# Introduction to the ScienceLogic Platform

SL1 version 8.10.0

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# Chapter 1

# Overview

## Introduction

This manual is intended for new users of the ScienceLogic platform. This manual covers:

- *The general function of the ScienceLogic platform and ScienceLogic terminology*.
- *How the ScienceLogic platform monitors devices*.
- *The ScienceLogic user interface*.
- *How to get help in the ScienceLogic platform*.
- *User preferences and the Inbox tab*.
- *Which user manuals describe each page in the ScienceLogic platform*.

## Prerequisites

This manual assumes that the initial installation and configuration (deployment) of the ScienceLogic platform has been completed. For details on the initial configuration of the ScienceLogic platform, see the ***Installation*** manual.

## Client Requirements

To access the ScienceLogic appliance from a browser on a client computer, the web client must meet the following requirements:

- To access certain parts of the user interface, the client computer must be running Adobe Flash Player, Version 10.0 or later. You can download Adobe Flash Player from http://get.adobe.com/flashplayer.
- Display must be a minimum of 1024 x 768. ScienceLogic recommends 1280 x 1024 or greater.

- To access a Citrix client or SSH from within a ScienceLogic browser session, the web client must be running Java 2 Runtime Environment (v.1.4.2_xx) or later. You can download J2RE from http://www.java.com.
- The web client must be running one of the following browsers:
    - Microsoft Internet Explorer 11 or Microsoft Edge
    - The latest version of Mozilla Firefox plus the version that immediately preceded it
    - The latest version of Apple Safari plus the version that immediately preceded it
    - The latest version of Google Chrome plus the version that immediately preceded it
- The web client must have JavaScript enabled and accept cookies from the user interface.

# Chapter 2



# What is the ScienceLogic platform?

## Overview

As part of monitoring your network, the ScienceLogic platform collects data using common networking protocols. Most collected data is associated with a ***device*** in the platform. A device in the ScienceLogic platform is a record that can represent:

- Physical network hardware, for example, servers, switches, routers, printers, etc.
- A component of a larger system, for example, a data store in a hypervisor system, a blade server, etc.
- Any other entity about which you want to collect data, but want or need to associate that data with a container that does not correspond directly to a physical device or a component. For example, you might configure a device record that represents a web site or a cloud service.

The ScienceLogic platform allows you to monitor and manage hardware and applications within your network. The platform provides a network-wide view through a "single pane of glass." This means that you can monitor status, create policies, define thresholds, and receive notifications, all through a single, browser-based application.

## Events and Automation

One of the quickest ways to monitor the health of your network is to look at events. You can view events on the **Event Console** page, under the **[Events]** tab.

Events are messages that are triggered when a specific condition is met. For example, an event can signal if a server has gone down, if a device is exceeding CPU or disk-space thresholds, or if communication with a device has failed, or it can simply display the status of a managed element.

The ScienceLogic platform generates log messages from incoming trap and syslog data, and also when the platform executes user-defined policies. The platform then uses these log messages to generate events. The platform examines each log message and compares it to each event definition. If a log message matches an event's definition, the platform generates an event instance and displays the event on the **Event Console** page.

Each event includes a description of the problem, where the problem occurred (device, network hardware, software, policy violation), a pre-defined severity, the time of first occurrence, the time of most recent occurrence, and the age of the event.

The ScienceLogic platform includes pre-defined events for the most commonly encountered conditions on the most common platforms. You can also create custom events for your specific environment or edit the pre-defined events to better fit your specific environment.

For more information about events, see the ***Events*** manual.

The ScienceLogic platform includes automation features that allow you to specify actions you want the platform to execute automatically when specific event conditions are met. Automation in the platform is divided into two parts:

- An ***automation policy*** defines the event conditions that can trigger an automatic action.
- An ***action policy*** defines an action that can be triggered by an automation policy. An action policy can perform one of the following tasks:
    - Send an email message to a pre-defined list of users and/or external contacts.
    - Send an SNMP trap from the platform to an external device.
    - Create a new ticket (using ticket templates defined in the **Ticket Templates** page [Registry > Ticketing > Templates]).
    - Update an existing ticket. An action policy can change the status and/or severity of an existing ticket and/or add a note to an existing ticket. For this action policy to trigger successfully, a ticket must be associated with the event that triggered the action.
    - Write an SNMP value to an existing SNMP object on an external device.
    - Query a database.
    - Run a custom python script, called a snippet.
    - Send an SNS Message to a Topic ARN (Amazon Resouce Name). All subscribers to the Topic ARN will receive the message.

For more information about automation, see the ***Run Book Automation*** manual.

# Management Tools

In addition to collecting data, generating events, executing automated actions, and displaying data, the ScienceLogic platform includes the several other features for managing your network.

## Ticketing

A ticket is a request for work. This request can be in response to a problem that needs to be fixed, for routine maintenance, or for any type of work you require. Tickets are assigned a severity based on the severity of the issue that needs to be fixed or worked on. For example, a server going down might require a critical ticket, whereas a routine maintenance issue might require only a minor ticket. These severities range from healthy to notice, minor, major, and critical.

A ticket can be created manually, or created based on an event. If a ticket is created based on a selected event, most of the ticket fields are populated automatically by the ScienceLogic platform.

The The ScienceLogic platform can also automatically create a ticket, using Runbook Automation and user-defined parameters.

In the ScienceLogic platform you can view a list of active tickets, create new tickets, edit one or more existing tickets, and generate reports for one or more tickets, among other features.

For more information, see the ***Ticketing*** manual.

## Asset Management

An asset is a piece of equipment owned by an organization. An asset record is a collection of information about that asset. In the platform, asset records are usually created for hardware devices, with some of the information populated automatically from collected data. Users can also manually enter information into an asset record.

In the ScienceLogic platform, asset records can contain information about:

- The name, make, and model of a device.
- The serial number of a device.
- Function and status of a device.
- Networking information, like host ID, IP address, or DNS server for the device.
- Physical location of the device.
- Description of the network interface.
- Vendor information for the device, including PO or check number, warranty policy, and service policy.
- Hardware information like the amount of memory, CPU, and BIOS or EPROM version.
- Description of each hardware component (if applicable).
- Description of installed software (if applicable).

When possible, the platform can automatically populate fields in each asset record. The platform also allows users to create their own tabs and form fields in addition to the ones provided by default.

For more information, see the ***Asset Management and Vendors*** manual.

## Business Services

The ScienceLogic platform provides multiple types of services and policies that allow you to manage the business aspects of monitoring and managing a network. These services and policies are:

- ***Bandwidth Billing Policies***. Determines how an organization will be charged for bandwidth usage.
- ***Distribution Lists***. A list of users, external contacts, and/or vendors to whom you want to send an email message from the platform.
- ***Product Catalogs***. A list of product SKUs that allow you to track and bill customers for products and services rendered.
- ***Product Subscriptions***. A list of products that have been assigned to an organization, device, interface, or asset record.
- ***Service Notifiers***. Allows you to send a message from the platform to distribution lists, selected users, external accounts, and vendors.
- ***Service Usage Policies***. Allows you to define and view composite reports based on collected information from multiple devices.

For more information, see the ***Business Services*** manual.

## IT Services

An IT Service is a technical service that is provided to internal or external customers. Some examples of IT Services include Internet access, website hosting, server co-location, remote backups, and remote storage. Usually an IT Service includes an associated Service Level Agreement (SLA) that specifies the terms of the service.

An IT Service policy allows you to define an IT Service, specify the devices that are included in the IT Service, and monitor the state, availability, and risk of the IT Service. The ScienceLogic platform evaluates the current state, availability, and risk of an IT Service based on user-defined metrics that trigger user-defined events about the IT Service. You can define how often the platform evaluates the state, availability, and risk of each IT Service. When the platform evaluates the state of an IT Service, the platform generates a default event that specifies the state of the IT Service.

You can define metrics based on any performance data collected by the ScienceLogic platform, including device availability, device latency, CPU usage, memory usage, swap usage, interface utilization, data collected by a Dynamic Application, and data about network interfaces, TCP/IP ports, system processes, Windows services, email round-trip time, web-content, SOAP/XML transactions, and DNS availability. You can specify that the platform should evaluate the metric against all devices in the IT service or against one or more subsets in the IT service.

When the ScienceLogic platform evaluates a metric, it performs an aggregation, that is, the platform evaluates the data for all devices specified in the definition of the metric, over a specified time period (the ***Aggregation Frequency***). Depending on the definition of the metric, the platform can calculate the average, maximum, minimum, sum, or standard deviation.

You can also create dashboards for IT Services that display information about the state, availability, risk, events, metrics, and other information about an IT Service. IT Service dashboards are defined in the **IT Service Dashboards** page (Registry > IT Services > IT Service Dashboards).

For more information, see the ***IT Services*** manual.

# How Records are Organized in the ScienceLogic Platform



An element is an object that can be managed by the ScienceLogic platform. The platform can create events about these objects. Users can create tickets about these objects. In the platform, elements include:

- Asset records
- Devices and their components, including network interfaces
- IP networks
- Network Interfaces
- Organizations
- User Accounts
- Vendor records

All elements, policies, events, tickets, and users in the ScienceLogic platform are associated with an organization. An organization is a group for managing elements and user accounts.

The bare-bones characteristics of an organization are:

- A unique name (required).
- Users who are members of the organization.
- Elements (for example, devices) associated with the organization.

Organizations can be defined by geographic areas, departments, types of devices, or any structure that works best for your needs.

For example, for a business with multiple locations, an administrator might create organizations named Boston, New York, and DC.

Another administrator might create organizations named for departments, like Finance, Sales/Marketing, and Engineering.

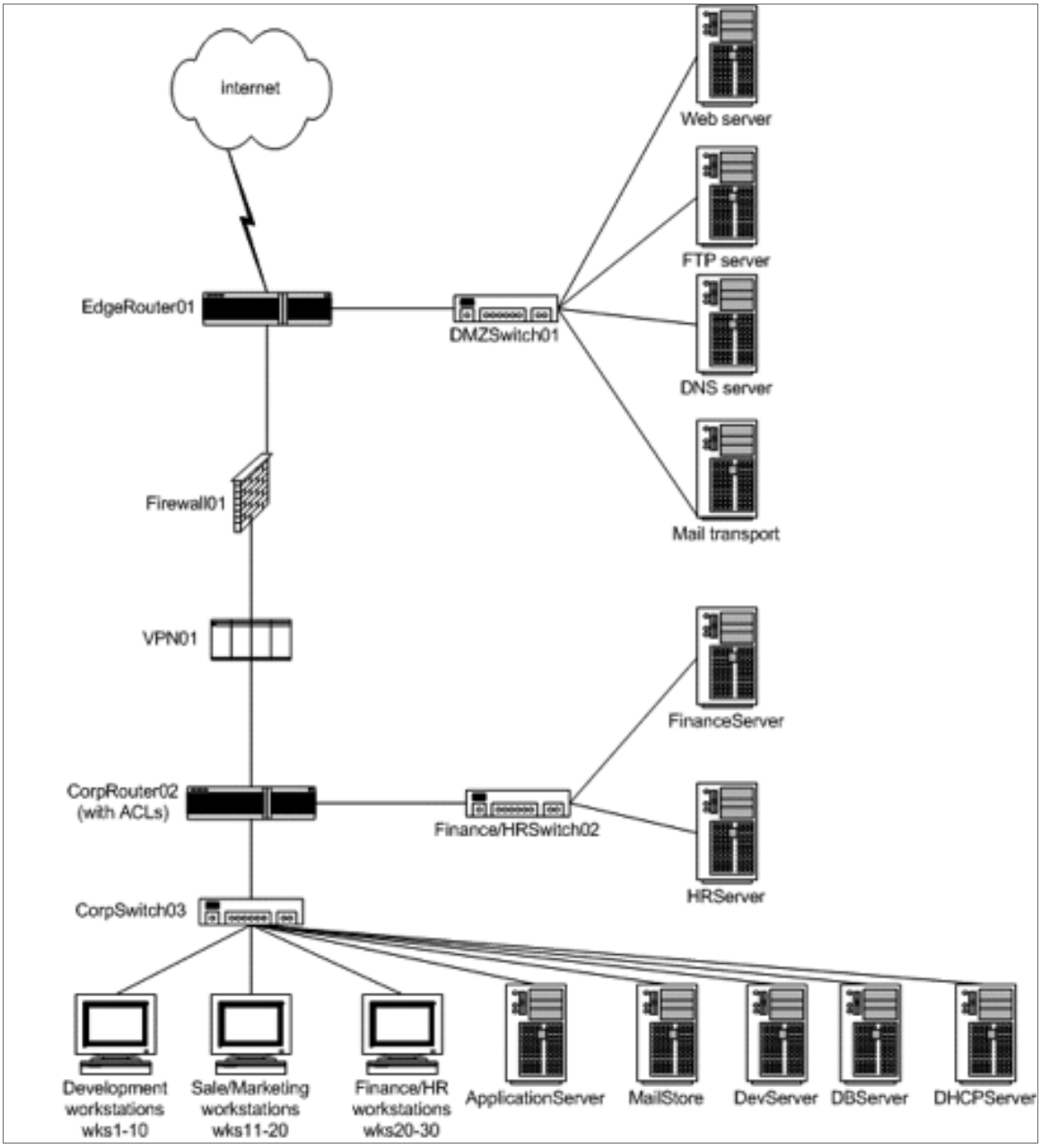
Another administrator might create organizations for IT departments, like Networking, Operations, and Desktop.

Yet another administrator for a service provider might create an organization for each customer.

## Organizations and Elements

After one or more organizations have been defined, administrators can associate elements with each organization.

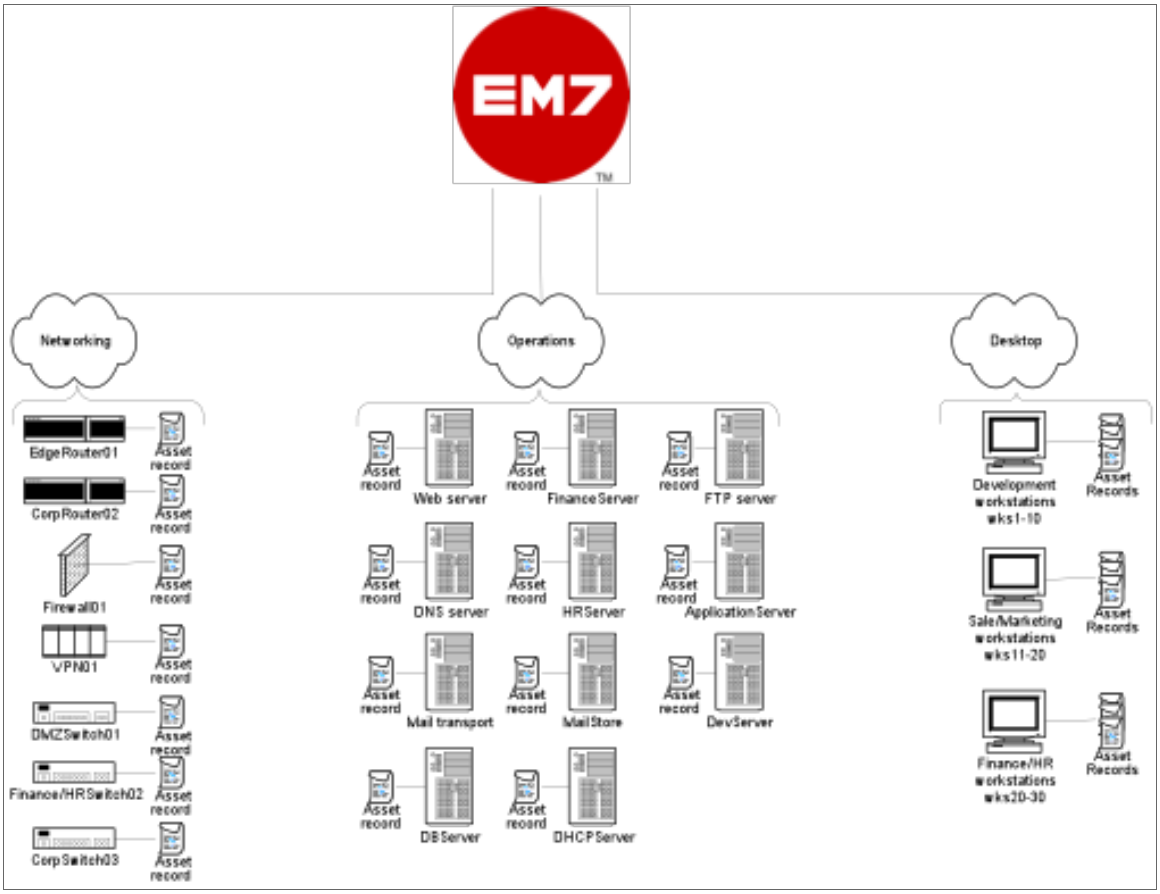
Suppose your network looked like this very simplified example:




Now suppose that the administrator had defined the following organizations:

- Network
- Operations
- Desktop

The administrator might assign elements like this:



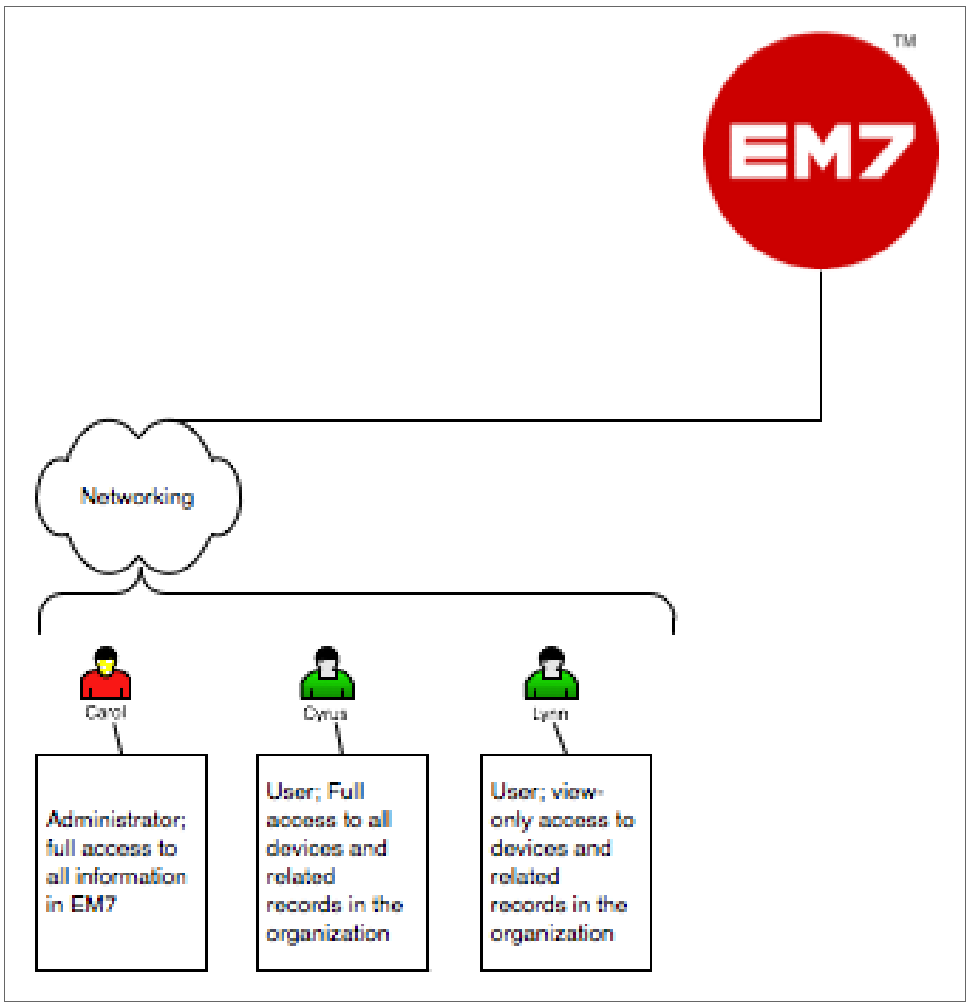

In this example:

- The Networking organization contains two routers, a firewall, a VPN device, three switches, and an asset record for each piece of hardware. All the network interfaces on the routers, firewall, VPN device, and switches also belong to the Networking organization.
- The Operations organization contains all 11 servers in the network, and an asset record for each piece of hardware. All the network interfaces on the eleven servers also belong to the Operations organization.
- The Desktop organization contains all 30 desktops in the network, and an asset record for each piece of hardware. All the network interfaces on the 30 desktops also belong to the Desktop organization.

## Organizations and Users

Administrators can define user accounts and associate each user with a primary organization. For each organization, the administrator must determine which team members require access to the ScienceLogic platform and what access levels to assign to each team member.

Specifically, the administrator defines and adds users to organizations. For example, for the Networking organization, the administrator could define users like this:

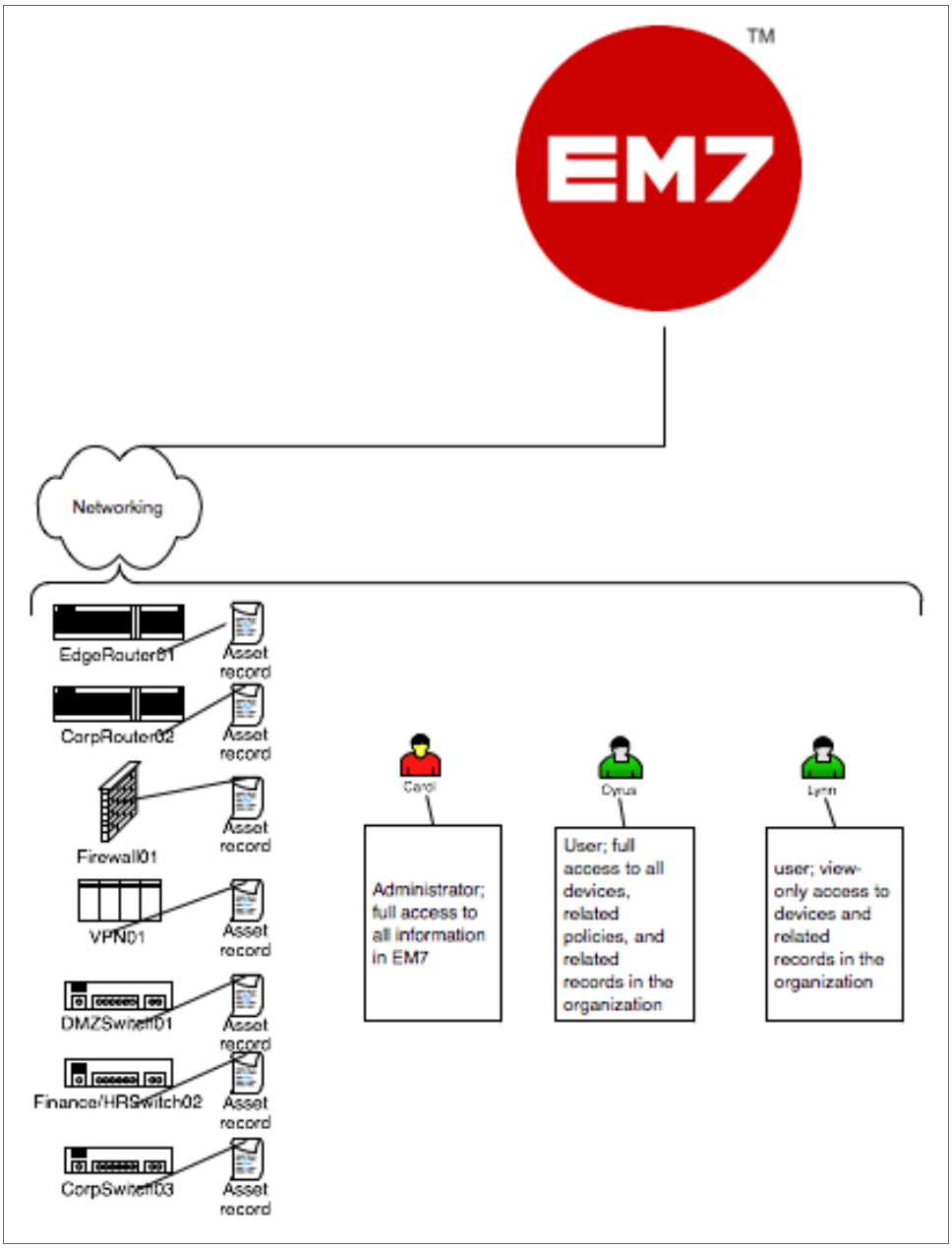



In this example:

- The Networking organization contains three users: Carol, Cyrus, and Lynn.
- Carol is the Director for Network Administration and is defined as an Administrator. She has unlimited access to all information in the ScienceLogic platform.
- Cyrus and Lynn are defined as Users. Their access in the platform is limited by the Access Keys associated with their accounts.
- Cyrus is the Manager for Network Administration and has full access to all devices and related records in the Networking organization. Cyrus can view information in the ScienceLogic platform to diagnose problems and also create and edit policies for the devices and components in his organization.
- Lynn is a Network Administrator and has read-only access to all devices and related records in the Networking organization. Lynn can view information in the platform to diagnose network problems, but cannot make changes in the platform.

## Example Organization and Its Relationships

Here's an illustration of the example organization, Networking, with both users and elements assigned:



# Users in the ScienceLogic Platform

In the ScienceLogic platform, there are two broad types of user accounts:

- ***Administrators***. By default, users of type "administrator" are granted all permissions available in the ScienceLogic platform. Administrators can access all tabs and pages, and perform all actions and tasks on all entities, regardless of organization.
- ***Users***. Accounts of type "user" are assigned key privileges. Key privileges are customizable by the administrator and grant users access to pages and tabs and permit users to view information and perform tasks in the platform. These key privileges are defined by the ScienceLogic system administrator from the **Access Keys** page (System > Manage > Access Keys).

To learn more about Access Keys and how they affect user accounts, see the ***Access Permissions*** manual.

An account of type "user" can be granted the privileges that allow him/her to create or modify other users' accounts. However, for accounts of type "user", certain restrictions apply:

- An account of type "user" cannot create or modify an account of type "administrator".
- An account of type "user" cannot change his/her own account to type "administrator" or change another user's account to type "administrator".
- An account of type "user" cannot add additional Access Keys to his/her own account.
- An account of type "user" cannot grant or remove Access Keys to other accounts that he/she has not also been granted.

Regardless of access keys, ***accounts of type "user" can access only pages and actions associated with their organization***. For example:

- Suppose your organization includes three regional offices. Suppose you define three organizations: Northeast, Headquarters, and West Coast.
- Suppose each organization includes the hardware located at the corresponding office.
- Now suppose the account "JohnDoe" is of type "user" and is a member of the organization "West Coast". User JohnDoe would be able to view and act upon only devices that are included in the organization "West Coast". User JohnDoe would not be able to view or act upon the hardware at the other offices.
- ***The ScienceLogic platform allows you to assign each user a primary organization and optional additional organizations***.
- Now suppose that user "JohnDoe" needs to view the status of a device at headquarters. If you add "Headquarters" as a secondary organization in JohnDoe's account information, that user will now be able to view and act upon all the devices in the "Headquarters" organization.

**NOTE**: You can use Access Keys to further limit the access of each user, even within his/her own organization.

For more information, see the ***Organizations and Users*** manual.

# Chapter 3

# Device Monitoring



## Overview

This chapter describes the features and terminology in the ScienceLogic platform that relate to the management of device records.

