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# Organizations and Users

ScienceLogic version 8.8.1

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## Understanding Organizations

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### Overview

This chapter explains organizations and their relationships to elements, users, and user policies.

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### What is an Element?

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

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## What is an Organization?

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.

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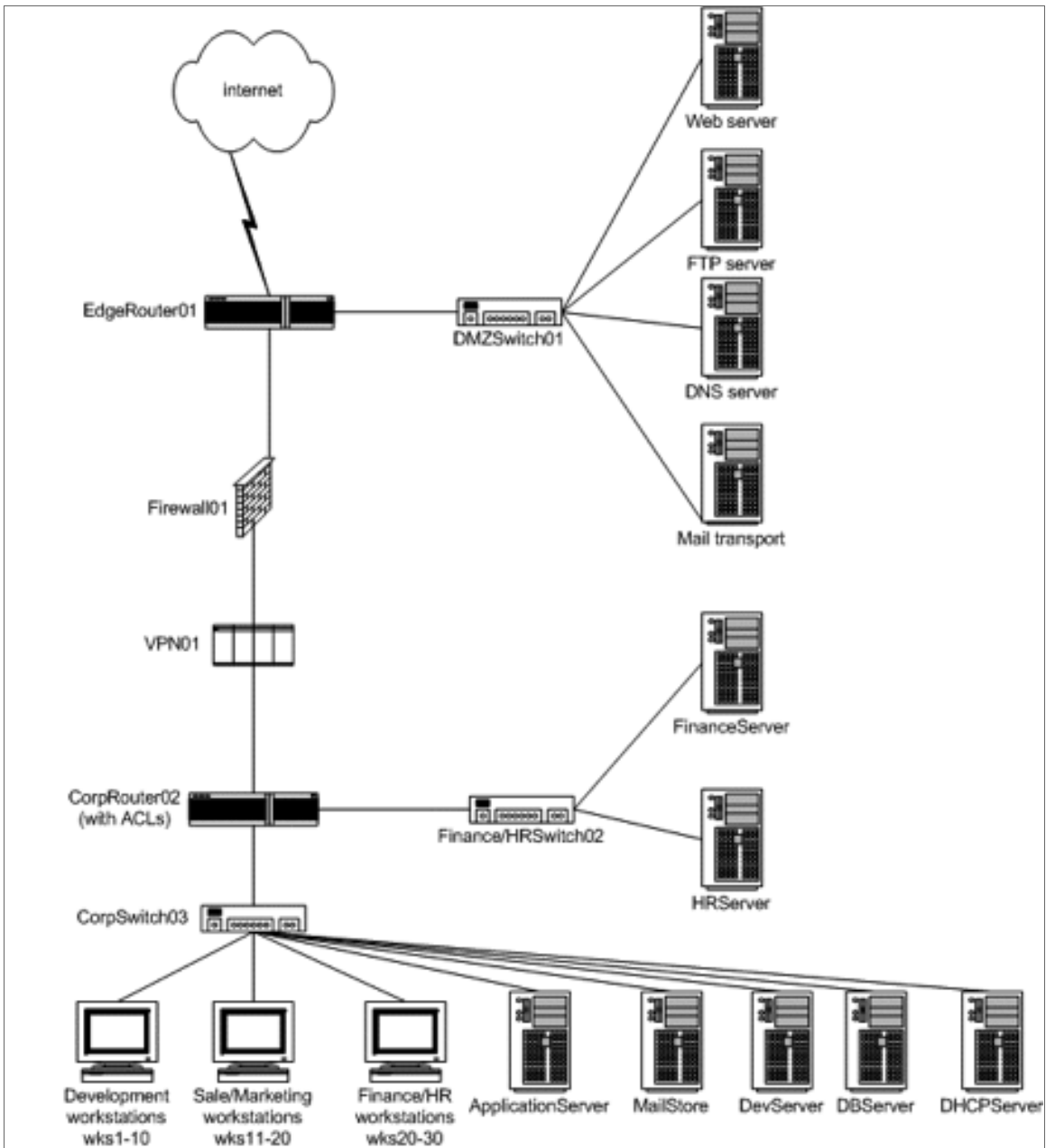
## Organizations and Their Relationships

Organizations are the containers for user accounts and elements (and the associated policies and sub-elements). The following sections describe the relationships between organizations and elements and organizations and user accounts.

### Organizations and Elements

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

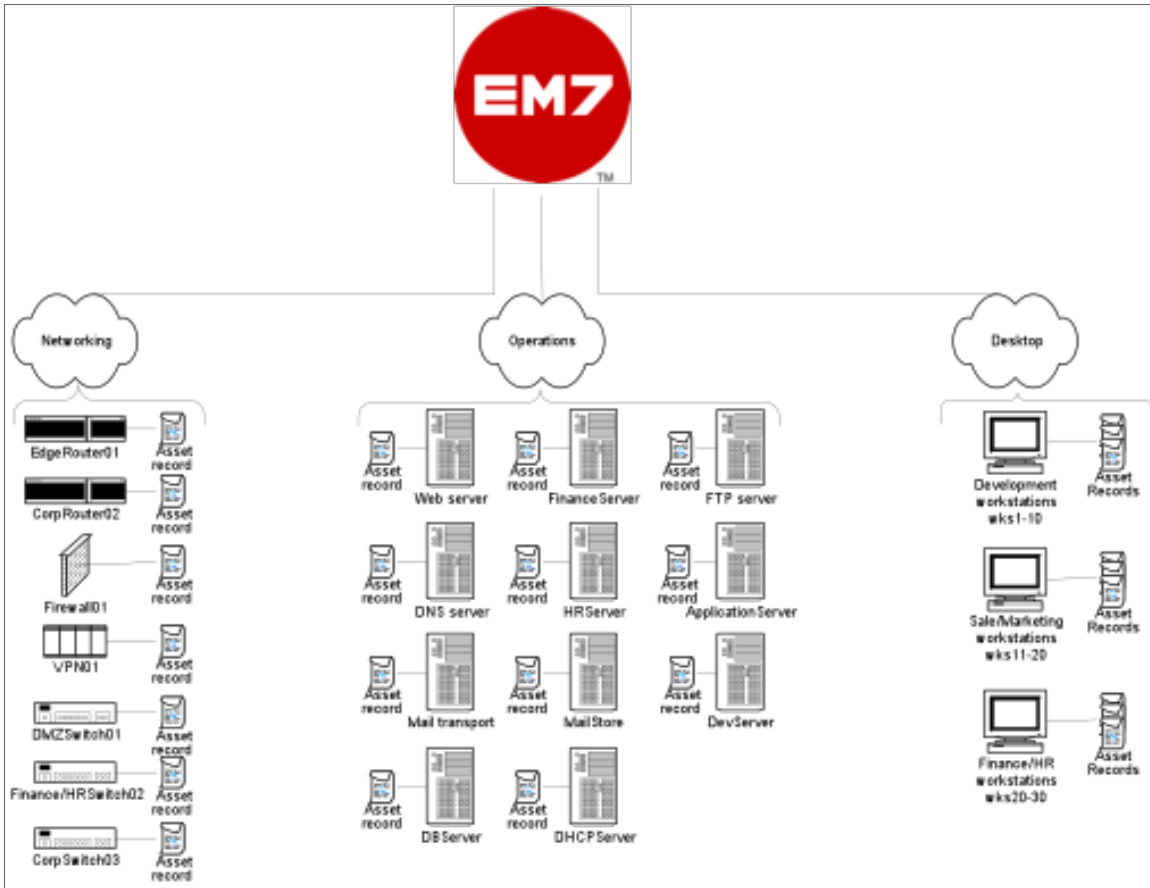
Suppose your network looked like this very simplified example:



Now suppose that the administrator had defined the following organizations:

- Network
- Operations
- Desktop

The administrator might assign elements like this:



In this example:

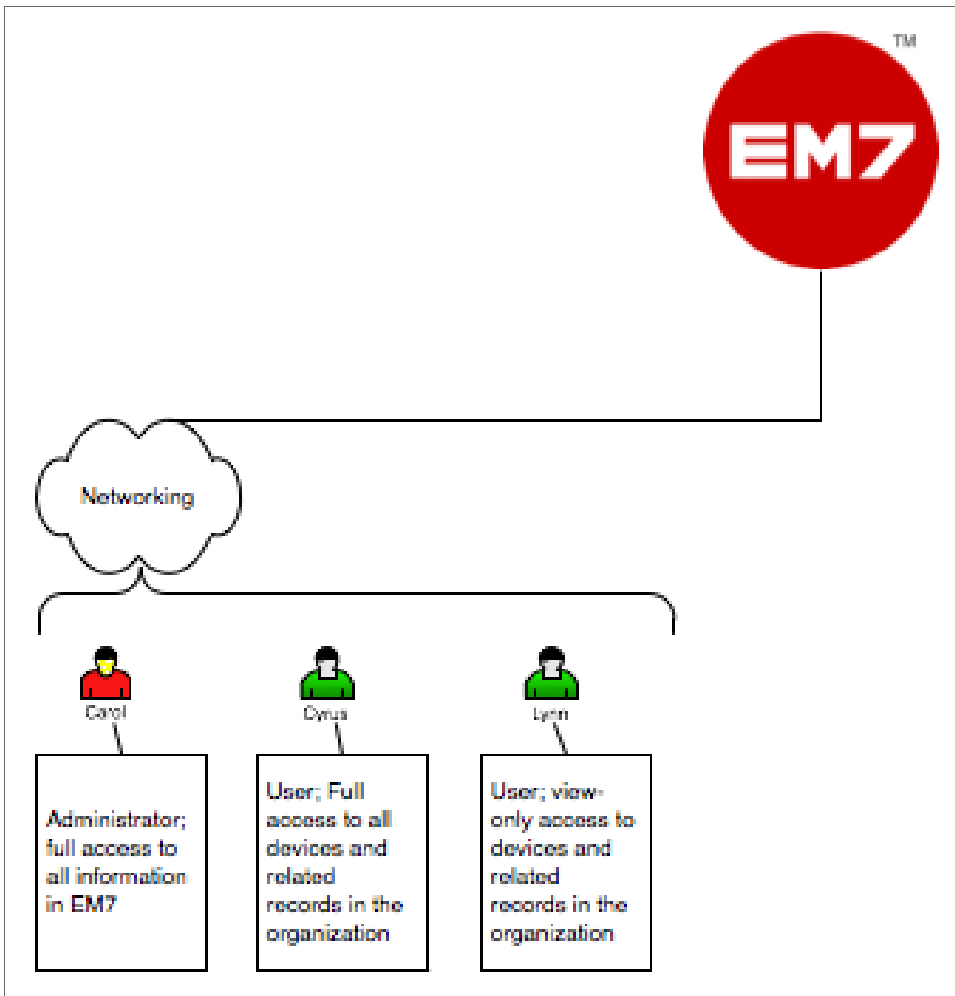
- The Networking organization contains two routers, a firewall, a VPN device, three switches, and an asset record for each piece of hardware. All the network interfaces on the routers, firewall, VPN device, and switches also belong to the Networking organization.
- The Operations organization contains 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:



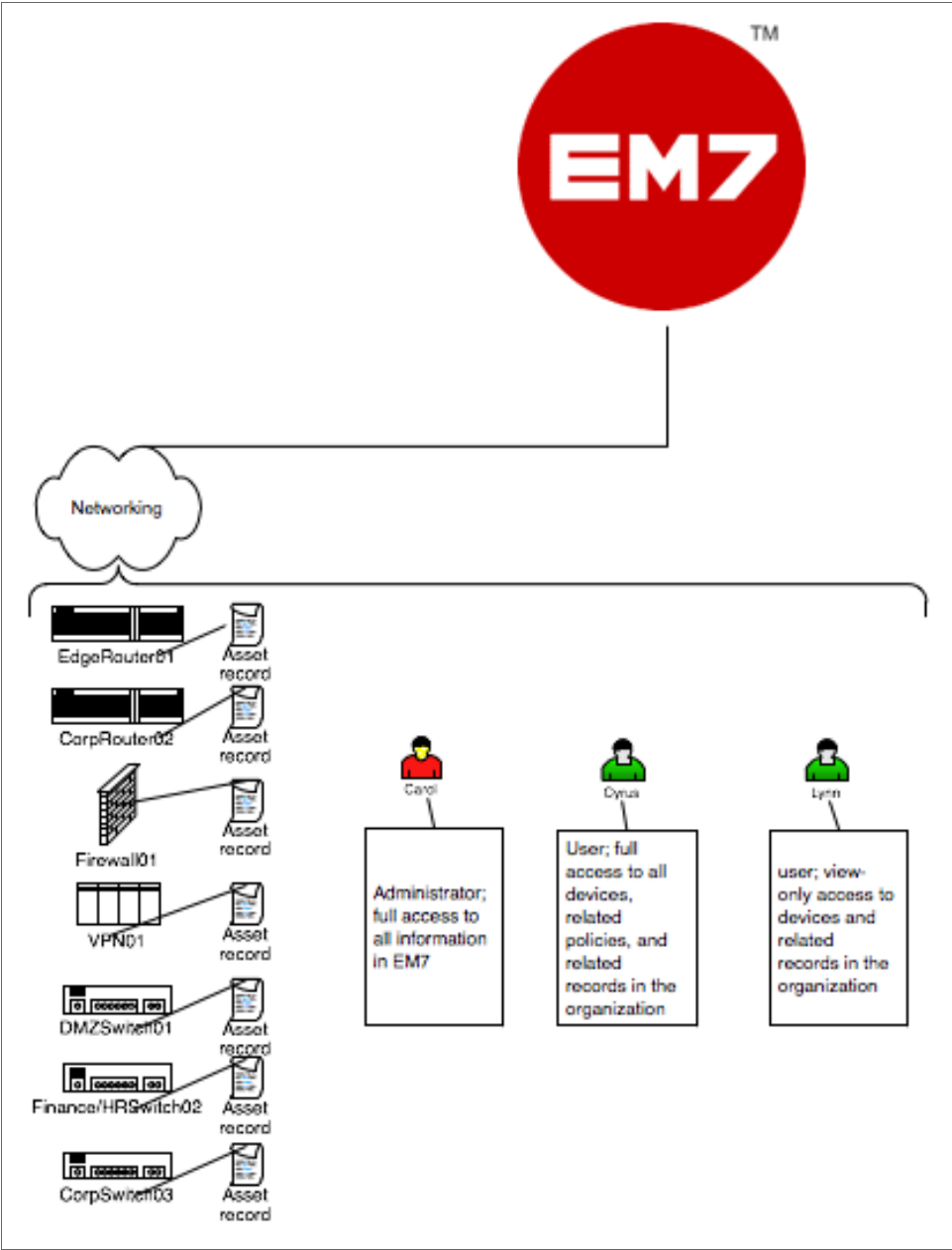
In this example:

- 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.

**NOTE:** The process of assigning users to organizations will be described in detail in this manual.

## Example Organization and Its Relationships

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



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## Organizations and Their Policies and Reports

Some elements, policies, and reports are associated with an organization but are not associated with a device. These elements, policies, and reports can be accessed through the organization tools (they can also be accessed from the **[Registry]** tab and other places in the ScienceLogic platform):

- User accounts
- Templates for creating customized access rights and access authorization
- Policies for bandwidth billing
- Product Subscription

## Creating and Editing Organizations

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### Overview

This chapter will show you how to create and edit an organization in the ScienceLogic platform, and also how to view and filter a list of organizations.

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### Before Deployment

Before deployment, an administrator must determine:

- How to best group devices in the network.
- Which organization to place each device in, so that device information is visible to those who need it and protected from other users.
- Which team members require access to the ScienceLogic platform.
- What access levels to assign to each team member.
- Which organizations to place each team member in, so that each team member will have access to required device information.
- Remember that each discovered device and each user is associated with an organization.

Users with an account of type "administrator" have access to all pages and actions in the ScienceLogic platform.

Users with an account of type "user" have custom-defined access levels. An administrator defines and assigns Access Keys to control the access level for each account of type "user". To learn more about Access Keys and how they affect users, see the **Access Permissions** manual. To learn more about Access Keys and how they affect users, see the Access Permissions section.

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 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.
- For this reasons, the platform allows you to assign each user a primary organization and an optional additional organization.
- Now suppose that user "JohnDoe" needs to view the status of a device at headquarters. If you add a secondary organization to 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.

Organizations also affect credentials. Credentials are access permissions that allow the ScienceLogic platform to retrieve information from external hardware and software. To support multi-tenancy, the platform allows credentials to be aligned with organizations.

- For each credential that is aligned with an organization, only administrators and users who are members of the aligned organization will be able to see the credential in the **Credential Management** page.
- In the platform, in any field or column that displays the name of the credential, users who are not members of the aligned organization will not see the credential name. Instead, these users will see either a dash character (-) or the text "Restricted Credential".

In the platform, in any list from which users can select a credential, users who are not members of the aligned organization will not see the credential as an entry in the list.

To learn more about credentials, see the manual *Discovery and Credentials*.

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## The System Organization

The ScienceLogic platform automatically creates a default organization, called System. This organization has the ID number "0" (zero). The System organization has some behavior that differs from user-defined organizations:

- If you do not specify an organization when creating a user account, the new account is assigned to the System organization.
- If you do not specify an organization when performing discovery, all devices (and their components), interfaces, and IP networks are assigned to the System organization.
- You cannot delete the system organization.
- You cannot bulk-edit the system organization with entries in the **Select Actions** menu.




## Viewing the List of Organizations



The **Organizational Account Administration** page displays a list of all existing organizations in the ScienceLogic platform. From the **Organizational Account Administration** page, you can view information about organizations, edit the properties of existing organizations, create new organizations, and generate reports for each organization, among other tasks.

To view a list of existing organizations:

1. Go to **Organizational Account Administration** page (Registry > Accounts > Organizations).
2. The **Organizational Account Administration** page appears. This page displays information about each organization you are allowed to view.

Organization Name	City	State	Contact	Phone	Email	Users	Devices	Alerts	Events	ID	Email By	Last Edited
1. BlueCo Corporation	New York	NY				0.1	0.7		0.2	0	entAdmin	2010-05-18 10:48
2. JDC - Service	Washington	DC				0.1	0.11		0.1	0	entAdmin	2010-05-18 11:05:05
3. JDC - Services	Washington	DC				0.1				7	entAdmin	2010-05-18 11:40:13
4. JDC/Engineering	Reston	VA	Kirt, Roger	703-354-3333	ksmith@superc.com	0.1					entAdmin	2010-05-13 18:04:32
5. JDC	Reston	VA	Bill, Griffin	703-354-1111	ksmith@superc.com	0.1				4	entAdmin	2010-05-13 18:52:37
6. JDC	Reston	VA				0.1	0.2			1	entAdmin	2010-05-22 22:39:14
7. JSystem	Reston	VA	Support, ScienceLogic	(703)354-1010	ksupport@sciencelogic.com	0.5	0.27	0.3	0.2	0	entAdmin	2007-12-31 15:51:17

3. For each organization, the **Organizational Account Administration** page displays:
  - **Organization Name.** Name of the organization.
  - **City.** City specified in the **Organization Properties** page.
  - **State.** State specified in the **Organization Properties** page.
  - **Contact.** First and last name of the contact specified in the **Organization Properties** page.
  - **Phone.** Organization's main phone number specified in the **Organization Properties** page.
  - **Email.** Email address for the organization specified in the **Organization Properties** page. Clicking the email icon () opens a new message in the local email client, with the organization's address in the **To** field.
  - **Users.** Specifies the number of user accounts associated with the organization. Clicking the person icon () in this column leads to the **Finder** page, where you can view a list of all the user accounts in the organization.
  - **Devices.** Specifies the number of devices associated with the organization. Clicking the devices icon () leads to the **Finder** page, where you can view a list of all the devices in the organization.

- **Assets.** Specifies the number of asset records associated with the organization. Clicking the asset icon (  ) leads to the **Finder** page, where you can view a list of all the asset records in the organization.
- **Events.** Specifies the number of events associated with the organization. Clicking the events icon (  ) leads to the **Finder** page, where you can view a list of all the user accounts in the organization.
- **ID.** Unique numeric ID, assigned to each organization by the platform.
- **Edited By.** User name of the user who created or last edited the organization.
- **Last Edited.** Date and time the organization was created or last edited.

## Filtering the List of Organizations

The Filter-While-You-Type fields appear as a row of blank fields at the top of the list. These fields allow you to filter the items that appear in the list.

The list is dynamically updated as you select each filter. For each filter, you must make a selection from a drop-down menu or type text to match against. The ScienceLogic platform will search for entries that match the text, including partial matches. Text matches are not case-sensitive, and you can use special characters in each text field.

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.

You can filter by one or more of the following parameters. Only items that meet all of the filter criteria are displayed on the page.

The following describes each filter on the **Organizational Account Administration** page:

- **Organization Name.** You can enter a regular expression, including special characters, and the **Organizational Account Administration** page will display only organizations that have a matching organization name.
- **City.** You can enter a regular expression, including special characters, and the **Organizational Account Administration** page will display only organizations that have a city.
- **State.** You can enter a regular expression, including special characters, and the **Organizational Account Administration** page will display only organizations that have a matching state.
- **Contact.** You can enter a regular expression, including special characters, and the **Organizational Account Administration** page will display only organizations that have a matching contact.
- **Phone.** You can enter a regular expression, including special characters, and the **Organizational Account Administration** page will display only organizations that have a matching phone number.
- **Email.** You can enter a regular expression, including special characters, and the **Organizational Account Administration** page will display only organizations that have a matching email address.
- **Users.** You can enter a regular expression, including special characters, and the **Organizational Account Administration** page will display only organizations that have a matching number of users.
- **Devices.** You can enter a regular expression, including special characters, and the **Organizational Account Administration** page will display only organizations that have a matching number of devices.

- **Assets.** You can enter a regular expression, including special characters, and the **Organizational Account Administration** page will display only organizations that have a matching number of assets.
- **Events.** You can enter a regular expression, including special characters, and the **Organizational Account Administration** page will display only organizations that have a matching number of events.
- **ID.** You can enter a regular expression, including special characters, and the **Organizational Account Administration** page will display only organizations that have a matching organization ID.
- **Edited By.** You can enter a regular expression, including special characters, and the **Organizational Account Administration** page will display only organizations that have a matching "edited by" value.
- **Last Edited.** You can select from a list of time periods. The **Organizational Account Administration** page will display only organizations that have been edited within that time period.

## Special Characters

You can include the following special characters to filter by each column except those that display date and time:

**NOTE:** When searching for a string, the ScienceLogic platform will match substrings by default, even if you do not include any special characters. For example, searching for "hel" will match both "hello" and "helicopter". When searching for a numeric value, the ScienceLogic platform will not match a substring unless you use a special character.

### String and Numeric

- **,** (comma). Specifies an "OR" operation. Works for string and numeric values. For example:  
"dell, micro" matches all values that contain the string "dell" OR the string "micro".
- **&** (ampersand). Specifies an "AND " operation. Works for string and numeric values. For example:  
"dell & micro" matches all values that contain both the string "dell" AND the string "micro", in any order.



- ! (exclamation point). Specifies a "not" operation. Works for string and numeric values. For example:

"!dell" matches all values that do not contain the string "dell".

"! ^ micro" would match all values that do not start with "micro".

"!fer\$" would match all values that do not end with "fer".

"! ^ \$" would match all values that are not null.

"! ^ " would match null values.

"!\$" would match null values.

"happy, !dell" would match values that contain "happy" OR values that do not contain "dell".

**NOTE:** You can also use the "!" character in combination with the arithmetic special characters (min-max, >, <, >=, <=, =) described below.

- \* (asterisk). Specifies a "match zero or more" operation. Works for string and numeric values. For a string, matches any string that matches the text before and after the asterisk. For a number, matches any number that contains the text. For example:

"hel\*er" would match "helpers" and "helicopter" but not "hello".

"325\*" would match "325", "32561", and "325000".

"\*000" would match "1000", "25000", and "10500000".

- ? (question mark). Specifies "match any one character". Works for string and numeric values. For example:

"!?ver" would match the strings "oliver", "levers", and "lover", but not "believer".

"135?" would match the numbers "1350", "1354", and "1359", but not "135" or "13502"

## String

- ^ (caret). For strings only. Specifies "match the beginning". Matches any string that begins with the specified string. For example:

" ^ sci" would match "scientific" and "sciencelogic", but not "conscious".

" ^ happy\$" would match only the string "happy", with no characters before or after.

"! ^ micro" would match all values that do not start with "micro".

"! ^ \$" would match all values that are not null.

"! ^ " would match null values.

- \$ (dollar sign). For strings only. Specifies "match the ending". Matches any string that ends with the specified string. For example:

"ter\$" would match the string "renter" but not the string "terrific".

"^happy\$" would match only the string "happy", with no characters before or after.

"!fer\$" would match all values that do not end with "fer".

"!^\$" would match all values that are not null.

"!\$" would match null values.

**NOTE:** You can use both ^ and \$ if you want to match an entire string and only that string. For example, "^tern\$" would match the strings "tern" or "Tern" or "TERN"; it would not match the strings "terne" or "cistern".

## Numeric

- 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 would match 1, 2, 6, 345, etc.

"-5" matches 5 and less. So 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.

### Additional Examples

- "aio\$". Matches only text that ends with "aio".
- "^shu". Matches only text that begins with "shu".
- "^silo\$". Matches only the text "silo", with no characters before or after.
- "!silo". Matches only text that does not contain the characters "silo".
- "!^silo". Matches only text that does not start with "silo".
- "!0\$". Matches only text that does not end with "0".
- "!^silo\$". Matches only text that is not the exact text "silo", with no characters before or after.
- "!. Matches null values, typically represented as "--" in most pages.
- "!"\$. Matches null values, typically represented as "--" in most pages.
- "!. Matches all text that is not null.
- silo, !aggr". Matches text that contains the characters "silo" and also text that does not contain "aggr".
- "silo, 02, !aggr". Matches text that contains "silo" and also text that contains "02" and also text that does not contain "aggr".
- "silo, 02, !aggr, !01". Matches text that contains "silo" and also text that contains "02" and also text that does not contain "aggr" and also text that does not contain "01".
- "^s\*i\*i\*o\$". Matches text that contains the letter "s", "i", "i", "o", in that order. Other letters might lie between these letters. For example "sXiXo" would match.
- "!^s\*i\*i\*o\$". Matches all text that does not contain the letter "s", "i", "i", "o", in that order. Other letters might lie between these letters. For example "sXiXo" would not match.
- "!vol&!silo". Matches text that does not contain "vol" AND also does not contain "silo". For example, "volume" would match, because it contains "vol" but not "silo".
- "!vol&02". Matches text that does not contain "vol" AND also contains "02". For example, "happy02" would match, because it does not contain "vol" and it does contain "02".
- "aggr,!vol&02". Matches text that contains "aggr" OR text that does not contain "vol" AND also contains "02".
- "aggr,!vol&!infra". Matches text that contains "aggr" OR text that does not contain "vol" AND does not contain "infra".
- "\*". Matches all text.
- "!\*". Matches null values, typically represented as "--" in most pages.
- "silo". Matches text that contains "silo".
- "!silo". Matches text that does not contain "silo".
- "!^silo\$". Matches all text except the text "silo", with no characters before or after.
- "-3,7-8,11,24,50-". Matches numbers 1, 2, 3, 7, 8, 11, 24, 50, and all numbers greater than 50.

- "-3,7-8,11,24,50-,a". Matches numbers 1, 2, 3, 7, 8, 11, 24, 50, and all numbers greater than 50, and text that includes "a".
- "?n". Matches text that contains any single character and the character "n". For example, this string would match "an", "bn", "cn", "1n", and "2n".
- "n\*SAN". Matches text the contains "n", zero or any number of any characters and then "SAN". For example, the string would match "nSAN", and "nhamburgerSAN".
- "^?n\*SAN\$". Matches text that begins with any single character, is following by "n", and then zero or any number of any characters, and ends in "SAN".

## Creating a New Organization

By default, the ScienceLogic platform includes a single organization, called System. To fully use the features of the ScienceLogic platform, you must define organizations that suit your organization and business needs.

To create a new organization:

1. Go to the **Organizational Account Administration** page (Registry > Accounts > Organizations).
2. In the **Organizational Account Administration** page, click the **[Create]** button.
3. The **Add Organizational Record** page appears:

4. In the **Add Organizational Record** page, supply values in each field:
  - **Organization Name.** Name of the organization. Can be any combination of characters up to 64 characters in length. This field is required.
  - **Street Address.** Street address of the organization. For easier viewing, ScienceLogic suggests that you limit the address to 5 lines, with up to 60 characters per line.
  - **City.** City where the organization is located. Can be up to 64 characters in length.
  - **State.** State where the organization is located. Select from the drop-down list.
  - **Postal Code.** Zip code of the organization. Can be up to 15 characters in length.
  - **Country.** Country where the organization is located. Select from the drop-down list.

**NOTE:** By default, the **Country** field will be set to the country specified in the **Behavior Settings** page (System > Settings > Behavior). You can override this default setting for the current organization. Changing the value in the **Country** field will not affect the system-wide default setting.

- **Contact First Name.** First name of organization's contact. Can be up to 128 characters in length.
- **Contact Last Name.** Last name of organization's contact. Can be up to 64 characters in length.
- **Title.** Contact's title. Can be up to 64 characters in length.
- **Department.** Contact's department. Can be up to 64 characters in length.
- **Phone.** Business phone number for the organization. Can be up to 36 characters in length.
- **Fax Phone.** Fax number for the organization. Can be up to 36 characters in length.
- **Toll Free.** Toll-free phone number for the organization. Can be up to 36 characters in length.
- **Email.** Organization's main email address. Can be up to 250 characters in length.
- **Billing ID.** Billing ID for the organization. Can be up to 24 characters in length.
- **CRM ID.** CRM ID for the organization. Can be up to 64 characters in length.
- **Email Notification Append Text.** The text entered in this field will appear at the bottom of all email messages sent from the ScienceLogic platform to members of this organization. This includes automated email messages and email messages that are sent manually either by clicking on an email icon or from the **Send Message** tab in the **Ticket Editor** page.
- **Longitude.** Displays the longitude associated with the organization's address. To generate this field, click the **[Actions]** menu and then select **Geolocate Coordinates**.
- **Latitude.** Displays the latitude associated with the organization's address. To generate this field, click the **[Actions]** menu and then select **Geolocate Coordinates**.
- **Organizational Ticket Watchers.** You can select one or more users (in addition to the ticket's creator or assignee) who will be considered "watchers" for all tickets associated with the organization. Each organizational watcher will be notified when a ticket is created and aligned with the organization and when that ticket is assigned to a user or changes status. When that ticket is created, assigned, or updated, the platform will automatically send email notifications to the list of watchers.

**NOTE:** On the **Behavior Settings** page (System > Settings > Behavior, if 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*.

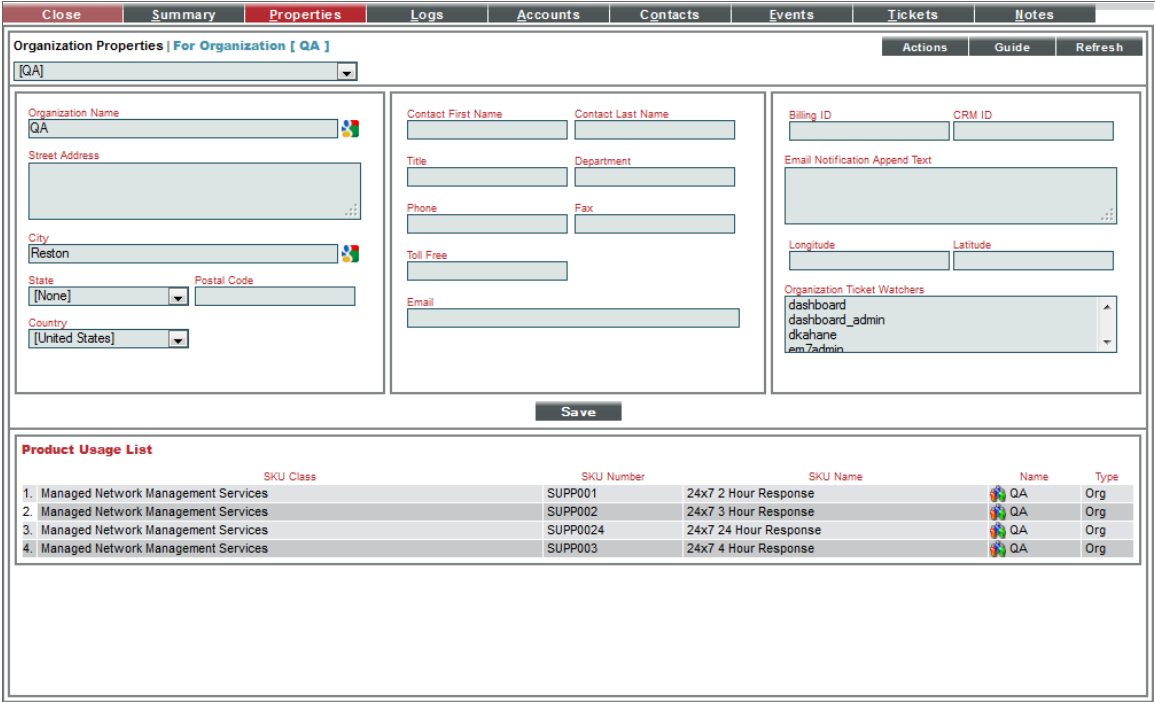
5. Click the **[Save]** button to save the new organization.
6. After saving the new organization, you'll notice that a new set of tabs appear. These tabs allow you to further configure and manage the organization.

# Editing an Existing Organization

You can edit the properties of an existing organization by accessing the **Organization Properties** page. The **Organization Properties** page includes the basic parameters of an organization such as organization name and address and contact information.

To access the **Organization Properties** page:

1. Go to the **Organizational Account Administration** page (Registry > Accounts > Organizations).
2. In the **Organizational Account Administration** page, find the organization you want to edit. Click its wrench icon (🔧).
3. The **Organizational Summary** page appears. The **Organizational Summary** page displays read-only details about the organization and provides links to other pages associated with the organization.
4. To edit properties of the organization, click the **[Properties]** tab.
5. The **Organization Properties** page appears. In this page, you can edit one or more of the following fields:



## Organization Properties

The **Organization Properties** page contains the following fields:

- **Organization Name.** Name of the organization. Can be any combination of characters up to 64 characters in length. This field is required.

- **Street Address.** Street address of the organization. For easier viewing, ScienceLogic suggests that you limit the address to 5 lines, with up to 60 characters per line.
- **City.** City where the organization is located. Can be up to 64 characters in length.
- **State.** State where the organization is located. Select from the drop-down list.
- **Postal Code.** Zip code of the organization. Can be up to 15 characters in length.
- **Country.** Country where the organization is located. Select from the drop-down list.
- **Contact First Name.** First name of organization contact. Can be up to 128 characters in length.
- **Contact Last Name.** Last name of organization contact. Can be up to 64 characters in length.
- **Title.** Contact's title. Can be up to 64 characters in length.
- **Department.** Contact's department. Can be up to 64 characters in length.
- **Phone.** Business phone number for the organization. Can be up to 36 characters in length.
- **Fax Phone.** Fax number for the organization. Can be up to 36 characters in length.
- **Toll Free.** Toll-free phone number for the organization. Can be up to 36 characters in length.
- **Email.** Organization's main email address. Can be up to 250 characters in length.
- **Billing ID.** Billing ID for organization. Can be up to 24 characters in length.
- **CRM ID.** CRM ID for organization. Can be up to 64 characters in length.
- **Email Notification Append Text.** The text entered in this field will appear at the bottom of all email messages sent from the ScienceLogic platform to members of this organization. This includes automated email messages and email messages that are sent manually either by clicking on an email icon or from the **Send Message** tab in the **Ticket Editor** page.
- **Longitude.** Displays the longitude associated with the organization's address. To generate this field, click the **[Actions]** menu and then select **Geolocate Coordinates**.
- **Latitude.** Displays the latitude associated with the organization's address. To generate this field, click the **[Actions]** menu and then select **Geolocate Coordinates**.
- **Organizational Ticket Watchers.** You can select one or more users (in addition to the ticket's creator or assignee) who will be considered "watchers" for all tickets associated with the organization. Each organizational watcher will be notified when a ticket is created and aligned with the organization and when that ticket is assigned to a user or changes status. When that ticket is created, assigned, or updated, the platform will automatically send email notifications to the list of watchers.



**NOTE:** On the **Behavior Settings** page (System > Settings > Behavior, if 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*.

## Critical Contact List

The **Critical Contact List** pane is useful when organization members must assign a task or contact a key team member.

A user appears in this pane if he/she was defined as a critical contact in the **Account Properties** page.

The **Critical Contact List** pane displays the following information about each critical contact:

- **Name.** Name of person to contact.
- **Role.** Description of the user's responsibilities in case of a critical situation. This description might differ from the user's actual title. For example, a contact's title might be Senior Engineer, but his/her role for the organization might be technical lead.
- **Critical Contact.** Circumstance when person should be contacted. This description might differ from the user's department. For example, the user's department might be Operations, but his/her role for the organization might be Hardware Maintenance.
- **Phone.** Person's phone number.
- **Cell.** Person's cell phone number.
- **Pager.** Person's pager number.
- **Email.** Person's email address.
- **Tools.** The following tools are available for each entry in the critical contact list:
  - *Manage User's Contact Information* (). Leads to the [Account Properties](#) page, where you can edit the person's contact information.
  - *Send Email Message to this User* (). Opens an email client on the local desktop. The **To** field is populated with the email address of the selected user.

## Product Usage List

The Product Usage List displays a list of SKUs associated with the organization. Usually, a SKU is associated with an organization because the organization is using that product or service.

To associate a SKU with the organization or change the list of SKUs associated with the organization, click the **[Actions]** menu and then select **Product Catalog**. In the **Product Catalog** modal page, you can add and remove products from the organization.

For each product associated with the organization, the **Product Usage List** pane displays the following:

- **SKU Class.** Description of the SKU. Can be up to 64 characters in length.
- **SKU Number.** Numeric ID for the SKU. Can be up to 24 characters in length.
- **SKU Name.** Name of the SKU. Can be up to 64 characters in length.
- **Name.** The name of the element using the SKU. Clicking on the icon for the element leads to a page where you can view more information about the element.
- **Type.** The type of element using the SKU. Choices are:
  - Organization
  - Device







- Asset
- Domain Name
- Network
- Interface
- Other

## Alternate Locations

If one or more alternate locations have already been defined for the Organization, the **Organizational Alternate Locations** pane appears at the bottom of the page.

To define an alternate location for an organization, click the **[Actions]** menu and select **Alternate Locations**. In the **Alternate Locations** modal page, you can define a sub-location for the organization.

The **Organizational Alternate Locations** pane displays the following about each location:

- **Location Name**. Name of the alternate organization.
- **City**. City where the additional branch is located.
- **State**. State where the additional branch is located.
- **Zip Code**. Zip code of the additional location.
- **Country**. Country where the additional branch is located.
- **Primary Contact**. Name of the contact for the alternate location. To view detailed contact information, click on the contact icon ().
- **Secondary Contact**. Name of the contact for alternate location. To view detailed contact information, click on the contact icon ().
- **Tools**. For each location, you can use the following tools:
  - *View/edit properties of location* (). Leads to the **Location Editor** modal page, where you can edit the properties of an alternate location.
  - *Delete* (). Click this icon to delete the location.

---

## Deleting an Existing Organization


Before you can delete an organization, you must first move all the user accounts and devices to another organization.

**NOTE:** You cannot delete the System organization.

To move multiple devices from their current organization to another organization:

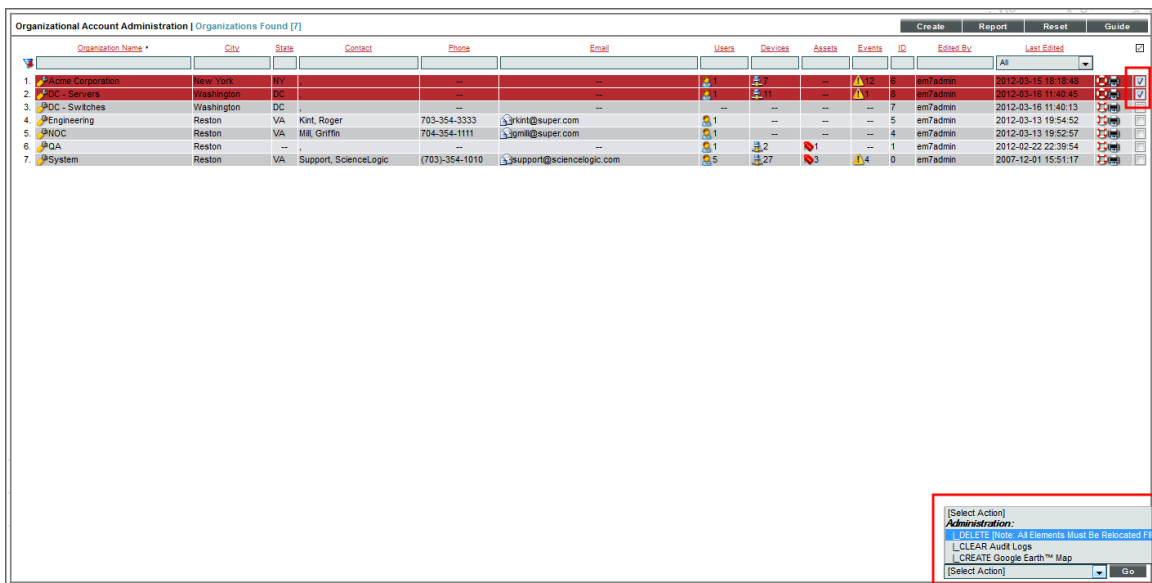
1. Go to the **Device Manager** page (Registry > Devices > Device Manager).
2. In the **Device Manager** page, select the checkbox of each device to be moved to a new organization.
3. In the **Select Action** drop-down field (in the lower right), choose *Move to Organization* and select a new organization to associate with the devices.
4. Click the **[Go]** button.
5. Each selected device will now be associated with the new organization.

To move a user account from its current organization to another organization:

1. Go to the **User Accounts** page (Registry > Accounts > User Accounts).
2. In the **User Accounts** page, find the user account that you want to move. Click its wrench icon ().
3. Click the **[Permissions]** tab. In the **Account Permissions** page, select a new value in the **Primary Organization** field.
4. Click the **[Save]** button.
5. Repeat steps 2-4 for each user account you want to move to another organization.

To delete one or more organizations:

1. Go to the **Organizational Account Administration** page (Registry > Accounts > Organizations).
2. In the **Organizational Account Administration** page, select the checkbox () for each organization you want to delete.



3. From the **Select Actions** menu in the lower right, select **DELETE**. Click the **[Go]** button.
4. The selected organizations will be deleted from the ScienceLogic platform.

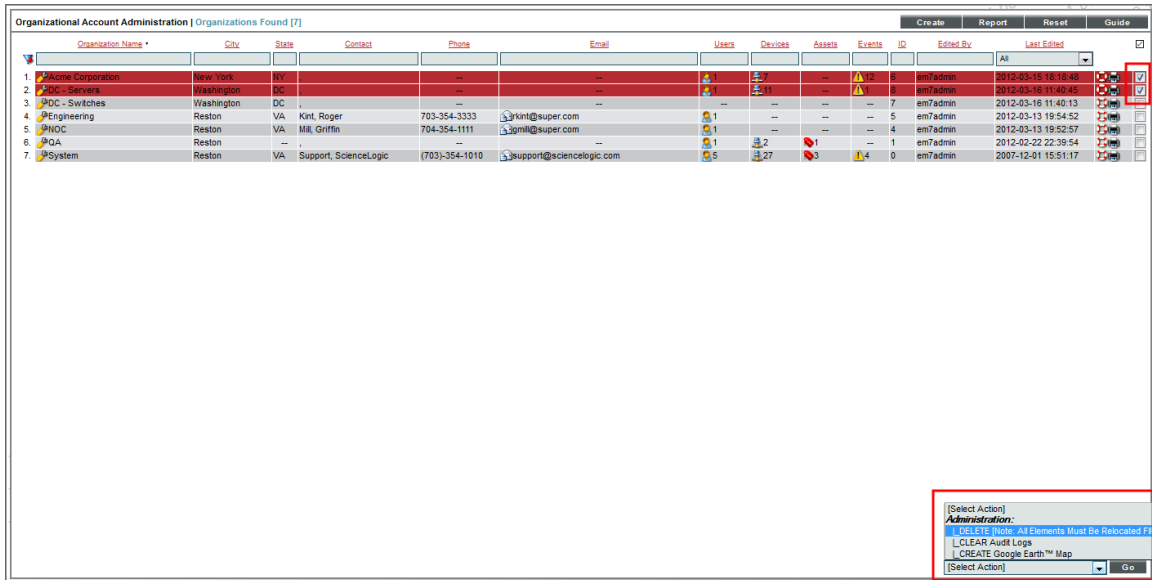
## Performing Administrative Tasks for Multiple Organizations

The **Organizational Account Administration** page contains a drop-down field in the lower right called **Select Action**. This field allows you to apply an action to multiple organizations at once.

To apply an action to multiple organizations:

1. Go to the **Organizational Account Administration** page (Registry > Accounts > Organizations).

- In the **Organizational Account Administration** page, select the checkbox (☐) for each organization that you want to apply the action to. To select all checkboxes for all organizations, select the big checkbox icon (☑) at the top of the page.



- In the **Select Action** drop-down list, select one of the following actions:
  - DELETE**. Deletes all selected organizations from the ScienceLogic platform. You must first move all devices and users to another organization. For details on how to do this, see the section in this chapter on [Deleting an Organization](#).
  - CLEAR Audit Logs**. Deletes data from the organization's log files. You can view an organization's log entries in the **Organizational Logs** page.
  - CREATE Google Earth Map**. Creates a .KML file that can be opened in Google Earth. The .KML file contains the location of each selected organization (based on the address(es) in each **Organization Properties** page). When you open the file in Google Earth, locations for each selected organization will be flagged.

To apply **CREATE Google Earth Map** to one or multiple organizations, you must first:

- Make sure you have installed Google Earth on the local computer.
- Go to the **Organizational Account Administration** page (Registry > Accounts > Organizations).
- In the **Organizational Account Administration** page, find the organization that you want to view in Google Earth. Click the wrench icon (🔧) for that organization.
- From the **Organizational Summary** page (or any page in the Organizational Administration tools), click the **[Actions]** menu.
- From the **[Actions]** menu, select **Geolocate Coordinates**.
- Perform steps 3-5 for each organization that you want to view in Google Earth.

## Example: Creating an Organization

The following example walks you through the steps for creating an organization.

- For this example, we'll use an imaginary company with three locations: a sales office in Boston, headquarters in Chicago, and an R&D office in California. The company has decided to create organizations based on geographical location.
- The company wants to create three organizations:
  - Northeast
  - Headquarters
  - West Coast
- Each organization will contain the local hardware and the local users. This plan will ensure that users can access information on local devices and local users. Administrators can define Access Keys to further limit or allow access.

