



Skylar AI Product Documentation

Version 2.4.0: Skylar Advisor and Skylar Analytics

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Chapter

1

Introduction to Skylar AI

Overview

Skylar AI is a software services suite powered by artificial intelligence (AI) that is designed to automatically manage and anticipate IT incidents. Skylar AI reasons over telemetry and the stored knowledge of an organization to deliver accurate insights, recommendations, and predictions.

Skylar AI includes Skylar Advisor or Skylar Analytics (or both), and Skylar Advisor currently requires Skylar Analytics. For more information, see the [Skylar AI Release Notes](#).

The following table lists the minimum and recommended versions of ScienceLogic software required for Skylar AI and its components:

Product	Minimum Version	Recommended Version
Skylar One	12.3.2	12.5.20 or later
AP2	8.18.43-81 (Jelly Bean)	9.13.1-14 (Quesito) or later

This chapter covers the following topics:

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What is Skylar AI?

Autonomic IT leverages artificial intelligence (AI), automation, and data to intelligently self-manage an entire IT stack. Autonomic IT drives autonomous businesses with rapid decision-making, cost-optimized scalability, and innovative experiences that empower organizations to focus on core innovation. The Skylar AI platform, which includes Skylar Analytics and Skylar Advisor, helps customers with their journey towards Autonomic IT.

Skylar AI is a software services suite powered by artificial intelligence (AI) that is designed to automatically manage and anticipate IT incidents. Skylar AI reasons over telemetry and the stored knowledge of an organization to deliver accurate insights, recommendations, and predictions.

Skylar One collects data and leverages Skylar AI to learn the patterns for a particular device metric over a period of time. Skylar uses the resulting data to build a device metric-specific model that is used to define a scope of expected behavior as well as anomalous data points.

Features of Skylar AI

Skylar AI is the engine that powers several different software components. The components in the Skylar family of services share the following characteristics:

- **Reactive.** When something fails, Skylar AI tells you in plain language what happened and how to fix it with relevant context.
- **Predictive.** Skylar AI alerts you in advance to an expected out-of-capacity condition.
- **Proactive.** Skylar AI accurately answers any question asked of it with context drawn from company knowledge sources, such as bugs, support tickets, Knowledge Base articles, and Product Documentation, and recommends next steps.

Skylar AI integrates seamlessly with the Skylar One platform and other IT management tools. You can interact with Skylar AI through these familiar environments, where it enhances existing workflows with AI-driven insights and automation capabilities. Skylar AI can send you alerts and notifications, which can be customized to suit individual preferences or organizational needs. These alerts help you stay informed about potential issues, ongoing incidents, or opportunities for optimization.

Components of Skylar AI

The Skylar AI family of services currently includes the following components:

- **Skylar Advisor**, an AI-powered feature within the Skylar AI ecosystem that provides proactive, tailored guidance based on real-time data.
- **Skylar Analytics**, an advanced reporting and custom analytics service that combines analytics with deep data exploration and visualization.

Data Analyzed by Skylar AI

The following image shows the flow of data into and out of Skylar One and Skylar AI:



The following list contains some of the types of data that Skylar One can send to the Skylar AI engine, where the data is analyzed and used by Skylar Advisor and Skylar Analytics:

- Alert and event logs
- Asset data
- Availability data
- Business services data, including owner organization ID; visible organization IDs; status; service policy name; and health, availability, and risk (HAR) refresh rate.
- Class-Based Quality-of-Service (CBQoS) metadata and CBQoS time series data
- Custom attributes for devices and for interfaces (interfaces require Skylar One version 12.3.14 or later, or Skylar One 12.5.4 or later)
- Device category and device group data
- DCM(+R) relationships and topology
- Dynamic Application mapping and performance data, and journals
- Email round-trip data
- Event data, including event policy names, information about an event's cleared status, the name and ID of the user who acknowledged the event, and event-related ticket information.
- Interface billing metrics, metadata, custom attributes, and tags
- Internal Collection processes, collection services, and CBQoS
- Journal Dynamic Application data
- Metadata for web content, SOAP/XML transactions, and domain name monitors
- Presentation objects, labels, and metrics collected by Dynamic Applications that include SNMP index collection objects
- Process and service data


- Skylar One Agent data, including Gen 1 (Skylar One Distributed Environment) and Gen 3 (Skylar One Extended Architecture) agents
- Thresholds
- Topology data for L2, L3, CDP, LLDP, and ad-hoc relationships between devices
- Windows service monitors and port monitors

Configuring Skylar One for Skylar AI

NOTE: If you or your site administrator needs to install Skylar AI in your environment, see [Installing and Configuring Skylar AI](#).

Before you can start using Skylar AI components, you will need to perform the following configurations in Skylar One to enable the export of data from Skylar One to Skylar:

- [Create a Service Connection](#)
- [Enable Skylar Analytics for One or More Organizations](#)
- [Enabling Skylar AI Event Policies](#)

After you perform these configurations, you can access Skylar Analytics, Skylar Advisor, and other key Skylar AI components from the **Skylar AI** page () in Skylar One.

A Skylar AI instance can ingest data from multiple external sources, but you should configure only a single Skylar One system to send data to that Skylar AI instance.

For information about setting up users, user groups, and user roles, see [Configuring Skylar AI System Settings](#).


IMPORTANT: If you are connecting Skylar AI with a Skylar One system, ScienceLogic strongly recommends that you always use the most recent Skylar One and AP2 releases. Using the most recent releases will ensure that your Skylar AI system has access to the latest datasets and features. For more information, see the [Skylar One Platform Release Notes](#) and [Skylar One AP2 Release Notes](#).

Creating a Service Connection

If you are using AP2 Mochi or later with your Skylar One system, you can create a service connection for the Skylar AI engine on the **Service Connections** page (Manage > Service Connections) in Skylar One. ScienceLogic strongly recommends upgrading to Mochi or later. For more information, see the [AP2 Mochi release notes](#).

The service connection enables communication between your Skylar One system and Skylar AI. This process replaces the [Running the Skylar Management Tool](#) process in previous releases of Skylar Analytics and Skylar One.

To create a Skylar AI Engine service connection:

1. In Skylar One, go to the **Service Connections** page (Manage > Service Connections).
2. Click **Add Service Connection** and select *Skylar AI Engine*. The **Create Skylar AI Engine Credential** window appears.
3. Complete the following fields:
 - **Name**. Type a name for the new service connection.
 - **API Key**. Add the access token for Skylar AI, which you can generate on the **Access Tokens** page ( > Account Settings > Instances > Access Tokens) in Skylar Settings. For more information, see [Creating Access Tokens for Users](#).
 - **Skylar AI Engine URL**. Add the URL for your Skylar AI system.
4. Click **[Save]**. The service connection is added to the **Service Connections** page, and a modal displays a link to the **Organizations** page, where you can enable Skylar Analytics for one or more organizations. See [Enabling Skylar AI for One or More Organizations](#) for more information.
5. Refresh or reload the browser to add all updates to Skylar One.

NOTE: Newer releases of Skylar One include a **Status** and **Status Updated** column, along with a **Service Check** column that displays a **[Run Test]** button for "Skylar AI Engine" service connection types. Click **[Run Test]** to run a script to check the status of the Skylar AI connection and display the results in a modal.

Enabling Skylar AI for One or More Organizations

You will need to select one or more organizations in Skylar One that will share data with Skylar AI. This data will come from all of the devices in a selected organization. For a typical Skylar AI configuration, each Skylar One organization should match up with a distinct instance in the Skylar AI platform.

You can see which organizations are currently sending data to Skylar AI by going to the **Organizations** page (Registry > Accounts > Organizations) and looking at the **Skylar AI Status** column for the organizations. By default, the Skylar AI features are turned off.

To enable Skylar AI with Skylar One organizations:

1. In Skylar One, go to the **Organizations** page (Registry > Accounts > Organizations) and click the check box for one or more organizations.
2. In the **Select Action** field, select *Send Data from Selected Orgs to Skylar AI* and click **[Go]** to start sending data about the selected organizations to Skylar AI. The **Skylar AI Status** column for the selected organizations changes to *Enabled*.
3. If you want to override the hard-coded default options for exporting metadata to Skylar AI, you can add the JSON values in the **Skylar Options (JSON)** text field on the **Behavior Settings** page (System > Settings > Behavior). The values entered must be in the same JSON structure as those that appear in the **config.py** file:

```
DEFAULT_OPTIONS = { "metadata": { "intervals": {"snapshot": 60,
"cleared_events": 5}, "snapshot": { "batch_sizes": { "asset_basic":
500, "asset_ip_config": 10000, "perf_index_label": 5000, "device_
config": 20000, }, }, "cleared_events": { "query_range": 60, }, } }
```

NOTE: You can use the "Skylar: Failed" event policy in the "Skylar One Default Internal Events" PowerPack to raise an event in Skylar One if Skylar AI fails. If you installed Skylar One version 12.5.1 from an ISO file, this PowerPack will be included with the installation. If you are upgrading to Skylar One version 12.5.1, you will need to download the most recent "Skylar One Default Internal Events" PowerPack from the **PowerPacks** page on the [ScienceLogic Support Center](#) (Skylar One > PowerPacks) and then install the PowerPack.

NOTE: A generic, internal alert definition is generated in Skylar One to indicate whenever a Skylar AI connection is successful or encounters a problem.

For Older Versions: Running the Skylar Management Tool

If you are using a version of AP2 before Mochi, you will need to set up Skylar AI with the steps below for the Skylar SL1 Management Tool instead of the **Service Connections** page in Skylar One. ScienceLogic strongly recommends that you upgrade to Mochi. For more information, see the [AP2 Mochi release notes](#).

The Management Tool configures Skylar One data and Skylar One processes, and it starts monitoring the Skylar connection and configuration. The script is named `sl-otelcol-mgmt.py`, and it is included in the `sl-otelcol` RPM package.

To run the Skylar SL1 Management Tool:

1. Use the following command to run the Management script on the Database Server (a Skylar One Central Database or a Skylar One Data Engine):

```
sudo sl-otelcol-mgmt.py -vv skylar --skylar-all --skylar-endpoint
"<URL_for_skylar_system>" --skylar-api-key "<skylar-access-token>" --
ap2-feature-flags
```

where:

- `<URL_for_skylar_system>` is the URL for your Skylar AI system
- `<skylar-access-token>` is the access token for Skylar AI, which you can generate on the **[Access Tokens]** tab of the **Skylar Settings** page. For more information, see [Creating Access Tokens for Users](#).

This command configures the OpenTelemetry Collector, restarts services that export data, and checks that connectivity to the supplied endpoints is healthy.

You can also use the following configuration options if needed:

- `--verify-cert false`. Allows users in on-premises environments to connect to Skylar AI using self-signed certificates.
- `--ca-bundle /<path>/bundle.pem`. Allows users to specify a path to a **.pem** file and assign it to the `REQUESTS_CA_BUNDLE` environment variable.
- `--skylar-disable`. Stops all Skylar AI exports and services. This flag performs the same operations as the pause command (see step 3, below) and also removes any Skylar AI pages from the Skylar One user interface.

NOTE: If you have already run setup before and are not changing the connection details, you do not need to include `--skylar-endpoint "<URL_for_skylar_system>" --skylar-api-key "<skylar-access-token>"`.

In addition, `--ap2-feature-flags` is only needed the first time you install Skylar AI.

After successfully running the script, on the **System Logs** page (System > Monitor > System Logs), you will see "Info" messages for each configuration change (filter on `sl-otelcol-mgmt`). You will also see "Major" system log messages whenever connectivity fails for the Skylar endpoint or the OpenTelemetry Collector.

After data streams into the Data Visualization dashboards, and other Skylar AI components, they will populate with data. Please note that this process might take several minutes.

2. If you have run the setup script before, run the following command to enable Skylar AI and make sure that everything is working as expected:

```
sudo sl-otelcol-mgmt.py -vv skylar --skylar-all
```

3. If you need to pause Skylar AI, run the following command:

```
sudo sl-otelcol-mgmt.py -vv skylar
```

Pausing sets all Skylar AI toggle fields to disabled; restarts the event engine and data pull services to reflect the changed configuration; stops Skylar One managed services such as the Metadata Exporter, Alerts Poller, and **sl-otel-mgmt.timer**; and stops and disables the **sl-otelcol** systemd service.

4. To check the status of the installation, run the following command:

```
sudo sl-otelcol-mgmt.py -vv status
```

You should look for the following messages in the output:

```
----- checking feature toggles
SL_EXPORT_EVENTS = False
SL_EXPORT_METRICS = True
SL_EXPORT_CONFIG = True
----- checking services
sl-otelcol is enabled and running
----- checking connectivity
checking: Skylar endpoint is healthy
checking: local OTELCOL endpoint is healthy
```

NOTE: If you need to turn off the Skylar AI connection, run the following command:

```
sudo sl-otelcol-mgmt.py -vv skylar --skip-status-service
```

5. Go to the previous procedure to specify the organizations you want to use for exporting data to Skylar.

Enabling Skylar Analytics Event Policies

In addition, the Predictive Alerting and Anomaly Detection components of Skylar Analytics require the "Skylar Analytics Event Policies" PowerPack. This PowerPack includes the Skylar One event policies from the "Skylar - Predictive events", "SL1: Skylar Anomaly Score Event Monitoring", and "SL1: Anomaly Index Event Monitoring" PowerPacks.

Older versions of this PowerPack were named "Skylar Predictive Analysis".

To install the "Skylar Analytics Event Policies" PowerPack:

1. Search for and download the PowerPack from the **PowerPacks** page at the [ScienceLogic Support Center](#) (Skylar One > PowerPacks, login required). Alternatively, you can use the link provided by ScienceLogic, if applicable.
2. In Skylar One, go to the **PowerPacks** page (System > Manage > PowerPacks), click **[Actions]**, and then click **[Import PowerPack]**.

3. Browse and select the downloaded PowerPack and click **[Import]**.
4. On the next screen, click **[Install]** and, when prompted for confirmation, click **[OK]**.
5. To confirm that the PowerPack was installed properly by go to the **Event Policies** page (Events > Event Policies) and type the word "predictive" into the **Name** search field. You should see a number of "Predictive Alerting" event policies.

The "Skylar Analytics Event Policies" PowerPack replaces the event policies in the following PowerPacks:

- Skylar Analytics
- Skylar - Predictive events
- SL1: Anomaly Score Event Monitoring
- SL1: Anomaly Index Event Monitoring

If you are still using event policies from those PowerPacks, ScienceLogic recommends that you complete the following steps to avoid disrupting existing events and Skylar AI links for predictive alerts:

1. In Skylar One, open each of the older PowerPacks on the **PowerPacks** page, go to the **Event Policies** tab, and click the remove or bomb icon (💣) for each event policy to remove the older policies.
2. Import and install the latest "Skylar Analytics Event Policies" PowerPack.
3. Edit the "Skylar Analytics Event Policies" PowerPack and click the lightning icon (⚡) next to all of the event policies that start with "anom" or "pred" are aligned to the new PowerPack.
4. Delete the older PowerPacks.

NOTE: Going forward, upgrades and installs will not require you to repeat these steps.


Chapter

2

Configuring Skylar AI System Settings

Overview

This chapter covers how to configure the various settings for Skylar AI products by using the **Skylar Settings** page to update your user profile, edit the user interface theme, and specify your password and multi-factor authentication settings for Skylar AI.

You can also use the Skylar AI menu () at the top left of every page to access additional pages for the current Skylar AI application, along with User Settings and Account Settings for your Skylar AI applications.

The content in this chapter corresponds with the user interface for Skylar AI version 2.0.0 or later.

NOTE: If you or your site administrator needs to install Skylar AI in your environment, see [Installing and Configuring Skylar AI](#).

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Logging In to the Skylar AI User Interface

If you know the URL of your Skylar AI system, you can go directly to that location. You can also access Skylar AI components from a link in Skylar One.




NOTE: The login process might vary slightly, depending on the versions of Skylar AI, Skylar One, and the Skylar One AP2 user interface currently running in your environment.

To log in to Skylar AI from Skylar One:

1. From Skylar One, go to the **Skylar AI** page () and click the **[Visit]** button for the Skylar AI component you want to use, such as Skylar Analytics or Skylar Advisor. If you are not currently logged in to Skylar AI, the Skylar AI sign-in page appears.
2. If you need to log in to Skylar AI, type your email address and password and click **[Continue]**. The Skylar AI landing page appears.
3. If your Skylar AI site requires multi-factor authentication, but you have not set it up, you will need to scan the QR code that displays or enter the "secret key". This is a one-time-only step.
4. Click the name of the Skylar AI component you want to use, such as **Advisor**, **Analytics**, or **Skylar Settings**.

Navigating the Skylar AI User Interface

Use the following buttons and icons to help you navigate the Skylar AI user interface:





- The Skylar AI menu icon () at top left gives you access to all of the pages for the current Skylar AI application, along with the **User Settings** page, the **Account Settings** pages, and the **Persona** page (Skylar Advisor only). The **User Settings** link takes you to the same **Profile** page that displays when you select **Skylar Settings** from the login page.
- Click the "Skylar AI" icon at top left to return to the Skylar AI login page.
- If you have multiple instances of Skylar AI running, you can switch between those instances by clicking the drop-down next to "Viewing Instance" at the top right.
- The user icon () at top right displays the email address and role for the current user in the user interface. You can click the **[Sign Out]** button to sign out of this session.
- The notifications icon () at the bottom left of the window lets you view all your recent notifications related to activities and warnings for that page. You can click **[Clear All]** to delete all past reminders. When you move to another page or tab, the list of notifications is updated for the new page.
- The **Versions** link in the footer of any page displays the version numbers for the current Skylar AI application. From the footer, you can also click links to view the Terms of Service and to view information about licenses and open-source packages.

Overview of Authentication in Skylar AI


Authentication for Skylar AI has the following features:

- Multi-tenant support, including a Super User login for host management .
- Multiple instances that represent separate domains of data access within an account (tenant).
- Pre-defined roles for access control.
- Email and password (local accounts) authorization by default, and Security Assertion Markup Language (SAML) single sign-on (SSO) authorization configured as needed.
- Access tokens for integration with external tools.