## What is Discovery?

***Discovery*** is the tool that automatically finds all the hardware-based devices, hardware components, and software applications in your network. You must provide the discovery tool with a range or list of IP addresses and/or a list of fully-qualified domain names (hostnames), and the discovery tool determines if a device, hardware component, or software application exists at each IP address. For each device, hardware component, or software application the discovery tool "discovers", the discovery tool can collect a list of open ports, DNS information, SSL certificates, list of network interfaces, device classes to align with the device, topology information, and basic SNMP information about the device. The discovery tool also determines which (if any) Dynamic Applications to align with the device. If the discovery tool finds Dynamic Applications to align with the device, the discovery tool triggers collection for each aligned Dynamic Application.

## How Does the ScienceLogic Platform Manage Devices?

- Using discovery, the ScienceLogic platform automatically discovers all hardware and hardware-components in your network. The platform can also automatically discover most software applications running in your network.
- Using Dynamic Applications, the platform can automatically discover component devices.
- During discovery, devices are categorized by device class and device category for quick identification. You can customize device classes and device categories and also define custom device classes and device categories.

- In the platform's **[Registry]** tab, you can view details about each discovered device, including IP address and MAC address, operating system, hardware components (like CPU, RAM, swap, file systems), interfaces, open ports, and installed software.
- For each device, you can use the Device Administration panel to define configuration and policies for the device.
- For each device, you can use the Device Reports panel to view details about the device, including graphical reports.
- The ScienceLogic platform can monitor bandwidth usage for each discovered network interface. The platform can generate reports and billing documents for each network interface.

**NOTE**: The ScienceLogic platform includes pre-defined events (sometimes called "alerts" in other applications). An event is a message that is triggered when a specified condition is met. Among other things, an event can signal that a server has gone down, that a device is exceeding CPU or disk-space thresholds, that communication with a device has failed, or simply display the status of a device or component. You can define and customize events to best fit your infrastructure. Events can be viewed through the platform, sent to users' email accounts, and sent to users' pagers or cell phones.

- You can define customized performance thresholds and hardware thresholds for a device. The platform can generate events based on these thresholds.
- The platform monitors availability and latency for each device. You can define availability and latency thresholds. The platform also generates graphical reports on each device's availability and latency.
- The platform monitors open ports. Based on user-defined policies, the ScienceLogic platform can generate an event when a new port is opened on any device in the network.
- The platform can monitor port-availability for each port in the network.
- The platform can discover and monitor the hardware components of each device.
- The platform can discover and monitor the software running on each device.
- The platform can monitor system processes and Windows services running on a device. Based on user-defined policies, the platform can generate an event when a process or service is running or when a process or service is not running and should be.
- You can use ***device groups and device templates*** to automate the configuration and policies for multiple devices.
- You can create a virtual device to store data that you want to manage with the platform but that can't be associated with a traditional device or that you don't want associated with a traditional device.
- You can monitor ***ESX servers and VMware "guest" devices*** as you would monitor any other hardware-based device.
- You can create parent and child relationships between devices. These relationships allow you to use a single solution to resolve problems for the related devices.
- You can create ***asset records*** for one, multiple, or all devices in the network. The ScienceLogic platform automatically populates as many fields as possible, using information retrieved during discovery.

- The ScienceLogic platform includes an exhaustive list of real-time, dynamic, graphical reports to display trends and status for individual devices, groups of devices, or the entire network. These reports can be saved in multiple formats and can be printed.

## What is a Dynamic Application?

Dynamic Applications are the customizable policies that tell the platform what data to collect from devices and applications. For example, suppose you want to monitor a MySQL database running on a device in your network. Suppose you want to know how many insert operations are performed on the MySQL database. You can create or edit a Dynamic Application that monitors inserts. Every five minutes (for example), the platform could check the number of insert operations performed on the MySQL database. The platform can use the retrieved data to trigger events and/or to create performance reports.

The ScienceLogic platform includes Dynamic Applications for the most common hardware and software. You can customize these default Dynamic Applications to suit your environment. You can also create custom Dynamic Applications.

The platform's Dynamic Applications support a variety of protocols, to ensure that the platform can always communicate with the devices and applications in your network and retrieve information from them. Dynamic Applications can use the following protocols to communicate with devices:

- SNMP
- SQL
- XML
- SOAP
- XSLT (uses SOAP and XSLT to convert XML data to a new format)
- WMI (Windows Management Instrumentation), including WMI and WBEM
- Windows PowerShell
- Custom Python applications (called "snippets") for proprietary or more complex data retrieval

## What are Monitoring Policies?

For each device in the ScienceLogic platform, you can define the following types of monitoring policies:

- ***Domain Name policies***. Monitor the availability and lookup time for a specific domain-name server and a specific record on a domain-name server.
- ***Email Round-Trip policies***. Monitor the amount of time it takes to send an email message from the ScienceLogic platform to an external mail server and then back to the platform.
- ***SOAP/XML Transaction policies***. Monitor any server-to-server transactions that use HTTP and can post files or forms (for example, SOAP/XML, email, or RSS feeds). Periodically, the platform sends a request and some data and then examines the result of the transaction and compares it to a specified expression match.

- ***System Process policies***. Monitor the device and look for the specified system process. You can define a process policy that also specifies:
    - How much memory a process can use.
    - How many instances of a process can run simultaneously.
    - Whether or not to generate an event if the process is running.
- ***TCP/IP Port policies***. Monitor ports for availability every five minutes. If a port is not available, the platform creates an event. The data gathered by the port policy is used to create port-availability reports.
- ***Web Content policies***. Monitor a website for specific content. The ScienceLogic platform will periodically check the website for specified content. If the content cannot be found on the website, the platform will generate an event.
- ***Windows Service policies***. Monitor the device and look for the specified service. You can define a service policy so that:
    - The ScienceLogic platform generates an event if the service is not running.
    - The ScienceLogic platform generates an event if the service is running.
    - The ScienceLogic platform starts, pauses, or restarts the service.
    - The ScienceLogic platform reboots or shuts down the device.
    - The ScienceLogic platform triggers the execution of a script (script must reside on the device).

You can define these policies either from the **Device Administration** panel of a device or from the pages in Registry > Monitors section.

# What is a Credential?

***Credentials*** are access profiles (usually username, password, and any additional information required for access) that allow the ScienceLogic platform to retrieve information from devices and from software applications on devices.

- Discovery uses SNMP credentials to retrieve SNMP information during initial discovery and nightly auto-discovery. If the platform can connect to a device with an SNMP credential, the platform deems that device "manageable" in the platform.
- Dynamic Applications use credentials to retrieve SNMP information, database information, SOAP information, XML information, XSLT information, and WMI information.
- Proxied Web Services use SOAP/XML Host credentials to pass authentication information to external web services.
- The ScienceLogic platform includes a type of credential called "Basic/Snippet" that is not bound to a specific authentication protocol. You can use this type of credential for Dynamic Applications of type "WMI", of type "snippet", and when defining system backups. "Basic/Snippet" credentials can also be used for monitoring Windows devices using PowerShell.

- The ScienceLogic platform includes a type of credential that allows the platform to communicate with an LDAP or Active Directory system. For details on integrating the platform with LDAP or Active Directory, see the manual ***Using Active Directory and LDAP***.
- The ScienceLogic platform includes a type of credential that allows Dynamic Applications of type "Snippet" to use SSH to communicate with a remote device. To use these Dynamic Applications, you must define an SSH credential.
- The ScienceLogic platform includes a type of credential that allows Dynamic Applications to retrieve data from Windows devices. If you align a Dynamic Application for PowerShell with a PowerShell credential, the ScienceLogic platform assumes that you want to use its built-in agentless transport to communicate with Windows devices.

If necessary, a single device can use multiple credentials. If more than one agent or application is running on the device, each agent or application can be associated with its own credential. During discovery, the platform will use the appropriate credential for each agent.

For example, suppose you want the platform to discover a device that supports SNMP v2. To retrieve SNMP data from that device, the platform must use a valid SNMP v2 read-only community string. So we would first go to the device and define the SNMP read-only community string. Then we would return to the platform and create a credential in the ScienceLogic system, using that community string. This new credential would allow discovery to retrieve SNMP data from the device.

Now suppose this same device also includes a MySQL database. Suppose you want the platform to use a Dynamic Application to monitor that database. To retrieve data from the database, the platform must use a valid username and password for that database. So we would first go to the device that hosts the MySQL database and create a database username and database password for the platform to use. Then we would return to the platform and create a credential in the ScienceLogic system. The credential would include the database username and database password for the MySQL database. This credential would allow the Dynamic Application to retrieve data about the MySQL database.

## What is a Virtual Device?

A virtual device is a container for collected data. A virtual device can be used when you want to:

- Monitor a device or application that doesn't support TCP/IP, SNMP, or both. The device's data can be pushed to the ScienceLogic platform via another method (for example, email) and stored in a virtual device.
- Monitor multiple SNMP agents on a single device. In such a case, one of the SNMP agents (for example, a hardware agent) can be associated with the device and another SNMP agent (for example, an agent that monitors a software application) can be associated with a virtual device.
- Isolate and monitor specific parameters separately from their originating device. For example, you might want to monitor a database and keep its data separate from the hardware data you are collecting from the host device.

# What is a Component Device?

The ScienceLogic platform uses Dynamic Applications to retrieve data from a management device and discover each entity managed by that management device. The ScienceLogic platform then uses that retrieved data to create a device for each managed entity. In some cases, the managed entities are nested.

- In the ScienceLogic platform a managed entity is called a ***component device***. A component device is an entity that runs under the control of a physical management device.
- In the platform, the ***root device*** is the physical device that manages one or more component devices.
- In the platform, a ***parent device*** is a device that has associated entities modeled as component devices. A parent device can be either a root device or another component device.

# What is a Device Group?

A ***device group*** is a group of multiple devices. Device groups allow you to:

- Use device configuration templates to perform initial configuration for multiple devices simultaneously.
- Use device configuration templates to make changes to the configuration for multiple devices simultaneously.
- In the **[Views]** tab, view each device group and the sub-groups and devices within each device group.
- Schedule maintenance and downtime for multiple devices simultaneously.
- Suppress events on multiple devices simultaneously.
- Include the device group in an automation policy. An automation policy allows you to trigger an automatic action if specified criteria are met on all the devices in the device group.

A device can belong to multiple device groups. For example, suppose the ScienceLogic platform discovered a server. Suppose this server hosts a corporate website that you want to monitor with a web-content policy. Suppose this server also hosts a MySQL database that you want to monitor with a Dynamic Application for MySQL. You could make this server a member of two device groups, one device group for web servers and another device group for MySQL databases. You could then use a device configuration template to apply a web-content policy to all devices in the device group for web servers and another device configuration template to apply a Dynamic Application for MySQL to all devices in the device group for MySQL servers.

You can add devices to a device group either explicitly or dynamically.

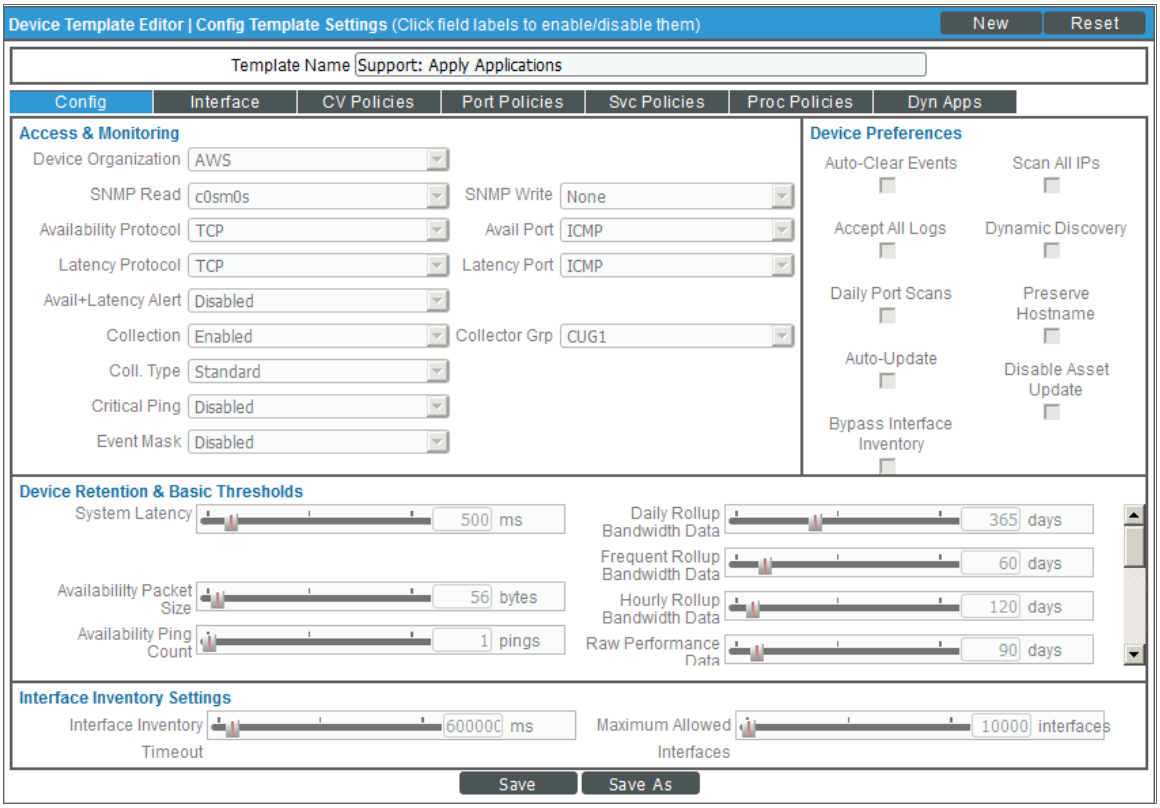
- You can create ***static device groups***, where you explicitly assign one or more devices to a device group.
- You can create ***dynamic device groups***, where you define ***rules*** for the device group. Each device that meets the criteria in the rule is automatically included in the device group. For example, suppose that you define a rule that specifies "include all devices in the System organization, with an IP address that starts with '10.100.100' ". The ScienceLogic platform would automatically assign all devices from the *System* organization with an IP of "10.100.100.*" to the new device group. When a new device is added to the *System* organization with an IP that begins with "10.100.100.*", that device will also be included in the device group. If a device with an IP that starts with "10.100.100.*" is removed from the *System* organization, that device will also be removed from the device group.
- You can create a device group that includes both explicitly assigned devices and also includes a dynamic rule. This device group will include both the explicitly assigned devices and all devices that meet the criteria in the dynamic rule.

The IT Services feature in the ScienceLogic platform uses device groups to define an IT Service. An IT Service contains sets of rules that define the state of that IT Service based on the state of the devices within the device group. For example, if you created an IT Service that represents the state of your email service, the associated device group might contain your DNS Servers, Exchange Servers, and Virtual Devices that are associated with Email Round-Trip Policies. To learn more about IT Services, see the ***IT Services*** manual.

The chapters in this manual will describe how to define groups, device configuration templates, view device groups, manage device groups, and include device groups in event suppressions and automation policies.

# What is a Device Template?

***Device templates*** allow you to save a device configuration, apply it to one or more devices, and reuse the same configuration over and over again. A device template contains the following tabs and settings:




- **Config**. Contains all the fields in the **Device Properties** page (except device name and device IP) and all the fields in the **Device Thresholds** page. When you apply a device template to a device group or selected devices, you do not have to manually define any settings in the **Device Properties** page or the **Device Thresholds** page for the devices that use the template. All the devices that use the template will inherit the field values from the device template.
- **Interface**. Contains all the fields in the **Interface Properties** page that define how the ScienceLogic platform will monitor one or more network interfaces, and the thresholds for those network interfaces. When you apply a device template to a device group or selected devices, you do not have to manually define any settings in the **Interface Properties** page for the devices that use the template. All the devices that use the template will inherit the field values from the device template.

- **CV Policies**. Specifies one or more web-content policies that can be applied to all devices that use the template. These web-content policies enable the ScienceLogic platform to monitor a website. The platform will periodically check the website for specified content. If the content cannot be found on the website, the platform will generate an event. When you apply a device template to a device, you do not have to manually define any web-content and availability policies in the **Monitoring Policies** page for the devices. All the devices that use the template will inherit the web-content policies from the device template; the platform will automatically create these web-content policies for each device that uses the template.
- **Port Policies**. Specifies one or more TCP/IP Port policies that can be applied to all member devices. These TCP/IP Port policies tell the ScienceLogic platform to monitor a specified port for availability every five minutes. Availability refers to the port's ability to accept connections and data. When you apply a device template to a device group, you do not have to manually define any TCP/IP port policies in the **Monitoring Policies** page for the member devices. All the devices in the device group will inherit the TCP/IP port policies from the device template; the platform will automatically create these port policies for each device that uses the template.
- **Svc Policies**. Specifies one or more Windows service policies that can be applied to devices that use the template. These Windows service policies tell the ScienceLogic platform to monitor the device and look for the specified service. You can define a service policy so that the platform monitors whether or not the service is running and then performs an action (starts, pauses, or restarts the service, reboots or shuts down the device, triggers the execution of a remote script or program). When you apply a device template to devices, you do not have to manually define any Windows service policies in the **Monitoring Policies** page for those devices. All the devices that use the template will inherit the Windows service policies from the device template; the platform will automatically create these Windows service policies for each device that uses the template.
- **Proc Policies**. Specifies one or more Process policies that can be applied to devices that use the template. These Process policies tell the ScienceLogic platform to monitor the device and look for the process. You can define a process policy so that the platform monitors whether or not the process is running, and optionally, how much memory a process can use and how many instances of a process can run simultaneously. When you apply a device template to devices, you do not have to manually define any Process policies in the **Monitoring Policies** page for those devices. All the devices that use the device template will inherit the Process policies from the device template; the platform will automatically create these process policies for each device that uses the template.
- **Dynamic Apps**. Specifies one or more Dynamic Applications that can be aligned with devices that use the template. The ScienceLogic platform will use the specified Dynamic Applications to retrieve data from the devices that use the template. (Note that each device that uses the template might also be aligned with additional Dynamic Applications that have been aligned with the device in other ways; for example, from the automatic alignment that occurs during discovery.) When you apply a device template to devices, you do not manually have to align Dynamic Applications in the **Dynamic Application Collections** page for those devices. All devices that use the device template will be aligned with the Dynamic Applications specified in the device template.
    - If you select a Dynamic Application in a Device Template, and that Dynamic Application has associated thresholds, you can change one or more of those thresholds from the Device Template. The thresholds you specify in the Device Template will override the thresholds defined in the Dynamic Application. When you apply a device template to devices, you do not manually have to edit the Dynamic Application Thresholds in the **Device Thresholds** page for those devices. All devices that use the device template will inherit the Dynamic Application Thresholds specified in the device template.

    - You can change the frequency at which the ScienceLogic platform will poll all devices that use a device template to retrieve the information specified in a Dynamic Application. This value will override the default value specified in the Dynamic Applications.

You can apply device templates to:

- One or more ***device groups***.
- One or more devices, selected from the **Device Manager** page.

**NOTE**: You can add device templates to PowerPacks. To learn how to add device templates to PowerPacks, see the manual ***Using PowerPacks***.

You can also apply device templates to automate the initial configuration of multiple devices. If you change a device template, you can use it to automate the editing of the configuration of multiple devices.

***Device templates are not dynamic***. That is, when you update or change a device template, no changes are made to any devices that have used the template in the past.

You can make temporary changes to a device template, apply the template to a devices, and then exit the device template without saving the temporary changes. In this way, you can apply settings to a device group but not permanently save the settings in the device template.

**NOTE**: If you make changes to a device template or simply apply the device template a second time, the ScienceLogic platform will not create duplicate policies on the member devices. However, if you edit a device template and make a change to a policy, the policy will be updated on the member devices.

# Chapter 4

# User Interface



## Tabs

The user interface includes the following top-level tabs:

- ***Inbox***. Clicking this tab displays the **Inbox** page. The **Inbox** page displays lists of items that are associated with your user account. The **Inbox** page displays tickets assigned to you, events acknowledged by you, bulletins sent to you from the **Service Notifier** page, reports that you have created or edited in the **Scheduled Reports** page, and Knowledge Base Articles that you have added to your clipboard.
- ***Dashboards***. Clicking this tab displays the **Dashboards tab** page. The **Dashboards tab** page allows you to view and define custom dashboard views. A dashboard view is a page that displays one or more graphical reports, called widgets. Each widget is displayed in its own customizable and realizable pane.
- ***Views***. Clicking this tab allows you to view and edit maps and views. Maps and views are graphical representations of devices and their relationships. When you access a view or map, you see one or more device icons arranged by group, organization, state, and/or topology relationship.
- ***Events***. Clicking this tab displays the **Event Console** page. The **Event Console** page displays a list of all active events. An ***event*** is a message that is triggered when a specified condition is met. Among other things, an event can signal that a server has gone down, that a device is exceeding CPU or disk-space thresholds, that communication with a device has failed, or simply display the status of a managed entity.
- ***Tickets***. Clicking this tab displays the **Ticket Console** page. The **Ticket Console** page displays a list of all currently active tickets. A ***ticket*** is a request for work. This request can be in response to a problem that needs to be fixed, for routine maintenance, or for any type of work required by your enterprise.
- ***Knowledge***. Clicking this tab displays the **Knowledge Base** "home" page. This is the main page for the Knowledge Base tools. The Knowledge Base allows you to import articles for use by users and search those articles; search guides, tickets, events, news feeds, device notes, asset notes, organization notes, network notes, and vendor notes.

CAUTION: Due to security vulnerabilities, ScienceLogic recommends that customers who installed the ScienceLogic Platform prior to 8.9.2 disable the Knowledge Base. For details, see the release notes for version 8.9.2 of the ScienceLogic Platform.

- ***Reports***. Clicking this tab displays a list of options for generating and scheduling different types of reports in PDF, OpenOffice, Excel, or HTML format.
- ***Registry***. Clicking this tab allows you to view all managed elements and objects within the system. The **[Registry]** tab includes access to device management, device policies, network monitoring, account management, asset management, SKU and product management, event definitions, ticket management, and automation policies.
- ***System***. Clicking this tab allows you to administer the appearance and behavior of the ScienceLogic platform, including what information is retrieved from the network and how that information is retrieved.
- ***Preferences***. Clicking this tab allows you to edit your personal account settings and information and customize aspects of the display and user interface.

NOTE: Users of type "Administrator" can view all pages in the ScienceLogic platform. If you are not an administrator, the pages that you can view in the platform are defined by the access keys that you have been granted by your administrator. When you log in to the platform, you might not see all the tabs listed in this section.

## Navigation Bars

The NavBar is a list of links and sub-links to the left of the main page. The following tabs include a NavBar:

- Views
- Knowledge
- Reports
- Registry
- System
- Preferences

You can customize the entries that appear in a Navigation Bar, using the **Navigation Bar Editor** page (System > Customize > Navigation Bars).

Each NavBar includes a search field at the bottom. To search for an entry in the navigation bar, enter a string in the search field and click the **[Find]** button. The ScienceLogic platform will automatically expand one or more parent links as necessary and highlight the search results in blue text.

# Color Codes

The following color codes are used throughout the ScienceLogic platform:

- Red elements have a status of critical. Critical conditions are those that can seriously impair or curtail service and require immediate attention (such as service or system outages).
- Orange elements have a status of major. Major conditions indicate a condition that is service impacting and requires immediate investigation.
- Yellow elements have a status of minor. Minor conditions dictate a condition that does not currently impair service, but needs to be corrected before it becomes more severe.
- Blue elements have a status of notice. Notice conditions indicate a condition that does not affect service but about which users should be aware.
- Green elements have a status of healthy. Healthy conditions indicate that a device or service is operating under normal conditions. Frequently, a healthy condition occurs after a problem has been fixed.

# Icons

The user interface includes many icons, for quick and easy access to information. The most common icons in the ScienceLogic platform are:

 Edit an object or policy

 Delete an object

 Create, edit, or view an Asset Record

 Access the Device Administration tools

 Access the Device Reports tools

 View information about an event

 Filter a list

 View report

 View information about a network interface

 View information about an object

 Send email

 View information about an organization

View information about a user

View account information

Print a report

Access ticketing tools

View attachment

Drill down and view

Execute (usually discovery)

Export an object or policy

View the calendar and define or edit a schedule

View additional information

Find or view

View log entries

View network component

Export an object or policy

View raw logs

## Filtering the Items on a Page

Many pages in the ScienceLogic platform that display data in tabular format include a "filter-while-you-type" filter above each table column. For example, the following filters appear on the **Device Manager** page (Registry > Devices > Device Manager):

You can filter the list of items on a page by entering values in one or more filters. The list of items is dynamically updated as you enter values. By default, the cursor is placed in the first Filter-While-You-Type field. You can use the <Tab> key or your mouse to move your cursor through the fields. There are two general types of filter:

- Text filters, where you enter text to match against. The ScienceLogic platform will search for the items that contain the text you entered, including partial matches. For example, if you enter "server" in the ***Device Name*** filter in the **Device Manager** page, the list of devices will be filtered to include only the devices that include "server" in the device name. Most text filters support the following special characters:
    - , (comma). Specifies an "or" operation. For example:

      "dell, micro" would match all values that contain the string "dell" OR the string "micro".
    - & (ampersand). Specifies an "and" operation. For example:

      "dell & micro" would match all values that contain the string "dell" AND the string "micro".
    - ! (exclamation mark). Specifies a "not" operation. For example:

      "!dell" would match all values that do not contain the string "dell".
    - ^ (caret mark). Specifies "starts with." For example:

      "^micro" would match all strings that start with "micro," like "microsoft".

      "^" will include all rows that have a value in the column.

      "!^" will include all rows that have no value in the column.
    - $ (dollar sign). Specifies "ends with." For example:

      "$ware" would match all strings that end with "ware", like "VMware".

      "$" will include all rows that have a value in the column.

      "!$" will include all rows that have no value in the column.
    - min-max. Matches numeric values only. Specifies any value between the minimum value and the maximum value, including the minimum and the maximum. For example:

      "1-5" would match 1, 2, 3, 4, and 5.
    - - (dash). Matches numeric values only. A "half open" range. Specifies values including the minimum and greater or including the maximum and lesser. For example:

      "1-" matches 1 and greater, so it would match 1, 2, 6, 345, etc.

      "-5" matches 5 and less, so it would match 5, 3, 1, 0, etc.
    - > (greater than). Matches numeric values only. Specifies any value "greater than." For example:

      ">7" would match all values greater than 7.

- < (less than). Matches numeric values only. Specifies any value "less than." For example:

  "<12" would match all values less than 12.

- >= (greater than or equal to). Matches numeric values only. Specifies any value "greater than or equal to". For example:

  "=>7" would match all values 7 and greater.

- <= (less than or equal to). Matches numeric values only. Specifies any value "less than or equal to". For example:

  "=<12" would match all values 12 and less.

- = (equal). Matches numeric values only. For numeric values, allows you to match a negative value. For example:

  "=-5 " would match "-5" instead of being evaluated as the "half open range" as described above.

- Drop-down list filters, where you select a value from a list of pre-defined values. The ScienceLogic platform will search the items that match the value you selected. For example, if you select ">=Notice" in the ***Current State*** filter in the **Device Manager** page, the list of devices will be filtered to include only the devices that have a current state of "Notice" or above.

If you select multiple filters, the list of values will be filtered to include only items that meet all the filter criteria.

**NOTE:** Not all pages include "filter-while-you-type" filters and not all filters support all special characters. For information about the filter and search options on a specific page, click the **[Guide]** button.