In this example, we'll create the organization called "Northeast".

To create the "Northeast" organization:

1. Log in to the ScienceLogic platform as a system administrator. If you have not yet created organizations or user accounts, you can log in as "em7admin", using the password defined during initial configuration.
2. Go to the **Organizational Account Administration** page (Registry > Accounts > Organizations).
3. In the **Organizational Account Administration** page, click the **[Create]** button.
4. The **Add Organizational Record** page appears.

The screenshot shows the 'Add Organizational Record' form with the following fields and values:

- Organization Name:** \* Organization Name
- Street Address:** Street Address
- City:** City
- State:** [None]
- Postal Code:** Postal Code
- Country:** [United States]
- Contact First Name:** Contact First Name
- Contact Last Name:** Contact Last Name
- Title:** Title
- Department:** Department
- Phone:** Phone
- Fax:** Fax
- Toll Free:** Toll Free
- Email:** Email
- Billing ID:** Billing ID
- CRM ID:** CRM ID
- Email Notification Append Text:** Email Notification Append Text
- Longitude:** Longitude
- Latitude:** Latitude
- Organization Ticket Watchers:** dashboard\_admin, em7admin

5. In the **Add Organizational Record** page, supply values in each field.
  - **Organization Name.** We supplied the value "Northeast" as the name of the new organization.

- **Street Address.** We supplied the value "150 State Street" as the street address for the new organization.
  - **City.** We supplied the value "Boston" as the city for the organization.
  - **State.** We selected "Massachusetts" as the state for the organization.
  - **Postal Code.** We supplied the value "02109" as the zip code for the organization.
  - **Country.** We accepted the default value ("United States").
  - **Contact First Name.** Our contact at the Boston office is named Paul Revere. So we supplied the value "Paul".
  - **Contact Last Name.** Our contact at the Boston office is named Paul Revere. So we supplied the value "Revere".
  - **Title.** We supplied the value "Vice President" as Paul Revere's title.
  - **Department.** We supplied the value "Sales" as the department for Paul Revere.
  - **Phone.** We supplied the value "(617) 552-1212" as the main phone number for the organization.
  - **Fax Phone.** We supplied the value "(617) 552-1111" as the fax phone number for the organization.
  - **Toll Free.** We supplied the value "(617) 552-3333" as the toll-free phone number for the organization.
  - **Email.** We supplied the value "prevere@company.com" as the organization's main email address.
  - **Billing ID.** This field is option. We supplied the value "abcs-1234" as the Billing ID for organization.
  - **CRM ID.** This field is optional. We supplied the value "wxyz-9876" as CRM ID for organization.
  - **Email Notification Append Text.** This field is optional. We did not enter a value in this field.
  - **Longitude.** This value is optional. We can't generate a longitude value until after we have saved the organization's definition.
  - **Latitude.** This value is optional. We can't generate a longitude value until after we have saved the organization's definition.
  - **Organizational Ticket Watchers.** This value is optional. We did not select a ticket watcher in this field.
6. Click the **[Save]** button to save the new organization policy.
  7. When we perform discovery for the network in Boston, we must specify "Northeast" as the organization. This ensures that all discovered devices and components are included in the "Northeast" organization.
  8. When we create user accounts for the users in the Boston office, we must specify "Northeast" as the primary organization. This ensures that the users in the Boston office will be able to view information about the devices and applications in their network and be able to manage the user accounts in the "Northeast" organization.

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# Chapter

# 3

## Managing Organizations

3

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### Overview

This chapter covers many of the tasks that can be undertaken from the tabs in the **Organizational Administration** panel. These tasks include creating user accounts in the organization, viewing and adding organization devices, creating external contacts for the organization, creating tickets, viewing logs, associating products, and adding notes to the organization.

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### Organizational Administration Panel

After saving a new organization, you can access the additional tabs in the **Organizational Administration** panel. These tabs allow you to further configure the organization and manage the organization. For example, these tabs allow you to add, edit, or view user accounts associated with the organization, view all devices and other elements associated with the organization, and view, create, or edit tickets about the organization, among other tasks.

The **Organizational Administration** panel for each organization includes the following tabs:

The screenshot shows the 'Organization Properties' form for organization 'QA'. The form is divided into several sections:

- Organization Name:** QA
- Street Address:** (Empty text area)
- City:** Reston
- State:** [None]
- Country:** [United States]
- Contact Information:**
  - Contact First Name: (Empty)
  - Contact Last Name: (Empty)
  - Title: (Empty)
  - Department: (Empty)
  - Phone: (Empty)
  - Fax: (Empty)
  - Toll Free: (Empty)
  - Email: (Empty)
- Billing ID:** (Empty)
- CRM ID:** (Empty)
- Email Notification Append Text:** (Empty text area)
- Longitude:** (Empty)
- Latitude:** (Empty)
- Organization Ticket Watchers:**
  - dashboard
  - dashboard\_admin
  - dkahane
  - Len.Zachm

Below the form is a 'Product Usage List' table:

	SKU Class	SKU Number	SKU Name	Name	Type
1.	Managed Network Management Services	SUPP001	24x7 2 Hour Response	QA	Org
2.	Managed Network Management Services	SUPP002	24x7 3 Hour Response	QA	Org
3.	Managed Network Management Services	SUPP0024	24x7 24 Hour Response	QA	Org
4.	Managed Network Management Services	SUPP003	24x7 4 Hour Response	QA	Org

- **Summary.** The **Organizational Summary** page displays read-only details about the organization and links to all elements associated with the organization.
- **Properties.** The **Organization Properties** page displays the contact information for an organization and also lists all SKUs used by the organization and all additional locations for the organization.
- **Logs.** The **Organizational Logs** page displays a record of all actions pertaining to the Organization, including all logins by organization members, all notifications sent to organization members, all events associated with an element in the organization or the organization itself, all create, edit, or delete actions in the platform by organization members.
- **Accounts.** The **Organizational Accounts** page displays a list of all user accounts associated with the organization. From this page, you can view and edit information about those user accounts.
- **Contacts.** The **External Contact Accounts** page allows you to define users who can be sent email from within the platform. These external contacts can be sent messages from the **Service Notifier** page (Registry > Business Services > Service Notifier).
- **Events.** The **Organizational Events** page displays a list of all active events associated with the organization. You can go to the **[Actions]** menu and choose to view all cleared events associated with the organization.
- **Tickets.** The **Organizational Tickets** page displays a list of all open, pending, and working tickets associated with the organization.
- **Notes.** The **Organizational Notes** page displays all notes associated with the organization and created by selecting **Notepad Editor** from the **[Actions]** menu.



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## The Actions Menu

Each page in the **Organization Administration** panel (the set of tabs for each organization) includes the **[Actions]** menu. This menu allows you to perform many organization and account-related tasks, directly from the current page. The **[Actions]** menu looks like a button and is located in the upper right of the page.

The following entries in the **[Actions]** menu appear on each page in the **Organization Administration** panel.

- **My Bookmarks.** Displays the **Administer Bookmarks** modal page, where you can access pre-defined bookmarks or save a new bookmark.
- **Add New Account.** Leads to the [Create New Account](#) page, where you can define a new user account to include in the organization.
- **Add New External Contact.** Leads to the [Create New External Contact](#) modal page, where you can define a new external contact to include in the organization.
- **Alternate Locations.** Leads to the [Alternate Locations](#) modal page, where you can define an additional location, address, and contact information for the organization.
- **Create a Ticket.** Leads to the [Ticket Editor](#) page, where you can define a new ticket about the organization.
- **Custom Navigation.** Leads to the **Custom Navigation** modal page, where you can define a custom tab for the **Organization Administration** page for the current organization. The custom tab will contain a link to an outside URL.
- **Organizational Finder.** Leads to the **Finder** page, where you can search the platform for elements.
- **Geolocate Coordinates.** [Generates latitude and longitude coordinates](#) for the organization's main location. The coordinates appear in the **Organization Properties** page and allow you to view the organization in the Google Earth application.
- **Notepad Editor.** Leads to the [Notepad Editor](#) modal page, where you can enter a note to include with the organization. The note will appear in the **Organizational Notes** page for the organization.
- **Product Catalog.** Leads to the [Product Catalog](#) modal page, where you can associate a product SKU with the organization or disassociate the organization from a product SKU.
- **Report Creator.** Leads to the [Report Creator](#) modal page, where you can define an organization report, including the information to include in the report and the format in which to generate the report.

---

## Shortcut Keys


You can access the **Organizational Account Administration** page from any place in the ScienceLogic platform by entering the following key combination:

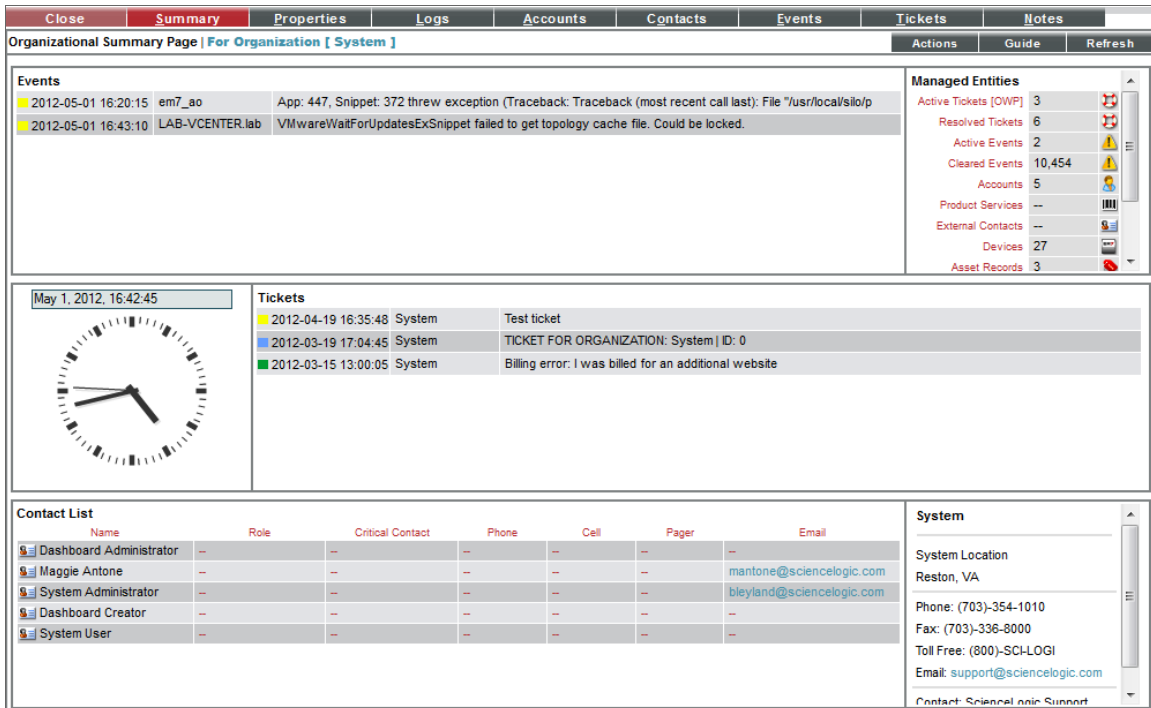
- Ctrl + Alt + 0 (zero)


# Viewing Details in the Organizational Summary Page

The **Organizational Summary** page provides an overview of an organization, information about the elements associated with the organization, and the current status of the organization.

To view the **Organizational Summary** page:

1. Go to the **Organizational Account Administration** page (Registry > Accounts > Organizations).
2. In the **Organizational Account Administration** page, find the organization you want to edit. Click its wrench icon ()
3. The **Organizational Summary** page appears.



Close	Summary	Properties	Logs	Accounts	Contacts	Events	Tickets	Notes																																													
Organizational Summary Page   For Organization [ System ]								Actions	Guide	Refresh																																											
<b>Events</b> 2012-05-01 16:20:15 em7_a0 App: 447, Snippet: 372 threw exception (Traceback: Traceback (most recent call last): File "/usr/local/silo/p 2012-05-01 16:43:10 LAB-VCENTER.lab VMwareWaitForUpdatesExSnippet failed to get topology cache file. Could be locked.								<b>Managed Entities</b> Active Tickets [OWP] 3 Resolved Tickets 6 Active Events 2 Cleared Events 10,454 Accounts 5 Product Services -- External Contacts -- Devices 27 Asset Records 3																																													
May 1, 2012, 16:42:45 		<b>Tickets</b> 2012-04-19 16:35:48 System Test ticket 2012-03-19 17:04:45 System TICKET FOR ORGANIZATION: System   ID: 0 2012-03-15 13:00:05 System Billing error: I was billed for an additional website																																																			
<b>Contact List</b> <table border="1"><thead><tr><th>Name</th><th>Role</th><th>Critical Contact</th><th>Phone</th><th>Cell</th><th>Pager</th><th>Email</th></tr></thead><tbody><tr><td>Dashboard Administrator</td><td>--</td><td>--</td><td>--</td><td>--</td><td>--</td><td>--</td></tr><tr><td>Maggie Antone</td><td>--</td><td>--</td><td>--</td><td>--</td><td>--</td><td><a href="mailto:mantone@sciencelogic.com">mantone@sciencelogic.com</a></td></tr><tr><td>System Administrator</td><td>--</td><td>--</td><td>--</td><td>--</td><td>--</td><td><a href="mailto:bleyland@sciencelogic.com">bleyland@sciencelogic.com</a></td></tr><tr><td>Dashboard Creator</td><td>--</td><td>--</td><td>--</td><td>--</td><td>--</td><td>--</td></tr><tr><td>System User</td><td>--</td><td>--</td><td>--</td><td>--</td><td>--</td><td>--</td></tr></tbody></table>								Name	Role	Critical Contact	Phone	Cell	Pager	Email	Dashboard Administrator	--	--	--	--	--	--	Maggie Antone	--	--	--	--	--	<a href="mailto:mantone@sciencelogic.com">mantone@sciencelogic.com</a>	System Administrator	--	--	--	--	--	<a href="mailto:bleyland@sciencelogic.com">bleyland@sciencelogic.com</a>	Dashboard Creator	--	--	--	--	--	--	System User	--	--	--	--	--	--	<b>System</b> System Location Reston, VA Phone: (703)-354-1010 Fax: (703)-336-8000 Toll Free: (800)-SCI-LOGI Email: <a href="mailto:support@sciencelogic.com">support@sciencelogic.com</a> Contact: Sciencelogic Support			
Name	Role	Critical Contact	Phone	Cell	Pager	Email																																															
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Dashboard Creator	--	--	--	--	--	--																																															
System User	--	--	--	--	--	--																																															

4. The **Organizational Summary** page displays the following:

## Events

The **Events** pane displays a list of active events associated with the organization. For each event, the **Events** pane displays the following:



- **Date and time.** Date and time the event last occurred on the organization.
- **Element.** Element associated with the event.





- **Message.** The event message. The message is color-coded for severity.
  - **Critical.** Critical events are those that require immediate attention.
  - **Major.** Major events are those that require immediate investigation.
  - **Minor.** Minor events are those that need to be investigated before problems become sever.
  - **Notice.** Notice events are those that require attention but are not problem-related.
  - **Healthy.** Healthy events are those that are not urgent.

Clicking on an event displays the **Event Summary** modal page, where you can view details about the event.

## Managed Entities

The **Managed Entities** pane displays the number of each type of element associated with the organization. This pane can contain entries for one or more of the following:

- **Active Tickets (OWP).** Specifies the number of active tickets associated with the organization. Clicking on the life ring icon () or the number of tickets leads to the [Organizational Tickets](#) page, where you can view details about the active tickets for the organization.
- **Resolved Tickets.** Specifies the number of resolved tickets associated with the organization. Clicking on the life ring icon () or the number of tickets leads to the [Organizational Tickets](#) page, where you can view details about the resolved tickets for the organization.
- **Active Events.** Specifies the number of active events associated with the organization. Clicking on the events icon () or the number of events leads to the [Organizational Events](#) page, where you can view details about the list of active events associated with the organization.
- **Cleared Events.** Specifies the number of events that have been cleared or automatically resolved. Clicking on the events icon () or the number of events leads to the [Organizational Events](#) page, where you can view details about the list of active events associated with the organization.
- **Accounts.** Displays the number of user accounts associated with the organization. Clicking on the accounts icon () leads to the [Organizational Accounts](#) page, where you can view details on the list of accounts.
- **Product Services.** Specifies the number of product or service SKUs associated with the organization. Clicking on the barcode icon or the number of products displays the [Product Services](#) modal page. In this page, you can view details about the products associated with the organization.
- **External Contacts.** Displays the number of external contacts associated with the organization. Clicking on the number or the contacts icon () leads to the [External Contact Accounts](#) page, where you can view details about the list of external contacts.
- **Devices.** Displays the number of organizations associated with the organization. Clicking on the number or the devices icon () leads to the [Organizational Finder](#) page, where you can view details on the list of devices in the organization.

- **Asset Records.** Displays the number of asset records associated with the organization. Clicking on the number or the asset icon () leads to the **Organizational Finder** page, where you can view details on the list of assets associated with the organization.
- **IPv4 Networks.** Displays the number of asset records associated with the organization. Clicking on the number or the network icon () leads to the **Organizational Finder** page, where you can view details on the list of networks associated with the organization.
- **Interfaces.** Displays the number of asset records associated with the organization. Clicking on the number or the interface icon () leads to the **Organizational Finder** page, where you can view details on the list of interfaces associated with the organization.
- **Virtual Interfaces.** Displays the number of asset records associated with the organization. Clicking on the number or the virtual interface icon () leads to the **Organizational Finder** page, where you can view details on the list of virtual interfaces associated with the organization.

**NOTE:** When a user assigns a network interface to a bandwidth policy, the ScienceLogic platform creates a virtual interface. The virtual interface represents the network interface, as monitored by the bandwidth policy. If multiple interfaces from a single organization are assigned to a bandwidth policy, the virtual interface represents the "sum" of the interfaces assigned to the policy. For example, suppose an organization has two network interfaces. Suppose both interfaces are assigned to a single bandwidth policy. The virtual interface for the organization will represent both network interfaces.

## Tickets


The **Tickets** pane displays a list of open tickets associated with the organization. For each ticket, the following is displayed:

- **Date and Time.** Date and time ticket was created or last edited.
- **Element associated with the Ticket.** Element associated with the ticket.
- **Ticket Message.** Message displayed by the ticket.

Clicking on a ticket message displays the **Ticket Summary** page for that ticket.

## Contact List

The **Contact List** pane displays information about all the user accounts associated with the organization.

- **Name.** Name of person to contact. Clicking on the name or the wrench icon () leads to the [Account Properties](#) page for the user account.
- **Role.** Description of the user's responsibilities in case of a critical situation. The user's description might differ from the user's actual title. For example, a contact's title might be Senior Engineer, but his/her role for the organization might be technical lead.

- **Critical Contact.** Circumstance when person should be contacted. This description might differ from the user's department. For example, the user's department might be Operations, but his/her role for the organization might be Hardware Maintenance.
- **Phone.** Person's phone number.
- **Cell.** Person's cell phone number.
- **Pager.** Person's pager number.
- **Email.** Person's email address. Clicking on this link opens an email client on the local computer and creates a new email message, with the contact's email address in the **To** field.

## Organization Name

This pane displays the address, phone and Email information about the organization.


---

## Editing Contact Information in the Organization Properties Page

The **Organization Properties** page displays the basic properties of the selected Organization and also additional information about critical contacts, product usage, and sub-locations.

In the **Organization Properties** page, you can view and edit the contact information for the organization.

To access the **Organization Properties** page:

1. Go to the **Organizational Account Administration** page (Registry > Accounts > Organizations).
2. In the **Organizational Account Administration** page, find the organization you want to edit. Click its wrench icon ()
3. The **Organizational Summary** page appears. Click the **[Properties]** tab.

4. The **Organization Properties** page appears. In this page, you can edit one or more of the following fields:

SKU Class	SKU Number	SKU Name	Name	Type
1. Managed Network Management Services	SUPP001	24x7 2 Hour Response	QA	Org
2. Managed Network Management Services	SUPP002	24x7 3 Hour Response	QA	Org
3. Managed Network Management Services	SUPP0024	24x7 24 Hour Response	QA	Org
4. Managed Network Management Services	SUPP003	24x7 4 Hour Response	QA	Org

## Organization Properties

The **Organization Properties** page contains the following fields:

- **Organization Name.** Name of the organization. Can be any combination of characters up to 64 characters in length.
- **Street Address.** Street address of the organization. For easier viewing, ScienceLogic suggests that you limit the address to 5 lines, with up to 60 characters per line.
- **City.** City where the organization is located. Can be up to 64 characters in length.
- **State.** State where the organization is located. Select from the drop-down list.
- **Postal Code.** Zip code of the organization. Can be up to 15 characters in length.
- **Country.** Country where the organization is located. Select from the drop-down list.
- **Contact First Name.** First name of organization contact. Can be up to 128 characters in length.
- **Contact Last Name.** Last name of organization contact. Can be up to 64 characters in length.
- **Title.** Contact's title. Can be up to 64 characters in length.
- **Department.** Contact's department. Can be up to 64 characters in length.
- **Phone.** Business phone number for the organization. Can be up to 36 characters in length.
- **Fax Phone.** Fax number for the organization. Can be up to 36 characters in length.
- **Toll Free.** Toll-free phone number for the organization. Can be up to 36 characters in length.

- **Email.** Organization's main email address. Can be up to 250 characters in length.
- **Billing ID.** Billing ID for organization. Can be up to 24 characters in length.
- **CRM ID.** CRM ID for organization. Can be up to 64 characters in length.
- **Email Notification Append Text.** The text entered in this field will appear at the bottom of all email messages sent from the ScienceLogic platform to members of this organization. This includes automated email messages and email messages that are sent manually either by clicking on an email icon or from the **Send Message** tab in the **Ticket Editor** page.
- **Longitude.** Displays the longitude associated with the organization's address. To generate this field, click the **[Actions]** menu and then select **Geolocate Coordinates**.
- **Latitude.** Displays the latitude associated with the organization's address. To generate this field, click the **[Actions]** menu and then select **Geolocate Coordinates**.
- **Organizational Ticket Watchers.** You can select one or more users (in addition to the ticket's creator or assignee) who will be considered "watchers" for all tickets associated with the organization. Each organizational watcher will be notified when a ticket is created and aligned with the organization and when that ticket is assigned to a user or changes status. When that ticket is created, assigned, or updated, the platform will automatically send email notifications to the list of watchers.

**NOTE:** Users whose **Login State** is set to *Suspended* on the **Account Permissions** page will not display in the list of users in the **Organizational Ticket Watchers** field. For details about suspending user accounts, see the [Managing User Accounts](#) section.

**NOTE:** On the **Behavior Settings** page (System > Settings > Behavior, if 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*.



## Critical Contact List

The **Critical Contact List** pane is useful when organization members must assign a task or contact a key team member.

A user appears in this pane if he/she was defined as a critical contact in the [Account Properties](#) page.

The **Critical Contact List** pane displays the following information about each critical contact:

- **Name.** Name of person to contact.
- **Role.** Description of the user's responsibilities in case of a critical situation. This description might differ from the user's actual title. For example, a contact's title might be Senior Engineer, but his/her role for the organization might be technical lead.
- **Critical Contact.** Circumstance when person should be contacted. This description might differ from the user's department. For example, the user's department might be Operations, but his/her role for the organization might be Hardware Maintenance.

- **Phone.** Person's phone number.
- **Cell.** Person's cell phone number.
- **Pager.** Person's pager number.
- **Email.** Person's email address.
- **Tools.** The following tools are available for each entry in the critical contact list:
  - *Manage User's Contact Information* (). Leads to the **Account Properties** page, where you can edit the person's contact information.
  - *Send Email Message to this User* (). Opens an email client on the local desktop. The **To** field is populated with the email address of the selected user.

## Product Usage List

The Product Usage List displays a list of SKUs associated with the organization. Usually, a SKU is associated with an organization because the organization is using that product or service.

To associate a SKU with the organization or change the list of SKUs associated with the organization, click the **[Actions]** menu and then select **Product Catalog**. In the **Product Catalog** modal page, you can add and remove products from the organization.

For each product associated with the organization, the **Product Usage List** pane displays the following:

- **SKU Class.** Description of the SKU. Can be up to 64 characters in length.
- **SKU Number.** Numeric ID for the SKU. Can be up to 24 characters in length.
- **SKU Name.** Name of the SKU. Can be up to 64 characters in length.
- **Name.** The name of the element using the SKU. Clicking on the icon for the element leads to a page where you can view more information about the element.
- **Type.** The type of element using the SKU. Choices are:
  - Organization
  - Device
  - Asset
  - Domain Name
  - Network
  - Interface
  - Other





## Organizational Alternate Locations

If one or more alternate locations have already been defined for the Organization, the **Organizational Alternate Locations** pane appears at the bottom of the page.



To define an alternate location for an organization, click the **[Actions]** menu and select **Alternate Locations**. In the **Alternate Locations** modal page, you can define a sub-location for the organization.

The **Organizational Alternate Locations** pane displays the following about each location:

- **Location Name**. Name of the alternate organization.
- **City**. City where the additional branch is located.
- **State**. State where the additional branch is located.
- **Zip Code**. Zip code of the additional location.
- **Country**. Country where the additional branch is located.
- **Primary Contact**. Name of the contact for the alternate location. To view detailed contact information, click on the contact icon ().
- **Secondary Contact**. Name of the contact for alternate location. To view detailed contact information, click on the contact icon ().
- **Tools**. For each location, you can use the following tools:
  - *View/edit properties of location* (). Leads to the **Location Editor** modal page, where you can edit the properties of an alternate location.
  - *Delete* (). Click this icon to delete the location.

---

## Viewing the User Accounts in an Organization



Each user account in the ScienceLogic platform is associated with an organization. Usually, each organization in the platform will include at least one user account (although an organization is not required to include user accounts).

The Organization Administration tools allow you to view, create, and edit user accounts for an organization.

There are two ways you can view a list of user accounts associated with an organization. This section describes both ways.


To view a list of user accounts associated with an organization:



1. Go to the **Organizational Account Administration** page (Registry > Accounts > Organizations).

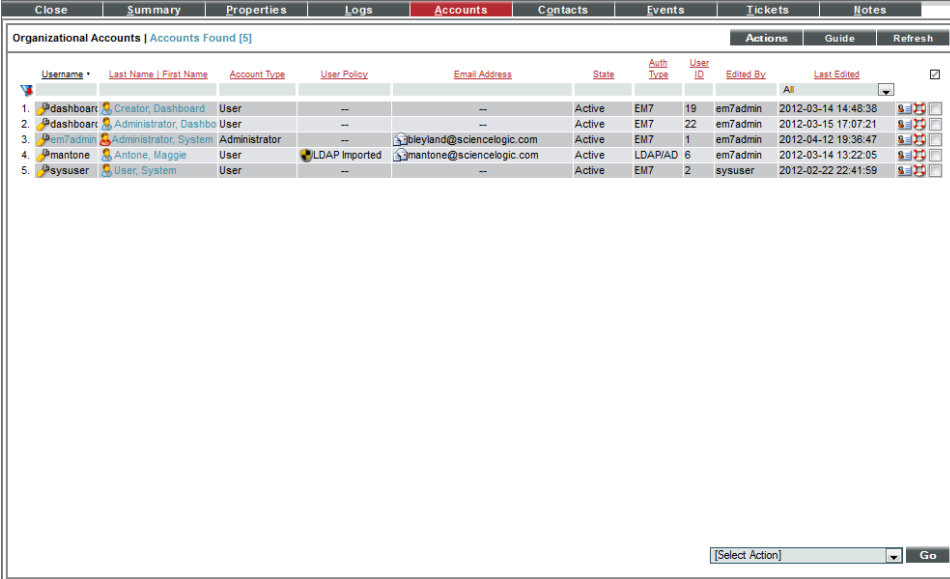
2. In the **Organizational Account Administration** page, find the organization you are interested in. Check if its *Users* column contains a value. If it does, you can click the user icon (  ). The platform will display the **Finder** page with a list of each user in the organization. From this page, you can click the business card icon (  ) to edit an account's properties.



The screenshot shows a window titled "Finder" with a "Close / Esc" button in the top right corner. Below the title bar is a "Reset" button. The main area contains a search filter section with several checkboxes: "Organization", "Device", "Asset", "IP Network", "Interface", "Vendor", "User Account" (checked), and "Virtual Interface". Below these is a text input field and a "Search" button. The search results are displayed in a table with the following data:

	Name	Type	ID	
1.	sjohnson (sjohnson@company.com)	User Account	27	 

- From the **Organizational Account Administration** page, you can also click the wrench icon () for an organization and then click the **[Accounts]** tab. The **Organizational Accounts** page will display a list of user accounts for the organization. From this page, you can click the wrench icon () to edit an account's properties.



The screenshot shows a web interface for managing organizational accounts. At the top, there are tabs for Close, Summary, Properties, Logs, Accounts (selected), Contacts, Events, Tickets, and Notes. Below the tabs, the page title is "Organizational Accounts | Accounts Found [5]". There are buttons for Actions, Guide, and Refresh. The main content is a table with the following columns: Username, Last Name | First Name, Account Type, User Policy, Email Address, State, Auth Type, User ID, Edited By, and Last Edited. The table contains five rows of user accounts.

Username	Last Name   First Name	Account Type	User Policy	Email Address	State	Auth Type	User ID	Edited By	Last Edited
1. dashboard	Creator, Dashboard	User	--	--	Active	EM7	19	em7admin	2012-03-14 14:48:38
2. dashboard	Administrator, Dashbo	User	--	--	Active	EM7	22	em7admin	2012-03-15 17:07:21
3. em7admin	Administrator, System	Administrator	--	ableylad@sciencelogic.com	Active	EM7	1	em7admin	2012-04-12 19:36:47
4. mantone	Antone, Maggie	User	LDAP Imported	mantone@sciencelogic.com	Active	LDAP/AD	6	em7admin	2012-03-14 13:22:05
5. sysuser	User, System	User	--	--	Active	EM7	2	sysuser	2012-02-22 22:41:59


At the bottom of the table, there is a "[Select Action]" dropdown menu and a "Go" button.

## Creating a User Account for an Organization

Each user account in the ScienceLogic platform is associated with an organization. Usually, each organization in the platform will include at least one user account (although an organization is not required to include user accounts).

You can create a new user account from the Organizational Administration tools. The new account will automatically be associated with the organization from which you created the account.

To add a user account to an organization:

- Go to **Organizational Account Administration** (Registry > Accounts > Organizations).
- In the **Organizational Account Administration** page, find the organization where you want to add a new user account. Click the wrench icon () for that organization.
- From the **Organizational Summary** page (or any page in the Organizational Administration tools), click the **[Actions]** menu.
- From the **[Actions]** menu, select **Add New Account**.

- The **Create New Account** page appears. Supply a value in each field:


- **First Name.** User's first name. This value can be up to 24 characters in length.
- **Last Name.** User's last name. This value can be up to 24 characters in length.
- **Generate a unique name based on first and last name.** If you select this checkbox, the platform will generate a login name for the user.
- **Password.** The user's password. This value must be at least six characters in length and can be up to 64 characters in length.
- **Confirm Password.** The user's password again. This value must be at least four characters in length and can be up to 64 characters in length.
- **Account Login Name.** User's login name. This field can be up to 32 characters in length
- **Primary Email.** User's email address. This field can be up to 64 characters in length.
- **Organization.** The organization of which the new user account will be a member. Users can select from among all organizations in the platform.
- **Account Type.** Specifies whether the user is a member of a user policy. Choices are:
  - *Individual.* User account is not a member of a user policy

- **Policy Membership.** User will be defined with a user policy. When selected, the **Policy Membership** field becomes active.
  - When a user policy is applied to a user's account, the user inherits the Key Privileges specified in the user policy. Administrators cannot add additional Key Privileges or delete Key Privileges from the user's account.
  - When a user policy is edited, each user account that is a member of that policy will be dynamically updated.
- **Account Type.** This drop-down contains an entry for each standard account type. These account types affect the list of Key Privileges for the user. The choices are:
  - **Administrator.** By default, administrators are granted all permissions available in the platform. Administrators can access all tabs and pages and perform all actions and tasks.
  - **User.** 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 system administrator from the **Access Keys** page (System > Manage > Access Keys).
- **Organization.** The organization of which the new user account will be a member. You can select from among all organizations in the platform.
- **Login State.** Default login state for the user account. The choices are:
  - **Suspended.** Account is not active. User cannot log in to the platform.
  - **Active.** Account is active. User can log in to the platform.
- **Authentication Method.** Specifies how the user's username and password will be authenticated. The choices are:
  - **EM7 Session.** User's username and password are authenticated by the Database Server.
  - **LDAP/Active Directory.** User's username and password are authenticated by an LDAP server or Active Directory server. For details on configuring the platform to use LDAP or Active Directory authentication, see the manual on using **LDAP or Active Directory**.

**NOTE:** For users who are authenticated with Single Sign-On (SSO), the ScienceLogic platform ignores the **Authentication Method** field. For details on configuring the platform to use SSO authentication, see the manual on using **Using Single Sign-On**.

- **Restrict to IP.** The user will be allowed to access the platform only from the specified IP. Specify the IP address in standard dotted-decimal notation.
- **Time Zone.** Select the appropriate time zone to associate with the user account.


**NOTE:** If the user account is aligned with a user policy that specifies a time zone, the **Time Zone** field will be disabled. The user account will use the Time Zone specified in the user policy and the **Time Zone** field cannot be edited.

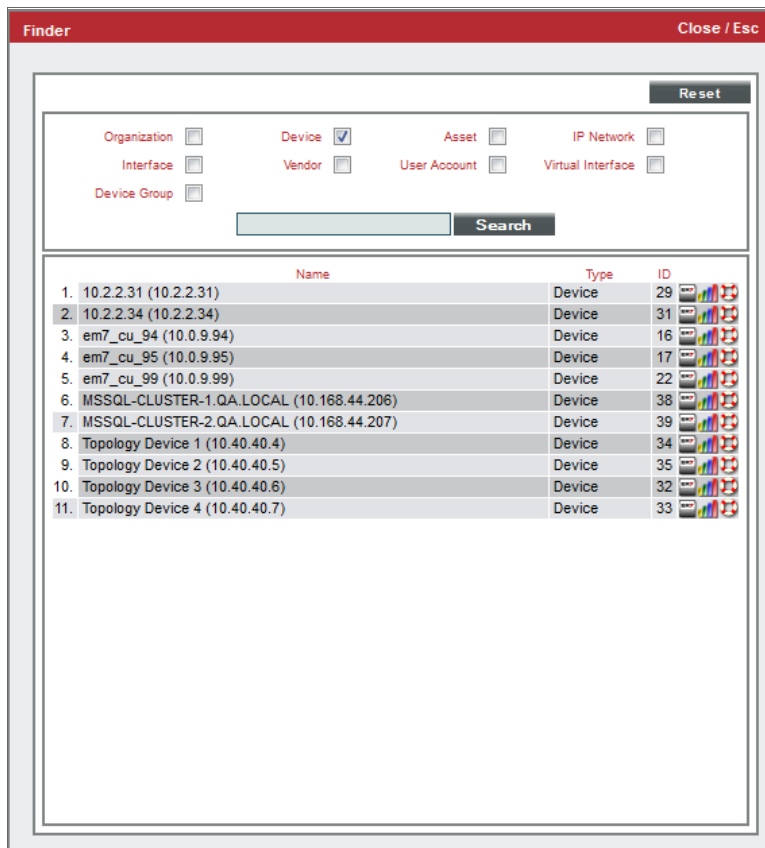
- **Policy Membership.** If you selected *Policy Membership* in the **Account Type** field, the **Policy Membership** field is activated. In this field, you can select a user policy to apply to the new user account.
    - When a user policy is applied to a user's account, the user inherits the Key Privileges specified in the user policy. Administrators cannot add additional Key Privileges or delete Key Privileges from the user's account.
    - When a user policy is edited, each user account that is a member of that template will be dynamically updated.
6. Click the **[Save]** button to save the new account.
  7. After saving, additional tabs (the Account tools) will appear for the account. You can then define additional parameters for the account. For details on the account tools, see the chapter on [Creating and Editing User Accounts](#).
  8. To later edit the user account from the **Organizational Accounts** page, click the wrench icon () for an account. The Account tools will appear for the account. For details on the account tools, see the chapter on [Creating and Editing User Accounts](#).
  9. You can also perform administrative tasks on multiple accounts from the **Organizational Accounts** page. To do so:
    - Select the checkbox for each account you want to edit.
    - In the **Select Action** drop-down list, select one of the following actions.
      - **DELETE Accounts.** Deletes all selected user accounts.
      - **Require LDAP/AD Authentication.** Each selected user must be authenticated on an LDAP server or an Active Directory server. User must have an existing account on an LDAP server or an Active Directory server. For details on configuring the platform to use LDAP or Active Directory authentication, see the manual [Using LDAP or Active Directory](#).
      - **Remove LDAP/AD Authentication.** Each selected user must be authenticated by a user interface session.
      - **Change Brand To.** Change the default theme (page layout, color, and graphics) for the user. Select from the list of existing themes.
  - Click the **[Go]** button to apply the selected action to each selected user account.


## Viewing the Devices in an Organization

Each device in the ScienceLogic platform is associated with an organization. You can use the **Organizational Account Administration** page to view a list of devices associated with a specific organization.

To view a list of devices associated with a specific organization:

1. Go to the **Organizational Account Administration** page (Registry > Accounts > Organizations).
2. In the **Organizational Account Administration** page, find the organization you are interested in.
3. Check if its *Devices* column contains a value. If it does, you can click the devices icon () .
4. The ScienceLogic platform will display the **Finder** page with a list of each device in the organization.



5. From the **Finder** page, you can click the device icon () to edit a device's properties.

---


## Adding Devices to an Organization

There are two ways to add a device with an organization:

- Specifying the organization during discovery of the device.
- Moving a device from its current organization to another organization.

The ScienceLogic platform's discovery tool automatically finds all the devices, hardware components, and software applications in your network. You must provide the discovery tool with a range of IP addresses, and the platform finds all the devices, hardware components, and software applications in the range. For each discovered device, hardware component, or software application, the platform gathers detailed data. This data is used throughout the ScienceLogic platform.

To specify an organization during dynamic discovery:

1. Go to the **Discovery Control Panel** page (System > Manage > Discovery).
2. **To edit an existing discovery session**, go to the Session Register and click the appropriate wrench icon ().
3. **To create a new discovery session**, click the **[Create]** button.
4. In the **Discovery Session Editor** modal page, supply values the following field related to organization(s).
  - **Organization**. This field contains a list of all organizations defined in the platform. Devices discovered during the discovery session will be assigned to the selected organization.



**NOTE:** Make sure you have the desired organization created and selected before running the discovery process. This field assigns all devices and networks in the specified IP range to a single organization. However, you can later assign individual devices and networks to different organizations.

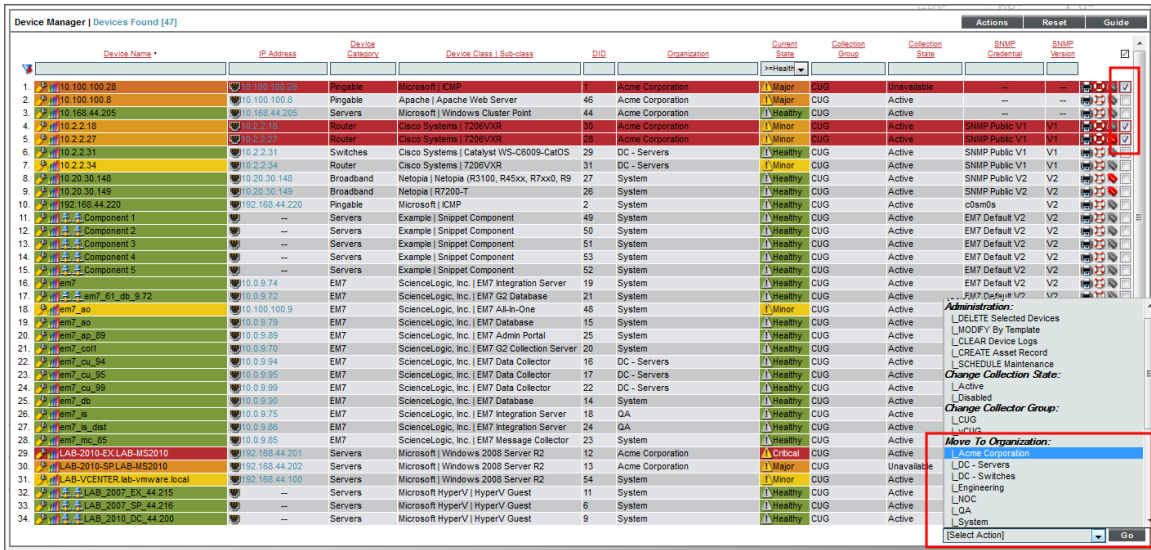
The screenshot shows the 'Discovery Session Editor | Editing Session [17]' interface. It is divided into three main sections: 'IP and Credentials', 'Detection and Scanning', and 'Basic Settings'. The 'Basic Settings' section contains the 'Organization' dropdown menu, which is highlighted with a red box and currently shows '[System]'. Other settings in 'Basic Settings' include 'Discover Non-SNMP' (unchecked), 'Model Devices' (checked), 'Duplication Protection' (checked), and 'Collection Server PID: 1' (set to '\_[em7\_a0]'). The 'Add Devices to Device Group(s)' list includes 'None', 'cisco\_switches', and 'windows\_servers'. The 'Apply Device Template' dropdown is set to '[ Choose a Template ]'. At the bottom of the interface, there are 'Save' and 'Log All' buttons.

3

5. In the **Organization** field, select a single organization from the list of all organizations in the ScienceLogic platform. All devices discovered during this discovery session will be associated with the selected organization.

To move a discovered device from its current organization to another organization:

1. Go to the **Device Manager** page (Registry > Devices > Device Manager).
2. In the **Device Manager** page, select the checkbox of each device to be moved to a new organization.



3. In the **Select Action** drop-down list, choose *Move to Organization* and select a new organization to associate with the devices.
4. Click the **[Go]** button.
5. Each selected organization will now be associated with the new organization.

## Viewing the External Contacts in an Organization

An external contact is a user to whom you can send email messages from the ScienceLogic platform (from the **Service Notifier** page). However, external contacts do not have accounts and cannot log in to the platform. Like users, external contacts are associated with organizations. This section describes how to view a list of external contacts associated with an organization. To learn more about external contacts, see the chapter [External Contacts](#) in this manual.

To view the list of external contacts associated with an organization:

1. Go to the **Organizational Account Administration** page (Registry > Accounts > Organizations).
2. In the **Organizational Account Administration** page, find the organization you are interested in. Click its wrench icon (🔧).
3. When the **Organizational Administration** panel appears, click the **[Contacts]** tab.

- The **External Contact Accounts** page appears. This page displays a list of external contacts for the organization.

External Contact Accounts   For Organization [ System ]   External Contacts Found [ 6 ]										
Search where Last Name is like... <input type="text"/> <input type="button" value="Search"/>										
	Last Name   First Name	Title	Email Address	City	State	Postal Code	Phone	Subscriber ID	Edit Date	<input checked="" type="checkbox"/>
1.	bethanabotla, lakshmi	Test	lakb80@gmail.com	--	--	--	5715722769	8	2011-05-31 15:02:59	<input type="checkbox"/>
2.	ftdrsgft, Int,		abc@abc.com	--	--	--	--	5	2011-05-15 22:42:17	<input type="checkbox"/>
3.	H, M		marfat@gmail.com	--	VA	--	--	10	2011-06-09 10:37:43	<input type="checkbox"/>
4.	H, M		mhussain@sciencelogic.com	Reston	VA	11111	--	12	2011-06-27 15:35:36	<input type="checkbox"/>
5.	Testerson, Testy		ttesterson@foo.com	--	--	--	--	1	2012-02-07 11:54:20	<input type="checkbox"/>
6.	Testerson, Testy		ttesterson@foo.com	--	--	--	--	6	2012-02-07 11:54:20	<input type="checkbox"/>

[Viewing Page: 1] [Select Action]

- The **External Contact Accounts** page displays the following about each external contact:
  - Last Name | First Name.** Last name and first name of the external contact.
  - Title.** The external contact's work title.
  - Email Address.** Email address associated with the external contact account.
  - City.** City associated with the external contact account.
  - State.** State associated with the external contact account.
  - Postal Code.** Postal code associated with the external contact account.
  - Phone Number.** Phone number associated with the external contact account.
  - Subscriber ID.** Unique, numeric ID, automatically assigned to each external contact account by the platform.
  - Edit Date.** Date and time the external contact account was created or last edited.

# Creating External Contacts for an Organization

External contacts can be created either from the **External Contacts** page or from the **Organizational Administration** tools. This section will describe how to create an external contact from the **Organizational Administration** tools. To learn how to create an external contact from the **External Contacts** page, see the chapter [External Contacts](#) in this manual.

To create a new external contact account for the organization:

1. Go to the **Organizational Account Administration** page (Registry > Accounts > Organizations).
2. In the **Organizational Account Administration** page, find the organization where you want to add a new user account. Click the wrench icon (🔧) for that organization.
3. From the **Organizational Summary** page (or any page in the Organizational Administration tools), click the **[Actions]** menu.

The screenshot shows the 'Organizational Summary Page' for 'Organization [ System ]'. The page has a navigation bar with tabs: Close, Summary (selected), Properties, Logs, Accounts, Contacts, Events, Tickets, and Notes. Below the navigation bar, there are sections for 'Events', 'Tickets', and 'Contact List'. The 'Events' section shows two entries. The 'Tickets' section shows three entries. The 'Contact List' section shows a table with columns: Name, Role, Critical Contact, Phone, Cell, Pager, and Email. The 'Actions' menu is open, and 'Add New External Contact' is highlighted with a red box. Other menu items include: My Bookmarks (Ctrl+Alt+B), Add New Account, Alternate Locations, Clear Summary Cache, Create a Ticket (Ctrl+Alt+Enter), Custom Navigation, Organizational Finder (Ctrl+Alt+F), Geolocate Coordinates, Notepad Editor (Ctrl+Alt+O), Product Catalog (Ctrl+Alt+C), and Report Creator.

Name	Role	Critical Contact	Phone	Cell	Pager	Email
Dashboard Administrator	--	--	--	--	--	--
Maggie Antone	--	--	--	--	--	mantone@sciencelogic.com
System Administrator	--	--	--	--	--	bleylard@sciencelogic.com
Dashboard Creator	--	--	--	--	--	--
System User	--	--	--	--	--	--

System
System Location
Reston, VA
Phone: (703)-354-1010
Fax: (703)-336-8000
Toll Free: (800)-SCH-LOGI
Email: support@sciencelogic.com
Contact: Sciencelogic Support

4. From the **[Actions]** menu, select **Add New External Contact**.

- The **Create New External Contact** page appears.

