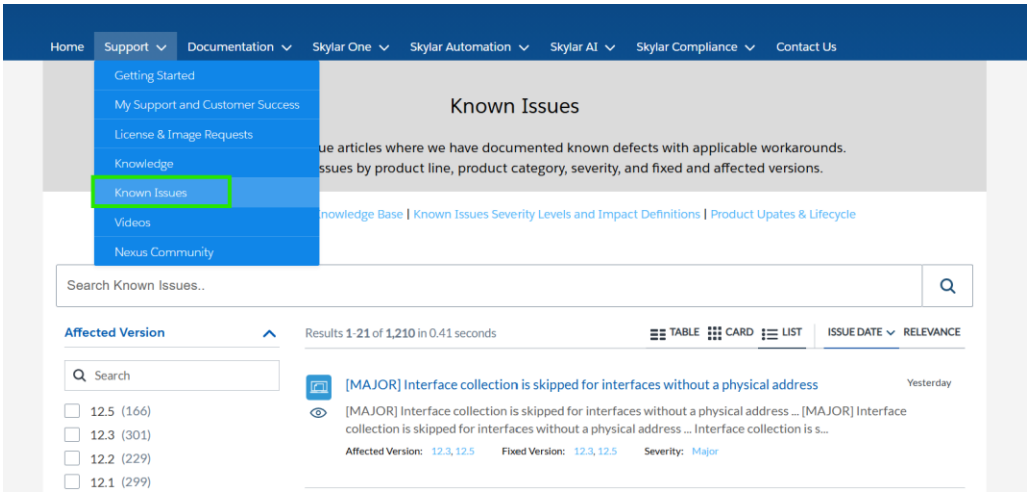
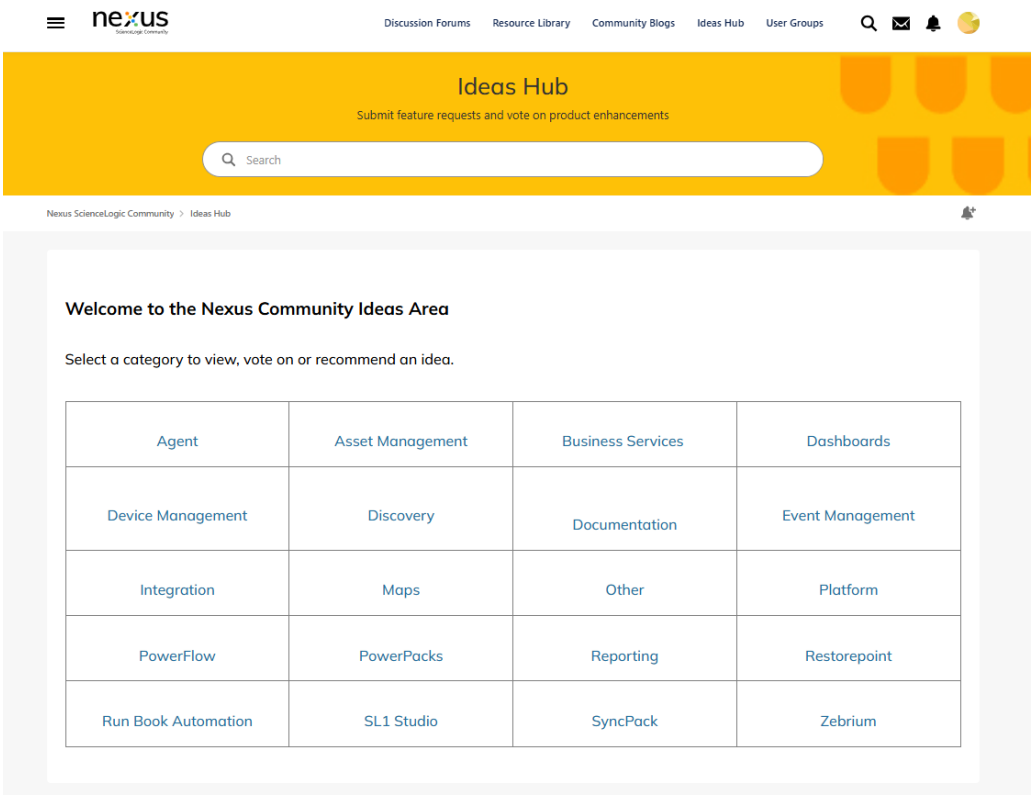


Image: Known Issues page

Feature Requests

We welcome your feedback to improve and enhance ScienceLogic Products. Please submit all feature requests on ScienceLogic Ideas Hub on Nexus Community. Ideas Hub is a is a community-based platform where you can post, comment, and vote on ideas shared by you and other users all year round. The Product Team reviews all ideas submitted on a quarterly basis that aligns with our Planning Cycles. You can find more details in this KBA: ScienceLogic Ideas Hub

If you are unsure whether a feature is available or not in the ScienceLogic product, create an incident case first with the Technical Support team so that we can guide you.



Security Vulnerabilities

Trust Center on our corporate website provides information on security features, compliance certifications, practices and related resources. To know built-in security features, review the latest security manual in our documentation. To get response on security vulnerabilities detected by you, submit your vulnerability scan report following this KBA What to collect on "Platform: Security" incidents to support by opening a Security Request case. More details can be found here: How does ScienceLogic Technical Support Manage Security Cases?

You can also download PEN Test reports for ScienceLogic products from the Trust Center.