# Shortcut Keys

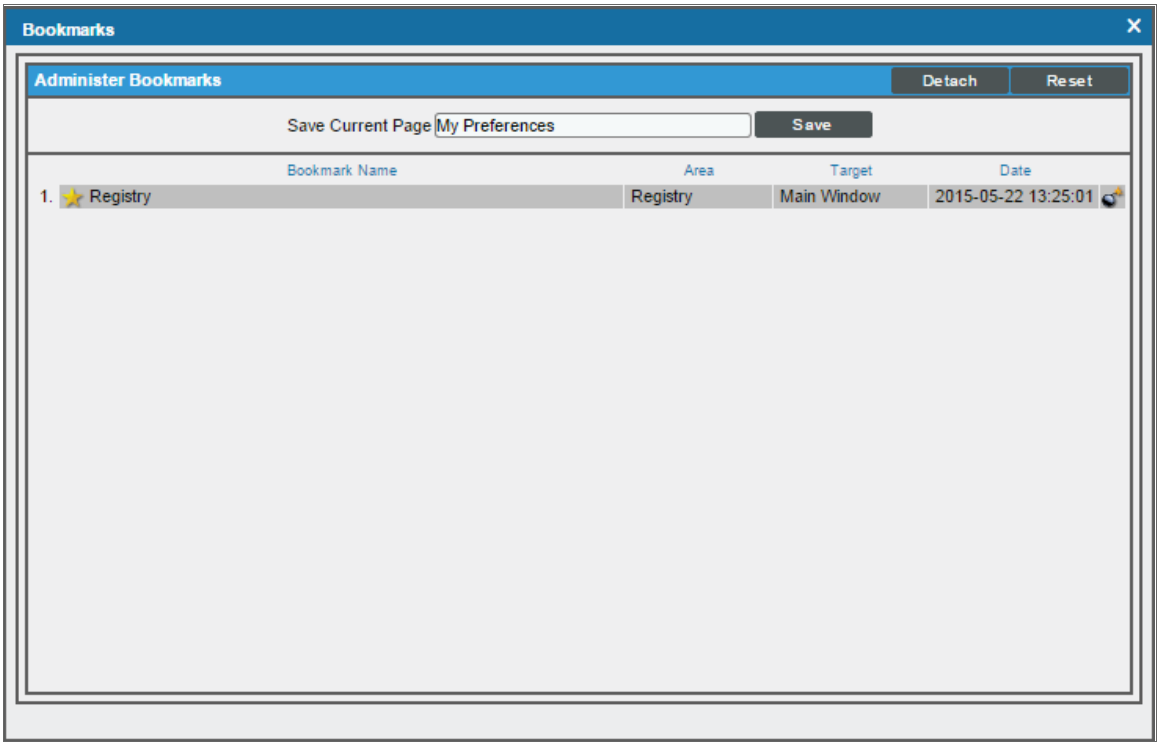
The ScienceLogic platform provides a number of keyboard shortcuts in the main user interface that help make navigation and tasks easier. To use a shortcut key, a user must have the appropriate Access Key to access a page. If a user does not have the appropriate Access Key for a page, the shortcut keys for that page will have no effect.

The ScienceLogic platform also includes administration panels, which are an additional set of tabbed pages that appear when you are editing an element. These administration panels include their own set of shortcut keys.

For a list of all shortcut keys in the ScienceLogic platform, see *Appendix A*.

# Bookmarks

The **Administer Bookmarks** page allows you to create bookmarks and quickly navigate to a selected page or to a selected result.




You can bookmark:

- The current page
- The results of a search (for example, a search for all devices where the name begins with "cisco").
- A filtered list (for example, a list of all tickets in the "Engineering" queue).
- An editor page, with drop-down lists already selected. For example, you could bookmark the **Dynamic Applications Create New Application** page, with the Application Type of "XML Performance" already selected. The selected drop-down determines the other fields that appear in the subsequent pages.

*To create a new bookmark*:

1. In the ScienceLogic platform, navigate to the page and/or results you want to bookmark.
2. Use the shortcut keys Ctrl + Alt + B to display the **Administer Bookmarks** page.
3. In the **Administer Bookmarks** page, supply a value in the ***Save Current Page*** field. The ScienceLogic platform automatically supplies the page name in this field. You can edit the field to include more descriptive text.

4. Click the **[Save]** button to save the new bookmark.
5. The new bookmark appears at the bottom of the **Administer Bookmarks** page.

***To access an existing bookmark***, click its **star** icon ( ). The ScienceLogic platform will display the bookmarked page.

***To delete a bookmark***, click its **bomb** icon ( ).

# RSS Feeds

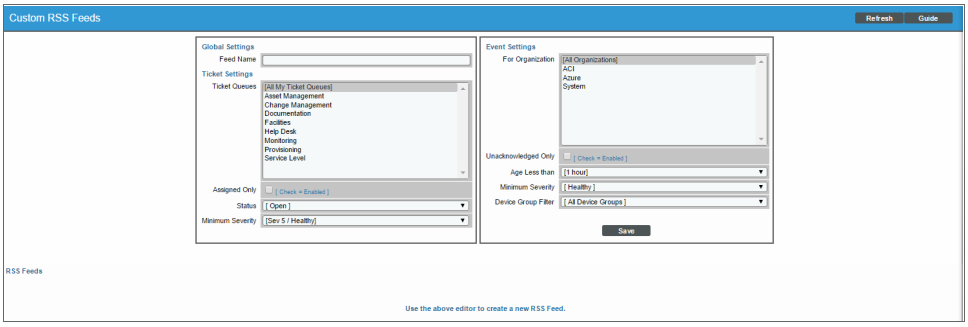
The **Custom RSS Feeds** page allows you to create RSS feeds that inform you of tickets and events. You can define the ticket criteria and event criteria for the feed. When a ticket or event meets that criteria, a new feed article is created for the ticket or event.

The **Custom RSS Feeds** page allows you to view information about tickets and events without being logged in to the ScienceLogic platform. Custom RSS feeds from the platform can be viewed through a browser or through most free and commercially available feed viewers

## Defining a Custom RSS Feed

You can create a custom feed that includes only tickets and events that meet your criteria. To define the RSS feed and specify the ticket and event criteria:

1. Go to Preferences > Desktop Tools > RSS Feeds.




2. In the **Custom RSS Feeds** page, in the **Global Settings** pane, supply a value in the following field:

   - ***Feed Name***. Name of the feed. Can be any combination of alphanumeric characters, up to 64 characters in length.

3. In the **Ticket Settings** pane, you specify the criteria that a ticket must meet to be included in the RSS feed. Supply values in the following fields:

   - ***Ticket Queues***. The RSS feed will include tickets only from the selected queues. Users can select from a drop-down list of all ticket queues in the ScienceLogic platform. By default, no queues are selected. To enable the RSS feed, users must select at least one queue.

- ***Assigned Only***. If users select this checkbox, the RSS feed will include only tickets that have been assigned.
- ***Status***. The RSS feed will include only tickets with the selected status. The choices are:
  - *All*. Tickets of all statuses will be included in the RSS feed.
  - *Open*. Only tickets with a status of Open will be included in the RSS feed.
  - *Working*. Only tickets with a status of Working will be included in the RSS feed.
  - *Pending*. Only tickets with a status of Pending will be included in the RSS feed.
  - *Resolved*. Only tickets with a status of Resolved will be included in the RSS feed.
  - *O/W/P*. All tickets with a status of open, working, or pending will be included in the RSS feed.
- ***Minimum Severity***. The RSS feed will include only tickets with a severity equal to or greater than the selected severity. Choices are:
  - *Severity 5 /Healthy*. All tickets will be included in the RSS feed.
  - *Severity 4/Notice*. Healthy tickets will **not** be included in the RSS feed.
  - *Severity 3/Minor*. Healthy tickets and Notice tickets will **not** be included in the RSS feed.
  - *Severity 2/Major*. Healthy, Notice, and Minor tickets will **not** be included in the RSS feed.
  - *Severity 1/Critical*. Healthy, Notice, Minor, and Major tickets will **not** be included in the RSS feed.

4. In the **Event Settings** pane, you specify the criteria that an event must meet to be included in the RSS feed. Supply values in the following fields:
   - ***For Organization***. This box will contain a list of organizations for which you are allowed to view information. Select one or more organizations for which you want to view event information. (To select multiple organizations, hold down the **<Ctrl>** key while clicking.) The RSS feed will include only events assigned to the selected organization(s). Users must select at least one organization from this list.
   - ***Unacknowledged Only***. Select this checkbox to include only unacknowledged events in the RSS feed.
   - ***Age Less than***. The RSS feed will include only events with an age equal to or less than the selected age.
   - ***Minimum Severity***. The RSS feed will include only events with a severity equal to or greater than the selected severity. Choices are:
     - *Healthy*. All tickets will be included in the RSS feed.
     - *Notice*. Healthy tickets will **not** be included in the RSS feed.
     - *Minor*. Healthy tickets and Notice tickets will **not** be included in the RSS feed.
     - *Major*. Healthy, Notice, and Minor tickets will **not** be included in the RSS feed.
     - *Critical*. Healthy, Notice, Minor, and Major tickets will **not** be included in the RSS feed.
   - ***Device Group Filter***. When a view is selected from the list of views, only events associated with devices in that view will be included in the RSS feed.

5. Click the **[Save]** button to save the new Custom RSS Feed.

## Editing a Custom RSS Feed

You can edit an existing custom RSS feed and make changes to the criteria for tickets and events. You can also delete an existing RSS feed.

***To edit an existing RSS feed***:

1. Go to Preferences > Desktop Tools > RSS Feeds.
2. In the **Custom RSS Feeds** page, go to the **RSS Feeds** registry pane, at the bottom of the page.
3. Find the RSS feed you want to edit.
4. Click its wrench icon (  ).
5. The top pane will be populated with values from the selected RSS feed. You can edit one or more values.
6. Click the **[Save]** button to save your changes.

***To delete an existing custom RSS feed***:

1. Go to Preferences > Desktop Tools > RSS Feeds.
2. In the **Custom RSS Feeds** page, go to the **RSS Feeds** registry pane, at the bottom of the page.
3. Find the RSS feed you want to edit.
4. Click its bomb icon (  ).

## Viewing a Custom RSS Feed

You can view a custom RSS feed in a browser window or in a third-party viewer.

***To view a RSS feed from the Custom RSS Feed page***:

1. Go to Preferences > Desktop Tools > RSS Feeds.
2. In the **Custom RSS Feeds** page, go to the **RSS Feeds** registry pane at the bottom of the page.
3. Find the RSS feed you want to edit.
4. Click its RSS icon (  ).
5. When you click the RSS icon for an RSS feed, the feed is displayed in an Internet Explorer window.
    - The window displays a list of all entries in the feed, and details on each entry (event or ticket).
    - Clicking on the ticket heading spawns a new window that contains the Ticket Report for that ticket.
    - In the Ticket Report, clicking on the "click here to log in" link takes the user to the appliance where the ticket resides. Depending upon key privileges, users can then edit the ticket. Any changes to the ticket are dynamically updated in the RSS feed.

*To view the RSS feed in a third-party viewer*:

1. Perform the steps above, to view the RSS feed in the **Custom RSS Feeds** page.
2. Copy the URL from the URL field in the browser window.
3. Launch the RSS viewer.
4. Paste the URL into the RSS viewer. The URL includes a key for authentication, so the viewer can retrieve the feed from the ScienceLogic platform.

# Chapter 5

# Getting Help

## Overview

This chapter describes the different tools in the ScienceLogic platform that provide help while using the product.

## Guides

Each main page in the ScienceLogic platform contains a **[Guide]** button. Clicking this button displays help text in a modal page. In the ScienceLogic platform, this online help is called a "guide". Guides provide detailed explanations of the function and fields in each page.

### Viewing the List of Guides

The **Guide Browser** page displays a list of all guides in the ScienceLogic platform. To get to the **Guide Browser** page, go to System > Tools > Guide Browser.

> **NOTE**: To access the **Guide Browser** page, accounts of type "user" must be granted one or more access keys that includes the following access hook: System, System>Tools>Guide Browser. Accounts of type "user" will then be able to view and search guides in the **Guide Browser** page.

## Searching for a Guide by Title

The **Guide Browser** page includes a tool for searching the list of guides.The search field at the top of the page allows you to search for guides by guide title. Each guide has the same name as its corresponding page in the ScienceLogic platform.

To search for a guide by guide title:

1. Go to System > Tools > Guide Browser.
2. In the **Guide Browser** page, enter the following in the search field in the upper right:

- ***Guide Title***. Will search for all guides with a guide title like the one entered in this field. In this field, you must manually enter the text to search for. You can use the following special characters in this field.
    - * Match zero or more characters preceding the asterisk. For example:

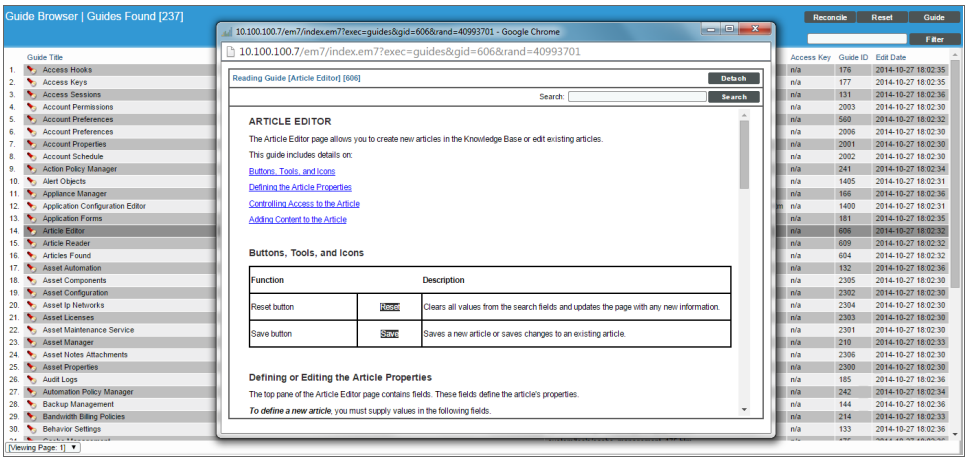
      "dell*" would match "dell", "dell2650", "dell7250" and "dell1700N".

      "*dell*" would match "mydell", "dell", "dell2650", "dell7250" and "dell1700N".
    - % Match zero or more characters preceding the asterisk. This special character behaves in the same way as the asterisk.

3. When you click the **[Filter]** button, the **Guide Browser** page will be refreshed and will display only guides that match the search parameters.

## Viewing a Guide from the Guide Browser

From the **Guide Browser** page, you can view the contents of a guide. To do this:




1. Go to System > Tools > Guide Browser.

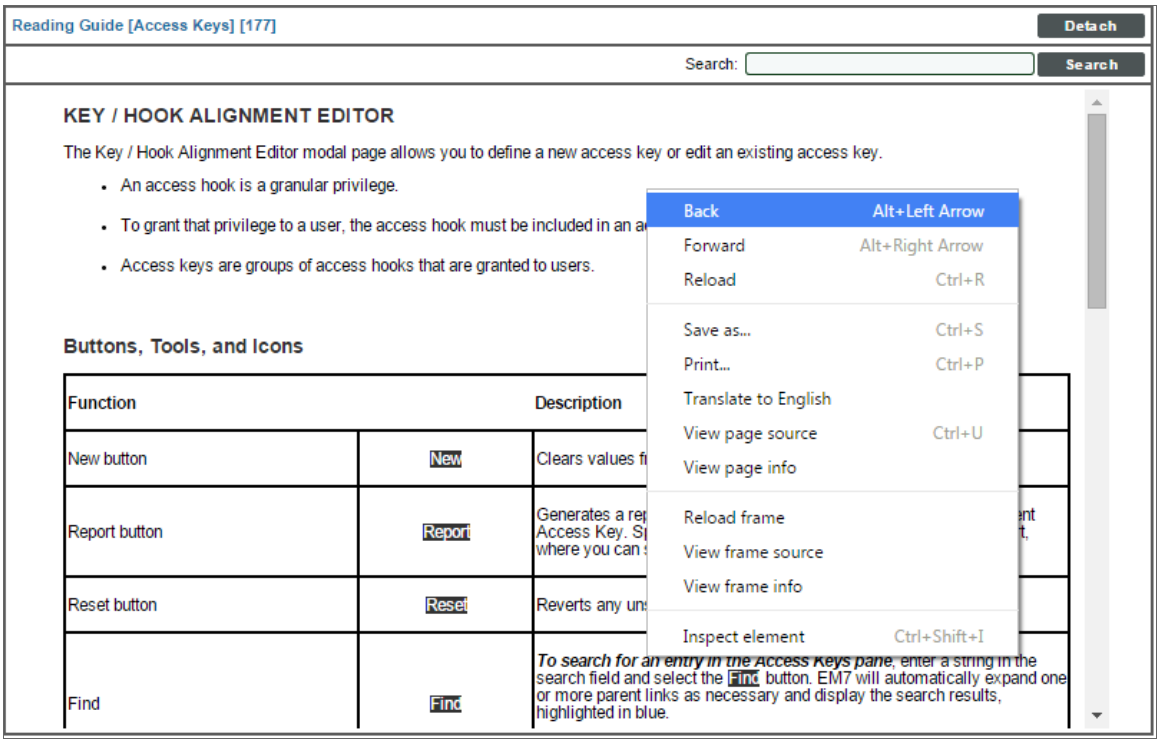
2. In the **Guide Browser** page, in the list of guides, find the guide for which you want to view the content. Click its flashlight icon ( ).
3. The **Reading Guide** modal page appears and displays the contents of the guide.

## Viewing a Guide from a Page in the ScienceLogic Platform

- To view a guide in a page in the ScienceLogic platform, click the **[Guide]** button.
- To detach the guide from the current page in the ScienceLogic platform and view the guide in its own browser page, click the **[Detach]** button.

## Navigating Within a Guide

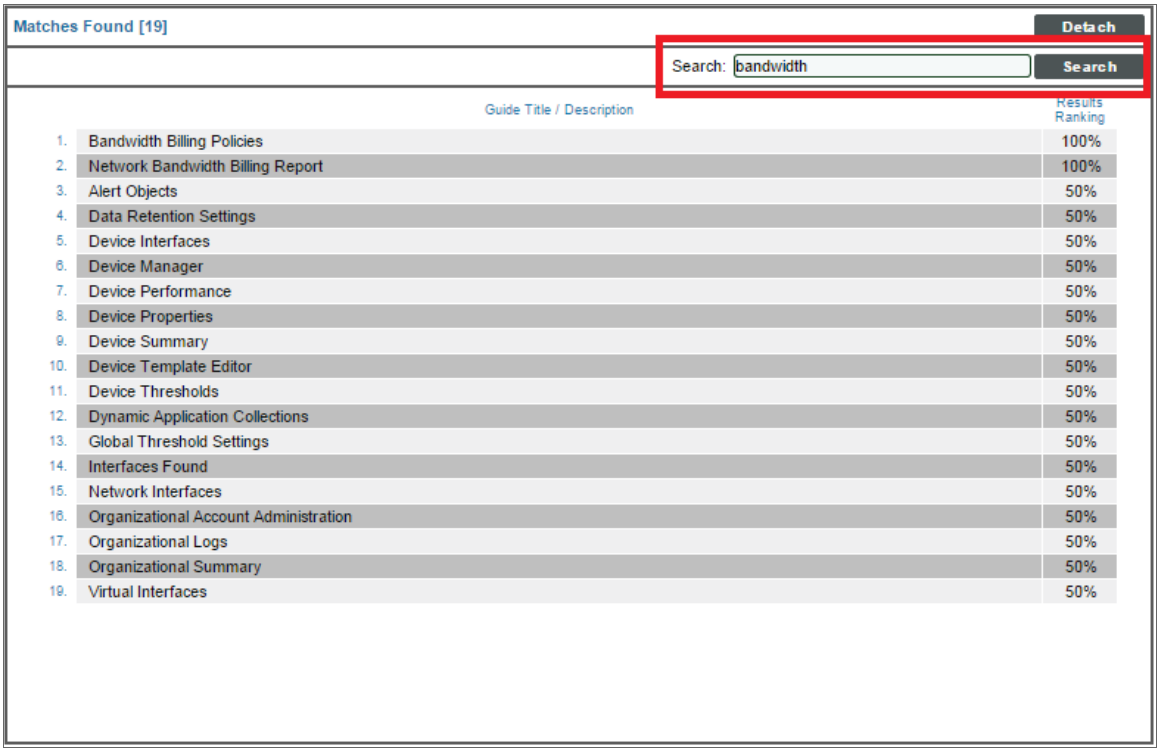
Each guide is displayed in the **Reading Guide** modal page. In the **Reading Guide** modal page, you can navigate back and forth through linked guides by:




- Right-clicking and selecting *Back* from the pop-up menu
- Right-clicking and selecting *Forward* from the pop-up menu

# Searching All Guides

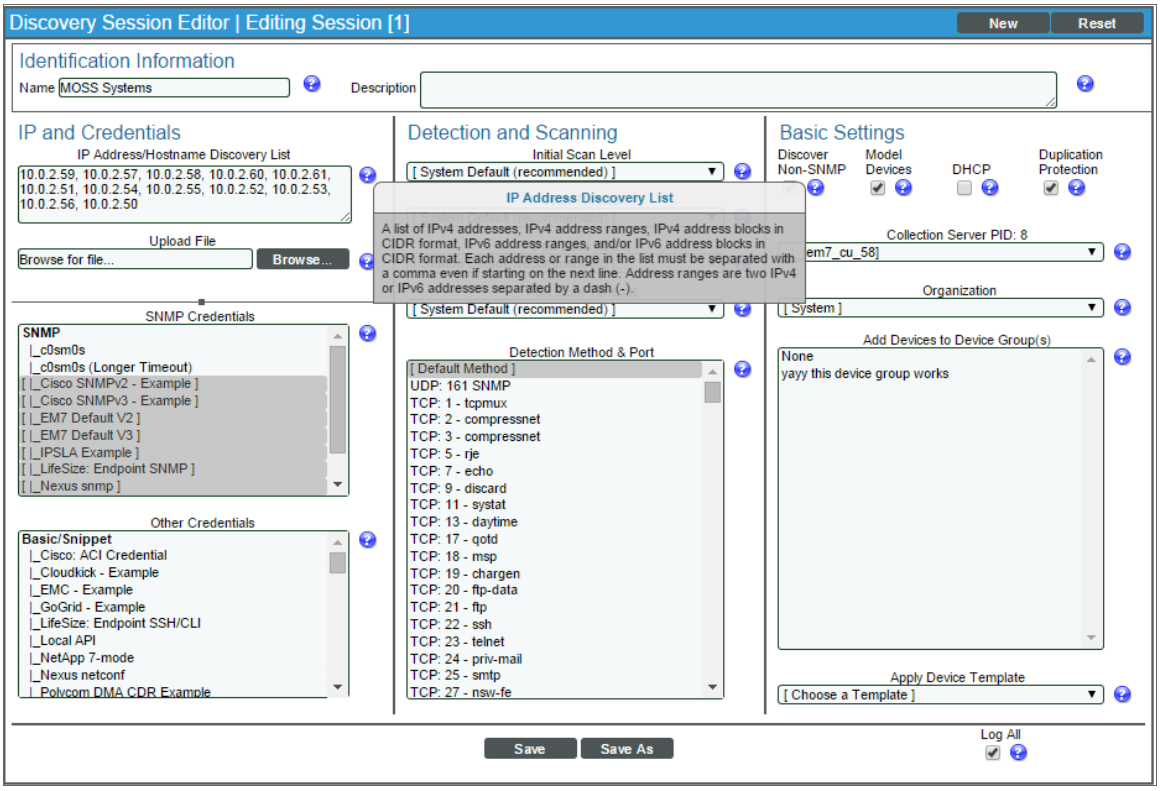
After you have opened a guide and are in the **Reading Guide** modal page, you can search for all guides that contain a specified text string. To search all guides for those that contain a text string:




1. Go to any page in the ScienceLogic platform. Click the **[Guide]** button.
2. The **Reading Guide** modal page appears and displays the contents of the guide.
3. The **Reading Guide** modal page contains a ***Search*** field and a **[Search]** button.
4. Enter a string in the ***Search*** field and click the **[Search]** button.
5. The **Reading Guide** page will be cleared of text and will display a list of guides that contain the text string.
6. Clicking on one of the guides in the search results displays the selected guide in the **Reading Guide** page.
7. Right-clicking and selecting *Back* from the pop-up menu returns you to the list of search results.

# Tool Tips

Some pages in the ScienceLogic platform include question-mark icons next to one or more fields. These question-mark icons are called Tool Tips. When you move your mouse over a Tool Tip, the platform displays a brief description of the corresponding field.




# Finder Tool

You can access the **Finder** tool from any place in the ScienceLogic platform by entering the following key combinations:

- Ctrl+Alt+F

The **Finder** tool allows you to easily find one or multiple elements in the ScienceLogic platform. This prevents you from having to navigate through multiple pages to find the element you are interested in. The **Finder** tool allows you to search for one or more of the following types of elements:

- Organizations
- Devices
- Assets

- IP networks
- Interfaces
- Vendors
- User Accounts
- Virtual Interfaces

**NOTE**: To access the **Finder** tool, accounts of type "user" must be granted one or more access keys that includes the following access hook: Finder. Accounts of type "user" will then be able to view the **Finder** tool.

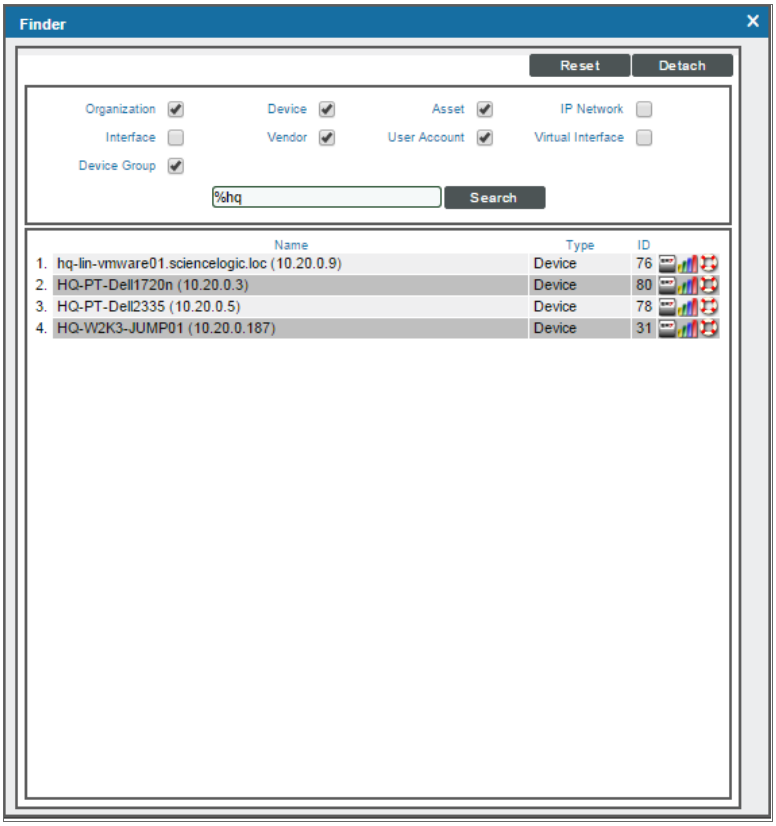
- To search organizations, the user must be granted the access hook Org:View.
- To search for device, the user must be granted the access hook Dev:View.
- To search asset records, the user must be granted the access hook Asset:View.
- To search IPv4 Networks, the user must be granted the access hook Networks:IPv4:View.
- To search interfaces, the user must be granted the access hook networks:Interfaces:View.
- Top search vendor records, the user must be granted the access hook Vendor:View.
- To search user accounts, the user must be granted the access hook User:View.
- To search virtual interfaces, the user must be granted the access hook Networks:Interfaces:View.