- To define a new external contact, supply a value in each field. (The organization field will already be populated with the name of the current organization)

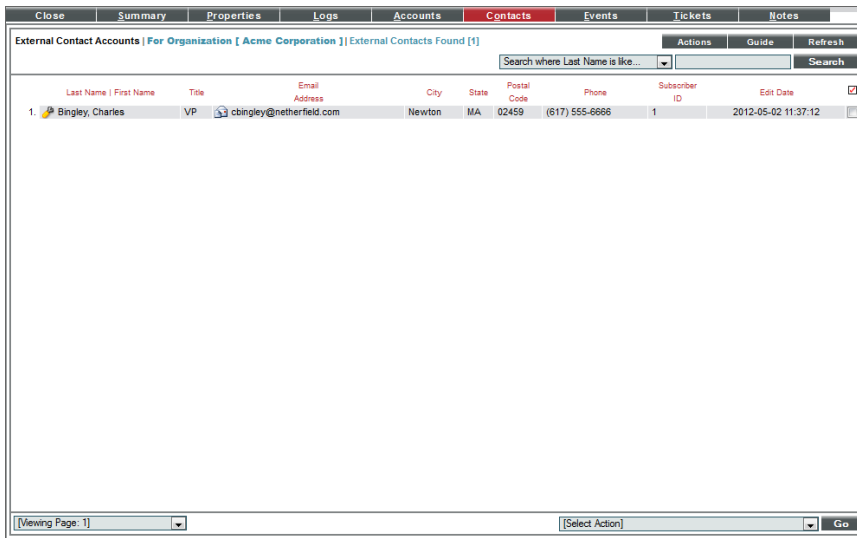
- **First Name.** Contact's first name. This value can be up to 24 characters in length.
- **Last Name.** Contact's last name. This value can be up to 24 characters in length.
- **Title.** Contact's title. This field can be up to 32 characters in length.
- **Department.** Contact's department. This field can be up to 36 characters in length.
- **Phone.** Contact's phone number at work. This field can be up to 24 characters in length.
- **Fax.** Contact's fax number at work. This field can be up to 24 characters in length.
- **Mobile.** Contact's cell phone number. This field can be up to 24 characters in length.
- **Pager.** Any other phone numbers for contacting the person. This field can be up to 24 characters in length.
- **Primary Email.** Contact's primary email address. This field can be up to 64 characters in length.
- **Secondary Email.** Additional email address for contacting the person. This field can be up to 64 characters in length.

- **AlternateEmail.** Additional email address for contacting the person. This field can be up to 64 characters in length.
- **Street Address.** Contact's street address at work. This field can be up to 64 characters in length.
- **Suite/Building.** Suite/Building for the person at work. This field can be up to 64 characters in length.
- **City.** City where the person works. This field can be up to 64 characters in length.
- **State.** State where the person works.
- **Postal Code.** Zip code where the person works. This field can be up to 12 characters in length.
- **Country.** Country where the person works.

**NOTE:** By default, the **Country** field will be set to the country specified in the **Behavior Settings** page (System > Settings > Behavior). You can override this setting for the current external contact. Editing the value in this field will not affect the system-wide default setting.

- **Toll Free.** Toll-free phone number for the person. This field can be up to 24 characters in length.
- **Organization.** Organization to associate with the person. Select from a list of all organizations in the platform.
- **Key Role.** Description of the contact's responsibilities in case of a critical situation. This description might differ from the contact's actual title. For example, a contact's title might be Senior Engineer, but his/her role for the organization might be technical lead. Select from the drop-down list. (Administrators can go to the **Select Objects Editor** page to customize the entries that appear in this list.) If a value is supplied in this field, the contact will appear as a **Critical Contact** for the organization in the **Organization Properties** page.
- **Critical Contact.** Circumstance when person should be contacted. This description might differ from the contact's department. For example, the contact's department might be Operations, but his/her role for the organization might be Hardware Maintenance. Select from the drop-down list. (Administrators can go to the **Select Objects Editor** page to customize the entries that appear in this list.) If a value is supplied in this field, the contact will appear as a **Critical Contact** for the organization in the **Organization Properties** page.
- **Pass Phrase.** Questions that verify a contact who has forgotten his/her password. The platform does not use this field.
  - What is your Mother's maiden name?
  - What is your favorite pet's name?
  - What is your favorite color?
- **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.
- **Time Zone.** Time zone associated with the contact's location. Select from a list of all time zones.
- **Billing ID.** Billing ID associated with this contact. This field can be up to 24 characters in length.

- **CRM ID.** CRM ID associated with this contact. This field can be up to 64 characters in length.
  - **Notes.** Any notes you want to include with the contact's profile information.
7. Click the **[Save]** button to save the new external contact account.
  8. The new external contact account should now appear under the **[Contacts]** tab, in the **External Contact Accounts** page.



## Viewing Events for an Organization

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.

Each instance of an event in the ScienceLogic platform is associated with an organization. Each occurrence of an event is grouped by organization (the organization associated with the device where the event occurred or the organization associated with the policy that generated the event).

In the **Organizational Administration** panel, you can view a list of events associated with a specific organization.

To view a list of events associated with a specific organization:

1. Go to the **Organizational Account Administration** page (Registry > Accounts > Organizations).

- In the **Organizational Account Administration** page, find the organization with associated events that you want to view.

Organizational Account Administration | Organizations Found [7]

Organization Name	City	State	Contact	Phone	Email	Users	Devices	Assets	Events	ID	Edited By	Last Edited
1. Acme Corporation	New York	NY		--	--	1	7	--	12	6	em7admin	2012-03-15 18:18:48
2. PDC - Servers	Washington	DC		--	--	1	11	--	1	1	em7admin	2012-03-16 11:40:45
3. PDC - Switches	Washington	DC		--	--	--	--	--	7	7	em7admin	2012-03-16 11:40:13
4. Engineering	Reston	VA	Kint, Roger	703-354-3333	rkint@super.com	1	--	--	5	5	em7admin	2012-03-13 19:54:52
5. HQ	Reston	VA	Mike Griffin	704-354-1111	mgriffin@super.com	1	--	--	4	4	em7admin	2012-03-13 19:52:57
6. QA	Reston	--	--	--	--	1	2	1	1	1	em7admin	2012-02-22 22:39:54
7. System	Reston	VA	Support, ScienceLogic	(703)-354-1010	support@sciencelogic.com	5	27	3	1	0	em7admin	2007-12-01 15:51:17

[Select Action] Go

- If a value appears in the *Events* column, click the event icon (🚩).
- The **Organizational Events** page appears for the organization.

Close Summary Properties Logs Accounts Contacts **Events** Tickets Notes




Organizational Events | For Organization [ Acme Corporation ] | Viewing [Active Events]

Name	Event Message	Acknowledged	Age / Elapse	Ticket	External Ticket	Last Detected	Source	Count	Del
LAB-2010-EX.LAB	C:\ File system usage exceeded critical threshold: Limf: 95%, Actual: 95%	☑	2012-05-01 18:40:08	--	--	2012-05-02 11:55:07	Internal	208	🚩
10.100.100.8	backup_complete	☑	2012-03-28 19:44:13	--	--	2012-03-28 19:44:13	3rd Party	2	🚩
10.100.100.28	Device Failed Availability Check: ICMP Ping	☑	2012-04-20 18:22:13	--	--	2012-05-02 11:52:13	Internal	3391	🚩
LAB-2010-SPLAB	Device Failed Availability Check: UDP - SNMP	☑	2012-04-20 18:22:13	--	--	2012-05-02 11:52:13	Internal	3391	🚩
LAB-2010-EX.LAB	Mailbox Mailbox Database 0301049544 Average Delivery Time has exceeded threshold: (1500s)	☑	2012-02-22 20:25:30	--	--	2012-02-27 16:35:25	Dynamic	1385	🚩
10.100.100.28	Network latency exceeded threshold: No Response	☑	2012-04-20 18:22:13	--	--	2012-05-02 11:52:13	Internal	3391	🚩
10.2.2.18	System or agent has recently restarted	☑	2012-04-20 18:20:17	--	--	2012-05-02 11:55:15	Internal	3367	🚩
10.2.2.27	System or agent has recently restarted	☑	2012-04-20 18:20:17	--	--	2012-05-02 11:55:15	Internal	3373	🚩
LAB-2010-EX.LAB	Mailbox_Total Average Delivery Time has exceeded threshold: (1500s)	☑	2012-04-23 09:30:51	--	--	2012-05-02 11:55:40	Dynamic	2544	🚩
LAB-2010-EX.LAB	Mailbox Exchange Mailbox Database Average Delivery Time has exceeded threshold: (1500s)	☑	2012-04-23 09:30:51	--	--	2012-05-02 11:55:40	Dynamic	2544	🚩
10.100.100.28	Drive \\.PHYSICALDRIVE0 now OK.	☑	2012-03-30 11:11:27	--	--	2012-03-30 11:11:27	Dynamic	1	🚩

1 Healthy 6 Minor 3 Major 1 Critical



This page displays a list of all active events associated with the organization or the organization's elements. For each event, the page displays:

- **Name**. Name of the element associated with the event.
- **Event Message | Severity**. Message generated by event, as defined in the **Event Policy Editor** page (Registry > Events > Event Manager > create or edit). The message is color-coded for severity.
- **Acknowledged**. Specifies whether a ScienceLogic user has acknowledged this event.
  - *Red check*. Event has not been acknowledged.
  - *Gray check with name*. Event has been acknowledged.
- **Age / Elapse**. Number of days, hours, and minutes since the last occurrence of the event.
- **Ticket**. Ticket ID associated with this event, if applicable.
- **Last Detected**. Date and time of last occurrence of the event.
- **EID**. Unique ID for the event, generated by the ScienceLogic platform.
- **Source**. Source of the log message that triggers the event, as defined in the **Event Policy Editor** page (Registry > Events > Event Manager > create or edit). Choices are:
  - *Syslog*. Event was generated from standard system log generated by device.
  - *Internal*. Event was generated by the ScienceLogic platform.
  - *Trap*. Event was generated by an SNMP trap.
  - *Dynamic*. Event was generated by a dynamic application collecting data from the device.
  - *Email*. Event was generated by an email from an external agent; for example, Microsoft Operations Manager (MOM).
  - *API*. Event was generated by a snippet Run Book Action, a snippet Dynamic Application, a request to the ScienceLogic API, or by an external system.
- **Count**. Number of times this event has occurred.
- **View Notifications icon** (). Leads to the **Event Actions Log**, where you can view details about each automation policy that has triggered for the event.
- **Statistics icon** (). Displays the **Event Statistics** page, where you can view historical statistics for the selected event.
- **Information icon** (). Displays the **Event Information** page, where you can view an overview of the selected event, suppress the selected event, or edit the definition of the selected event.

**NOTE:** To view a list of all cleared events for the organization, click the **[Actions]** menu and select **View Cleared Events**. To return to the list of active events, click the **[Actions]** menu and select **View Active Events**.

## Viewing Tickets for an Organization

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. A ticket can be created manually or be created based on an event.

Each ticket in the ScienceLogic platform is associated with an organization. That organization can either be the subject of the ticket or be associated with a device or policy that is the main subject of the ticket.

In the **Organizational Administration** panel, you can view a list of tickets associated with a specific organization.

To view a list of tickets associated with a specific organization:

1. Go to the **Organizational Account Administration** page (Registry > Accounts > Organizations).
2. In the **Organizational Account Administration** page, find the organization you are interested in. Click its wrench icon (🔧). When the **Organizational Administration** panel appears, click the **[Tickets]** tab.
3. The **Organizational Tickets** page appears:

The screenshot shows the 'Organizational Tickets | For Organization [ System ]' page. It features a table with columns for Description, TID, Queue, Status, Category, and Source. The tickets are grouped into 'Open / Pending / Working Tickets' and 'Resolved Tickets'. A legend at the bottom indicates the severity levels: 3 Healthy (green), 3 Notice (blue), 1 Minor (yellow), 1 Major (orange), and 2 Critical (red).

Organizational Tickets   For Organization [ System ]							Actions	Guide	Refresh
Open / Pending / Working Tickets									
	Description	TID	Queue	Status	Category	Source			
1.	IT Service State Critical	8	Monitoring	Open	Network	Automated			
2.	IT Service State Critical	4	Service Level	Open	Network	Automated			
3.	Availability Check Failure	5	Monitoring	Open	Monitoring	Automated			
4.	Network Latency Exceeds Threshold	6	Service Level	Open	Threshold	Automated			
5.	TICKET FOR ORGANIZATION: System   ID: 0	1	Asset Management	Open	Abuse	Automated			
6.	Bar	11	Asset Management	Open	Abuse	Automated			
7.	Bar	10	Asset Management	Open	Abuse	Automated			
Resolved Tickets									
	Description	TID	Queue	Status	Category	Source			
8.	Run Book Automation Issue	9	Unknown	Resolved	Other	Email			
9.	TICKET FOR ORGANIZATION: System   ID: 0	2	Asset Management	Resolved	Abuse	Automated			
10.	Availability Check Failure	7	Monitoring	Resolved	Monitoring	Automated			

Legend: 3 Healthy (green), 3 Notice (blue), 1 Minor (yellow), 1 Major (orange), 2 Critical (red)

4. The **Organizational Tickets** page displays a list of all open, pending, working, and resolved tickets associated with the organization and its elements.

# Creating a Ticket for an Organization

You can create a ticket about an organization without having to leave the **Organizational Administration** tools. To do this:

1. Go to the **Organizational Account Administration** page (Registry > Accounts > Organizations).
2. In the **Organizational Account Administration** page, find the organization you are interested in. Click its wrench icon (🔧).
3. From the **Organizational Summary** page (or any page in the Organizational Administration tools), click the **[Actions]** menu.

The screenshot shows the 'Organizational Summary Page | For Organization [ Azure ]'. The page has tabs for Close, Summary, Properties, Logs, Accounts, Contacts, Events, Tickets, and Notes. The 'Actions' menu is open, showing options like 'My Bookmarks (Ctrl+Alt+B)', 'Add New Account', 'Add New External Contact', 'Alternate Locations', 'Clear Summary Cache', 'Create a Ticket (Ctrl+Alt+Enter)', 'Custom Navigation', 'Organizational Finder (Ctrl+Alt+F)', 'Geolocate Coordinates', 'Notepad Editor (Ctrl+Alt+O)', 'Product Catalog (Ctrl+Alt+C)', and 'Report Creator'. The 'Create a Ticket (Ctrl+Alt+Enter)' option is highlighted with a red box.

Events	Properties	Logs
2015-10-07 13:57:47	VmPCU2	Device Failed Availability Check: Component device 871 is not available
2015-10-07 13:57:47	VmPCU3	Device Failed Availability Check: Component device 870 is not available
2015-10-07 13:57:47	VmPCU1	Device Failed Availability Check: Component device 869 is not available
2015-10-07 13:57:41	AutoCloud	Device Failed Availability Check: Component device 812 is not available
2015-10-07 13:57:41	tempregress4VM	Device Failed Availability Check: Component device 811 is not available
2015-10-07 13:57:41	CSdeleteGis1	Device Failed Availability Check: Component device 810 is not available
2015-10-07 13:57:41	TWUcloud	Device Failed Availability Check: Component device 809 is not available
2015-10-07 13:57:41	TaffG01	Device Failed Availability Check: Component device 808 is not available
2015-10-07 13:57:41	deletememike11	Device Failed Availability Check: Component device 807 is not available

Tickets	Bar
2015-10-07 12:30:50	Cloud Services
2015-08-31 15:35:24	Cloud Services
2015-08-31 15:35:24	Virtual Machines
2015-08-31 15:35:24	VmPCU1
2015-08-31 15:35:24	VmPCU3
2015-08-31 15:35:24	VmPCU2
2015-08-31 15:35:24	Cloud Services
2015-08-31 15:35:24	Cloud Services
2015-08-31 15:35:24	sqlsvrpcu1

Contact List	Azure					
Name	Role	Critical Contact	Phone	Cell	Pager	Email
There are no user accounts for this organization						



4. From the **[Actions]** menu, select **Create a Ticket**.

5. The **Ticket Editor** page appears.

The screenshot shows the 'Ticket Editor' interface. At the top, there's a blue header with 'Ticket Editor | New Ticket | Click Save to commit' and buttons for 'Actions', 'Reset', and 'Guide'. Below the header are tabs for 'Properties', 'Logs', 'Automation', 'Message', and 'Test'. The 'Properties' tab is active, showing a 'Description' field with '(New Ticket)', an 'Organization' dropdown set to '[ Azure ]', and an 'Element' dropdown set to 'Azure'. Below this is the 'Ticket Properties' section with several dropdown menus: 'Ticket Description' (containing 'TICKET FOR ORGANIZATION: Azure | ID: 2'), 'Ticket State' (set to 'Open'), 'Status' (set to 'Open'), 'Severity' (set to '[ Sev 4 / Notice ]'), 'Category' (set to 'Abuse'), 'Source' (set to 'Automated'), 'Queue' (set to 'Asset Management'), and 'Assigned User' (set to '[ em7admin ]'). There's also an 'Example Custom' field. Below the ticket properties is the 'Notes & Attachments' section, which includes a 'Maximize', 'Descending', and 'New Note' button, a '#1) Cloak: [x] Enabled' checkbox, and a rich text editor with a toolbar and a text area containing 'Start typing ...'. A 'Save' button is located at the bottom center of the form.

6. To create a new ticket, supply a value in each field.

- **Organization**. Select the organization with which the ticket will be associated. You can select from a list of all organizations that you are a member of. When creating a ticket from an organization's **Organizational Summary** page, that organization will already be selected.
- **Ticket Description**. Description of the problem or ticket. By default, this field will include the text "Ticket for Organization" and then the name of the organization. However, you can edit this description.
- **Sub-Organization**. Select a second organization with which the ticket will be associated.
- **Ticket State**. Custom parameter, defined in the **Ticket States** page (Registry > Ticketing > Custom States). Allows you to add additional workflow restrictions to a ticket.
- **Severity**. The severity of the problem. Choices are:
  - Severity 0/Healthy
  - Severity 1/Notice
  - Severity 2/Minor
  - Severity 3/Major
  - Severity 4/Critical
- **Category**. Descriptive category assigned to the ticket. You can use the **Select Objects Editor** page (System > Customize > Select Objects) to customize the list of possible categories.

- **Source.** Original source for the ticket. You can use the **Select Objects Editor** page (System > Customize > Select Objects) to customize the list of possible sources. The default choices are:
  - *Automated.* Ticket was created automatically when an event occurred.
  - *Email.* An Email about an issue prompted this ticket.
  - *External.* An external source created this ticket.
  - *Internal.* Ticket was created in the platform.
  - *Phone.* A phone call about an issue prompted this ticket.
- **Queue.** Ticket Queue to which the ticket will be assigned.
- **Assigned User.** User who is responsible for resolving the ticket. This drop-down list contains entries for each user assigned to the specified Ticket Queue and who has a Login State of *Active*. When a ticket is assigned to a user, the platform automatically sends the user an Email message as notification.
- **Custom Fields.** If your ScienceLogic system includes embedded custom fields for tickets, you can supply a value in those fields.
- **Notes & Attachments.** The **Notes & Attachments** pane in the **Ticket Editor** page allows you to enter notes or comments about a ticket, insert content from a saved template, or to add images, videos, or attachments to the ticket.
  - To add a note to a ticket, click the **[New Note]** button in the **Ticket Editor** page. A new instance of the **Notepad Editor** will appear in the **Notes & Attachments** pane. To edit a note, click the wrench icon () for the note you want to edit.
  - To add an attachment to a note, click the paperclip icon () , and then click the **[Browse]** button to choose the file you want to attach to the note.

7. Click the **[Save]** button to save the new ticket.

- The new ticket will appear in the **Ticket Console** page. The **Element Name** column will contain the name of the organization.
- The new ticket will also appear in the **[Tickets]** tab, in the **Organizational Tickets** page of the **Organizational Administration** panel.

**NOTE:** After clicking the **[Save]** button, the **Ticket Editor** will appear. In this page, you can define additional fields for the ticket.

## Viewing Logs for an Organization


The ScienceLogic platform creates a log for each organization. Each organization log displays a record of all actions pertaining to the organization. These actions include:

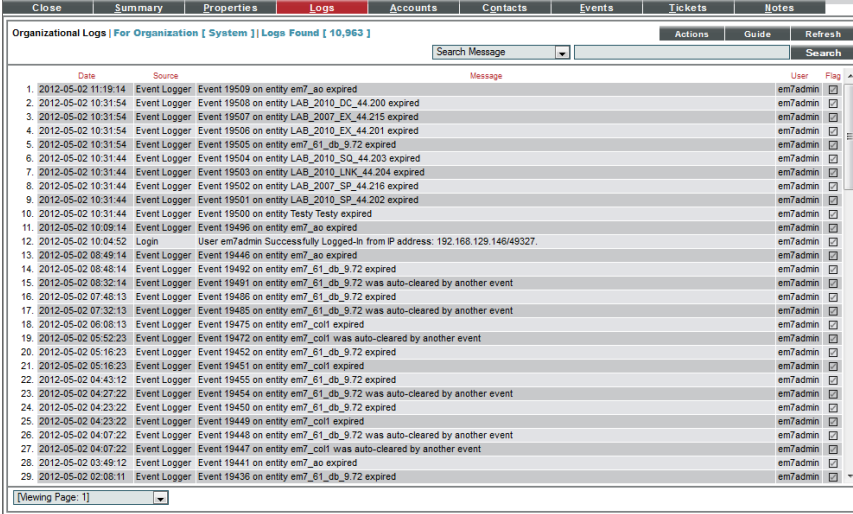
- All logins by organization members.
- All notifications sent to organization members.

- Organization member creating, editing, or deleting anything in the platform.
- All events associated with an entity managed by the organization.

The **Organizational Administration** panel includes an **Organizational Logs** page, where you can view the entries for a specific organization. The **Organizational Logs** page provides a complete audit trail for an organization.

To view the **Organizational Logs** page for an organization:

1. Go to the **Organizational Account Administration** page (Registry > Accounts > Organizations).
2. In the **Organizational Account Administration** page, find the organization you are interested in. Click its wrench icon (  )
3. When the **Organizational Summary** page appears, click the **[Logs]** tab.
4. The **Organizational Logs** page appears. In this page, you can view the log entries for an organization. You can also search for log entries and flag log entries.



Date	Source	Message	User	Flag
2012-05-02 11:19:14	Event Logger	Event 19509 on entity em7_ao expired	em7admin	<input type="checkbox"/>
2012-05-02 10:31:54	Event Logger	Event 19508 on entity LAB_2010_DC_44.200 expired	em7admin	<input type="checkbox"/>
2012-05-02 10:31:54	Event Logger	Event 19507 on entity LAB_2007_EX_44.215 expired	em7admin	<input type="checkbox"/>
2012-05-02 10:31:54	Event Logger	Event 19506 on entity LAB_2010_EX_44.201 expired	em7admin	<input type="checkbox"/>
2012-05-02 10:31:54	Event Logger	Event 19505 on entity em7_db_9.72 expired	em7admin	<input type="checkbox"/>
2012-05-02 10:31:44	Event Logger	Event 19504 on entity LAB_2010_SD_44.203 expired	em7admin	<input type="checkbox"/>
2012-05-02 10:31:44	Event Logger	Event 19503 on entity LAB_2010_LINK_44.204 expired	em7admin	<input type="checkbox"/>
2012-05-02 10:31:44	Event Logger	Event 19502 on entity LAB_2007_SP_44.216 expired	em7admin	<input type="checkbox"/>
2012-05-02 10:31:44	Event Logger	Event 19501 on entity LAB_2010_SP_44.202 expired	em7admin	<input type="checkbox"/>
2012-05-02 10:31:44	Event Logger	Event 19500 on entity Testy Testy expired	em7admin	<input type="checkbox"/>
2012-05-02 10:09:14	Event Logger	Event 19498 on entity em7_ao expired	em7admin	<input type="checkbox"/>
2012-05-02 10:04:52	Login	User em7admin Successfully Logged-In from IP address: 192.168.129.146/49327.	em7admin	<input type="checkbox"/>
2012-05-02 08:49:14	Event Logger	Event 19446 on entity em7_ao expired	em7admin	<input type="checkbox"/>
2012-05-02 08:48:14	Event Logger	Event 19492 on entity em7_db_9.72 expired	em7admin	<input type="checkbox"/>
2012-05-02 08:32:14	Event Logger	Event 19491 on entity em7_db_9.72 was auto-cleared by another event	em7admin	<input type="checkbox"/>
2012-05-02 07:46:13	Event Logger	Event 19490 on entity em7_db_9.72 expired	em7admin	<input type="checkbox"/>
2012-05-02 07:32:13	Event Logger	Event 19489 on entity em7_db_9.72 was auto-cleared by another event	em7admin	<input type="checkbox"/>
2012-05-02 06:08:13	Event Logger	Event 19475 on entity em7_cofl expired	em7admin	<input type="checkbox"/>
2012-05-02 05:52:23	Event Logger	Event 19472 on entity em7_cofl was auto-cleared by another event	em7admin	<input type="checkbox"/>
2012-05-02 05:16:23	Event Logger	Event 19452 on entity em7_db_9.72 expired	em7admin	<input type="checkbox"/>
2012-05-02 05:16:23	Event Logger	Event 19451 on entity em7_cofl expired	em7admin	<input type="checkbox"/>
2012-05-02 04:43:12	Event Logger	Event 19455 on entity em7_db_9.72 expired	em7admin	<input type="checkbox"/>
2012-05-02 04:27:22	Event Logger	Event 19454 on entity em7_db_9.72 was auto-cleared by another event	em7admin	<input type="checkbox"/>
2012-05-02 04:23:22	Event Logger	Event 19450 on entity em7_db_9.72 expired	em7admin	<input type="checkbox"/>
2012-05-02 04:23:22	Event Logger	Event 19448 on entity em7_cofl expired	em7admin	<input type="checkbox"/>
2012-05-02 04:07:22	Event Logger	Event 19448 on entity em7_db_9.72 was auto-cleared by another event	em7admin	<input type="checkbox"/>
2012-05-02 04:07:22	Event Logger	Event 19447 on entity em7_cofl was auto-cleared by another event	em7admin	<input type="checkbox"/>
2012-05-02 03:49:12	Event Logger	Event 19441 on entity em7_ao expired	em7admin	<input type="checkbox"/>
2012-05-02 02:08:11	Event Logger	Event 19436 on entity em7_db_9.72 expired	em7admin	<input type="checkbox"/>

5. The **Organizational Logs** page displays the following for each log entry:
  - **Date**. Date the action occurred and the log entry was created.
  - **Source**. Source of the log entry.
  - **Message**. Text of the log entry.
  - **Flag**. Clicking on the flag checkmark changes the checkmark from red to black and appends the user's username to the checkmark. This aids in quickly finding the log entry.

## Associating Products with an Organization

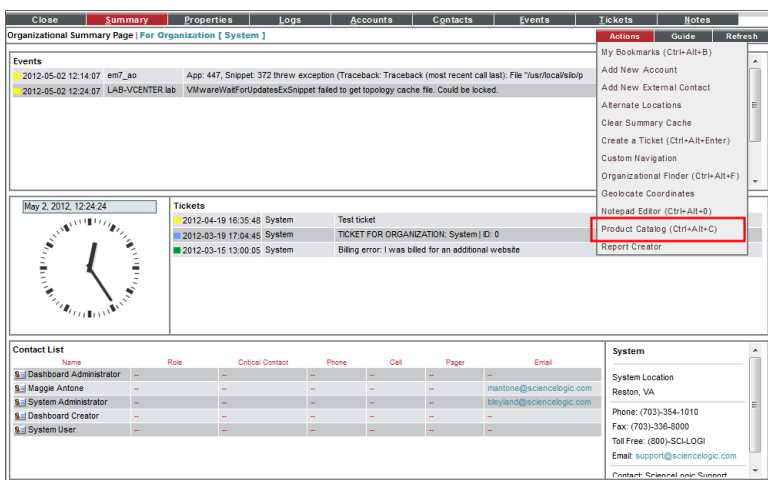
In the ScienceLogic platform, products are associated with SKUs. A SKU is a unique identifier for each of the distinct products or services that can be ordered from a supplier. SKUs can be associated with both actual physical items for sale and also with billable services. For example, many providers use product SKUs to bill customers for services and bandwidth usage.

In the ScienceLogic platform, you can define product SKUs in the **Product Catalog** (Registry > Business Services > Product Catalog). You can associate each new product SKU with an the platform entity type. Those product SKUs that have a Type of "Organization" can be associated with organizations.

When you associate a product SKU with a specific organization, that association appears both in the **Organization Properties** page and in the **Product Subscription Manager** page (Registry > Business Services > Product Subscriptions). You can later use that association to define a billing policy for that organization.

To associate a product SKU with an organization:

1. Go to the **Organizational Account Administration** page (Registry > Accounts > Organizations).
2. In the **Organizational Account Administration** page, find the organization to which you want to assign a product SKU. Click the wrench icon (🔧) for that organization.
3. From the **Organizational Summary** page (or any page in the Organizational Administration tools), click the **[Actions]** menu.



4. From the **[Actions]** menu, select **Product Catalog**.

- The **Product Catalog** modal page appears. This page displays products that have already been associated with the organization and products that are available to be associated with the organization.


- To associate an Available Product with the organization, select its checkbox. Click the **[Save]** button.
  - In the **Product Catalog** modal page, the selected product should now appear under the **Active Product Subscriptions** pane.
  - In the **Organization Properties** page, you should now see the product SKU listed under the **Product Usage List** pane.

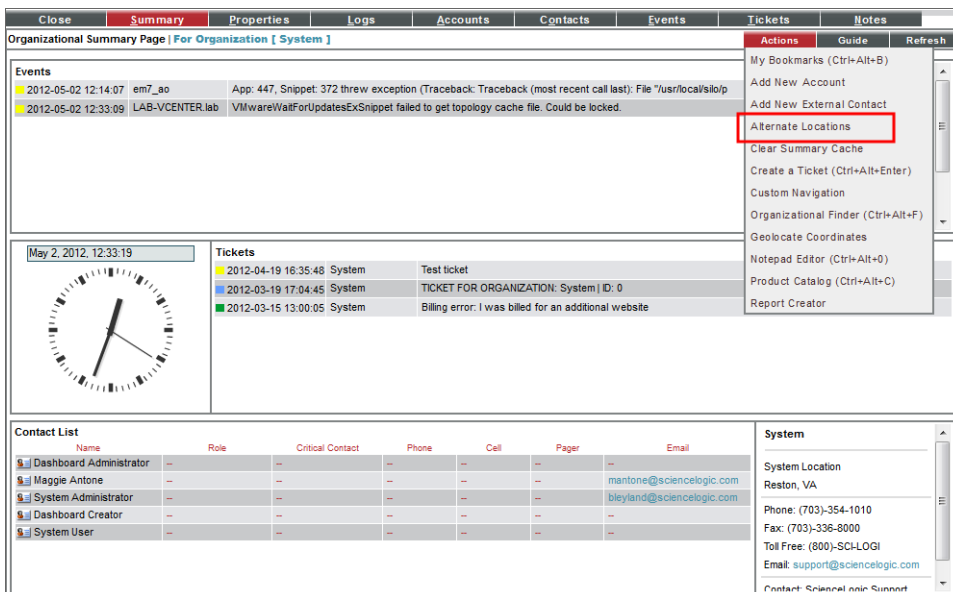


# Adding an Alternate Location to an Organization

If your organization has multiple offices or facilities, you might want to include information about those other locations in the **Organizational Administration** tools for the organization.

To add information about alternate locations for a specific organization:

1. Go to the **Organizational Account Administration** page (Registry > Accounts > Organizations).
2. In the **Organizational Account Administration** page, find the organization to which you want to add alternate locations. Click the wrench icon (  ) for that organization.
3. From the **Organizational Summary** page (or any page in the Organizational Administration tools), click the **[Actions]** menu.



Organizational Summary Page | For Organization [ System ]

Events
2012-05-02 12:14:07 em7_ae App: 447, Snippet: 372 threw exception (Traceback: Traceback (most recent call last): File "/usr/local/siolp
2012-05-02 12:33:09 LAB-VCENTER.lab VMware/WaitForUpdatesExSnippet failed to get topology cache file. Could be locked.

Tickets
2012-04-19 16:35:48 System Test ticket
2012-03-19 17:04:45 System TICKET FOR ORGANIZATION: System   ID: 0
2012-03-15 13:00:05 System Billing error: I was billed for an additional website

Contact List						
Name	Role	Critical Contact	Phone	Cell	Pager	Email
Dashboard Administrator	--	--	--	--	--	--
Maggie Antone	--	--	--	--	--	mantone@sciencebgic.com
System Administrator	--	--	--	--	--	bleyland@sciencebgic.com
Dashboard Creator	--	--	--	--	--	--
System User	--	--	--	--	--	--

**System**

System Location  
Reston, VA

Phone: (703)-354-1010  
Fax: (703)-336-8000  
Toll Free: (800)-SCI-LOGI  
Email: support@sciencebgic.com

Contact: [Science Logic Support](#)

4. From the **[Actions]** menu, select **Alternate Locations**.

- The **Alternate Locations** modal page appears.

- In the **Alternate Locations** modal page, you can enter the address and contact information about the alternate location. Click the **[Save]** button to save the alternate location.
- Click the **[Properties]** tab. In the **Organization Properties** page, you should see the alternate location listed under **Organizational Alternate Locations** pane.

	Location Name	City	State	Zip Code	Country	Primary Contact	Secondary Contact
1.	Narnia	Cair Paravel	VA	12345	US	--	--

# Adding a Note to an Organization

You can add notes to be stored in the Organizational Administration tools. These notes can include links, images, videos, and attachments. The **Notepad Editor** allows you to insert and edit content from saved templates, and format the paragraphs and fonts used in the note.

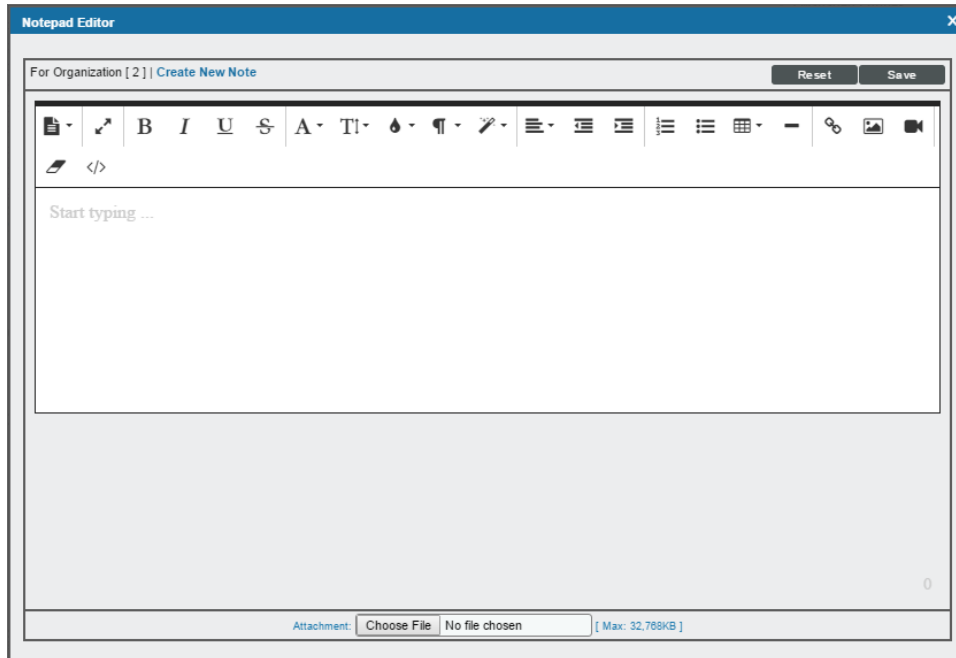
To create a note for an organization:

1. Go to the **Organizational Account Administration** page (Registry > Accounts > Organizations).
2. In the **Organizational Account Administration** page, find the organization where you want to add a note. Click the wrench icon (🔧) for that organization.
3. From the **Organizational Summary** page (or any page in the Organizational Administration tools), click the **[Actions]** menu.

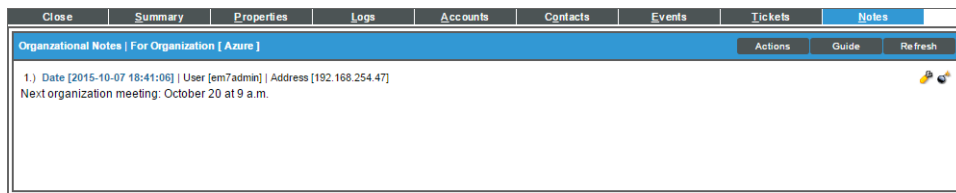
The screenshot shows the 'Organizational Summary Page | For Organization [ Azure ]'. The page has several tabs: Close, Summary, Properties, Logs, Accounts, Contacts, Events, Tickets, Notes, Actions, Guide, and Refresh. The 'Events' section lists several failed availability checks for various components. The 'Tickets' section shows a list of tickets with dates and descriptions. The 'Contact List' section is empty, displaying the message 'There are no user accounts for this organization'. The 'Actions' menu is open, showing options like 'My Bookmarks (Ctrl+Alt+B)', 'Add New Account', 'Add New External Contact', 'Alternate Locations', 'Clear Summary Cache', 'Create a Ticket (Ctrl+Alt+Enter)', 'Custom Navigation', 'Organizational Finder (Ctrl+Alt+F)', 'Geolocate Coordinates', 'Notepad Editor (Ctrl+Alt+0)', 'Product Catalog (Ctrl+Alt+C)', and 'Report Creator'. The 'Notepad Editor (Ctrl+Alt+0)' option is highlighted with a red box.

4. From the **[Actions]** menu, select **Notepad Editor**.

5. The **Notepad Editor** modal page appears.



6. Enter your note in the body of the editor. You can use the editor to include links, images, or videos in the message. You can also use the editor to insert content from a saved template and format the text of your note. You can use the field at the bottom of the editor to attach files to the note.
7. Click the **[Save]** button to save the note.
8. After saving, the note will appear in the **Organizational Notes** page for the organization.



---

## Viewing an Organization in Google Earth

Google Earth allows you to view maps, satellite images, terrain, and photos of any location on earth.

The **Organizational Administration** tools allow you to view the address for an organization in the Google Earth application.

To configure your organization to be viewed with the Google Earth application:

1. Make sure you have installed Google Earth on the local computer.

2. Log in to the ScienceLogic platform and go to the **Organizational Account Administration** page (Registry > Accounts > Organizations).
3. In the **Organizational Account Administration** page, find the organization that you want to view in Google Earth. Click the wrench icon (🔧) for that organization.
4. Click the **[Properties]** tab.
5. Click the **[Actions]** menu. From the **[Actions]** menu, select **Geolocate Coordinates**.

Organization Properties | For Organization [ Engineering ] Geocode Updated [-77.393227 38.969276]

[Engineering]

Organization Name: Engineering

Street Address: 1234 Main Street

City: Reston

State: [Virginia] Postal Code: 20191

Country: [United States]

Contact First Name: Roger Contact Last Name: Kirt

Title: Director Department: Engineering

Phone: 703-354-3333 Fax: 703-354-4444

Toll Free: 800-354-3333

Email: kirt@super.com

Billing ID: 1098SSP CRM ID: 7654SSP

Longitude: -77.393227 Latitude: 38.969276

Organization Ticket Watchers: dashboard, dashboard\_admin, dkahane, em7admin

Save

3

6. You should now see values in the *Longitude* and *Latitude* fields. Click the **[Save]** button to save the coordinates.
7. Click the **[Close]** tab to exit the **Organizational Administration** panel.
8. In the **Organizational Account Administration** page, click the earth icon (🌐) for the organization that you want to view in Google Earth.

Organizational Account Administration | Organizations Found (7)

Organization Name	City	State	Contact	Phone	Email	Users	Devices	Assets	Events	ID	Created By	Reset	Guide
1. Acme Corporation	New York	NY		--	--	1	12	--	6	em7admin	2012-03-15 18:18:48	🔄	📖
2. DC - Servers	Washington	DC		--	--	1	11	--	8	em7admin	2012-03-16 11:40:45	🔄	📖
3. DC - Switches	Washington	DC		--	--	--	--	--	7	em7admin	2012-03-16 15:46:13	🔄	📖
4. Engineering	Reston	VA	Kirt, Roger	703-354-3333	kirt@super.com	1	--	--	5	em7admin	2012-03-13 19:54:52	🔄	📖
5. NOC	Reston	VA	Mike Griffin	704-354-1111	3pm@super.com	1	--	--	4	em7admin	2012-03-13 19:52:57	🔄	📖
6. QA	Reston	--	--	--	--	1	2	--	1	em7admin	2012-02-22 22:39:54	🔄	📖
7. System	Reston	VA	Support, ScienceLogic	(703)-354-1010	support@sciencelogic.com	5	27	5	2	em7admin	2007-12-01 15:51:17	🔄	📖

9. The ScienceLogic platform generates a .KML file for the address for the organization. The .KML file contains the location of the organization, based on the address and the correlating latitude and longitude in the **Organization Properties** page.
10. You can save the .KML file to open later with Google Earth or you can select to open the file immediately.

## Customizing the Organization Administration panel

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### Overview

This chapter shows you how to customize the **Organization Administration** panel by creating tabbed forms, defining custom tabs, and defining field entries in the Select Objects editor.

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### Custom Navigation

You can define a custom tab to include in the **Organizational Administration** panel for a specific organization. This custom tab can include one or more links. Each link can lead to an internal page in the ScienceLogic platform or to an external URL or URI. For example, you could define a custom tab for your organization that leads to a SharePoint website for your group. Or you could include a custom tab for your organization that leads to a content management page for your enterprise.

The following sections will describe how to define and manage custom navigation for an organization.

### Defining Custom Navigation

To define a custom tab for a selected organization:

1. Go to the **Organizational Account Administration** page (Registry > Accounts > Organizations).
2. In the **Organizational Account Administration** page, find the organization where you want to add a custom tab. Click the wrench icon () for that organization.
3. From the **Organizational Summary** page (or any page in the Organizational Administration tools), click the **[Actions]** menu.
4. In the **[Actions]** menu, select **Custom Navigation**.

5. The **Custom Navigation** modal page appears.

The screenshot shows a modal window titled "Custom Navigation" with a "Close / Esc" button in the top right corner. The main content area is titled "For Organization [ System ]". It contains a form with three fields: "Title (Shown on Tab)" with the value "Security Alerts", "Limit Access" with a dropdown menu showing "Users", and "External URL / URI Link" with the value "http://www.us-cert.gov". A "Save" button is located below the form. At the bottom of the modal, there are four red labels: "Title (Shown on Tab)", "Access", "User Edit", and "Date Edit".

6. In the **Custom Navigation** modal page, supply a value in the following fields:

- **Title (Shown on Tab)**. Enter a name for the tab. This name will appear on a new tab in the Organizational Administration tools for this organization.
- **Limit Access**. Users who will be allowed to access the custom tab, based on the type of user account. The choices are:
  - *Administrators*. Only users with account type "Administrator" are allowed to access this tab.
  - *Users*. Both users with account type "User" and users with account type "Administrator" are allowed to access this tab.
- **External URL / URI Link**. The URL of the page that is displayed when a user clicks the tab. The page can be an internal page in the platform or an external web page. This field can contain any combination of alphanumeric characters, with a maximum length of 128 characters. Forward slash (/), underscore (\_), and question mark (?) are allowed.



- Click the **[Save]** button. The new tab appears in the **Organizational Administration** panel for the organization. Clicking the tab spawns a new browser page, opened to the URL associated with the tab.

The screenshot displays the 'Organizational Summary Page | For Organization [ System ]'. The top navigation bar includes tabs for Summary, Properties, Logs, Accounts, Contacts, Events, Tickets, Notes, and Security. The main content area is divided into three sections:

- Events:** A list of system events with columns for date, user, and description.
 

Date	User	Description
2012-05-02 13:27:09	em7_ao	App: 447, Snippet: 372 threw exception (Traceback: Traceback (most recent call last): File "/usr/local/slop
2012-05-02 13:45:12	LAB-VCENTER lab	VMwareWaitForUpdatesExSnippet failed to get topology cache file. Could be locked.
2012-05-02 13:30:18	em7_db	System or agent has recently restarted
2012-05-02 13:05:17	em7_ap_89	System or agent has recently restarted
2012-05-02 13:05:17	em7_mc_85	System or agent has recently restarted
2012-05-02 13:05:17	em7_ao	System or agent has recently restarted
- Tickets:** A list of tickets with a clock icon.
 

Date	System	Description
2012-04-19 16:35:48	System	Test ticket
2012-03-19 17:04:45	System	TICKET FOR ORGANIZATION: System   ID: 0
2012-03-15 13:00:05	System	Billing error: I was billed for an additional website
- Contact List:** A table of system contacts.
 

Name	Role	Critical Contact	Phone	Cell	Pager	Email
Dashboard Administrator	--	--	--	--	--	--
Maggie Antone	--	--	--	--	--	mantone@sciencelogic.com
System Administrator	--	--	--	--	--	bleylad@sciencelogic.com
Dashboard Creator	--	--	--	--	--	--
System User	--	--	--	--	--	--

The right sidebar contains 'Managed Entities' and 'System' information.

## Editing or Deleting Custom Navigation

After you have defined one or more custom tabs in the **Organizational Administration** panel for an organization, you can return to the **Custom Navigation** modal page to edit the custom tabs.

To edit a custom tab:

- Go to **Organizational Account Administration** page (Registry > Accounts > Organizations).
- In the **Organizational Account Administration** page, find the organization where you want to edit a custom tab. Click the wrench icon (🔧) for that organization.
- From the **Organizational Summary** page (or any page in the Organizational Administration tools), click the **[Actions]** menu.
- In the **[Actions]** menu, select **Custom Navigation**.

5. The **Custom Navigation** modal page appears.

Title (Shown on Tab)	Access	User Edit	Date Edit
1. Security Alerts	Org. Admins		1335980733

6. Go to the **Register** pane. Find the custom tab you want to edit. Click its wrench icon (🔧).
7. The fields in the top pane will be populated with values from the selected custom tab.
8. You can edit the values in one or more fields. Click the **[Save]** button to save your changes to the custom tab.
9. To delete a custom tab, click its bomb icon (💣).

---

## Tabbed Forms

Tabbed forms allow you to add a new page to the **Organizational Administration** panel for all organizations. The new page will have its own tab and can contain one or more custom fields.