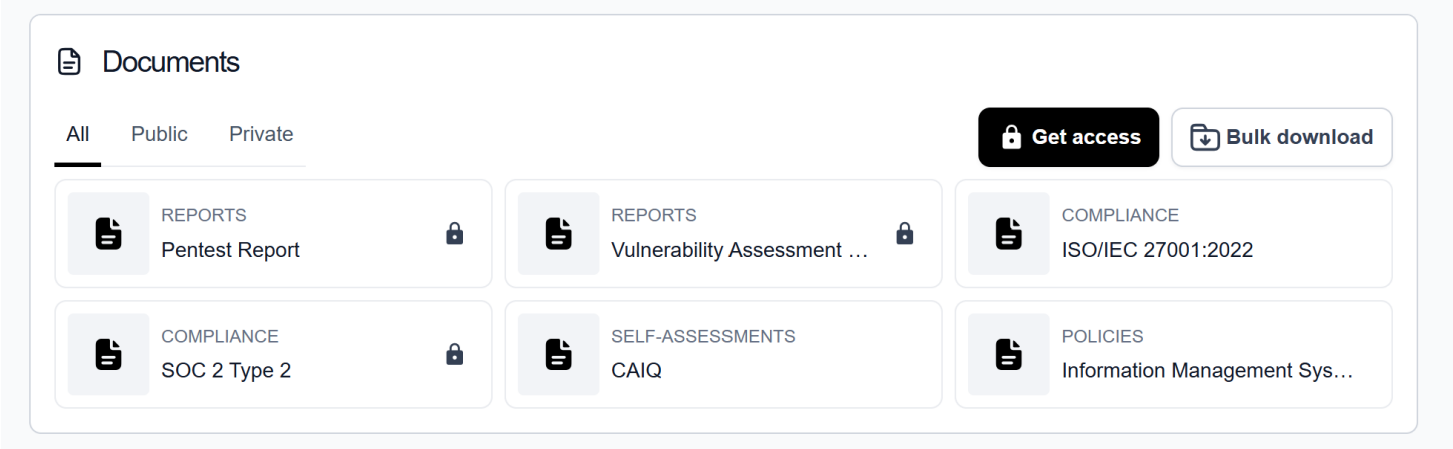


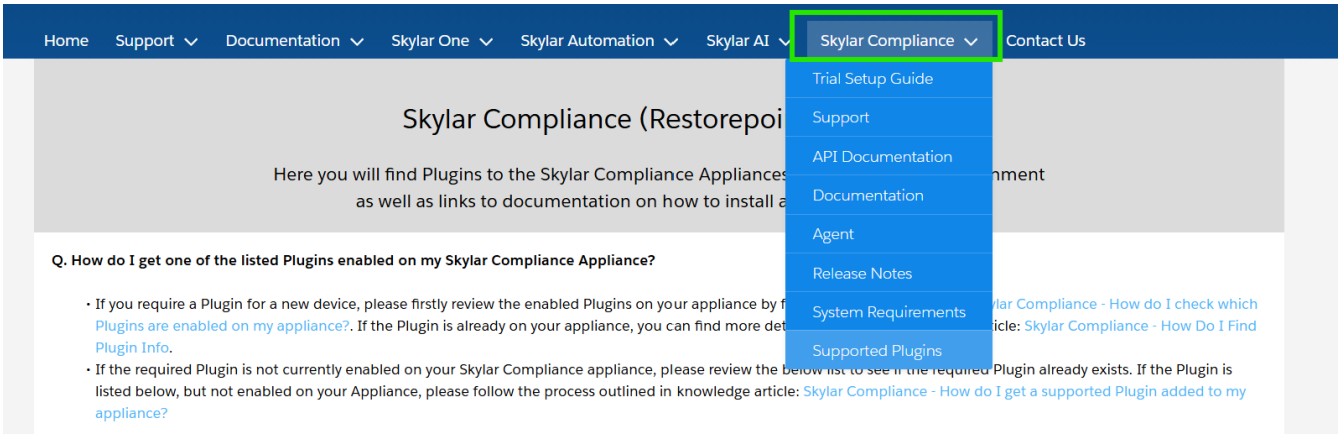
Image: Requesting a security report

Skylar Compliance Support

Benefit from centralized and secure backup and recovery of network and security devices with always-on auditing and one-click recovery. You can find more details about Skylar Compliance product here: https://sciencelogic.com/platform/network-configuration-change-management

For more information on how to open a Skylar Compliance case, please review article Support: Getting Started.

For further Skylar Compliance resources, please use the Skylar Compliance tab on the Support Portal. Here, you will find Support (Cases, Knowledge etc.), Documentation, Agents, System Requirements, Plugins and more.



6. Escalation to Support Management

You can escalate a case by using one of the following methods within a case, option#1 being the most efficient method:

1. For business day escalations, in case escalation to Support Management is the quickest way to escalate your case and communicate in your own words. Navigate to your Support Incident case and select Management Escalation Request to the right under Case Actions then give us the reason, situation and expected outcome details. Please see KB6420 for more details.
2. For immediate attention, call our Support Phone Lines (located above) and follow the prompts (Press 3) to be put through to the Duty Manager.
3. Request your Customer Success Manager (CSM) escalate a case on your behalf.