**NOTE**: When you associate a bandwidth billing-policy with a network interface, the ScienceLogic platform creates a virtual interface. The virtual interface represents a specific instance of the bandwidth billing policy. For example, suppose you create a bandwidth billing-policy. Suppose you apply the policy to the interface "eth0" on the device "cisco_router1" and to interface "eth1" on device "cisco_switch". The ScienceLogic platform will create a virtual interface for "eth0" and "eth1".

## Searching for One or More Elements

To use the **Finder** tool to search for one or more elements:

1. From any page in the ScienceLogic platform, enter Ctrl + Alt + F.




2. In the **Finder** modal page, select the checkboxes for the element types you want to search. Choices are:
    - Organizations
    - Devices
    - Assets
    - IP networks
    - Interfaces
    - Vendors
    - User Accounts
    - Virtual Interfaces
3. In the ***Search*** field, enter the whole string of text or a partial string of text for which you want to search.

4. You can include the asterisk (*) wildcard in the ***Search*** field.

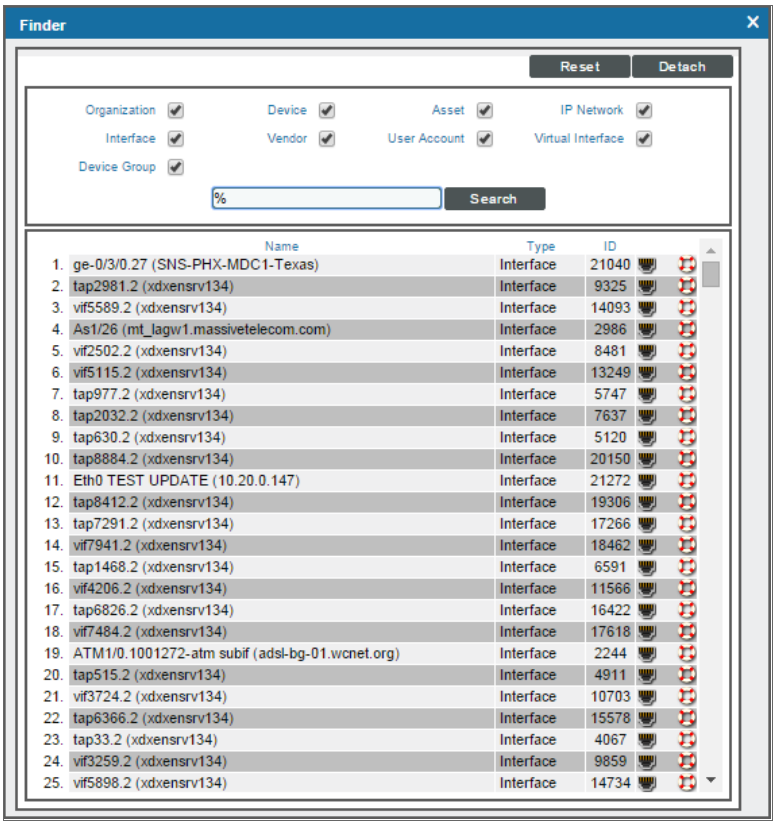
    - If placed at the beginning of a string, the asterisk says "match on this string, preceded by any number of any characters".
    - If placed at the end of a string, the asterisk says "match on this string, followed by any number of any characters."

5. Click the **[Search]** button.
6. The elements that match the search requirements are displayed at the bottom of the **Finder** page.

## Viewing a List of All Elements in the ScienceLogic Platform

To use the **Finder** page to view a list of all elements in the ScienceLogic platform:

1. From any page in the ScienceLogic platform, enter Ctrl + Alt + F.




2. In the **Finder** page, select all the checkboxes.
3. In the ***Search*** field, enter "%" (percent).
4. Click the **[Search]** button.
5. A list of all elements in the platform is displayed at the bottom of the **Finder** page.

## Viewing the Results Table

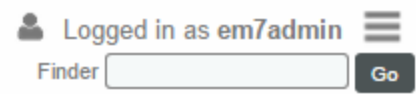
After clicking the **[Search]** button, the ScienceLogic platform will display a list of elements that match the selected element type and search string.

From this list of results, you can:

- ***View an element's properties***. To do this, click on its icon (the icon will vary, depending upon the element).
- ***View reports for some elements***. To do this, click on the bar graph icon ( ).
- ***Create a ticket about an element***. To do this, click on the life ring icon ( ).

# Toolbox

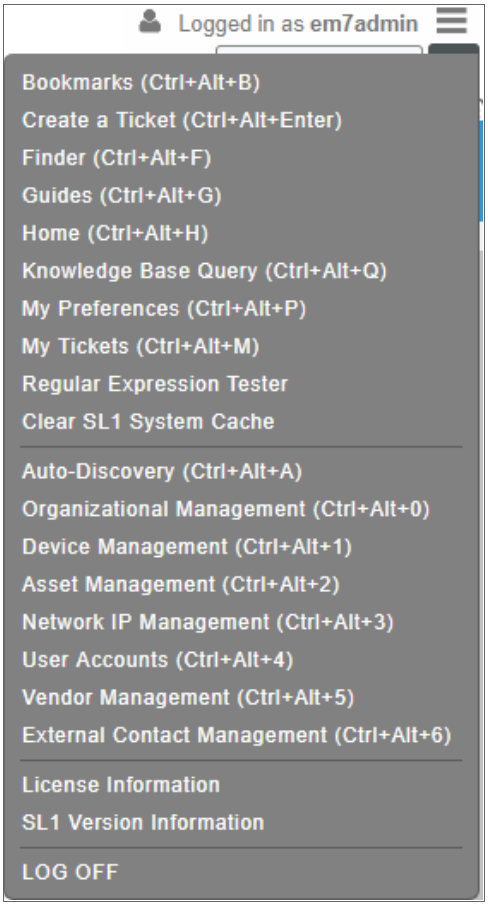
The Toolbox appears in the upper right of the ScienceLogic browser session.




The Toolbox displays the following:

- ***Logged in***. Displays the name of the current user. When you hover over the username, the IP address for the current session appears.
- ***Finder***. If you enter a string in this field and click the **[Go]** button, the ScienceLogic platform uses the **Finder** tool to search all possible element types. The results are returned in the **Finder** tool page.

- ***Toolbox***. Clicking on the **[Toolbox]** button displays a set of links to commonly accessed pages and the shortcut keys for those pages. The **[Toolbox]** button also displays links for *License Information* and *EM7 Version Information*.
    - The *License Information* link leads to a pop-up page with a list of all third-party licenses included in the ScienceLogic platform.
    - The *SL1 Information* link leads to a pop-up page with information about the current version of the ScienceLogic platform.



# Chapter 6

# User Preferences and Inbox

## Preferences Tab

The ScienceLogic platform includes tools that allow you to manage a restricted set of properties for your own account. You can:

- Change your password.
- Customize how the ScienceLogic platform displays pages. These customizations appear each time you log in to the platform but will not affect how the platform appears to other users.
- Enter and update your contact information.
- Enter and update your work schedule.
- From a single page, view tickets assigned to you, events acknowledged by you, bulletins sent to you, reports you have created or edited, and articles in your clipboard.

This chapter explains how to use these tools to manage your own account.

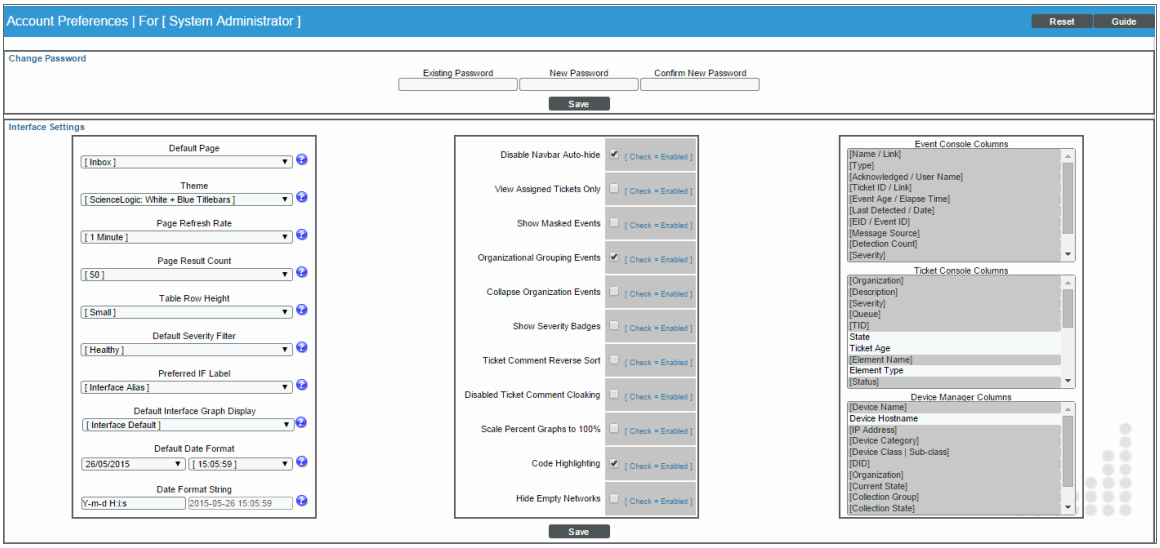
# Account Preferences

The **Account Preferences** page allows you to change your ScienceLogic password and customize some of the behavior and appearance of the ScienceLogic platform. The customizations that you choose will appear each time you log in to the platform. They will not affect how the ScienceLogic platform appears to other users.

> **NOTE**: To access the **Account Preferences** page, accounts of type "user" must be granted one or more access keys that includes the following access hook: MyPreferences. Accounts of type "user" will then be able to view and edit the settings in the **Account Preferences** page.

To access the **Account Preferences** page:

1. Go to Preferences > Account > Preferences or use the shortcut keys Ctrl + Alt + P.
2. In the **Account Preferences** page, you can edit one or more of the following fields:




3. The **Change Password** pane allows you to change your password. The following fields appear:
   - ***Existing Password***. Your current password. This value must be at least four characters in length and can be up to 64 characters in length.
   - ***New Password***. The new password. This value must be at least four characters in length and can be up to 64 characters in length.
   - ***Confirm Password***. The new password again. This value must be at least four characters in length and can be up to 64 characters in length.
   - **[Save]**. Click this button to save changes in the **Change Password** pane.

4. The **Interface Settings** pane allows a you to define the appearance and behavior of some pages. The **Interface Settings** pane contains the following fields:

   - ***Default Page***. Displays a drop-down list of pages. The selected page will automatically appear when you log in. If you select *None*, the default page (the Views tab) will appear when you log in.
   - ***Theme***. Backgrounds, colors, graphics, and music that will appear when you log in. Theme entries are defined in the **[System]** tab.
   - ***Page Refresh Rate***. Specifies how often Event, Ticket, and Views pages in the ScienceLogic platform will be refreshed. The possible choices are from 15 seconds to 60 minutes.
   - ***Page Result Count***. Specifies the number of results to be displayed on each page. The choices are 50 to 500.
   - ***Table Row Height***. Affects the row height of all pages that display a table in the main content pane. You can also change this setting in the **Event Console Preferences** page, the **Ticket Console Preferences** page, and the system **Account Preferences** page. Changing the setting for row height in this page, the **Event Console Preferences** page, the **Ticket Console Preferences** page, or the system **Account Preferences** page affects the row height in all pages that display a table in the main content pane. Choices are:
     - *Small*. Sets row height to 17 px and font size to 11 px.
     - *Medium*. Sets row height to 27 px and font size to 12 px.
     - *Large*. Sets row height to 35 px and font size to 13 px.
   - ***Default Severity Filter***. When a severity is selected, you will see only events of the selected severity and greater in the **Event Console** page.
     - *Healthy*. Will display all events, including events with a severity of Healthy.
     - *Notice*. Will display all events with a severity of Notice, Major, Minor, and Critical.
     - *Minor*. Will display all events with a severity of Minor, Major, and Critical.
     - *Major*. Will display all events with a severity of Major and Critical.
     - *Critical*. Will display all events with a severity of Critical
   - ***Preferred IF Label***. Specifies how interfaces will be labeled in all pages and reports that reference network interfaces.
     - *Interface Alias*. Easy-to-remember, human-readable name for the network interface.
     - *Interface Name*. The name of the network interface.
   - ***Default Interface Graph Display***. Specifies the default unit of measure for the Hourly Interface Usage graph in the **Device Summary** page. Choices are:
     - *Interface Default*. The Hourly Interface Usage graph displays the amount traffic in the unit of measure specified in the ***Measurement*** field in the **Interface Properties** page for the interface.
     - *% Utilization*. The Hourly Interface Usage graph displays utilization in percent.

- ***Device Summary and Performance Graph Engine***. Specifies the graphing engine the user interfaceshould use on the **Device Summary** page and the Device Performance graphs. Choices are HTML5 Graphs (newest format) and Flash Graphs (legacy format).
- ***Default Date Format***. Specifies the default date format that will be used throughout the ScienceLogic platform. You can select from a list of possible formats.
- ***Date Format String***. Specifies a user-defined date format that will be used throughout the ScienceLogic platform. If defined, this date format overrides the default date format. Any date variables supported by the PHP date function can be used.

5. In the **Checkboxes** pane, you can configure features that are toggled on and off.

   - ***Disable Navbar Auto-hide***. If you select this checkbox, the NavBar pane persists after you click a link. This option is selected by default.
   - ***View Assigned Tickets Only***. If you select this checkbox, by default, only tickets assigned to you are displayed in the **Ticket Console** page.
   - ***Show Masked Events***. If you select this checkbox, all events that have been grouped together under a single event description will be displayed in the **Event Console** page. The default behavior of the ScienceLogic platform is to roll up related events under a single description.
   - ***Organizational Grouping Events***. If you select this checkbox, events will be grouped by organization in the **Event Console** page. The filter-while-you-type fields and the advanced filter tool will appear for each organization grouping and will act only on the events in that organization grouping. You will not be able to apply a single filter to events in multiple organizations.
   - ***Collapse Organization Events***. If you select this checkbox, all organizations with assigned events will be displayed but will be contracted; the **Event Console** page will display only a list of contracted organizations, which can be expanded by clicking on the plus sign (+). The default behavior of the ScienceLogic platform is to expand each organization and display the list of events for each organization.
   - ***Show Severity Badges***. If you select this checkbox:

     - The value in the ***Severity*** column will be displayed as a color-coded badge in the **Event Console** page and the **Ticket Console** page.
     - The value in the ***Current State*** column will be displayed as a color-coded badge in the **Device Manager** page.

     If you do not select the ***Show Severity Badges*** checkbox:

     - In the **Event Console** page, the value in the ***Event Message*** column and the value in the ***Severity*** column will be painted with the severity color.
     - In the **Ticket Console** page, the value in the ***Description*** column and the ***Severity*** column will be painted with the severity color.
     - In the **Device Manager** page, the value in the ***Device Name*** column and the value in the ***Current State*** column will be painted with the severity color.

   - ***Ticket Comment Reverse Sort***. In the Notes section of a ticket, sort notes by newest first. If you do not select this checkbox, the user interface displays ticket notes from oldest to newest, with oldest displayed

first.

- *Disabled Ticket Comment Cloaking*. When you add comments to a ticket, by default the comments are viewable by all (not cloaked).
- *Scale Percent Graphs to 100%*. Graphs that display percentage on the y-axis will display from 0% to 100%, regardless of the highest actual value. Default behavior is to display from 0% to highest actual value.
- *Code Highlighting*. If selected, enables syntax highlighting in areas of the ScienceLogic platform that display HTML, PHP, Python, and SQL code. If selected, syntax highlighting appears in:
    - The **Snippet Editor & Registry** page for Dynamic Applications of type "snippet" (System > Manage > Applications > create/edit > Snippets).
    - The **Dashboard Widget Editor** page (System > Customize > Dashboards > Widgets > create/edit).
    - The **Database Tool** page (System > Tools > DB Tool).
    - The **Action Policy Editor** page for actions of type "Snippet" and "SQL Query" (Registry > Run Book > Actions > create/edit).
    - The **Report Template Editor** page (Reports > Management > Report Manager > create/edit).
- *Hide Empty Networks*. If you select this checkbox, the **IPv4 Networks** page hides networks that do not include any devices or interfaces.

6. In the **Event Console Columns** pane and the **Ticket Console Columns** pane, you specify the columns that will be displayed by default in the **Event Console** page and the **Ticket Console** page.

    - *Event Console Columns*. In this list, you can select the default columns to be displayed in the **Event Console** page.

**NOTE**: From the **Event Console** page, you can also go to the **Event Console Preferences** modal page and edit the list of columns to be displayed in the **Event Console** page. When you edit the list of columns in the **Event Console Preferences**page, the selected list of columns in the **Account Preferences** page is automatically updated. When you edit the list of columns in the **Account Preferences** page, the selected list of columns in the **Event Console Preferences** page is updated.

    - *Ticket Console Columns*. In this list, you can select the default columns to be displayed in the **Ticket Console** page.

**NOTE**: From the **Ticket Console** page, you can also go to the **Ticket Console Preferences** modal page and edit the list of columns to be displayed in the **Ticket Console** page. When you edit the list of columns in the **Ticket Console Preferences** page, the selected list of columns in the **Account Preferences** page is automatically updated. When you edit the list of columns in the **Account Preferences** page, the selected list of columns in the **Ticket Console Preferences** page is updated.

# My Contact Information

The **My Contact Information** page allows you to define or edit your contact information. The contact information you enter in this page is then visible to other users when they click the **View User Account Details** icon ( ) associated with your account anywhere in the ScienceLogic platform.

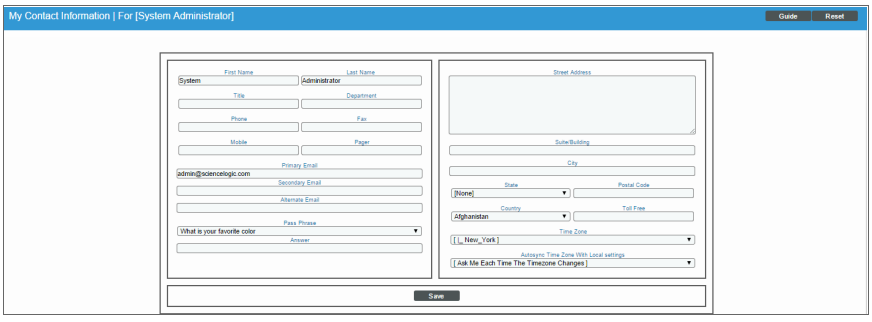
By default, the following fields will be automatically populated with values from your parent organization (if the values have been defined for your parent organization):

- Fax
- Address
- City
- State
- Postal Code
- Country
- Toll Free
- Time Zone

**NOTE**: To access the **My Contact Information** page, accounts of type "user" must be granted one or more access keys that includes the following access hook: MyInfo. Accounts of type "user" will then be able to view and edit the settings in the **My Contact Information** page.

To access the **My Contact Information** page and define or edit your contact information:

1. Go to Preferences > Account > Information.
2. In the **My Contact Information** page, position your cursor in the field you want to define or edit.




3. You can edit one, multiple, or all of the following fields:
    - ***First Name***. Your first name.

- ***Last Name***. Your last name.
- ***Title***. Your title. This field can be up to 32 characters in length.
- ***Department***. Your department. This field can be up to 36 characters in length.
- ***Phone***. Your phone number at work. This field can be up to 24 characters in length.
- ***Fax***. Your fax number. This field can be up to 24 characters in length.
- ***Mobile***. Your cell phone number. This field can be up to 24 characters in length.
- ***Pager***. Any other phone numbers for contacting you. This field can be up to 24 characters in length.
- ***Primary Email***. Your primary email address. This field can be up to 64 characters in length.
- ***Secondary Email***. Your mobile email address, for contacting you via cell-phone or mobile device. This field can be up to 64 characters in length.
- ***Alternate Email***. Additional email address for contacting you. This field can be up to 64 characters in length.
- ***Pass Phrase***. Questions that verify your account if you forget your password. The ScienceLogic platform does not use this field.
- ***Answer***. This field contains the answer to the question selected in the ***Pass Phrase*** field. This field can be up to 64 characters in length.
- ***Street Address***. Your street address at work. This field can be up to 64 characters in length.
- ***Suite/Building***. Suite/Building for your location at work. This field can be up to 64 characters in length.
- ***City***. City where you work. This field can be up to 64 characters in length.
- ***State***. State where you work. You can select from a list of states.
- ***Postal Code***. Postal code where you work. This field can be up to 12 characters in length.
- ***Country***. Country where you work. You can select from a list of countries.
- ***Toll Free***. Toll-free phone number for your work address. This field can be up to 24 characters in length.
- ***Time Zone***. Time zone associated with your work address. Select from a list of time zones.

4. Click the **[Save]** button to save your changes.

# Schedule Manager

The **Schedule Manager** page allows you to enter one-time or recurring appointments, meetings, and vacation leave. You can use the **Schedule Manager** page to specify the following:

- Your normal work schedule (for example, in the office on Monday – Friday, but out of the office on Saturday and Sunday)
- Vacation time

- Recurring meetings and appointments (for example, a weekly status meeting that occurs every Tuesday)
- One-time meetings and appointments (for example, a doctor's appointment)

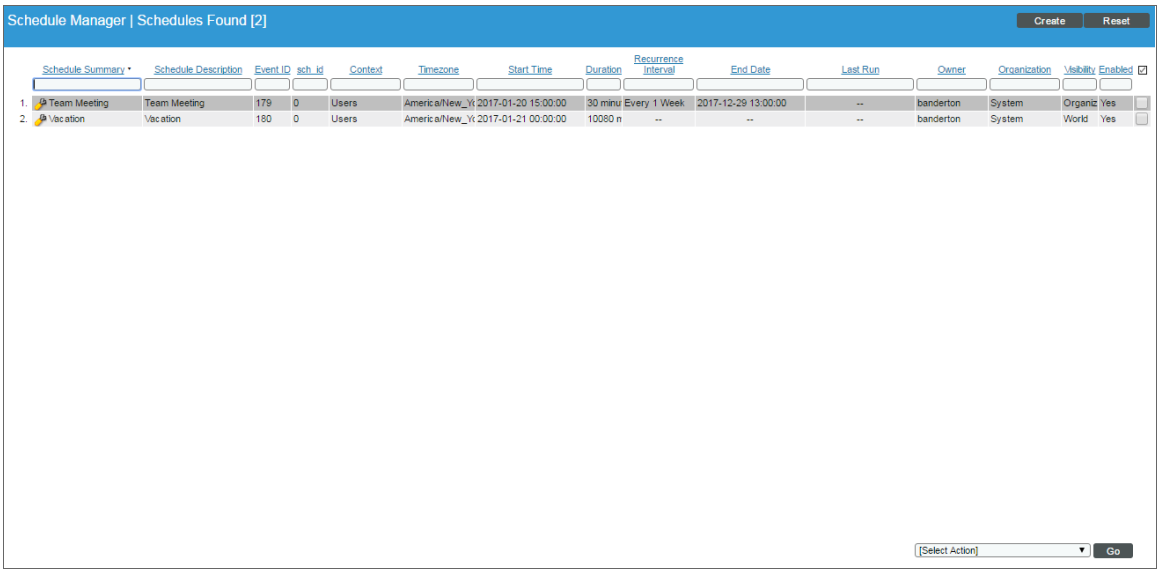
The schedule information you enter in the **Schedule Manager** page is then visible to other users when they click the **View User Account Details** icon ( ) for your account and then click the **[Schedule]** tab.

**NOTE**: To access the **Schedule Manager** page, accounts of type "user" must be granted one or more access keys that includes the following access hook: ACT_MY_SCHEDULE_PAGE. Accounts of type "user" will then be able to view and edit the settings in the **Schedule Manager** page.

**NOTE:** You can also view and manage all scheduled processes from the **Schedule Manager** page (Registry > Schedules > Schedule Manager). For more information, see the ***System Administration*** manual.

## Viewing the Schedule Manager

The **Schedule Manager** page (Preferences > Account > Schedule) displays the following information about each scheduled or recurring calendar item:




- ***Schedule Summary***. Displays the name assigned to the scheduled process.
- ***Schedule Description***. Displays a description of the scheduled process.
- ***Event ID***. Displays a unique, numeric ID for the scheduled process. The ScienceLogic platform automatically created this ID for each scheduled process.
- ***sch id***. Displays a unique, numeric ID for the schedule. The ScienceLogic platform automatically created this ID for each schedule.

- ***Context***. Displays the area of the ScienceLogic platform upon which the schedule works.
- ***Timezone***. Displays the time zone associated with the scheduled process.
- ***Start Time***. Displays the date and time at which the scheduled process will begin.
- ***Duration***. Displays the duration, in minutes, which the scheduled process occurs.
- ***Recurrence Interval***. If applicable, displays the interval at which the scheduled process recurs.
- ***End Date***. If applicable, displays the date and time on which the scheduled process will recur.
- ***Last Run***. If applicable, displays the date and time the scheduled process most recently ran.
- ***Owner***. Displays the username of the owner of the scheduled process.
- ***Organization***. Displays the organization to which the scheduled process is assigned.
- ***Visibility***. Displays the visibility level for the scheduled process. Possible values are "Private", "Organization", or "World".
- ***Enabled***. Specifies if the scheduled process is enabled. Possible values are "Yes" or "No".

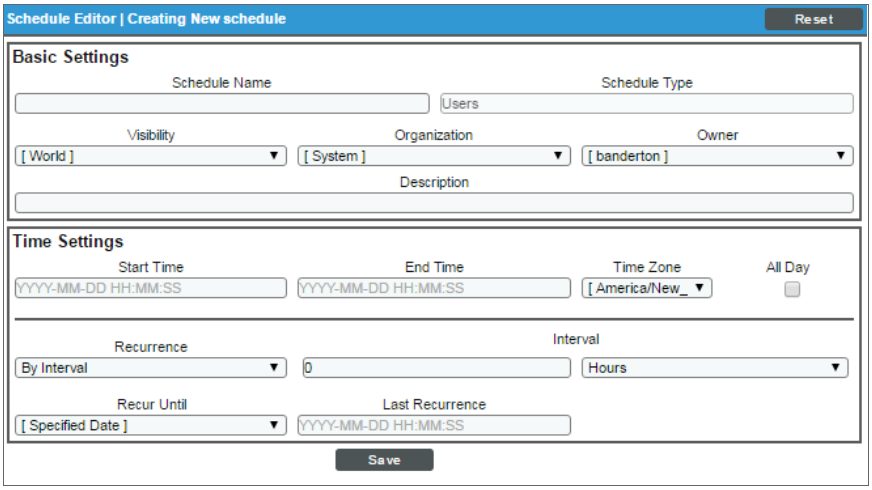
To edit a scheduled or recurring calendar item, click its wrench icon (🔧) and update the calendar item as needed on the **Schedule Editor** modal page. (For more information, see the section *Defining a Scheduled or Recurring Calendar Item*.)

## Defining a Scheduled or Recurring Calendar Item

You can add a scheduled or recurring meeting, appointment, vacation, or other calendar item for the user in the ScienceLogic platform from the **Schedule Manager** page.