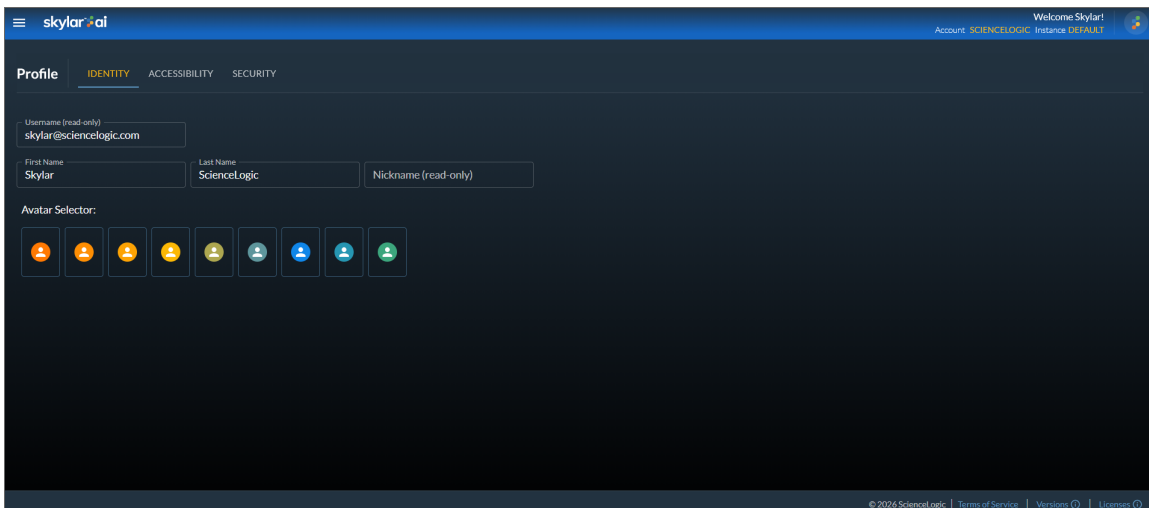
When a user is logged in to a Skylar AI component, that session uses the following rules:

- Email domains and SAML are configured per account (tenant).
- The first login for any new user starts with a prompt to create a new password.
- Logging into a user session requires either an email and password combination or a successful SAML2 redirect workflow.
- User passwords must be at least 15 characters long.
- New user passwords must be different from the last five passwords for this user.
- Users will be prompted to reset their passwords every 60 days.
- Users cannot change their passwords twice in 24 hours, and an error message displays if they try to do so.
- User sessions that have been idle for 15 minutes are automatically terminated. Administrator user sessions that have been idle for ten minutes are automatically terminated. An Admin user can adjust the timeout value on the **Authentication** page ( > Account Settings > Account Access > Authentication).
- User accounts that have not been active for 35 days are automatically locked. Administrators can configure the inactivity timeout by using the **Inactive User Timeout** option on the **Authentication** page ( > Account Settings > Account Access > Authentication).
- If a user has three failed login attempts within a 15-minute interval, the user's account is locked for 15 minutes. An administrator user can unlock that user account from the **Edit User** dialog on the **Users** page ( > Account Settings > Account Access > Users).
- Account owners can log out all active users from the **Users** page ( > Account Settings > Account Access > Users) by clicking **[Clear Active Users]**.

Role-Based Access Control in Skylar AI

To access the role-based access control settings, log into the Skylar AI user interface and click **Skylar Settings**. You can also access this page by going to the **User Settings** page ( > User Settings).

The following image displays the **Profile** page in Skylar Settings:




Elements of Role-Based User Accounts in Skylar AI

An **account** in a Skylar AI system represents a complete Skylar AI configuration for a company. You can have multiple **instances** of Skylar AI in a single account.


An account contains a combination of the following:

- **Instances.** An instance is a logical store for account data. In other words, an instance is a complete Skylar AI system with its own set of login credentials and user settings. Examples of instances include a production instance, a QA instance, and a testing instance. An account can contain multiple instances. A **user** can view only the instances that are specified on the **groups** to which that user is a member. If only one instance is available, you will use the instance labeled "default".


On the **Available Instances** page ( > Account Settings > Instances > Available Instances) in Skylar Settings, you can view a list of instances for the current user. An admin user can also access the ODBC connection information for an instance, which contains the Microsoft Open Database Connectivity (ODBC) host, password, port, and user information for Data Exploration using ODBC on the ODBC Users page (Analytics Admin > ODBC Users > ODBC Connection Info).

If your system is using more than one instance, you will be able to select an instance after you log into Skylar Analytics.


- **Access Tokens.** You can add access tokens to connect Skylar AI with Skylar One or a third-party application. The **scope** of an access token determines which application or service you can connect to with the access token. You can select more than one scope for an access token. You will need a different access token for each Skylar AI instance you are connecting to with an access token. You can set an expiration date for an access token, and you can also regenerate a token if needed.

On the **Access Tokens** page ( > Account Settings > Instances > Access Tokens) in Account Settings, you can view and add access tokens. For more information, see [Using Access Tokens for Users](#).

- **Users.** Everyone using Skylar AI should have their own user accounts. A user must belong to at least one **group**.

On the **Users** page ( > Account Settings > Account Access > Users) in Account Settings, you can view, edit, and add users for an account, and you can also reset the password for a user.

- **Groups.** A group controls which areas of Skylar AI a user can access. User groups are configured with a **role** and either a list of specific instances or *All* instances. If you select *All* instances, any instances that are created later are aligned with this group. Users can belong to more than one group. The active role for a user is based on the highest privilege from the groups aligned with that user.

On the **Groups** page ( > Account Settings > Account Access > Groups) in Account Settings, you can view, edit, and add user groups for an account.

- **Roles.** A role controls what features a user can access. You assign a role by creating or editing a user, and then aligning a group to that user. The active role for a user is based on the highest privilege from the groups aligned with that user.

The types of roles include the following:

- **Super User.** Assigned to the **admin** user that can manage all user accounts. The default login is **skylar@sciencelogic.com**. The Super User role can create and manage customer accounts, manage multiple instances, and set up SAML authentication for a customer. A Super User has its own toolbar that displays at the top of the window in Skylar Settings, and you can expand or collapse this toolbar as needed.
- **Service Provider.** This role lets you provision new accounts and set up SSO for accounts. This role cannot edit the user with the Super User role.
- **Owner.** This role lets you monitor user management and user access, including the creation and assignment of instances. The **Owner** role also has the privilege to reset a user password.
- **Admin.** This role lets you perform day-to-day configuration tasks, including integrations and customization. The **Admin** role has access to the **SQL Lab** page in Skylar Analytics, which gives the Admin user access to all of the data in the instance. An Admin user can also add, edit, and delete users.
- **Editor.** For a future release, this role will let a user edit (create, update, and delete) objects, particularly incident type metadata.

NOTE: For this release of Skylar AI, the **Editor** and **Viewer** roles are the same. In future releases, these roles will be further defined.

- **Viewer.** For a future release, this role will give a user read-only access to Skylar AI. **Viewer** users can edit their own profiles.

- **Authentication.** Each Skylar AI system is configured by the **Owner** user by default for email authentication, which uses an email address and password combination. An **Owner** user can also set up authentication with a shared Identity Provider through the SAML2 protocol. If you enable single sign-on (SSO) with SAML, users that log in with the specified domain will be redirected to the SAML provider for this account.

On the **Authentication** page (☰ > Account Settings > Account Access > Authentication), you can configure SAML for this account. For more information, see [Configuring SSO Authentication with SAML](#).

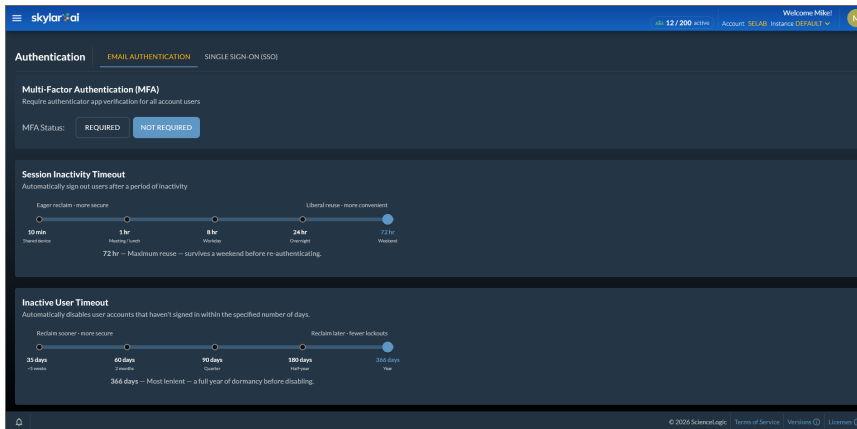
Configuring Multi-Factor Authentication

Skylar AI owner users can enable multi-factor authentication (MFA) for all users on a Skylar AI instance. On a site where MFA is required, users will need to scan a QR code or type in a secret key to set up MFA the next time they log in (if MFA is not already set up for their user accounts). Users will need to download an authenticator application like Google Authenticator or Authy to finish setting up MFA.

NOTE: MFA is set to Required by default for all new Skylar AI systems.

To require MFA for all users:

1. As an owner user, go to the **Authentication** page and go to the **[Email Authentication]** tab (☰ > Account Settings > Account Access > Authentication > Email Authentication):




2. Click *Required* next to the **MFA Status** field. The **Require Multi-Factor Authentication** modal appears.
3. Click **[Require MFA]**. All account users will need to set up an authenticator app on their next sign-in.

Users on a Skylar AI instance that does not have MFA required can set MFA for their account:

1. If needed, click the "Skylar AI" icon at top left to return to the Skylar AI login page and switch to **Skylar Settings**.

2. In Skylar Settings, go to the **[Security]** tab of the **Profile** page (User Preferences > Profile > Security).
3. Click the **[Configure MFA]** button.
4. Follow the instructions on the **Configure Multi-Factor Authentication** page to set up MFA.

TIP: Current MFA users can click the **[Reconfigure MFA]** button on the **[Security]** tab of the **Profile** page to change their MFA settings.

5. An owner user can click the *Reset MFA* option for a user on the **Users** page ( > Account Settings > Account Access > Users); for example, if a user loses his or her phone.

NOTE: A Super User can turn off MFA for all other users on a Skylar AI instance.

Configuring SSO Authentication with SAML


Users with the **Owner** role can configure single sign-on (SSO) authentication with SAML for their accounts. When SSO authentication with SAML is enabled, all logins for that customer will be authenticated by the SAML identity provider, such as Auth0, Okta, or JumpCloud.

If you have an issue with authenticating, you can contact ScienceLogic to disable SAML for the account and potentially reset the owner's local (non-SAML) password if needed.

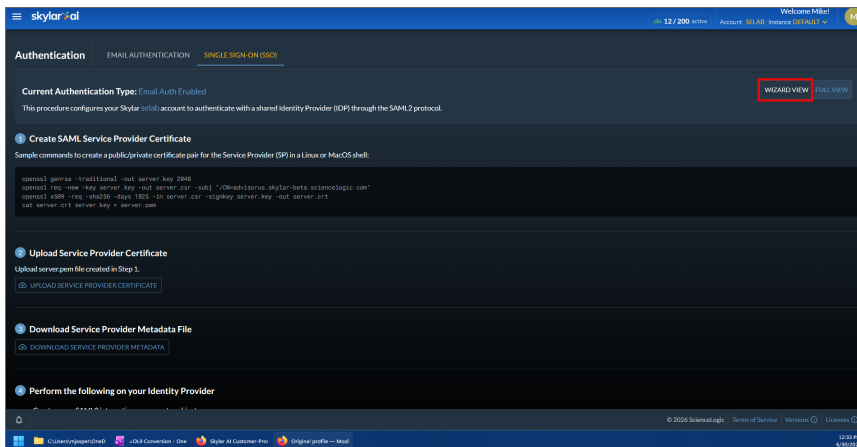
Before you can set up SSO authentication with SAML in Skylar AI, you will first need to create your user groups with your SAML identity provider if you do not already have them set up. Be sure to use the same names for your user groups with your SAML provider and with Skylar AI.

Do not switch the account to SAML until you have confirmed that the owner of the account has properly configured their SSO provider to recognize the Skylar platform.

To set up SSO Authentication with SAML in the Skylar AI user interface:

1. Go to the **Groups** page ( > Account Settings > Account Access > Groups) in Account Settings and click **[Add Group]**. The **Add Group** dialog appears.
2. Type a name for the group, select a role of *Admin*, and select one or more instances.
3. Click **[Add]**. The group is added to the **Groups** page.

4. Go to the **Authentication** page (☰ > Account Settings > Account Access > Authentication), click the **[Single Sign-On (SSO)]** tab, and review the instructions for SAML setup:



TIP: You can click the **[Wizard View]** button to switch to a more step-by-step version of this configuration. The steps below are for the **[Full View]** option.

5. Follow steps 1-7 from the **[Single Sign-On (SSO)]** tab.

TIP: For step 7 on the **[Single Sign-On (SSO)]** tab, after you click the **[Set Authentication Style]** button, you can select *Enable SAML Test Mode for 10 minutes* to test the new authentication configuration. If the authentication works as expected, you can come back to step 7 and select *SAML* to make the configuration permanent.

Additional Administrator and Account Features

This section covers the additional settings and features that you can access in Skylar Settings.

Creating Access Tokens for Users

You can use the **Access Tokens** page in Skylar Settings to add access tokens to connect Skylar AI with Skylar One or a third-party application. A Skylar access token is used for authentication in place of an API key.

You can set an expiration date for an access token, and you can also regenerate a token if needed.

To create an access token:

1. Log in to Skylar AI and go to the **Access Tokens** page (☰ > Account Settings > Instances > Access Tokens).

2. Click the **[Add Access Token]** button. The **Add Access Token** window appears.
3. Complete the following fields:
 - **Name.** Type a name for the token, such as "Skylar One Collector".
 - **Scopes.** The scope of an access token determines which application or service you can connect to with the access token. You can select more than one scope for an access token. You will need a different access token for each Skylar AI instance you are connecting with access token. If you are creating this access token to [Create a Service Connection](#) in Skylar One , select both *sl1_connector* and *telemetry*.
 - **Expiration Date.** Select an expiration date.
4. Click the **[Add]** button. The access token is added to the **Access Tokens** page.
5. Click the copy icon (📄) to copy the access token to the clipboard.

Configuring an IP Whitelist (Allow List)

On the **IP Whitelist** page in Skylar Settings, you can specify one or more source IP ranges to restrict access to your account to specific IP ranges. After you set up the IP whitelist, only IPs that are listed on this page will have access to the Skylar AI system.


If a user is having trouble logging in to Skylar AI, check this page to make sure that user's IP address is included in the allow list on this page. If this page is empty, all traffic to Skylar AI is allowed. As soon as one or more IPs are added, access is available to only those IP addresses.

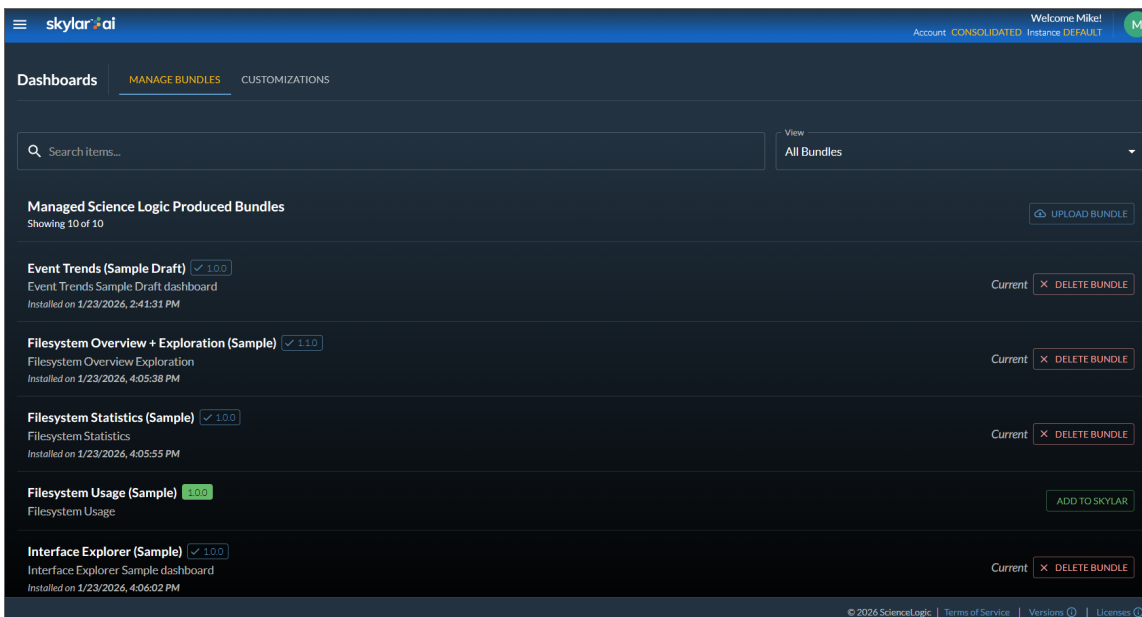
IMPORTANT: Please note that this feature is different from the *whitelist (allow list) option for ODBC users* that is used when provisioning a new account.

To set up an IP allow list for Skylar AI:

1. Log in to Skylar AI and go to the **IP Whitelist** page (☰ > Account Settings > Account Access > IP Whitelist).
2. Click the **[Add IP Range]** button. The **Add IP Range** window appears.
3. Complete the following fields to add IPs to the allow list:
 - **Name.** Type a name for the IP range.
 - **IP Range.** Enter the IP range in one of the following formats: 192.168.1.1, 192.168.0.0/24
4. Click **[Add]**.
5. Repeat steps 2-3 to add more IP ranges.

Managing Dashboards in Skylar Analytics

A user with an owner role can manage the Skylar Analytics dashboards on the **[Manage Bundles]** tab of the **Dashboards** page ( > Analytics > Settings > Dashboard Mgmt):



You can search for dashboard bundles and sort the list of bundles by *All Bundles*, *Installed*, *Not Installed*, and *Updates Available*.

Owner users can install dashboards with **(Sample)** in their names by clicking the **[Add to Skylar]** button. These dashboards display a variety of visualization or chart configurations to show users different ways to display data, and users can reference these dashboards as examples. Many of the **(Sample)** dashboard layouts display multiple visualizations of the same raw data that would not typically be used at the same time on a production dashboard. These charts can also be copied and modified as needed, saving development time when building new dashboards.

ScienceLogic recommends that you keep the original versions of these **(Sample)** dashboard as unpublished draft dashboards and use them only for reference. For more information, see [Adding and Upgrading Dashboards](#).

Other Dashboard Options

You have the following options on the **[Manage Bundles]** tab of the **Dashboards** page:

- **[Upload Bundle]**. Upload a .zip file containing a Skylar Analytics dashboard that has been exported from a Skylar Analytics system. This feature lets you share dashboards that were created and then exported by other users, for example.
- **[Add to Skylar]**. Click this button to install a new dashboard for Skylar Analytics

- **[Upgrade Now]**. Click this button to upgrade an existing dashboard. **Current** displays next to a dashboard to show that you are running the most recent version of that dashboard.
- **[Delete Bundle]**. Remove this bundle from the Skylar Analytics system.