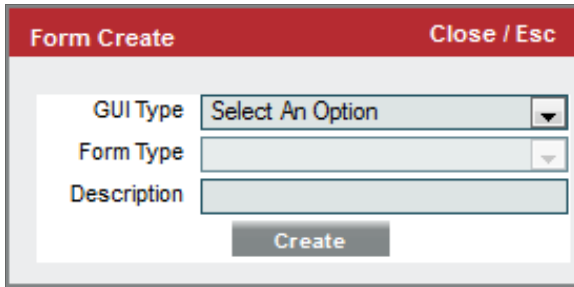
The following sections describe how to define, edit, or delete a tabbed form.

### Defining a Tabbed Form

To create a new tabbed page for the **Organizational Administration** panel:

1. Go to the **Application Forms** page (System > Customize > Form Fields).
2. In the **Application Forms** page, click the **[Create]** button.

3. The **Form Create** modal page appears.

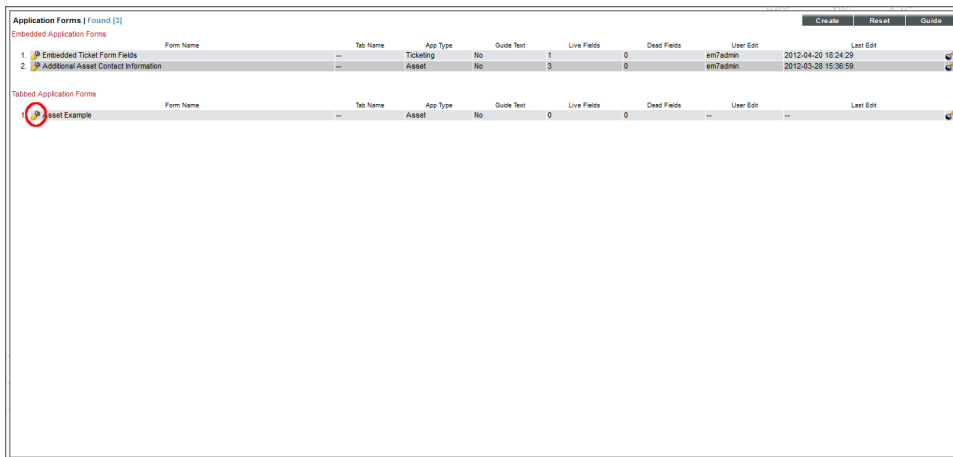


The image shows a modal window titled "Form Create" with a "Close / Esc" button in the top right corner. Inside the modal, there are three input fields: "GUI Type" with a dropdown menu showing "Select An Option", "Form Type" with a dropdown menu, and "Description" with a text input field. Below these fields is a "Create" button.

4. Supply values in the following fields:

- **GUI Type.** Select *Tabbed*.
- **Form Type.** Select *Organization*.
- **Description.** Description of the custom form. This description is not displayed in the form.
- **[Create].** Click this button to create the new form

5. In the **Application Forms** page, click the **[Reset]** button to update the page.




The image shows a screenshot of the "Application Forms" page. It has a title bar with "Application Forms | Found (3)" and buttons for "Create", "Reset", and "Guide". The page is divided into two sections: "Embedded Application Forms" and "Tabbed Application Forms".

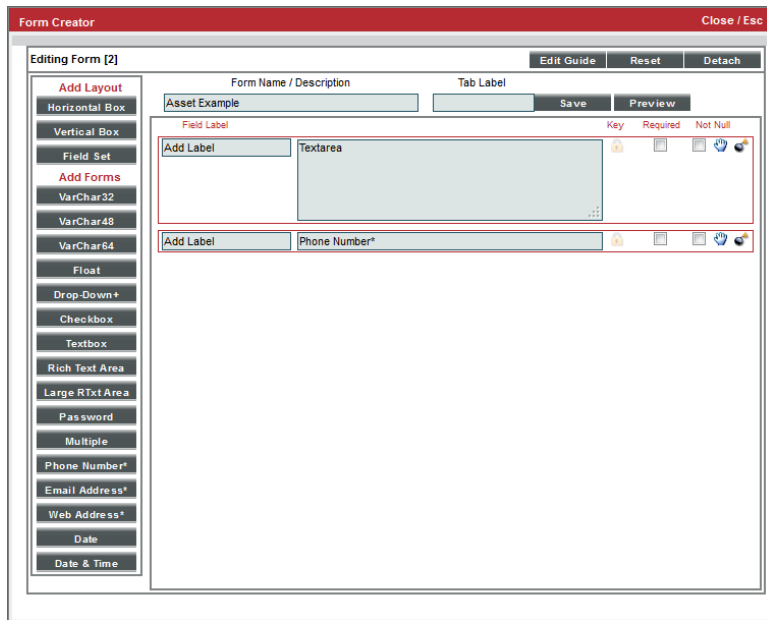
Embedded Application Forms										
	Form Name	Tab Name	App Type	No	Guide Text	Live Fields	Dead Fields	User Edit	Last Edit	
1.	Embedded Ticket Form Fields	--	Ticketing	No		1	0	em7admin	2012-04-20 19:24:29	
2.	Additional Asset Contact Information	--	Asset	No		3	0	em7admin	2012-03-28 15:36:59	

Tabbed Application Forms										
	Form Name	Tab Name	App Type	No	Guide Text	Live Fields	Dead Fields	User Edit	Last Edit	
1.	Asset Example	--	Asset	No		0	0	--	--	

6. In the **Tabbed Application Forms** pane, find the new tabbed form. Click its wrench icon (  ).

7. The **Form Creator** page appears.

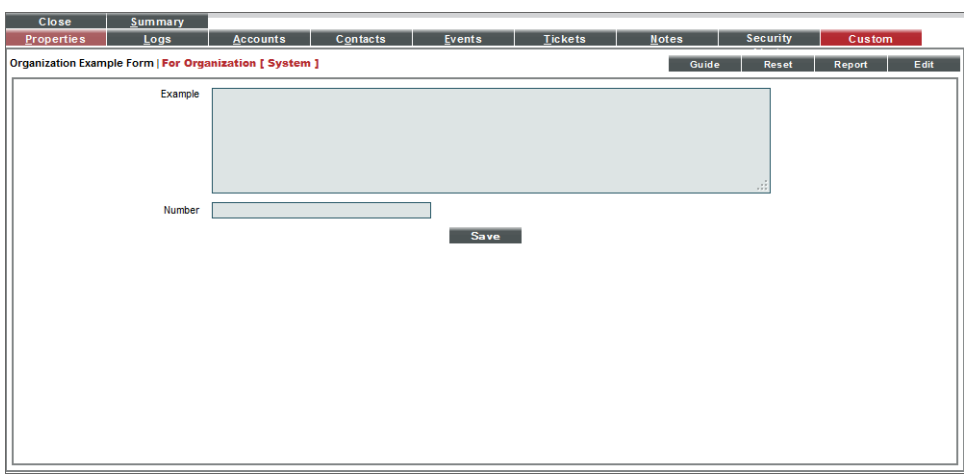


8. The **Form Creator** page allows you to define the type and position of fields to include in the new tabbed page and the guide text that will be associated with the new page.

9. To define or edit a tabbed form, perform the following:


- **Form Name/Description**. Contains the description you entered when you created the form in the **Form Create** modal page. You can edit this value.
- **Tab Label**. Enter the text you want to appear on the tab in the **Organizational Administration** panel.
- Select the type of field to embed in the page. Double click on the field-type to add it to the pane to the right. The choices are:
  - **VarChar32**. The field will accept up to 32 alphanumeric characters.
  - **VarChar48**. The field will accept up to 48 alphanumeric characters.
  - **VarChar64**. The field will accept up to 64 alphanumeric characters.
  - **Float**. The field will accept numeric values with decimal points.
  - **Drop-Down**. The field will be a drop-down list. You can populate the drop-down list in the **Select Objects Editor** page (System > Customize > Select Objects).
  - **Checkbox**. The field will be a checkbox.
  - **Textbox**. The field displays read-only text.
  - **Password**. Data entered into this field will be represented as asterisks.

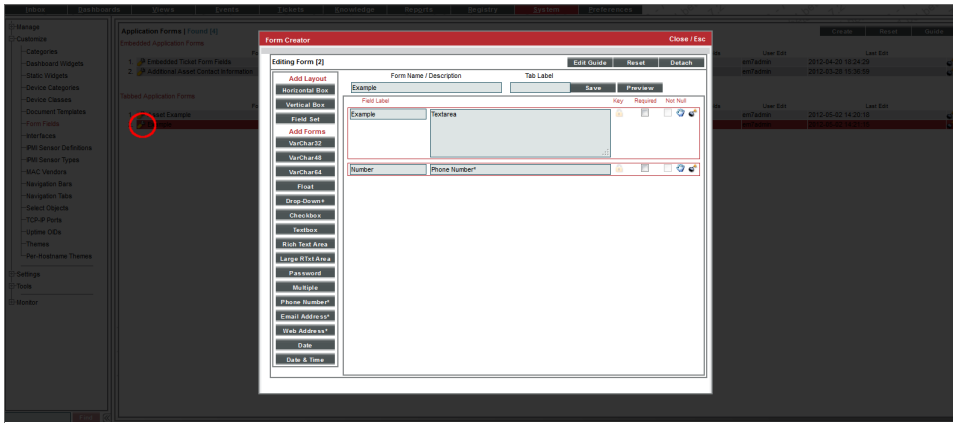
- **Phone Number.** The field will accept a phone number. Users can include parentheses around the area code, but cannot include spaces.
  - **Email Address.** The field will accept a fully-qualified email address.
  - **Web Address.** The field will accept a fully-qualified URL.
  - **Date.** The field will allow users to select a date.
  - **Date & Time.** This field allows the user to select a date and time.
10. Repeat step #9 for each field you want to embed in the new tabbed page.
  11. You can define the following extra parameters for each field you want to embed:
    - **Required.** The user must provide a value in this field.
    - **Not Null.** The user must provide a non-null value in this field.
  12. Use the Drag & Drop icon (🖱️) to order the fields as you want them to appear in the page.
  13. Use the Delete icon (🗑️) to delete a field.
  14. To restrict which users can edit a field, click the lock icon (🔒) for that field. The **Key Selection** pop-up will appear:
    - In the drop-down list, select an Access Key. To edit the field, a user must be granted the access key that you select.
    - Click the **[Save]** button to save your changes.
    - Click the **[Close]** button to close the **Key Selection** pop-up.
  15. Click the **[Save]** button to save the tabbed page.
  16. The new tabbed page now appears in the **Organizational Administration** panel for every organization.



## Editing a Tabbed Form


To edit a form:

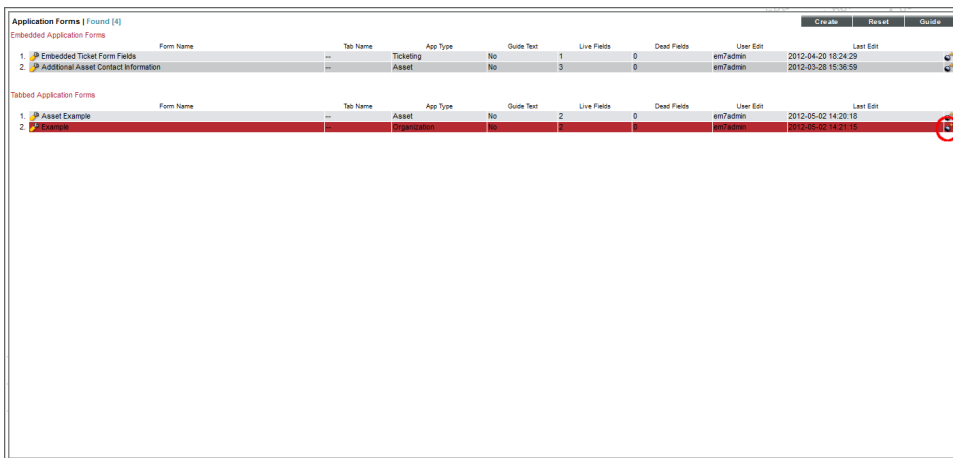
1. Go to the **Application Forms** page (System > Customize > Form Fields).
2. In the **Application Forms** page, find the application form you want to edit. Click its wrench icon ().
3. The **Form Creator** page appears:



4. In the **Form Creator** page, you can delete, edit, or add fields to the form or change the position of the fields.
5. In the **Form Creator** page, click the **[Save]** button to save your changes.

## Deleting a Tabbed Form

1. Go to the **Application Forms** page (System > Customize > Form Fields).
2. In the **Application Forms** page, find the tabbed form you want to delete. Click its bomb icon ().



# Navigation Tab

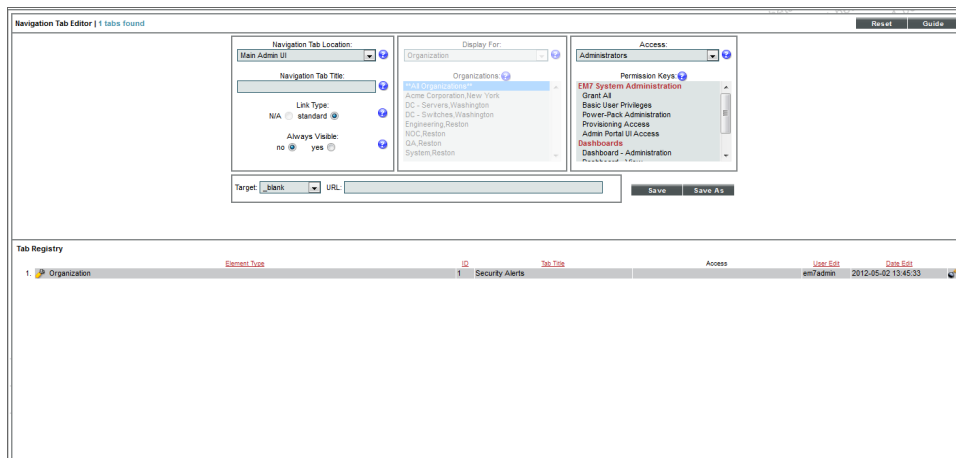
You can define a custom tab to include in the Organizational Administration panel for all organizations (or you can select one or more organizations). This custom tab can include one or more links that would be useful for all organizations. Each link can lead to an internal page in the ScienceLogic platform or to an external URL or URI. For example, you could define a custom tab for your organization that leads to a content management page for your enterprise, to an external control panel, or to a SOP in the Knowledge Base.

The following sections describe how to define and manage a navigation tab for one, multiple, or all organizations.

## Defining a Navigation Tab

To create a tab in the **Organization Administration** panel for one, multiple, or all organizations:

1. Go to the **Navigation Tab Editor** page (System > Customize > Navigation Tabs).
2. In the **Navigation Tab Editor** page, click the **[Reset]** button to clear any fields from the **Editor** pane.



3. In the **Editor** pane (at the top of the page), supply a value in each field:
  - **Navigation Tab Location**. Specifies whether to display the new tab as a top-level tab in the ScienceLogic platform or as part of the **Organization Administration** panel. Select *Entity Page(s)*.
  - **Navigation Tab Title**. Tab's label. This is the text that users see on the tab.
  - **Link Type**. For future use. Select *standard*.

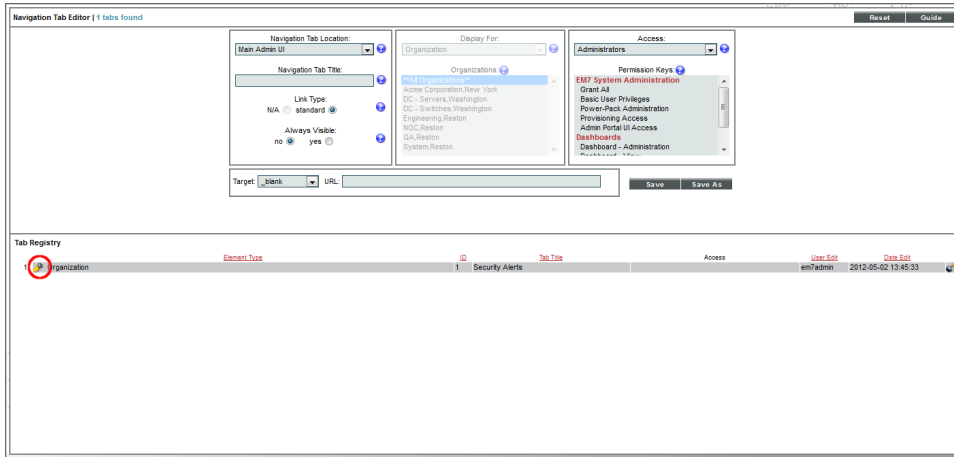
- **Always Visible.** Specifies whether or not users who are not allowed to access the tab are able to view the tab in the platform. Choices are:
    - No. Tab does not appear in the product for users who do not have the appropriate permission keys to access the tab.
    - Yes. Tab always appears in the product and will be visible to users who do not have the appropriate permission keys to access the tab.
  - **Display For.** Specify the area in the platform where you want the tab to appear. Select *Organization*. The new tab appears in the **Organizational Administration** panel.
  - **Organizations.** Select which organizations display the new tab. You can choose to display the new tab in the **Organization Administration** panel for all organizations, for one organization, or for multiple organizations.
    - To select all organizations, select *All Organizations*.
    - To select a single organization, highlight it.
    - To select multiple organizations, left-click while holding down the **<Shift>** key.
  - **Access.** Specify which users are allowed to access the tab, based on the type of user account. Choices are:
    - *Administrators.* Only users with account type "administrator" are allowed to access this tab.
    - *Users.* Both users with account type "user" and users with account type "administrator" are allowed to access this tab.
  - **Permission Keys.** Select one or more Permission Keys in this field. To access the tab, a regular user must be granted at least one of the selected Permission Keys. Permission Keys define the tabs and pages users have access to and the actions that a user may perform. The ScienceLogic system administrator defines these Permission Keys from the **Access Keys** page (System > Manage > Access Keys). Administrators always have access to the tab, regardless of the Permission Keys you select in this field.
  - **Target.** Specifies how the browser will open the URL. Choices are:
    - *\_blank.* The browser opens the URL in a new window.
    - *\_self.* The browser opens the URL in the current window.
    - *zoombox.* The browser opens the URL in a modal window.
    - *iframe.* The browser opens the URL in the pane below the header and top-level navigation tabs.
  - **URL/Link.** Full URL or link for the page that will be displayed in the tab. This field can contain any combination of alphanumeric characters, with a maximum length of 128 characters. Forward-slash ( / ), underscore ( \_ ), and question-mark ( ? ) are allowed.
4. Click the **[Save]** button to save the new tab.
  5. The new tab appears in the **Tab Registry** pane (at the bottom of the page).
  6. The new tab also appears in the **Organizational Administration** panel for each selected organization. Click the tab to display the specified URL or link.



## Editing a Navigation Tab

From the **Navigation Tab Editor** page, you can edit one or more parameters for a tab. To do this:

1. Go to the **Navigation Tab Editor** page (System > Customize > Navigation Tabs).
2. In the **Navigation Tab Editor** page, go to the **Tab Registry** pane (at the bottom of the page). Find the tab you want to edit. Click its wrench icon (🔧).



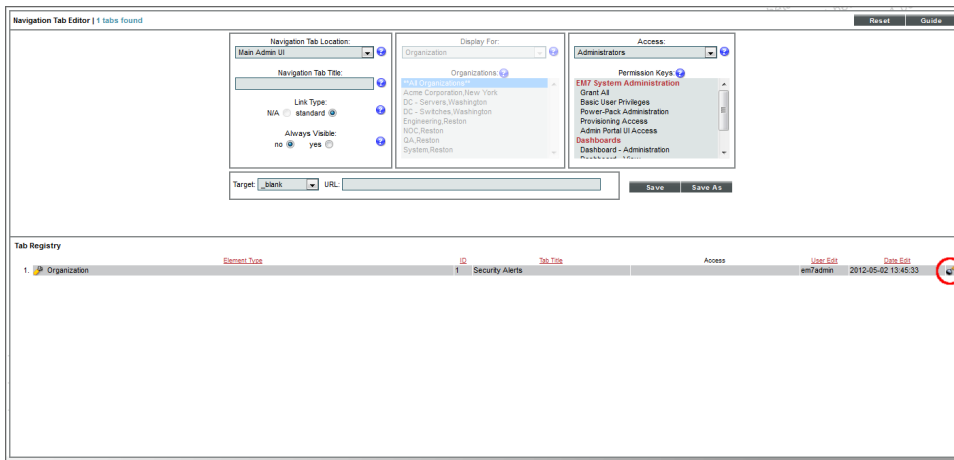
3. The fields in the editor pane (at the top of the pane) are populated with values from the selected tab. You can edit the values in one or more fields:
4. Click the **[Save]** button to save your changes to the tab.

## Deleting a Navigation Tab

In the **Navigation Tab Editor** page, you can delete a custom tab. To do this:

1. Go to the **Navigation Tab Editor** page (System > Customize > Navigation Tabs).

- In the **Navigation Tab Editor** page, go to the **Tab Registry** pane (at the bottom of the page). Find the tab you want to delete. Click its bomb icon (  ).



## Select Objects

The **Select Objects Editor** page allows you to define and edit the entries that appear in drop-down lists throughout the ScienceLogic platform. For example, you can define the list of entries that appear in the **Cause** field that appear when a user resolves a ticket. The user then selects one of the entries (for example, hardware failure) when resolving the ticket.

You can use the **Select Objects Editor** page to customize the following fields that appear in the **Organizational Administration** panel:

- **Critical Contact** field in the **Account Permissions** page.
- **Key Role** field in the **Account Permissions** page.

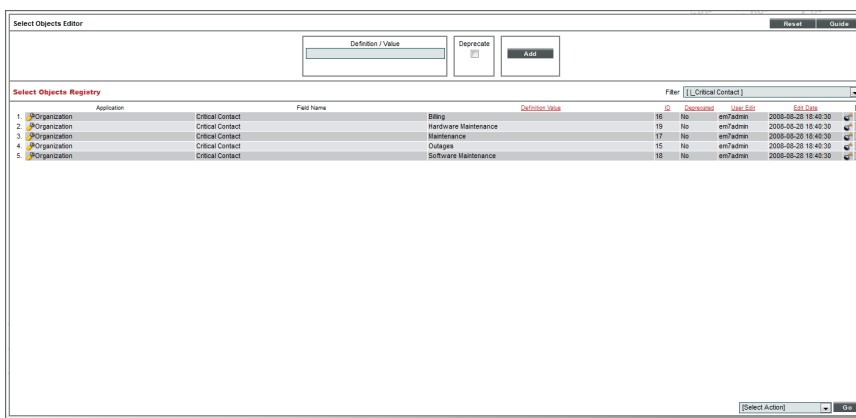
Both fields appear in the **Critical Contact** pane in the **Organization Properties** page.

The following sections describe how to define, edit, and delete select objects.

## Defining an Entry for a Select Object

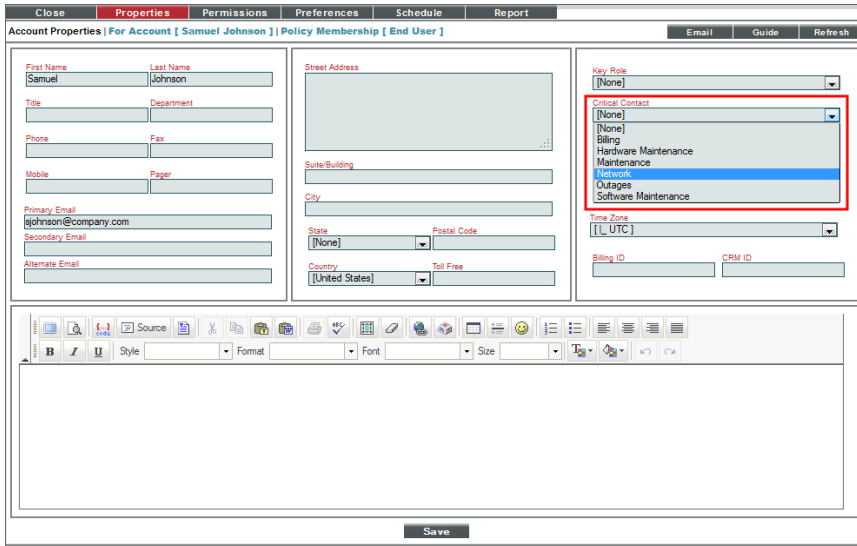
To create a new entry for the **Critical Contact** drop-down field or **Key Role** drop-down field:

1. Go to the **Select Objects Editor** page (System > Customize > Select Objects).
2. In the **Select Objects Editor** page, click the **[Reset]** button to clear any values from the **Editor** pane.
3. In the **[Filter]** drop-down list, select:
  - **Organization: Critical Contact**
  - **Organization: Role**



4. The **Registry** pane displays a list of all the existing entries in that drop-down field.
5. In the **Editor** pane, you can enter an additional value in the **Definition/Value** field. Click the **[Add]** button to save the new entry.

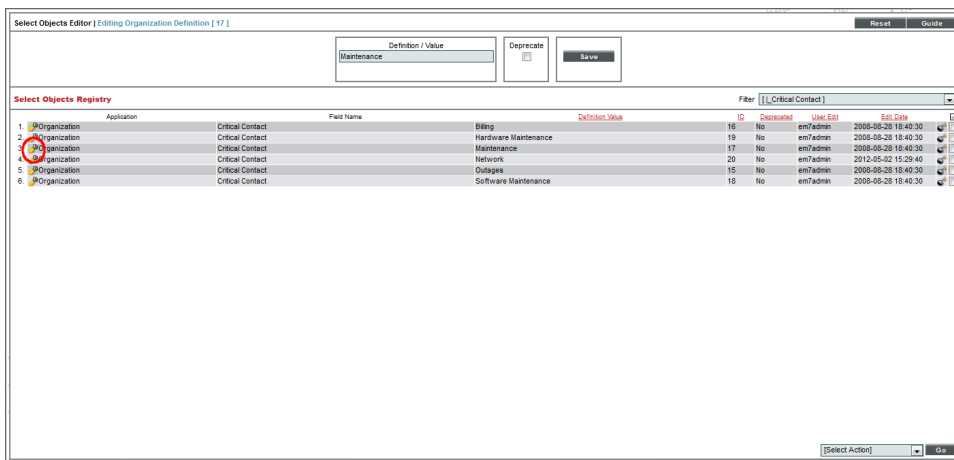
- The new entry will now appear as an entry in that drop-down field for all users.



## Editing an Entry for a Select Object

In the **Select Objects Editor** page, you can edit an entry in a drop-down list. To edit an entry in a drop-down list:

- Go to the **Select Objects Editor** page (System > Customize > Select Objects).
- In the **Select Objects Editor** page, use the **Filter** drop-down list to select the page and drop-down field that you want to edit (either *Organization: Critical Contact* or *Organization: Role*).
- The **Select Objects Registry** pane displays all the entries defined for the selected drop-down field. Find the entry you want to edit and click its wrench icon (🔧).

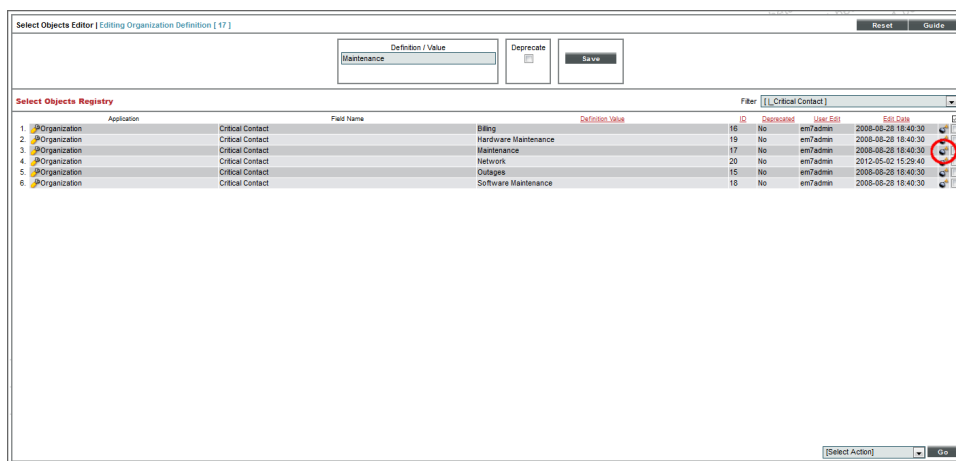


4. The **Editor** pane (at the top of the page) is populated with values from the entry you selected. You can edit the following fields:
  - **Definition/Value.** The entry that appears in the drop-down field.
  - **Deprecate.** If you select this checkbox, the current entry will no longer appear in the drop-down list for its field. In instances of a page where this entry is already selected, the entry will still appear as the selected value for its field. In instances of a page where this entry is not selected, it will no longer appear in the drop-down list for its field.
5. Click the **[Save]** button to save your changes.

## Deleting an Entry for a Select Object

In the **Select Objects Editor** page, you can delete an entry for a drop-down field. To delete an entry in a drop-down field:

1. Go to the **Select Objects Editor** page (System > Customize > Select Objects).
2. In the **Select Objects Editor** page, use the **Filter** drop-down field to select the page and drop-down field that you want to edit.



3. The **Select Objects Registry** pane displays all the entries defined for the selected drop-down field. Find the entry you want to delete and click its bomb icon ().

---

# Chapter

# 5

## Reports for Organizations

---

### Overview

The ScienceLogic platform allows you to generate reports based on organizations. You can generate two types of reports about organizations:

- A report with overview information on multiple organizations in the platform.
- A report with detailed information on a single organization.

This chapter will describe how to generate each type of organization report.

---

### Generating a Report on Multiple Organizations in the ScienceLogic Platform

The **[Registry]** tab includes the **Organizational Account Administration** page (Registry > Accounts > Organizations). From the **Organizational Account Administration** page you can generate an Excel report that contains all the information in the **Organizational Account Administration** page, plus some additional information from the **Organization Properties** page for each organization.

Organization Report generated by banderton on 2015-04-17 03:58:47

	Organization Name	City	State	Contact	Phone	Email Address	Users	Devices	Assets	Events	ID	Edited By	Last Edited
0.	ACME	Brooklyn	NY	O'Dell, Nancy	(646) 555-7864	fancynancy@acme.com	2	25	25	71	10	em7admin	2011-09-12 13:01:52
1.	Aolani Corp	Boston	MA	Allen, Pete	(617) 379-0195	pallen@sciencelogic.com	--	--	--	--	195	pallen	2014-11-24 21:23:46
2.	Avis Corporation	2	AL	--	--	--	--	--	--	--	27	em7admin	2014-06-04 19:31:12
3.	Chart Company	Truro	--	--	--	--	--	2	2	--	187	em7admin	2014-07-19 01:17:20
4.	CloudHosting	New Heaven	CT	--	--	--	--	14	14	1	12	jwilsey	2014-06-13 16:37:31
5.	Customer	--	--	--	--	--	--	--	--	--	179	em7admin	2014-11-20 23:18:02
6.	Customer A Video	allendown	PA	--	--	--	--	3	3	7	194	em7admin	2014-11-06 00:13:44
7.	Customer B Video	Portland	--	--	--	--	--	6	7	25	182	em7admin	2014-05-20 20:30:47
8.	CustomerX	--	--	--	--	--	--	4	4	16	180	em7admin	2014-06-07 02:32:26
9.	Demo Lab	Reston	VA	Allen, Pete	(617) 379-0195	pallen@sciencelogic.com	--	11	13	51	185	em7admin	2014-05-20 19:58:37
10.	Enterprise Video	Kansas City	KS	--	--	--	--	31	31	74	23	em7admin	2012-05-14 13:46:19
11.	HQ Data Center	Reston	VA	Cordray, Christopher	(703)-354-1010	support@acme.com	159	210	249	370	0	em7admin	2011-03-31 17:17:17
12.	Insight	--	--	--	--	--	--	1	1	15	174	em7admin	2014-06-04 17:48:27
13.	MSP - AUS	Sydney	--	--	--	--	--	1	1	5	183	em7admin	2014-07-18 03:03:41
14.	Pittcock	Portland	OR	Georgiana, Henry	5038233623	--	--	284	300	2	193	em7admin	2014-06-07 21:19:50
15.	SILO	Kansas City	KS	--	--	--	--	217	217	20	16	em7admin	2014-11-04 22:25:18
16.	US NYC	Manhattan	NY	Sellers, Bob	212-564-9878	bsellers@acme.com	--	1	2	7	1	em7admin	2011-03-31 17:17:38
17.	US West	San Mateo	CA	McKenzie, Ted	801-098-5432	tmckenzie@asme.com	--	--	--	--	4	em7admin	2011-03-31 17:15:50
18.	Video Lab	--	--	--	--	--	--	4	4	13	196	em7admin	2015-04-10 10:00:32

To generate a report on all or multiple organizations in the ScienceLogic platform:

1. Go to the **Organizational Account Administration** page (Registry > Accounts > Organizations).
2. In the **Organizational Account Administration** page, click the **[Report]** button.

Organizational Account Administration | Organizations Found [19]

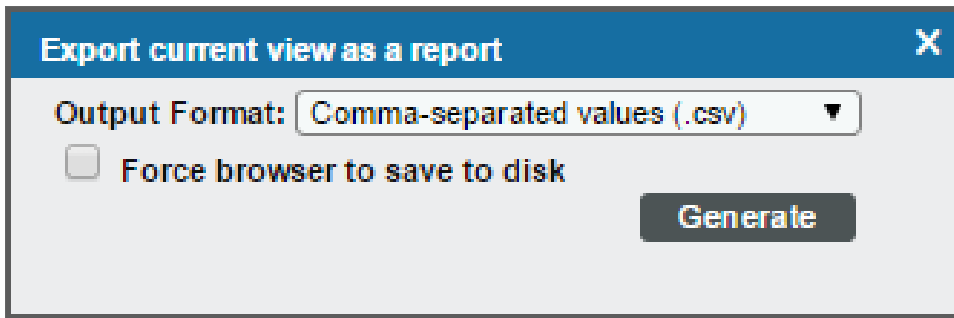
Create Report Reset Guide

Organization Name	City	State	Contact	Phone	Email	Users	Devices	Assets	Events	ID	Edited By	Last Edited
1. ACME	Brooklyn	NY	O'Dell, Nancy	(646) 555-7864	fancynancy@acme.com	2	25	25	71	10	em7admin	2011-09-12 13:01:52
2. Aolani Corp	Boston	MA	Allen, Pete	(617) 379-0195	pallen@sciencelogic.com	--	--	--	--	195	pallen	2014-11-24 21:23:46
3. Avis Corporation	2	AL	--	--	--	--	--	--	--	27	em7admin	2014-06-04 19:31:12
4. Chart Company	Truro	--	--	--	--	--	2	2	--	187	em7admin	2014-07-19 01:17:20
5. CloudHosting	New Heaven	CT	--	--	--	--	14	14	1	12	jwilsey	2014-06-13 16:37:31
6. Customer	--	--	--	--	--	--	--	--	--	179	em7admin	2014-11-20 23:18:02
7. Customer A Video	allendown	PA	--	--	--	--	3	3	7	194	em7admin	2014-11-06 00:13:44
8. Customer B Video	Portland	--	--	--	--	--	6	7	25	182	em7admin	2014-05-20 20:30:47
9. CustomerX	--	--	--	--	--	--	4	4	16	180	em7admin	2014-06-07 02:32:26
10. Demo Lab	Reston	VA	Allen, Pete	(617) 379-0195	pallen@sciencelogic.com	--	11	13	51	185	em7admin	2014-05-20 19:58:37
11. Enterprise Video	Kansas City	KS	--	--	--	--	31	31	74	23	em7admin	2012-05-14 13:46:19
12. HQ Data Center	Reston	VA	Cordray, Christopher	(703)-354-1010	support@acme.com	159	210	249	370	0	em7admin	2011-03-31 17:17:17
13. Insight	--	--	--	--	--	--	1	1	15	174	em7admin	2014-06-04 17:48:27
14. MSP - AUS	Sydney	--	--	--	--	--	1	1	5	183	em7admin	2014-07-18 03:03:41
15. Pittcock	Portland	OR	Georgiana, Henry	5038233623	--	--	284	300	2	193	em7admin	2014-06-07 21:19:50
16. SILO	Kansas City	KS	--	--	--	--	217	217	20	16	em7admin	2014-11-04 22:25:18
17. US NYC	Manhattan	NY	Sellers, Bob	212-564-9878	bsellers@acme.com	--	1	2	7	1	em7admin	2011-03-31 17:17:38
18. US West	San Mateo	CA	McKenzie, Ted	801-098-5432	tmckenzie@asme.com	--	--	--	--	4	em7admin	2011-03-31 17:15:50
19. Video Lab	--	--	--	--	--	--	4	4	13	196	em7admin	2015-04-10 10:00:32

[Select Action] Go

**NOTE:** If you want to include only certain organizations in the report, use the "search as you type" fields at the top of each column. You can filter the list by one or more column headings. You can then click the **[Report]** button, and only the organizations displayed in the **Organizational Account Administration** page will appear in the report.

3. The **Export current view as a report** modal page appears.



4. In the **Export current view as a report** page, you must select the format in which the platform will generate the report. Your choices are:
  - Comma-separated values (.csv)
  - Web page (.html)
  - OpenDocument Spreadsheet (.ods)
  - Excel spreadsheet (.xlsx)
  - Acrobat document (.pdf)
5. Click the **[Generate]** button. The report will contain all the information displayed in the **Organizational Account Administration** page. You can immediately view the report or save it to a file for later viewing.

For each organization in the platform, this report displays:


- Organization ID
- Organization Name
- Address
- City
- State / Province
- Postal Code
- Country
- Contact's Last Name
- Contact's First Name
- Email
- Phone
- Fax
- Contact's Title
- Contact's Department
- Billing ID



- CRM ID
- Toll Free
- Number of User Accounts
- Number of Devices
- Number of Assets Records
- Number of Network Interfaces
- Date and Time of Last Edit

# Detailed Report About a Single Organization

The ScienceLogic platform can generate a custom report about a single organization. You can specify the level or detail to include in the report and the output format for the report.



**Report For Organization: ACME**  
April 17, 2015, 4:00 am

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**Properties**

Organization	ACME
Address	18 Bridge Street
City	Brooklyn
State	New York
Country	United States
Postal Code	11201
Phone	(646) 555-7864
Fax	
Email	fancynancy@acme.com
Contact Name	Nancy O'Dell
Title	Systems Administrator
Contact Dept	GIS
Billing ID	
CRM ID	
Theme / Skin	ScienceLogic - White - Blue

---

**Critical Contact List**

	Name	Role	Critical Contact	Phone	Cell	Pager	Email
1.	Customer, Basic						
2.	Customer Account, ACME						acme@acme.com

---

**Product Usage List**

	SKU Class	SKU Number	SKU Name	Name	Type
1.	Managed Application Server	SVC-GOLD	gold service	ACME	Organization
2.	Managed Network Management Services	SUPP0024	24x7 24 Hour Response	ACME	Organization

---

**Notes & Attachments**

schambers2
[2011-04-15 11:20:54 @ 4.79.21.194]

## Turn-Over Documentation

### Router/Firewall Sync Network

CIDR: 256.59.17.16/29  
 network mask: 255.255.255.248  
 network base address: 256.59.17.16  
 redundant gateway: 256.59.17.17  
 in use by distribution routers: 256.59.17.18, 209.59.17.19  
 customer firewall address: 256.59.17.20  
 available for additional customer use: 256.59.17.21, 209.59.17.22  
 broadcast address: 256.59.17.23

### Customer Server Network

routed to: 256.59.17.20  
 CIDR: 256.59.21.0/24  
 network mask: 255.255.255.0  
 network base address: 256.59.21.0  
 broadcast address: 256.59.21.255

### Notes

If uplink redundancy will be used, both the primary and secondary uplink must be connected to a common layer 2 (bridged Ethernet) segment. This is most often accomplished with a switch, redundant pair of switches, or bridged interfaces on customer firewalls. If both uplinks have link and are not able to reach each other at layer 2 so as to exchange heartbeats/announcements, severe packet loss will result. If redundancy is not initially required, simply connecting one uplink and leaving the other disconnected should be sufficient.

schambers2
[2011-04-15 11:22:24 @ 4.79.21.194]


Cabinet Location

Cabinet A13-1.

Combination 9-5-1-4-3

Report Created By ScienceLogic EM7™

To generate a detailed report about a single organization:

1. Go to the **Organizational Account Administration** page (Registry > Accounts > Organizations).
2. In the **Organizational Account Administration** page, find the organization you want to generate a report about. Click its printer icon ().

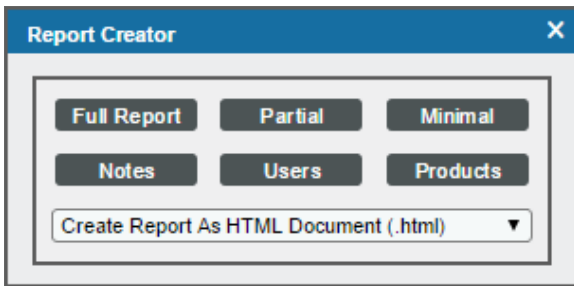
Organizational Account Administration | Organizations Found [19]

Create Report Reset Guide

Organization Name	City	State	Contact	Phone	Email	Users	Devices	Assets	Events	ID	Edited By	Last Edited
1. ACME	Brooklyn	NY	O'Dell, Nancy	(646) 555-7864	fnancy@acme.com	2	25	25	71	10	em7admin	2011-09-12 13:01:52
2. Aolani Corp.	Boston	MA	Allen, Pete	(617) 379-9195	pallen@sciencelogic.com	--	--	--	--	195	pallen	2014-11-24 21:23:46
3. Ayla Corporation	2	AL	--	--	--	--	--	--	--	27	em7admin	2014-06-04 19:31:12
4. Chart Company	Truro	--	--	--	--	--	2	2	--	187	em7admin	2014-07-19 01:17:20
5. Cloudhosting	New Heaven	CT	--	--	--	--	14	14	1	12	judkay	2014-06-13 16:37:31
6. Customer	--	--	--	--	--	--	--	--	--	179	em7admin	2014-11-20 23:18:02
7. Customer A Video	allendown	PA	--	--	--	3	3	3	7	194	em7admin	2014-11-06 00:13:44
8. Customer B Video	Portland	--	--	--	--	6	7	7	25	182	em7admin	2014-05-20 20:30:47
9. CustomerX	--	--	--	--	--	4	4	4	16	180	em7admin	2014-06-07 02:32:26
10. Demo Lab	Reston	VA	Allen, Pete	(617) 379-9195	pallen@sciencelogic.com	--	11	13	51	185	em7admin	2014-05-20 19:58:37
11. Enterprise Video	Kansas City	KS	--	--	--	31	31	31	74	23	em7admin	2012-05-14 13:46:19
12. HQ Data Center	Reston	VA	Cordray, Christopher	(703)-354-1010	support@acme.com	159	210	249	370	0	em7admin	2011-03-31 17:17:17
13. Insight	--	--	--	--	--	1	1	1	15	174	em7admin	2014-06-04 17:48:27
14. MSP - AUS	Sydney	--	--	--	--	--	1	1	5	183	em7admin	2014-07-18 03:03:41
15. Patrick	Portland	OR	Georgiana, Henry	5038233623	--	--	284	309	2	193	em7admin	2014-06-07 21:19:50
16. SLO	Kansas City	KS	--	--	--	217	217	217	20	16	em7admin	2014-11-04 22:25:18
17. US NYC	Manhattan	NY	Sellers, Bob	212-564-9878	bsellers@acme.com	--	1	2	7	1	em7admin	2011-03-31 17:17:38
18. US West	San Mateo	CA	McKenzie, Ted	801-098-5432	tmckenzie@acme.com	--	--	--	4	em7admin	2011-03-31 17:15:50	
19. Video Lab	--	--	--	--	--	4	4	4	13	196	em7admin	2015-04-10 10:00:32

[Select Action] Go

3. The **Report Creator** modal page appears.



4. The **Report Creator** modal page allows you to generate an organization report. From the **Report Creator** modal page, you can specify which information to include in the report and the format in which the report will be generated.
5. You can select from the following list of formats in which the report can be generated:
  - Create Report as HTML Document
  - Create Report as PDF Document
  - Create Report as OpenDocument Spreadsheet
  - Create Report as MS Excel Document

6. You can select one of the following to specify the information to include in the report:
  - **[Full Report]**. Displays all the contact information (address, phone numbers, email, contact person) from the **Organization Properties** page plus any product SKUs associated with the organization and all notes and attachments for the organization, as displayed in the **Organizational Notes** page.
  - **[Partial]**. Displays all the contact information (address, phone numbers, email, contact person) plus any critical contact persons from the **Organization Properties** page.
  - **[Minimal]**. Displays only the address and contact information in the **Organization Properties** page.
  - **[Notes]**. Displays all notes and attachments for the organization from the **Organization Properties** page.
  - **[Contacts]**. Displays a list of all user accounts in the organization from the **Organization Properties** page.
  - **[Products]**. Displays a list of product SKUs associated with the organization from the **Organization Properties** page.
7. When you select the information to include the report, the platform will generate the report. You can immediately view the report or save it to a file for later viewing.

## Understanding User Accounts

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### Overview

This chapter describes the types of user accounts, access keys and user policies, and how the latter two affect user accounts.

---

### What is a User Account?

A user account allows you to access the ScienceLogic platform GUI. You access this GUI by opening a browser session and connecting to an Administration Portal. From the GUI, you can interact with the platform, view data, status, and reports, and define policies, as well as administer the platform.

---

### Users and Organizations

For an overview of the relationship between an organization and its users, see the section on [Organizations and Their Relationships](#) in the chapter on organizations. see the section on Organizations and Their Relationships.

---

### Account Types

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.

Organizations also affect credentials. To support multi-tenancy, the ScienceLogic platform allows credentials to be aligned with organizations.

- For each credential that is aligned with an organization, only administrators and users who are members of the aligned organization will be able to see the credential in the **Credential Management** page.

- In the platform, in any field or column that displays the name of the credential, users who are not members of the aligned organization will not see the credential name. Instead, these users will see either a dash character (-) or the text "Restricted Credential".
- In the platform, in any list from which users can select a credential, users who are not members of the aligned organization will not see the credential as an entry in the list.

To learn more about credentials, see the manual *Discovery and Credentials*.

---

## Understanding Access Keys

There are two broad types of user accounts: administrators and users.

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.

Accounts of type "user" are assigned privileges. These privileges are defined by the ScienceLogic system administrator in the **Access Keys** page (System > Manage > Access Keys). **Access Keys** are customizable by the administrator, grant users access to pages and tabs, and permit users to view information and perform tasks in the platform.

Access Keys control the pages a user can navigate to and the actions the user can perform in each page. For details on access keys, see the manual entitled *Access Permissions*.

---

## Understanding User Policies

User Policies allow you to define a custom set of account properties and privileges (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.

A user policy allows you to define:

- Login State
- Authentication Method
- Ticket Queue Memberships
- Primary Organization and Additional Organization Memberships
- Theme
- Time Zone
- Privilege Keys

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.