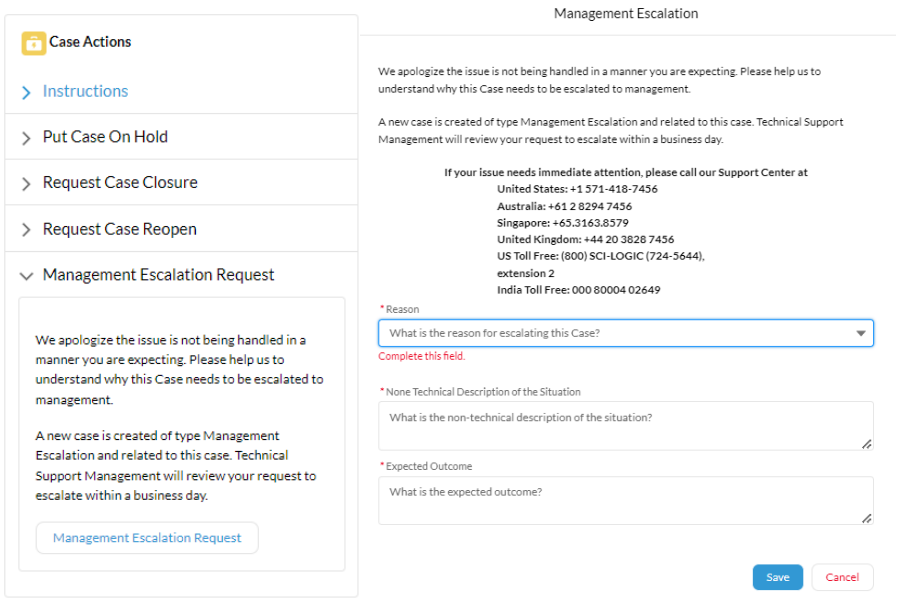


Image: Case actions and Management escalation request form

7. ScienceLogic Nexus Community

We encourage you to connect and collaborate with fellow ScienceLogic Nexus 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.

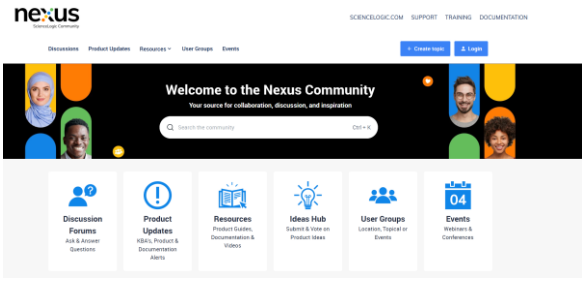


Image: Nexus community

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 and to augment the official product documentation. We have over **3200+** Knowledge base articles published in our KBA library on various topics. Please visit our Knowledge base Center.

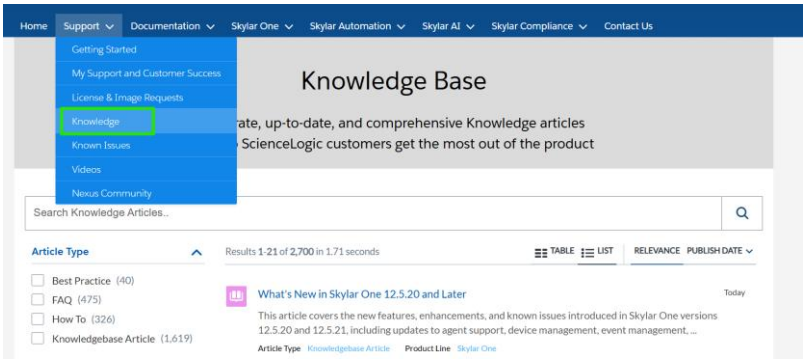


Image: Knowledge base home

Image: Knowledge base home

Providing feedback on a KBA

When you use the thumbs up/down button on a KBA, it will prompt you to choose a reason and feedback. We appreciate your feedback to improve the quality and accuracy of our knowledge base.

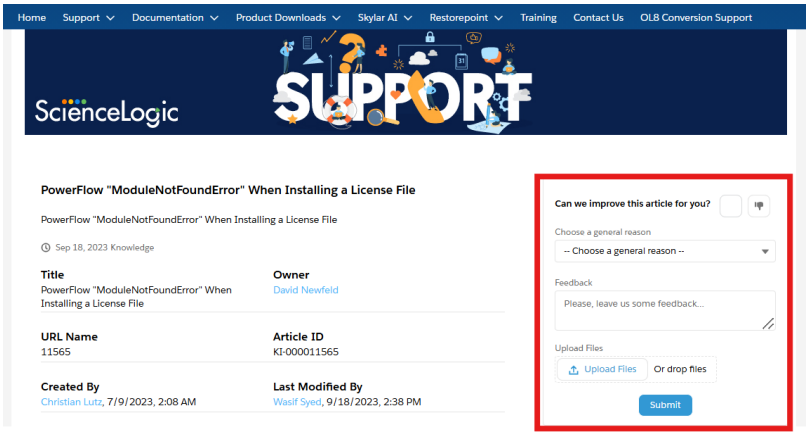


Image: KBA feedback

9. Learning Services

We highly recommend that your ScienceLogic Users and Administrators complete training 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 on an issue. Please review the available training programs on our Support Portal. 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.