To define a scheduled or recurring calendar item:

1. Go to the **Schedule Manager** page (Preferences > Account > Schedule).
2. Click **[Create]**. The **Schedule Editor** modal page appears.
3. On the **Schedule Editor** modal page, make entries in the following fields:



**Basic Settings**

- ***Schedule Name***. Type a name for the scheduled process.
- ***Schedule Type***. Indicates the scheduled process type (such as Tickets, Reports, or Devices).
- ***Visibility***. Select the visibility for the scheduled process. You can select one of the following:
  - *Private*. The scheduled process is visible only to the owner selected in the ***Owner*** field.
  - *Organization*. The scheduled process is visible only to the organization selected in the ***Organization*** field.
  - *World*. The scheduled process is visible to all users.
- ***Organization***. Select the organization to which you want to assign the scheduled process.
- ***Owner***. Select the owner of the scheduled process. The default value is the username of the user who created the scheduled process.
- ***Description***. Type a description of the scheduled process.

**Time Settings**

- ***Start Time***. Click in the field and select the date and time you want the scheduled process to start.
- ***End Time***. Click in the field and select the date and time you want the scheduled process to end.
- ***Time Zone***. Select the region or time zone for the scheduled start time.

**NOTE:** If you want the ScienceLogic platform to automatically adjust for daylight savings time (if applicable), then you must select a named region (such as *America/New York*) in the ***Time Zone*** field. If you select a specific time zone (such as *EST*) or a specific time offset (such as *GMT-5*), then the ScienceLogic platform will not automatically adjust for daylight savings time.

- ***All Day***. Select this checkbox if the scheduled process occurs all day rather than during a specific period of time. If you do so, the ***End Time*** field becomes disabled.
- ***Recurrence***. Select whether you want the scheduled process to occur once or on a recurring basis. You can select one of the following:
  - *None*. The scheduled process occurs only once.
  - *By Interval*. The scheduled process recurs at a specific interval.

If you select *By Interval*, the following additional fields appear:

- ***Interval***. In the first field, enter a number representing the frequency of the scheduled process, then select the time interval in the second field. Choices are *Minutes*, *Hours*, *Days*, *Weeks*, or *Months*. For example:
  - If you specify "6 Hours", then the scheduled process recurs every six hours from the time listed in the ***Start Time*** field.

- If you specify "10 Days", then the scheduled process recurs every 10 days from the date listed in the ***Start Time*** field.
- If you specify "2 Weeks", then the scheduled process recurs every two weeks, on the same day of the week as the ***Start Time***.
- If you specify "3 Months" the ticket recurs every three months, on the same day of the month as the ***Start Time***.

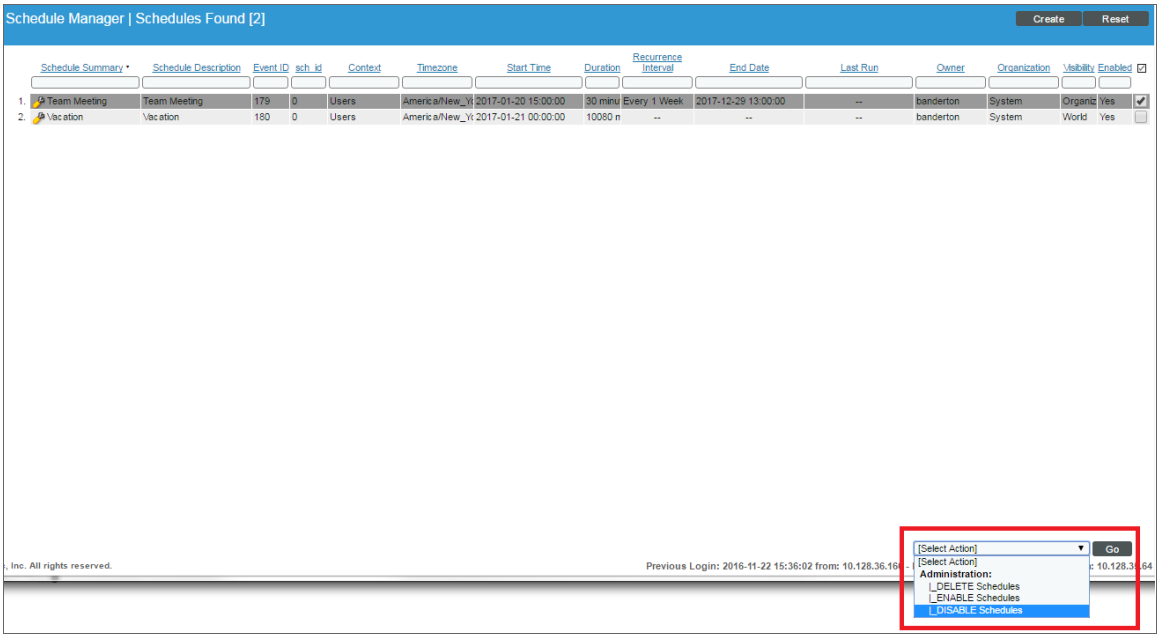
- ***Recur Until***. Specifies when the scheduled process stops recurring. You can select one of the following:
  - *No Limit*. The scheduled process recurs indefinitely until it is disabled.
  - *Specified Date*. The scheduled process recurs until a specific date and time. If you select *Specified Date*, you must select a date and time in the ***Last Recurrence*** field.
- ***Last Recurrence***. Click in the field and select the date and time you want the scheduled process to stop recurring.

4. Click **[Save]**.

## Enabling or Disabling One or More Scheduled Calendar Items

You can enable or disable one or more scheduled or recurring calendar items from the **Schedule Manager** page (Preferences > Account > Schedule). To do this:

1. Go to the **Schedule Manager** page (Preferences > Account > Schedule).

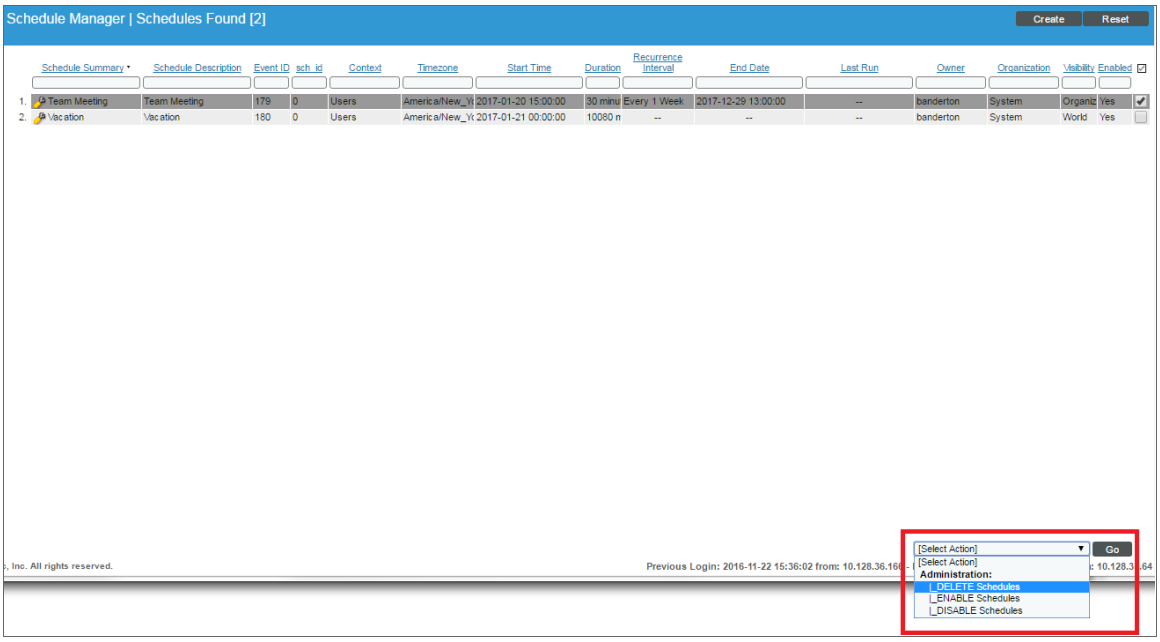


2. Select the checkbox icon for each scheduled process you want to enable or disable.
3. Click the ***Select Action*** menu and choose *Enable Schedules* or *Disable Schedules*.
4. Click the **[Go]** button.

## Deleting One or More Scheduled Calendar Items

You can delete one or more scheduled or recurring calendar items from the **Schedule Manager** page (Preferences > Account > Schedule). To do this:

1. Go to the **Schedule Manager** page (Preferences > Account > Schedule).




2. Select the checkbox icon for each scheduled process you want to delete.
3. Click the ***Select Action*** menu and choose *Delete Schedules*.
4. Click the **[Go]** button.

# Inbox Tab

The **Inbox** page displays lists of items that are associated with your user account. The **Inbox** page displays:

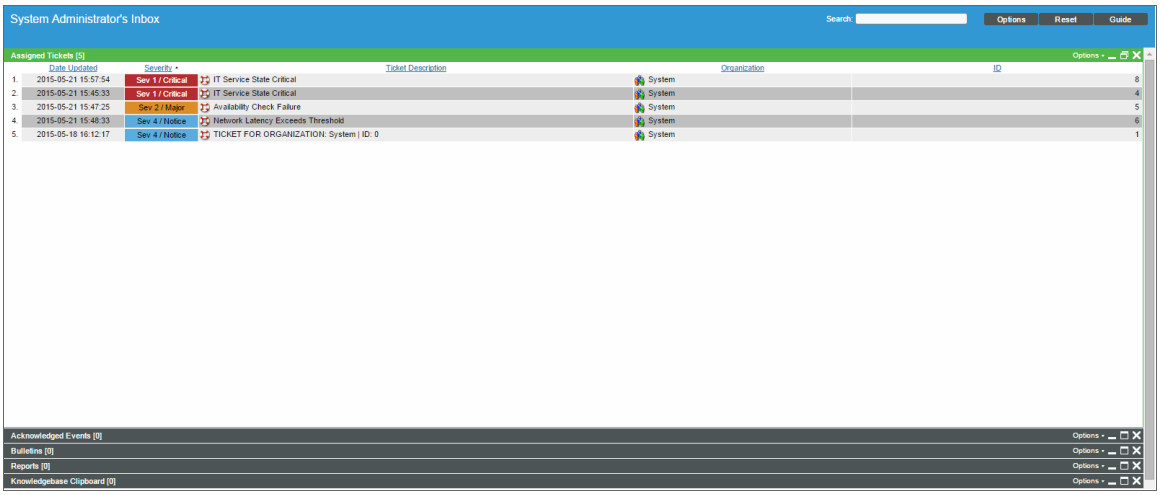
- Tickets assigned to you
- Events acknowledged by you
- Bulletins sent to you from the Service Notifier.
- Reports that you have created or edited in the **Report Scheduler** page
- Knowledge Base Articles that you have added to your clipboard

CAUTION: Due to security vulnerabilities, ScienceLogic recommends that customers who installed the ScienceLogic Platform prior to 8.9.2 disable the Knowledge Base. For details, see the release notes for version 8.9.2 of the ScienceLogic Platform.

## Viewing the Inbox Tab

You can access the **Inbox** page from any place in the ScienceLogic platform by doing one of the following:

- Clicking the **[Inbox]** tab
- Entering Ctrl + Alt + I ("eye") from any page in the ScienceLogic platform




NOTE: To access the **[Inbox]** tab, the ScienceLogic platform accounts of type "user" must be granted one or more access keys that includes the following access hook: Inbox. Accounts of type "user" will then be able to view the **[Inbox]** tab and edit and save display settings.

## Layout for the Inbox Page

The **[Options]** menu for the entire **Inbox** page appear in the upper right of the page. You can use this menu to define the default layout of the **Inbox** page and to change the layout of the **Inbox** page during the current session.

The **[Options]** menu contains the following entries:

- ***Save Layout***. Saves the current size and arrangement of panes as the default page display. Until you save another layout, the **Inbox** page will always be displayed as saved.
- ***Show Hidden***. Displays each pane in a cascading page and shows all entries in each pane.
- ***Reset Sort***. Displays all panes minimized and in alphabetical order.

**NOTE**: Each pane also contains display options in the upper right. For each pane, you can specify whether you want to minimize the pane, cascade the pane, display the pane in full screen, or close the pane.

## Searching the Inbox Page

The **Inbox** page contains a search tool (in the upper right of the page) that allows you to filter the items displayed in the page.

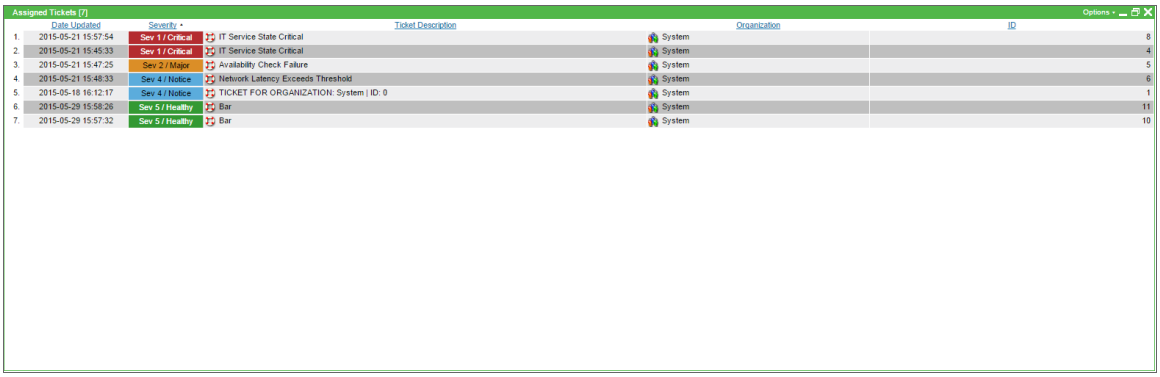
To filter the items, enter a string in the ***Search*** field. The page is filtered as you type.

For example, suppose you acknowledged an event for a device name "mail_server". Suppose there is also a ticket assigned to you that includes the text "mail server" in the description.

If you entered "mail_server" in the ***Search*** field, only the entries (the event and the ticket) that include the text "mail_server" will appear in the Inbox pane. Any other tickets, events, bulletins, Reports, or Knowledge Base Articles will not be displayed.

## Viewing the Assigned Tickets Pane

The **Assigned Tickets** pane displays a list of tickets that have been assigned to you. For each ticket, the following is displayed:



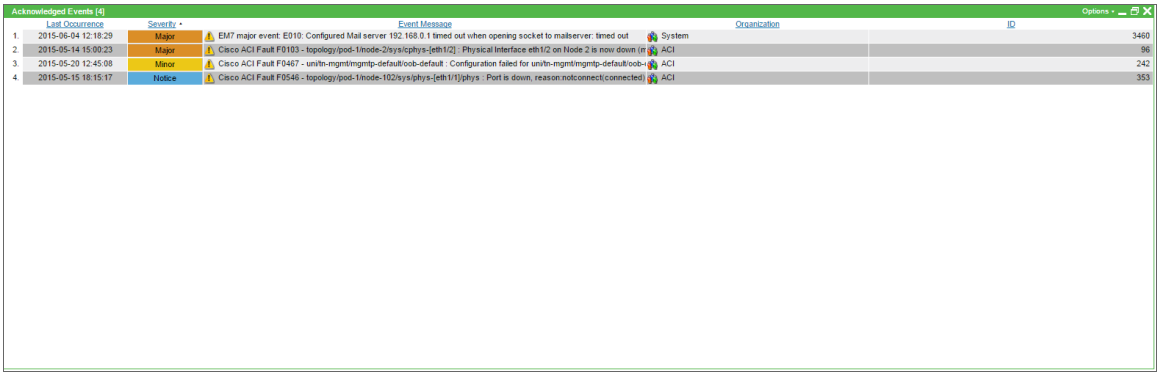

- ***Date Updated***. By default, this is the date and time that is displayed for each ticket in this pane. This pane displays the date and time that the ticket was last updated. You can use the **Options** menu for the **Assigned Ticket** pane to display the ***Date Created*** or ***Date Resolved*** date and time in this field.
- ***Severity***. Severity of the ticket.
- ***Ticket Description***. The description of the ticket.
- ***Organization***. Organization associated with the ticket.
- ***ID***. Unique ID for the ticket.

The **[Options]** menu for the **Assigned Tickets** pane includes the following entries:

- ***Go to Tickets***. Leaves the **Inbox** page and leads you to the **Ticket Console** page, where you can view a list of all tickets (that you are permitted to view). You can also search tickets, edit a ticket, and create a ticket from the **Ticket Console** page.
- ***Create New***. Displays the **Ticket Editor** page, where you can create a new ticket.
- ***Ticket Statistics***. Displays the **Ticket Statistics** modal page. The **Ticket Statistics** modal page displays information about each ticket queue in the ScienceLogic platform.
- ***Show Date Created***. For this session, displays the ***Date Created*** as the first column in the **Assigned Tickets** pane.
- ***Show Date Resolved***. For this session, displays the ***Date Resolved*** as the first column in the **Assigned Tickets** pane.
- ***Reset Sort***. Displays all panes minimized and in alphabetical order.

## Viewing the Acknowledged Events Pane

The **Acknowledged Events** pane displays a list of events that you have acknowledged. For each event, the following is displayed:




- ***Last Occurrence***. By default, this is the date and time that is displayed for each event in this pane. This page displays the date and time that the event last occurred. You can use the **Options** menu for the **Acknowledged Events** pane to display the ***First Occurrence*** date and time in this field.
- ***Severity***. Severity of the event.
- ***Event Message***. The message included in the event.
- ***Organization***. Organization associated with the event.
- ***ID***. Unique ID for the event.

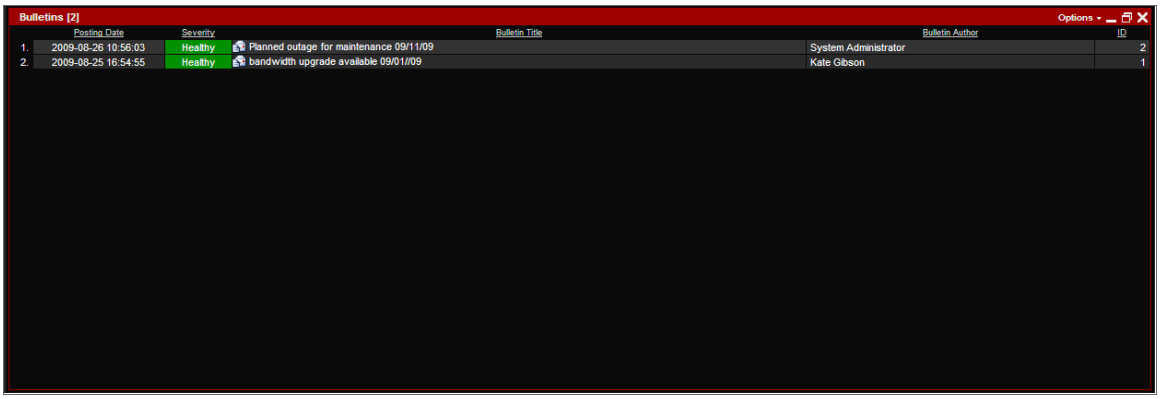
The **[Options]** menu for the **Acknowledged Events** pane includes the following entries:

- ***Go to Events***. Leaves the **Inbox** page and leads you to the **Event Console** page, where you can view a list of all events in the ScienceLogic platform. You can also search events, acknowledge events, and clear events from the **Event Console** page.

- ***Show First Occurrence***. For this session, displays the date and time of the ***First Occurrence*** as the first column in the **Acknowledged Events** pane.
- ***Reset Sort***. Displays all panes minimized and in alphabetical order.

## Viewing the Bulletins Pane

The **Bulletins** pane displays a list of messages sent to you from the Service Notifier. For each message, the Bulletins pane displays the following:



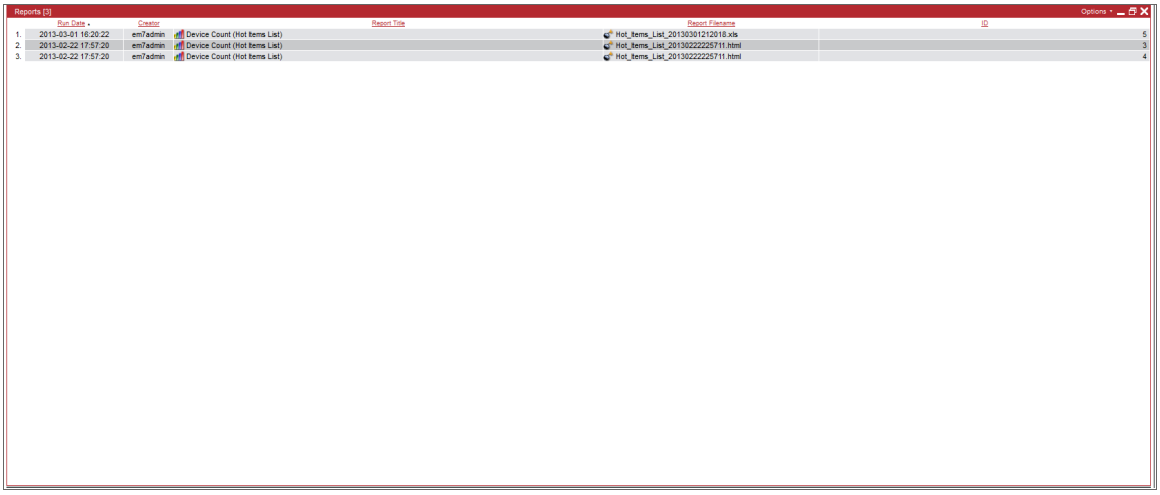

- ***Posting Date***. Date the bulletin was sent.
- ***Severity***. Specifies the severity of the message, as defined in the **Service Notifier** page.
- ***Bulletin Title***. Title of the bulletin.
- ***Bulletin Author***. User who sent the bulletin.
- ***ID***. Unique numeric ID assigned to the bulletin.

The **[Options]** menu for the **Bulletins** pane includes the following entry:

- ***Reset Sort***. Displays all panes minimized and in alphabetical order.

## Viewing the Reports Pane

The **Reports** pane displays a list of scheduled reports that have been created by the current user. For each report, the **Report** pane displays the following:




- ***Run Date***. Date the scheduled report was last run.
- ***Creator***. User who created the report.
- ***Report Title***. Name of the report.
- ***Report Filename***. The filename for the scheduled report.
- ***ID***. Unique numeric ID associated with the report.

The **[Options]** menu for the **Reports** pane includes the following entries:

- ***Go to Reports***. Leaves the **Inbox** page and leads you to the **Report Scheduler** page, where you can view a list of all scheduled reports in the ScienceLogic platform. You can also edit the schedule and add new reports to the schedule.
- ***Reset Sort***. Displays all panes minimized and in alphabetical order.

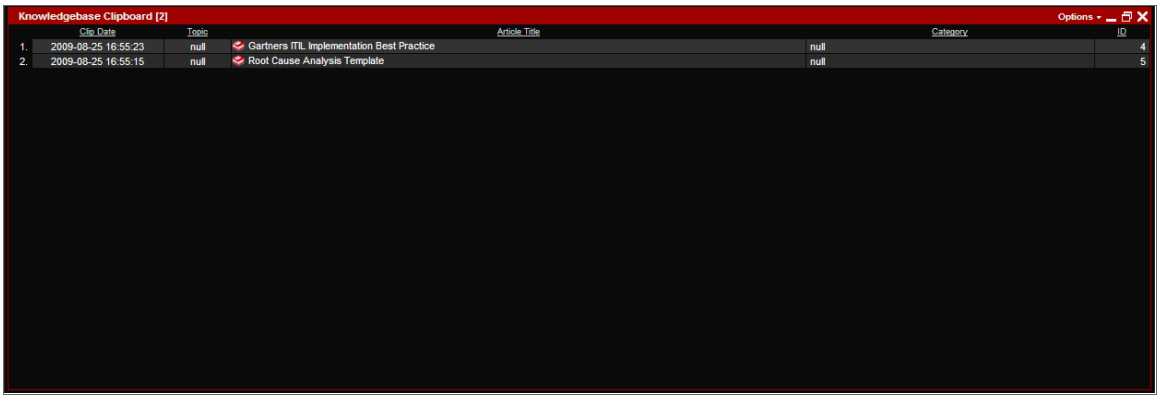
## Viewing the Knowledge Base Clipboard

The **Knowledge Base Clipboard** pane displays a list of articles you have added to your clipboard. When viewing an article in the Knowledge Base, you can add the article to your clipboard. You can then add the article as an attachment when creating or editing a ticket.

CAUTION: Due to security vulnerabilities, ScienceLogic recommends that customers who installed the ScienceLogic Platform prior to 8.9.2 disable the Knowledge Base. For details, see the release notes for version 8.9.2 of the ScienceLogic Platform.

**NOTE**: The clipboard does not function like the Microsoft Clipboard. You cannot select and copy text into the ScienceLogic My Clipboard and later paste that text. The ScienceLogic clipboard allows you to save only documents retrieved from the Knowledge Base in the ScienceLogic platform. These documents can then be attached to ticket-comments.

For each article, the **Knowledge Base Clipboard** pane displays the following:




- ***Clip Date***. The date and time that the article was added to your clipboard. You can use the **Options** menu for the **Knowledge Base Articles** pane to display the ***Submission Date*** and time or the ***Approval Date*** and time in this field.
- ***Topic***. Knowledge Base topic for the article.
- ***Article Title***. Title for the article.
- ***Category***. Knowledge Base Category for the article.
- ***ID***. Unique numeric ID for the article.

The **[Options]** menu for the **Knowledge Base Clipboard** pane includes the following entries:

- ***Go to Knowledge Base*** . Leaves the **Inbox** page and leads you to the **Knowledge Base Home** page, where you can search the Knowledge Base, view a list of the most recent postings, and view a list of the most recent searches. From this page, you can also access all the other Knowledge Base features.
- ***Create New***. Displays the **Article Editor** page, where you can define a new article for the Knowledge Base.
- ***Knowledge Base Statistics***. Displays the **Knowledge Base Statistics** modal page, where you can view information about each Topic in the Knowledge Base.

- ***Show Submission Date***. For this session, displays the ***Submission Date*** as the first column in the **Knowledge Base Articles** pane.
- ***Show Approval Date***. For this session, displays the ***Approval Date*** as the first column in the **Knowledge Base Articles** pane.
- ***Reset Sort***. Displays all panes minimized and in alphabetical order.

# Chapter 7

# Overview of Tabs and Pages

## Overview

This chapter briefly describes each tab in the ScienceLogic platform and which user manual describes the tab. For tabs that include a left NavBar, each link in the left NavBar is listed separately. All user manuals listed in this chapter are available on portal.sciencelogic.com.

> **NOTE:** Users of type "Administrator" can view all pages in the ScienceLogic platform. If you are not an administrator, the pages that you can view in the platform are defined by the access keys that you have been granted by your administrator. When you log in to the platform, you might not see all the tabs and pages listed in this chapter.

## Inbox

The **Inbox** page displays lists of items that are associated with your user account. The **Inbox** page displays:

- Tickets assigned to you.
- Events acknowledged by you.
- Bulletins sent to you from the Service Notifier.
- Reports that you have created or edited in the **Scheduled Reports** page. Also, reports that have been delivered to you from the **Scheduled Reports** page.
- Knowledge Base Articles that you have added to your clipboard.

CAUTION: Due to security vulnerabilities, ScienceLogic recommends that customers who installed the ScienceLogic Platform prior to 8.9.2 disable the Knowledge Base. For details, see the release notes for version 8.9.2 of the ScienceLogic Platform.

For more information, see the *User Preferences and Inbox* chapter in this manual.

## Dashboards

The **Dashboards** page allows you to define one or more custom dashboards.

A dashboard is a page that displays one or more graphical reports, called widgets. Each widget is displayed in its own pane.