For example:

- Suppose you create a user account called "John Doe" on the first of the month and use the user policy named "NOC users" to create the user account.
- Suppose you create another user account called "Jane Smith" on the fifth of the month and again use the user policy "NOC users".
- Suppose on the 15th of the month, you add an additional Key Privilege to the "NOC users" policy.
- That additional Key Privilege will appear in the account for John Doe and Jane Smith as soon as the "NOC users" policy is saved.

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. Any future changes made to the user policy will not appear in the disassociated user account.

If you want to automatically import user accounts from LDAP or Active Directory, you must create at least one user policy. To use user policies in this way, special configuration is required. This configuration is described in the manual *Using LDAP or Active Directory*.

For details on creating a user policy, see the chapter in this manual on [user policies](#).



---

## Understanding Authentication

Authentication is the method by which the ScienceLogic platform determines if a user can access the ScienceLogic system. There are two methods of authentication:

- **EM7 Session.** An administrator must define the user account in the platform. The user account has a username and password. During login, the platform checks its own databases to make sure the username and password are legitimate and accurate.
- **LDAP/Active Directory.** If the user has an account in Active Directory or on an LDAP server, the user can log in to the platform with the AD or LDAP username and password. The platform will communicate with Active Directory or the LDAP server to determine if the username and password are legitimate and accurate.
- **SSO Authentication.** If the user has a Single Sign-On (SSO) account, the user can enter a URL to access the ScienceLogic platform. A SAML IdP will authenticate the user with the user's browser acting as an intermediary. If the user is already logged in to the SAML IdP, the ScienceLogic platform will display the default page for the user. If the user is not yet logged in to the SAML IdP, the user will be prompted to log in to the SAML IdP and then redirected to the default page in the ScienceLogic platform.

**NOTE:** To use Active Directory authentication or LDAP authentication, special configuration is required. For details, see the manual *Using LDAP or Active Directory*.

**NOTE:** To use SSO authentication, special configuration is required. For details on configuring the platform to use SSO authentication, see the manual on using *Using Single Sign-On*.

## Creating and Editing User Accounts

---

### Overview

This chapter will show you how to create and edit user accounts in the ScienceLogic platform, and will also show you examples of user accounts created in the platform.

---

### Before Deployment

Before deployment, an administrator must determine:

- Which team members require access to the ScienceLogic platform.
- What access levels to assign to each team member.
- Which organization to place each team member in, so that each team member will have access to required device information.

After you have devised a plan, you can start adding user accounts to the platform.

---

### Best Practices

When creating user accounts, ScienceLogic suggests you use the following best practices:

- Limit the number of user accounts of type "administrator" to those who absolutely require full access to the ScienceLogic platform.
- Use care when assigning Access Keys to individual users and user policies. You should assign each user only the access that he/she requires to perform his/her job duties.
- Use care when updating user policies that have already been used to create user accounts. Remember that each change is dynamically added to each member's user account.

- Follow guidelines for creating a strong password, including:
  - Is at least eight characters long.
  - Does not contain your username, real name, or company name.
  - Cannot be found in a dictionary.
  - Is significantly different from previous passwords. Passwords that increment (Password1, Password2, Password3) are not strong.
  - Contains a mixture of uppercase and lowercase letters, numerals, and non-alphanumeric characters.

## Viewing a List of User Accounts

From the **User Accounts** page, you can view a list of all existing user accounts in the ScienceLogic platform. From this page, you can also define new user accounts and edit existing user accounts.

To access the **User Accounts** page:

1. Go to the **User Accounts** page (Registry > Accounts > User Accounts).

Username	Last Name   First Name	Account Type	User Policy	Primary Organization	Email Address	State	Sub Type	User ID	Edited By	Last Edited
@acmeuser	User, Acme	User	--	Acme Corporation	acme@acme.com	Active	EM7	28	em7admin	2012-03-28 13:06:15
@dashboard	Creator, Dashboard	User	--	System	--	Active	EM7	19	em7admin	2012-03-14 14:48:38
@dashboard_admin	Administrator, Dashboard	User	--	System	--	Active	EM7	22	em7admin	2012-03-15 17:07:21
@kahane	Kahane, David	Administrator	NOC	NOC	dkahane@super.com	Active	EM7	26	em7admin	2012-03-16 15:04:20
@em7admin	Administrator, System	Administrator	--	System	bleylard@sciencelogic.com	Active	EM7	1	em7admin	2012-04-12 19:36:47
@mantone	Mantone, Maggie	User	LDAP Imported	System	mmantone@sciencelogic.com	Active	LDAPAD	6	em7admin	2012-03-14 13:22:05
@qauser	qauser, qa	User	EMT Administrator	QA	--	Active	EM7	3	em7admin	2012-03-05 15:29:15
@sajohnson	Johnson, Samuel	User	End User	DC - Servers	sajohnson@company.com	Active	EM7	27	em7admin	2012-03-16 16:32:17
@sysuser	User, System	User	--	System	--	Active	EM7	2	sysuser	2012-02-22 22:41:59
@testcustomer	Customer, Test	User	End User	Engineering	--	Active	EM7	20	em7admin	2012-03-16 16:32:17

2. For each account, the **User Accounts** page displays:
  - **Username**. The username used to log in to the ScienceLogic platform.
  - **Last Name, First Name**. The user's last name and first name. The icon to the left of the column specifies the account type.
  - **Account Type**. The user's account type. Choices are User or Administrator.
  - **User Policy**. **User policy** associated with the user's account, if applicable.
  - **Organization**. The organization that the user belongs to.
  - **Email Address**. The user's email address.

- **State.** Can be one of the following:
  - *Active.* User can log in.
  - *Suspended.* User cannot log in.
  - *Vacation.* User can log in, but the platform will not send any automated email notifications to the user's email address(es).
- **Auth Type.** Specifies how the account is authenticated:
  - *EM7.* Account is authenticated through account-definition on the platform.
  - *LDAP/AD.* Account is authenticated through an external LDAP or AD server.
  - *SSO.* Account is authenticated through an external SSO provider.
- **User ID.** Unique numeric ID assigned to each user by the platform.
- **Edit User.** User who created or last edited the user account.
- **Edit Date.** The date and time the account was created or last edited.

## Filtering the List of User Accounts

The Filter-While-You-Type fields appear as a row of blank fields at the top of the list. These fields allow you to filter the items that appear in the list.

The list is dynamically updated as you select each filter. For each filter, you must make a selection from a drop-down menu or type text to match against. The ScienceLogic platform will search for entries that match the text, including partial matches. Text matches are not case-sensitive, and you can use special characters in each text field.

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.

You can filter by one or more of the following parameters. Only items that meet all of the filter criteria are displayed on the page.

The following describes each filter on the **User Accounts** page:

- **Username.** You can enter text to match, including special characters, and the **User Accounts** page will display only user accounts that have a matching username.
- **Last Name | First Name.** You can enter text to match, including special characters, and the **User Accounts** page will display only user accounts that have a matching last name, first name, or both.
- **Account Type.** You can enter text to match, including special characters, and the **User Accounts** page will display only user accounts that have a matching account type (administrator or user).
- **User Policy.** You can enter text to match, including special characters, and the **User Accounts** page will display only user accounts that have a matching user policy.
- **Primary Organization.** You can enter text to match, including special characters, and the **User Accounts** page will display only user accounts that have a matching primary organization.



- **Email Address.** You can enter text to match, including special characters, and the **User Accounts** page will display only user accounts that have a matching email address.
- **State.** You can enter text to match, including special characters, and the **User Accounts** page will display only user accounts that have a matching state (Active, Suspended, or Vacation).
- **Auth Type.** You can enter text to match, including special characters, and the **User Accounts** page will display only user accounts that have a matching authentication type.
- **User ID.** You can enter text to match, including special characters, and the **User Accounts** page will display only user accounts that have a matching ID.
- **Edited By.** You can enter text to match, including special characters, and the **User Accounts** page will display only user accounts that have a matching "edited by" value.
- **Last Edited.** You can select from a list of time periods. The **User Accounts** page will display only user accounts that have been edited within that time period.

## Special Characters

You can include the following special characters to filter by each column except those that display date and time:

**NOTE:** When searching for a string, the ScienceLogic platform will match substrings by default, even if you do not include any special characters. For example, searching for "hel" will match both "hello" and "helicopter". When searching for a numeric value, the ScienceLogic platform will not match a substring unless you use a special character.

### String and Numeric

- , (comma). Specifies an "OR" operation. Works for string and numeric values. For example:  
"dell, micro" matches all values that contain the string "dell" OR the string "micro".
- & (ampersand). Specifies an "AND" operation. Works for string and numeric values. For example:  
"dell & micro" matches all values that contain both the string "dell" AND the string "micro", in any order.

- ! (exclamation point). Specifies a "not" operation. Works for string and numeric values. For example:

"!dell" matches all values that do not contain the string "dell".

"! ^ micro" would match all values that do not start with "micro".

"!fer\$" would match all values that do not end with "fer".

"! ^ \$" would match all values that are not null.

"! ^ " would match null values.

"!\$" would match null values.

"happy, !dell" would match values that contain "happy" OR values that do not contain "dell".

**NOTE:** You can also use the "!" character in combination with the arithmetic special characters (min-max, >, <, >=, <=, =) described below.

- \* (asterisk). Specifies a "match zero or more" operation. Works for string and numeric values. For a string, matches any string that matches the text before and after the asterisk. For a number, matches any number that contains the text. For example:

"hel\*er" would match "helpers" and "helicopter" but not "hello".

"325\*" would match "325", "32561", and "325000".

"\*000" would match "1000", "25000", and "10500000".

- ? (question mark). Specifies "match any one character". Works for string and numeric values. For example:

"!?ver" would match the strings "oliver", "levers", and "lover", but not "believer".

"135?" would match the numbers "1350", "1354", and "1359", but not "135" or "13502"

## String

- ^ (caret). For strings only. Specifies "match the beginning". Matches any string that begins with the specified string. For example:

" ^ sci" would match "scientific" and "sciencelogic", but not "conscious".

" ^ happy\$" would match only the string "happy", with no characters before or after.

"! ^ micro" would match all values that do not start with "micro".

"! ^ \$" would match all values that are not null.

"! ^ " would match null values.

- \$ (dollar sign). For strings only. Specifies "match the ending". Matches any string that ends with the specified string. For example:

"ter\$" would match the string "renter" but not the string "terrific".

"^happy\$" would match only the string "happy", with no characters before or after.

"!fer\$" would match all values that do not end with "fer".

"!^\$" would match all values that are not null.

"!\$" would match null values.

**NOTE:** You can use both ^ and \$ if you want to match an entire string and only that string. For example, "^tern\$" would match the strings "tern" or "Tern" or "TERN"; it would not match the strings "terne" or "cistern".

## Numeric

- 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 would match 1, 2, 6, 345, etc.

"-5" matches 5 and less. So 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.

### Additional Examples

- "aio\$". Matches only text that ends with "aio".
- "^shu". Matches only text that begins with "shu".
- "^silo\$". Matches only the text "silo", with no characters before or after.
- "!silo". Matches only text that does not contain the characters "silo".
- "!^silo". Matches only text that does not start with "silo".
- "!0\$". Matches only text that does not end with "0".
- "!^silo\$". Matches only text that is not the exact text "silo", with no characters before or after.
- "!. Matches null values, typically represented as "--" in most pages.
- "!"\$. Matches null values, typically represented as "--" in most pages.
- "!. Matches all text that is not null.
- silo, !aggr". Matches text that contains the characters "silo" and also text that does not contain "aggr".
- "silo, 02, !aggr". Matches text that contains "silo" and also text that contains "02" and also text that does not contain "aggr".
- "silo, 02, !aggr, !01". Matches text that contains "silo" and also text that contains "02" and also text that does not contain "aggr" and also text that does not contain "01".
- "^s\*i\*i\*o\$". Matches text that contains the letter "s", "i", "l", "o", in that order. Other letters might lie between these letters. For example "sXiXlXo" would match.
- "!^s\*i\*i\*o\$". Matches all text that does not contain the letter "s", "i", "l", "o", in that order. Other letters might lie between these letters. For example "sXiXlXo" would not match.
- "!vol&!silo". Matches text that does not contain "vol" AND also does not contain "silo". For example, "volume" would match, because it contains "vol" but not "silo".
- "!vol&02". Matches text that does not contain "vol" AND also contains "02". For example, "happy02" would match, because it does not contain "vol" and it does contain "02".
- "aggr,!vol&02". Matches text that contains "aggr" OR text that does not contain "vol" AND also contains "02".
- "aggr,!vol&!infra". Matches text that contains "aggr" OR text that does not contain "vol" AND does not contain "infra".
- "\*". Matches all text.
- "!\*". Matches null values, typically represented as "--" in most pages.
- "silo". Matches text that contains "silo".
- "!silo". Matches text that does not contain "silo".
- "!^silo\$". Matches all text except the text "silo", with no characters before or after.
- "-3,7-8,11,24,50-". Matches numbers 1, 2, 3, 7, 8, 11, 24, 50, and all numbers greater than 50.



- "-3,7-8,11,24,50-,a". Matches numbers 1, 2, 3, 7, 8, 11, 24, 50, and all numbers greater than 50, and text that includes "a".
- "?n". Matches text that contains any single character and the character "n". For example, this string would match "an", "bn", "cn", "1 n", and "2n".
- "n\*SAN". Matches text the contains "n", zero or any number of any characters and then "SAN". For example, the string would match "nSAN", and "nhamburgerSAN".
- "^?n\*SAN\$". Matches text that begins with any single character, is following by "n", and then zero or any number of any characters, and ends in "SAN".

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## Manually Creating a New User Account

There are four ways to create a new user account in the ScienceLogic platform:

- Manually create the account and supply values in each field. This method is described in this section.
- Manually create the account and align the account with a user policy (instead of supplying values in each field). This is described in the chapter on [User Policies](#).
- Automatically importing LDAP or Active Directory accounts into the platform. This is described in the [Using LDAP or Active Directory](#) manual.
- Automatically importing SSO accounts into the platform. This is described in the [Using Single Sign-On \(SSO\)](#) manual.

To manually create a new user account in the ScienceLogic platform, perform the following steps:

1. Go to the **User Accounts** page (Registry > Accounts > User Accounts).

2. In the **User Accounts** page, click the **[Create]** button. The **Create New Account** page appears:

The screenshot shows the 'Create New Account' form with the following fields and values:

- Identification:**
  - First Name: [ ]
  - Last Name: [ ]
  - [ Generate name based on first and last name ]
  - Account Login Name: [ ]
  - Primary Email: [ ]
  - Password: [ ]
  - Confirm Password: [ ]
  - Password Strength: [Good]
  - Password Expiration: [Disabled]
  - Password Shadowing: [Default - cannot reuse passwords from past ye]
  - Require Password Reset:  Next Login
  - Multi-Factor Auth (MFA) User: [ ]
- Individual Properties:**
  - Organization: [System]
  - Account Type: [Individual]
  - Login State: [Active]
  - Authentication Method: [EM7 Session]
  - Restrict to IP: [ ]
  - Country: [United States]
  - Time Zone: [UTC]
  - Autosync Time Zone With Local settings: [Let The User Choose]
- Policy Membership:**
  - Account Templates:
    - User: EM7 Administrator
    - User: End User
    - User: Executive
    - User: Operations Manager
    - User: Operator
    - User: Provisioning & Device Configuration
    - User: Report & Widget Developer
    - User: SILO

3. In the **Create New Account** page, enter values in each field:

- **First Name.** User's first name. This value can be up to 24 characters in length.
- **Last Name.** User's last name. This value can be up to 24 characters in length.
- **Generate name based on first and last name.** If you select this checkbox, the platform will generate a login name for the user.
- **Password.** The user's password. This value must meet the requirements specified for the value you select in the **Password Strength** field set in the **Behavior Settings** page (System > Settings > Behavior).
- **Confirm Password.** The user's password again. This value must be identical to the value you specified in the **Password** field.
- **Password Strength.** When defining or editing a user account, the administrator can define the required password strength. The user must then always use a password that meets or exceeds that specified password strength. The platform will not allow the user to save changes to his or her password that do not meet the password strength requirement. Choices are:
  - **Good.** Password must be at least eight characters long and contain at least one number or one symbol.
  - **Strong.** Password must be at least eight characters long and contain at least one number and at least one symbol.
  - **Very Strong.** Password must be at least 13 characters long, contain no repeated characters, and contain at least one number and at least one symbol.

- **Password Expiration.** Specifies whether or not the password for this account will expire and if so, when the password will expire. Choices are:
  - *Disabled.* Password does not expire.
  - *30 Days.* When the current password is 30 days old, during login the user will be prompted to change the password.
  - *60 Days.* When the current password is 60 days old, during login the user will be prompted to change the password.
  - *90 Days.* When the current password is 90 days old, during login the user will be prompted to change the password.
  - *180 Days.* When the current password is 180 days old, during login the user will be prompted to change the password.

If the password is set to expire, on the expiration date the user will be prompted to change the password at the Login page. The user will be required to enter his/her old password and then enter a new password twice. If the user incorrectly enters the previous password or enters an invalid new password, the user will not be allowed to log in to the platform.

The new password must meet the requirements of the **Password Strength** field and the **Password Shadowing** field. The platform will prompt the user to meet these requirements and display a description of those requirements.

**NOTE:** The value in the **Password Expiration** field in this page (the **Account Permissions** page) overrides the value in the **Behavior Settings** page (System > Settings > Behavior).

- **Password Shadowing.** Specifies requirements for password reuse. By default, when a user defines a new password, he/she cannot reuse any passwords that he/she has used in the last 12 months. The choices in this field are:
  - *Default - cannot reuse passwords from past year*
  - *1 - Cannot reuse last password*
  - *2 - Cannot reuse last 2 passwords*
  - *3 - Cannot reuse last 3 passwords*
  - *4 - Cannot reuse last 4 passwords*
  - *5 - Cannot reuse last 5 passwords*
  - *6 - Cannot reuse last 6 passwords*
  - *7 - Cannot reuse last 7 passwords*
  - *8 - Cannot reuse last 8 passwords*
  - *9 - Cannot reuse last 9 passwords*
  - *10 - Cannot reuse last 10 passwords*

- **Require Password Reset.** If selected, the user will be prompted to change his or her password at the next login. When creating a new user account, this option is selected by default. After the user's first login, when he or she is prompted to change his or her password, this option is then unselected.
- **Multi-Factor Auth (MFA) User.** If this user requires a different user name for Multi-factor authentication, enter the MFA user name in this field.

**NOTE:** For details on configuring multi-factor authentication, see the manual *Using Multi-Factor Authentication*.

- **Account Login Name.** User's login name. This field can be up to 32 characters in length.
- **Primary Email.** User's email address. This field can be up to 64 characters in length.
- **Organization.** The organization of which the new user account will be a member. Users can select from among all organizations in the platform.
- **Account Type.** Specifies whether the user is a member of a user policy. Choices are:
  - *Individual.* User account is not a member of a user policy.
  - *Policy Membership.* User will be defined with a user policy. When selected, the *Policy Membership* field becomes active.
    - When a user policy is applied to a user's account, the user inherits the Key Privileges specified in the user policy. Administrators cannot add additional Key Privileges or delete Key Privileges from the user's account.
    - When a user policy is edited, each user account that is a member of that template will be dynamically updated.

The second drop-down list contains an entry for each standard account type. These account types affect the list of Key Privileges for the user. The choices are:

- *Administrator.* By default, administrators are granted all permissions available in the platform. Administrators can access all tabs and pages and perform all actions and tasks.
- *User.* 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).
- **Login State.** Initial login state for the user account. The choices are:
  - *Suspended.* Account is not active. User cannot log in to the platform.
  - *Active.* Account is active. User can log in to the platform.
  - *Vacation.* Account is active and the user can log in to the platform, but the platform does not send email messages to the user.
- **Authentication Method.** Specifies how the user's username and password will be authenticated. The choices are:

- *EM7 Session*. User's username and password are authenticated by the database.
- *LDAP/Active Directory*. User's username and password are authenticated by an LDAP server or Active Directory server. For details on configuring the platform to use LDAP or Active Directory authentication, see the manual *Using LDAP or Active Directory*.

**NOTE:** For users who are authenticated with Single Sign-On (SSO), the ScienceLogic platform ignores the **Authentication Method** field. For details on configuring the platform to use SSO authentication, see the manual on using *Using Single Sign-On*.

- **Restrict to IP**. The user will be allowed to access the platform only from the specified IP address. Specify the IP address in standard dotted-decimal notation.
- **Country**. Select the appropriate country to associate with the user account.
- **Time Zone**. Select the appropriate time zone to associate with the user account.

**NOTE:** : By default, the **Country** field and **Time Zone** field will be set to the system-wide defaults defined in the **Behavior Settings** page (System > Settings > Behavior). You can override these values for the current user. Changing the default country or time zone for the current user will not affect the system-wide default settings.

**NOTE:** If the user account is aligned with a user policy that specifies a time zone, the **Time Zone** field will be disabled. The user account will use the Time Zone specified in the user policy and the **Time Zone** field cannot be edited.

- **Autosync Time Zone With Local Settings**. Specifies whether the ScienceLogic platform should always use the time zone specified in the **Time Zone** field or if the ScienceLogic platform should adopt the local time zone (when it differs from the value in the **Time Zone** field). This is helpful for users who travel and use the ScienceLogic platform "on the road". Choices are:
  - *Yes*. If the value in the **Time Zone** field differs from the local time zone, the ScienceLogic platform should use the local time zone.
  - *No*. The ScienceLogic platform will continue to use the time zone specified in the Time Zone field, even if the local time zone differs.
- **Policy Membership**. If you selected *Policy Membership* in the **Account Type** field, the **Policy Membership** field is activated. In this field, you can select a user policy to apply to the new user account.
  - When a user policy is applied to a user's account, the user inherits the Key Privileges specified in the user policy. Administrators cannot add additional Key Privileges or delete Key Privileges from the user's account.
  - When a user policy is edited, each user account that is a member of that policy will be dynamically updated.

4. Click the **[Save]** button to save the new user account.
5. The **Account Permissions** page appears, with some of the fields already populated with values from the **Create New Account** page.
6. An additional set of tabs appears. These tabs are the Account Panel tools. These tabs are described in the chapter on [Managing User Accounts](#).

## Password Strength

When defining or editing a user account, the administrator can define the required password strength. The user must then always use a password that meets or exceeds that specified password strength.

To determine password strength, the ScienceLogic platform uses the following scoring system:

- **Too short** = password is less than eight characters
- **Bad password** = same password as username
- **Bad password** = score less than 34
- **Good password** = score greater than 34 and less than 68. Minimum requirements are that the password must be at least eight characters long and contain at least one number or one symbol.
- **Strong password** = score greater than 68 and less than 100. Minimum requirements are that the password must be at least eight characters long and contain at least one number and at least one symbol.
- **Very Strong password** = score equal to or greater than 100, where password length is greater than 13 characters. Minimum requirements are that the password must be at least 13 characters long, contain no repeated characters, and contain at least one number and at least one symbol.

To generate a score for a password, the platform uses the following scoring parameters:

- Base score for password length (password must contain at least eight characters) = password length \* 4
- If password contains at least three numbers = +5
- If password contains at least two symbols = +5
- If password contains both uppercase and lowercase letters = +10
- If password contains at least one number and letters = +15
- If password contains at least one number and at least one symbol = +15
- If password contains letters and at least one symbol = +15
- If password is only numbers = -10
- If password is only letters = -10
- One repeated character in password = (1 - password length) (a negative value)
- Two repeated characters in password = (2 - password length) (a negative value)
- Three repeated characters in password = (3 - password length) (a negative value)

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## Using LDAP or Active Directory for Authentication

If you have already created accounts for users in the ScienceLogic platform, you can use Active Directory or LDAP to authenticate one or more of those users. Each time an Active Directory or LDAP user logs in to the ScienceLogic platform using his/her Active Directory or LDAP username and password, the platform will use Active Directory or LDAP to authenticate that user.

For details on configuring the platform to use LDAP or Active Directory authentication, see the manual on using *LDAP or Active Directory*.

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## Importing Users from LDAP or Active Directory

If you have created Active Directory or LDAP accounts for users and do not want to manually create accounts again in the ScienceLogic platform, you can configure the platform to automatically create accounts for Active Directory users or LDAP users.

Each Active Directory or LDAP user logs in to the ScienceLogic platform using his or her Active Directory or LDAP username and password, and the platform automatically creates an account for that user. Each subsequent time that user logs in to the platform, the platform will use Active Directory or LDAP to authenticate that user.

For details on configuring the platform to use LDAP or Active Directory authentication, see the manual on using *LDAP or Active Directory*.

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## Using SSO for Authentication

If you have already created Single Sign-On (SSO) accounts for users, you can use SSO to authenticate one or more of those users. Each time an SSO user tries to access the ScienceLogic platform, the platform will use SSO (via SAML) to authenticate that user.

For details on configuring the platform to use SSO authentication, see the manual on using *Using Single Sign-On*.

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## Importing Users from SSO

If you have created Single Sign-On (SSO) accounts for users and do not want to manually create accounts again in the ScienceLogic platform, you can configure the platform to automatically create accounts for SSO users.


Each SSO user enters the URL to access the ScienceLogic platform. The ScienceLogic platform automatically creates an account for that user. Each subsequent time that user logs in to the platform, the platform will use SSO to authenticate that user.

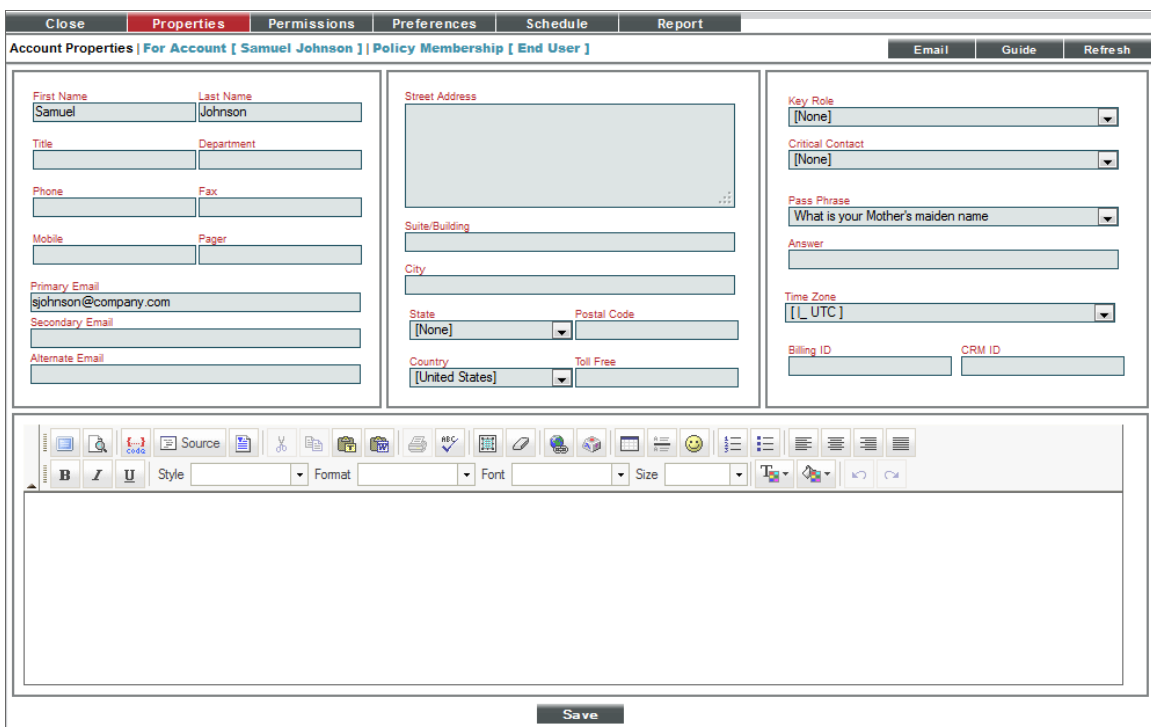
For details on configuring the platform to use SSO authentication, see the manual on using *Using Single Sign-On*.

## Editing an Existing User Account

The **Account Properties** page allows you to define contact information for a user or edit existing contact information for a user. From this page, you can also access the other tabs in the **Account Administration** panel.

To edit the contact information for a user account:

1. Go to the **User Accounts** page (Registry > Accounts > User Accounts).
2. In the **User Accounts** page, find the user account you want to edit. Click its business card icon (  ).



3. The **Account Properties** page appears.
4. In the **Account Properties** page, you can edit one or more contact fields. You can also click one of the additional tabs. After you save a new user account, an additional set of tabs appears. These tabs are the Account Panel tools. These tabs include the following:
  - **Properties.** Displays the **Account Properties** page, where you can define contact information for a user or edit existing contact information.
  - **Permissions.** Displays the **Account Permissions** page, where you can define or edit the account name, password, account type, state, authentication method, ticket queue membership, and privilege keys.



- **Preferences.** Displays the **Account Preferences** page, where you can customize some of the behavior and appearance of the platform. The customizations that you choose will appear each time the current user logs in to the platform. This will not affect how the platform appears to other users.
- **Schedule.** Displays the **Account Scheduled** page, where you can view a calendar for the user and enter one-time and recurring appointments, meetings, and vacation leave for the user.
- **Report.** Generates an HTML report about the user account.

5. Each of the tabs is described in the chapter on [Managing User Accounts](#).
6. Click the **[Save]** button to save your changes.

## Deleting an Existing User Account

From the **User Accounts** page, you can delete one or more user accounts. To do so:

1. Go to the **User Accounts** page (Registry > Accounts > User Accounts).
2. In the **User Accounts** page, find the account or accounts you want to delete. Select its checkbox (☐).

The screenshot shows the 'User Accounts' page with a table of 10 accounts. The table columns are: Username, Last Name | First Name, Account Type, User Policy, Binary Organization, Email Address, State, Auth Type, User ID, Edited By, and Last Edited. A red box highlights the checkboxes for the accounts 'em7admin' (row 5) and 'em7admin' (row 6). Another red box highlights the context menu for the selected accounts, with 'DELETE Accounts' selected under the 'Select Action' dropdown.

Username	Last Name   First Name	Account Type	User Policy	Binary Organization	Email Address	State	Auth Type	User ID	Edited By	Last Edited
pacmeuser	User, Acme	User	--	Acme Corporation	3acme@acme.com	Active	EM7	28	em7/admin	2012-03-28 13:06:15
pdashboard	Creator, Dashboard	User	--	System	--	Active	EM7	19	em7/admin	2012-03-14 14:48:38
pdashboard_admin	Administrator, Dashboard	User	--	System	--	Active	EM7	22	em7/admin	2012-03-15 17:07:21
dkahane	Kahane, David	Administrator	NOC	NOC	3dkahane@super.com	Active	EM7	26	em7/admin	2012-03-16 15:04:20
em7admin	Administrator, System	Administrator	--	System	3elleyland@sciencelogic.com	Active	EM7	1	em7/admin	2012-04-12 18:30:47
em7test	em7test, em7test	User	LDAP Imported	System	3em7test@sciencelogic.com	Active	LDAPv3	8	em7/admin	2012-03-16 18:22:35
em7pauser	User, qa	User	EM7 Administrator	QA	--	Active	EM7	3	em7/admin	2012-03-05 15:29:15
em7johnson	Johnson, Samuel	User	End User	SC - Servers	3sjohnson@company.com	Active	EM7	27	em7/admin	2012-03-16 16:32:17
em7sysuser	User, System	User	--	System	--	Active	EM7	2	sysuser	2012-02-22 22:41:59
em7testcustomer	Customer, Test	User	End User	Engineering	--	Active	EM7	20	em7/admin	2012-03-16 16:32:17

**[Select Action]**  
**Administration:**  
 - DELETE Accounts  
**LDAP:**  
 - Require LDAPv3 Authentication  
 - Remove LDAPv3 Authentication  
**Change Brand to:**  
 - Classic "EM7 Operations"  
 - Clean Slate  
 - EM7 Operations Manager  
 - Papyrus  
 - Sales Theme  
 - Sciencelogic Standard Theme  
 - Sciencelogic Standard Theme + Red Titlebars  
 - Sciencelogic | Executive II  
**[Select Action]** **Go**

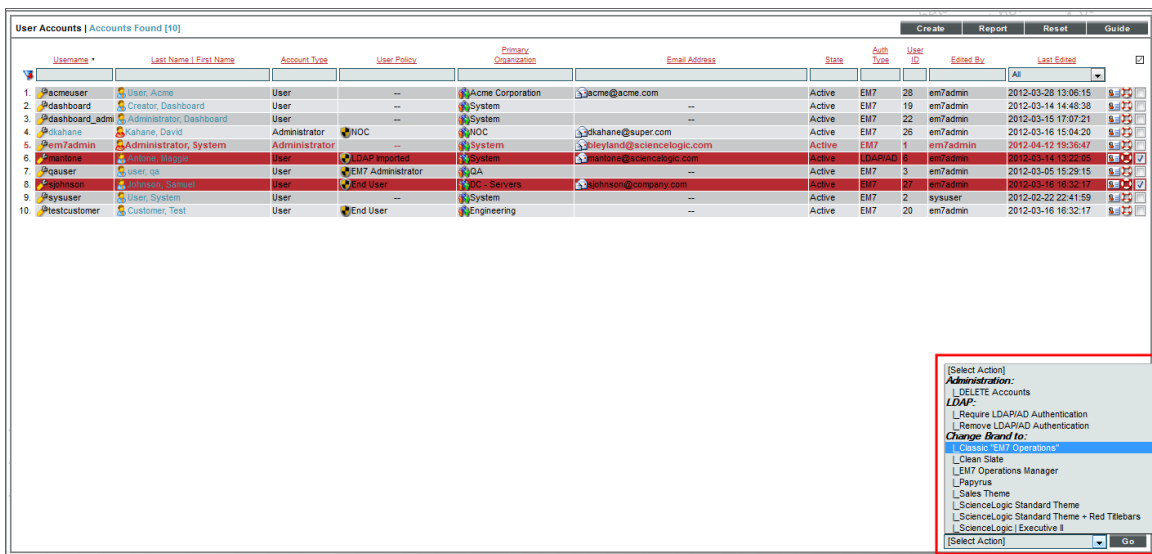
3. In the **Select Action** drop-down field (in the lower right), choose **DELETE Accounts**.
4. Click the **[Go]** button.
5. The selected account(s) will be deleted from the Sciencelogic platform.

# Performing Administrative Tasks for One or More User Accounts

The **User Accounts Manager** page contains a drop-down field in the lower right called **Select Action**. This field allows you to apply an action to multiple user accounts at once. You can delete, change authentication, or change the default brand for multiple user accounts, simultaneously.

To apply an action to multiple user accounts:

1. Go to the **User Accounts** page (Registry > Accounts > User Accounts).
2. In the **User Accounts** page, select the checkbox for each user account you want to apply the action to. To select all checkboxes for all user accounts, select the red checkbox at the top of the page.



3. In the **Select Action** drop-down list, select one of the following actions.
  - **DELETE Accounts.** Deletes all selected user accounts from the ScienceLogic platform.
  - **Require LDAP/AD Authentication.** Each selected user must be authenticated on an LDAP server or an Active Directory server. User must have an existing account on an LDAP server or an Active Directory server. For details on configuring the platform to use LDAP or Active Directory authentication, see the manual *Using LDAP or Active Directory with the platform*.
  - **Remove LDAP/AD Authentication.** Each selected user must be authenticated by a user interface session.

- **Change Brand To.** Change the default theme (page layout, color, and graphics) for the user(s). Select from the list of existing themes.
- **Change User Policy To.** Change the user policy associated with the user account(s). Select from the list of existing user policies.

4. Click the **[Go]** button to apply the selected action to each selected user account.

---

## Examples of Manually Creating a User Account

The following example walks you through the steps for manually creating an organization.

- For this example, we'll use an imaginary company with three locations: a sales office in Boston, headquarters in Chicago, and an R&D office in California. The company has created organizations based on geographical location.
- The company has created three organizations: Northeast, Headquarters, West Coast.
- Each organization will contain the local hardware and the local users. This will ensure that users can access information on local devices and local users. Administrators can define Access Keys to further limit or allow access.
- We will manually create a user, Paul Revere, as a member of the organization called "Northeast". Paul Revere is the Administrator for his organization and requires full access to the platform. Therefore, he will have an account of type "administrator".
- We will manually create a user, Samuel Adams, as a member of the organization called "Northeast". Samuel Adams is the system administrator and will have an account of type "user". Samuel Adams needs to be able to manage the devices and user accounts in the organization "Northeast". We have already defined Access Keys that allow a user to perform these tasks.

### Defining User "Paul Revere"

The user "Paul Revere" is an administrator who belongs to the organization "Northeast".

To manually create the user "Paul Revere":

1. Log in to the ScienceLogic platform as a system administrator. If you have not yet created organizations or user accounts, you can log in as "em7admin", using the password defined during initial configuration.
2. Go to the **User Accounts** page (Registry > Accounts > User Accounts).
3. In the **User Accounts** page, click the **[Create]** button.

4. The **Create New Account** page appears.

5. In the **Create New Account** page, supply the following values in each field:

- **First Name.** The user's name is Paul Revere, so we supplied "Paul" in this field.
- **Last Name.** We supplied the value "Revere" in this field.
- **Generate name based on first and last name.** We did not select this checkbox, because our corporate convention is to use first initial and last name as a user name. If we have duplicate names, we use first initial, middle initial, and last name as a user name.
- **Account Login Name.** We entered "prevere" as the user's account login name, as is our corporate convention.
- **Primary Email.** We entered "prevere@company.com" as the user's email address.
- **Password.** We entered "2IfByNight!" in this field, to follow best practices when creating a password. This password includes uppercase letters, lowercase letters, numerals, non-alphabetic characters, and cannot be found in a dictionary.
- **Confirm Password.** We entered the user's password again.
- **Password Strength.** We specified the user must have a Strong password.
- **Password Expiration.** We specified that the password will expire in 30 Days.
- **Password Shadowing.** We left this field at its default value - cannot reuse passwords from last year.
- **Require Password Reset.** We did not select this checkbox. The user will not be required to change their password when they first log in.
- **Multi-Factor Auth (MFA) User.** We entered "prevere1" in this field, because this user requires a different user name for Multi-factor authentication.

**NOTE:** For details on configuring multi-factor authentication, see the manual *Using Multi-Factor Authentication*.

- **Organization.** We selected the organization "System" as the user's primary organization.
  - **Account Type.** We selected "Individual", because this user is not a member of a user policy.
  - **Account Type.** We selected "Administrator", because this user requires full access to all tabs, pages, actions, and tasks in the platform.
  - **Login State.** We selected "Active" in this field, so this user can immediately begin using the ScienceLogic platform.
  - **Authentication Method.** We selected *EM7 Session* in this field. We want to use the ScienceLogic database (as opposed to an LDAP or Active Directory database) to determine if the username and password are valid.
  - **Restrict to IP.** We did not enter a value in this field. Because this user is an administrator, we want to allow the user to access the platform from multiple locations and multiple IP addresses, for diagnostic purposes.
  - **Country.** We selected "United States" as the country for this user.
  - **Time Zone.** We selected "America/New York" as the time zone for this user.
  - **Autosync Time Zone With Local Settings.** We selected *No*.
  - **Policy Membership.** Because this user was not created with a user policy, this field is grayed out.
6. Click the **[Save]** button to save the new user account.
  7. The **Account Permissions** page appears, with some of the fields already populated with values from the **Create New Account** page
  8. An additional set of tabs appears. These tabs are the Account Panel tools. These tabs are described in the chapter on [Managing User Accounts](#).

## Defining User "Samuel Adams"

The user "Samuel Adams" is a user who requires access to all the device features and account features for the devices and user accounts in his organization.

To manually create the user "Samuel Adams":

1. Log in to the ScienceLogic platform as a system administrator. If you have not yet created organizations or user accounts, you can log in as "em7admin", using the password defined during initial configuration.
2. Go to the **User Accounts** page (Registry > Accounts > User Accounts).
3. In the **User Accounts** page, click the **[Create]** button.

4. The **Create New Account** page appears.

The screenshot shows the 'Create New Account' page with a blue header bar containing 'Create New Account | Password Strength: [ Good ]', 'Guide', and 'Reset' buttons. The page is divided into three main sections: Identification, Individual Properties, and Policy Membership. The Identification section includes fields for First Name (Samuel), Last Name (Adams), a checkbox for 'Generate name based on first and last name', Account Login Name (samadams), Primary Email (samadams@company.com), Password and Confirm Password (TeaParty1216!), Password Strength (Strong), Password Expiration (30 Days), Password Shadowing (Default - cannot reuse passwords from past year), Require Password Reset (checkbox), and Multi-Factor Auth (MFA) User (samadams1). The Individual Properties section includes Organization ([ System ], Account Type ([ Individual ], Login State ([ Active ], Authentication Method ([ EM7 Session ], Restrict to IP, Country ([ United States ], Time Zone ([ \_ Anchorage ], and Autosync Time Zone With Local settings (No). The Policy Membership section shows a list of Account Templates: User: EM7 Administrator, User: End User, User: Executive, User: Operations Manager, User: Operator, User: Provisioning & Device Configuration, and User: Report & Widget Developer. A Save button is located at the bottom center of the form.

5. In the **Create New Account** page, supply the following values in each field:

- **First Name.** The user's name is Samuel Adams, so we supplied "Samuel" in this field.
- **Last Name.** We supplied the value "Adams" in this field.
- **Generate name based on first and last name.** We did not select this checkbox, because our corporate convention is to use first initial and last name as a user name. If we have duplicate names, we use first initial, middle initial, and last name as a user name.
- **Account Login Name.** We entered "samadams" as the user's account login name, as is our corporate convention.
- **Primary Email.** We entered "samadams@company.com" as the user's email address.
- **Password.** We entered "TeaParty1216!" in this field, to follow best practices when creating a password. This password includes uppercase letters, lowercase letters, numerals, non-alphabetic characters, and cannot be found in a dictionary.
- **Confirm Password.** We entered the user's password again.
- **Password Strength.** We specified the user must have a Strong password.
- **Password Expiration.** We specified that the password will expire in 30 Days.
- **Password Shadowing.** We left this field at its default value—cannot reuse passwords from last year.
- **Require Password Reset.** We did not select this checkbox. The user will not be required to change their password when they first log in.
- **Multi-Factor Auth (MFA) User.** We entered "samadams1" in this field, because this user requires a different user name for Multi-factor authentication.

**NOTE:** For details on configuring multi-factor authentication, see the manual *Using Multi-Factor Authentication*.

- **Organization.** We selected the organization "System" as the user's primary organization.
- **Account Type.** We selected *Individual*, because this user is not a member of a user policy.
- **Account Type.** We selected *User*, because this user does not requires full access to all tabs, pages, actions, and tasks in the platform.
- **Login State.** We selected *Active* in this field, so this user can immediately begin using the platform.
- **Authentication Method.** We selected *EM7 Session* in this field. We want to use the ScienceLogic database (as opposed to an LDAP or Active Directory database) to determine if the user name and password are valid.
- **Restrict to IP.** We did not enter a value in this field. Because this user is a system administrator, we want to allow the user to access the platform from multiple locations and multiple IP addresses, for diagnostic purposes.
- **Country.** We selected *United States* as the time zone for this user.
- **Time Zone.** We selected *Anchorage* as the time zone for this user.
- **Autosync Time Zone With Local Settings.** We selected *No*.
- **Policy Membership.** Because this user was not created with a user policy, this field is grayed out.

6. Click the **[Save]** button to save the new user account.

- The **Account Permissions** page appears, with some of the fields already populated with values from the **Create New Account** page:

Account Permissions | For Account [ Samuel Adams ] | Account Successfully Created | Please Assign Permissions

Account Login Name: samadams

Change Password: [ ] Confirm Password: [ ]

Password Strength: [ Strong ]

Account Type: [ Individual ]

[ User ]

Login State: [ Active ]

Password Expiration: [ 30 Days ]

Password Shadowing: [ Default - cannot reuse passwords from past year ]

Require Password Reset:  Next Login

Authentication Method: [ EM7 Session ] Restrict to IP: [ ]

Multi-Factor Auth (MFA) User: samadams1

Ticket Queue Memberships:

- None
- Asset Management
- Change Management
- Documentation
- Facilities
- Help Desk
- Monitoring
- Provisioning
- Service Level

Primary Organization: [ System ]

Theme: [ ScienceLogic: White + Blue Titlebars ]

Time Zone: [ Anchorage ]

Autosync Time Zone With Local settings: [ No ]

Additional Organization Memberships:

- (None)
- (All organizations)
- aws\_test\_org
- backend
- SAC\_sanity\_IC\_Test
- SILO
- xen\_auto\_org

Privilege Keys:

EM7 System Administration

- [1] Grant All
- [28] Basic User Privileges
- [30] PowerPack Administration
- [32] Provisioning Access
- [50] Admin Portal UI Access
- [57] Subscription Management

Ticketing

- [7] Ticketing - End User
- [8] Ticketing - Operator
- [12] Ticketing - Administration

Dashboards

- [13] Dashboard - Administration
- [14] Dashboard - View
- [15] Dashboard - Widget Developer

Asset Management

- [16] Asset - View
- [17] Asset - Administration

Knowledge Base

- [18] Knowledge Base - View
- [19] Knowledge Base - Administration

Organizations

- [20] Org / User / Vendor / Contact - View
- [21] Org / User / Vendor / Contact - Administration

note: Locked ticket queues must be applied by queue administrator.  
\*locked queues will remain unchanged.

Save

- In the **Account Permissions** page, we must now assign Access Keys to the user's account, so he can manage the devices and user accounts in his organization.
- We have already created two Access Keys:
  - The Access key named **Manage Devices** allows a user full access to devices. For accounts of type "user", this access key allows a user full access to all the devices in his/her organization.
  - The Access key named **Manage Accounts** allows a user full access to user accounts. For accounts of type "user", this access key allows a user full access to all the user accounts in his/her organization.
- We selected these Access Keys for the user Samuel Adams and clicked the **[Save]** button.
- After creating the user account, an additional set of tabs appears. These tabs are the Account Panel tools. These tabs are described in the chapter on [Managing User Accounts](#).



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# Chapter

# 8

## User Policies

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### Overview

User Policies allow you to define a custom set of account properties and key privileges (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. This chapter will show you how to create a user policy.

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### What is a User Policy?

In a user policy you can choose to define all the fields in the **Account Permissions** page or you can choose to define only one or more fields. When you apply the user policy to user accounts, only those fields you defined in the user policy will be applied to the user accounts. For the remaining fields, the user accounts will retain their previous values or use the default values.

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.

For example:

- Suppose you create a user account called "John Doe" on the first of the month and use the user policy named "NOC users" to create the user account.
- Suppose you create another user account called "Jane Smith" on the fifth of the month and again use the user policy "NOC users".
- Suppose on the 15th of the month, you add an additional Key Privilege to the "NOC users" policy.
- That additional Key Privilege will appear in the account for John Doe and Jane Smith as soon as the "NOC users" policy is saved.