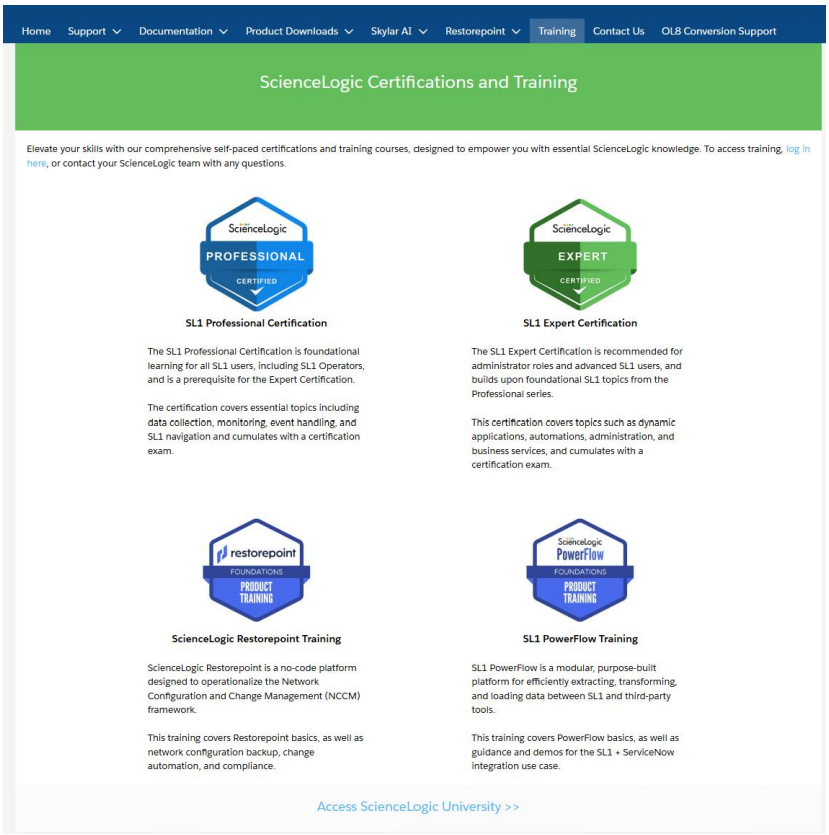


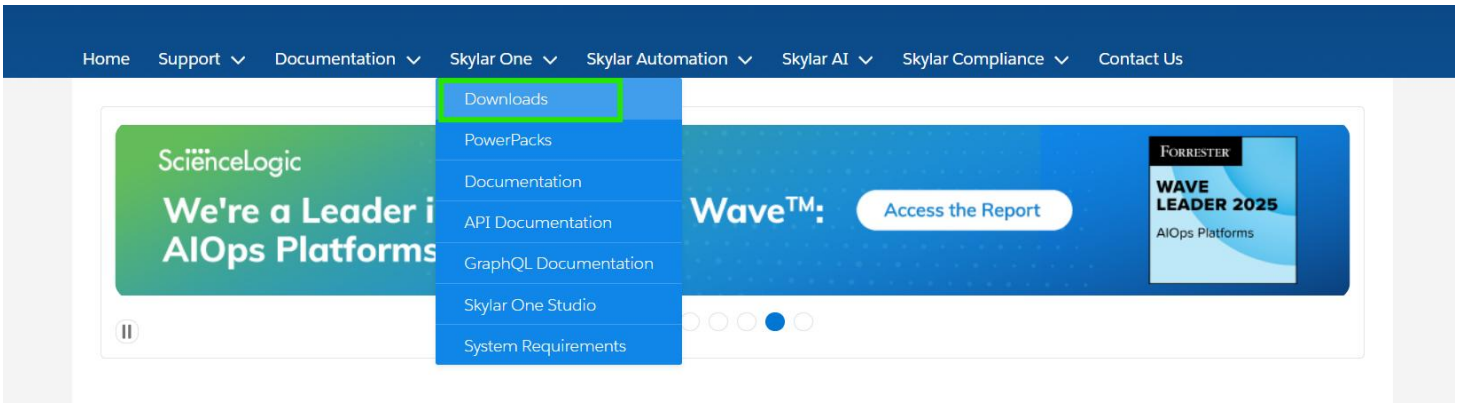
Image: Training page

10. Product Downloads

ScienceLogic AI Platform Releases

On-Premises customers can download Product updates from our Support Portal. SaaS customers must request an upgrade via a Service Request.

To access the latest releases and related assets, please visit the download page of each product by navigating to the respective drop-down menu.



We recommend you to 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 portal however you will still be able to view documentation for the older releases from our documentation page.

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 Skylar One License. Solution packages include ScienceLogic Base, Standard, and Premium, with each solution providing access to a richer set of Skylar One

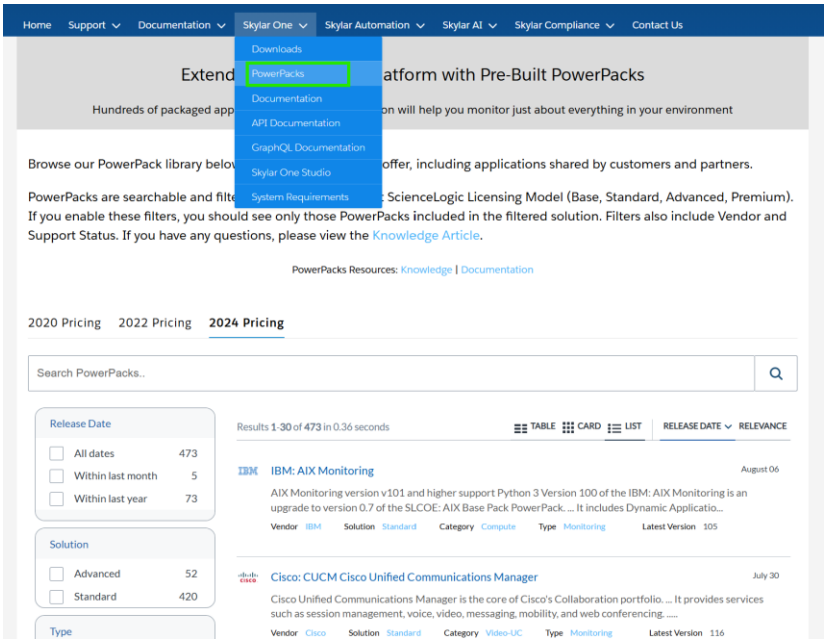


Image: PowerPacks Library page

functionality. As functionality is unlocked, the associated PowerPacks become available to you for download on the Support Portal.

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 AI 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.