To define a widget, you select from a list of pre-defined widget definitions and then customize the selected widget by supplying values in the fields. The customized widget is then displayed as a graph, chart, or table in a pane in the dashboard.

For more information, see the ***Dashboards*** manual.

## Views

A View is a graphical representation of a group of devices. The **[Views]** tab in the ScienceLogic platform allows you to view, edit, and create maps and relationships between devices and virtual infrastructure. In the ScienceLogic platform, views are organized by device group, organization, device category, component maps, Layer-2 topology, CDP topology, LLDP topology, Layer-3 Topology Maps, or Virtual Infrastructure (VMware and virtual machines). You can also create your own maps with your most important devices and add images, text, links, and shapes to customize your maps.

For more information, see the ***Views*** manual.

## Events

The **Event Console** page displays a list of currently active events. From this page, you can view, acknowledge, clear, suppress, or disable an event. You can also create a ticket based on an event.

One of the easiest ways to monitor the health of your network is to look at events. Events are messages that are triggered when a specific condition is met. For example, an event can signal that a server has gone down, that a device's hard-drives are getting too full, or simply display the status of a device.

The ScienceLogic platform generates log messages both from incoming trap and syslog data and also when the platform executes user-defined policies. The platform then uses these log messages to generate events. The platform examines each log message and compares it to each event definition. If a log message matches an event's definition, the ScienceLogic platform generates an event instance and displays the event in the **Event Console** page.

For more information, see the ***Events*** manual.

## Tickets

A ticket is a request for work. This request can be in response to a problem that needs to be fixed, for routine maintenance, or for any type of work required by your enterprise.

From the **Ticket Console** page, you can view a list of active tickets, create a new ticket, edit one or more existing tickets, filter, search, and sort the list of tickets, and generate reports for one or more tickets.

By default, the **Ticket Console** page displays a list of active tickets that you are allowed to view. The bottom of the page displays a legend that lists the number of tickets of each severity. Users can click on the one of the severities in the Severity Legend at the bottom of the **Ticket Console** page. Doing this will filter the currently displayed list to include only tickets of the selected severity.

For more information, see the ***Ticketing*** manual.

## Knowledge

The **Knowledge Base Home** page appears when you click the **[Knowledge]** tab. This is the main page for the Knowledge Base tools.

> CAUTION: Due to security vulnerabilities, ScienceLogic recommends that customers who installed the ScienceLogic Platform prior to 8.9.2 disable the Knowledge Base. For details, see the release notes for version 8.9.2 of the ScienceLogic Platform.

The Knowledge Base allows you to:

- Import articles for use by users.
- Search user-created articles.
- Search guides, tickets, events, and news feeds.
- Search device notes, asset notes, organization notes, network notes, and vendor notes.
- Create views of articles, best practices, documents, downloads, Dynamic Applications, how-to documents, manuals, and skins
- View dashboards of latest created articles and most recent searches.

For more information, see the ***Knowledge Base*** manual.

# Reports

The **[Reports]** tab displays a list of pages for generating, scheduling, and developing different types of reports in PDF, OpenOffice, Excel, or HTML format.

Reports comprise:

- An input form where the user selects options and data to include in the report
- An output template, an .odt file that specifies the format of the generated report
- The code that specifies which input form to use, how to handle the user's input, which data to retrieve, and which output template to use to generate the report

The ScienceLogic platform includes many predefined reports, with already defined input forms, output templates, and the code that populates and generates the report.

The **[Reports]** tab includes the following NavBar entries:

- ***Run Report***. The pages in this section allow you to manually generate a report. You can choose the report to generate from a list that includes the default custom reports provided by ScienceLogic and any reports developed by you or another user in the ScienceLogic system. For information about the pages in this section, see the ***Reports*** manual.
- ***Create Report***. The pages in this section allow you to generate and schedule reports. For information about the pages in this section, see the ***Reports*** manual. The following pages are included in this section:
    - ***Report Jobs***. Allows you to define and store sets of report parameters. Report jobs are used to schedule reports, either as a single instance or on a recurring schedule.
    - ***Scheduler***. Allows you to schedule the execution of report jobs.
    - ***Report Archive***. Allows you to view previously generated instances of scheduled reports.
- ***Management***. The pages in this section allow you to develop new report definitions that can be used to generate reports. For information about the pages in this section, see the ***Report Development*** manual. The following pages are included in this section:
    - ***Report Input Forms***
    - ***Report Output Media***
    - ***Report Output Styles***
    - ***Report Output Templates***
    - ***Report Manager***

# Registry

The **Registry** tab allows you to view all managed elements, policies, and objects within the ScienceLogic platform.

The **[Registry]** tab includes the following NavBar entries:

- **Devices**
    - ***Device Manager***. Leads to the **Device Manager** page. The **Device Manager** page displays a list of all devices discovered by in the ScienceLogic platform. Depending upon each user's access keys, he/she can access the Device Management tools, the Device Administration tools, and create an asset record for the device from this page. For information about this page, see the ***Device Management*** manual.
    - ***Vanished Device Manager***. Leads to the **Vanished Device Manager** page. If the ScienceLogic platform cannot retrieve information about a component device for a specified amount of time, the platform sets the device as "vanished." The **Vanished Device Manager** page displays a list of all component devices that have "vanished" from the ScienceLogic platform. For information about this page, see the ***Device Management*** manual.
    - ***Device Components***. Leads to the **Device Components** page. The **Device Components** page displays a hierarchical view of root devices and associated component devices. For information about this page, see the ***Device Management*** manual.
    - ***Device Groups***. Leads to the **Device Groups** page. The **Device Groups** page allows you to view the list of existing device groups, create new device groups, and edit existing device groups. A ***device group*** is a group of multiple devices. Device groups allow you to configure and edit multiple devices simultaneously. Device groups can be used in conjunction with device configuration templates to apply device parameters to multiple devices simultaneously. For information about this page, see the ***Device Groups and Device Templates*** manual.
    - ***Hardware***. Leads to the **Device Hardware** page. The **Device Hardware** page displays a list of all hardware discovered by the ScienceLogic platform. Depending upon each user's access keys, he/she can access the Device Management tools, generate Excel or PDF reports, and create or edit asset records from this page. For information about this page, see the ***Device Management*** manual.
    - ***Processes***. Leads to the **Device Processes** page. The **Device Processes** page displays a list of all processes discovered by the ScienceLogic platform. Depending upon each user's access keys, he/she can generate and view reports on all processes running and not running on all devices, view a list of all processes on a single device, and create or edit a process policy from this page. For information about this page, see the ***Device Management*** manual.
    - ***Services***. Leads to the **Windows Services** page. The **Windows Services** page displays a list of all Windows services on all devices in the network. Depending upon each user's access keys, he/she can generate and view reports on all services running and not running on all devices, view a list of all services on a single device, and create or edit a service policy from this page. For information about this page, see the ***Device Management*** manual.
    - ***Software***. Leads to the **Software Titles** page. The **Software Titles** page displays a list of all software discovered by the ScienceLogic platform. Depending upon each user's access keys, he/she can generate and view reports on all software installed and not installed on all devices and view a list of all software on a single device. For information about this page, see the ***Device Management*** manual.

- ***Templates***. Leads to the **Configuration Templates** page. The **Configuration Templates** page displays a list of already-defined device-configuration templates. The **Configuration Templates** page allows you to view the list of already-defined configuration templates, edit already-defined configuration templates, delete configuration templates, and create new configuration templates. A ***configuration template*** allows you to save a device configuration, apply it to one or more devices, and reuse the same configuration over and over again. A configuration template contains pre-defined settings for all the fields in the **Device Properties** page (except device name and device IP) and all the fields in the **Device Thresholds** page. When you apply a configuration template to a device group, you don't have to manually define any settings in the **Device Properties** page or the **Device Thresholds** page for the member devices. All the devices in the device group will inherit the field values from the configuration template. For information about this page, see the ***Device Groups and Device Templates*** manual.

- Monitors

  - ***Domain Name***. Leads to the **Domain Name Monitoring** page. The **Domain Name Monitoring** page displays a list of all domain-name monitoring policies in the ScienceLogic platform. Domain-Name monitoring policies allow you to monitor the availability and lookup time for a specific domain-name server. Domain-Name Monitoring policies are associated with a specific device in the ScienceLogic platform and are defined in that device's Device Administration tools, in the **Monitoring Policies** page. The **Domain Name Monitoring** page allows you to easily view and manage Domain-Name Monitoring policies from multiple devices, all from a single page. For information about this page, see the ***Device Management*** manual.
  - ***Email Round-Trip***. Leads to the **Email Round-Trip Monitoring** page. The ScienceLogic platform allows users to create policies that monitor round-trip email delivery. These policies monitor the total amount of time it takes to:

    - Send an email message from the ScienceLogic platform to an external email server.
    - Receive a response from the external email server.

    In the policy editor, you specify to which mailbox the ScienceLogic platform should send messages. For each email policy, the platform will collect data and create trend reports. The **Email Round-Trip Monitoring** page allows you to view and manage all the email policies from a single page, instead of from multiple pages for multiple devices. For information about this page, see the ***Device Management*** manual or the ***Configuring Inbound Email*** manual.

  - ***Logs***. Leads to the **Log File Monitoring** page. The **Log File Monitoring** page allows you to view a list of all Log File Monitoring policies. These policies specify a file or Windows log on the host device that the Agent will monitor, and the logs from the file or Windows log that the Agent will sent to the platform. For more information about this page, see the ***Monitoring Using the ScienceLogic Agent*** manual.

- *SOAP-XML Transactions*. Leads to the **SOAP/XML Transaction Monitoring** page. The **SOAP/XML Transaction Monitoring** page allows you to view a list of policies for monitoring SOAP/XML transactions. These policies can monitor any server-to-server transactions that use HTTP and can post files or forms (for example, SOAP/XML, email, or RSS feeds). The ScienceLogic platform sends a request and some data and then examines the result of the transaction and compares it to a specified expression match. Each SOAP/XML policy is associated with a device. The **SOAP/XML Transaction Monitoring** page allows you to view and manage all the transaction policies from a single page, instead of from multiple pages for multiple devices. For information about this page, see the ***Device Management*** manual.
- *SSL Certificates*. Leads to the **SSL Certificate Monitoring** page. The **SSL Certificate Monitoring** page displays a list of SSL certificates in the monitored network. The **SSL Certificate Monitoring** page makes it easy for you to view all discovered certificates and their expiration dates from a single page. For information about this page, see the ***Device Management*** manual.
- *System Processes*. Leads to the **System Process Monitoring** page. The **System Process Monitoring** page displays a list of all policies that monitor system processes. The ScienceLogic platform allows you to create policies that monitor system processes. These policies specify:
  - How much memory a process can use.
  - How many instances of a process can run simultaneously.
  - Whether or not to generate an event if the process is running.

  For each process policy, the ScienceLogic platform will collect data and create trend reports. The **System Process Monitoring** page allows you to view and manage all the process policies from a single page, instead of from multiple pages for multiple devices. For information about this page, see the ***Device Management*** manual.
- *TCP-IP Ports*. Leads to the **TCP/IP Port Monitoring** page. The **TCP/IP Port Monitoring** page displays a list of all policies that monitor TCP/IP ports. The ScienceLogic platform allows you to create policies that monitor ports. When a port monitor is created, the platform monitors the port for availability every 5 minutes. The data gathered by the port monitor is used to create port-availability reports. If a port is not available, the platform creates an event. The **TCP/IP Port Monitoring** page allows you to view and manage all the port policies from a single page, instead of from multiple pages for multiple devices. For information about this page, see the ***Device Management*** manual.
- *Web Content*. Leads to the **Web Content Monitoring** page. The ScienceLogic platform allows users to create policies that monitor a website for specific content. This is helpful:
  - to determine if a web site is up and running
  - to determine if the connection between a web-server and a database is up and running
  - to monitor system tools that can be accessed through a browser
  - to monitor content on a web site

  If the ScienceLogic platform cannot match the expression in the content policy with the text on the website, the platform generates an event. The **Web Content Monitoring** page allows you to view and manage all the web-content policies from a single page, instead of from multiple pages for multiple devices. For information about this page, see the ***Device Management*** manual.

- *Windows Services*. Leads to the **Windows Service Monitoring** page. The **Windows Service Monitoring** page displays a list of all policies that monitor Windows services. The ScienceLogic platform allows you to create policies that monitor system processes. A service policy tells The platform to monitor the device and look for the service. You can define a service policy so that:

  - The ScienceLogic platform generates an event if the service is not running.
  - The ScienceLogic platform generates an event if the service is running.
  - The ScienceLogic platform starts, pauses, or restarts the service.
  - The ScienceLogic platform reboots or shutdowns the device.
  - The ScienceLogic platform triggers the execution of a script (script must reside on the device).

  The **Windows Service Monitoring** page allows you to view and manage all the service policies from a single page, instead of from multiple pages for multiple devices. For information about this page, see the ***Device Management*** manual.

- Networks

  - *Device Relationships*. Leads to the **Device Relationships** page. The **Device Relationships** page displays relationships between Layer-2 devices and their clients; Layer-3 devices and Layer-2 devices; hypervisors and virtual machines; network devices that user CDP (Cisco Discovery Protocol) and devices that are specified as neighbors in the CDP tables; network devices that use LLDP (Link Layer Discovery Protocol) and devices that are specified as neighbors in the LLDP tables; and manually created parent-child relationships that affect event correlation. For information about this page, see the ***Device Management*** manual.
  - *Interfaces*. Leads to the **Network Interfaces** page. The **Network Interfaces** page displays a list of all interfaces discovered by the ScienceLogic platform. During discovery, the ScienceLogic platform discovers all interfaces on each discovered device. The **Network Interfaces** page allows you to view a list of all interfaces, view details on each interface, define a monitoring policy for an interface, and view bandwidth reports on each interface. For information about this page, see the ***Device Management*** manual.
  - *IP Ports*. Leads to the **Network IP Ports** pages. The **Network IP Ports** page displays a list of all IP ports discovered by the ScienceLogic platform. The platform can monitor IP ports for availability. If a port is not available, the platform creates an event, with the message "port not responding to connection." The **Network IP Ports** page allows you to easily define policies for monitoring ports and view reports on ports, all from a single page. For information about this page, see the ***Device Management*** manual.
  - *IPv4 Networks*. Leads to the **IPv4 Networks** page. The **IPv4 Networks**page lists all networks and subnets detected by auto-discovery and all manually defined (new) networks. From the **IPv4 Networks** page, you can view detailed data about the network, keep records of subnets, and determine which IP addresses are in use and which IP addresses are available. For information about this page, see the ***Device Management*** manual.
  - *Virtual Interfaces*. Leads to the **Virtual Interfaces** page. The **Virtual Interfaces** page allow you to view a list of virtual interfaces, view reports associated with virtual interfaces, and purge data for a virtual interface. For information about this page, see the ***Business Services*** manual.

Bandwidth-billing policies determine how an organization will be charged for bandwidth usage. When you assign a network-interface to a billing policy, the platform creates a virtual interface. The virtual interface represents the network interface(s), as monitored by the billing policy. For example, if a billing policy drops 5% of the highest bandwidth readings, graphs for the virtual interface would not include those readings.

If multiple interfaces from a single device are assigned to a single billing policy, the virtual interface represents the "sum" of the interfaces assigned to the billing policy.

For example, suppose a device has two network interfaces. Suppose both interfaces are assigned to a single billing policy. The virtual interface for the device will represent both network interfaces.

- **IT Services**
  - ***IT Service Manager***. Leads to the **IT Service Manager** page. The **IT Service Manager** page displays a list of IT service policies and details about those policies. An IT service policy allows you to define an IT service, specify the devices that are included in the IT service, and monitor the state of the IT service. The current state of an IT service is based on a set of rules that combine the current state of multiple different devices in the ScienceLogic platform. For information about this page, see the ***IT Services*** manual.
  - ***IT Service Dashboards***. Leads to the **IT Service Dashboards** page. The **IT Service Dashboards** page allows you to view, create, and edit dashboards for IT Services. IT Service dashboards are similar to the dashboards that you can view and create in the main **Dashboards** tab. For information about this page, see the ***IT Services*** manual.
  - ***SLA Definitions***. Leads to the **Service Level Agreement Definitions** page. Service Level Agreement (SLA) Definitions in the ScienceLogic platform allow you to store the availability percentage thresholds that are specified in the Service Level Agreements for your enterprise. These availability percentage thresholds are used in reports and widgets that calculate whether a specific SLA is currently being adhered to based on availability data collected by the platform. For information about this page, see the ***IT Services*** manual.
- **Accounts**
  - ***External Contacts***. Leads to the **External Contacts** page. An external contact is a user to whom you can send email messages (service notifications) from the ScienceLogic platform. External contacts do not have accounts and cannot login to the ScienceLogic platform. The **External Contacts** page allows you to view a list of existing external contact accounts, edit their properties, and define new external contact accounts. For information about this page, see the ***Organizations and Users*** manual.
  - ***Organizations***. Leads to the **Organizational Account Administration** page. The **Organizational Account Administration** page displays a list of existing organizations. Depending upon each user's access keys, he/she can edit the properties of existing organizations and create new organizations from this page. This page also leads to the Organization Administration tools, where users can create and/or edit an Organization, view and manage audit logs, create and edit sub-organizations, create and manage user accounts, creating account templates for the organization, define event notifications, view list of elements assigned to the organization, define emissary devices, participate in discussion groups, associate product SKUs with the organization, define bandwidth billing for the organization, and view RSS feeds. For information about this page, see the ***Organizations and***

*Users* manual.

- *User Accounts*. Leads to the **User Accounts** page. The **User Accounts** page displays a list of all existing user accounts. Depending upon each user's access keys, he/she can create new user accounts and edit existing user accounts from this page. This page also leads to the Account Administration tools, where users can edit a user's access keys, contact information, and work schedule and view information about a user's organization. For information about this page, see the *Organizations and Users* manual.
- *User Policies*. Leads to the **User Policies** page. The **User Policies** page allows you to view, edit, and create user policies. User Policies allow you to define a custom set of account properties and access keys (from the **Account Permissions** page) and then save them as a policy, for reuse. When you create a user account, you can use the User Policy to quickly apply settings to the new account. User Policies have a dynamic relationship with their member user accounts. You can make a change to a user policy and the ScienceLogic platform will automatically update the account settings for each member account. If you create a user account with a user policy, the fields in the **Account Permissions** page for that user account are grayed out. If you want to manually edit fields in the **Account Permissions** page for the user account, you must disassociate the user account from the user policy. For information about this page, see the *Organizations and Users* manual.
- *Vendors*. Leads to the **Vendor Manager** page. The **Vendor Manager** page displays a list of existing vendor/provider records. Depending upon each user's access keys, he/she can create new vendor records, edit existing records, and file tickets against the vendor from this page. This page also leads to the Vendor Administration tools, where users can create and/or edit vendor records and associate assets with a vendor. For information about this page, see the *Asset Management and Vendors* manual.

- **Assets**
  - *Asset Manager*. Leads to the **Asset Manager** page. The **Asset Manager** page displays a list of all asset records. From this page, you can:
    - View a list of asset records.
    - Create a new asset record.
    - Edit an existing asset record.
    - Generate reports about all asset records or about a single asset record.
    - Create a ticket about an asset record.
    - Perform administrative tasks on multiple asset records.

    An asset record is a collection of relevant information about an asset. In the ScienceLogic platform, asset records are usually created for hardware devices. For information about this page, see the *Asset Management and Vendors* manual.

- **Business Services**
  - *Bandwidth Billing*. Leads to the **Bandwidth Billing Policies** page. The **Bandwidth Billing Policies** page allows you to view a list of bandwidth billing policies, create new policies, and edit existing policies. Bandwidth billing policies determine how an organization will be charged for bandwidth usage. For information about this page, see the *Business Services* manual.

- ***Distribution Lists***. Leads to the **Distribution Lists** page. The **Distribution Lists** page allows you to view a list of existing distribution lists, edit existing distribution lists, and create new distribution lists. A distribution list is a list of users, external contacts, and/or vendors to whom you want to send email messages from the ScienceLogic platform. The list can include both rules and manually added accounts. The rules allow the distribution list to be dynamically updated. For information about this page, see the ***Business Services*** manual.
- ***Product Catalog***. Leads to the **Product Catalog** page. The **Product Catalog** page allows you to view and edit a list of existing product SKUs and define new product SKUs. A product SKU is a unique identifier for a distinct product or server. In the ScienceLogic platform, SKUs are frequently associated with a billable service, like bandwidth usage, internet access, backup services, or collocation space. In the ScienceLogic platform, product SKUs can be associated with organizations, devices, assets, or interfaces. Product SKUs allow you to track and bill customers for products and services rendered. For information about this page, see the ***Business Services*** manual.
- ***Product Subscriptions***. Leads to the **Product Subscription Manager** page. The **Product Subscription Manager** page displays a list of product SKU/subscriber pairs. In the ScienceLogic platform, when you associate a product SKU with an instance of a device, organization, asset record, or network interface, you have created a product subscription. That is, the device, organization, asset record, or network interface is a subscriber for the selected product SKU. For information about this page, see the ***Business Services*** manual.
- ***Service Notifier***. Leads to the **Service Notifier** page. The **Service Notifier** page allows you to send a message from the ScienceLogic platform. The message can include text, screen captures, and attached files. The message can be sent to manually entered email addresses, distribution lists, manually selected users, external contact accounts, and vendors . For information about this page, see the ***Business Services*** manual.
- ***Service Usage***. Leads to the **Service Usage** page. The **Service Usage** page allows you to view and edit a list of existing service usage policies and define new service usage policies. Service usage policies allow you to collect data points from multiple dynamic applications and from multiple devices. The collected data is then displayed in a graphical report. For example, you could define a policy to monitor information on CPU usage, collected by a Cisco dynamic application. The policy could collect this data from all Cisco hardware in your network. The resulting report would show total CPU usage by all Cisco hardware. For information about this page, see the ***Business Services*** manual.

- **Events**
  - ***Event Manager***. Leads to the **Event Policy Manager** page. The **Event Policy Manager** page displays a list of all events definitions in the ScienceLogic platform. This page also allows you to define new event definitions and edit existing event definitions. Events are messages that are triggered when a specific condition is met. For example, an event can signal that a server has gone down, that a device's hard drives are getting too full, or simply display the status of a device. The ScienceLogic platform includes pre-defined events for the most commonly encountered conditions on the most common platforms. The ScienceLogic platform allows you to customize these events and also to define new events. For information about this page, see the ***Events*** manual.

- ***Inbound Email***. Leads to the **Emailer Redirection** page. The ScienceLogic platform can generate events based on received email messages. The ScienceLogic platform can accept email messages from Microsoft Operations Manager and other third-party monitoring systems and uses those messages to create events. The **Emailer Redirection** page allows users to configure:
  - One or more originator addresses from which event messages will be sent to the ScienceLogic platform.
  - Regular Expression (contained in message) that precedes device name or IP. This allows the ScienceLogic platform to associate the event message with a specific managed device.

  For information about this page, see the ***Inbound Email*** manual.
- ***RSS Feeds***. Leads to the **RSS News Feed Manager** page. The **RSS News Feed Manager** page allows you to define RSS feeds to monitor. You can then view the feeds directly from the ScienceLogic platform. When new items are added to the feed, the ScienceLogic platform can generate an event to notify users. For information about this page, see the ***Events*** manual.
- ***SNMP Trap Filters***. Leads to the **SNMP Trap Filters** page. The **SNMP Trap Filters** page allows you to define policies that filter incoming traps to the platform. When a trap is filtered, the Message Collector or Data Collector receives the trap, but does not store the trap, does not act on the trap, and does not pass the trap on to be examined by the event engine. For information about this page, see the ***Syslogs and Traps*** manual.
- ***Suppressions***. Leads to the **Event Suppression List** page. The **Event Suppression List** page displays a list of all suppressed events. From this page, you can view the list of suppressed events and the associated devices and also unsuppress one or more events on the associated device(s). When you suppress an event, you are specifying that in the future, if this event occurs again on a specific device, the event will not appear in the **Event Console** page or in the **Viewing Events** page for the device. For information about this page, see the ***Events*** manual.
- ***Categories***. Leads to the **Event Category Manager** page. The **Event Category Manager** page displays a list of event categories for use during event correlation. For information about this page, see the ***Events*** manual.

- **Run Book**
  - ***Action Types***. Leads to the **Action Type Manager** page. A ***custom action type*** executes a reusable snippet. Unlike the action type "Snippet", a custom action type can accept input parameters (in a JSON format) and create output (in a JSON format). A custom action type allows a single snippet to be used in multiple action policies, each time with different inputs and different outputs. For more information, see the ***Run Book Automation*** manual.
  - ***Actions***. Leads to the **Action Policy Manager** page. An ***action policy*** is an action that can be automatically triggered in the ScienceLogic platform when certain criteria are met. The triggers are defined in an automation policy. An action policy can send an email, create a ticket, update a ticket, send a trap, write an SNMP value, execute a python script, or query a database. For more information, see the ***Run Book Automation*** manual.

- ***Automation***. Leads to the **Automation Policy Manager** page. In the **Automation Policy Manager** page, you can view and edit the existing automation policies and create new automation policies. An automation policy allows you to define automatic actions that should be executed in response to events. The automation policy defines the conditions under which an automatic action should be executed. When the criteria in an automation policy is met, an action is executed. This action is defined in an action policy. For more information, see the ***Run Book Automation*** manual.
- ***Schedules***. Leads to the **Automation Schedule Manager** page. The **Automation Schedule Manager** page displays a list of schedules that you can use with automation policies. You can use an automation schedule to automatically trigger a run book automation policy or as a criteria in event-triggered automation policies. For more information, see the ***Run Book Automation*** manual.

- **Ticketing**
  - ***Email Tickets***. Leads to the **Tickets From Emails** page. The ScienceLogic platform can create tickets based on received email messages. The **Tickets From Emails** page allows users to configure:
    - One or more destination addresses that external programs can send email messages to. The ScienceLogic platform will examine all messages sent to the specified email addresses and turn them into tickets.
    - Default ticket templates to use when creating the tickets.
    - Default reply messages that the ScienceLogic platform will automatically send back to the email originator.

    For information about this page, see the ***Inbound Email*** manual.
  - ***Escalations***. Leads to the **Ticket Escalation Policies** page. The **Ticket Escalation Policies** page displays a list of existing ticket-escalation policies and allows you to create new policies or edit existing policies. Escalation policies allow you to define logic that automates ticket escalation for a specific ticket queue. If a ticket meets certain criteria (for example, has a severity of "major" and has been unacknowledged for three days), the ScienceLogic platform will automatically escalate the ticket (for example, increase the ticket's severity to "critical" and email a copy of the ticket to the QA manager). For information about this page, see the ***Ticketing*** manual.
  - ***Queues***. Leads to the **Ticket Queue Management** page. The **Ticket Queue Management** page allows you to view the list of existing ticket queues, define new ticket queues, edit existing ticket queues (including adding and removing users from the queue), and define and edit the list of "watchers" for each ticket queue. A "watcher" is a queue member who is automatically notified by the ScienceLogic platform when any changes are made to the ticket queue's settings. Ticket queues allow administrators to organize and segregate tickets, so users see only the tickets they are interested in. For information about this page, see the ***Ticketing*** manual.

**NOTE**: If in the **Behavior Settings** page (System > Settings > Behavior, the field ***Automatic Ticketing Emails*** is set to *Disabled*, all assignees and watchers will not receive automatic email notifications about any tickets. By default, the field is set to *Enabled*.