Update All Datasets

In addition, you can use the **[Sync Skylar Datasets]** button on the **[Customizations]** tab on the **Dashboards** page to update all of your datasets based on Skylar One PowerPacks, including PowerPacks that have been updated in Skylar One.

If all datasets have been updated, the button does not appear, and the text "Datasets are current" appears instead. This button is only available to owner users in Skylar AI.

Chapter

3

Getting Started with Skylar Advisor

Overview

Skylar Advisor is an AI-powered application within the Skylar AI ecosystem that provides proactive, tailored guidance based on real-time data sent from your Skylar One system to Skylar AI. You can interact with Skylar Advisor by reviewing and following its proactive suggestions, called "Advisories." Additionally, you can query Skylar Advisor for advice and use it to perform deeper investigations of the issues and events in your environment.

For an overview of Skylar AI, see [Introduction to Skylar AI](#).

To view the latest release notes, see the [Skylar AI Release Notes](#).

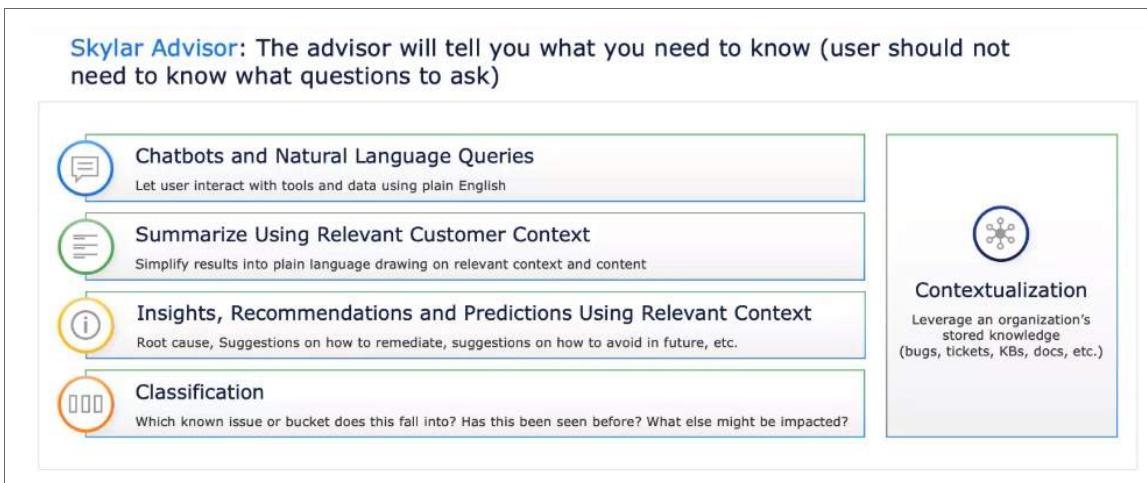
This chapter covers the following topics:

What is Skylar Advisor?	27
Logging In to the Skylar AI User Interface	27
The Skylar Advisor User Interface	28
Defining Your Persona Information	29
Viewing User Activity on the Customer Insights Page	30
Importing ServiceNow Data into Skylar Advisor	31

What is Skylar Advisor?

Skylar Advisor is an AI-powered application that offers tailored guidance based on real-time data sent to Skylar AI from Skylar One, which lets you make informed decisions quickly and efficiently.

What Skylar Advisor is *not* is a "chatbot" or "assistant" that you have to query to get answers. Skylar Advisor uses its gathered knowledge to give you the potential answers before you get around to typing a question. Skylar Advisor can also forecast for issues that might occur, and create requests for upgrades.




Similar to large-language models (LLMs) like ChatGPT or Microsoft Copilot, you can also use the Ask Skylar feature in Skylar Advisor to start a conversation with Skylar AI to get more information.

Logging In to the Skylar AI User Interface

If you know the URL of your Skylar AI system, you can go directly to that location. You can also access Skylar AI components from a link in Skylar One.

NOTE: The login process might vary slightly, depending on the versions of Skylar AI, Skylar One, and the Skylar One AP2 user interface currently running in your environment.


To log in to Skylar AI from Skylar One:

1. From Skylar One, go to the **Skylar AI** page () and click the **[Visit]** button for the Skylar AI component you want to use, such as Skylar Analytics or Skylar Advisor. If you are not currently logged in to Skylar AI, the Skylar AI sign-in page appears.
2. If you need to log in to Skylar AI, type your email address and password and click **[Continue]**. The Skylar AI landing page appears.




3. If your Skylar AI site requires multi-factor authentication, but you have not set it up, you will need to scan the QR code that displays or enter the "secret key". This is a one-time-only step.
4. Click the name of the Skylar AI component you want to use, such as **Advisor**, **Analytics**, or **Skylar Settings**.

The Skylar Advisor User Interface

The Skylar Advisor user interface includes the following main pages and features:

- The **Dashboards** page is the default page that displays when you open Skylar Advisor. This page contains a list of your work and all of your interactions with Skylar Advisor. This page also lets you work with events imported from Skylar One, organized by business service, device group, issue type, or organization. For more information, see [Managing Activities on the Dashboards Page](#).
- The **Corpus** page lets you upload your own documents to train Skylar Advisor on your company's specific workflows, policies, and processes. You can also track how Skylar Advisor and other users are using your uploaded documents. For more information, see [Uploading Your Documents on the Corpus Page](#).
- The **Data Lens** page lets you view details about the Skylar One events and event groups ("signals") that have been received by Skylar Advisor so that you can perform further investigations on them. For more information, see [Managing Signals on the Data Lens Page](#).
- The **Ask Skylar** feature lets you query Skylar Advisor for customized guidance based on real-time data sent from Skylar One, which empowers you to make informed decisions quickly and efficiently. You interact with the **Ask Skylar** feature in much the same way as you would with ChatGPT, Claude, and other LLMs. For more information, see [Using the Ask Skylar Feature](#).
- The **Preview Features** page ( > Account Settings > Preview Features) lets users toggle on and experiment with new features. For more information, see [Experimenting with New Features on the Preview Features Page](#).

Use the following buttons and icons to help you navigate the Skylar Advisor user interface:

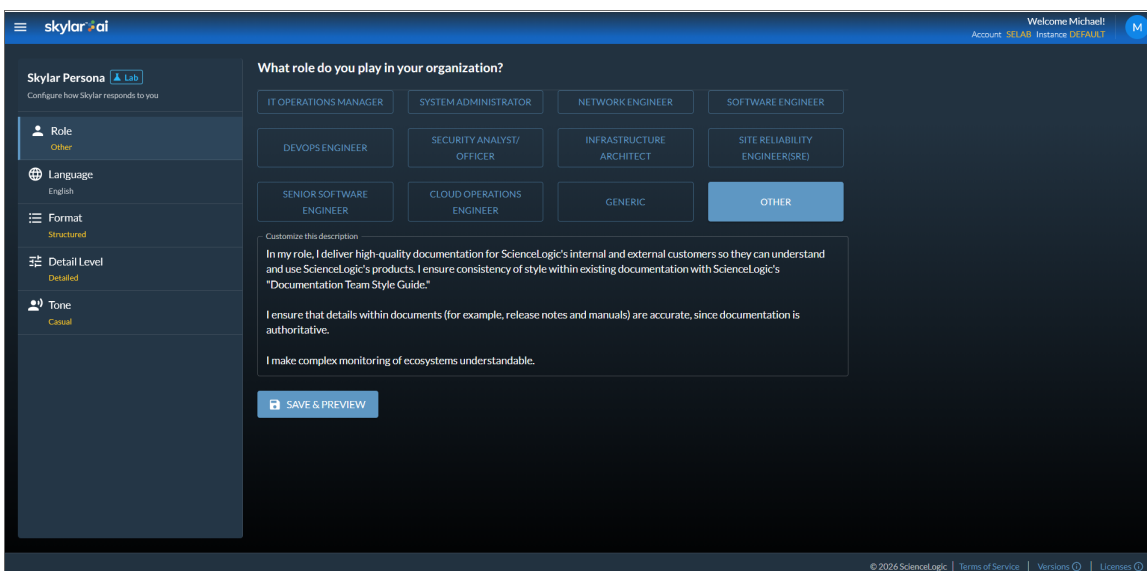
- The Skylar AI menu () at top left gives you access to all of the Skylar Advisor pages, along with **User Settings** (your user information), **Account Settings** (information specific to this account), and the **Persona** page. The **User Settings** link takes you to the same **Profile** page that displays when you select **Skylar Settings** from the login page.
- Click the "Skylar AI" icon at top left to return to the Skylar AI login page.
- If you have multiple instances of Skylar Advisor running, you can switch between those instances by clicking the drop-down next to **Instance** at the top right.
- The user icon () at top right displays the email address and role for the current user in the user interface. You can click the **[Sign Out]** button to sign out of this session.
- All pages and tabs have a **[Help Ctr]** button at top right or a Help Center icon () in the small navigation bar on the left. The **Help Center** pane contains links to short videos that explain the latest features for this version of Skylar Advisor, and it also has a link to the Skylar AI product documentation site. The **Help Center** panel displays a yellow **[Updated]** button for new content, and the smaller **Help Center** icon on the left also displays a small yellow circle for new content.

- If a page contains a list, the enter selection mode icon (☑️) adds check boxes to items in the list so that you can perform bulk actions to multiple items at once, such as bookmarking or archiving an item. Click the icon again to hide the check boxes.
- The notifications icon (🔔) at the bottom left of the window lets you view all your recent notifications related to activities and warnings for that page. You can click **[Clear All]** to delete all past reminders. When you move to another page or tab, the list of notifications is updated for the new page.
- The **Versions** link in the footer of any page displays the version numbers for Skylar Advisor and other applications. From the footer, you can also click links to view the Terms of Service and to view information about licenses and open-source packages.

Defining Your Persona Information

One of the first tasks you should work on when you get started with Skylar Advisor is to set up your Persona information on the **Skylar Persona** page (☰ > Persona).

Your persona information lets Skylar Advisor know what your role is in your company, the language you will use for interacting with Skylar Advisor, and how you want Skylar Advisor to structure your feedback, including the level of detail and the tone of the feedback.



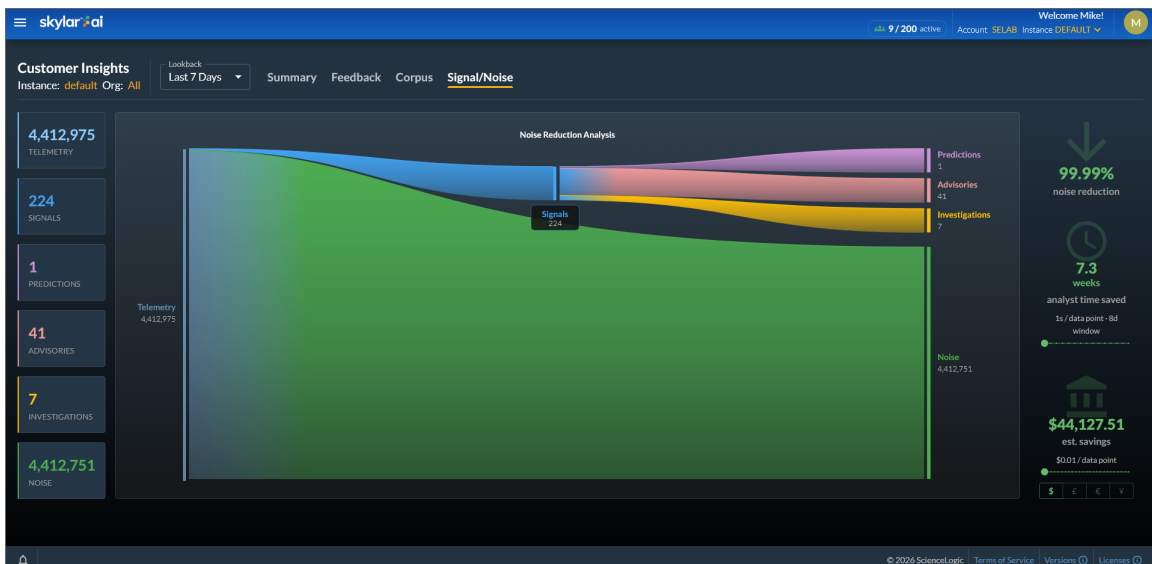
To define your Skylar Persona:

1. Log in to Skylar Advisor and click the Skylar AI menu (☰).
2. Click the **[Persona]** button at bottom right. The **Skylar Persona** page appears:
3. On the **[Role]** tab, select a role that best matches what you do. A basic description of your role appears in the **Customize this description** text box, which you can edit to better fit your role. If you do not find a good match, click **[Other]**.
4. You can add more information about your role or edit the existing description in the **Customize this description** text box.

NOTE: Currently, this page displays up to 50 users at a time.

The following tabs on the **Team Analytics** page let you view how all users are interacting with Skylar Advisor:

- **[Summary].** In the **Engagement** section, displays the number of conversations, question-and-answer turns, and comments by users, as well as AI-generated content like Advisories, Investigations, and Quick Takes, and the number of thumbs-up and thumbs-down votes. The right panel lists the most active users, along with the number of conversations each user had.
- **[Feedback].** Displays the specific feedback users added when they clicked the thumbs-up and thumbs-down votes.
- **[Corpus].** Displays the number of active, queued, and failed documents on the **Corpus** page in various time frames, with line graphs to show trends.
- **[Signal/Noise].** Displays a variety of data about the "signal" (useful data) and the "noise" (unhelpful data) generated in this account by Skylar Advisor. The middle of the page includes a visual Sankey chart that displays the useful signal versus the noise generated. You can also track the estimated savings as a result of the noise reduction in Skylar Advisor.



Importing ServiceNow Data into Skylar Advisor

If you use ServiceNow to track incidents, alerts, or cases, or if you want to sync your ServiceNow Knowledge Base (KB) articles, you can use the "Skylar Advisor" SyncPack to import that ServiceNow data into Skylar Advisor using Skylar Automation.

The "Skylar Advisor" SyncPack lets you retrieve the content of KB articles from ServiceNow and send those articles as PDF attachments for Skylar Advisor to ingest. To enable this feature, you need to create an access token in Skylar Settings. For more information, see [Creating Access Tokens for Users](#).

When you have the Skylar Advisor access token, you need to add it to a configuration object in Skylar Automation along with the SyncPack. For more information, see the [Skylar Advisor SyncPack](#) manual.

Chapter

4

Managing Activities on the Dashboards Page

Overview

The **Dashboards** page is the default page that displays when you open Skylar Advisor. This page contains a list of all your interactions and notices related to Skylar Advisor,

These activities include "Advisories", "Investigations", and "Predictions", which will be explained in this chapter. This page also includes links to your conversations with Skylar Advisor and any artifacts that you or Skylar Advisor generated.

This chapter covers the following topics:

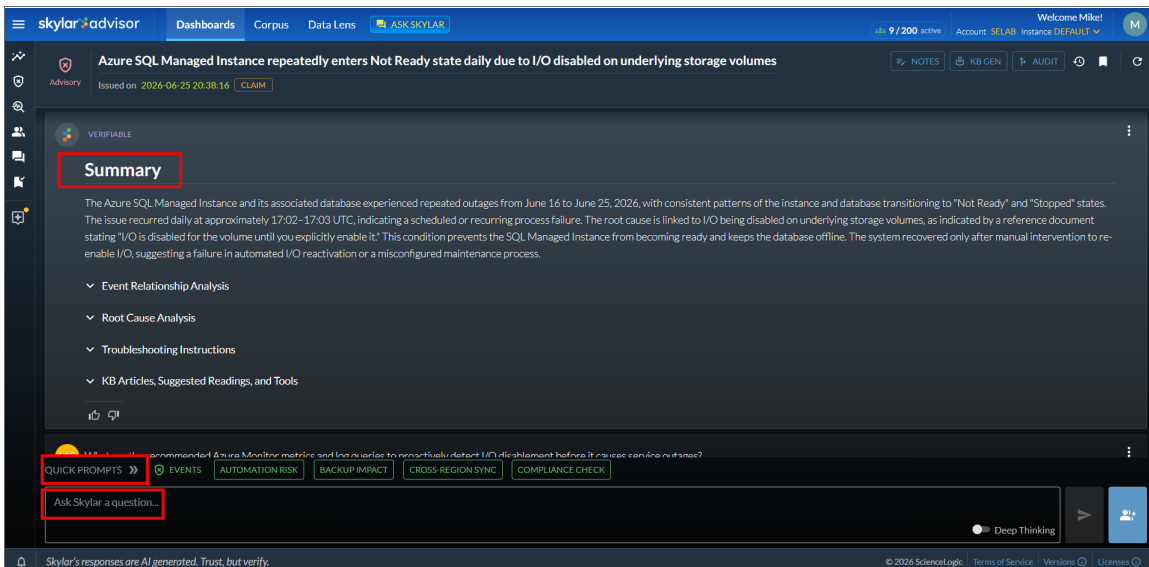
<i>What is an Advisory?</i>	34
<i>What is an Investigation?</i>	35
<i>What is a Prediction?</i>	35
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<i>Activities and Options on the Recent Activity Tab</i>	37

What is an Advisory?

Advisories are events that Skylar Advisor considers to be the most important issues for you. They help uncover and provide resolution guidance for critical problems. Advisories are automatically generated in Skylar Advisor by looking for meaningful patterns across events instead of reacting to every alert in isolation.

Advisories are designed to help you focus your attention so you can take informed action instead of chasing event noise. An Advisory is a synthesized insight, not a raw alert. An Advisory represents a pattern of related issues (an "event group") that is impacting multiple devices or components and is persisting long enough to indicate real operational impact. Correlation is based on event severity, event message patterns, and metadata, such as entity, status, or service.

When you click an Advisory on the **Dashboards** page, you can view additional details about it, including a summary of the issue, root cause analysis, troubleshooting information, and more. You can also use the **Ask Skylar** feature when you have an Advisory open to do more research on the Advisory. To help you with your questions, Skylar Advisor will generate a set of **Quick Prompts**, which are additional prompts related to the event.