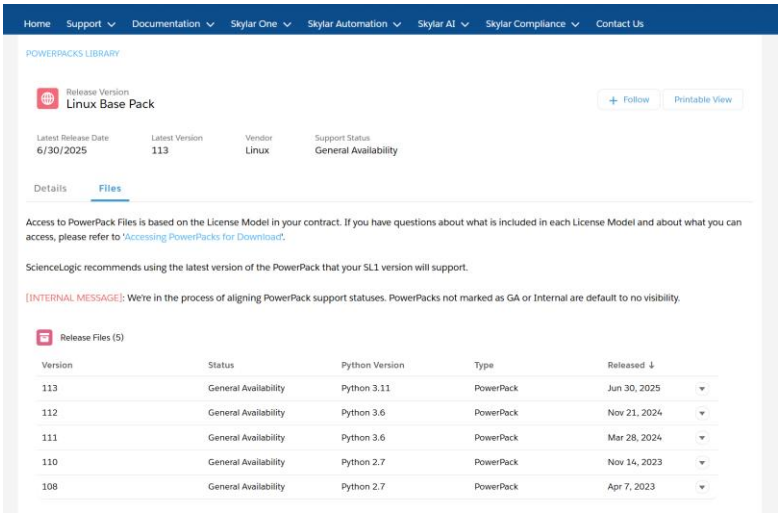


Image: Example PowerPack Page

Skylar One Studio

Skylar One Studio includes new applications and components that facilitate new technology onboarding and synchronization. Check out various toolkits available on the Skylar One Studio page. You can find more details in Skylar One developer documentation.

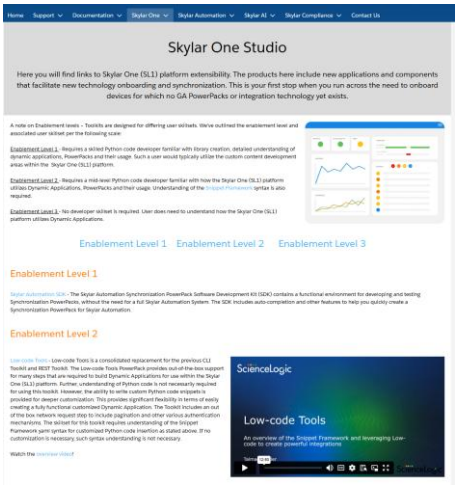


Image: Skylar One Studio

Early Access Program (EAP)

ScienceLogic Early Access 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. Join the EAP user group Nexus Community Early Adopters on Nexus Community to get involved in the program.

11. Product Updates

We focus the majority of our development efforts 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 Skylar One 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).

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 Skylar One appliances? If you have a business need to install a new package, you should submit a feature request by creating a

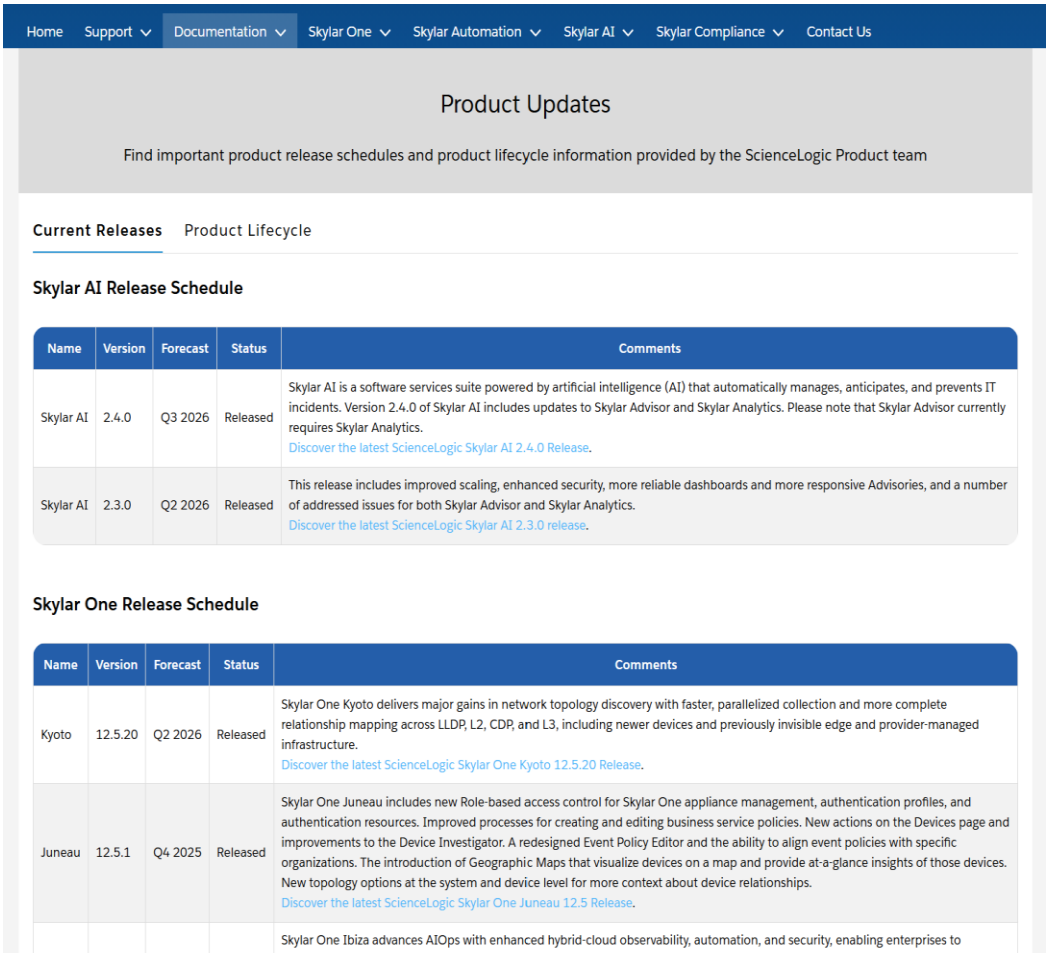


Image: Product Updates

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, you can review product documentation at the documentation page. 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. Feel free to contact the ScienceLogic documentation team at: docs@sciencelogic.com.