- ***Templates***. Leads to the **Ticket Templates** page. The **Ticket Templates** page allows you to view and edit a list of existing ticket templates and create new ticket templates. Ticket Templates allow you to standardize and simplify ticket creation in the ScienceLogic platform. A ticket templates allows you to provide default values for each field normally defined in the **Ticket Editor** page. You can use ticket templates when:
  - manually creating tickets with the **Ticket Editor** page.
  - defining an Action policy that creates a ticket.
  - defining recurring tickets.
  - defining tickets-from-email policies.

  For information about this page, see the ***Ticketing*** manual.
- ***Scheduler***. Leads to the **Schedule Editor** page. The **Schedule Editor** page allows you to view a list of recurring tickets, define new recurring tickets, and edit the properties of existing recurring tickets. Recurring tickets are automatically generated at regular intervals. For example, recurring tickets can be defined for daily, monthly, or weekly tasks. For information about this page, see the ***Ticketing*** manual.
- ***Attachment Blacklist***. Leads to the **Ticket Attachment Blacklist** page. The **Ticket Attachment Blacklist** page allows you to view a list of all file types that cannot be attached to a ScienceLogic ticket. You can define, edit, and delete blacklist items from this page. If you try to attach a file to a ticket note and that file matches a blacklist item, the ScienceLogic platform will prevent the attachment from being uploaded and display an error message. The blacklist items apply to ticket notes created with a ticket from email policy, in the **Ticket Editor** page, or in the ScienceLogic API. For information about this page, see the ***Ticketing*** manual.
- ***Custom States***. Leads to the **Ticket States** page. The **Ticket States** page allows you to view, create, edit, or delete custom ticket states—customizable ticket parameters used to control workflow. For information about this page, see the ***Ticketing*** manual.

- **Web Proxies**
  - ***Proxied Web Services***. Leads to the **Proxied Web Services** page. A proxied web service defines how the ScienceLogic platform should perform requests to an external web service. You can use a proxied web service to create a Proxied Web Service Widget. A proxied web service widget displays the response from the web service in a dashboard. Every time a user views a dashboard that contains a Proxied Web Service Widget, the ScienceLogic platform uses the authentication information in the proxied web service to authenticate the request to the external web service. For information about this page, see the ***Web Proxies*** manual.
  - ***Proxy Service Files***. Leads to the **Proxy Service Files** page. The **Proxy Service Files** page allows you to view and upload XSLT stylesheet and associated files to the ScienceLogic platform. You can then use the uploaded files to define a Proxy XSL Transformation. For information about this page, see the ***Web Proxies*** manual.
  - ***Proxy XSL Transformations***. Leads to the **Proxy XSL Transformations** page. XSL Transformations transform XML data. The **Proxy XSL Transformations** page allows you to define XSLT stylesheets and apply those stylesheets to the data retrieved from an external web service by a proxied web service. For information about this page, see the ***Web Proxies*** manual.

- ***DNS-Based Proxy***. Leads to the **DNS-Based Proxy Rules** page. The **DNS-Based Proxy Rules** page displays a list of all DNS proxy rules that can be used with proxied web services. If your ScienceLogic system includes multiple Administration Portals or if different CNAME records apply to different users based on their network location, you can define multiple DNS-Based Proxy rules. For information about this page, see the ***Web Proxies*** manual.

- **Schedules**
  - ***Schedule Manager***. Leads to the **Schedule Manager** page. The **Schedule Manager** page allows you to view and manage all the scheduled processes you have defined in your system. From this page, you can view, enable, disable, or delete one or more of the following scheduled processes:
    - Report Scheduler. (For more information, see the ***Reports*** manual.)
    - My Work Schedule. (For more information, see the ***Organizations and Users*** manual.)
    - Recurring Ticketing Scheduler. (For more information, see the ***Ticketing*** manual.)
    - System Updates. (For more information, see the ***System Administration*** manual.)
    - Discovery Control Panel. (For more information, see the ***Discovery and Credentials*** manual.)
    - Dashboards. (For more information, see the ***Dashboards*** manual.)
    - IT Service Editor. (For more information, see the ***IT Services*** manual.)
    - Device Manager. (For more information, see the ***Device Management*** manual.)
    - Backup Management. (For more information, see the ***System Administration*** manual.)

**NOTE:** For more information about the **Schedule Manager** page, see the ***System Administration*** manual.

## System

The **[System]** tab allows system administrators to define global behaviors and appearance for the ScienceLogic platform.

For accounts of type "administrator," all the following categories and entries appear in the **[System]** tab. For accounts of type "user," one or more of the following categories and entries appear in the **[System]** tab, depending on the user's access keys:

- **Manage**
  - ***Applications***. Leads to the **Dynamic Applications Manager** page. Dynamic Applications are the customizable programs that tell the ScienceLogic platform what data to collect from devices and applications during dynamic discovery. The **Dynamic Applications Manager** page displays a list of all existing Dynamic Applications. From this page, you can create new Dynamic Applications or edit existing Dynamic Applications. For more information, see the ***Dynamic Application Development*** manual, as well as the corresponding manual for each type of Dynamic Application.

- ***Collection Labels***. Leads to the **Collection Labels** page. The **Collection Labels** page displays a list of all the existing Collection Labels and allows you to create, edit, or delete Collection Labels. For more information, see the ***Dynamic Application Development*** manual.
- ***Credentials***. Leads to the **Credential Management** page. The **Credential Management** page allows you to view a list of all credentials. From this page, you can also create new credentials and editing existing credentials. Credentials are access profiles (user name and password plus additional information) for external systems. These profiles allow the ScienceLogic platform to access external systems while maintaining the security of the access accounts. Users who need the ScienceLogic platform to retrieve data from these external systems see only the name of the credential, not the user name, password, and network information. For more information, see the ***Discovery and Credentials*** manual.
- ***Custom Attributes***. Leads to the **Custom Attribute Manager** page. The **Custom Attribute Manager** page allows you to view a list of all the existing Custom Attributes created through the user interface. From this page, you can also create new Custom Attributes or delete existing Custom Attributes. For more information, see the ***Device Management*** manual.
- ***Discovery***. Leads to the **Discovery Control Panel** page. The **Discovery Control Panel** page allows you to define new dynamic-discovery sessions and edit the configuration of existing dynamic-discovery sessions. The ScienceLogic platform's Discovery tool automatically finds all the devices and components in your network. You must provide the Discovery tool with a range of IP addresses, and the ScienceLogic platform finds all the devices, components, and applications in the range. For each discovered device, component, or application, the platform first gathers basic information and then uses Dynamic Applications to gather detailed data. This retrieved data is used throughout the platform. For more information, see the ***Discovery and Credentials*** manual.
- ***Log File Monitoring Policies***. Leads to the **Log File Monitoring Policies** page. Log file monitoring policies are associated with devices monitored using the ScienceLogic Agent. They specify a log file or Windows log that the ScienceLogic Agent will monitor on a device, as well as the logs that the ScienceLogic Agent will send to .the ScienceLogic platform. For more information, see the ***Monitoring Using the ScienceLogic Agent*** manual.
- ***PowerPacks***. Leads to the **PowerPack Manager** page. The **PowerPack Manager** page allows you to view the list of existing PowerPacks, install PowerPacks, create new PowerPacks, and edit existing PowerPacks. A PowerPack is an exportable and importable package of one or more Dynamic Applications and/or device classes and/or event policies and/or reports. You can use PowerPacks to share customized content among ScienceLogic servers and to download customized content from ScienceLogic. PowerPacks include automatically generated version numbers and license numbers, to provide version control and protect the content of each PowerPack. For more information, see the ***PowerPacks*** manual.
- ***Access Hooks***. Leads to the **Access Hooks** page. The **Access Hooks** page displays a list of access hooks and allows you to define access keys. An access key has two parts: the key definition and the access hooks that are aligned with the access key.
    - An ***access hook*** is a granular privilege. For example, an access hook might be called "View Asset." This asset hook would allow a user to view access records. The access hook would not allow a user to create, edit, or delete an asset record.
    - Access hooks cannot be directly granted to a user account. To grant the "View Asset" privilege to a user, the access hook must be included in an access key.

For more information, see the ***Access Permissions*** manual.

- ***Access Keys***. Leads to the **Access Keys** page. The **Access Keys** page displays a list of access keys. From this page, you can view the list of access keys, define new access keys, and editing existing access keys. An access key has two parts: the key definition and the access hooks that are aligned with the access key.
  - An ***access key*** is a group of one or more access hooks. When you associate an access key with a user account, the user is granted all the access hooks within the key. For example, you could create an access key called "Manage Asset." That access key could include three hooks: view an asset record, edit an asset record, and create a new asset record.

    For more information, see the ***Access Permissions*** manual.

- **Customize**
  - ***Categories***. Leads to the **Categories** page, where you can create and edit content categories. Dashboards, widgets, and custom reports can be associated with one or more categories. Categories are used to arrange the following lists:
    - For dashboards, categories are used to arrange the dashboard selection drop-down list in the **Dashboards tab** page.
    - For widgets, categories are used to arrange the left NavBar in the **Widget Configuration** modal page.
    - For custom reports, categories are used to arrange the report selection drop-down list in the **Run Quick Report** page and the ***Report Definition*** drop-down list in the **Report Job Editor** page.

    For more information, see the ***Dashboards*** manual.
  - ***Credential Tests***. Leads to the **Credential Test Management** page. Credential Tests define a series of steps that the platform can execute on-demand to validate whether a credential works as expected. The **Credential Test Management** page allows you to view a list of all credential tests. From this page, you can also create, edit, run, and delete credential tests. For more information, see the ***Discovery and Credentials*** manual.
  - ***Dashboard Widgets***. Leads to the **Dashboard Widgets** page. In the **Dashboard Widgets** page, you can edit the standard widgets and create custom widgets. These widgets appear as options in the **Dashboards tab** page. For more information, see the ***Widget Development - Examples*** and ***Report and Widget Development - Reference*** manuals.
  - ***Device Categories***. Leads to the **Device Category Editor** page. The **Device Category Editor** page allows you to view the list of device categories, define new device categories, and edit existing device categories. A device category is a logical categorization of a device by primary function. The ScienceLogic platform uses device categories to group related devices in reports and views. Device categories are paired with device classes to organize and describe discovered devices. Device classes usually describe the manufacturer; device category describes the function of the hardware. For more information, see the ***Device Management*** manual.
  - ***Device Classes***. Leads to the **Device Class Editor** page. The **Device Class Editor** page allows you to view, edit, and define device classes. Device classes determine:

- how devices are represented in the graphical user interface
- whether the device is a physical device or a virtual device
- how managed devices are discovered with the dynamic-discovery tool

The ScienceLogic platform comes shipped with device classes for the most popular hardware already defined. The **Device Class Editor** page allows advanced administrators to define new or legacy devices types in the ScienceLogic platform and to customize properties of existing device types. For more information, see the ***Device Management*** manual.

- ***Document Templates***. Leads to the **Template Editor** page. The **Template Editor** page allows you to view existing document templates, edit existing document templates, and create new document templates. A document template is a predefined template for a document that is frequently reused. Examples of candidates for document templates include time-sheets, billing invoices, project-management documents, policies, and best practices. In any page where you can access the **Notepad Editor**, you can click the Document Template icon. You can then select from a list of document templates to include in the body of the note.
- ***Form Fields***. Leads to the **Application Forms** page. The **Application Forms** page allows you to add custom fields to existing pages and to add custom tabbed pages to sets of pages.

  You can add custom fields (called "embedded forms") to the following pages:

  - **Ticket Editor** page, in the **Ticket Properties** pane.
  - **Asset Configuration** page, in the **Custom Defined** pane.

  You can add tabbed pages (called "tabbed forms") that contain customized fields to the following modules:

  - Ticket panel
  - Asset panel
  - Organization Administration panel
  - Vendor panel tools

  For more information, see the ***Customizing User Experience*** manual.

- ***Host Files***. Leads to the **Host File Entry Manager** page. The **Host File Entry Manager** page allows you to edit and manage host files for the ScienceLogic Data Collectors from a single page in the ScienceLogic platform. When you create or edit an entry in the **Host File Entry Manager** page, the ScienceLogic platform automatically sends an update to every Data Collector in the specified Collector Group.
- ***Interfaces***. Leads to the **Interface Type Editor**. The **Interface Type Editor** page allows you to specify whether or not the ScienceLogic platform should discover, monitor, and generate events for each interface type. If you do not customize the settings in the **Interface Type Editor** page, the ScienceLogic platform discovers and monitors all interface types. For more information, see the ***Device Management*** manual.

- ***IPMI Sensor Definitions***. Leads to the **IPMI Sensor Definitions** page. To help the ScienceLogic platform properly process incoming IPMI traps, you must provide some details about each IPMI sensor on each managed device. You provide these details in the **IPMI Sensor Definitions** page.
- ***IPMI Sensor Types***. Leads to the **IPMI Sensor Types** page. The **IPMI Sensor Types** page is pre-populated with a list of the most commonly used sensor types and sensor offsets for IPMI traps. However, if you use custom sensors in your hardware, you must define those sensors and their offsets in the **IPMI Sensor Types** page.
- ***MAC Vendors***. Leads to the **MAC Vendor Records** page. The **MAC Vendor Records** page allows you to view and edit the list of MAC Vendor Records in the platform. MAC Vendor Records include vendor information about each MAC address prefix. The platform does not allow the same MAC address to be associated with multiple discovered devices unless the MAC address prefix in the duplicated MAC address is associated with a MAC Vendor Record that has a virtual setting of "yes". The virtual setting for a MAC Vendor Record indicates whether the vendor of the network interface allows the same MAC address to be re-used on multiple devices. For more information, see the ***Discovery and Credentials*** manual.
- ***Navigation Bars***. Leads to the **Navigation Bar Editor** page. The **Navigation Bar Editor** page allows you to customize the entries that appear in the navigation-bar panes. You can edit the navigation-bar panes found on the left side of the following tabs:
  - System
  - Registry
  - Reports
  - Preferences
  - Knowledge

  Advanced users can associate a custom-written Java executable with a navigation bar entry. Contact ScienceLogic for information on creating a new navigation bar entry using a Java executable. For more information, see the ***Customizing User Experience*** manual.
- ***Navigation Tabs***. Leads to the **Navigation Tab Editor** page. The **Navigation Tab Editor** page allows you to create a new top-level tab in the ScienceLogic platform or add a tab in the Device Administration panel, Organization Administration panel, or Asset panel. The new tab displays a URL. For example, a new tab could contain a URL to an external control panel, to another page in the ScienceLogic platform, or to an external web site. For more information, see the ***Customizing User Experience*** manual.
- ***ScienceLogic Libraries***. Leads to the **ScienceLogic Library Manager** page. A ***ScienceLogic Library*** is a package consisting of metadata and Python files that can be used by the Dynamic Applications, credential tests, and Run Book Actions that use snippets. ScienceLogic Libraries can be included in a PowerPack along with the Dynamic Applications, credential tests, and Run Book Actions that they support. For more information, see the ***ScienceLogic Libraries and Execution Environments*** manual.
- ***Select Objects***. Leads to the **Select Objects Editor** page. The **Select Objects Editor** page allows you to define the entries that appear in drop-down fields throughout the ScienceLogic platform. For more information, see the ***Customizing User Experience*** manual.

- *TCP-IP Ports*. Leads to the **TCP/IP Port Editor** page. The **TCP/IP Port Editor** page allows you to define, view, and edit the properties of TCP ports. The ScienceLogic platform uses this list of ports and their definitions when scanning devices to discover open ports. For each port defined in the **TCP/IP Port Editor** page, the ScienceLogic platform can search each device to see if the port exists and if it is operational.
- *Uptime OIDs*. Leads to the **System Uptime OIDs** page. The **System Uptime OIDs** page allows you to define one or more OIDs that can be aligned with a device class to determine system uptime.
- *Themes*. Leads to the **Theme Management** page. *Themes* are graphic and audio templates that are applied to the GUI. Themes allow you to create a customized look-and-feel for the ScienceLogic platform. The platform can maintain thousands of unique themes, which can be used by any user or Organization. The **Theme Management** page allows you to view a list of already defined themes, create new themes, and edit existing themes. For more information, see the *Customizing User Experience* manual.
- *Dashboards*. Leads to the **Dashboards tab** page, which allows you to manage dashboards that appear on the **[Dashboards]** tab. For more information, see the *Dashboards* manual.
- *Device Dashboards*. Leads to the **Device Dashboards** page, which displays a list of dashboards that can be displayed for a device in the **Device Summary** page. This page also allows you to create, edit, delete, and align device dashboards. For more information, see the *Device Management* manual.
- *Per-Hostname Themes*. Leads to the **DNS-Based Theme Selectors** page. The **DNS-Based Theme Selectors** page allows you to define theme rules, which allow you to apply themes to the login pages before a user enters a username. For more information, see the *Customizing User Experience* manual.

- Settings
  - *API*. Leads to the **REST API Settings** page, which allows you to define global parameters that affect the behavior of the ScienceLogic API. For more information, see the *Using the ScienceLogic API* manual.

**NOTE:** The **REST API Settings** page is available only to administrator users.

  - *Appliances*. Leads to the **Appliance Manager** page. The **Appliance Manager** page allows you to view information, including license status, about each appliance in your network. From the **Appliance Manager** page, you can also access the Web Configurator tool or each appliance and the database administration tool for the Database server. For more information, see the *System Administration* manual.
  - *Assets*. Leads to the **Asset Automation** page. The **Asset Automation** page allows you to define the default behavior for all asset records. For each standard asset field, you can specify:
    - whether the field is populated by dynamic discovery.
    - whether the field's value is updated during nightly dynamic-discovery.
    - whether or not the ScienceLogic platform should generate an event if the field's value changes.

The defined behavior will be applied to every asset record in the ScienceLogic platform.

For more information, see the ***System Administration*** manual.

- **Authentication**
  - ***Profiles***. Leads to the **Authentication Profiles** page. The **Authentication Profiles** page allows you to create, edit, or delete Authentication Profiles that align user accounts with one or more types of authentication. For more information, see the ***System Administration*** manual.
  - ***Resources***. Leads to the **Authentication Resource Manager** page. The **Authentication Resource Manager** page allows you to create authentication resources to communicate and pass information to and from an LDAP or Active Directory server, or to and from a SAML Identity Provider or Service Provider. For more information, see the ***System Administration*** manual.
  - ***Multi-factor***. Leads to the **Multi-factor Resource Manager** page. A Multi-factor resource is a configuration policy that describes how the ScienceLogic platform should communicate with the multi-factor endpoint. A Multi-factor resource specifies the hostname or IP address of the Authentication Agent, the access key for communicating with the endpoint, and the URL of the RSA REST endpoint. For more information, see the ***Using Multi-Factor Authentication (MFA)*** manual.
  - ***SSL Certificates***. Leads to the **SSL Certificates** page. The **SSL Certificates** page allows you to import server-side SSL certificate files, including Department of Defense (DoD) certificate files used in CAC authentication. For more information, see the ***System Administration*** manual.
  - ***CAC/ClientCert Auth***. Leads to the **Client Certificate & CAC Authentication** page. The **Client Certificate & CAC Authentication** page allows you to define an SSL certificate check that controls whether the login page is displayed to the end user. This feature is primarily used to authenticate Common Access Card (CAC) users against a Department of Defense (DoD) issued server-side certificate; however, based on your business needs, this feature can also be used with your own client/server certificates. For more information, see the ***System Administration*** manual.
- ***Backup***. Leads to the **Backup Management** page. The **Backup Management** page allows you to define two types of backups for your system:
  - *Configuration Backup*. Stores a local copy of the core database tables that are required to restore the system, and optionally transfers the copy to an external system.
  - *Full Backup*. For systems in small-to-medium businesses, full backup makes a full backup of the database.

  For more information, see the ***System Administration*** manual.
- ***Behavior***. Leads to the **Behavior Settings** page. The **Behavior Settings** page allows you to define global parameters that affect:
  - Logins
  - Discovery
  - Data collection
  - Expiration warnings

When defined, these parameters affect all pages, devices, and functionality in the ScienceLogic platform. However, you can override these system settings on a case-by-case basis. For example, you can define global parameters for nightly dynamic-discovery in this page, but in a device's **Device Properties** page, you can override these settings for the specific device.

For more information, see the ***System Administration*** manual.

- ***Collector Groups***. Leads to the **Collector Group Management** page. The **Collector Group Management** page displays the list of collector groups in your network. A collector group is a group of Data Collectors. Data Collectors retrieve data from managed devices and applications. This collection occurs during initial dynamic discovery, during nightly updates, and in response to policies defined for each managed device. The collected data is used to trigger events, display data in the ScienceLogic platform, and generate graphs and reports. Grouping multiple Data Collector allows you to:
  - Create a load-balanced collection system, where you can manage more devices without loss of performance. At any given time, the Data Collector with the lightest load handles the next incoming request.
  - Create a redundant, high-availability system that minimizes downtime should a failure occur. If a Data Collector fails, another Data Collector is available to handle collection until the problem is solved.

  From this page, you can view details about the existing collector groups, edit the existing collector groups, and define new collector groups.

  For more information, see the ***System Administration*** manual.

- ***Data Retention***. Leads to the **Data Retention Settings** page. The **Data Retention Settings** page allows you to define parameters for log and data retention. These settings apply to all logs and all collected data. However, you can override these system settings on a case-by-case basis. For example, you can define data-retention thresholds for a device in the **Device Thresholds** page . The settings you define for the specific device override the settings in the **Data Retention Settings** page. For more information, see the ***System Administration*** manual.
- ***Email***. Leads to the **Email Settings** page. The **Email Settings** page allows you to define the email parameters used by the event and ticketing tools when the ScienceLogic platform automatically sends email messages, and by the policies that use email, like the service notifier, email round-trip policies, events from email, and tickets from email. For more information, see the ***System Administration*** manual.
- ***EULA***. Displays the end-user license agreement.
- ***Login Alert Message***. Leads to the **Login Alert Editor** page, which allows administrators to add a customizable click-through alert message as a security measure at logon. Users will not be able to access the system until the user clicks the **[OK]** button to agree to the terms and conditions of use for that system. For more information, see the ***Customizing User Experience*** manual.
- ***Password Reset Email***. Leads to the **Password Reset Email Editor** page. The **Password Reset Email Editor** page allows system administrators to define the email message that is sent to users who select the "I forgot my password' option from the login page. For more information, see the ***System Administration*** manual.

- ***Processes***. Leads to the **Process Manager** page. The **Process Manager** page allows you to view a list of system processes and define parameters for those processes. These processes gather, manipulate, and publish the data used in the ScienceLogic platform. ScienceLogic recommends that users not edit the values in this page without first consulting ScienceLogic. Incorrect values can severely disrupt operations. For more information, see the ***System Administration*** manual.
- **Thresholds**
  - ***System***. Leads to the **System Threshold Defaults** page. The **System Threshold Defaults** allows you to define global thresholds for system latency, file system usage, counter rollovers, ICMP availability, and number of component devices. These settings apply to all devices. However, you can override these system settings on a case-by-case basis. For more information, see the ***System Administration*** manual.
  - ***Interface***. Leads to the **Interface Thresholds Defaults** page. The **Interface Thresholds Defaults** page allows you to define global thresholds for interfaces. These settings apply to all interfaces. However, you can override these system settings on a case-by-case basis. For more information, see the ***System Administration*** manual.
  - ***Quality of Service***. Leads to the **Quality of Service Threshold Defaults** page. The **Quality of Service Threshold Defaults** page allows you to define global thresholds for CBQoS objects. These settings apply to all CBQoS objects. However, you can override these system settings on a case-by-case basis. For more information, see the ***System Administration*** manual.

- **Tools**
  - ***DB Tool***. Leads to the **Database Tool** page. The **Database Tool** page allows administrators to view information about internal databases and run SQL queries against the internal databases. Contact ScienceLogic for details on using the **Database Tool** page and troubleshooting databases.
  - ***Guide Browser***. Leads to the **Guide Browser** page. The **Guide Browser** page allows you to view a list of all guides in the ScienceLogic platform and to search for a guide by title. In the ScienceLogic platform, guide text appears when you click the **[Guide]** button. Each guide is named for the page it describes.
  - ***MIB Compiler***. Leads to the **MIB Compiler** page. The **MIB Compiler** page allows you to view a list of existing MIB files, import and export MIB files, and compile MIB files for use by the ScienceLogic platform. A MIB (Management Information Base) file is a collection of objects (data points) that can be monitored by a network management system (in this case, the ScienceLogic platform). For the platform to monitor an SNMP data point (for example, disk-space usage), that data point must be defined in a MIB, so that the platform knows the name of the data point, where it's stored, and its format. To create an SNMP dynamic-application, a user must first ensure that the platform includes the appropriate MIB file. If the appropriate MIB is present, it must first be compiled for the platform. For more information, see the ***SNMP Dynamic Application Development*** manual.
  - ***OID Browser***. Leads to the **OID Browser** page. The **OID Browser** page displays a list of all objects in all MIBs that have been compiled in the ScienceLogic platform. The objects are arranged in the standard SNMP tree structure. After creating a dynamic application,you must decide which objects will be monitored by the Dynamic Application. The **OID Browser** page allows you to view the objects in each MIB and to select objects to include in Dynamic Applications. For more information, see the ***SNMP Dynamic Application Development*** manual.

- *Updates*. Leads to the **System Updates** page. The **System Updates** page allows you to update the software on an appliance. You must first download the updates to the local computer (computer where you are running the browser). You can then load the software update to the appliance. When the software is loaded onto the appliance, you can install the software or schedule the software to be installed at a later time. The **System Updates** page also maintains a list of installed updates and the date and time at which each update was applied. For more information, see the ***System Administration*** manual.
- *Cache*. Leads to the **Cache Management** page. The ScienceLogic platform caches data in memory between HTTP requests. The **Cache Management** page allows you to view and selectively clear data from the cache.

- Monitor
  - *Access Logs*. Leads to the **Access Sessions** page. The **Access Sessions** page allows administrators to monitor user logins and logouts to the ScienceLogic platform. From this page, you can also end a user's session in the platform, view a list of accounts that are locked out of the platform, and unlock accounts that are locked out of the platform. For more information, see the ***Organizations and Users*** manual.
  - *Audit Logs*. Leads to the **Audit Logs** page. The **Audit Logs** page provides a complete audit trail for the ScienceLogic platform.The **Audit Logs** page displays a record of all actions in the ScienceLogic platform that are generated by users or by managed elements. These actions are organized by organization. The actions that are logged in the **Audit Logs** page include:
    - All logins by users who are members of the selected organization.
    - All actions by organization members, including creating, editing, or deleting anything in the ScienceLogic platform.
    - All events associated with all elements in the organization.

    For more information, see the ***System Administration*** manual.
  - *Event Overview*. Leads to the **Event Overview** page. The **Event Overview** page provides a graphical overview of all events in the ScienceLogic platform. The page includes reports on total number of events by severity, most common event types, and mean time to resolution. For more information, see the ***System Administration*** manual.
  - *Event Statistics*. Leads to the **Event Statistics** page. The **Event Statistics** page displays a graph of the number of events processed by a selected Database Server, Data Collector, or Message Collector. For more information, see the ***Events*** manual.
  - *System Logs*. Leads to the **System Logs** page. The **System Logs** page displays messages about the ScienceLogic platform's standard operations. Messages in the **System Logs** page usually refer to tasks like starting and stopping the ScienceLogic platform, backing up key databases, purging old database records, and other maintenance activities. If an entry from the **System Logs** generates an event, the event will have a source of "Internal." For more information, see the ***System Administration*** manual.
  - *System Processes*. Leads to the **System Processes** page. The **System Processes** page allows you to view read-only information about the execution of the ScienceLogic platform's system processes. System process gather and manipulate data that is subsequently displayed in the user interface. For more information, see the ***System Administration*** manual.