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. Any future changes made to the user policy will not appear in the disassociated user account.

If you want to automatically import user accounts from LDAP or Active Directory, you must create at least one user policy. To use user policies in this way, special configuration is required. This configuration is described in the manual *Using LDAP or Active Directory*.

## Creating a User Policy

User Policies allow you to define a custom set of account properties and privileges (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.

To create a new user policy:

1. Go to the **User Policies** page (Registry > Accounts > User Policies).
2. In the **User Policies** page, click the **[Create]** button. The **User Policy Properties Editor** page appears.

**NOTE:** If you have disabled fields in the User Policy, you must manually define these fields in the **Account Permissions** page for each aligned user account.

The screenshot shows the 'User Policy Properties Editor' window with the following sections:

- Policy Name:** [Empty text field]
- Login State:** [Suspended]
- Account Type:** [User]
- Password Strength:** [Good]
- Password Expiration:** [Disabled]
- Password Shadowing:** [Default - cannot reuse passwords from past year]
- Require Password Reset:** [Next Login]
- Authentication Method:** [EM7 Session]
- Restrict to IP:** [Empty text field]
- Event Console Default Display:** [Flat events table]
- Ticket Queue Memberships:** [None]
- Primary Organization:** [System]
- Theme:** [ScienceLogic Standard Theme]
- Time Zone:** [New York]
- Additional Organization Memberships:** [None]
- Privilege Keys:** [1] Grant All, [28] Basic User Privileges, [30] Power-Pack Administration, [32] Provisioning Access, [50] Admin Portal UI Access
- Ticketing:** [7] Ticketing - End User, [8] Ticketing - Operator, [12] Ticketing - Administration
- Dashboards:** [13] Dashboard - Administration, [14] Dashboard - View, [15] Dashboard - Widget Developer, [53] Monitoring Service Dashboards
- Asset Management:** [16] Asset - View, [17] Asset - Administration
- Knowledge Base:** [18] Knowledge Base - View, [19] Knowledge Base - Administration
- Organizations:** [20] Org / User / Vendor - View, [21] Org / User / Vendor - Administration, [22] Org / User / Vendor - Operator
- Reports:** [23] Reporting - Run Quick Reports

Buttons: Save, Re-Apply All Settings To All Policy Members, Reset, Guide.

3. In the **User Policy Properties Editor** page, supply a value in each field:

**NOTE:** If you don't want a field included in a User Policy, click on the field name. The field will become grayed out. The ScienceLogic platform does not apply the grayed-out fields to any aligned user accounts; the corresponding field in the user account retains its original value (either a default value or a custom value that was defined when the account was created).

- **Policy Name.** Name of the user policy. Can be any combination of alphanumeric characters, up to 64 characters in length.
- **Login State.** Specifies whether user accounts created with the policy can log in to the platform. Choices are:
  - *Active.* Means user accounts created with this policy are active and can log in to the platform.
  - *Suspended.* Means that user accounts created with this policy are not active and cannot log in to the platform.
- **Account Type.** This drop-down contains an entry for each standard account type. These account types affect the list of Key Privileges for the user. The choices are:
  - *Administrator.* This type of user has unlimited permissions in the platform.
  - *User.* This type of user must be assigned permissions in the platform.
- **Password Strength.** When defining or editing a user account, the administrator can define the required password strength. The user must then always use a password that meets or exceeds that specified password strength. The platform will not allow the user to save changes to his/her password that do not meet the password strength requirement. Choices are:
  - *Good.* Password must be at least eight characters long and contain at least one number or one symbol.
  - *Strong.* Password must be at least eight characters long and contain at least one number and at least one symbol.
  - *Very Strong.* Password must be at least 13 characters long, contain no repeated characters, and contain at least one number and at least one symbol.
- **Password Expiration.** Specifies whether or not the password for this account will expire and if so, when the password will expire. Choices are:
  - *Disabled.* Password does not expire.
  - *30 Days.* When the current password is 30 days old, during login the user will be prompted to change the password.
  - *60 Days.* When the current password is 60 days old, during login the user will be prompted to change the password.

- *90 Days*. When the current password is 90 days old, during login the user will be prompted to change the password.
- *180 Days*. When the current password is 180 days old, during login the user will be prompted to change the password.

If the password is set to expire, on the expiration date, the user will be prompted to change the password at the Login page. The user will be required to enter his/her old password and then enter a new password twice. If the user incorrectly enters the previous password or enters an invalid new password, the user will not be allowed to log in to the platform.

The new password must meet the requirements of the **Password Strength** field and the **Password Shadowing** field. The ScienceLogic platform will prompt the user to meet these requirements and display a description of those requirements.

**NOTE:** The value in the **Password Expiration** field in this page (the **Create New Account** page) overrides the value in the **Behavior Settings** page (System > Settings > Behavior).

- **Password Shadowing**. Specifies requirements for password reuse. By default, when a user defines a new password, he/she cannot reuse any passwords that he/she has used in the last 12 months. The choices in this field are:
  - *Default - cannot reuse passwords from past year*
  - *1 - Cannot reuse last password*
  - *2 - Cannot reuse last 2 passwords*
  - *3 - Cannot reuse last 3 passwords*
  - *4 - Cannot reuse last 4 passwords*
  - *5 - Cannot reuse last 5 passwords*
  - *6 - Cannot reuse last 6 passwords*
  - *7 - Cannot reuse last 7 passwords*
  - *8 - Cannot reuse last 8 passwords*
  - *9 - Cannot reuse last 9 passwords*
  - *10 - Cannot reuse last 10 passwords*
- **Require Password Reset**. If selected, the user will be prompted to change his/her password at the next login. When creating a new user account, this option is selected by default. After the user's first login, when he/she is prompted to change his/her password, this option is then unselected.

**NOTE:** The **Re-Apply All Settings to All Policy Members** checkbox affects the behavior of the **Require Password Reset** field.

- **Authentication Method.** Specifies how the user's username and password will be authenticated. The choices are:
  - *EM7 Session.* User's username and password are authenticated by the ScienceLogic database.
  - *LDAP/Active Directory.* User's username and password are authenticated by an LDAP server or Active Directory server. For details on configuring the platform to use LDAP or Active Directory authentication, see the manual *Using LDAP or Active Directory.*

**NOTE:** For users who are authenticated with Single Sign-On (SSO), the ScienceLogic platform ignores the **Authentication Method** field. For details on configuring the platform to use SSO authentication, see the manual on using *Using Single Sign-On.*

- **Restrict to IP.** The user will be allowed to access the platform only from the specified IP. Specify the IP address in standard dotted-decimal notation.
- **Ticket Queue Memberships.** Highlight one or more ticket queues of which users will be members.
- **Primary Organization.** Specifies the primary organization. This will be the default organization for user accounts created with this policy. You can select from a list of all organizations in the platform.
- **Theme.** Backgrounds, colors, fonts, and graphics that will appear when a user logs in. Themes are defined in the **Theme Management** page (System > Customize > Themes). You can select from a list of all themes in the platform.
- **Time Zone.** The time zone to associate with each user account created with this user policy. Dates and times in the platform will be displayed for the selected time zone.
- **Additional Organization Memberships.** User accounts created with this user policy will be members of each selected organization. This allows users to view and access elements from multiple organizations. To select, highlight one or more organizations.
- **Privilege Keys.** The **Privilege Keys** pane displays a list of Access Keys that can be assigned to the user's account. Access Keys define the tabs and pages users have access to and the actions that a user may perform. These key privileges are defined by the system administrator from the **Access Keys** page (System > Manage > Access Keys).
  - The platform includes the default access key "Grant All". For accounts of type "user", this key always appears. The Grant All Key allows a user to access all pages and actions in the platform, except the user cannot create new access keys or edit existing access keys.
  - To assign an access key to a user, click the checkbox. A checkmark appears.
  - To deny an access key to a user, do not select it.
  - After clicking the **[Save]** button, all selected access keys will appear in red.

**NOTE:** Users of type "Administrator" automatically have access to all pages and actions in the platform. The **Privilege Keys** pane is grayed-out for "Administrator" policies.

- **Re-Apply All Settings to All Policy Members.** When you save the policy and select this checkbox, all settings are reapplied to all policy members. If you have selected the **Require Password Reset** field, each user who is a member of this policy will have to reset their passwords on login, even if they have previously done so and toggled off that setting. Selecting this checkbox turns back on the **Require Password Reset** field again.
4. Click the **[Save]** button to save your new user policy.
  5. You can now apply this user policy to new user accounts and existing user accounts. For details, see the following sections.

## Creating a User Account with a User Policy

There are two ways to apply a user policy to a user account:

- When creating a new account, you can apply a user policy to simplify the creation process.
- You can apply a user policy to an existing user account. The previous settings will be deleted and the settings from the user policy will be applied.

**To apply a user policy when manually creating a new account:**

1. Go to the **User Accounts** page (Registry > Accounts > User Accounts).
2. In the **User Accounts** page, click the **[Create]** button. The **Create New Account** page appears.

The screenshot shows the 'Create New Account' form with the following details:


- Identification:** Fields for First Name, Last Name, Account Login Name, Primary Email, Password, Confirm Password, Password Strength (Good), Password Expiration (Disabled), Password Shadowing (Default), and Require Password Reset (Next Login).
- Individual Properties:** Organization (System), Account Type (Policy Membership), Login State (Active), Authentication Method (EM7 Session), Restrict to IP, Country (United States), Time Zone (\_UTC), and Autosync Time Zone With Local settings (Let The User Choose).
- Policy Membership:** Account Templates list with 'User: EM7 Administrator' selected.

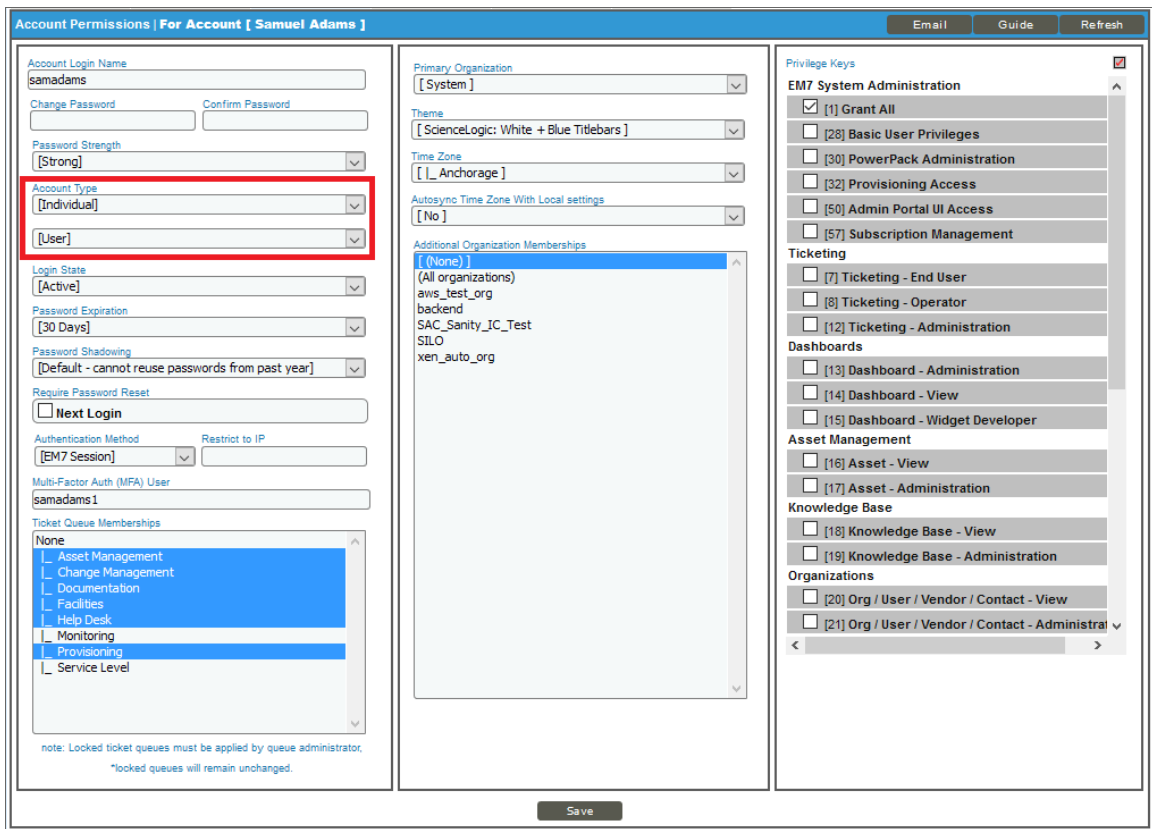
3. In the **Create New Account** page, in the **Account Type** field, select *Policy Membership*.
4. In the **Policy Membership** pane, select a user policy.

- Click the **[Save]** button to save the new user account. The **Account Permissions** page appears, with the permissions from the user policy applied. All fields that are included in the user policy are grayed out.

**NOTE:** To remove the user from the user policy, in the **Account Type** field, select *Individual*.

**To apply a user policy to an existing account:**

- Go to the **User Accounts** page (Registry > Accounts > User Accounts).
- In the **User Accounts** page, find the user account you want to edit. Click its wrench icon (  ).



- In the **Account Permissions** page, in the **Account Type** field, select *Policy Membership*.
- A field appears below the **Account Type** field. From this new field, select the user policy to apply.
- Click the **[Save]** button.
- All permissions from the user policy are applied to the user account. All fields that are included in the user policy are now grayed out.

## Applying a User Policy to Multiple User Accounts


To apply a user policy to multiple existing user accounts, perform the following:

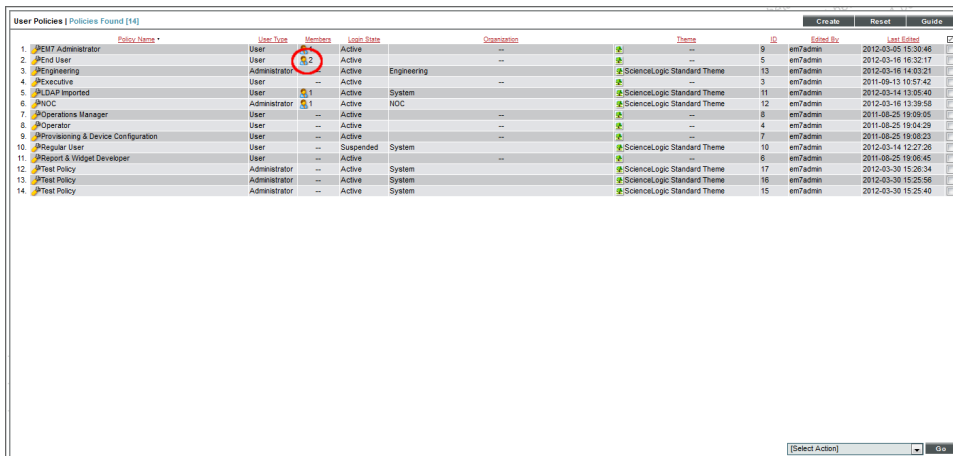
1. Go to the **User Accounts** page (Registry > Accounts > User Accounts).
2. For each user account to which you want to apply a user policy, select the checkbox () for the user account.
3. In the **Select Action** drop-down list (in the lower right), select a user policy (under *Change User Policy to*).
4. Click the **[Go]** button. The selected user policy is now applied to each selected user account.


















## Viewing Members of a User Policy

If you have created or edited user accounts using a user policy, those user accounts will appear as members of the user policy.

To view a list of members in a user policy:

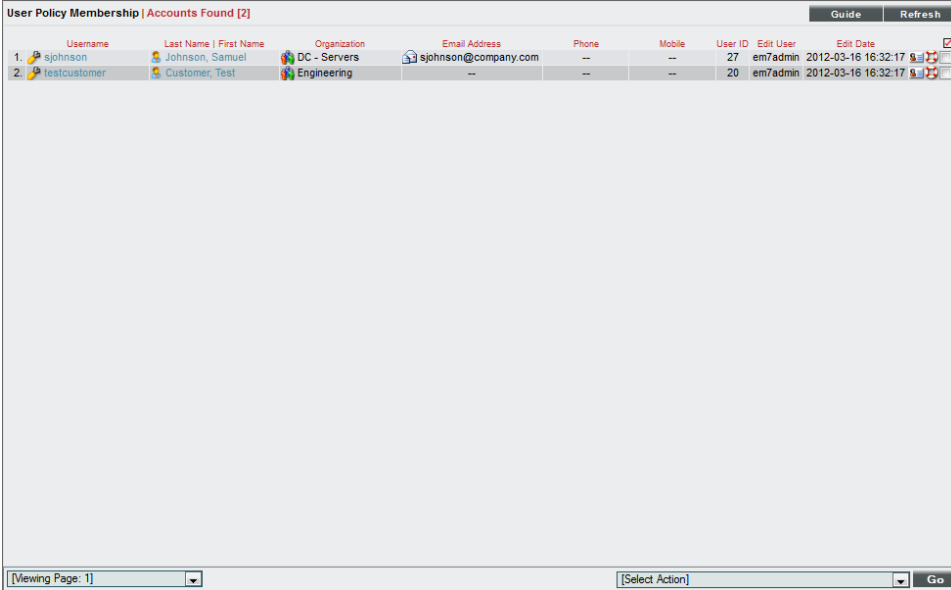
1. Go to the **User Policy Membership** page (Registry > Accounts > User Policies).
2. Find the user policy for which you want to view members. Click its user icon () in the *Members* column.







Policy Name	User Type	Members	Login State	Organization	Theme	ID	Created By	Last Edited	
1.  Self Administrator	User		Active	--	--	9	em7admin	2012-03-05 15:30:46	<input type="checkbox"/>
2.  End User	User	Active	Active	--	--	5	em7admin	2012-03-16 15:32:17	<input type="checkbox"/>
3.  Engineering	Administrator	Active	Engineering	--	ScienceLogic Standard Theme	13	em7admin	2012-03-16 14:03:21	<input type="checkbox"/>
4.  Executive	User	Active	System	--	--	3	em7admin	2011-09-13 10:57:42	<input type="checkbox"/>
5.  LDAP Imported	User		Active	System	ScienceLogic Standard Theme	11	em7admin	2012-03-14 13:05:40	<input type="checkbox"/>
6.  NOC	Administrator		Active	NOC	ScienceLogic Standard Theme	12	em7admin	2012-03-16 13:39:56	<input type="checkbox"/>
7.  Operations Manager	User	Active	Active	--	--	8	em7admin	2011-08-25 19:09:05	<input type="checkbox"/>
8.  Operator	User	Active	Active	--	--	4	em7admin	2011-08-25 19:04:29	<input type="checkbox"/>
9.  Provisioning & Device Configuration	User	Active	Active	--	--	7	em7admin	2011-08-25 18:08:23	<input type="checkbox"/>
10.  Regular User	User	Suspended	System	--	ScienceLogic Standard Theme	10	em7admin	2012-03-14 12:27:28	<input type="checkbox"/>
11.  Support & Widget Developer	User	Active	Active	--	--	8	em7admin	2011-08-25 19:06:45	<input type="checkbox"/>
12.  Test Policy	Administrator	Active	System	--	ScienceLogic Standard Theme	17	em7admin	2012-03-30 15:26:34	<input type="checkbox"/>
13.  Test Policy	Administrator	Active	System	--	ScienceLogic Standard Theme	16	em7admin	2012-03-30 15:25:58	<input type="checkbox"/>
14.  Test Policy	Administrator	Active	System	--	ScienceLogic Standard Theme	15	em7admin	2012-02-30 15:25:40	<input type="checkbox"/>



3. The **User Policy Membership** appears and displays the list of user accounts associated with the user policy.



The screenshot shows a web interface titled "User Policy Membership | Accounts Found [2]". It features a table with columns for Username, Last Name | First Name, Organization, Email Address, Phone, Mobile, User ID, Edit User, and Edit Date. There are two rows of data. The first row is for user "sjohnson" from "DC - Servers" with email "sjohnson@company.com". The second row is for "testcustomer" from "Engineering". At the bottom, there is a pagination control showing "[Viewing Page: 1]" and a "[Select Action]" dropdown menu with a "Go" button.


	Username	Last Name   First Name	Organization	Email Address	Phone	Mobile	User ID	Edit User	Edit Date	
1.	sjohnson	Johnson, Samuel	DC - Servers	sjohnson@company.com	--	--	27	em7admin	2012-03-16 16:32:17	 
2.	testcustomer	Customer, Test	Engineering	--	--	--	20	em7admin	2012-03-16 16:32:17	 

## Removing Members from a User Policy

You can disassociate one or more user accounts (members) from a user policy. When you do this, each disassociated user account will retain the settings in the **Account Permissions** page from the user policy, but the user account is no longer associated with the user policy. Any future changes made to the user policy will not appear in the disassociated user account.

For each disassociated user account, in the **Account Permissions** page, the **Account Type** field will contain the value "Individual" instead of "Policy Member" and none of the fields will be grayed-out. For each disassociated user account, you can now manually edit each field in the **Account Permissions** page.

To remove one or more members from a user policy:

1. Go to the **User Policy Membership** page (Registry > Accounts > User Policies).
2. Find the user policy for which you want to view members. Click its user icon ().

3. The **User Policy Membership** page displays the list of user accounts associated with the user policy.

	Username	Last Name   First Name	Organization	Email Address	Phone	Mobile	User ID	Edit User	Edit Date	
1.	sjohnson	Johnson, Samuel	DC - Servers	sjohnson@company.com	--	--	27	em7admin	2012-03-16 16:32:17	<input type="checkbox"/>
2.	testcustomer	Customer, Test	Engineering	--	--	--	20	em7admin	2012-03-16 16:32:17	<input type="checkbox"/>

[Viewing Page: 1] [Select Action] [Go]

Administration:  
\_ DELETE Accounts  
\_ REMOVE Policy Membership

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4. Select the checkbox for each user account that you want to remove from the user policy.
5. In the **Select Action** field, select *REMOVE Policy Membership*. Click the **[Go]** button.
6. The selected user account(s) will now be "Individual" accounts, rather than members of the user policy.


---

## Removing a Single User Account from a User Policy

You can remove a single user account from a user policy, directly from the **Account Permissions** page.

The user account will retain the current settings from the user policy in the **Account Permissions** page, but the user account is no longer associated with the user policy. Any future changes made to the user policy will not appear in the disassociated user account. None of the fields in the **Account Permissions** page will be grayed out anymore; you can now manually edit each field in the **Account Permissions** page.

To remove a single user account from a user policy:

1. Go to the **User Accounts** page (Registry > Accounts > User Accounts).
2. In the **User Accounts** page, find the user account you want to edit. Click its wrench icon (  ).

3. The **Account Permissions** page appears:

The screenshot shows the 'Account Permissions | For Account [ Samuel Adams ]' page. The 'Account Type' dropdown menu is highlighted with a red box and is currently set to 'Individual'. Other visible fields include 'Account Login Name' (samadams), 'Primary Organization' ([ System ], 'Theme' ([ ScienceLogic: White + Blue Titlebars ], 'Time Zone' ([ \_ Anchorage ], 'Login State' ([ Active ], 'Password Expiration' ([ 30 Days ], 'Password Shadowing' ([ Default - cannot reuse passwords from past year ], 'Require Password Reset' (checkbox), 'Authentication Method' ([ EM7 Session ], 'Multi-Factor Auth (MFA) User' (samadams1), and 'Ticket Queue Memberships' (None). The right sidebar shows 'Privilege Keys' with a list of permissions like 'EM7 System Administration' and 'Ticketing - End User'. A 'Save' button is at the bottom center.

4. In the **Account Permissions** page:

- In the **Account Type** field, select **Individual** (instead of *Policy Membership*).
- When prompted, choose to remove the user account from the user policy.

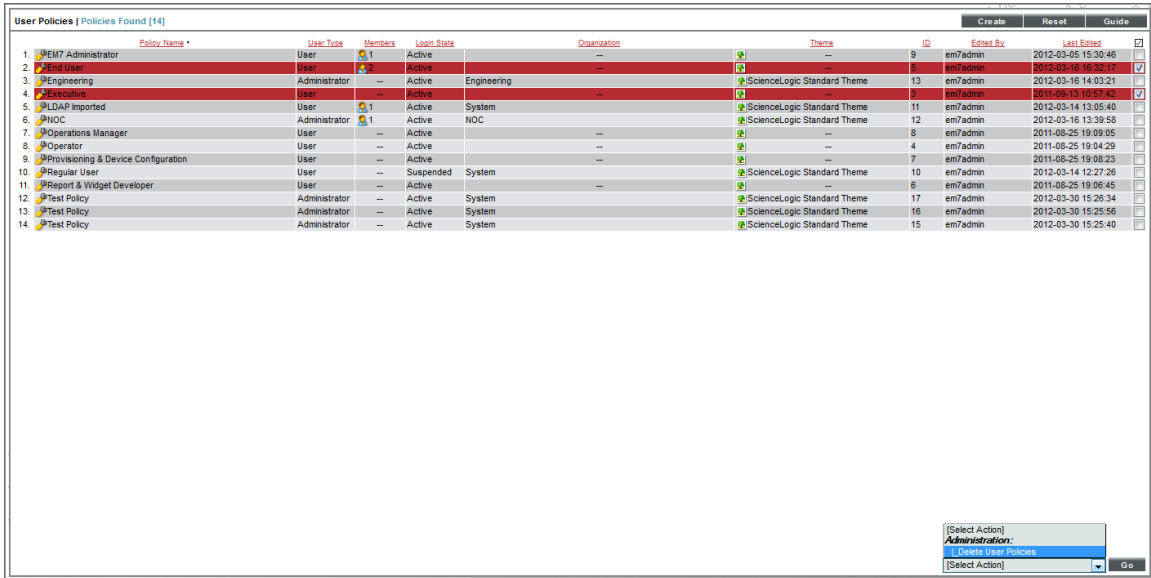
5. Click the **[Save]** button to save your changes.

## Deleting a User Policy

When you delete a user policy, the user accounts that are members of the user policy are not deleted. Each member user account will retain its previous settings, but in the **Account Permissions** page, the **Account Type** field will contain the value "Individual" instead of "Policy Member" and none of the fields will be grayed out.

To delete a user policy:

1. Go to the **User Policies** page (Registry > Accounts > User Policies).



The screenshot shows the 'User Policies' page with a table of 14 policies. The table has columns for Policy Name, User Type, Members, Login State, Organization, Theme, ID, Edited By, and Last Edited. A 'Select Action' dropdown menu is open in the bottom right corner, showing options: Administration, Delete User Policies, and a 'Go' button.

Policy Name	User Type	Members	Login State	Organization	Theme	ID	Edited By	Last Edited
PEM7 Administrator	User	1	Active	--	--	9	em7/admin	2012-03-05 15:30:46
PEM User	User	2	Active	--	--	8	em7/admin	2012-03-05 15:30:46
Engineering	Administrator	--	Active	Engineering	ScienceLogic Standard Theme	13	em7/admin	2012-03-16 14:03:21
Executive	User	--	Active	--	--	5	em7/admin	2011-04-13 10:57:42
LDAP imported	User	1	Active	System	ScienceLogic Standard Theme	11	em7/admin	2012-03-14 13:05:40
PHOC	Administrator	1	Active	NOC	ScienceLogic Standard Theme	12	em7/admin	2012-03-16 13:39:58
Operations Manager	User	--	Active	--	--	8	em7/admin	2011-08-25 19:09:05
Operator	User	--	Active	--	--	4	em7/admin	2011-08-25 19:04:29
Provisioning & Device Configuration	User	--	Active	--	--	7	em7/admin	2011-08-25 19:08:23
Regular User	User	--	Suspended	System	ScienceLogic Standard Theme	10	em7/admin	2012-03-14 12:27:28
Report & Widget Developer	User	--	Active	--	--	6	em7/admin	2011-08-25 19:06:45
Test Policy	Administrator	--	Active	System	ScienceLogic Standard Theme	17	em7/admin	2012-03-30 15:26:34
Test Policy	Administrator	--	Active	System	ScienceLogic Standard Theme	16	em7/admin	2012-03-30 15:25:58
Test Policy	Administrator	--	Active	System	ScienceLogic Standard Theme	15	em7/admin	2012-03-30 15:25:40

2. In the **User Policies** page, find the user policy you want to delete. Select its checkbox .
3. For each user policy you want to delete, select its checkbox.
4. In the **Select Action** drop-down field (in the lower right), choose **DELETE User Policies**.
5. Click the **[Go]** button.
6. Each selected user policy will be deleted. For each member account that was previously aligned with the deleted policies, in the **Account Permissions** page, the platform sets the **Account Type** field to *Individual*.

## Example of Creating a User Policy

Suppose we want to create all the user accounts for the people in the customer care department at our fictional company.

Suppose the customer care staff is located at headquarters of our fictional company and belong to the "Northeast" organization.

Suppose the customer care staff needs to be able to listen to complaints from customers and then record each complaint in a work ticket. So each member of the customer care staff needs to be able to create tickets and view the status of those tickets.

We could create a user policy that would allow us to "preset" many of these settings, so they can quickly be applied to multiple user accounts.

To create the user policy:

1. Log in to the ScienceLogic platform as a system administrator. If you have not yet created organizations or user accounts, you can log in as "em7admin", using the password defined during initial configuration.
2. Go to the **User Policies** page (Registry > Accounts > User Policies). Click the **[Create]** button.
3. In the **User Policy Properties Editor** page, enter a value in each of the following fields:

- **Policy Name.** For the name of the user policy, we entered "Customer\_Care".
- **Login State.** We selected *Active*, so that user accounts created with this policy can immediately log in to the platform.
- **Account Type.** We selected *User*.
- **Password Strength.** We selected *Strong*.
- **Password Expiration.** We accepted the default setting of *Disabled*.
- **Password Shadowing.** We accepted the default setting of *Default - cannot reuse passwords from past year*.
- **Require Password Reset.** We did not select the *Next Login* checkbox.
- **Authentication Method.** We selected *EM7 Session*, so that the the platform database will verify that each user's account name and password are legitimate.

- **Restrict to IP.** We did not supply a value in this field, because this policy will be applied to multiple users, each with his/her own IP address.
- **Event Console Default Display.** We accepted the default setting of *Flat events table*.
- **Ticket Queue Memberships.** Because the main task of our imaginary customer care staff is to file tickets, we selected all ticket queues in this field. This allows users created with the user policy to view and access all ticket queues in the platform.
- **Primary Organization.** We select *System* as the primary organization for all users created with this user policy.
- **Theme.** We accepted the default theme.
- **Time Zone.** We selected the time zone for *America/New York*. User accounts created with this policy will see date and time values that match the New York time zone.
- **Additional Organization Memberships.** We did not select any additional organizations. Customer care staff does not need to view devices or account information from other organizations in the company.
- **Privilege Keys.** In this pane, we selected the *Access Key Custom Care*. This Access Key allows users to create tickets and view tickets and ticket reports. This allows customer care staff to create tickets and track the status of those tickets.

4. Click the **[Save]** button to save your new user policy.

5. We can now apply this user policy to new user accounts and existing user accounts.

---

## Example of Creating a User Account with a User Policy

In this example, we'll use the user policy we created previously (*Customer\_Care*) to create a new user account.

The new user is Billy Corgan. He will be a member of the Customer Care group and requires the settings we saved in the user policy named "Customer\_Care". Using the *Customer\_Care* user policy will save us time when configuring the user account for Billy Corgan.

To create the new user account using the user policy:

1. Log in to the ScienceLogic platform as a system administrator. If you have not yet created organizations or user accounts, you can log in as "em7admin", using the password defined during initial configuration.
2. Go to the **User Accounts** page (Registry > Accounts > User Accounts).

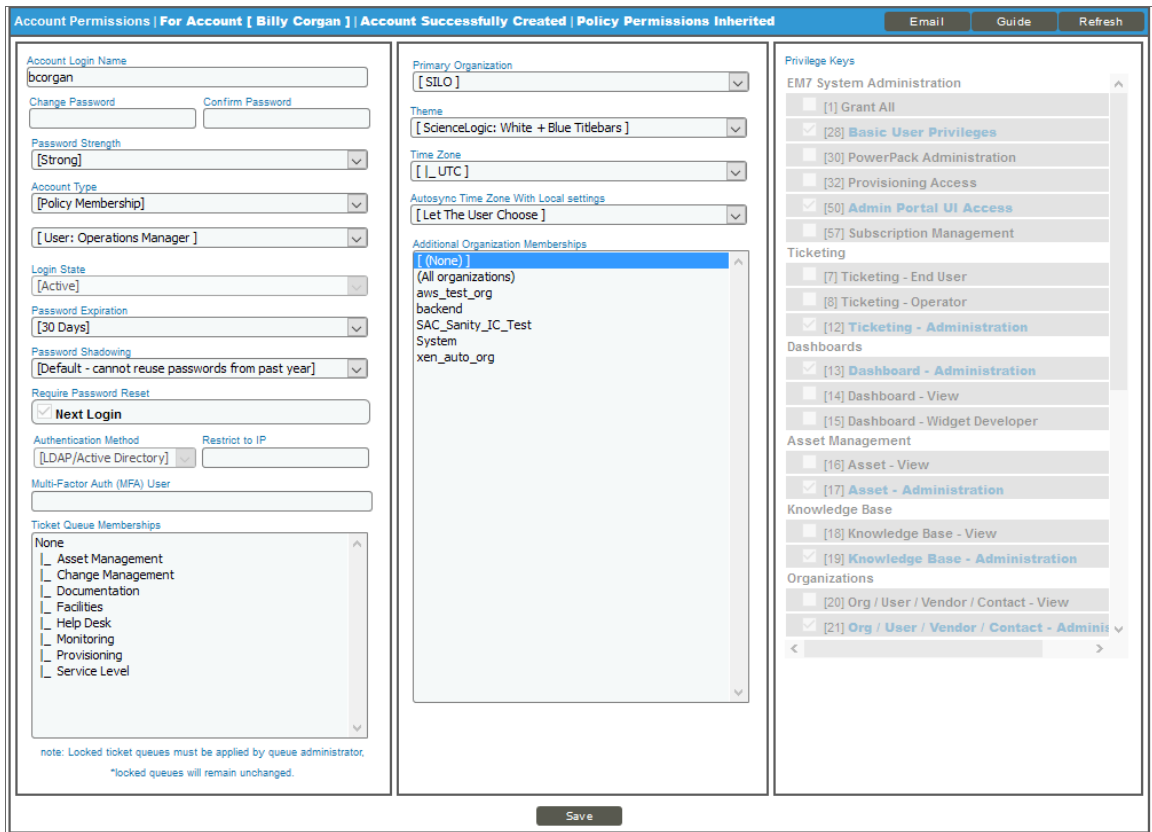
- In the **User Accounts** page, click the **[Create]** button. The **Create New Account** page appears.

- In the **Create New Account** page, supply the following values in each field:
  - First Name.** The user's name is Billy Corgan, so we supplied "Billy" in this field.
  - Last Name.** We supplied the value "Corgan" in this field.
  - Generate name based on first and last name.** We did not select this checkbox, because our corporate convention is to use first initial and last name as a username. If we have duplicate names, we use first initial, middle initial, and last name as a username.
  - Account Login Name.** We entered "bcorgan" as the user's account login name, as is our corporate convention.
  - Primary Email.** We entered "bcorgan@company.com" as the user's email address.
  - Password.** We entered "Pumpkins1979!!" in this field, to follow best practices when creating a password. This password includes uppercase letters, lowercase letters, numerals, non-alphabetic characters, and cannot be found in a dictionary.
  - Confirm Password.** We entered the user's password again.
  - Password Strength.** We specified the user must have a *Strong* password.
  - Password Expiration.** We specified that the password will expire in *30 Days*.
  - Password Shadowing.** We left this field at its default value - cannot reuse passwords from last year.
  - Require Password Reset.** We did not select this checkbox. The user will not be required to change their password when they first login.

- **Multi-Factor Auth (MFA) User.** We left this field blank, because this user has not enabled Multi-factor authentication.

**NOTE:** For details on configuring multi-factor authentication, see the manual *Using Multi-Factor Authentication*.

- **Organization.** We selected the organization *SILO*.
  - **Autosync Time Zone With Local Settings.** We selected *No*.
  - **Account Type.** We selected *Policy Membership*, because we want to use the user policy named "Customer\_Care" when creating this user account. After selecting *Policy Membership*, all the fields in the **Individual Properties** pane are grayed out, because these fields are among those that are defined in user policies. The fields in the **Policy Membership** pane became active.
  - **Policy Membership.** In this pane, we selected the policy *Customer\_Care* to apply to the new user.
5. Click the **[Save]** button to save the new user account.
  6. The **Account Permissions** page appears, with all the fields already populated with values from the **Create New Account** page and the *Customer\_Care* user policy. The fields that are grayed out are those that are inherited from the user policy.





## Managing User Accounts

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### Overview

This chapter covers many of the tasks that can be undertaken from the tabs in the **Account Administration** panel. These tasks include changing a user's organization and access keys, editing a user's contact information, editing a user account's schedule, and creating a ticket about a user account.

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### Account Administration Panel


After you save a new user account, an additional set of tabs appears. These tabs are the **Account Administration** panel. These tabs include the following:

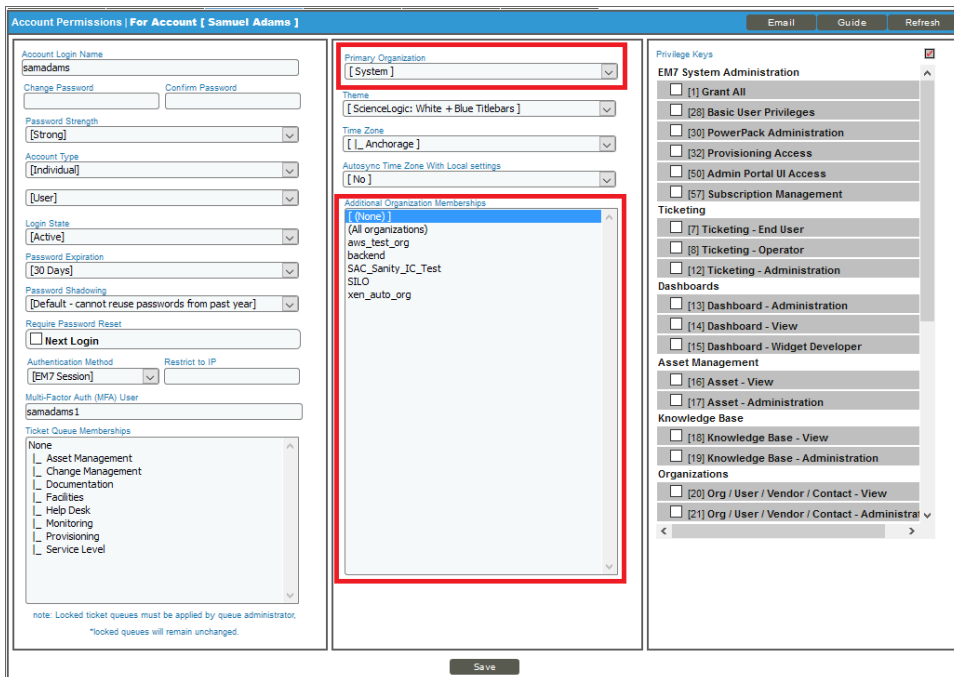
- **Properties.** Displays the **Account Properties** page, where you can define contact information for a user or edit existing contact information.
- **Permissions.** Displays the **Account Permissions** page, where you can define or edit the account name, password, account type, state, authentication method, ticket queue membership, and privilege keys.
- **Preferences.** Displays the **Account Preferences** page, where you can customize some of the behavior and appearance of the platform. The customizations that you choose will appear each time the current user logs in to the platform. They will not affect how the platform appears to other users.
- **Schedule.** Displays the **Account Scheduled** page, where you can view a calendar for the user and enter one-time and recurring appointments, meetings, and vacation leave for the user.
- **Report.** Generates an HTML report about the user account.

This chapter will describe how to use the **Account Administration** panel to manage each user account.

# Changing a User's Organization

If you need to assign a user to a different primary organization than was originally defined or allow the user to access an additional organization:

1. Go to the **User Accounts** page (Registry > Accounts > User Accounts).
2. In the **User Accounts** page, find the user account you want to edit. Click its wrench icon (  ).
3. In the **Account Permissions** page, edit the following fields:



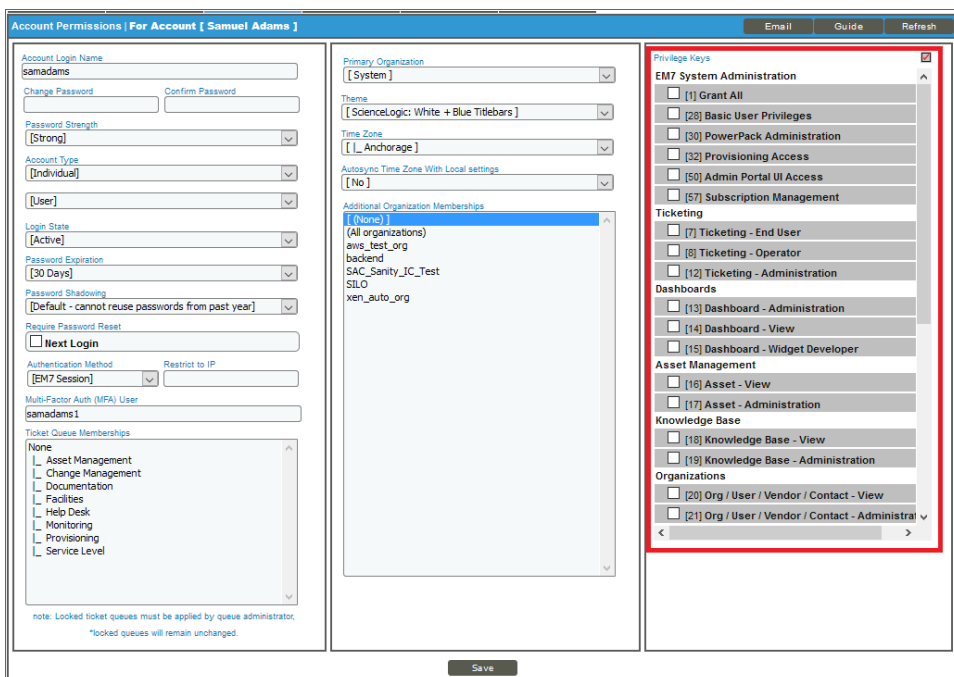
- **Primary Organization.** Specifies the primary organization. This will be the default organization for user accounts created with this policy. You can select from a list of all organizations in the ScienceLogic platform. To change the primary organization, select a different organization from the list.
- **Additional Organization Memberships.** The user account will be members of each selected organization. This allows users to view and access elements from multiple organizations. To select, highlight one or more organizations.

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

# Changing a User's Access Keys

If you need to change the Privilege Keys that are assigned to a user:

1. Go to the **User Accounts** page (Registry > Accounts > User Accounts).
2. In the **User Accounts** page, find the user account you want to edit. Click its wrench icon (🔧).
3. The **Account Permissions** page appears.




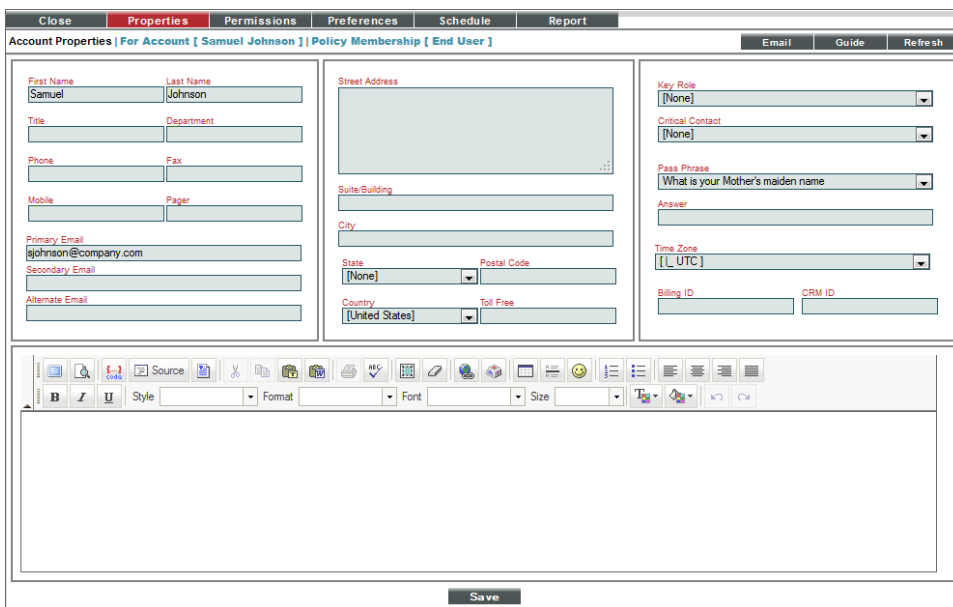
4. In the **Account Permissions** page, edit the following fields:
  - **Privilege Keys.** The **Privilege Keys** pane displays a list of Access Keys that can be assigned to the user's account. Access Keys define the tabs and pages users have access to and the actions that a user may perform. These key privileges are defined by the ScienceLogic system administrator from the **Access Keys** page (System > Manage > Access Keys).
    - To assign an access key to a user, click the checkbox. A checkmark appears.
    - To deny an access key to a user, do not select it.
    - To remove an access key from a user's account, select the checkmark. The key should now be unchecked.
    - After clicking the **[Save]** button, all selected access keys will appear in red.
5. Click the **[Save]** button to save your changes to the user account.

## Editing Contact Information in the Account Properties Page

The **Account Properties** page allows you to define contact information for a user or edit existing contact information for a user.

To edit the contact information for a user account:

1. Go to the **User Accounts** page (Registry > Accounts > User Accounts).
2. In the **User Accounts** page, find the user account you want to edit. Click its business-card icon ()
3. The **Account Properties** page appears.



4. In the **Account Properties** page, you can edit one or more contact fields.

**NOTE:** If the user's account was automatically created, using the user's LDAP or Active Directory account, the ScienceLogic platform can automatically populate many of the fields in the **Account Properties** page. You can also configure the platform to dynamically update the corresponding LDAP or AD fields. If an administrator made changes to the account, the platform will automatically write those changes to the user's account in LDAP or Active Directory. If an LDAP or AD administrator makes changes to an LDAP or AD account, the platform will automatically retrieve those updates and apply them to the user's account in the platform the next time the user logs in to the platform. For details, see the manual *Using LDAP and Active Directory*.

- **First Name.** User's first name. This value can be up to 24 characters in length.