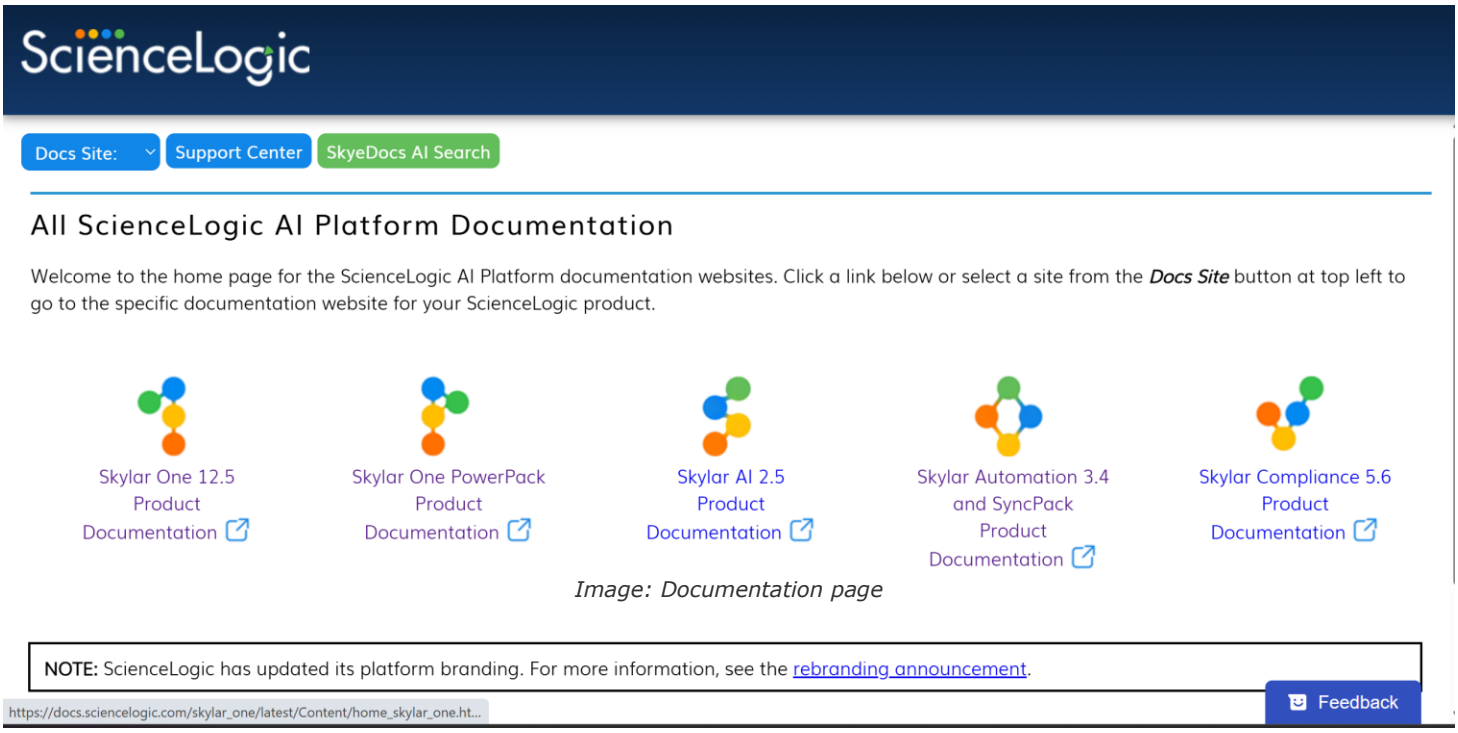


Image: Documentation page

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 Support >> License & Image Requests option from the drop-down menu.

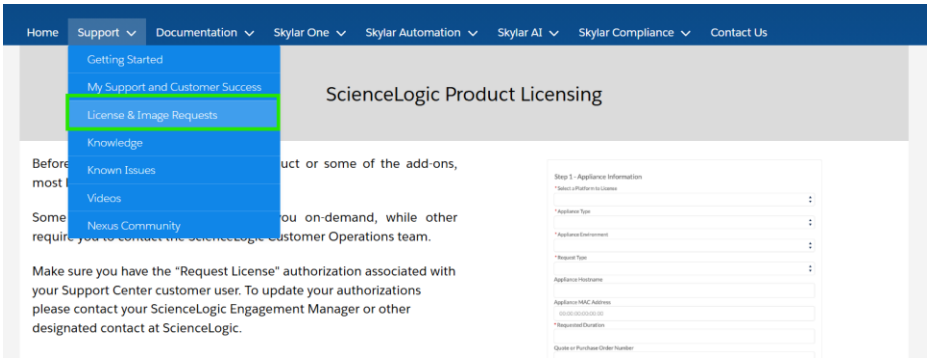


Image: License Request Navigation

From that screen, click on the "**Request License**" button under Skylar One or Skylar Automation and complete the form. Our Licensing team will get back to you on the next business day. You will need a **registration key** from your Skylar One appliance or **iskey license file** from your Skylar Automation appliance to submit a license request.