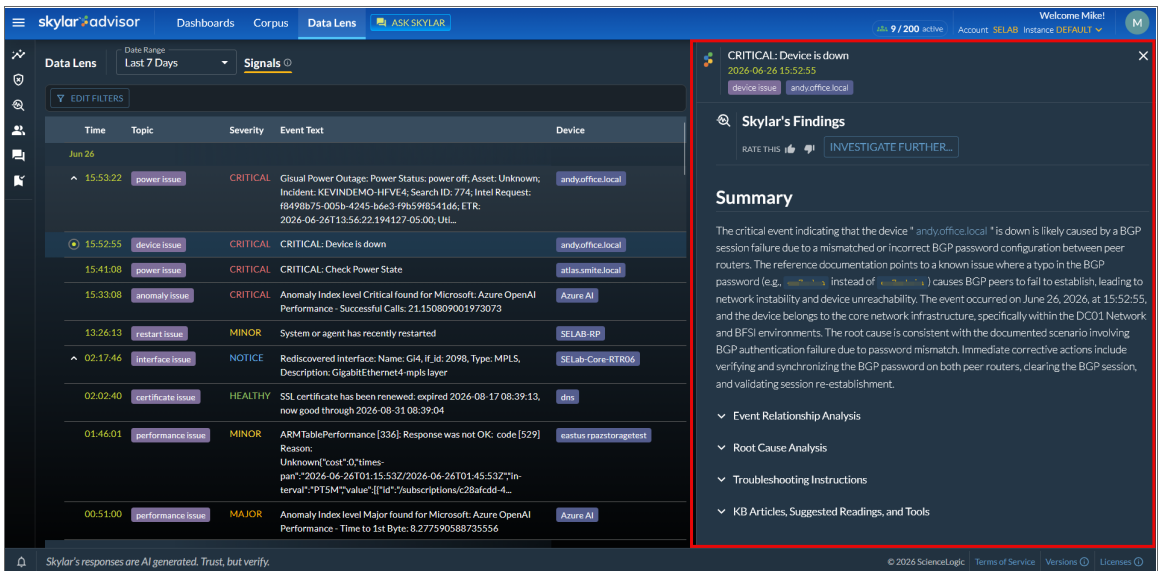


Skylar Advisor also displays an **Events** link that displays the Skylar One events that were used to generate this Advisory. When Skylar Advisor creates an Advisory, it also sends data about that Advisory to Skylar One as an alert. If you have an event policy set up to handle these kinds of alerts, Skylar One will generate an event that includes the Advisory title, summary, and a direct link to the Advisory in Skylar Advisor for streamlined investigation.

What is an Investigation?

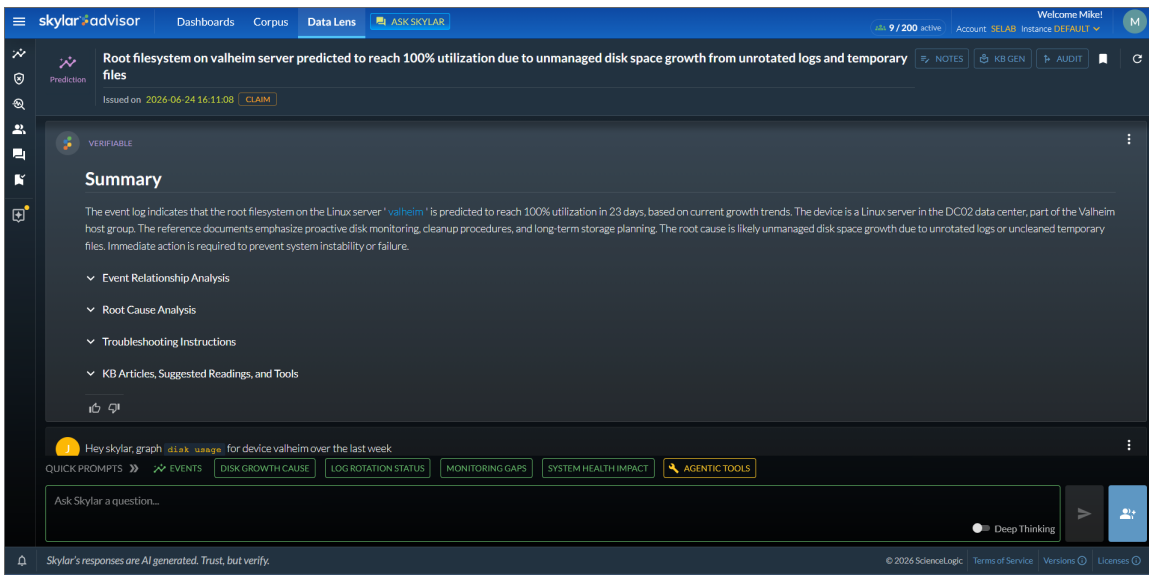
An **Investigation** is an on-demand event analysis that you can choose to generate for an event or event group.

You can create an Investigation by clicking the **[Start Investigation]** button or the **[Investigate Further]** button for an Advisory or an event group on the **Data Lens** page. Skylar Advisor will then run an analysis on that event or event group. The Investigation detail page lists the devices involved with the issue, along with any impacted device groups and business services.



What is a Prediction?

In Skylar Advisor, a **Prediction** is a potential event that might occur in the near future if no action is taken. Predictions in Skylar Advisor are based on data from Skylar One and Skylar Analytics.

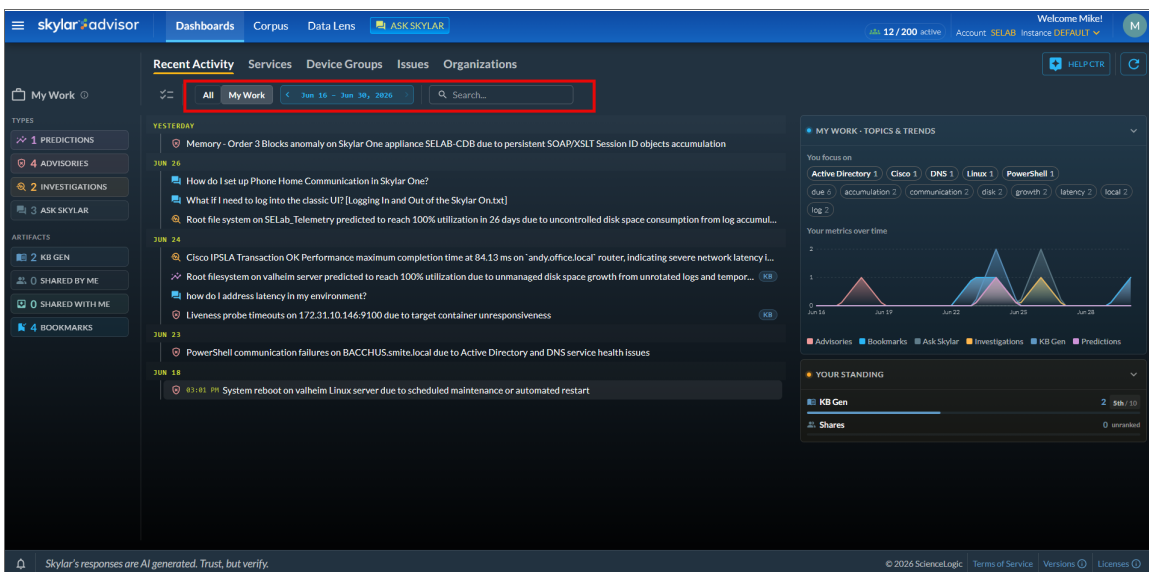


Currently, Skylar Advisor generates predictions only from file system data.

The Dashboards Page

The **Dashboards** page contains a list of all your interactions related to Skylar Advisor, including Predictions, Advisories, Investigations, and conversations with Skylar Advisor.

This page also provides access to filtered lists of alerts and events from Skylar One, organized by business service, device group, issue type, or organization.



You can use the filters at the top of the **[Recent Activity]** tab on the **Dashboards** page to focus on the information displayed on this page:

- **All.** Shows all activities that occurred during the current time frame. On the left, a set of buttons display a numbered list of your activities, organized by type.
- **My Work.** Shows all activities that you investigated, claimed, closed, asked, shared, or were shared with you. This filter always displays your Ask Skylar questions and answers. On the left, a set of buttons display a numbered list of your activities and a numbered list of any artifacts you have generated, such as Knowledge Base (KB) articles, shared conversations, and bookmarked activities.
- **Time frame.** Click the dates on this field to update the time frame of the data display. lets you move week-by-week through your past activities. You can update the time range, from six hours to 14 days, or you can select a custom range.
- **Search.** Type search information into this text box to display activities that match your search text, or click the **[Filters]** button to select additional filters.

TIP: All of the tabs on the **Dashboards** page have a **[Help Ctr]** button at top right. Click this button to open a pane with short training videos that walk you through the various features of Skylar Advisor, including a short video of the latest features for this version of Skylar Advisor.

Activities and Options on the Recent Activity Tab




The **[Recent Activity]** tab on the **Dashboards** page displays the following activities and options:

- **Predictions** (🔍). Events that could potentially occur soon if nothing is done about them, based on data from Skylar One and Skylar Analytics. Currently, Skylar Advisor generates predictions only from file system data.
- **Advisories** (🔍). Events that Skylar Advisor considers to be the most important issues for you. They help uncover and provide resolution guidance for critical problems. Advisories are automatically generated by Skylar Advisor, and they directly correlate to alerts and events from Skylar One.
- **Investigations** (🔍). Ad-hoc event analyses that you can choose to generate for an event or event group. You create an Investigation by clicking the **[Start Investigation]** button for an Advisory on the **Data Lens** page.
- **Shared Conversations** (🔍). A list of interactions with Skylar Advisor using the **Ask Skylar** feature that have been shared with you by other Skylar Advisor users.
- **Ask Skylar** (🔍). The **Ask Skylar** text box includes the questions you asked Skylar Advisor using the Ask Skylar feature. You can ask Skylar Advisor "plain English" questions just like you would for any other large-language model (LLM) like ChatGPT or Claude. To continue a conversation from the list, click a question.
- **Bookmarks** (🔍). A list of any of the activities that you selected with the enter selection mode icon (🔍) enabled to save to this section. If you bookmark an Advisory or an Investigation, that icon will display in blue to show it has been bookmarked.
- **Help Center** (🔍). This icon is not specific to an activity type, but you can click it to open the **Help Center** pane.

Archiving an Activity

You can archive an activity to remove it from the list on the **[Recent Activity]** tab. Please note that Skylar Advisor never deletes activities or conversations.




To archive or remove one or more activities that you no longer want to see on this tab:


1. On the **[Recent Activity]** tab, click the enter selection mode icon () to enable it (turn it blue).
2. Click the check box for any activity that you want to remove from the list. To select all activities, click the check all icon ()
3. Click the archive selected icon () . After you confirm your action, the activities are removed from the tab.
4. To view your archived activities, click the **[Filters]** button and select *Archived*. On this page you can also "unarchive" an activity that was archived.

Bookmarking an Activity

You might want to bookmark an activity that has important data so you can find them quickly. This can be especially helpful for activities that are more than three months in the past, because you would need to use filters to find activities that are over three months old.

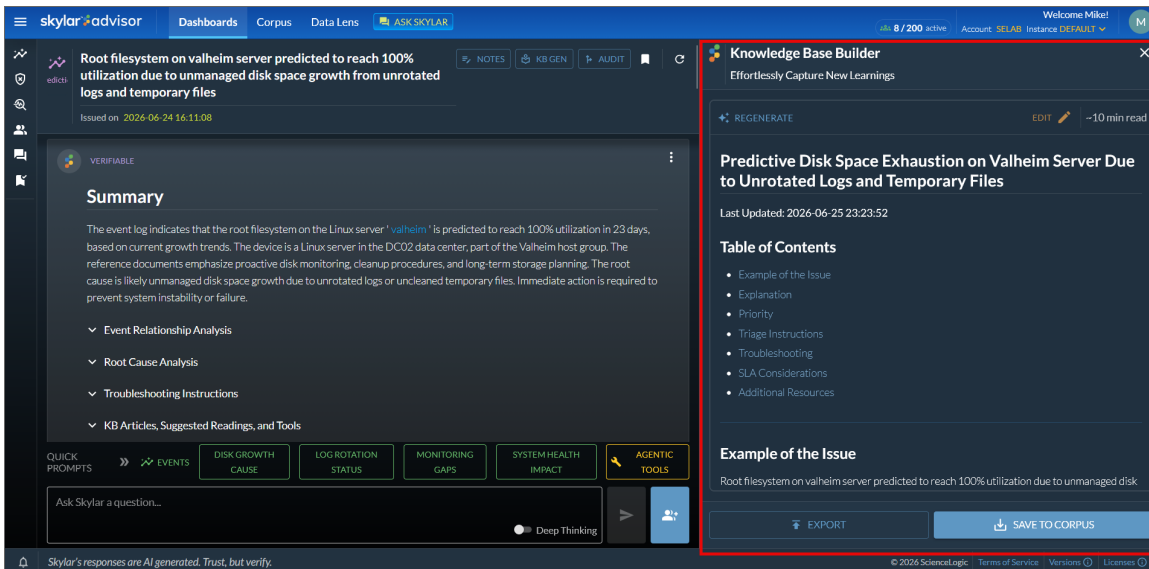
To bookmark one or more activities that you want to add to the **Bookmarks** section:

1. On the **[Recent Activity]** tab, click the enter selection mode icon () to enable it (turn it blue).
2. Click the check box next to any activity that you want to bookmark. To select all activities, click the check all icon ()
3. Click the bookmark selected icon () . The activities are removed from the tab.
4. To view your archived activities, click the **[Filters]** button and select *Archived*.

TIP: On an activity detail page, you can also click the bookmark icon () at top right to add or remove a bookmark.

Creating a Knowledge Base Article Based on an Activity

On an activity detail page for an Advisory, Investigation, Prediction, or a Conversation, you can click the **[KB Gen]** button to have Skylar Advisor create a draft Knowledge Base (KB) article based on that activity.



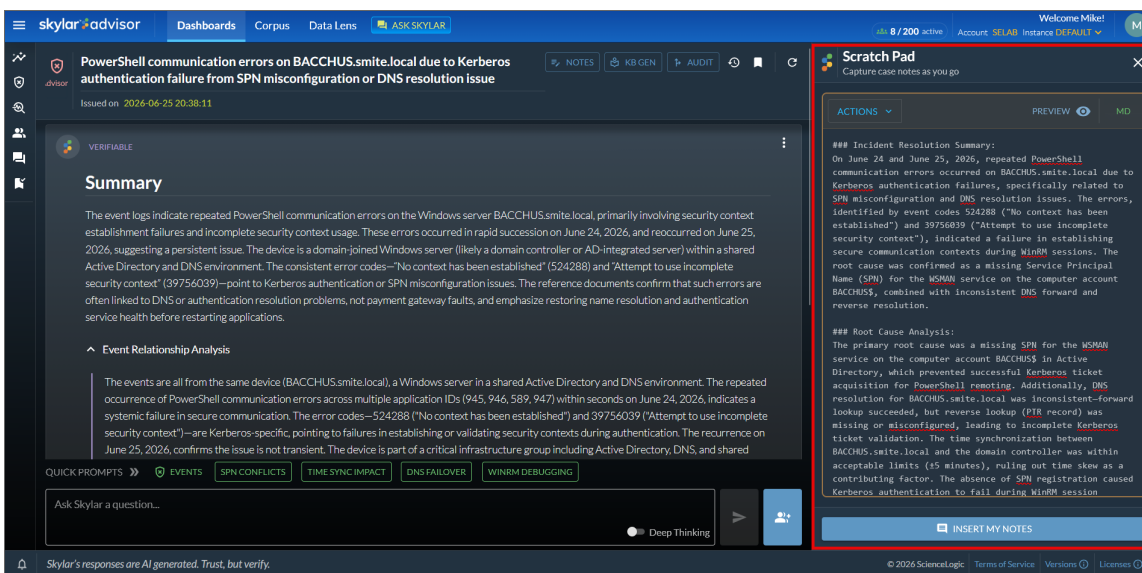
After Skylar Advisor creates the KB article, you can:

- Click **[Regenerate]** to create the article again. You might want to regenerate an article if you asked Skylar Advisor additional questions or added a comment.
- Click **[Edit]** to edit the article in Markdown format. In edit mode, you can click **[Preview]** to see how your text looks with formatting, and you can click **[MD]** for a list of basic Markdown commands.
- Click **[Export]** to download the article as a PDF.
- Click **[Save to Corpus]** to save the article to the **Corpus** page.

All KB articles created by Skylar Advisor include a "[Generated by Skylar AI]" tag at the end of the article.

Using the Notes Feature

On an activity detail page for an Advisory, Investigation, Prediction, or Conversation, you can click the **[Notes]** button to open the **Scratch Pad** pane, where you can add notes in plain text or Markdown format.



On the **Actions** menu, you can:

- Click *Task List* to generate a checklist of actions based on the selected activity.
- Click *Incident Resolution* to generate an Incident Resolution Summary document, which contains Root Cause Analysis, Impact, and other notes.

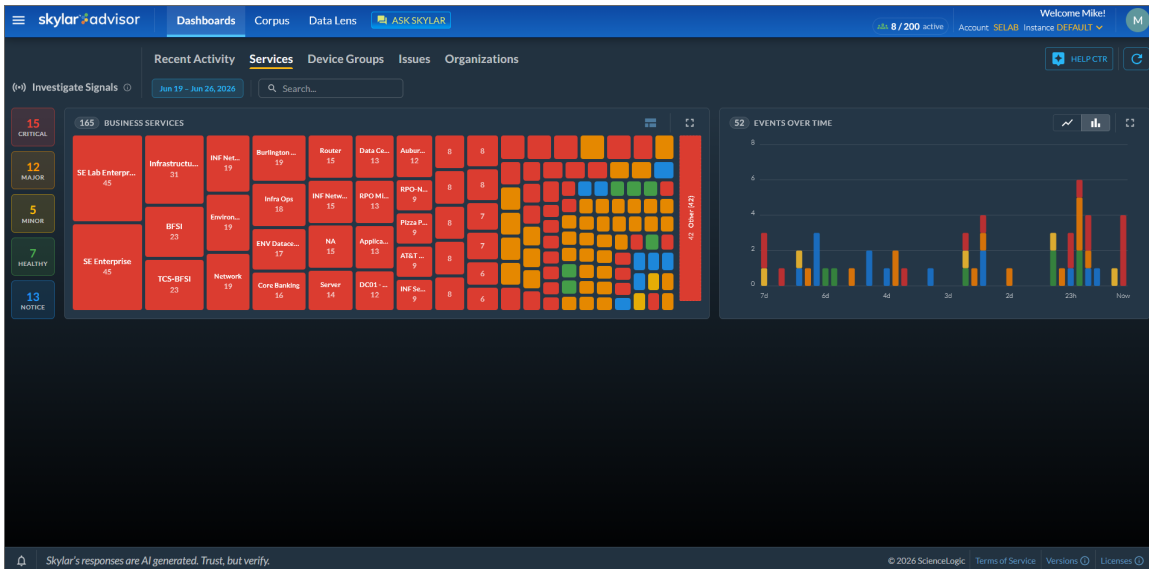
Click **[Preview]** to see how your text looks with formatting. Click **[MD]** for a list of basic Markdown commands.