- **Last Name.** User's last name. This value can be up to 24 characters in length.
- **Title.** User's title. This field can be up to 32 characters in length.
- **Department.** User's department. This field can be up to 36 characters in length.
- **Phone.** The user's phone number at work. This field can be up to 24 characters in length.
- **Mobile.** The user's cell phone number. This field can be up to 24 characters in length.
- **Pager.** Any other phone numbers for contacting the user. This field can be up to 24 characters in length.
- **Primary Email.** The user's primary email address. This field can be up to 64 characters in length.
- **Secondary Email.** Additional email address for contacting the user. This field can be up to 64 characters in length.
- **Alternate Email.** Additional email address for contacting the user. This field can be up to 64 characters in length.
- **Street Address.** User's street address at work. This field can be up to 64 characters in length.
- **Suite/Building.** Suite/Building for the user at work. This field can be up to 64 characters in length.
- **City.** City where the user works. This field can be up to 64 characters in length.
- **State.** State where the user works.
- **Postal Code.** Zip code where the user works. This field can be up to 12 characters in length.
- **Country.** Country where the user works.
- **Toll Free.** Toll-free phone number for the user. This field can be up to 24 characters in length.
- **Key Role.** Description of the user's responsibilities in case of a critical situation. This description might differ from the user's actual title. For example, a contact's title might be Senior Engineer, but his/her role for the organization might be technical lead. Select from the drop-down list. (ScienceLogic system administrators can go to the **Select Objects Editor** page to customize the entries that appear in this list.) If a value is supplied in this field, the user will appear as a **Critical Contact** for the organization in the **Organization Properties** page.
- **Critical Contact.** Circumstance when person should be contacted. This description might differ from the user's department. For example, the user's department might be Operations, but his/her role for the organization might be Hardware Maintenance. Select from the drop-down list. (ScienceLogic system administrators can go to the **Select Objects Editor** page to customize the entries that appear in this list.) If a value is supplied in this field, the user will appear as a **Critical Contact** for the organization in the **Organization Properties** page.
- **Pass Phrase.** Questions that verifies a user who has forgotten his/her password. The platform does not use this field.
  - What is your Mother's maiden name?
  - What is your favorite pet's name?
  - What is your favorite color?
- **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.

- **Time Zone.** Time zone associated with the user's location. Select from a list of all time zones.

**NOTE:** If the user account is aligned with a user policy that specifies a time zone, the **Time Zone** field will be disabled. The user account will use the Time Zone specified in the user policy and the **Time Zone** field cannot be edited.

- **Billing ID.** Billing ID associated with this user. This field can be up to 24 characters in length.
- **CRM ID.** CRM ID associated with this user. This field can be up to 64 characters in length.
- **Notes.** Any notes you want to include with the user's profile information. You can also include a document template (System > Customize > Document Templates) in this field.


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

---

## Editing Access and Permissions in the Account Permissions Page

The **Account Permissions** page allows you to define permissions and access for the user account. In the **Account Permissions** page, you can define or edit the account name, password, user policy, state, authentication method, ticket queue membership, and privilege keys for a user account.

To edit the permissions and access for a user account:

1. Go to the **User Accounts** page (Registry > Accounts > User Accounts).
2. In the **User Accounts** page, find the user account you want to edit. Click its wrench icon ().

3. The **Account Permissions** page appears:

4. In the **Account Permissions** page, you can edit one or more of the following fields.

**NOTE:** If the user's account was created using a user policy, all the fields except **Account Login Name** and **Password** will be grayed out. To edit these fields, you must [remove the user from the user policy](#).

**NOTE:** If the user's account was automatically created, using the user's LDAP or Active Directory account, the ScienceLogic platform can automatically populate many of the fields in the **Account Properties** page. You can also configure the platform to dynamically update the corresponding LDAP or AD fields. If an administrator made changes to the account, the platform will automatically write those changes to the user's account in LDAP or Active Directory. If an LDAP or AD administrator makes changes to an LDAP or AD account, the platform will automatically retrieve those updates and apply them to the user's account in the platform the next time the user logs in to the platform. For details, see the manual [Using LDAP and Active Directory](#).

- **Account Login Name.** User's login name. This field can be up to 32 characters in length.
- **Change Password.** The user's password. This value must be at least 8 characters in length and can be up to 64 characters in length. The password must meet the requirements that you set in the **Password Strength** field.
- **Confirm Password.** The user's password again. This value must be at least 8 characters in length and can be up to 64 characters in length.
- **Password Strength.** When defining or editing a user account, the administrator can define the required password strength. The user must then always use a password that meets or exceeds that specified password strength. The ScienceLogic platform will not allow the user to save changes to his or her password that do not meet the password-strength requirement. Choices are:
  - *Good.* Password must be at least eight characters long and contain at least one number or one symbol.
  - *Strong.* Password must be at least eight characters long and contain at least one number and at least one symbol.
  - *Very Strong.* Password must be at least 13 characters long, contain no repeated characters, and contain at least one number and at least one symbol.
- **Account Type.** Specifies whether the user is a member of a user policy. Choices are:
  - *Individual.* User account is not a member of a user policy
  - *Policy Membership.* User will be defined with a user policy. When selected, the *Policy Membership* field becomes active.
    - When a user policy is applied to a user's account, the user inherits values for all fields specified in the user policy. When a user policy is selected, all fields inherited from the user policy will be grayed-out and cannot be modified.
    - When a user policy is edited, each user account that is a member of that template will be dynamically updated.

The second drop-down list contains an entry for each standard account type. These account types affect the list of Key Privileges for the user. The choices are:

- *Administrator.* This type of user has unlimited permissions in the platform.
- *User.* This type of user must be assigned permissions in the platform.
- **Login State.** Default login state for the user. The choices are:
  - *Suspended.* Account is not active. User cannot log in to the platform.
  - *Active.* Account is active. User can log in to the platform.
  - *Vacation.* User can log in, but the platform will not send any automated email notifications to the user's email address(es).



- **Password Expiration.** Specifies whether or not the password for this account will expire and if so, when the password will expire. Choices are:
  - *Disabled.* Password does not expire.
  - *30 Days.* When the current password is 30 days old, during login the user will be prompted to change the password.
  - *60 Days.* When the current password is 60 days old, during login the user will be prompted to change the password.
  - *90 Days.* When the current password is 90 days old, during login the user will be prompted to change the password.
  - *180 Days.* When the current password is 180 days old, during login the user will be prompted to change the password.

If the password is set to expire, on the expiration date, the user will be prompted to change the password at the Login page. The user will be required to enter their old password and then enter a new password twice. If the user incorrectly enters the previous password or enters an invalid new password, the user will not be allowed to log in to the platform.

The new password must meet the requirements from the **Password Strength** field and the **Password Shadowing** field. The platform will prompt the user to meet these requirements and display a description of those requirements.

**NOTE:** The value in the **Password Expiration** field in this page (the **Account Permissions** page) overrides the value in the **Behavior Settings** page (System > Settings > Behavior).

- **Password Shadowing.** Specifies requirements for password reuse. By default, when a user defines a new password, he/she cannot reuse any passwords that he/she has used in the last 12 months. The choices in this field are:
  - *Default - cannot reuse passwords from past year*
  - *1 - Cannot reuse last password*
  - *2 - Cannot reuse last 2 passwords*
  - *3 - Cannot reuse last 3 passwords*
  - *4 - Cannot reuse last 4 passwords*
  - *5 - Cannot reuse last 5 passwords*
  - *6 - Cannot reuse last 6 passwords*
  - *7 - Cannot reuse last 7 passwords*
  - *8 - Cannot reuse last 8 passwords*
  - *9 - Cannot reuse last 9 passwords*
  - *10 - Cannot reuse last 10 passwords*

- **Require Password Reset.** If selected, the user will be prompted to change his or her password at the next login. When creating a new user account, this option is selected by default. After the user's first login, when he or she is prompted to change his or her password, this option is then unselected.

**NOTE:** The **Password Reset Interval** option on the **Behavior Settings** page (System > Settings > Behavior) controls the minimum amount of time that must pass before a user can change a password.

- **Authentication Method.** Specifies how the user's username and password will be authenticated. The choices are:
  - **EM7 Session.** User's username and password are authenticated by the ScienceLogic database.
  - **LDAP/Active Directory.** User's username and password are authenticated by an LDAP server or Active Directory server. For details on configuring the platform to use LDAP or Active Directory authentication, see the manual **Using LDAP and Active Directory**.

**NOTE:** For users who are authenticated with Single Sign-On (SSO), EM7 ignores the **Authentication Method** field. For details on configuring the platform to use Single Sign-On (SSO) authentication, see the manual on using **Using Single Sign-On**.

- **Restrict to IP.** The user will be allowed to access the platform only from the specified IP address. Specify the IP address in standard dotted-decimal notation.
- **Multi-Factor Auth (MFA) User.** If this user requires a different user name for Multi-factor authentication, enter the MFA user name in this field.

**NOTE:** For details on configuring multi-factor authentication, see the manual **Using Multi-Factor Authentication**.

- **Ticket Queue Membership.** Ticket Queues to which the user is assigned. When a user is assigned to a ticket queue and is granted an access hook that allows them to view tickets, he or she can view the tickets in that queue. Ticket queues are defined by ScienceLogic system administrators.
- **Primary Organization.** Specifies the primary organization. This will be the default organization for user accounts created with this policy. You can select from a list of all organizations in the platform.
- **Theme.** Backgrounds, colors, fonts, and graphics that will appear when a user logs in. Themes are defined in the **Theme Management** page. You can select from a list of all themes in the platform.
- **Time Zone.** The time zone to associate with each user account created with this user policy. Dates and times in the platform will be displayed for the selected time zone.

**NOTE:** If the user account is aligned with a user policy that specifies a time zone, the **Time Zone** field will be disabled. The user account will use the time zone specified in the user policy and the **Time Zone** field cannot be edited for that account.

- **Autosync Time Zone With Local Settings.** Specifies whether the ScienceLogic platform should always use the time zone specified in the **Time Zone** field or if the ScienceLogic platform should adopt the local time zone (when it differs from the value in the **Time Zone** field). This is helpful for users who travel and use the ScienceLogic platform "on the road". Choices are:
  - Yes. If the value in the **Time Zone** field differs from the local time zone, the ScienceLogic platform should use the local time zone.
  - No. The ScienceLogic platform will continue to use the time zone specified in the **Time Zone** field, even if the local time zone differs.
- **Additional Organization Memberships.** Specifies additional organizations for the user. This allows users to view and access elements from multiple organizations. To select, highlight one or more organizations.
- **Privilege Keys.** The Privilege Keys pane displays a list of access keys that can be assigned to the user's account. Privilege Keys define the tabs and pages users have access to and the actions that a user may perform. These key privileges are defined by the ScienceLogic system administrator from the **Access Keys** page (System > Manage > Access Keys).
  - The ScienceLogic platform includes the default Access Key "Grant All". For accounts of type "user", this key always appears. The Grant All Key allows a user to access all pages and actions in the platform, except the user cannot create new Access Keys or edit existing Access Keys.
  - To assign a Key Privilege to a user, click the checkbox. A checkmark appears.
  - To deny a Key Privilege to a user, do not select it.
  - After clicking the **[Save]** button, all selected Privilege Keys will appear in red.

**NOTE:** Users of type "Administrator" automatically have access to all pages and actions in the platform. The **Privilege Keys** pane is grayed-out for "Administrator" users.

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

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## Password Reset Email Editor

The **Password Reset Email Editor** page (Password Reset Email Editor) allows ScienceLogic administrators to define the email message that is sent to ScienceLogic users who select the "I forgot my password" option from the **Login** page.

If the user enters a valid ScienceLogic username in the **Login** page and then selects the *I forgot my password* option, the ScienceLogic platform will check the account information for that user. If the user's account information includes an email address, the platform will send the user an email message. The email message will include a link that allows the user to redefine their ScienceLogic password. The new password must meet the requirements defined in the **Password Strength** field and the **Password Shadowing** field for the user account. The ScienceLogic platform will prompt the user to meet these requirements and display a description of those requirements.

The user can select the *I forgot my password* option up to ten times without responding to the sent email (using the link in the email to reset the password). After ten times, the ScienceLogic platform will no longer send another email message to the user's email address. The user can continue to select the *I forgot my password* option, but the platform will not resend an email.

If the user's account information does not include an email address, the platform displays the message "Password recovery is not available for your account, please contact your system administrator".

If the user does not enter a valid ScienceLogic username in the **Login** page, the *I forgot my password* option is still displayed, but the platform does not send an email. This prevents intruders from guessing ScienceLogic account names.

If the user exceeds the number of login tries (defined in the **Behavior Settings** page), the "I forgot my password" option is not displayed in the **Login** page.

## Defining the Email Message for "I forgot my password"

In the **Password Reset Email Editor** page (System > Settings > Password Reset Email), you can define the email that is sent from the ScienceLogic platform when an end user selects the *I forgot my password* option from the **Login** page.

To define the email message sent by the ScienceLogic platform:

1. Go to the **Password Reset Email Editor** page (System > Settings > Password Reset Email).

The screenshot shows the 'Password Reset Email Editor' interface. It features a blue header bar with the title 'Password Reset Email Editor' and a 'Guide' button. Below the header, there are three main fields: 'Priority' with a dropdown menu currently set to '[ High ]', 'Subject' with a text box containing 'EM7 | %O [automated message]', and 'Message' with a large text area containing the email body text: 'Hello %fn %n, Your password for account %A has been reset. Use the following link to log-in and choose a new password: %L'. A 'Save' button is positioned at the bottom center of the form.

2. Supply a value in each of the following fields:

- **Priority**. This will be the priority of the email message. Choices are:
  - *High*. Emails will be marked as high priority.
  - *Normal*. Emails will be marked as normal priority.
  - *Low*. Emails will be marked as low priority.
- **Subject**. This will be the subject of the email message.
- **Message**. This will be the body of the email message. **The body must include the variable %L**. This variable inserts the link to the page that allows the user to reset their ScienceLogic password.

3. You can include the following variables in the **Subject** field and the **Message** field:

- **%L (uppercase "el")**. The link to the page that allows the user to reset their password.
- **%O (uppercase "oh")**. The user's primary organization, as defined in the **Account Permissions** page for the user.

- **%fn** (lowercase "eff" "en"). The user's first name, as defined in the **Account Permissions** page for the user.
  - **%ln** (lowercase "el" "en"). The user's last name, as defined in the **Account Permissions** page for the user.
4. Click the **[Save]** button to save the email template.
  5. When a user follows the link in the email, the ScienceLogic platform displays the **Login** page, with the message "Your account has been reset. Please create a new password." The user must then enter their new password twice. The new password is recorded in the ScienceLogic platform and replaces the previous (forgotten) password.

For example, you could define the following:

**Subject.** ScienceLogic | %O (automated message)

**Message.** Hello %fn %ln,

Your password for account %A has been reset.

Please use the following link to log in and choose a new password:

%L.

For the user "Keyser Soze", who is a member of the System organization, the following email would be sent:

**Subject:** ScienceLogic | System (automated message).

Hello Keyser Soze,

Your password for account ksoze has been reset.


Please use the following link to login and choose a new password:

[https://name\\_or\\_IP\\_of\\_EM7\\_Administration\\_Portal/login.em7?prs=hash](https://name_or_IP_of_EM7_Administration_Portal/login.em7?prs=hash)

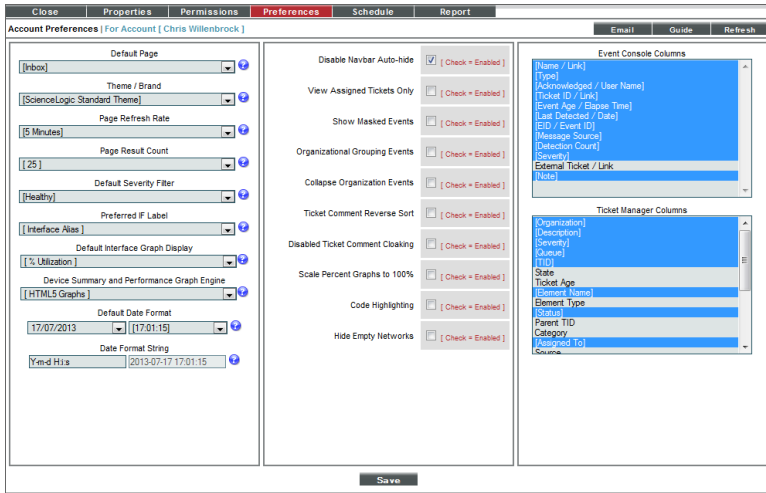
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## Editing GUI Appearance and Preferences in the Account Preferences Page

The **Account Preferences** page allows you to customize some of the behavior and appearance of the ScienceLogic platform. The customizations are associated only with the selected user account and will appear each time the user logs in to the platform. They will not affect how the platform appears to other users. To edit account preferences:

1. Go to the **User Accounts** page (Registry > Accounts > User Accounts).
2. In the **User Accounts** page, find the user account you want to edit. Click its wrench icon ().
3. Click the **[Preferences]** tab.

4. The **Account Preferences** page appears:



5. In the **Account Preferences** page, you can edit one or more of the following fields.

- **Page Refresh Rate.** Specifies how often the Event, Ticket, and Views pages in the platform will be refreshed. The possible choices are from 15 seconds to 60 minutes.
- **Default View.** 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 / Brand.** Backgrounds, colors, graphics, and music that will appear when you log in. Theme entries are defined in the **[System]** tab.
- **Console Height.** Specifies the vertical height of the **Event Console** page. A larger height allows more events to be displayed on a single page, but may require vertical scrolling. The choices are 400 pixels – 2400 pixels.
- **Page Result Count.** Specifies the number of results to be displayed on each page. The choices are 25 – 250.
- **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.
- **Event Console Default Display.** For the **Event Console** page, specifies whether the platform will display a list of all events or separate the list by organization. Choices are:
  - *Flat display.* The **Event Console** page will display all events in the platform in a single table.

- *Group events table by organization.* The **Event Console** page will display a table of events for each organization with which events are aligned. The table of events for each organization can be expanded and collapsed using the plus ( **+** ) and minus ( **-** ) icons.
- **Disable NavBar Auto-hide.** If you select this checkbox, the NavBar pane persists after you click a link. This option is selected by default.
- **Enable NavBar Sound Effects.** If you select this checkbox, you will hear sound effects each time you make a selection in from the NavBar.
- **View Assigned Tickets Only.** If you select this checkbox, by default, only tickets assigned to you are displayed in the **Ticket Console** page.
- **Kiosk Audible Alerting.** If you select this checkbox, you will hear an audio status of events.
- **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 platform is to roll up related events under a single description.
- **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 platform is to expand each organization and display the list of events for each organization.
- **Disable Login Audio.** If you select this checkbox, you will not hear audio upon log in to the platform.
- **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.
- **Debug Mode.** When you select this checkbox, an additional tab, **[Debugger]**, appears among the main tabs. The **[Debugger]** tab then displays diagnostic information about the current user interface session. This diagnostic information is useful for ScienceLogic during troubleshooting.
- **Event Console Columns.** In this list, the you can select the default columns to be displayed in the **Event Console** page.

**NOTE:** You can also go to the **Edit Event Console Preferences** page (Events > Actions > Console Preferences). You can use the **Edit 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 **Edit Event Console Preferences** modal 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 **Edit Event Console Preferences** modal page is updated.

- **Ticket Console Columns.** In this list, you can select the default columns to be displayed in the **Ticket Console** page. You can still override these default columns by specifying Console Preferences while in the **Ticket Console** page.

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



## Editing the User's Work Schedule

The **Schedule Manager** page (Registry > Accounts > User Accounts > wrench icon > Schedule) allows you to enter one-time and recurring appointments, meetings, and vacation leave for the user.

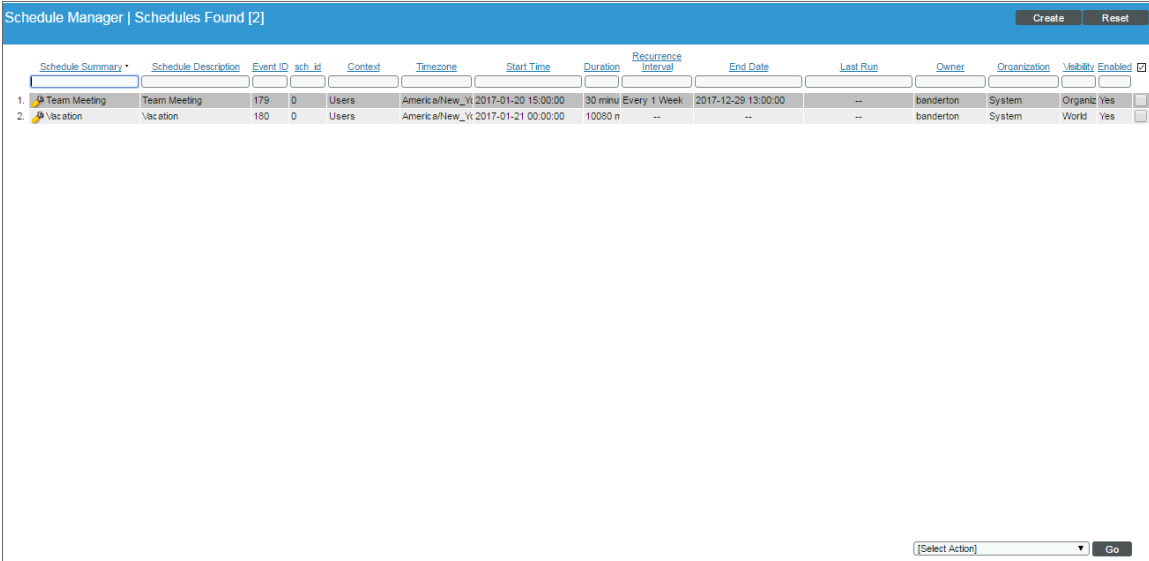
You can use the **Schedule Manager** page to specify the following:

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

**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 (Registry > Accounts > User Accounts > wrench icon > Schedule) displays the following information about one-time and recurring appointments, meetings, and vacation leave for the user:




The screenshot shows the 'Schedule Manager' interface with a table of scheduled processes. The table has columns for Schedule Summary, Schedule Description, Event ID, sch. id, Context, Timezone, Start Time, Duration, Recurrence Interval, End Date, Last Run, Owner, Organization, and Visibility Enabled. Two entries are visible: 'Team Meeting' and 'Vacation'.

Schedule Summary	Schedule Description	Event ID	sch. id	Context	Timezone	Start Time	Duration	Recurrence Interval	End Date	Last Run	Owner	Organization	Visibility	Enabled
1. Team Meeting	Team Meeting	179	0	Users	America/New_York	2017-01-20 15:00:00	30 min	Every 1 Week	2017-12-29 13:00:00	--	banderton	System	Organic	Yes
2. Vacation	Vacation	180	0	Users	America/New_York	2017-01-21 00:00:00	10080 m	--	--	--	banderton	System	World	Yes

- **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 scheduled or recurring appointments, meetings, and vacation leave for the user, click its wrench icon () and update the 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, or vacation for the user in the **Schedule Manager** page.

To define a scheduled or recurring meeting, appointment, or vacation:

1. Go to the **User Accounts** page (Registry > Accounts > User Accounts).
2. In the **User Accounts** page, find the user account you want to edit. Click its wrench icon ()
3. Click the **[Schedule]** tab. The **Schedule Manager** modal page appears.
4. Click **[Create]**. The **Schedule Editor** modal page appears.

5. On the **Schedule Editor** modal page, make entries in the following fields:

The screenshot shows the 'Schedule Editor | Creating New schedule' modal. It has a 'Reset' button in the top right. The form is divided into two main sections: 'Basic Settings' and 'Time Settings'.  
**Basic Settings:** Includes fields for 'Schedule Name' (with 'Users' entered), 'Schedule Type', 'Visibility' (dropdown with '[ World ]' selected), 'Organization' (dropdown with '[ System ]' selected), 'Owner' (dropdown with '[ banderton ]' selected), and a 'Description' text area.  
**Time Settings:** Includes 'Start Time' and 'End Time' (both with YYYY-MM-DD HH:MM:SS format), 'Time Zone' (dropdown with '[ America/New\_' selected), and an 'All Day' checkbox. Below this is a 'Recurrence' section with a dropdown set to 'By Interval', an 'Interval' field with '0' and a unit dropdown set to 'Hours'. At the bottom of Time Settings are 'Recur Until' (dropdown with '[ Specified Date ]' selected) and 'Last Recurrence' (YYYY-MM-DD HH:MM:SS format). A 'Save' button is at the bottom center.

### **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:

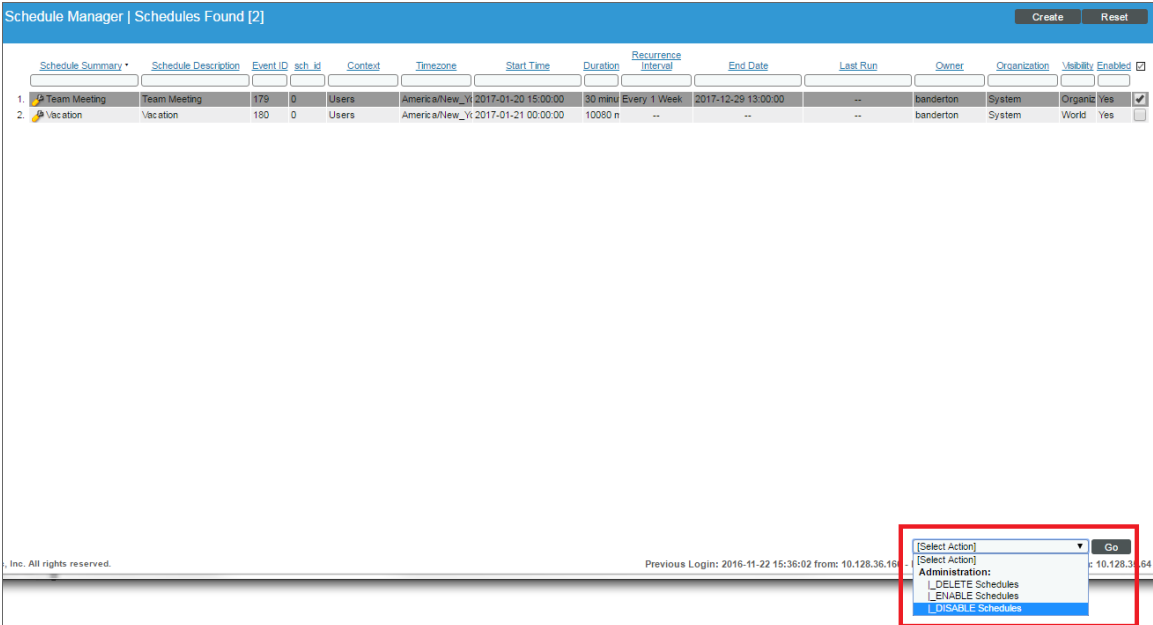
- **Interval.** In the first field, enter a number representing the frequency of the scheduled process, then select the time interval in the second field. Choices are *Minutes, Hours, Days, Weeks, or Months*. For example:
  - If you specify "6 Hours", then the scheduled process recurs every six hours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

6. Click **[Save]**.

## Enabling or Disabling One or More Scheduled Calendar Items

You can enable or disable one or more scheduled or recurring meetings, appointments, or vacations from the **Schedule Manager** page (Registry > Accounts > User Accounts > wrench icon > Schedule). To do this:

1. Go to the **Schedule Manager** page (Registry > Accounts > User Accounts > wrench icon > Schedule).



The screenshot shows the 'Schedule Manager' interface with a table of scheduled items. The table has columns for Schedule Summary, Schedule Description, Event ID, sch. id, Context, Timezone, Start Time, Duration, Recurrence Interval, End Date, Last Run, Owner, Organization, Visibility, and Enabled. Two items are listed: 'Team Meeting' and 'Vacation'. The 'Enabled' column for both items has a checked checkbox. A dropdown menu is open over the 'Go' button, showing options: '[Select Action]', '[Select Action]', Administration, L.DELETE Schedules, L.ENABLE Schedules, and L.DISABLE Schedules. The 'L.DISABLE Schedules' option is highlighted in blue.

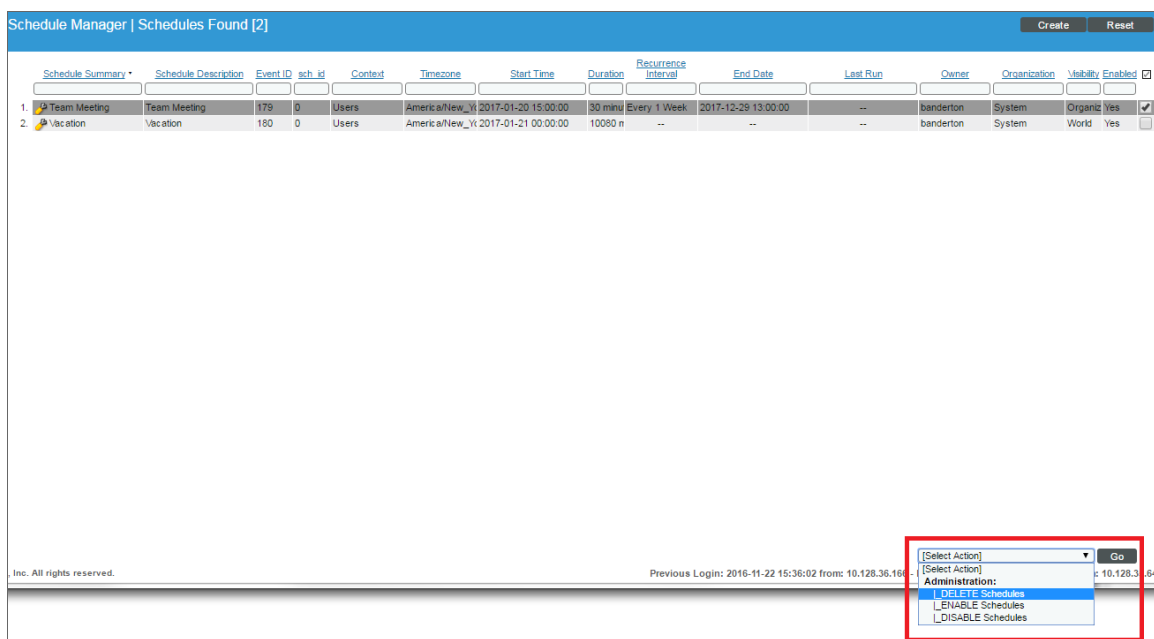
Schedule Summary	Schedule Description	Event ID	sch. id	Context	Timezone	Start Time	Duration	Recurrence Interval	End Date	Last Run	Owner	Organization	Visibility	Enabled
1. Team Meeting	Team Meeting	179	0	Users	America/New_York	2017-01-20 15:00:00	30 min	Every 1 Week	2017-12-29 13:00:00	--	banderton	System	Organic	Yes
2. Vacation	Vacation	180	0	Users	America/New_York	2017-01-21 00:00:00	10080 n	--	--	--	banderton	System	World	Yes

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 meetings, appointments, or vacations from the **Schedule Manager** page (Registry > Accounts > User Accounts > wrench icon > Schedule). To do this:

1. Go to the **Schedule Manager** page (Registry > Accounts > User Accounts > wrench icon > 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.


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## Creating a Ticket about a User Account

A **ticket** is a request for work. Tickets allow you to monitor required work-tasks associated with your network.

You can create a ticket about a user account. For example, to delete an old account or to change the parameters of a current account.

To create a ticket about a user account:



1. Go to the **User Accounts** page (Registry > Accounts > User Accounts).
2. In the **User Accounts** page, find the account for which you want to generate a report. Click its ticket icon (  ).

3. The **Ticket Editor** page appears.

The screenshot shows the 'Ticket Editor' interface. At the top, there's a header with 'Ticket Editor | New Ticket | Click Save to commit' and buttons for 'Actions', 'Reset', and 'Guide'. Below the header are tabs for 'Properties', 'Logs', 'Automation', and 'Message'. The 'Properties' tab is selected, displaying various fields: 'Description (New Ticket)', 'Organization' (System), 'Element' (mantone), and 'Import Template' ((No template)). The 'Ticket Properties' section includes dropdown menus for 'Ticket Description' (TICKET FOR USER ACCOUNT: mantone | ID: 6), 'Sub-Organization' ([None]), 'Ticket State' (foo), 'Status' (Open), 'Severity' (Sev 1 / Notice), 'Category' (Abuse), 'Source' (Automated), 'Queue' (Asset Management), and 'Assigned User' (None). There is also a 'Test Field' input. Below this is the 'Notes & Attachments' section, which has a toolbar with various icons and a large text area for notes. A 'Save' button is located at the bottom center of the page.

4. In the **Ticket Editor** page, supply a value in each field.

- **Organization**. Select the organization with which the ticket will be associated. You can select from a list of all organizations that you are a member of.
- **Ticket Description**. Description of the problem or ticket. If you create a ticket from an event in the **Event Console**, this field is populated automatically by the ScienceLogic platform.
- **Sub-Organization**. Select a second organization with which the ticket will be associated.
- **Ticket State**. Custom parameter, defined in the **Ticket States** page (Registry > Ticketing > Custom States). Allows you to add additional workflow restrictions to a ticket.
- **Severity**. The severity of the problem. If you create a ticket from an event in the **Event Console**, this field is populated automatically by the platform with the event's severity. The choices are:
  - Severity 0/Healthy
  - Severity 1/Notice
  - Severity 2/Minor
  - Severity 3/Major
  - Severity 4/Critical
- **Category**. Descriptive category assigned to the ticket. You can use the **Select Objects Editor** page (System > Customize > Select Objects) to customize the list of possible categories.

- **Source.** Original source for the ticket. You can use the **Select Objects Editor** page (System > Customize > Select Objects) to customize the list of possible sources. Choices are:
  - *Automated.* Ticket was created automatically when an event occurred.
  - *Email.* An email about an issue prompted this ticket.
  - *External.* An external source created this ticket.
  - *Internal.* Ticket created in the platform.
  - *Phone.* A phone call about an issue prompted this ticket.
- **Queue.** Ticket Queue to which the ticket will be assigned.
- **Assigned User.** User who is responsible for resolving the ticket. This drop-down list contains entries for each user assigned to the specified Ticket Queue and who has a Login State of *Active*. When a ticket is assigned to a user, the platform automatically sends the user an email message as notification.
- **Custom Fields.** If your ScienceLogic system includes embedded custom fields for tickets, you can supply a value in those fields.
- **Notes & Attachments.** The **Notes & Attachments** pane in the **Ticket Editor** page allows you to enter notes or comments about a ticket, insert content from a saved template, or to add images, videos, or attachments to the ticket.
  - To add a note to a ticket, click the **[New Note]** button in the **Ticket Editor** page. A new instance of the **Notepad Editor** will appear in the **Notes & Attachments** pane. To edit a note, click the wrench icon () for the note you want to edit.
  - To add an attachment to a note, click the paperclip icon () , and then click the **[Browse]** button to choose the file you want to attach to the note.

5. Click the **[Save]** button to save the new ticket.



## External Contacts

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### Overview

An external contact is a user to whom the ScienceLogic platform can send email messages (service notifications and ticket notifications) from the ScienceLogic platform. External contacts do not have ScienceLogic accounts and cannot login to the platform. Like ScienceLogic users, external contacts are associated with organizations.

Each external contact can be included in distribution lists, service notifications, and in the list of possible ticket watchers for either the external contact's organization, or for individual tickets in the external contact's organization.

The **External Contacts** page allows you to view a list of existing external contact accounts, edit their properties, and define new external contact accounts.

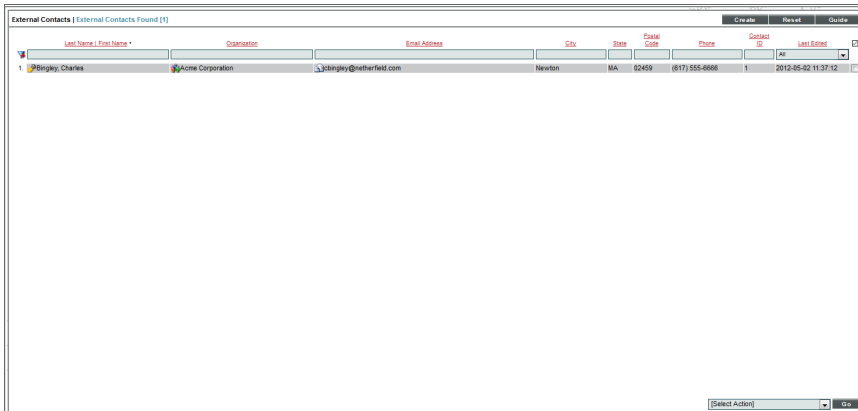
This chapter will discuss:

- [Viewing the List of External Contacts](#)
- [Creating and Editing an External Contact](#)
- [Deleting One or More External Contacts](#)
- [Adding External Contacts to a Distribution List](#)
- [Adding External Contacts to a Service Notification](#)

## Viewing the List of External Contacts

The **External Contacts** page allows you to view a list of existing external contact accounts. To view external contacts:

1. Go to the **External Contacts** page (Registry > Accounts > External Contacts).
2. The **External Contacts** page displays the following about each external contact account:



The screenshot shows a web interface titled "External Contacts | External Contacts Found [1]". It features a table with the following columns: Last Name | First Name, Organization, Email Address, City, State, Postal Code, Phone, Contact ID, and Last Edited. A single row is visible with the following data: 1, PBojky, Charles, Acme Corporation, c\_bojky@netherfield.com, Newton, MA, 02459, (617) 555-8666, 1, and 2012-05-02 11:37:12. The interface also includes "Create", "Reset", and "Delete" buttons at the top right and a "Select Action" dropdown at the bottom right.

	Last Name   First Name	Organization	Email Address	City	State	Postal Code	Phone	Contact ID	Last Edited
1	PBojky, Charles	Acme Corporation	c_bojky@netherfield.com	Newton	MA	02459	(617) 555-8666	1	2012-05-02 11:37:12

**TIP:** To sort the list of external contacts, click on a column heading. The list will be sorted by the column value, in ascending order. To sort by descending order, click the column heading again. The **Last Edited** column sorts by descending order on the first click; to sort by ascending order, click the column heading again.

- **Last Name | First Name.** Last name and first name of the external contact.
- **Organization.** Organization associated with the external contact account.
- **Email Address.** Email address associated with the external contact account.
- **City.** City associated with the external contact account.
- **State.** State associated with the external contact account.
- **Postal Code.** Postal code associated with the external contact account.
- **Phone Number.** Phone number associated with the external contact account.
- **Contact ID.** Unique, numeric ID, automatically assigned to each external contact account by the ScienceLogic platform.
- **Last Edited.** Date and time the external contact account was created or last edited.

## Filtering the List of External Contacts

The **External Contacts** page includes nine filters, at the top of the registry. You can filter the list of external contacts by one or multiple of the following parameters: last name | first name, primary organization, email address, city, state, postal code, phone number, contact ID, and last edited. You can specify one or more parameters to filter the display of external contacts. Only external contacts that meet all the filter criteria will be displayed in the **External Contacts** page.

You can filter by one or more of the following parameters. The list of external contacts is dynamically updated as you select each filter.

- For each filter except **Last Edited**, you must enter text to match against. The ScienceLogic platform will search for external contacts that match the text, including partial matches. Text matches are not case-sensitive. You can use the following special characters in each filter:
  - , (comma). Specifies an "or" operation. For example:
 

dell, micro

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

!dell

would match all values that do not contain the string "dell".
- **Last Name | First Name**. You can enter text to match, including special characters, and the **External Contacts** page will display only external contacts that have a matching last name or a first name, or both.
- **Organization**. You can enter text to match, including special characters, and the **External Contacts** page will display only external contacts that have a matching primary organization.
- **Email Address**. You can enter text to match, including special characters, and the **External Contacts** page will display only external contacts that have a matching email address.
- **City**. You can enter text to match, including special characters, and the **External Contacts** page will display only external contacts that have a matching city in their addresses.
- **State**. You can enter text to match, including special characters, and the **External Contacts** page will display only external contacts that have a matching state in their addresses (for example, California, Massachusetts, Virginia, etc.).
- **Postal Code**. You can enter text to match, including special characters, and the **External Contacts** page will display only external contacts that have a matching postal code in their addresses.
- **Contact ID**. You can enter text to match, including special characters, and the **External Contacts** page will display only external contacts that have a matching ID.
- **Last Edited**. You can select from a list of time periods. The **External Contacts** page will display only external contacts that have been created or edited within that time period.

## Creating and Editing an External Contact

You can create an external contact from the **External Contacts** page. To create an external contact:

1. Go to the **External Contacts** page (Registry > Accounts > External Contacts).
2. In the **External Contacts** page, click the **[Create]** button.
3. The **Create New External Contact** page appears, where you can define values in the following fields:

The screenshot shows a web form titled "External Contact Information" with a sub-header "Create New External Contact". The form is organized into several sections:

- Personal Information:** First Name (Charles), Last Name (Bingley), Title (VP), Department (Finance), Phone ((617) 555-6666), Fax ((617) 555-6661), Mobile, and Pager.
- Address:** Street Address (45 Wells Ave.), Suite/Building (B2), City (Newton), State (Massachusetts), Postal Code (02459), Country (United States), and Toll Free (800-555-6666).
- Organization:** Organization (Acme Corporation).
- Role and Contact Info:** Key Role (Department Manager), Critical Contact (Billing), Pass Phrase (What is your Mother's maiden name), Answer (dashwood), and Time Zone (New York).
- Identification:** Billing ID and CRM ID.

A rich text editor is located at the bottom of the form, and a "Save" button is at the bottom center. A "Reset" button is in the top right corner.

- **First Name.** Contact's first name. This value can be up to 24 characters in length.
- **Last Name.** Contact's last name. This value can be up to 24 characters in length.
- **Title.** Contact's title. This field can be up to 32 characters in length.
- **Department.** Contact's department. This field can be up to 36 characters in length.
- **Phone.** Contact's phone number at work. This field can be up to 24 characters in length.
- **Fax.** Contact's fax number at work. This field can be up to 24 characters in length.
- **Mobile.** Contact's cell phone number. This field can be up to 24 characters in length.
- **Pager.** Any other phone numbers for contacting the person. This field can be up to 24 characters in length.
- **Primary Email.** Contact's primary email address. This field can be up to 64 characters in length.
- **Secondary Email.** Additional email address for contacting the person. This field can be up to 64 characters in length.

- **Alternate Email.** Additional email address for contacting the person. This field can be up to 64 characters in length.
- **Street Address.** Contact's street address at work. This field can be up to 64 characters in length.
- **Suite/Building.** Suite/Building for the person at work. This field can be up to 64 characters in length.
- **City.** City where the person works. This field can be up to 64 characters in length.
- **State.** State where the person works.
- **Postal Code.** Zip code where the person works. This field can be up to 12 characters in length.
- **Country.** Country where the person works.

**NOTE:** By default, the **Country** field will be set to the country specified in the **Behavior Settings** page (System > Settings > Behavior). You can override this setting for the current external contact. Editing the value in this field will not affect the system-wide default setting.

- **Toll Free.** Toll-free phone number for the person. This field can be up to 24 characters in length.
- **Organization.** Organization to associate with the person. Select from a list of all organizations in the platform.
- **Key Role.** Description of the Contact's responsibilities in case of a critical situation. This description might differ from the Contact's actual title. For example, a contact's title might be Senior Engineer, but his/her role for the organization might be technical lead. Select from the drop-down list. (ScienceLogic system administrators can go to the System > Customize > Select Objects page to customize the entries that appear in this list) If a value is supplied in this field, the contact will appear as a Critical Contact for the Organization in the **Organization Properties** page.
- **Critical Contact.** Circumstance when person should be contacted. This description might differ from the Contact's department. For example, the Contact's department might be Operations, but his/her role for the organization might be Hardware Maintenance. Select from the drop-down list. (ScienceLogic system administrators can go to the System > Customize > Select Objects page to customize the entries that appear in this list) If a value is supplied in this field, the contact will appear as a Critical Contact for the Organization in the **Organization Properties** page.
- **Pass Phrase.** Questions that verifies a contact who has forgotten his/her password. The ScienceLogic platform does not use this field.
  - What is your Mother's maiden name?
  - What is your favorite pet's name?
  - What is your favorite color?
- **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.
- **Time Zone.** Time zone associated with the Contact's location. Select from a list of all time zones.
- **Billing ID.** Billing ID associated with this contact. This field can be up to 24 characters in length.

- **CRM ID.** CRM ID associated with this contact. This field can be up to 64 characters in length.
  - **Notes.** Any notes you want to include with the contact's profile information.
4. After you have defined fields in the **Create New External Contact** modal page, click the **[Save]** button to save the external contact.

## Editing an External Contact

You can edit an external contact from the **External Contacts** page. To edit an external contact:

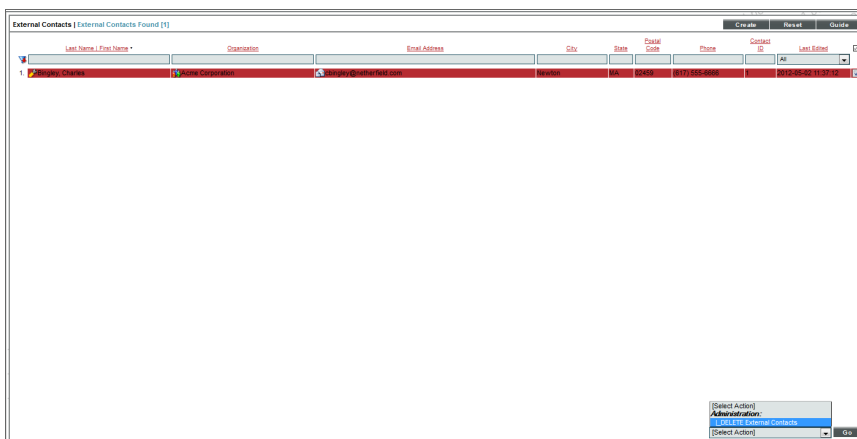
1. Go to the **External Contacts** page (Registry > Accounts > External Contacts).
2. In the **External Contacts** page, find the external contact you want to edit. Click its wrench icon (🔧).
3. The **External Contact Information** page appears. You can edit any of the fields described above.
4. Click the **[Save]** button to save your edits.

---

## Deleting One or More External Contacts

You can delete one or more external contact accounts from the **External Contacts** page. To delete one or more external contact accounts:

1. Go to the **External Contacts** page (Registry > Accounts > External Contacts).
2. In the **External Contacts** page, select the checkbox for each external contact account that you want to delete. To select all checkboxes for all organizations, select the checkbox icon (☑) at the top of the page.
3. In the **Select Action** drop-down list, select *DELETE External Contacts*.



4. Click the **[Go]** button to delete the contact(s).

---

## Adding External Contacts to a Distribution List

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 example, suppose one of the rules for a distribution list is "include all external contact accounts in the organization named Central NOC." You could then add or remove external contacts from the organization, and the distribution list would include only the current external contact accounts in the organization.