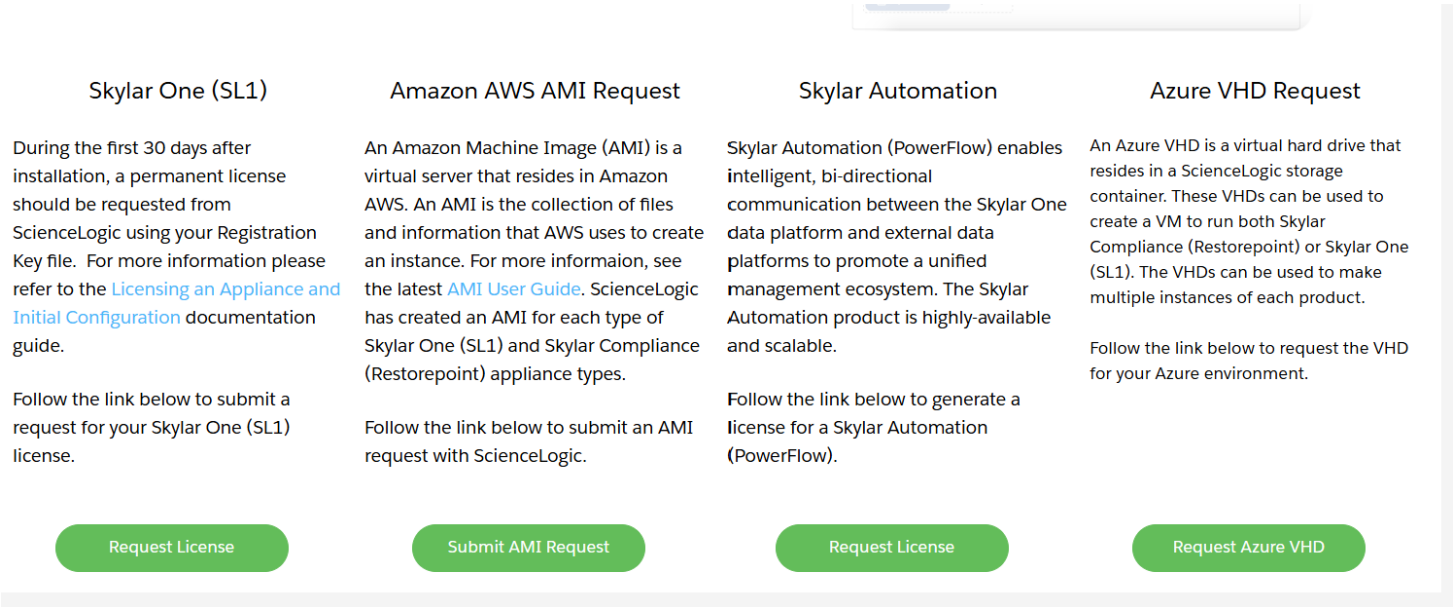


Image: License Request Page

Trial License Request

Upon installation, Skylar One appliances are automatically licensed for 90 days, with a capacity of 1,000 devices. During these 90 days, you can perform the steps to obtain a permanent license from ScienceLogic.

If you need a trial license with additional validity/capacity, you can obtain one from Support Licensing page. Make sure to choose "Request Type" as "**Trial License**". The requests will generally be processed in 1 business day. More details can be found in this KB article How Can I Get a Trial License For My ScienceLogic Appliance?

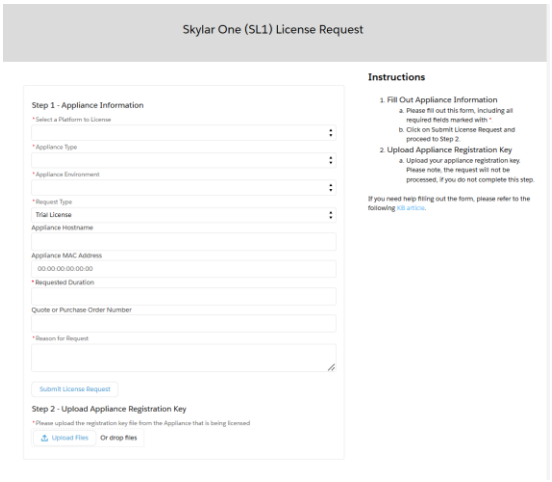


Image: Trial License Request

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. To request, go to the Support Site and Navigate to the Navigate to the Support >> License & Image Requests 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.

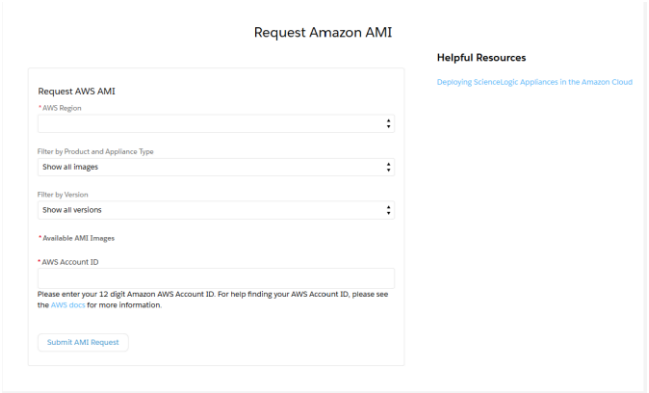


Image: AMI request form

Third-Party Products License

If you are using any of the third-party products purchased through ScienceLogic, reach out to our Customer Operations team by opening a service request case by choosing "**Customer Operations Request**" under collaboration channel from our support portal. Our Customer Operations team will get back to you on the next business day.