When you are done, you can click **[Insert My Notes]** to add the contents of the Scratch Pad to the selected activity. Your notes will appear as a comment in the conversation.

The Services, Device Groups, Issues, and Organizations Tabs

The remaining tabs the **Dashboards** page display event information in different ways, but the various icons and buttons on those tabs work in the same way. There are four tabs:

- The **[Services]** tab displays a list of events for Skylar One business services.
- The **[Device Groups]** tab displays a list of events organized by Skylar One device group.
- The **[Issues]** tab displays a list of events organized by issue type.
- The **[Organizations]** tab of the **Dashboards** page displays a list of events organized by Skylar One organizations.



TIP: If you do not have any events for a specific tab, that tab will not display on the **Dashboards** page.

Viewing Basic Event Details on a Tab

You can use the icons on the left of the **[Services]**, **[Device Groups]**, **[Issues]**, and **[Organizations]** tabs to filter the list of events on these tabs to only show one type of severity, such as all Critical events for your organizations or customers. You can click multiple buttons as needed. Click the button or buttons again to view all the events again.

These tabs display a "heatmap" view (📊) that shows the events organized by severity in a color-coded graph, with Critical events displaying in red, Major events in orange, and so on. Click the "show treemap" view icon (📁) to view the events without the heatmap colors.

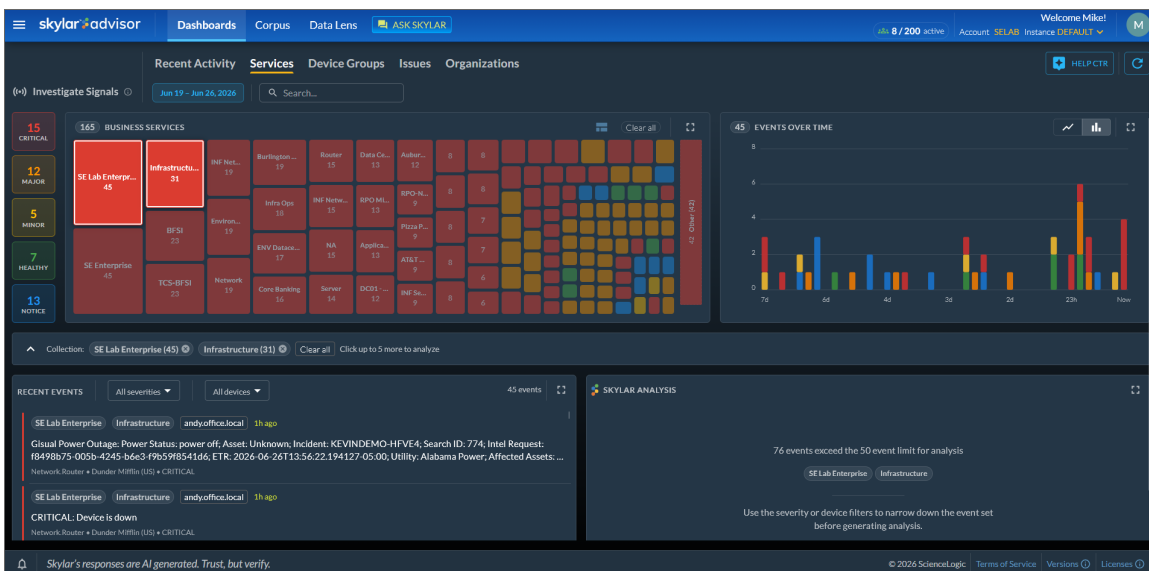
When you mouse over a set of events organized by device group, issue, or organization, a pop-up displays a summary of the events for that set of events.

The **Events Over Time** pane displays events on a timeline based on either severity (📊) or by volume (📈).

TIP: For any of the panes on these tabs, you can click the "expand to fullscreen" icon (⌘) to make that pane full-screen. Click the "exit fullscreen" icon (⌘) to return the pane to its default size again.

Viewing More Event Details on a Tab

When you select one or more sets of services, device groups, issues, or organizations (based on the tab you selected), the **Recent Events** pane and the **Skylar Analysis** pane appear at the bottom of the page. Also, the **Events Over Time** pane updates to display data only for the selected items.



On the **Recent Events** pane, you can:

- Review the events from the item you selected above (in this example, all the "Server" events and the "Test-kgc" events).
- Click a device IP or device name to show only events for that device.

On the **Skylar Analysis** pane, you can:

- Click **[Generate Analysis]** to have Skylar Advisor create a new analysis of the items you selected above.
- When the analysis is done, if you need more information, you can click **[Investigate This Problem with Skylar]** to do a deeper investigation of the issue and create a new Investigation. The new Investigation is added to the **[Recent Activity]** tab of the **Dashboards** page.

Uploading Your Documents on the Corpus Page

Overview

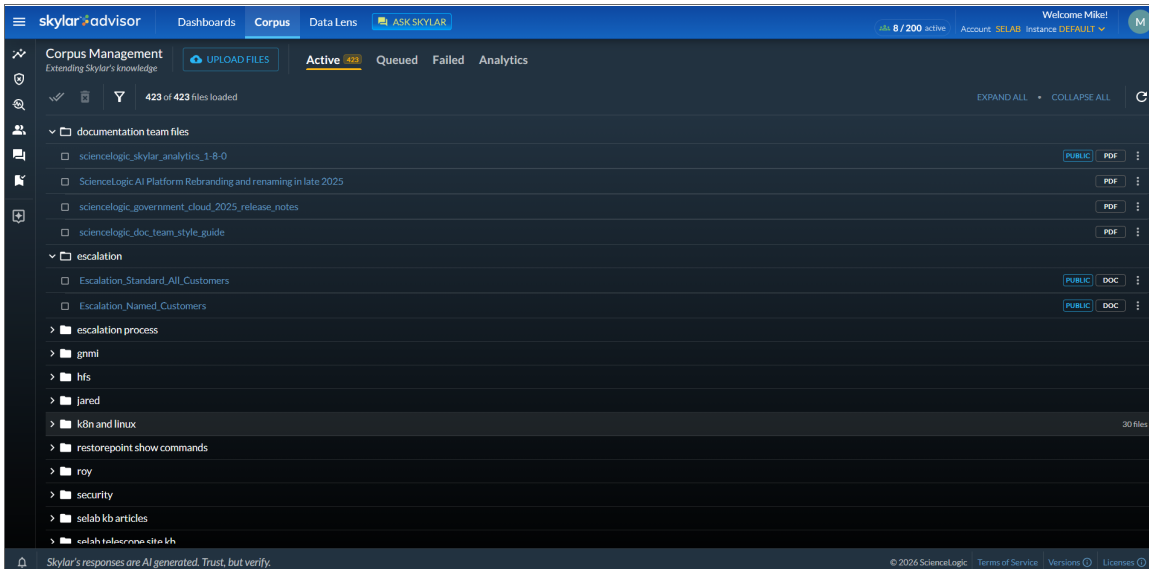
The **Corpus** page in Skylar Advisor lets you upload and manage your own documents to further train Skylar Advisor on your company-specific workflows, policies, and processes.

This chapter covers the following topics:

<i>The Corpus Page</i>	44
<i>The Active Tab on the Corpus Page</i>	44
<i>Best Practices for Uploading Documents to the Corpus Page</i>	46
<i>The Analytics Tab</i>	48

The Corpus Page

Skylar Advisor uses the documents added to the **Corpus** page to generate Advisories and to answer your questions. You can track how Skylar Advisor and other users are using your uploaded documents.



To get the most out of Skylar Advisor, ScienceLogic recommends adding Knowledge Base articles, product documentation, support tickets, release notes, and other similar documents. The more documents you upload to the **Corpus** page, the more that Skylar Advisor learns about what is important in your environment.

IMPORTANT: Until you upload documents to the **Corpus** page, Skylar Advisor will use only the general knowledge on which it was trained for its answers. ScienceLogic strongly suggests you start uploading documents specific to your environment, workflows, and best practices as soon as possible to make the feedback from Skylar Advisor more useful.

For more information, see [Best Practices for Uploading Documents to the Corpus Page](#).

The Active Tab on the Corpus Page

The **[Active]** tab on the **Corpus** page displays a list of the documents that you have uploaded for your knowledge sources. This list is organized by most recently uploaded first, and you can further organize your documents by creating folders. You can add as many folders as needed.

You can monitor the files in each state of being uploaded on the first three tabs on the **Corpus** page:

- **[Active]**. These documents are completely uploaded and can be used by Skylar Advisor.
- **[Queued]**. These documents are in the process of being uploaded and ingested by Skylar Advisor. The countdown timer on the right side of the tab displays how long until the list will be updated again, and it starts over every 15 seconds, or if the timer is clicked.
- **[Failed]**. These documents could not be added to the Corpus, along with an explanation for why it was not added. In some cases, the file might have been the wrong file type, empty, or corrupt, or the same content was already uploaded.
- **[Analytics]**. Displays a list of the uploaded documents that have been used the most by Skylar Advisor to answer questions. For more information, see [The Analytics Tab](#).

You can upload .pdf, .txt, .doc, .ppt, .ppx, .xls, and .xlsx files to the **Corpus** page. You can also upload Confluence documents and generic JSON documents. The maximum file size for a document is 31 MB.

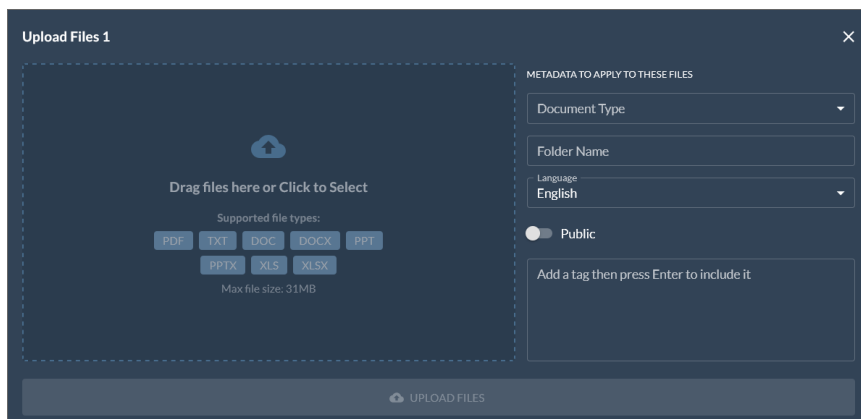
NOTE: Ingesting documents can take time, as Skylar Advisor creates an "embedding" that lets it search the document. It also adds tokens to the document. A rough estimate for ingesting documents while onboarding is about 2,500 documents per hour.

On the **[Upload Files]** tab, you can:

- Click the batch actions icon (☰) to add check boxes next to each document. You can click a check box for one or more documents, and then click the delete icon (🗑️) to delete those documents. To delete a folder and all its contents, check all the documents in that folder and then click the delete icon.
- Click the filter corpus icon (🔍) to filter the list of documents by titles, tag names, regular expressions, documentation type, or last modified dates.
- If you have your documents organized in folders, you can click **Expand All** to open all the folders or **Collapse All** to close all the folders.
- Click the refresh icon (🔄) to update the content on the **Corpus** page.
- Click the ellipsis icon (⋮) to view more info about a document, including metadata. You can also delete a file from this menu.
- Click the name of a document to open that document in a new browser tab or window. Please note that all uploaded documents currently display as PDF files after you upload them to the Corpus.
- Click the **Show Older Files** link to load files that users added to this page earlier.
- Click the **[Add Files to Corpus]** button to upload a PDF or text document. You can add metadata and make folders, language, and tags for additional search context.

To add one or more files to the **Corpus** page:

1. Click the **[Upload Files]** button. The **Upload Files** window appears:



2. Drag and drop one or more files onto the window, or select the files to add them.
3. To help Skylar Advisor locate and learn each document, select the document type, type the folder name, and select the language for that document.
4. Click the **Public** toggle to turn it blue to make the document available to all organizations using this instance, or turn it white to make it available only to the organizations to which you have access.
5. To add specific tags, type in a tag below the **Public** toggle and press **[Enter]** for each tag.
6. Add more files as needed.
7. Click Upload Files. It will take Skylar Advisor a few moments to process the document you just uploaded, and when the document is processed, it will appear on the **Corpus** page.
8. Click the refresh icon (🔄) to update the content on the **Corpus** page as needed.

NOTE: If the same document is added the **Corpus** page, Skylar Advisor will highlight that file in yellow, and you can click the ellipsis icon (⋮) to delete the duplicate document.

Best Practices for Uploading Documents to the Corpus Page

Skylar Advisor learns from the operational knowledge provided by your organization. The quality of the documents in your knowledge corpus directly influences the accuracy and usefulness of the guidance from Skylar Advisor. As a result, when loading documents to the **Corpus** page in Skylar Advisor, you should not simply upload every document you have. The best results come from a set of focused documents instead of a large amount of slightly related documents.

Not all documentation contributes equally to the effectiveness of Skylar Advisor. Start by uploading documents that answer the following operational questions:

1. What is this system supposed to do?
2. What does failure look like?
3. How do we fix it?

Upload the following types of documents first:

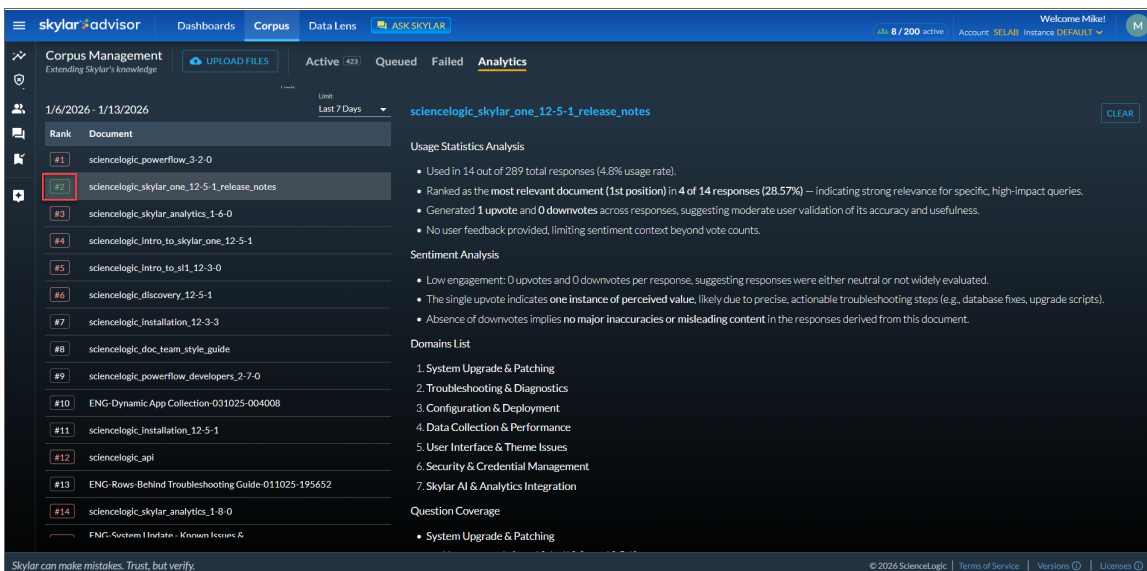
- **Run books or operational playbooks.** Examples of this type of document include incident response run books, service restart procedures, recovery workflows, failover procedures, and troubleshooting guides. These documents contain explicit remediation steps, which Skylar Advisor can surface as actionable guidance.
- **Incident portmortems.** Upload post-incident reports from recent or high-impact outages. Make sure these reports include the root cause analysis, symptoms observed, and resolution steps. These documents lets Skylar Advisor identify patterns and known failure scenarios.
- **System architecture overview.** Include a document describing the architecture of your core systems, including major components, service dependencies, and data flows. This document helps Skylar Advisor understand how systems interact when diagnosing issues.
- **Service dependency documentation.** Upload documentation that maps how services depend on one another, such as upstream/downstream services, database dependencies, and external API dependencies. These documents enable Skylar Advisor to identify cascading failures.
- **Troubleshooting guides.** Add step-by-step guides for diagnosing common issues. Examples include database connection errors, authentication failures, and network latency issues. These guides provide diagnostic workflows for Skylar Advisor.
- **Known Issues list.** Upload a document that records recurring or unresolved problems. This list should include symptoms, temporary workarounds, and conditions that trigger the issue to help Skylar Advisor repeat incidents faster.

For best results, focus first on uploading the documents for your three to five most critical services. These systems typically generate the majority of alerts and incidents.

The Analytics Tab

The **[Analytics]** tab on the **Corpus** page lets you view a list of the uploaded documents that have been used the most by Skylar Advisor to answer questions.

When you click a document in the list on the left, detailed information appears on the right, including usage statistics, sentiment analysis, domains list, question coverage, and potential document deficiencies.



The document analysis requires multiple question-and-answer interactions to provide meaningful insights. In addition, the numbers for the documents might have a colored # ranking based on the number of upvotes (thumbs up) or downvotes (thumbs down).

For example, a document that has a green #2 received more upvotes than downvotes, while a pink #1 document has been downloaded the most but received more downvotes than upvotes by users. Based on the user voting, the green #2 document would appear to be a more reliable source of information and the pink #1 document.

Managing Events on the Data Lens Page

Overview

The **Data Lens** page in Skylar Advisor lets you view details about the Skylar One events that have been received by Skylar Advisor. Skylar Advisor performs semantic event correlation to group together related events based on how it understood the events.