Distribution lists are used in the **Service Notifier** page. The **Service Notifier** page allows you to send a message from the platform. The message can include text, screen captures, and attached files. The message can be sent to manually entered email addresses, distribution lists, and manually selected users, external contact accounts, and vendors.

To learn more about adding an external contact to a distribution list, see the manual *Business Services*.

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## Adding External Contacts to a Service Notification

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, and manually selected users, external contact accounts, and vendors.

If you include an external contact account in a distribution list, you can send a service notification to the external contact by sending a service notification to that distribution list.

To learn more about adding an external contact to a service notification, see the manual *Business Services*.

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## Overview

A lockout is a security measure, to prevent the ScienceLogic platform GUI from being hacked.

If a user enters incorrect login information multiple times in a row, that username, the user's IP address, or both will be locked out of the platform. Until an administrator removes the lockout, that user will not be able to log in to the platform.

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## System Settings that Define Lockouts

You can define how lockouts behave in your specific ScienceLogic environment.

You can define global settings that control when a lockout is triggered, how long the lockout will last, and if the offending user is locked out by name, by IP address, or by both.

To define lockout behavior:

1. Go to the **Behavior Settings** page (System > Settings > Behavior).



2. The **Behavior Settings** page appears.

The screenshot shows the 'Behavior Settings' page. The left column contains settings for user authentication, including 'Interface URL', 'Force Secure HTTPS', 'Password Expiration', 'Password Reset Interval', 'Password Hash Method', 'Password Minimum Length', 'Account Lockout Type', 'Account Lockout Attempts', 'Login Delay', 'Single Instance Login (Admins)', 'Single Instance Login (Users)', 'Account Lockout Duration', 'Lockout Contact Information', 'Login Header Title', 'System Identifier', 'Ping & Poll Timeout (Msec.)', 'SNMP Poll Timeout (Msec.)', 'SNMP Failure Retries', 'Initially Discovered Interface Poll Rate', 'DHCP Community Strings', 'Strip FQDN From Inbound Email Device Name', 'Inbound Email Alert Message', 'Event Console Ticket Life Ring Button Behavior', 'Automatic Ticketing Enable', 'Force CHD Ticket State and Status Inheritance', 'Prevent Browser Saved Credentials', 'Prevent Loading Interface in External Frames', 'Hide Perpetual License Usage', 'Hide "New" button on the Ticket Editor', and 'Hide "Other" Resystem type'. The right column contains settings for network and system management, including 'Enable CDP Topology', 'Enable LLDP Topology (BETA)', 'Enable Community String Indexing (VLAN Topology)', 'Default Country', 'System Timezone', 'NFS Detection Disable', 'Port Polling Type', 'Initial Discovery Scan Level', 'Rediscovery Scan Level (Nightly)', 'Discovery Scan Throttle', 'Port Scan All IPs', 'Port Scan Timeout', 'Restart Windows Services (Agent Required)', 'Hostname Precedence', 'Interface Name Precedence', 'DNS Hostnames', 'Event Clearing Mode', 'Maintenance Minimum Severity', 'Patch Maintenance Minimum Severity', 'SSL Certificate Expiry Soon', 'SSL Certificate Expiry Imminent', 'Asset Warranty Expiry', 'Domain Name Expiry', 'Validate Phone Number', 'Dashboard Maximum Series Count Per Widget', 'Prefer Global Device Summary Dashboard Over Category/Class', 'Enable CDP/LLDP Collection', 'Enable Variable Rate Interface Counters', and 'Enhanced OID Translation'. The 'Save' button is located at the bottom center of the page.

3. In the **Behavior Settings** page, supply values in these fields:

- **Account Lockout Type.** If a user enters incorrect login information multiple times in a row, that user will be locked out of the ScienceLogic platform. In this field, you can select how the lockout will be applied. Choices are:
  - *Lockout by IP Address (default).* All login attempts from the IP address will be denied.
  - *Lockout by Username and IP Address.* All login attempts by the username from the IP address will be denied.
  - *Lockout by Username.* All login attempts by the username will be denied.
  - *Disabled.* Lockouts are disabled.
- **Account Lockout Attempts.** Number of times a user can enter incorrect login information before the lockout occurs. Choices are 1 time through 10 times.
- **Account Lockout Duration.** Specifies how long a user will be locked out of the platform. Choices are from 1 hour to 24 hours, in 1 hour increments.
- **Lockout Contact Information.** This contact information will be displayed when a user is locked out of the platform. Can be any combination of alphanumeric characters, up to 255 characters in length. This information should allow the user to contact his/her administrator to unlock the account.

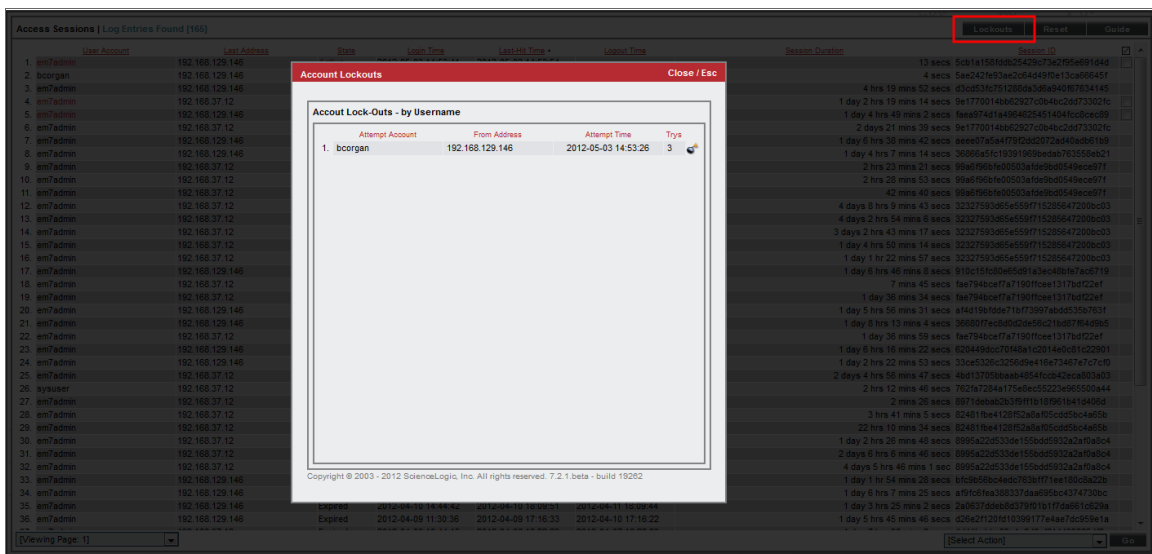
4. Click the **[Save]** button to save your changes to the lockout settings.

# Viewing a List of Lockouts and Removing a Lockout

You can view a list of user accounts that are currently locked out of the ScienceLogic platform.

To view the list of current lockouts:

1. Go to the **Access Sessions** page (System > Monitor > Access Logs).
2. In the **Access Sessions** page, click the **[Lockouts]** button.
3. The **Access Lockouts** page appears.



4. The **Access Lockouts** page displays a list of user accounts that are currently locked out of the platform.

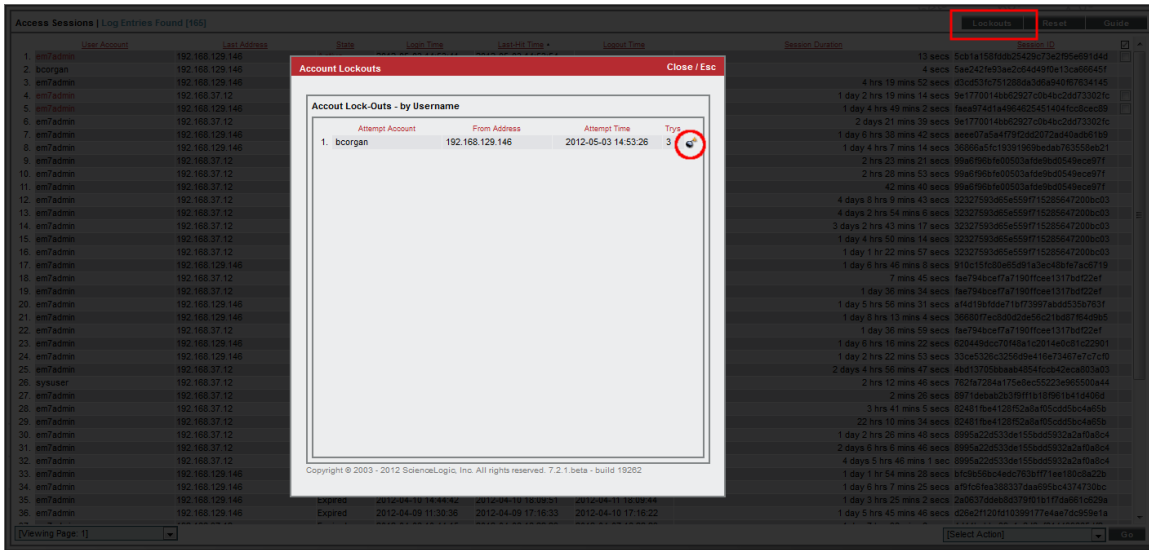
## Removing a Lockout

You can view a list of user accounts that are currently locked out of the ScienceLogic platform and remove one or more users from lockout mode. This allows the user account to once again log in to the platform.

To view the list of current lockouts and remove one or more users from lockout mode:

1. Go to the **Access Sessions** page (System > Monitor > Access Logs).
2. In the **Access Sessions** page, click the **[Lockouts]** button.

3. The **Access Lockouts** page appears.



4. The **Access Lockouts** page displays a list of user accounts that are currently locked out of the platform.

5. Find the lockout you want to remove. Click its bomb icon (🧨).

6. The user account will now be able to log in to the platform again.

## Reports for User Accounts

### Overview

The ScienceLogic platform allows you to generate reports based on user accounts. You can generate two type of reports based on user accounts:

- A report based on all or multiple user accounts.
- A report based on a single user account.

This chapter describes how to generate each type of report.

### Generating a Report for Multiple User Accounts

From the **User Accounts** page you can generate a report that displays information for all or multiple user accounts in the ScienceLogic platform. The report will contain all the information displayed in the **User Accounts** page.

User Accounts Report generated by banderton on 2015-04-17 03:59:28

	Username	Last Name   First Name	Account Type	User Policy	Organization	Email Address	State	Auth Type	ID	Edited By	Last Edited
0.	antony.hart	Hart, Antony	User	Demo Admin Partner	HQ Data Center	Antony.Hart@primoris.co.nz	Active	EM7	245	em7admin	2015-04-17 03:47:35
1.	bbh1	bh, Bambang	User	Demo User Partner	HQ Data Center	bbh@fastwire-group.com	Active	EM7	95	em7admin	2015-04-17 03:46:44
2.	cklee	Lee, CK	User	Demo User Partner	HQ Data Center	cklee@fastwire-group.com	Active	EM7	94	em7admin	2015-04-17 03:46:44
3.	echang	Chang, Ernesto	User	Demo Admin Partner	HQ Data Center	echang@ie.com.sv	Active	EM7	91	em7admin	2015-04-17 03:47:35
4.	gvuuren	van Vuuren, Gustav	User	Demo Admin Partner	HQ Data Center	gustav@apocentrix.co.za	Active	EM7	82	em7admin	2015-04-17 03:47:35
5.	jhenderson	Henderson, Jeff	User	Demo Admin Partner	HQ Data Center	jhenderson@fastwire-group.com	Active	EM7	79	em7admin	2015-04-17 03:47:35
6.	JHoh	Hoh, Jeff	User	Demo User Partner	HQ Data Center	jh@ensbn.com	Active	EM7	162	em7admin	2015-04-17 03:46:44
7.	Juraj.markotic	markotic, Juraj	User	Demo Admin Partner	HQ Data Center	Juraj.Markotic@combis.hr	Active	EM7	80	em7admin	2015-04-17 03:47:35
8.	kteo	Teo, Kristy	User	Demo User Partner	HQ Data Center	kteo@fastwire-group.com	Active	EM7	93	em7admin	2015-04-17 03:46:44
9.	lindsay.hill	Hill, Lindsay	User	Demo Admin Partner	HQ Data Center	Lindsay.Hill@primoris.co.nz	Active	EM7	244	em7admin	2015-04-17 03:47:35
10.	mberrios	Berrios, Marcelo	User	Demo Admin Partner	HQ Data Center	mberrios@ie.com.sv	Active	EM7	217	em7admin	2015-04-17 03:47:35
11.	mitrakaram	Thukaram, Mahadev	User	Demo Admin Partner	HQ Data Center	Mahadev.Thukaram@AGGN	Active	EM7	242	em7admin	2015-04-17 03:47:35
12.	rakesh.patel	Patel, Rakesh	User	Demo Admin Partner	HQ Data Center	Rakesh.Patel@primoris.com	Active	EM7	246	em7admin	2015-04-17 03:47:35
13.	S.Betschart	Betschart, Stefan	User	Demo User Partner	HQ Data Center	S.Betschart@emitec.ch	Active	EM7	211	em7admin	2015-04-17 03:46:44
14.	schoeller	Keiner, Stefan	User	Demo User Partner	HQ Data Center	support@schoeller.at	Active	EM7	164	em7admin	2015-04-17 03:46:44
15.	young.cho	Cho, Young	User	Demo Admin Partner	HQ Data Center	young.cho@mobile-os.com	Active	EM7	97	em7admin	2015-04-17 03:47:35

To generate a report on all or multiple user accounts:

1. Go to the **User Accounts** page (Registry > Accounts > User Accounts).

- In the **User Accounts** page, click the **[Report]** button.

User Accounts | Accounts Found [16]

Create **Report** Reset Guide

Username *	Last Name   First Name	Account Type	User Policy	Primary Organization	Email Address	State	Auth Type	User ID	Edited By	Last Edited
1. antony.hart	Hart, Antony	User	Demo Admin Partner	HO Data Center	antony.hart@primoris.co.nz	Active	EM7	245	em7admin	2015-04-17 03:47:35
2. bbb1	bh, Bambang	User	Demo User Partner	HO Data Center	bbb1@fastwire-group.com	Active	EM7	95	em7admin	2015-04-17 03:46:44
3. ckleee	Lee, CK	User	Demo Admin Partner	HO Data Center	cklee@fastwire-group.com	Active	EM7	94	em7admin	2015-04-17 03:46:44
4. echang	Chang, Ernesto	User	Demo Admin Partner	HO Data Center	echang@e.com.sv	Active	EM7	91	em7admin	2015-04-17 03:47:35
5. gvuuren	van Vuuren, Gustav	User	Demo Admin Partner	HO Data Center	gvuuren@ppcentrv.co.za	Active	EM7	82	em7admin	2015-04-17 03:47:35
6. jhendens	Henderson, Jeff	User	Demo Admin Partner	HO Data Center	jhendens@fastwire-group.com	Active	EM7	79	em7admin	2015-04-17 03:47:35
7. jhoh	Hoh, Jeff	User	Demo User Partner	HO Data Center	jhoh@emson.com	Active	EM7	162	em7admin	2015-04-17 03:46:44
8. Juraj.markolic	markolic, Juraj	User	Demo Admin Partner	HO Data Center	Juraj.Markolic@combi.hr	Active	EM7	80	em7admin	2015-04-17 03:47:35
9. kleo	Teo, Kristy	User	Demo User Partner	HO Data Center	kleo@fastwire-group.com	Active	EM7	93	em7admin	2015-04-17 03:46:44
10. lindsay.hill	Hill, Lindsay	User	Demo Admin Partner	HO Data Center	lindsay.hill@primoris.co.nz	Active	EM7	244	em7admin	2015-04-17 03:47:35
11. mberrios	Berrios, Marcelo	User	Demo Admin Partner	HO Data Center	mberrios@e.com.sv	Active	EM7	217	em7admin	2015-04-17 03:47:35
12. mthukaram	Thukaram, Mahadev	User	Demo Admin Partner	HO Data Center	Mahadev.Thukaram@AGCNETWORKS.COM	Active	EM7	242	em7admin	2015-04-17 03:47:35
13. rakesh.patel	Patel, Rakesh	User	Demo Admin Partner	HO Data Center	Rakesh.Patel@primoris.com.au	Active	EM7	246	em7admin	2015-04-17 03:47:35
14. S.Betschart	Betschart, Stefan	User	Demo User Partner	HO Data Center	S.Betschart@emtec.ch	Active	EM7	211	em7admin	2015-04-17 03:46:44
15. schoeller	Keiner, Stefan	User	Demo User Partner	HO Data Center	support@schoeller.at	Active	EM7	164	em7admin	2015-04-17 03:46:44
16. young.cho	Cho, Young	User	Demo Admin Partner	HO Data Center	young.cho@mobile-os.com	Active	EM7	97	em7admin	2015-04-17 03:47:35

[Select Action] Go

**NOTE:** If you want to include only certain interfaces in the report, use the "search as you type" fields at the top of each column. You can filter the list by one or more column headings. You can then click the **[Report]** button, and only the user accounts displayed in the **User Accounts** page will appear in the report.

- The **Export current view as a report** modal page appears.

Export current view as a report

Output Format: Comma-separated values (.csv)

Force browser to save to disk

Generate

- In the **Export current view as a report** modal page, you must select the format in which the platform will generate the report. Your choices are:

- Comma-separated values (.csv)
- Web page (.html)
- OpenDocument Spreadsheet (.ods)
- Excel spreadsheet (.xlsx)
- Acrobat document (.pdf)

- Click the **[Generate]** button. The report will contain all the information displayed in the **User Accounts** page. You can immediately view the report or save it to a file for later viewing.

# Generating a Report for a Single User Account

You can also generate a report that displays information for a single user account in the ScienceLogic platform.

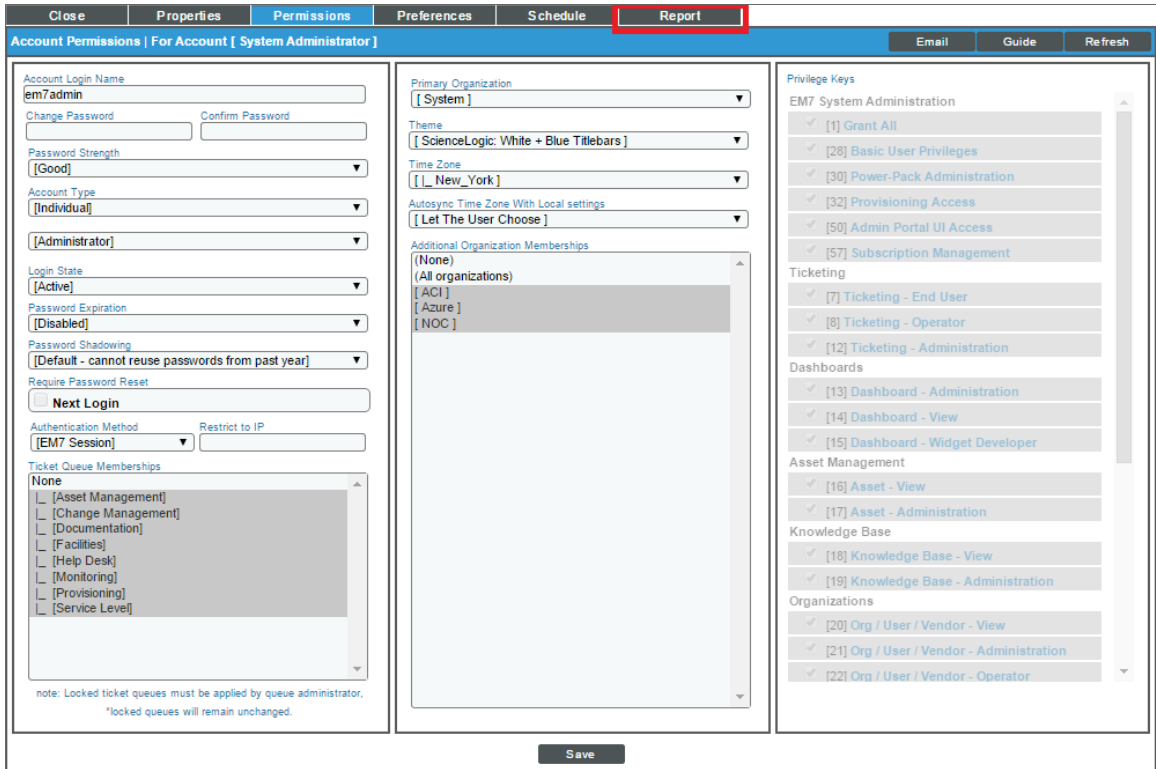
EM7 <sup>TM</sup> Management Systems		Report For Account: System Administrator <i>June 30, 2015, 10:59 am</i>	Print Report
<b>Contact Information</b>			
Work Phone			
Mobile Phone			
Pager/Other			
Fax			
Toll Free			
Primary Email	admin@sciencelogic.com		
Secondary Email			
Alternate Email			
<b>Profile Information</b>			
Department			
Position/Title			
Key Role			
Critical Contact			
<b>Address &amp; Shipping Information</b>			
Address			
Building/Suite			
City			
Postal Code			
State			
Country			
Time Zone	America/New_York		
<b>Miscellaneous Information</b>			
Billing ID			
CRM ID			
Theme/Skin	ScienceLogic: White + Blue Titlebars		
Created By	System Administrator (em7admin) [admin@sciencelogic.com]		
Creation Date	2015-01-29 02:27:52		
Modified By	System Administrator (em7admin) [admin@sciencelogic.com]		
Modification Date	2015-06-25 11:09:18		
<b>Organization Information</b>			
Organization	System		
Address	System Location		
City	Reston		
State			
Country			
Postal Code			
Phone	(703)-354-1010		
Fax	(703)-336-8000		
Toll Free	(800)-SCI-LOGI		
Email	support@sciencelogic.com		

Report Created By ScienceLogic EM7<sup>TM</sup>

To generate a report on a single user account:

1. Go to the **User Accounts** page (Registry > Accounts > User Accounts).

- In the **User Accounts** page, find the account for which you want to generate a report. Click the account's wrench icon (🔧) or its business card icon (📇).
- Click the **[Report]** tab.



- An HTML report appears, populated with data from the selected user account. You can print the report or right-click to save the HTML page.

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### Overview

The ScienceLogic platform creates a log for each organization that displays a record of all actions pertaining to the organization. This chapter will demonstrate how to view logs and access logs for organizations.

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### Viewing Logs for an Organization

The ScienceLogic platform creates a log for each organization. Each organization log displays a record of all actions pertaining to the organization. These actions include:

- All logins by organization members.
- All notifications sent to organization members.
- Organization member creating, editing, or deleting anything in the ScienceLogic platform.
- All events associated with an entity managed by the organization.

The **Organizational Administration** panel includes an **Organizational Logs** page, where you can view the entries for a specific organization. The **Organizational Logs** page provides a complete audit trail for an organization.

To view the **Organizational Logs** page for an organization:

1. Go to the **Organizational Account Administration** page (Registry > Accounts > Organizations).
2. In the **Organizational Account Administration** page, find the organization you are interested in. Click its wrench icon ()
3. When the **Organizational Summary** page appears, click the **[Logs]** tab.



- The **Organizational Logs** page appears. In this page, you can view the log entries for an organization. You can also search for log entries and flag log entries.

Close		Summary		Properties		Logs		Accounts		Contacts		Events		Tickets		Notes	
Organizational Logs   For Organization [ System ]   Logs Found [ 10,963 ]																	
<div style="text-align: right;"> <input type="button" value="Actions"/> <input type="button" value="Guide"/> <input type="button" value="Refresh"/> </div>																	
<div style="text-align: right;"> <input type="text" value="Search Message"/> <input type="button" value="Search"/> </div>																	
Date	Source	Message	User	Flag													
1. 2012-05-02 11:19:14	Event Logger	Event 19509 on entity em7_ao expired	em7admin	<input type="checkbox"/>													
2. 2012-05-02 10:31:54	Event Logger	Event 19508 on entity LAB_2010_DC_44.200 expired	em7admin	<input type="checkbox"/>													
3. 2012-05-02 10:31:54	Event Logger	Event 19507 on entity LAB_2007_EX_44.215 expired	em7admin	<input type="checkbox"/>													
4. 2012-05-02 10:31:54	Event Logger	Event 19506 on entity LAB_2010_EX_44.201 expired	em7admin	<input type="checkbox"/>													
5. 2012-05-02 10:31:54	Event Logger	Event 19505 on entity em7_61_db_9.72 expired	em7admin	<input type="checkbox"/>													
6. 2012-05-02 10:31:44	Event Logger	Event 19504 on entity LAB_2010_SQ_44.203 expired	em7admin	<input type="checkbox"/>													
7. 2012-05-02 10:31:44	Event Logger	Event 19503 on entity LAB_2010_LNK_44.204 expired	em7admin	<input type="checkbox"/>													
8. 2012-05-02 10:31:44	Event Logger	Event 19502 on entity LAB_2007_SP_44.216 expired	em7admin	<input type="checkbox"/>													
9. 2012-05-02 10:31:44	Event Logger	Event 19501 on entity LAB_2010_SP_44.202 expired	em7admin	<input type="checkbox"/>													
10. 2012-05-02 10:31:44	Event Logger	Event 19500 on entity Testy Testy expired	em7admin	<input type="checkbox"/>													
11. 2012-05-02 10:09:14	Event Logger	Event 19496 on entity em7_ao expired	em7admin	<input type="checkbox"/>													
12. 2012-05-02 10:04:52	Login	User em7admin Successfully Logged-in from IP address: 192.168.129.146/49327.	em7admin	<input type="checkbox"/>													
13. 2012-05-02 08:49:14	Event Logger	Event 19446 on entity em7_ao expired	em7admin	<input type="checkbox"/>													
14. 2012-05-02 08:48:14	Event Logger	Event 19492 on entity em7_61_db_9.72 expired	em7admin	<input type="checkbox"/>													
15. 2012-05-02 08:32:14	Event Logger	Event 19491 on entity em7_61_db_9.72 was auto-cleared by another event	em7admin	<input type="checkbox"/>													
16. 2012-05-02 07:48:13	Event Logger	Event 19486 on entity em7_61_db_9.72 expired	em7admin	<input type="checkbox"/>													
17. 2012-05-02 07:32:13	Event Logger	Event 19485 on entity em7_61_db_9.72 was auto-cleared by another event	em7admin	<input type="checkbox"/>													
18. 2012-05-02 06:08:13	Event Logger	Event 19475 on entity em7_col1 expired	em7admin	<input type="checkbox"/>													
19. 2012-05-02 05:52:23	Event Logger	Event 19472 on entity em7_col1 was auto-cleared by another event	em7admin	<input type="checkbox"/>													
20. 2012-05-02 05:16:23	Event Logger	Event 19452 on entity em7_61_db_9.72 expired	em7admin	<input type="checkbox"/>													
21. 2012-05-02 05:16:23	Event Logger	Event 19451 on entity em7_col1 expired	em7admin	<input type="checkbox"/>													
22. 2012-05-02 04:43:12	Event Logger	Event 19455 on entity em7_61_db_9.72 expired	em7admin	<input type="checkbox"/>													
23. 2012-05-02 04:27:22	Event Logger	Event 19454 on entity em7_61_db_9.72 was auto-cleared by another event	em7admin	<input type="checkbox"/>													
24. 2012-05-02 04:23:22	Event Logger	Event 19450 on entity em7_61_db_9.72 expired	em7admin	<input type="checkbox"/>													
25. 2012-05-02 04:23:22	Event Logger	Event 19449 on entity em7_col1 expired	em7admin	<input type="checkbox"/>													
26. 2012-05-02 04:07:22	Event Logger	Event 19448 on entity em7_61_db_9.72 was auto-cleared by another event	em7admin	<input type="checkbox"/>													
27. 2012-05-02 04:07:22	Event Logger	Event 19447 on entity em7_col1 was auto-cleared by another event	em7admin	<input type="checkbox"/>													
28. 2012-05-02 03:49:12	Event Logger	Event 19441 on entity em7_ao expired	em7admin	<input type="checkbox"/>													
29. 2012-05-02 02:08:11	Event Logger	Event 19436 on entity em7_61_db_9.72 expired	em7admin	<input type="checkbox"/>													
[Viewing Page: 1]																	

- The **Organizational Logs** page displays the following for each log entry:
  - Date.** Date the action occurred and the log entry was created.
  - Source.** Source of the log entry.
  - Message.** Text of the log entry.
  - Flag.** Clicking on the flag checkmark changes the checkmark from red to black and appends the user's username to the checkmark. This aids in quickly finding the log entry.

## Viewing Access Logs

The ScienceLogic platform allows you to monitor user logins and logouts to the platform. You can view:

- Which user accounts are currently logged in.
- From which IP address a user is/was logged in to the platform.
- The current status of each session (active, logged out, expired).
- How long each user was logged in to the platform.
- When each user logged out of the platform.

To view this information:

1. Go to the **Access Sessions** page (System > Monitor > Access Logs).
2. The **Access Sessions** page appears:

User Account	Last Address	State	Login Time	Last-Hit Time	Logout Time	Session Duration	Session ID
em7admin	192.168.129.146	Active	2012-05-03 14:53:41	2012-05-03 15:23:27	---	29 mins 46 secs	5cb1a158fd9bc2429c73c2f95e691d4d
bcorgan	192.168.129.146	Logged Out	2012-05-03 14:53:02	2012-05-03 14:53:06	2012-05-03 14:53:06	4 secs	5ac242e93ac2c5449f9e13ca69645f
em7admin	192.168.129.146	Logged Out	2012-05-03 10:32:56	2012-05-03 14:52:48	2012-05-03 14:52:48	4 hrs 19 mins 52 secs	d3cd53fc751286da3a6a404e7634145
em7admin	192.168.37.12	Active	2012-05-02 12:34:40	2012-05-03 12:35:11	---	1 day 2 hrs 48 mins 47 secs	9e1770014bb2927c0b4bc2d73302fc
em7admin	192.168.129.146	Active	2012-05-02 10:04:52	2012-05-02 18:03:18	---	1 day 5 hrs 18 mins 35 secs	faea974df48964625451404fcdcc0e89
em7admin	192.168.37.12	Expired	2012-04-30 12:13:01	2012-05-02 12:34:40	2012-05-02 12:34:40	2 days 21 mins 39 secs	9e1770014bb2927c0b4bc2d73302fc
em7admin	192.168.129.146	Expired	2012-05-01 10:32:49	2012-05-01 17:11:31	2012-05-02 17:11:31	1 day 6 hrs 38 mins 42 secs	aeae07a5a4f79205072a849a9e169
em7admin	192.168.129.146	Expired	2012-04-30 14:16:45	2012-04-30 18:23:58	2012-05-01 18:23:59	1 day 4 hrs 7 mins 14 secs	36856a6efc19391969a6eab76355a621
em7admin	192.168.37.12	Expired	2012-04-27 16:19:59	2012-04-27 18:43:20	2012-04-27 18:43:20	2 hrs 23 mins 21 secs	99a6f96bfe0503afde9e0549ace97f
em7admin	192.168.37.12	Expired	2012-04-27 13:51:06	2012-04-27 16:19:59	2012-04-27 16:19:59	2 hrs 28 mins 53 secs	99a6f96bfe0503afde9e0549ace97f
em7admin	192.168.37.12	Expired	2012-04-27 13:08:26	2012-04-27 13:51:06	2012-04-27 13:51:06	42 mins 40 secs	99a6f96bfe0503afde9e0549ace97f
em7admin	192.168.37.12	Expired	2012-04-23 12:01:10	2012-04-26 20:10:53	2012-04-27 20:10:53	4 days 8 hrs 9 mins 43 secs	323275936e5e59f71528564720b0c03
em7admin	192.168.37.12	Expired	2012-04-23 17:16:47	2012-04-26 20:10:53	2012-04-27 20:10:53	4 days 2 hrs 54 mins 6 secs	323275936e5e59f71528564720b0c03
em7admin	192.168.37.12	Expired	2012-04-24 17:27:36	2012-04-26 20:10:53	2012-04-27 20:10:53	3 days 2 hrs 43 mins 17 secs	323275936e5e59f71528564720b0c03
em7admin	192.168.37.12	Expired	2012-04-26 15:20:38	2012-04-26 20:10:53	2012-04-27 20:10:53	1 day 4 hrs 50 mins 14 secs	323275936e5e59f71528564720b0c03
em7admin	192.168.37.12	Expired	2012-04-26 18:47:56	2012-04-26 20:10:53	2012-04-27 20:10:53	1 day 1 hr 22 mins 57 secs	323275936e5e59f71528564720b0c03
em7admin	192.168.129.146	Expired	2012-04-23 10:11:45	2012-04-23 16:57:53	2012-04-24 16:57:53	1 day 6 hrs 46 mins 8 secs	910c15f080e6591a3ec48e7a6c719
em7admin	192.168.37.12	Expired	2012-04-20 18:21:58	2012-04-20 18:29:43	2012-04-20 18:29:43	7 mins 45 secs	fae794bceff7a190f0ce1317bd722ef
em7admin	192.168.37.12	Expired	2012-04-19 17:45:24	2012-04-20 18:21:58	2012-04-20 18:21:58	1 day 36 mins 34 secs	fae794bceff7a190f0ce1317bd722ef
em7admin	192.168.129.146	Expired	2012-04-20 10:14:06	2012-04-20 16:10:36	2012-04-21 16:10:37	1 day 5 hrs 56 mins 31 secs	a44d19b6d6e71f7397abd53535763f
em7admin	192.168.129.146	Expired	2012-04-19 10:47:37	2012-04-19 19:00:41	2012-04-20 19:00:41	1 day 8 hrs 13 mins 4 secs	966807fec0d026e59c21bd67f649b5
em7admin	192.168.37.12	Expired	2012-04-18 17:08:25	2012-04-19 17:45:24	2012-04-19 17:45:24	1 day 36 mins 59 secs	fae794bceff7a190f0ce1317bd722ef
em7admin	192.168.129.146	Expired	2012-04-18 10:27:15	2012-04-18 18:43:38	2012-04-19 18:43:37	1 day 8 hrs 16 mins 22 secs	8204490cc70f46a1c2014e0c81c22901
em7admin	192.168.129.146	Expired	2012-04-17 15:27:19	2012-04-17 17:50:13	2012-04-18 17:50:12	1 day 2 hrs 22 mins 53 secs	33ca5330c25699a16673467f0c710
em7admin	192.168.37.12	Expired	2012-04-16 12:48:47	2012-04-17 17:45:29	2012-04-18 17:45:34	2 days 4 hrs 56 mins 47 secs	4bd13705bbaa4854f0ca42cc803403
ysuser	192.168.37.12	Logged Out	2012-04-16 10:35:55	2012-04-16 12:48:41	2012-04-16 12:48:41	2 hrs 12 mins 46 secs	897fe7284a1759ec5523a6650044
em7admin	192.168.37.12	Logged Out	2012-04-16 10:33:17	2012-04-16 10:35:43	2012-04-16 10:35:43	2 mins 26 secs	897fe7284a1759ec5523a6650044
em7admin	192.168.37.12	Expired	2012-04-13 15:08:39	2012-04-13 18:49:44	2012-04-13 18:49:44	3 hrs 41 mins 5 secs	82481fba4128f2a8a0f05c0d50ca4e6b
em7admin	192.168.37.12	Expired	2012-04-12 16:56:06	2012-04-13 15:08:39	2012-04-13 15:08:39	22 hrs 10 mins 34 secs	82481fba4128f2a8a0f05c0d50ca4e6b
em7admin	192.168.37.12	Expired	2012-04-12 14:29:38	2012-04-12 16:56:26	2012-04-13 16:56:26	1 day 2 hrs 26 mins 48 secs	8995a220533de1550d6d5932a2a0a0c4
em7admin	192.168.37.12	Expired	2012-04-11 16:49:40	2012-04-12 16:56:26	2012-04-13 16:56:26	2 days 8 hrs 8 mins 46 secs	8995a220533de1550d6d5932a2a0a0c4
em7admin	192.168.37.12	Expired	2012-04-09 11:10:25	2012-04-12 16:56:26	2012-04-13 16:56:26	4 days 5 hrs 46 mins 1 sec	8995a220533de1550d6d5932a2a0a0c4
em7admin	192.168.129.146	Expired	2012-04-12 10:36:10	2012-04-12 12:30:38	2012-04-13 12:30:38	1 day 1 hr 54 mins 28 secs	bfc95b56bc4edc7638f77ee180c0a2b2
em7admin	192.168.129.146	Expired	2012-04-11 10:46:39	2012-04-11 16:56:06	2012-04-12 16:56:04	1 day 6 hrs 7 mins 25 secs	a9f08fa388337dae695bc4374730bc
em7admin	192.168.129.146	Expired	2012-04-10 14:44:42	2012-04-10 18:09:51	2012-04-11 18:09:44	1 day 3 hrs 25 mins 2 secs	2a6837fa6e06379b1b1f6a6e10c29a
em7admin	192.168.129.146	Expired	2012-04-09 11:30:36	2012-04-09 17:16:33	2012-04-09 17:16:22	1 day 6 hrs 45 mins 46 secs	d26a2120f10103991774aa7dc059e1a

3. The **Access Sessions** page displays a list of recent logins to the platform. For each sessions, the **Access Sessions** page displays:

- **User Account.** User name of person logging in to the platform.
- **Last Address.** IP address from which user accessed the platform.
- **State.** Current status of user in the platform. The possible states are:
  - *Active.* User is currently logged in to the platform.
  - *Expired.* User's session in the platform was killed.
  - *Logged Out.* User logged out of the platform.
  - *Never Used.* User logged in to the platform and did not perform any tasks before the session was killed.
- **Login Time.** Date and time at which the user logged in.
- **Last-Hit Time.** Date and time at which the user last loaded a page in the platform.
- **Logout Time.** Date and time at which the user logged out.
- **Session Duration.** Length of time between login and logout.
- **Session ID.** Unique numeric ID assigned to each user session.

# Deleting a User's Session

From the **Access Sessions** page, you can end a user's session in the ScienceLogic platform. The user must log in again to access the platform. The status of the session will be "expired".

To end a user's session:

1. Go to the **Access Sessions** page (System > Monitor > Access Logs).
2. In the **Access Sessions** page, find the session you want to end. Select the checkbox icon () for that session. Repeat this step for each session you want to end.

	User Account	Last Address	State	Login Time	Last Hit Time	Logout Time	Session Duration	Session ID
1	doorgan	192.168.129.146	Expired	2012-05-03 14:53:02	2012-05-03 14:53:06	2012-05-03 14:53:08	29 mins 46 secs	65b1a1840e0c5c490113ce886451
2	em7admin	192.168.129.146	Expired	2012-05-03 10:32:56	2012-05-03 14:52:48	2012-05-03 14:52:48	4 hrs 19 mins 52 secs	d5c4833c751288d43d8a94076734145
4	em7admin	192.168.37.12	Expired	2012-05-02 12:34:44	2012-05-03 12:35:11	---	1 day 2 hrs 48 mins 47 secs	8e1770014bb62927c0b4bc2d773302fc
5	em7admin	192.168.129.146	Active	2012-05-02 10:04:52	2012-05-02 18:03:18	---	1 day 5 hrs 18 mins 35 secs	f8ea974d1a49642541404fcd0cc8b9
6	em7admin	192.168.37.12	Expired	2012-04-30 12:13:01	2012-05-02 12:34:40	2012-05-02 12:34:40	2 days 21 mins 39 secs	8e1770014bb62927c0b4bc2d773302fc
7	em7admin	192.168.129.146	Expired	2012-05-01 10:32:49	2012-05-01 17:11:31	2012-05-02 17:11:31	1 day 6 hrs 36 mins 42 secs	8ee07854f792052072a849a6b169
8	em7admin	192.168.129.146	Expired	2012-04-30 14:16:45	2012-04-30 18:23:58	2012-05-01 18:23:59	1 day 4 hrs 7 mins 14 secs	368868f6c10391969b6eab7b3558a21
9	em7admin	192.168.37.12	Expired	2012-04-27 16:19:59	2012-04-27 18:43:20	2012-04-27 18:43:20	2 hrs 23 mins 21 secs	89a6f96bfe0503afde9e00549ece97f
10	em7admin	192.168.37.12	Expired	2012-04-27 13:51:06	2012-04-27 16:19:59	2012-04-27 16:19:59	2 hrs 23 mins 53 secs	89a6f96bfe0503afde9e00549ece97f
11	em7admin	192.168.37.12	Expired	2012-04-27 13:08:26	2012-04-27 13:51:06	2012-04-27 13:51:06	42 mins 40 secs	89a6f96bfe0503afde9e00549ece97f
12	em7admin	192.168.37.12	Expired	2012-04-23 12:01:10	2012-04-26 20:10:53	2012-04-27 20:10:53	4 days 8 hrs 9 mins 43 secs	32327593b6e559f15286547200b003
13	em7admin	192.168.37.12	Expired	2012-04-23 17:16:47	2012-04-26 20:10:53	2012-04-27 20:10:53	4 days 2 hrs 54 mins 6 secs	32327593b6e559f15286547200b003
14	em7admin	192.168.37.12	Expired	2012-04-24 17:27:36	2012-04-26 20:10:53	2012-04-27 20:10:53	3 days 2 hrs 43 mins 17 secs	32327593b6e559f15286547200b003
15	em7admin	192.168.37.12	Expired	2012-04-26 15:20:38	2012-04-26 20:10:53	2012-04-27 20:10:53	1 day 4 hrs 50 mins 14 secs	32327593b6e559f15286547200b003
17	em7admin	192.168.129.146	Expired	2012-04-23 10:11:45	2012-04-23 16:57:53	2012-04-24 16:57:53	1 day 1 hr 22 mins 57 secs	910c15f080e8591a3ec48fe7ac6719
18	em7admin	192.168.37.12	Expired	2012-04-20 18:21:58	2012-04-20 18:29:43	2012-04-20 18:29:43	7 mins 45 secs	f8e794bcecf7a7190f0ee1317bd22ef
19	em7admin	192.168.37.12	Expired	2012-04-19 17:45:24	2012-04-20 18:21:58	2012-04-20 18:21:58	1 day 36 mins 34 secs	f8e794bcecf7a7190f0ee1317bd22ef
20	em7admin	192.168.129.146	Expired	2012-04-20 10:14:06	2012-04-20 16:10:36	2012-04-21 16:10:37	1 day 5 hrs 56 mins 31 secs	a14d19b6d6e71f72997abd5353672f1
21	em7admin	192.168.129.146	Expired	2012-04-19 10:47:37	2012-04-19 19:00:41	2012-04-20 19:00:41	1 day 8 hrs 13 mins 4 secs	366807fec80d02e59c21bd8784985
22	em7admin	192.168.37.12	Expired	2012-04-18 17:08:25	2012-04-19 17:45:24	2012-04-19 17:45:24	1 day 36 mins 59 secs	f8e794bcecf7a7190f0ee1317bd22ef
23	em7admin	192.168.129.146	Expired	2012-04-18 10:27:15	2012-04-18 18:43:38	2012-04-19 18:43:37	1 day 8 hrs 16 mins 22 secs	8204496cc70f48a1c2014e0c81c22901
24	em7admin	192.168.129.146	Expired	2012-04-17 15:27:19	2012-04-17 17:50:13	2012-04-18 17:50:12	1 day 2 hrs 22 mins 53 secs	33ca45330c25609e166734671c7c10
25	em7admin	192.168.37.12	Expired	2012-04-16 12:48:47	2012-04-17 17:45:29	2012-04-18 17:45:34	2 days 4 hrs 56 mins 47 secs	4bd13705bbaa4854f0c42ecac810303
26	sysuser	192.168.37.12	Logged Out	2012-04-16 10:35:55	2012-04-16 12:48:41	2012-04-16 12:48:41	2 hrs 12 mins 46 secs	762fe7284a175e9ec5523a96500444
27	em7admin	192.168.37.12	Expired	2012-04-16 10:33:17	2012-04-16 10:35:43	2012-04-16 10:35:43	2 mins 26 secs	8971de8ab2b3f9ff1b1899e16416406d
28	em7admin	192.168.37.12	Expired	2012-04-13 15:08:39	2012-04-13 18:49:44	2012-04-13 18:49:44	3 hrs 41 mins 5 secs	82481f8e4128f52a8a05c0d50c4a65b
29	em7admin	192.168.37.12	Expired	2012-04-12 16:56:05	2012-04-13 15:08:39	2012-04-13 15:08:39	22 hrs 10 mins 34 secs	82481f8e4128f52a8a05c0d50c4a65b
30	em7admin	192.168.37.12	Expired	2012-04-12 14:29:38	2012-04-12 16:56:26	2012-04-13 16:56:26	1 day 2 hrs 26 mins 48 secs	8995a2a2533de1550d5932a2a0a0c4
31	em7admin	192.168.37.12	Expired	2012-04-11 10:49:40	2012-04-12 16:56:26	2012-04-13 16:56:26	2 days 8 hrs 6 mins 46 secs	8995a2a2533de1550d5932a2a0a0c4
32	em7admin	192.168.37.12	Expired	2012-04-09 11:10:25	2012-04-12 16:56:26	2012-04-13 16:56:26	4 days 5 hrs 46 mins 1 sec	8995a2a2533de1550d5932a2a0a0c4
33	em7admin	192.168.129.146	Expired	2012-04-12 12:30:10	2012-04-12 12:30:38	2012-04-13 12:30:38	1 day 1 hr 54 mins 28 secs	bfc9b56bc4edc763e1f71ee180c0a22b
34	em7admin	192.168.129.146	Expired	2012-04-11 10:46:39	2012-04-11 16:46:05	2012-04-12 16:56:04	1 day 6 hrs 7 mins 25 secs	a19f08f8a38337da6959bc4374730bc
35	em7admin	192.168.129.146	Expired	2012-04-10 14:44:42	2012-04-10 18:09:51	2012-04-11 18:09:44	1 day 3 hrs 25 mins 2 secs	2a6837d6e683379f1b11f6a616c029a
36	em7admin	192.168.129.146	Expired	2012-04-09 13:30:36	2012-04-09 17:18:33	2012-04-10 17:16:22	1 day 5 hrs 45 mins 46 secs	d26a2120161103981724aa7d659e1a
37	em7admin	192.168.37.12	Expired	2012-04-06 10:44:15	2012-04-06 18:22:23	2012-04-07 18:22:23	1 day 7 hrs 38 mins 8 secs	(Select Action)
38	em7admin	192.168.129.146	Expired	2012-04-06 10:35:42	2012-04-06 16:47:18	2012-04-07 16:47:06	1 day 6 hrs 11 mins 24 secs	Administration: Kill user session.
39	em7admin	192.168.129.146	Expired	2012-04-05 13:11:03	2012-04-05 17:58:36	2012-04-06 17:58:24	1 day 4 hrs 47 mins 21 secs	(Select Action)

3. In the **Select Action** field, select *Kill user session*.
4. Click the **[Go]** button.
5. For each selected session, the user is logged out of the platform. The statuses of the selected sessions change to "expired".

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