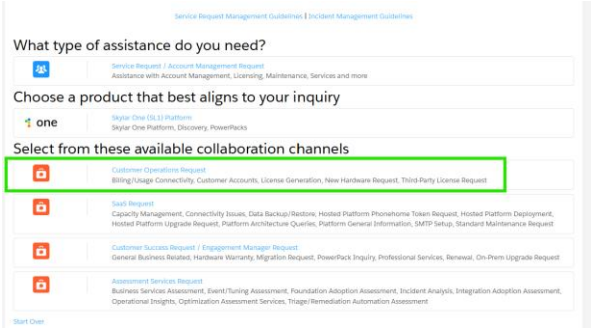


Image: Third Party License Request

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. 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 the Technical Support team. If the 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. Site Reliability Engineering (SRE) Team

Overview

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

	ScienceLogic	Customer
Skylar One Application	• Deployment, hosting & updates (Skylar Automation (fka PowerFlow) and best-effort for Collectors) • Platform availability & performance monitoring	• Skylar One Configuration (PS options available) • Agents, Powerpacks - Installation, maintenance & monitoring • Collectors – Installation & monitoring • Skylar Automation applications & Integrations • Device & Event Hygiene • SSL certification upkeep • System Critical Errors in UI
Skylar One SaaS Infrastructure	• Resiliency & SLA • Data backup & recovery • Upgrade, Monitoring & Capacity Connectivity (DNS, SSL, SSO) • Security & Privacy – data at rest & in transit.	• Scalability requests • Security – Data Access (login etc.)

For more details on scheduled maintenance and SLA, review Skylar One SaaS resources page on Support Portal. Access to these resources requires viewers to sign a quick one-click User Non-Disclosure Agreement if there isn't already one in place with the viewer's organization.

SaaS Status Portal

STATUS is ScienceLogic's customer-facing service health portal for SaaS customers. It gives you visibility into the Health, Availability, and Risk of your SaaS platforms, with no additional tools or accounts required. Health states typically update within 10 minutes of a detected change. You can access the Status portal at status.sciencelogic.net using your existing Support Portal single sign-on (SSO) credentials. Review KBA STATUS - Getting Started (Access and Login) for more details.

Submitting a Service Request for SaaS platform

If you would like to submit a service request for issues like phonehome token request, connectivity issues, SMTP setup, Data backup/restore, upgrade requests etc. Create a service request from our Support portal and our SRE team will get back to you. Please submit all change requests 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 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.

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.

ScienceLogic Base Support

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

ScienceLogic 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.

ScienceLogic Premium Support

In addition to ScienceLogic Standard support, ScienceLogic Premium support adds a Coordination Service. Through notification via your Customer Success Manager (CSM), a dedicated support engineer will review cases on a weekly basis.

ScienceLogic Extended Support

ScienceLogic Extended Technical Support provides continued Technical Support for Skylar One and Skylar Automation platforms after a software version reaches **End of Life** (EOL). The service can be purchased

before EOL for a minimum of three months and a maximum of six months and applies per platform. For more details, review the KBA: ScienceLogic Extended Technical Support

18. Appendix A: ScienceLogic Self-Help Resources

ScienceLogic Support Portal 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

Skylar One PowerPacks Download PowerPacks

Skylar Automation Syncpacks Download Syncpacks

Skylar Compliance Support The Support Portal enables customers to raise support tickets, track open tickets, and browse the knowledge base for Skylar Compliance

Skylar One SaaS Resources for SaaS customers

SaaS Status Portal To review health, availability and risk of your SaaS Platform

Product Documentation Find product documentation

Knowledge base articles Find helpful knowledge base articles about common issues

Known Issues Page Find Knowledge base articles on known defects

Support Videos Page Support Videos Library

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

Contact Us Find Support contact channels

Nexus Community Connect and get answers from a passionate community of experts

Customer Documents & License Agreements Documents available on corporate website

19. Appendix B: Helpful Knowledge base Articles

Knowledge Base Articles - Raising an Incident	KB Article Number
Support: Getting Started	1158
Incident Management Guidelines	1327
Service Request Management Guidelines	1333
What are case Severity levels, examples and support effort?	1035
What are case Priority levels and examples of each priority in combination with Severity level	1002
What can be brought up to Support management as an escalation?	1033

ScienceLogic Support Case Creation Best Practices	6089

Knowledge Base Articles - Regularly Referred	KB Article Number
How to run the System Status Script	1075
ScienceLogic Ideas Hub	7642
Skylar One Support Change Management Process	5448
ScienceLogic Skylar One Database Capacity Planning	2874
Increasing System Resources on Appliances	1170
How to collect debug logs for internal process	1139
How to collect UI Debug (DEVLOG)	1049
Enhanced Troubleshooting Guide - PowerShell	11811
Troubleshooting Dynamic Application SIGTERM	1360

Knowledge Base Articles – Security and product maintenance	KB Article Number
How does ScienceLogic Technical Support Manage Security Cases?	14727
How does ScienceLogic Technical Support manage Product Defects?	4011
How does ScienceLogic Support handle Outages for Skylar One and Skylar Automation?	5077
How does ScienceLogic Support handle Outages for Skylar Compliance (FKA Restorepoint)?	14833
Extended Technical Support	20047

Knowledge Base Articles - "What to Collect On…." Series	KB Article Number
Master Knowledge base Articles - "What to Collect On…" Series[1]	10029

[1]This master article contains the complete catalog of data collection guides covering most of the product areas. Before opening a case, review the applicable "What to Collect" article for your issue type.

About ScienceLogic

ScienceLogic empowers intelligent, automated IT operations and observability, freeing up time and resources, and driving business outcomes with actionable insights. ScienceLogic's AIOps platform sees broadly across clouds and on-premises, enabling business service visibility with relationship mapping, and workflow automation to eliminate manual tasks. Trusted by thousands of organizations across the globe, ScienceLogic's technology has been proven for scale by the world's largest service providers, enterprises, and government agencies. https://sciencelogic.com/