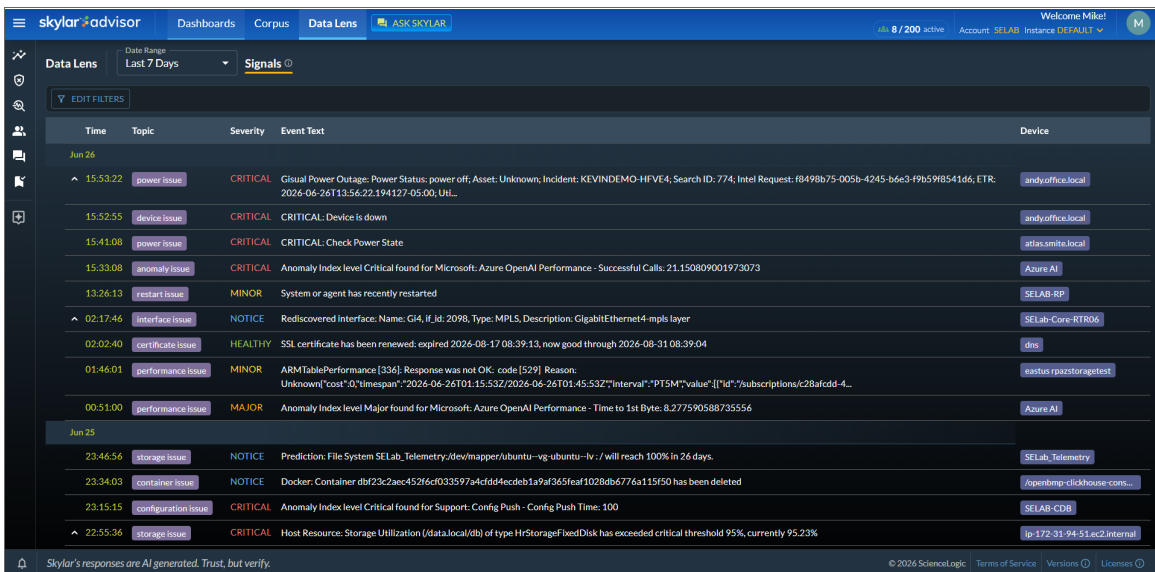
Skylar Advisor also considers related attributes like device groups.

This chapter covers the following topics:

<i>The Data Lens Page</i>	50
<i>Filtering the Data Lens Page</i>	51

The Data Lens Page

The **Data Lens** page lets you view details about the Skylar One events that have been received by Skylar Advisor. Skylar Advisor performs semantic event correlation to group together related events based on how it understood the events.



The **Data Lens** page has a **[Signals]** tab, which replaces the **[Event Groups]** tab from previous releases. **Signals** group correlated events from your monitored environment for triage, and they can be rolled up into an Investigation.

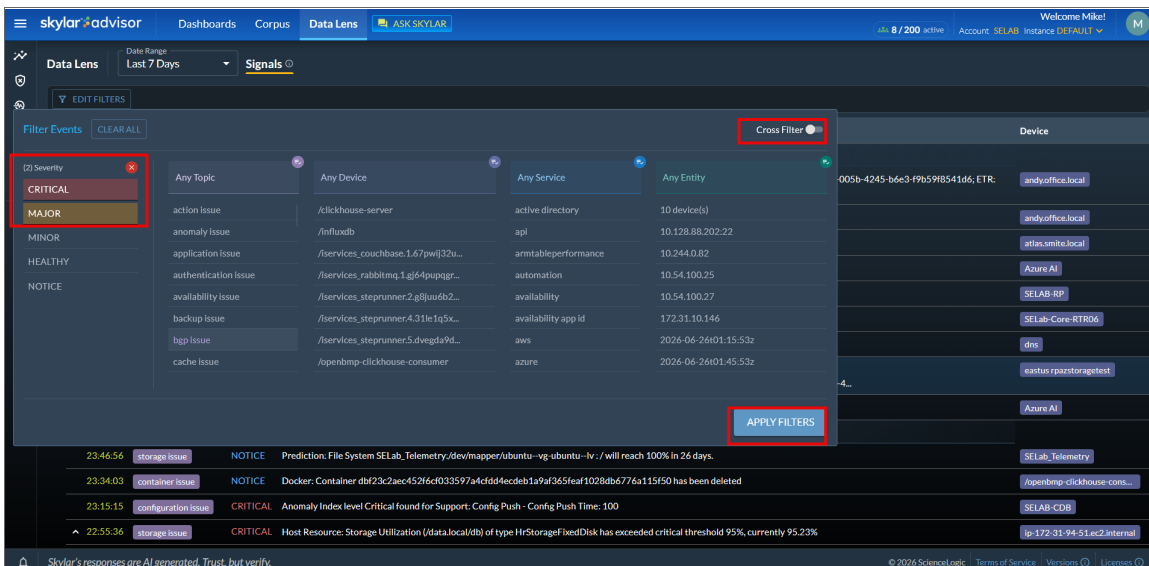
Events are listed on the **Data Lens** page with the most recent events at the top. You can adjust the **Date Filter** drop down to change the time frame of the events. For more information, see [Filtering the Data Lens Page](#).

In the list of events, the up arrow icon (▲) to the left of a event indicates the event is part of a group. Click the up arrow icon (▲) to view the related events that make up the group.

Click an event on the **Data Lens** page to open a **Summary** pane on the right with more information. If you want to dig deeper into that event, click the **[Start Investigation]** button to generate a new Investigation activity. You will then be able to interact with and share the Investigation.

Filtering the Data Lens Page

On the **Data Lens** page, events are shown with the most recent at the top. You can change the filter settings to view more or less information on this page. By default, this page is filtered to just show Advisories.



To filter this page, click the **[Edit Filter]** button to access the **Filter Events** window, where you can:

- Under **Severity**, select one or more severities to show on the **Data Lens** page.
- Narrow the selections by typing in the "Any" text boxes at the top of each column.
- Enable cross filtering with the **Cross Filter** toggle at the top right. When enabled (blue), filter options are constrained based on your current selections.
- Click **[Apply Filters]** to save your filters.

TIP: After you save your filter setup, the filters that are currently in use display at the top of the page.

Chapter

7

Using the Ask Skylar Feature

Overview

You can query Skylar Advisor for advice using the Ask Skylar feature to perform deeper investigations of your issues and events from Skylar One.

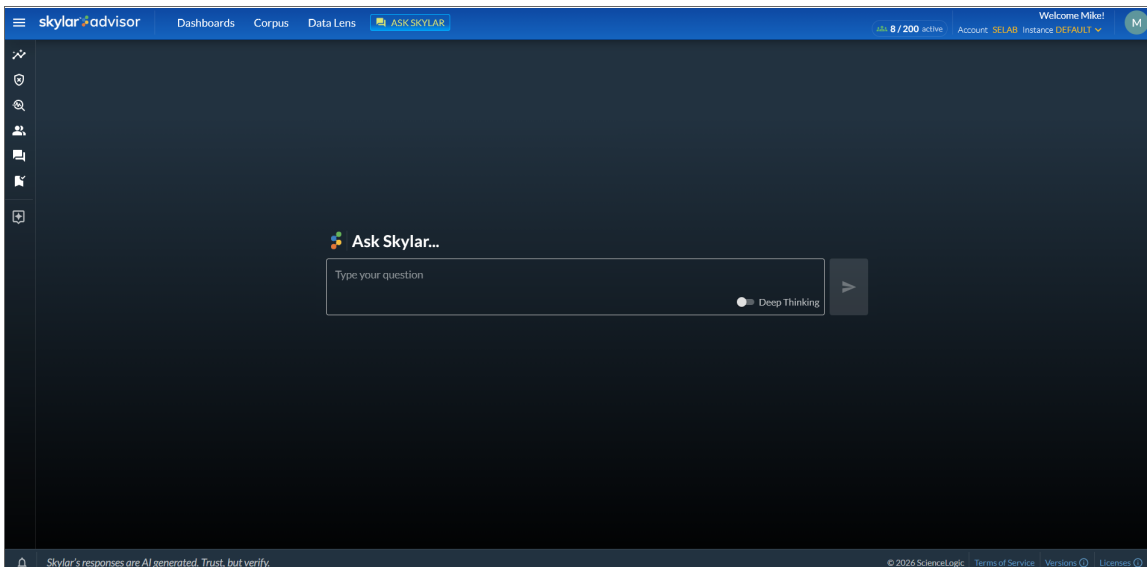
Skylar Advisor offers tailored guidance based on real-time data from Skylar One, helping you make informed decisions quickly and efficiently.

This chapter covers the following topics:

<i>The Ask Skylar Page</i>	53
<i>Using the Ask Skylar Feature</i>	53
<i>Additional Options on the Ask Skylar Page</i>	54

The Ask Skylar Page

The **Ask Skylar** button lets you query Skylar Advisor for tailored guidance based on real-time data, which empowers you to make informed decisions quickly and efficiently.



You can ask Skylar Advisor any question, and Skylar Advisor will respond by drawing on everything it has learned from the documents uploaded to the **Corpus** page to provide you with the most accurate answers to your questions.

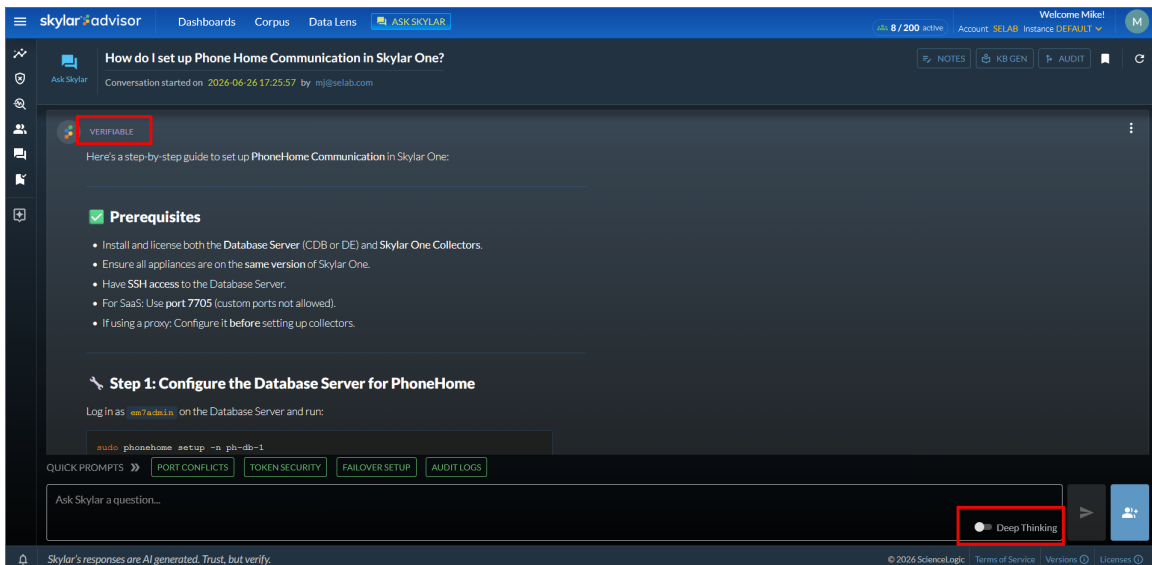
Using the Ask Skylar Feature

To use the **Ask Skylar** feature:

1. Click the **[Ask Skylar]** button at the top of the Skylar Advisor user interface or at the bottom of an existing activity from the **[Recent Activity]** tab of the **Dashboards** page.
2. In the **Ask Skylar** text box, type your question for Skylar Advisor.

NOTE: Before you click the send icon (➤), you can enable the **[Deep Thinking]** option. This setting tells Skylar Advisor to perform the same kind of thinking that a human would do, which takes longer than a typical question as Skylar Advisor gathers its resources. This option is useful for more complex questions.

3. Click the send icon (➤). Skylar Advisor displays its progress and a timer, along with a **[Stop]** button if you would like to cancel the query:



4. If you would like more information about any text in an answer, highlight and right-click the text and select Quick Take. A **Quick Take** pane appears, displaying additional information about that text.
5. To view additional features you can use with Ask Skylar, see the following topic.

Additional Options on the Ask Skylar Page

Along with the answer to your question, Skylar Advisor also displays the following buttons and options:

- **Quick Prompts.** Based on the original question, Skylar Advisor displays additional prompts in green boxes that you can click for additional information. You can hover over a Quick Prompt to see more information about it.

If you have the [Agentic Control Plane](#) preview feature enabled, can click the **[Agentic Tools]** button in the Quick Prompts section to select an AI agent to help with your Ask Skylar questions and conversations.



If you are using the **Ask Skylar** feature in an Advisory or Investigation detail record, this section will display an **Events** link that you can click to view the Skylar One events that were used to generate this Advisory.

- **Share this conversation** icon (👥). Opens the **Collaborate** panel, where you can share your Skylar AI conversation with another user. Click the **[Copy Link]** button to generate a URL that you can share with another user. You can also click the **[Slack]** or **[Teams]** buttons to send this conversation to Slack or Microsoft Teams; for more information, see [Slack and Teams Integrations](#).



After you share the conversation, it is also added to the **Shared Conversations** section on the **[Recent Activity]** tab of the **Dashboards** page. You might need to click the refresh icon (🔄) to see the most recent questions and answers in this conversation.

- **[Verifiable]** tag. This tag displays at the top of the answer when the information for that answer comes from a document in the Corpus. Click the **[Verifiable]** tag to open the **Facts from Corpus** panel, which lists the documents from the Corpus used for the answer, along with a link to the document.

You can also click the **Show Raw Facts** toggle to display the content used for the answer. If an answer did not come from the Corpus but from the general knowledge of Skylar Advisor, this tag displays as **[Unverifiable]**.

- Thumbs up and thumbs down icons ( ). At the bottom of the answer, these buttons let you vote for or against on the quality of the response from Skylar Advisor. You can use the text box that appears after you click thumbs up or down to explain your answer.

TIP: Try to provide as much feedback as possible, both positive or negative, as that feedback will continue making Skylar Advisor smarter.

- **[Notes]** button. Opens the **Scratch Pad** pane, where you can add notes in plain text or Markdown format. For more information, see [Using the Scratch Pad Feature](#).
- **[KB Gen]** button. Tells Skylar Advisor to create a draft Knowledge Base article based on that conversation. For more information, see [Creating a Knowledge Base Article Based on an Activity](#).
- **[Audit]** button. If you have the [Conversation Audit](#) preview feature enabled, you can click this button to view the full token spend and timing of an entire conversation thread for cost and performance review. This information displays on the **Thread Audit** panel.
- Add bookmark icon (). Adds the conversation to the **Bookmarks** section on the **[Recent Activity]** tab of the **Dashboards** page.
- Refresh icon (). Updates the content on the current page.

Chapter

8

Experimenting with New Features on the Preview Features Page


Overview

The **Preview Features** page in Skylar Advisor lets users toggle on and experiment with new features. These features are stable, but ScienceLogic is actively developing and improving them in dialogue with users.

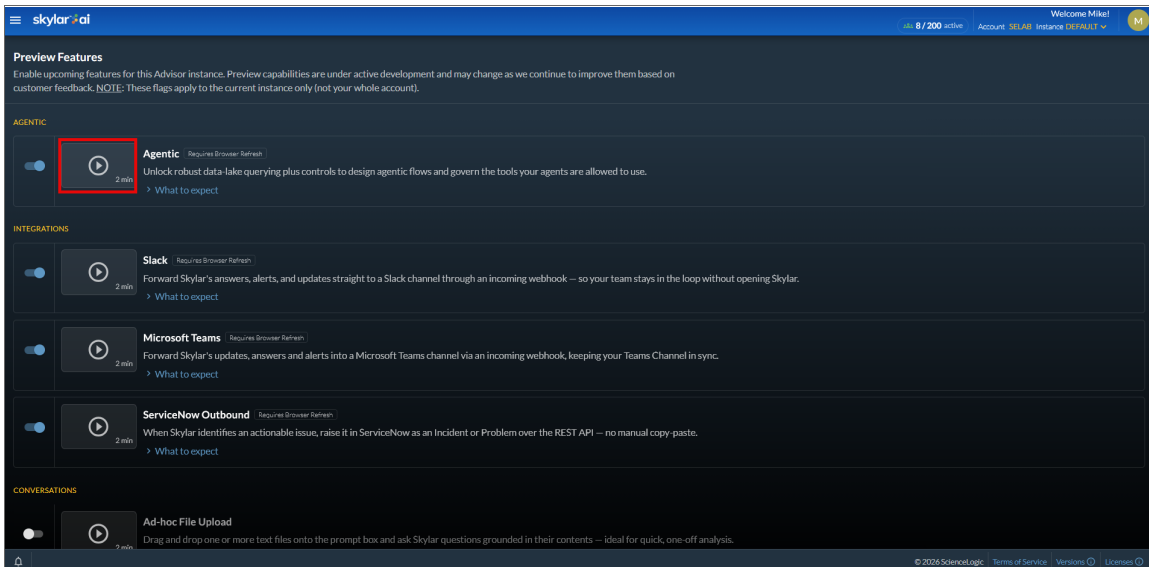
This chapter covers the following topics:

<i>The Preview Features Page</i>	57
<i>Agentic Control Plane</i>	57
<i>Integrations</i>	58
<i>Conversations</i>	59
<i>Claim and Close Options</i>	61
<i>Active Session Tracker</i>	62

The Preview Features Page

The **Preview Features** page ( > Account Settings > Preview Features) gives users the option to toggle on one or more new features. These features are stable, but ScienceLogic is actively developing and improving them in dialogue with users.

These toggles apply only to the current instance, not the entire Skylar Advisor account.




TIP: Click the "Play" icon next to each preview feature to watch a short demo of that feature. Also, some features might require you to refresh your browser before they appear.

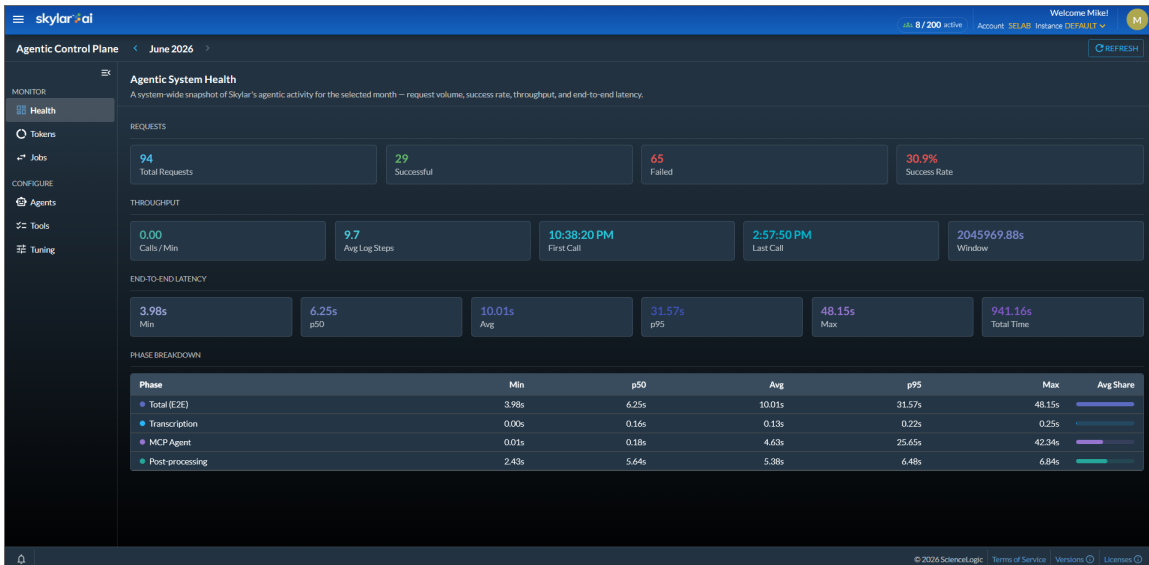
The **Preview Features** page includes the following options:

- [Agentic Control Plane](#)
- [Integrations](#)
- [Conversations](#)
- [Claim and Close Options](#)
- [Active Session Tracker](#)

Agentic Control Plane

Selecting the **Agentic** option on this page enables the **Agentic Control Plane** page ( > Account Access > Agentic Control Plane). This page lets you monitor any AI agents that you are using with Skylar Advisor. You can view a list of agents and turn them off if needed, and you can also monitor how many


tokens an agent is using over time.