- ***System Usage***. Leads to the **System Usage** page. The **System Usage** page displays tables that show the type and number of each type of task performed by the ScienceLogic system. The **System Usage** page also displays a pie-graph showing the percent of the total data-collection load handled by each Data Collector or Collector Group. For more information, see the ***System Administration*** manual.
- ***Unhandled Exceptions***. Leads to the **Unhandled Exceptions** page. The **Unhandled Exceptions** page displays a list of all exceptions from all appliances. For more information, see the ***System Administration*** manual.

## Preferences

The ScienceLogic platform includes tools that allow you to manage a restricted set of properties for your own account. You can:

- Change your password.
- Customize how the ScienceLogic platform displays pages. These customizations appear each time you log in to the platform but will not affect how the platform appears to other users.
- Enter and update your contact information.
- Enter and update your work schedule.
- From a single page, view tickets assigned to you, events acknowledged by you, bulletins sent to you, reports you have created or edited, and articles in your clipboard.

For more information, see the *User Preferences and Inbox* chapter in this manual.

# Chapter 8

# Index of ScienceLogic Manuals

## Overview

This chapter lists all available ScienceLogic user manuals. The listing is grouped by area and includes a brief description of each manual. All user manuals listed in this chapter are available on portal.sciencelogic.com.

## General Information

- ***Overview of ScienceLogic Features***. Provides an overview of the main features of the ScienceLogic platform.
- ***Architecture***. Describes the architecture of the ScienceLogic platform and supported appliance configurations. Provides an overview of the backup, recovery, and high availability options for the ScienceLogic platform.
- ***ScienceLogic Mobile Access***. Describes ScienceLogic Mobile Access, a mobile application that enables users to interact with a ScienceLogic system from a smart phone or tablet.
- ***Security Features***. Describes the security features of appliances and how the ScienceLogic platform can improve the security of your network.

## Installation and Configuration

- ***Configuring Inbound Email***. Describes how to configure the ScienceLogic platform to receive email and how to use the features of the ScienceLogic platform that use inbound email.
- ***Configuring the ScienceLogic platform for "Phone Home" Collection***. Describes how to configure the ScienceLogic platform to use the Phone Home method of communication between Database Servers and Data Collectors and Message Collectors.

- ***Configuring the ScienceLogic platform to Comply with PCI DSS***. Describes how to configure the ScienceLogic platform to comply with Payment Card Industry Data Security Standard (PCI DSS).
- ***High Availability and Disaster Recovery***. Describes how to configure Database Servers for disaster recovery and/or high-availability clusters.
- ***Installation and Initial Configuration***. Describes how to perform the initial network configuration of the ScienceLogic platform using the setup wizard, license the system, and add appliances to your system.
- ***Installing Net LineDancer on ScienceLogic Appliances***. Describes how to install the LogicVein Net LineDancer Core Server and Smart Bridge modules on ScienceLogic Database Servers and Data Collectors, respectively.
- ***Installing an SSL Certificate***. Describes how to install SSL certificates in the ScienceLogic platform.
- ***Subscription Billing***. Describes how to configure a ScienceLogic system to automatically report subscription data to ScienceLogic.
- ***Using Active Directory and LDAP***. Describes how to configure the ScienceLogic platform to authenticate user logins using an Active Directory or LDAP server.
- ***Using Single Sign-On (SSO)***. Describes how to integrate a ScienceLogic system with a Single Sign-On (SSO) service.

## Administration and Accounts

- ***Access Permissions***. Describes how to restrict user access to ScienceLogic pages and functions using access keys.
- ***Customizing User Experience***. Describes how to customize the user interface using themes and how to add additional tabs, forms, and drop-down list select options to the ScienceLogic platform.
- ***Organizations and Users***. Describes how to manage organizations, user accounts, and external contacts in the ScienceLogic platform.
- ***PowerPacks***. Describes how to import, export, and update custom content using PowerPacks.
- ***System Administration***. Describes system settings, collector group management, system maintenance, diagnostic tools, how to change administrator passwords, backup management, and how to configure CAC authentication.

## Monitoring Tools

- ***Device Groups and Device Templates***. Describes how to bulk-manage devices in the ScienceLogic platform using templates and groups.
- ***Device Management***. Describes how to view and manage device records and data.
- ***Device Records and Data***. Describes how data is collected from monitored devices by the ScienceLogic platform and how that data is displayed in the user interface.
- ***Discovery and Credentials***. Describes how to manage credentials in the ScienceLogic platform and how to discover devices in the platform.

- ***IT Services***. Describes how to use IT service policies to aggregate information about related devices.
- ***Monitoring Using the ScienceLogic Agent***. Describes how to install and configure the ScienceLogic Agent. It also describes monitoring ports, processes, logs, and vitals using the Agent.

## Events and Automation

- ***Events***. Describes how to view and respond to events in the ScienceLogic platform, how the platform generates events, and how to customize events to meet your business needs.
- ***Run Book Automation***. Describes how to configure the ScienceLogic platform to perform automated actions based on events.
- ***Syslogs and Traps***. Describes how the ScienceLogic platform processes inbound SNMP trap and Syslog messages.

## Data Visualization and Reporting

- ***Dashboards***. Describes how to view and configure dashboards in the ScienceLogic platform. Includes a description of each default widget.
- ***Reports***. Describes how to generate and schedule reports in the ScienceLogic platform. Includes a description of each default report.
- ***Views***. Describes how to view the default topology, virtual infrastructure, and device maps. Describes how to customize the default maps and how to create your own custom maps.

## Business Management Tools

- ***Asset Management and Vendors***. Describes how to manage asset and vendor records in the ScienceLogic platform and how the platform automatically creates and updates asset records.
- ***Business Services***. Describes how to manage product SKUs and align product SKUs with devices, organizations, and assets. Describes the available tools for sending notifications to users, external contacts, and vendors. Describes how to generate bandwidth billing reports in the platform.
- ***Knowledge Base***. Describes how to view, create, edit, and search articles in the knowledge base.

CAUTION: Due to security vulnerabilities, ScienceLogic recommends that customers who installed the ScienceLogic Platform prior to 8.9.2 disable the Knowledge Base. For details, see the release notes for version 8.9.2 of the ScienceLogic Platform.

- ***Ticketing***. Describes how to configure and use the ticketing feature in the ScienceLogic platform.

## Content Development and Systems Integration

- ***Dynamic Application Development***. Describes how view and manage Dynamic Applications and associated data in the ScienceLogic platform. Explains how to develop the elements of a Dynamic Application that are common to all Dynamic Application protocols.
- ***Dynamic Application Development - Database***. Describes how to develop the elements of a Dynamic Application that are specific to Database Dynamic Applications. Includes an example of how to develop a Database Dynamic Application.
- ***Dynamic Application Development - Snippets***. Describes how to develop the elements of a Dynamic Application that are specific to Snippet Dynamic Applications. Includes four examples of how to develop Snippet Dynamic Applications.
- ***Dynamic Application Development - SNMP***. Describes how to develop the elements of a Dynamic Application that are specific to SNMP Dynamic Applications and the tools that are available in the ScienceLogic platform for developing SNMP Dynamic Applications. Includes an example of how to develop an SNMP Dynamic Application.
- ***Dynamic Application Development - WMI and PowerShell***. Describes how to develop the elements of a Dynamic Application that are specific to WMI and PowerShell Dynamic Applications. Includes an example of how to develop a WMI Dynamic Application.
- ***Dynamic Application Development - XML/SOAP/XSLT***. Describes how to develop the elements of a Dynamic Application that are specific to XML, SOAP, and XSLT Dynamic Applications. Includes an example of how to develop an XML Dynamic Application and an example of how to develop a set of XSLT Dynamic Applications that use caching and dynamic component mapping.
- ***Report Development***. Describes the input form options, output form options, SQL functions, and expected glue code output for custom reports, and includes examples of how to develop custom reports.
- ***User Interface Integration***. Describes how to use the user interface of the ScienceLogic platform to display information from external systems.
- ***Using the ScienceLogic API***. Describes the ScienceLogic API. Includes examples of interactions with the API.

## Best Practices

- ***Best Practices for Escalation***. Describes how to configure the ScienceLogic platform to identify and escalate issues that require a staff member with greater technical knowledge or a higher level of authority.
- ***How to Create a Tiered Service Offering***. Describes how a service provider might configure the ScienceLogic platform to offer their customers a managed service.
- ***How to Create Dashboards and Reports***. Describes how to create dashboards and reports for customers that have subscribed to a monitoring service.
- ***Incident Management***. Describes how to use the ScienceLogic platform to create an efficient workflow for tracking and diagnosing problems and assigning and tracking repair work.
- ***Use Cases for Dynamic Component Mapping and Relationships***. Describes how to use Dynamic Application Relationships in the ScienceLogic platform.

# Vendor-Specific Monitoring

- ***Monitoring Amazon Web Services***. Describes how to configure and monitor AWS in the ScienceLogic platform using the *Amazon Web Services* PowerPack.
- ***Monitoring Cisco ACI***. Describes how to configure and monitor a Cisco Application Centric Infrastructure system (ACI) in the ScienceLogic platform using the *Cisco: ACI* PowerPack.
- ***Monitoring Cisco UCS Manager***. Describes how to configure and monitor Cisco Unified Computing System (UCS) Manager in the ScienceLogic platform using the *Cisco: UCS* PowerPack.
- ***Monitoring Cisco UCS Standalone Rack Servers***. Describes how to configure and monitor Cisco Unified Computing System (UCS) standalone rack servers in the ScienceLogic platform using the *Cisco: UCS Standalone Rack Server* PowerPack.
- ***Monitoring Cisco Unified Communications Manager (CUCM)***. Describes how to configure and monitor a Cisco Unified Communications Manager (CUCM) system in the ScienceLogic platform using the *Cisco: CUCM Unified Communications Manager* PowerPack.
- ***Monitoring Cisco Voice Operating System (VOS) Applications***. Describes how to configure and monitor Cisco Voice Operating System (VOS) Applications in the ScienceLogic platform using the *Cisco: UC VOS Applications* PowerPack.
- ***Monitoring Citrix XenCenter***. Describes how to configure and monitor a Citrix XenCenter in the ScienceLogic platform using the *Citrix: Xen* PowerPack.
- ***Monitoring Dell EMC Isilon***. Describes how to configure and monitor Dell EMC Isilon storage systems in the ScienceLogic platform using the *Dell EMC: Isilon* PowerPack.
- ***Monitoring Dell EMC VMAX***. Describes how to configure and monitor Dell EMC VMAX systems in the ScienceLogic platform using the *EMC: VMAX* PowerPack.
- ***Monitoring Dell EMC VNX***. Describes how to configure and monitor Dell EMC VNX systems in the ScienceLogic platform using the *EMC: VNX* PowerPack.
- ***Monitoring Dell EMC XtremIO***. Describes how to configure and monitor Dell EMC XtremIO storage devices in the ScienceLogic platform using the *Dell EMC: XtremIO* PowerPack.
- ***Monitoring F5 BIG-IP***. Describes how to configure and monitor F5 Networks' BIG-IP in the ScienceLogic platform using the *F5 BIG-IP* PowerPack.
- ***Monitoring a FlexPod Datacenter Configured with VMware Hypervisors***. Describes how to monitor a FlexPod datacenter configured with VMware vSphere hypervisors in the ScienceLogic platform.
- ***Monitoring Linux and Solaris Systems***. Describes how to configure devices that use Linux or Solaris operating systems for monitoring via SNMP and Syslog.
- ***Monitoring Microsoft Azure***. Describes how to configure and monitor Microsoft Azure resources that are managed with Azure Resource Manager (ARM) in the ScienceLogic platform using the *Microsoft: Azure* PowerPack.
- ***Monitoring Microsoft Azure Classic***. Describes how to configure and monitor Microsoft Azure Classic services in the ScienceLogic platform using the *Microsoft: Azure Classic* PowerPack.

- ***Monitoring Microsoft SQL Servers***. Describes how to configure and monitor Microsoft SQL Servers in the ScienceLogic platform using the *Microsoft: SQL Server Enhanced* PowerPack.
- ***Monitoring NetApp Appliances***. Describes how to configure and monitor NetApp appliances in the ScienceLogic platform using the *NetApp Base Pack* PowerPack.
- ***Monitoring Oracle***. Describes how to configure and monitor Oracle databases in the ScienceLogic platform using the *Oracle DB Performance* PowerPack.
- ***Monitoring SNMP-Enabled Devices***. Describes how to monitor SNMP-enaled devices with the ScienceLogic platform using SNMP-based PowerPacks.
- ***Monitoring Switches, Routers, and Firewalls with SNMP***. Describes how to discover and monitor routers, switches, and firewalls in the ScienceLogic platform.
- ***Monitoring Video Devices***. Describes how to configure Cisco (Tandberg), Polycom, and Lifesize devices and how to discover these devices in the ScienceLogic platform.
- ***Monitoring VMware Systems***. Describes how to configure and monitor VMware systems in the ScienceLogic platform using the *VMware: vSphere Base Pack* PowerPack..
- ***Monitoring Windows Systems***. Describes how to configure and monitor Windows systems in the ScienceLogic platform.

## Beta PowerPacks and Features

- ***Manually Creating a Physical Device***. Describes how to manually create physical devices in the ScienceLogic platform without running discovery.
- ***Monitoring Aliyun Cloud Services***. Describes how to configure and monitor Aliyun cloud services in the ScienceLogic platform using the *Alibaba Cloud: Aliyun* PowerPack.
- ***Monitoring Cisco Cloud Center***. Describes how to configure and monitor Cisco Cloud Center in the ScienceLogic platform using the *Cisco: Cloud Center* PowerPack.
- ***Monitoring Cisco Cloud Services Platform***. Describes how to configure and monitor Cisco Cloud Services Platform (CSP) 2100 clusters in the ScienceLogic platform using the *Cisco: CSP-2100* PowerPack.
- ***Monitoring Cisco HyperFlex***. Describes how to configure and monitor Cisco HyperFlex data clusters in the ScienceLogic platform using the *Cisco: Hyperflex* PowerPack.
- ***Monitoring Cisco Tetration Analytics***. Describes how to configure and monitor Cisco Tetration Analytics in the ScienceLogic platform using the *Cisco: Tetration* PowerPack.
- ***Monitoring Cisco UCS Director***. Describes how to configure and monitor Cisco UCS Director in the ScienceLogic platform using the *Cisco: UCS Director* PowerPack.
- ***Monitoring Cisco Unified Communications (UC) Ancillary Devices***. Describes how to configure and monitor ancillary Cisco Unified Communications devices in the ScienceLogic platform using the *Cisco: UC Ancillary* PowerPack.
- ***Monitoring Cisco Unified Contact Center Enterprise***. Describes how to configure and monitor Cisco Unified Contact Center Enterprise services in the ScienceLogic platform using the *Cisco: ACI* PowerPack.
- ***Monitoring Cisco Unity Express***. Describes how to configure and monitor Cisco Unity Express voice mailboxes in the ScienceLogic platform using the *Cisco: Unity Express* PowerPack.

- ***Monitoring Docker***. Describes how to configure and monitor the Docker platform in the ScienceLogic platform using the *Docker* PowerPack.
- ***Monitoring Hitachi Data Systems***. Describes how to configure and monitor Hitachi Virtual Storage Platform (VSP) storage arrays in the ScienceLogic platform using the *Hitachi Data Systems: VSP* PowerPack.
- ***Monitoring Microsoft Office 365***. Describes how to configure and monitor Microsoft Office 365 services in the ScienceLogic platform using the *Microsoft: Office 365* PowerPack.
- ***Monitoring RabbitMQ Systems***. Describes how to configure and monitor RabbitMQ systems in the ScienceLogic platform using the *AMPQ: RabbitMQ* PowerPack.
- ***Monitoring SMI-S Storage Devices***. Describes how to configure and monitor storage arrays in the ScienceLogic platform using the *SMI-S: Array* PowerPack.
- ***Monitoring SoftLayer***. Describes how to configure and monitor SoftLayer services in the ScienceLogic platform using the *SoftLayer: Cloud* PowerPack.
- ***Monitoring VMware NSX***. Describes how to configure and monitor VMware NSX virtual network devices in the ScienceLogic platform using the *VMware: NSX* PowerPack.
- ***Using the New ScienceLogic User Interface***. Describes the various elements of the new ScienceLogic user interface, including the contents of the Dashboards, Events, and Inventory tabs, and how you can view and interact with the data on those tabs.

# Appendix

# A

# Shortcut Keys

## Main User Interface Shortcut Keys

The ScienceLogic platform provides a number of keyboard shortcuts that help make navigation and tasks easier. To use a shortcut key, user must have the appropriate Access Key to access a page. If a user does not have the appropriate Access Key for a page, the shortcut keys for that page will have no effect.

The ScienceLogic platform includes the following shortcut keys:

| Page or Tab | Shortcut Keys |
|---|---|
| Discovery Control Panel page | Ctrl + Alt + A |
| Administer Bookmarks page | Ctrl + Alt + B |
| Dashboards tab page | Ctrl + Alt + D |
| Event Console page | Ctrl + Alt + E |
| Finder | Ctrl + Alt + F |
| Guide Browser page | Ctrl + Alt + G |
| Home (as defined in the Account Preferences page) | Ctrl + Alt + H |
| Inbox page | Ctrl + Alt + I ("eye") |
| Knowledge Base Home page | Ctrl + Alt + K |
| My Tickets (Ticket Console, displaying only tickets assigned to you) | Ctrl + Alt + M |
| Report Scheduler page | Ctrl + Alt + O ("oh") |

| Page or Tab | Shortcut Keys |
|---|---|
| My Preferences / Account Preferences page | Ctrl + Alt + P |
| Knowledge Base page | Ctrl + Alt + Q |
| Registry tab (Device Manager page, by default) | Ctrl + Alt + R |
| System tab (Dynamic Applications Manager page, by default) | Ctrl + Alt + S |
| Ticket Console page | Ctrl + Alt + T |
| Views tab (Device Group Views page, by default) | Ctrl + Alt + V |
| Log out of user interface session | Ctrl + Alt + X |
| Organizational Account Administration page | Ctrl + Alt + 0 ("zero") |
| Device Manager page | Ctrl + Alt + 1 |
| Asset Manager page | Ctrl + Alt + 2 |
| IP Networks page | Ctrl + Alt + 3 |
| User Accounts page | Ctrl + Alt + 4 |
| Vendor Manager page | Ctrl + Alt + 5 |
| External Contacts page | Ctrl + Alt + 6 |
| Home (as defined in the Account Preferences page) | Ctrl + Alt + . ("period") |
| Ticket Editor page | Ctrl + Alt + <Enter> |

The ScienceLogic platform also includes administration panels, which are an additional set of tabbed pages that appear when you are editing an element. These administration panels include their own set of shortcut keys. The shortcut keys for administration panels are described in the sections below.

## Shortcut Keys for the Organization Administration panel

The Organization Administration panel allow you to further configure an organization and manage an organization. For example, the tabs in the Organization Administration panel allow you to add, edit, or view user accounts associated with the organization, view all device and other elements associated with the organization, view, create, or edit tickets about the organization, among other tasks.

When you edit an organization (click its wrench icon [  ]), you enter the Organization Administration panel.

When you enter the Organization Administration panel, you can use the following shortcut keys to navigate the tabbed pages and the entries in the **[Actions]** menu.

| Page or Tab | Shortcut Keys |
|---|---|
| Organizational Accounts page | Ctrl + Alt + A |
| Administer Bookmarks page | Ctrl + Alt +B |
| Product Catalog page | Ctrl + Alt + C |
| Organizational Events page | Ctrl + Alt + E |
| Organizational Finder page | Ctrl + Alt + F |
| Guides page | Ctrl + Alt + G |
| Organizational Logs page | Ctrl + Alt + L |
| Organizational Notes page | Ctrl + Alt + N |
| External Contact Accounts page | Ctrl + Alt + O ("oh) |
| Organization Properties page | Ctrl + Alt + P |
| Organizational Summary page | Ctrl + Alt + S |
| Organizational Tickets page | Ctrl + Alt + T |
| Exit Organization Administration page | Ctrl + Alt + X |
| Notepad Editor page | Ctrl + Alt + 0 ("zero") |
| Organizational Summary page | Ctrl + Alt + . ("period") |
| Ticket Editor page | Ctrl + Alt + <Enter> |

## Shortcut Keys for the Device Administration panel

The Device Administration tools allow you to define how the ScienceLogic platform will interact with a device. This includes defining the data that will be retrieved, the frequency with which the ScienceLogic platform will poll the device, and policies and thresholds that will generate events for the device.

When you edit a device (click its wrench icon (  ), you enter the Device Administration panel.

When you enter the Device Administration panel, you can use the following shortcut keys to navigate the tabbed pages and the entries in the **[Actions]** menu.

| Page or Tab | Shortcut Keys |
|---|---|
| Administer Bookmarks page | Ctrl + Alt + B |

| Page or Tab | Shortcut Keys |
|---|---|
| Dynamic Application Collections page | Ctrl + Alt +C |
| Device Groups page | Ctrl + Alt + D |
| Guides page | Ctrl + Alt + G |
| Device Thresholds page | Ctrl + Alt + H |
| Device Interfaces page | Ctrl + Alt + I ("eye") |
| Device Logs & Messages page | Ctrl + Alt + L |
| Monitoring Policies page | Ctrl + Alt + M |
| Notes & Attachments page | Ctrl + Alt + N |
| Device Toolbox page | Ctrl + Alt + O ("oh") |
| Device Properties page | Ctrl + Alt + P |
| Maintenance Schedule page | Ctrl + Alt + S |
| Ticket History page | Ctrl + Alt + T |
| Resource Usage page | Ctrl + Alt + U |
| Exit Device Administration panel | Ctrl + Alt + X |
| Device Properties page | Ctrl + Alt + . ("period") |
| Ticket Editor page | Ctrl + Alt + <Enter> |

## Shortcut Keys for the Device Reports panel

The Device Reports tools allow you to view detailed information that the ScienceLogic platform has gathered from each device and view reports generated from that information.

When you view information for a device (click its bar-graph icon [  ]), you enter the Device Reports panel.

When you enter the Device Reports panel, you can use the following shortcut keys to navigate the tabbed pages.

| Page or Tab | Shortcut Keys |
|---|---|
| Administer Bookmarks page | Ctrl + Alt + B |
| Configuration Report page | Ctrl + Alt +C |

| Page or Tab | Shortcut Keys |
|---|---|
| Viewing Active Events page | Ctrl + Alt + E |
| Guides page | Ctrl + Alt + G |
| Device Profile View page | Ctrl + Alt + H |
| Interfaces Found page | Ctrl + Alt + I ("eye") |
| Device Logs & Messages page | Ctrl + Alt + L |
| Performance Tab (System Vitals page, by default) | Ctrl + Alt + P |
| Device Summary page | Ctrl + Alt + S |
| Ticket History page | Ctrl + Alt + T |
| Exit the Device Report panel | Ctrl + Alt + X |
| Device Summary page | Ctrl + Alt + . ("period") |
| Ticket Editor page | Ctrl + Alt + <Enter> |

## Shortcut Keys for the Ticket Administration panel

The Ticket Administration panel allows you to further define and manage a ticket. The tabs in the Ticket Administration panel allow you to view the logs associated with a ticket, view automation information about a ticket, and send a message about a ticket. The **[Actions]** menu in the Ticket Administration panel allows you to further define the ticket and its queue.

When you edit a ticket (click its wrench icon [  ]), you enter the Ticket Administration panel.

When you enter the Ticket Administration panel, you can use the following shortcut keys to navigate the tabbed pages and the entries in the **[Actions]** menu.

| Page or Tab | Shortcut Keys |
|---|---|
| Administer Bookmarks page | Ctrl + Alt + B |
| Clipboard page | Ctrl + Alt +C |
| Linked Events page | Ctrl + Alt + E |
| Guides page | Ctrl + Alt + G |
| Ticket Logs page | Ctrl + Alt + L |

| Page or Tab | Shortcut Keys |
|---|---|
| Send Message page | Ctrl + Alt + M |
| Notepad Editor page | Ctrl + Alt + N |
| Ticket Editor page | Ctrl + Alt + P |
| Queue Administration page | Ctrl + Alt + Q |
| Ticket Resolution page | Ctrl + Alt + R |
| Chargeback Service page | Ctrl + Alt + S |
| Template Editor page | Ctrl + Alt + T |
| Ticket Watchers page | Ctrl + Alt + W |
| Exist the Ticket Administration panel | Ctrl + Alt + X |
| Ticket Editor page | Ctrl + Alt + . ("period") |
| Ticket Editor page | Ctrl + Alt + <Enter> |

## Shortcut Keys for the Asset Administration panel

The Asset Administration panel allows you to add details to an asset record. The tabbed pages in the Asset Administration panel allow you to define purchase information, service and warranty information, configuration information about the hardware components, list any licenses associated with the asset record, and describe the network interfaces and IP addresses associated with the asset record. The **[Actions]** menu allows you perform additional, asset-related actions, directly from the Asset Administration panel.

When you edit an asset record (click its wrench icon [  ]), you enter the Asset Administration panel.

When you enter the Asset Administration panel, you can use the following shortcut keys to navigate the tabbed pages and the entries in the **[Actions]** menu.

| Page or Tab | Shortcut Keys |
|---|---|
| Administer Bookmarks page | Ctrl + Alt +B |
| Asset Configuration page | Ctrl + Alt + C |
| Guides page | Ctrl + Alt + G |
| Asset IP Networks page | Ctrl + Alt + I ("eye") |
| Asset Licenses page | Ctrl + Alt + L |

| Page or Tab | Shortcut Keys |
|---|---|
| Asset Maintenance & Service page | Ctrl + Alt + M |
| Asset Notes & Attachments page | Ctrl + Alt + N |
| Asset Components page | Ctrl + Alt + O ("oh) |
| Asset Properties page | Ctrl + Alt + P |
| Exit the Asset Administration panel | Ctrl + Alt + X |
| Asset Properties page | Ctrl + Alt + . ("period") |
| Ticket Editor page | Ctrl + Alt + <Enter> |

## Shortcut Keys for the Dynamic Application panel

Dynamic Applications are the customizable programs that tell the ScienceLogic platform what data to collect from devices and applications during dynamic discovery. For example, suppose you want to monitor a database. Suppose you want to know how many insert operations are performed on each MySQL database. You can create or edit a Dynamic Application that monitors inserts. Every five minutes (for example), the ScienceLogic platform could check the number of insert operations performed on each MySQL database. The ScienceLogic platform can use the retrieved data to trigger events and/or to create performance reports.

When you edit a Dynamic Application (click its wrench icon [  ]), you enter the Dynamic Application panel. The Dynamic Application panel includes tabbed pages that allow you to further customize a Dynamic Application, including defining custom alerts and custom reports.

When you enter the Dynamic Application panel, you can use the following shortcut keys to navigate the tabbed pages

| Page or Tab | Shortcut Keys |
|---|---|
| Dynamic Applications Alert Objects page | Ctrl + Alt + A |
| Administer Bookmarks page | Ctrl + Alt + B |
| Collection Objects page | Ctrl + Alt + C |
| Guides page | Ctrl + Alt + G |
| Dynamic Applications Properties Editor page | Ctrl + Alt + P |
| Dynamic Applications Threshold Objects page | Ctrl + Alt + T |
| Dynamic Applications Properties Editor page | Ctrl + Alt + . ("period") |

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