When you toggle on this feature, you can also click the **[Agentic Tools]** button to select an AI agent to help with your Ask Skylar questions and conversations.

NOTE: To control and enforce the behavior of the Skylar Advisor AI agents, ScienceLogic has placed two gates in front of every agentic capability. The first gate is based on the release, where ScienceLogic only releases capabilities that have been vetted as production-ready, and anything unpublished is invisible to the agents. The second gate is based on customer opt-in, where a Skylar Advisor administrator must deliberately enable an agent before users can access it. As a result, a Skylar Advisor AI agent does not run unless it has cleared both the ScienceLogic release gate and the explicit opt-in by the site administrator.

Integrations


In the **Integrations** section, selecting one or more of the options enables the **Integrations** page ( > Account Settings > Account Access > Integrations). On this page, you can add integrations for Slack, Microsoft Teams, and/or ServiceNow.

Slack and Microsoft Teams

On the **Integrations** page ( > Account Settings > Account Access > Integrations), you can create integrations with Slack and Microsoft Teams using webhooks. These integrations let users share a Skylar AI conversation with other users by using the **[Share a Conversation]** icon () and the **Collaborate** panel.

Before you can create the integration in the Skylar Advisor user interface, you will first need to locate a webhook in either Slack or Teams. To locate the webhook, see the documentation for [Slack](#) or [Teams](#), or ask Skylar AI using the **Ask Skylar** feature.

To create an integration with Slack or Teams:

1. In Skylar Advisor, go to the **Integrations** page ( > Account Settings > Account Access > Integrations) and click **[Add Integration]**. A drop-down appears.
2. Select either *Slack* or *Microsoft Teams*. An integration panel appears to the right.
3. Complete the following fields:
 - **Integration Name**. Type a name for this integration.
 - **Enabled**. To use this integration immediately, leave this option at the default (blue). To disable this integration, click the toggle to turn it white.
 - **Advisor Instances**. Select one or more instances in your Skylar Advisor system where you want to be able to share conversations.
 - **Webhook URL**. Paste the webhook URL you found for Slack or Teams.
4. Click **Save**.

ServiceNow Outbound

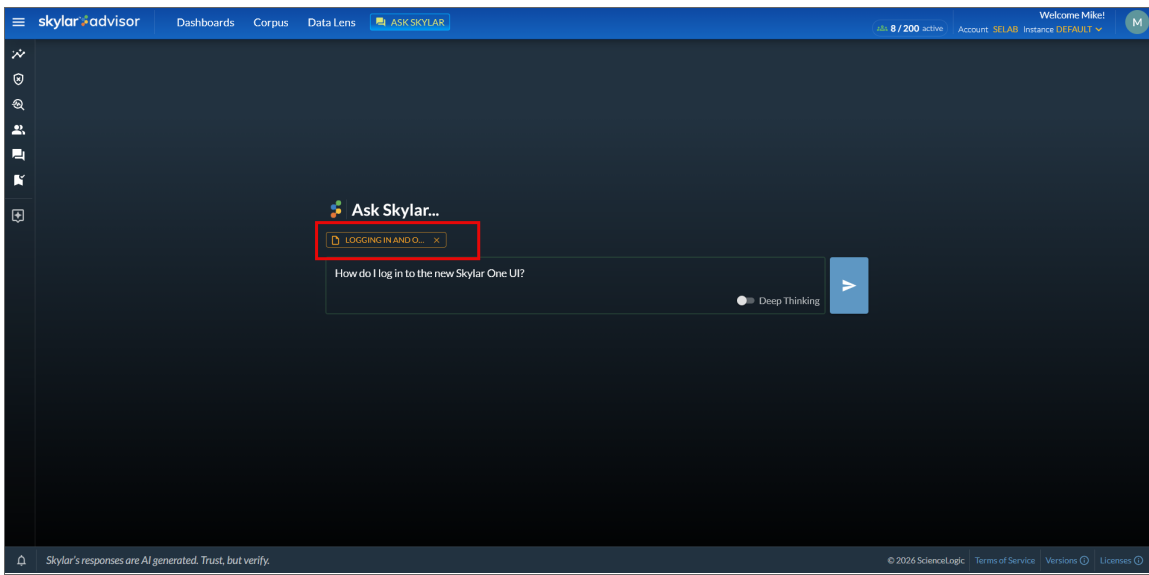
You can also enable **ServiceNow Outbound** to create ServiceNow records from Skylar Advisor Advisories. This feature is still under development.

Conversations

In the **Conversations** section, you can enable one or more of the following features related to the **[Ask Skylar]** feature.

Ad-hoc File Upload

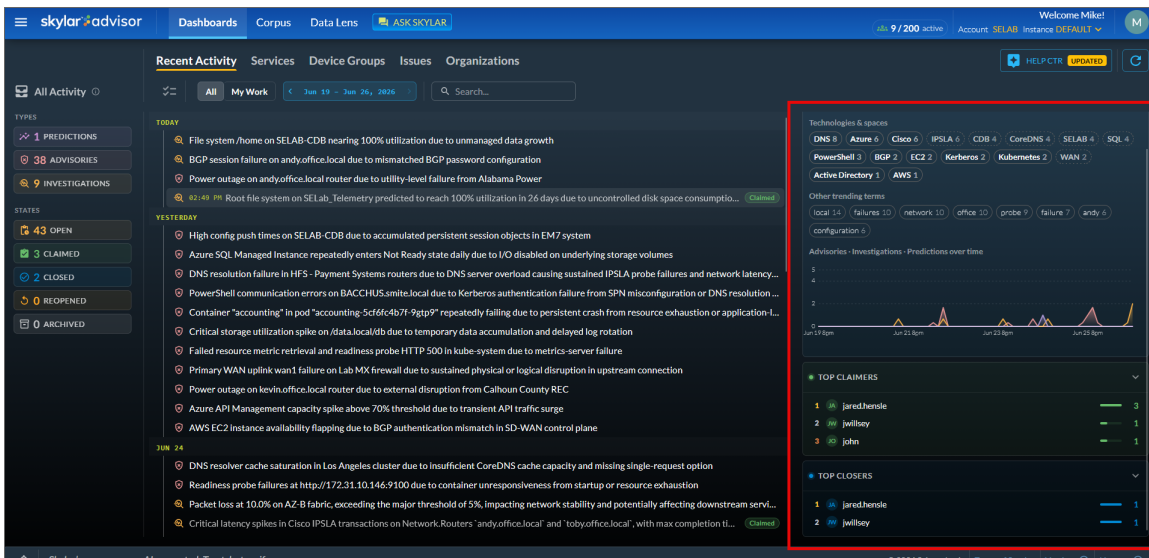
Lets you drag and drop one or more text files onto the Ask Skylar text box so you can ask Skylar questions using those files as context.



Trend Analysis

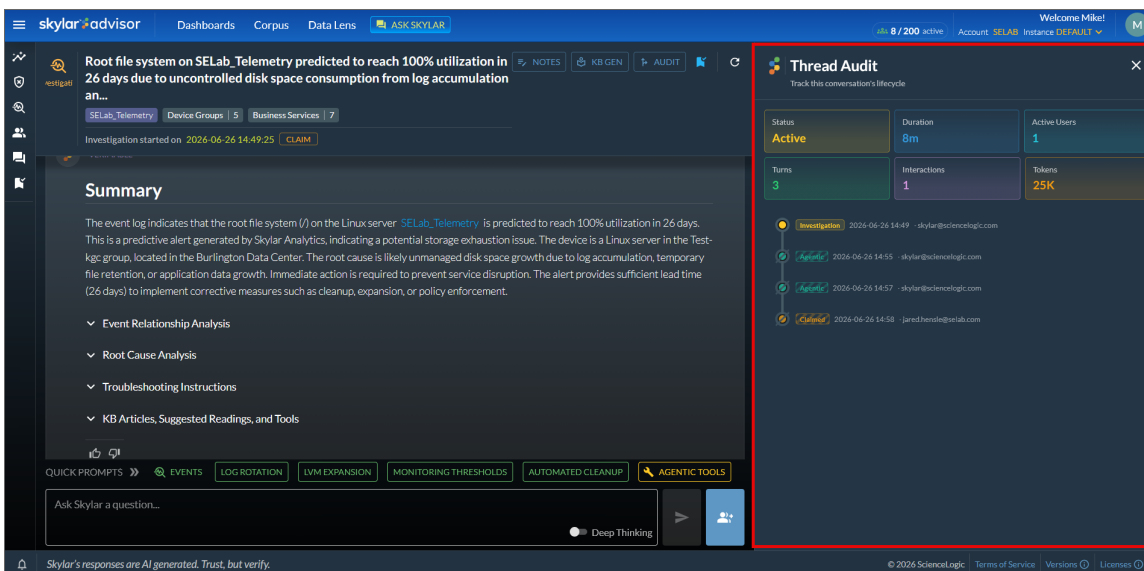
Adds a new panel to the **Dashboards** page that charts conversation volume, outcomes, and trends over time for a quick summary of your Skylar Advisor activities.

The panel contains a list of commonly used terms and most active users. It also charts conversation volume, outcomes, and trends over time, so you can see how Skylar Advisor is being used at a glance.



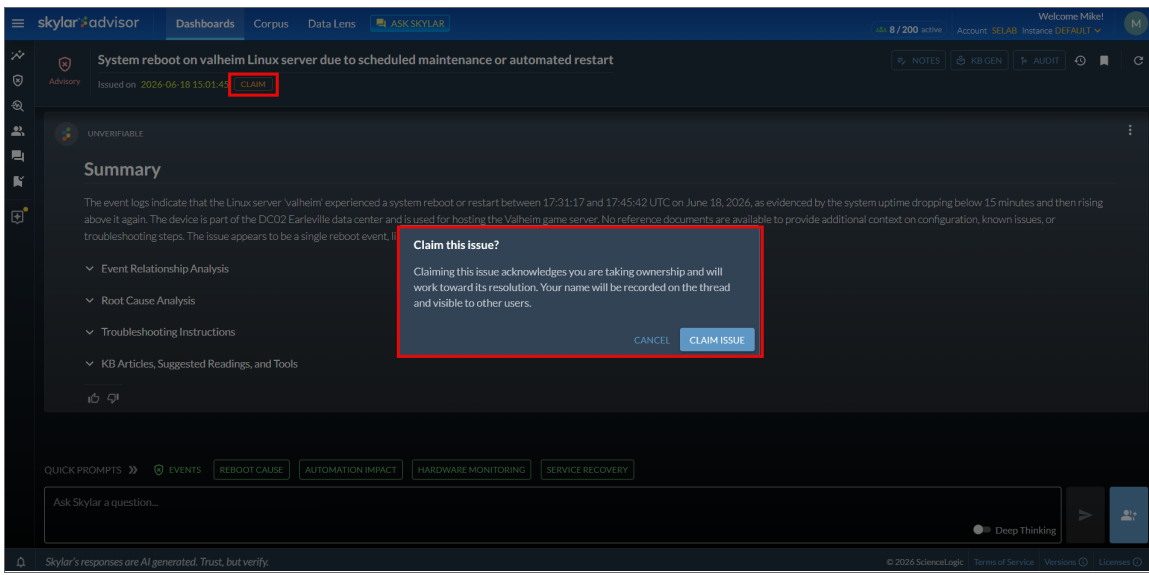
Conversation Audit

When enabled, this feature lets you click the **[Audit]** button for an activity to view the full token spend and timing of an entire conversation thread for cost and performance review. This information displays on the **Thread Audit** panel.

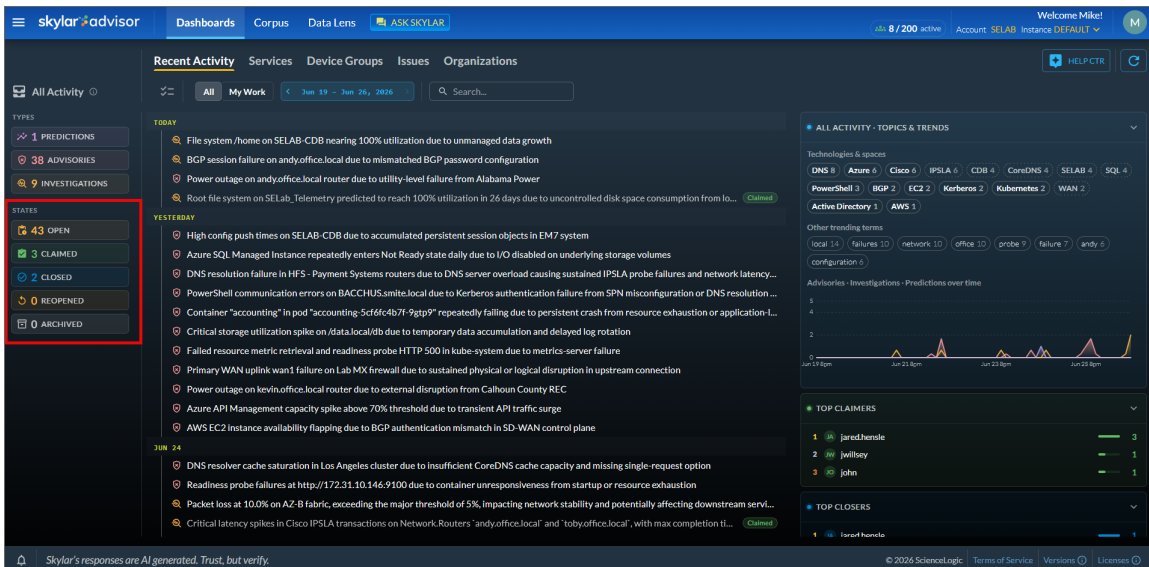


Claim and Close Options

In the **Work Items** section, you can enable the **Claim & Close** option to add the ability to **claim** an Advisory or an Investigation (assign it to yourself) and **close** an Advisory or an Investigation when you have addressed it.



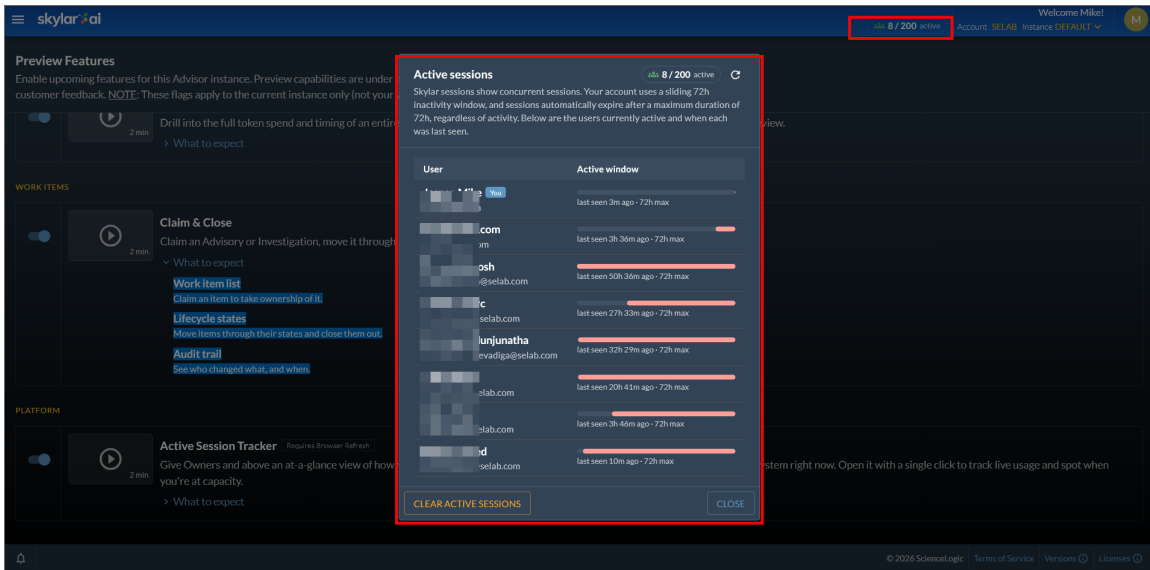
This option also adds additional filters to the **Dashboards** page: Open, Claimed, Closed, Reopened, and Archived. These filters create an audit trail for your activity, so you can see who changed what for that activity.



Active Session Tracker

In the **Platform** section, you can enable the **Active Session Tracker** option, which adds a new button in the top navigation bar of the user interface, for an Owner user or higher.

The label for this button lists the number of active user sessions along with the total number of allotted user sessions. Clicking the button displays a list of active sessions, active users, and a **[Clear Active Sessions]** button to clear all active sessions.



Chapter

9

Introduction to Skylar Analytics

Overview

Skylar Analytics includes Data Visualization, Data Exploration, Anomaly Detection, and Predictive Alerting. This manual will explain all of these components, and how to use them.

For an overview of Skylar AI, see [Introduction to Skylar AI](#).

To view the latest release notes, see the [Skylar AI Release Notes](#).

This chapter covers the following topics:

What is Skylar Analytics?	65
Mapping Skylar One Dynamic Application Object Names to Skylar Analytics Columns	65

What is Skylar Analytics?

The Skylar Analytics suite of services uses data gathered by Skylar One to explore data, generate visualizations, and monitor IT infrastructure metrics.

NOTE: Skylar One uses port 443 to communicate with your Skylar Analytics system.

Skylar Analytics includes the following components:

- **Data Visualization.** Enables SQL-based dashboards and charts based on data gathered by Skylar One. Data Visualization is achieved using a ScienceLogic-hosted instance of Apache Superset.
- **Data Exploration.** Enables third-party tools that use the Open Database Connectivity (ODBC) interface to access the metric data from Skylar Analytics. This component lets you use ODBC to connect Skylar Analytics data with applications like Tableau, Microsoft Power BI, or other business intelligence tools.
- **Anomaly Detection.** Uses always-on anomaly detection to find metric outliers in Dynamic Application time series data. It also computes an anomaly score that characterizes the significance of each anomaly. You can view anomalies for all Dynamic Application metrics for a device by visiting the **[Anomaly Detection]** tab on the **Device Investigator** page for that device.
- **Predictive Alerting.** Helps to predict and avoid problems such as file systems running out of space. The alerts appear as enriched events within Skylar One.

The other chapters in this manual cover each Skylar Analytics component in detail.

Mapping Skylar One Dynamic Application Object Names to Skylar Analytics Columns

When data from Skylar One Dynamic Applications is exported to Skylar Analytics, the names of collection and presentation objects are automatically converted into clean, standardized column names for the Skylar data lake. The following rules ensure that all Skylar Analytics column names are consistent, machine-friendly, and easy to work with. If you are not sure how a name will be converted, use these common word replacements and clean-up rules as a guide.

The conversion process follows several steps:

1. **Standardize Special Characters**

- If a letter is followed by a non-word character and an "a", replace it with the letter plus "A". This format ensures that column names are valid and avoid special symbols.
- Example: ba\$ → bA

2. Replace Common Words

Certain words are automatically shortened to standard abbreviations. The following table contains the most common abbreviations:

Original Word	Becomes
ScienceLogic	SL
Microsoft	MS
Server	Svr
Database	DB
FileSystem	FS
Interface	IF
Resource	Rsrc
Worker	Wrkr
Service	Svc
Relationship	Relnship
Total	Ttl
Interval	Ival
Baseboard	Basebrd
Num Of	Num
Distribution	Distro
Level	Lvl
Hardware	HW
Software	SW
Default	Dflt
Namespace	Nspc
Virtual Machine	VM
Kilobytes	KB
Megabytes	MB
Gigabytes	GB
Terabytes	TB
Backup	Bkup
Successful	Good
Expiration	Expiry
Manufacturer	Mfgr
Device	Dvc
Sockets	Socks
Command	Cmd
VMware Open	Open
Processor	Procscr
Processes	Procs

3. Shorten Common Technical Terms

Some longer technical words are shortened to their first few letters. Examples:

- Physical → P
- Utilization → U
- Capacity → C
- Configuration → C
- Discovery → D
- Storage → S
- Limit → L
- Network → N
- Address → Addr

Only the beginning of the word is kept for these cases.

4. Clean Up the Name

- Remove all non-alphanumeric characters, such as spaces, slashes, parentheses.
- Replace common terms:
 - Average → Avg
 - QueueLength → QLen
 - sISI → SL
 - SL1Skylar → SL1Sky
 - Exporter → Exptr
 - Receiver → Rcvr

5. Add Unit, if Applicable

- If the original name included a unit, like MB, GB, %, and so on, add it at the end after an underscore.
- Format: *columnname_unit*
- Example: MemoryUtilization (Gigabytes) → MemU_GB

Skylar Analytics: Data Visualization and Data Exploration

Overview

The **Data Visualization** component of Skylar Analytics contains dashboards and charts based on data gathered by Skylar Analytics and Skylar One. To display these dashboards and charts, Data Visualization uses a ScienceLogic-hosted instance of Apache Superset. The data for the dashboards and charts includes metrics for file systems, network interfaces, and all Dynamic Applications, with more metrics planned for future Skylar Analytics releases.

IMPORTANT: The dashboards and charts in the Data Visualization component of Skylar Analytics are *not* compatible with Skylar One dashboards, widgets, or reports.

The optional **Data Exploration** component of Skylar Analytics enables third-party tools that use the Open Database Connectivity (ODBC) interface to access the metric data from Skylar Analytics. This component lets you use ODBC to export **Skylar AI** data to Tableau, Microsoft BI, and other business intelligence tools.

This chapter provides a general overview of how to view the charts, graphs, and other reports in the Skylar Analytics user interface, along with tips and best practices for users of Skylar One and Skylar Analytics.

This chapter covers the following topics:

What is Data Visualization?	69
Working with Datasets in Data Visualization	70

Viewing Dashboards and Charts in Data Visualization	73
Creating and Customizing Dashboards and Charts	80
Adding and Upgrading Dashboards and Datasets	91
Data Exploration: Exporting Data to Skylar Analytics from Third-party Tools	92
Additional Resources for Skylar Analytics (Apache Superset Training)	95

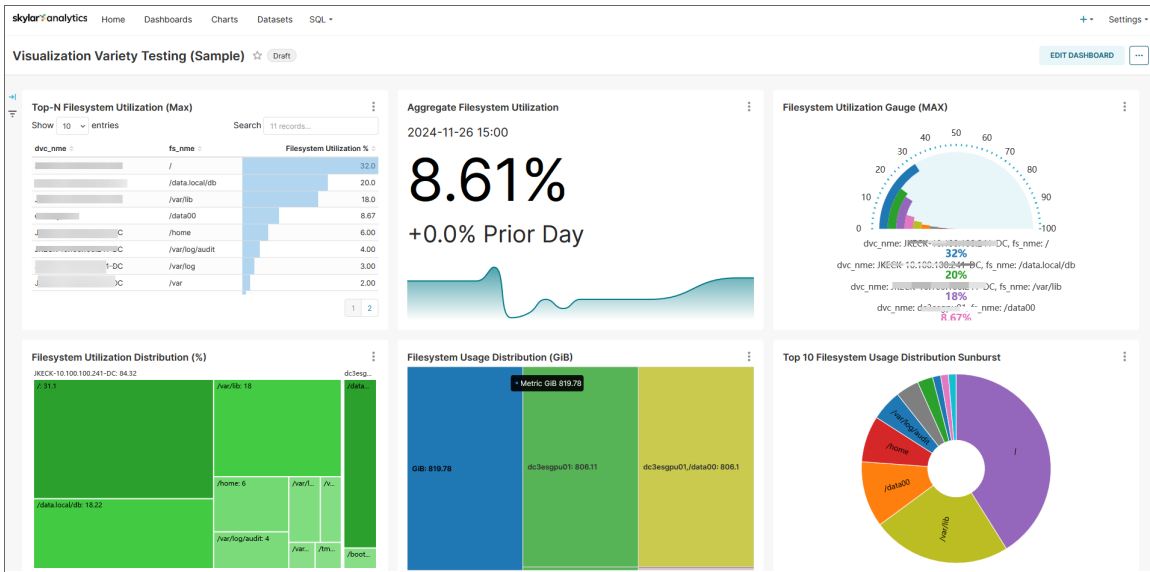
What is Data Visualization?

Before the initial release of Skylar Analytics, Skylar One stored data in a proprietary format that was not easily exported to other third-party applications for further research and insight. Skylar Analytics takes the data gathered by Skylar One, normalizes it, and makes it available in standard ODBC database format.

The data originates from Skylar One data collectors, undergoes processing, and is then simultaneously transmitted to Skylar Analytics using the API. This data is stored in Skylar Analytics as **datasets**, which are curated representations of the data from Skylar One. You can use the data in a dataset to populate dashboards and charts in Skylar Analytics. For more information, see [Working with Datasets in Data Visualization](#).

IMPORTANT: The dashboards and charts of the Data Visualization component use denormalized data, while Skylar One uses normalized data. **Denormalized** data is structured to make reading faster and easier, even if it introduces duplication. It tends to be less accurate, but easier for AI to ingest. **Normalized** data is structured to reduce duplication and improve consistency, and it tends to be more accurate. In general, denormalization optimizes for speed and usability, while normalization optimizes for correctness. As a result of the denormalized data in Data Visualization, the SQL queries on the **SQL Lab** page tend to be more complicated than queries you might have done in Skylar One.

ScienceLogic hosts an instance of Apache Superset as an option for **Data Visualization** that lets you explore and view your data using business intelligence (BI) dashboards. Below is an example of one of the default dashboards in Skylar Analytics:



For more information, see [Viewing Dashboards and Charts in Data Visualization](#).

You can also use the Data Visualization component with your existing BI tools for your company that support ODBC; this option is called **Data Exploration**. For more information, see [Data Exploration: Exporting Data from Skylar AI](#).

NOTE: Because ScienceLogic does not own the underlying framework for the Data Visualization and Data Exploration components, ScienceLogic is not responsible for maintaining or updating documentation for third-party open-source software, including Apache Superset. For a list of the most current and accurate information, see [Additional Resources for Skylar Analytics](#).

Working with Datasets in Data Visualization

The data imported from Skylar One is stored in Skylar Analytics as **datasets**, which are curated representations of the data from Skylar One. This data comes from Skylar One PowerPacks, asset data, event metadata, internal collections, device lists, and more. You can use the data in a dataset to populate dashboards and charts in Skylar Analytics.

IMPORTANT: To update all of your datasets based on Skylar One PowerPacks, go to Skylar Settings and click the **[Sync Skylar Datasets]** button on the **[Customizations]** tab on the

Dashboards page (Analytics Admin > Dashboards > Customizations) in Skylar Settings. If all datasets have been updated, the button does not appear, and the text "Datasets are current" appears instead. This button is only available to owner users in Skylar Analytics.

Components of a Dataset

In Skylar Analytics, each set of Dynamic Applications from a PowerPack is represented by the following datasets:

- **A performance dataset.** In Skylar Analytics, this dataset uses the naming convention of "Metric<PowerPackName>", such as "MetricMSWinSvr" for the "Microsoft: Windows Server" PowerPack.
- **Two configuration datasets:**
 - The "Current" dataset contains only the last recorded configuration change. You will typically use this dataset to quickly retrieve configuration details, unless you need to retrieve historical configuration changes. In Skylar Analytics, these datasets use the naming convention of "Conf<PowerPackName>Current", such as "ConfMSWinSvrCurrent" for the "Microsoft: Windows Server" PowerPack.
 - The other dataset contains configuration Dynamic Applications that have timestamps for each configuration snapshot taken by Skylar One. This dataset uses the naming convention of "Conf<PowerPackName>", such as "ConfMSWinSvr".

NOTE: You do not need to know the name of the Dynamic Application or the Dynamic Application structure to select data from one of these datasets. You just need to know the name of the PowerPack.

For database query purposes, tables in Skylar Analytics are abbreviated to be as short as possible. For example, "Microsoft" is shortened to "MS", "Windows" is "Win", and "Server" is "Svr". This results in the name "MSWinSvr". For more information about the abbreviations used for the metric names, see [Mapping Skylar One Dynamic Application Object Names to Skylar Columns](#).

Viewing the List of Datasets

To view a list of the datasets in Skylar Analytics:

1. From Skylar One, go to the **Skylar AI** page (🚀) and click the **[Visit]** button next to **Skylar Data Visualization**. If you are not currently logged in to Skylar Analytics, the login page appears. If not, log in and click **Analytics**.

TIP: If you know the URL of your Skylar Analytics system, you can go to that location instead of using Skylar One.

2. In the Skylar Analytics user interface, go to the **Datasets** page:


Name	Type	Database	Schema	Owners	Last modified	Actions
BusinessServiceCurrent	Physical	Skylar Reporting Clickhouse	crucible_crucible_mom36_reporting		3 months ago	
ConfEM7DflDynamicAppsCurrent	Physical	Skylar Reporting Clickhouse	crucible_crucible_mom36_reporting		3 months ago	
ConfHostRsrcCorePackCurrent	Physical	Skylar Reporting Clickhouse	crucible_crucible_mom36_reporting		3 months ago	
DeviceCurrent	Physical	Skylar Reporting Clickhouse	crucible_crucible_mom36_reporting		3 months ago	
DeviceGroupCurrent	Physical	Skylar Reporting Clickhouse	crucible_crucible_mom36_reporting		3 months ago	
FilesystemCurrent	Physical	Skylar Reporting Clickhouse	crucible_crucible_mom36_reporting		3 months ago	
InterfaceCurrent	Physical	Skylar Reporting Clickhouse	crucible_crucible_mom36_reporting		3 months ago	

TIP: You can filter the list of datasets by typing some or all of a dataset name in the **Name** field at top left.

3. Click the name of a dataset on the **Datasets** page to access the **Charts** page, where you can create a chart based on the columns (metrics) in that dataset. For more information, see [Creating and Customizing Dashboards and Charts](#).
4. In the list of datasets on the **Datasets** page, you can hover over an icon in the **Actions** column to delete, export, or edit (if you are an owner user) a specific dataset.

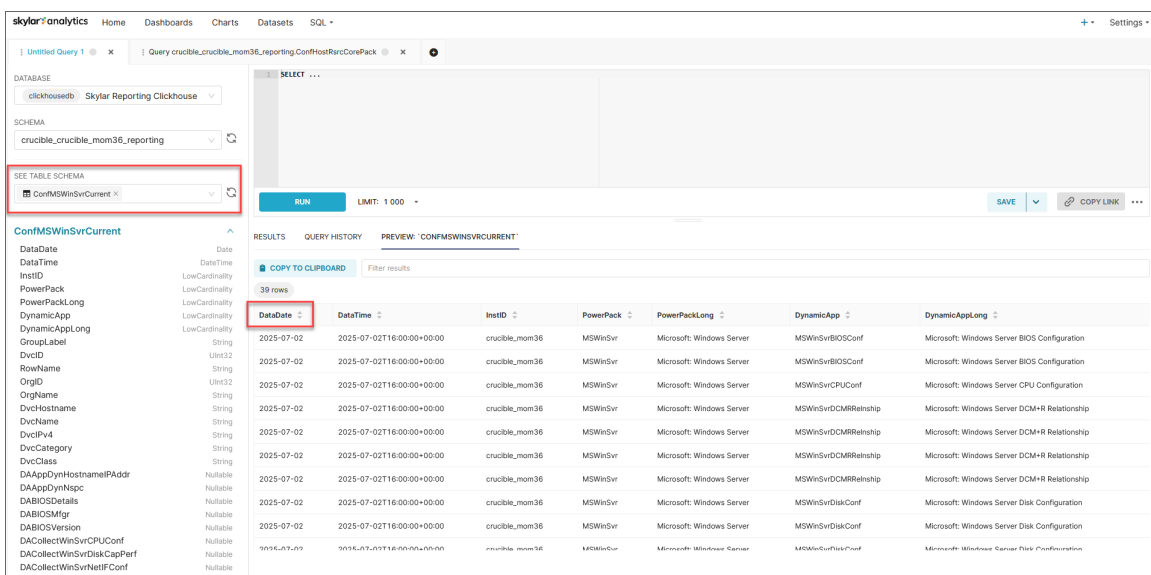
Viewing the Contents of a Dataset

To view the contents of a dataset:

1. From Skylar One, go to the **Skylar AI** page () and click the **[Visit]** button next to **Skylar Data Visualization**. If you are not currently logged into Skylar Analytics, the login page appears. If not, log in and click **Analytics**.

TIP: If you know the URL of your Skylar Analytics system, you can go to that location instead of using Skylar One.

2. In the Skylar Analytics user interface, go to the **SQL Lab** page (SQL > SQL Lab):



The screenshot shows the Skylar Analytics SQL Lab interface. The top navigation bar includes 'Home', 'Dashboards', 'Charts', 'Datasets', and 'SQL'. The main area is divided into a left sidebar, a central query editor, and a right preview pane. The sidebar shows a list of datasets, with 'ConfMSWinSvrCurrent' selected. The central query editor shows a 'SELECT ...' query. The right preview pane displays a table with 39 rows. The table has columns: DataDate, DateTime, InstID, PowerPack, PowerPackLong, DynamicApp, and DynamicAppLong. The first row of data is highlighted.

DataDate	DateTime	InstID	PowerPack	PowerPackLong	DynamicApp	DynamicAppLong
2025-07-02	2025-07-02T16:00:00+00:00	crucible_mon36	MSWinSvr	Microsoft: Windows Server	MSWinSvrBIOSConf	Microsoft: Windows Server BIOS Configuration
2025-07-02	2025-07-02T16:00:00+00:00	crucible_mon36	MSWinSvr	Microsoft: Windows Server	MSWinSvrCPUConf	Microsoft: Windows Server CPU Configuration
2025-07-02	2025-07-02T16:00:00+00:00	crucible_mon36	MSWinSvr	Microsoft: Windows Server	MSWinSvrDCMRRelshp	Microsoft: Windows Server DCM+R Relationship
2025-07-02	2025-07-02T16:00:00+00:00	crucible_mon36	MSWinSvr	Microsoft: Windows Server	MSWinSvrDCMRRelshp	Microsoft: Windows Server DCM+R Relationship
2025-07-02	2025-07-02T16:00:00+00:00	crucible_mon36	MSWinSvr	Microsoft: Windows Server	MSWinSvrDCMRRelshp	Microsoft: Windows Server DCM+R Relationship
2025-07-02	2025-07-02T16:00:00+00:00	crucible_mon36	MSWinSvr	Microsoft: Windows Server	MSWinSvrDCMRRelshp	Microsoft: Windows Server DCM+R Relationship
2025-07-02	2025-07-02T16:00:00+00:00	crucible_mon36	MSWinSvr	Microsoft: Windows Server	MSWinSvrDiskConf	Microsoft: Windows Server Disk Configuration
2025-07-02	2025-07-02T16:00:00+00:00	crucible_mon36	MSWinSvr	Microsoft: Windows Server	MSWinSvrDiskConf	Microsoft: Windows Server Disk Configuration

3. In the **See Table Schema** field, type the name of the dataset and press **[Enter]**. A list of metrics from that dataset are added below that field, and a preview of the table is displayed in a table to the right of that column. Each row in the preview table at the right reflects a set of data representing all of the presentation objects in the PowerPack, along with the device information.

In the preview table, you can check to make sure that this dataset contains the data you need. You can also see how current the data is by checking the timestamp in the **DataDate** column.

Viewing Dashboards and Charts in Data Visualization

The Data Visualization component of Skylar Analytics contains dashboards and charts based on data gathered by Skylar One.

A **dashboard** in Skylar Analytics is similar to a dashboard in Skylar One, in that they both contain a number of graphical "widgets" that display data in a variety of ways, such as pie charts, line graphs, maps, bar charts, and other visualizations. A **chart** in Skylar Analytics works much like a "widget" in Skylar One, in that a chart in Skylar Analytics is a building block that makes up a dashboard, and a dashboard can contain many charts.

IMPORTANT: The dashboards and charts in the Data Visualization component of Skylar Analytics are *not* compatible with Skylar One dashboards, widgets, or reports.

Unlike dashboards in Skylar One, a dashboard in Skylar Analytics is used only for laying out the various charts that make up that dashboard. You can use charts to customize the data. One significant difference is that a chart, when modified, impacts all dashboards using that chart definition.

TIP: As a best practice, you should make a *copy* of a chart if you want to modify that chart for different analyses on different dashboards.

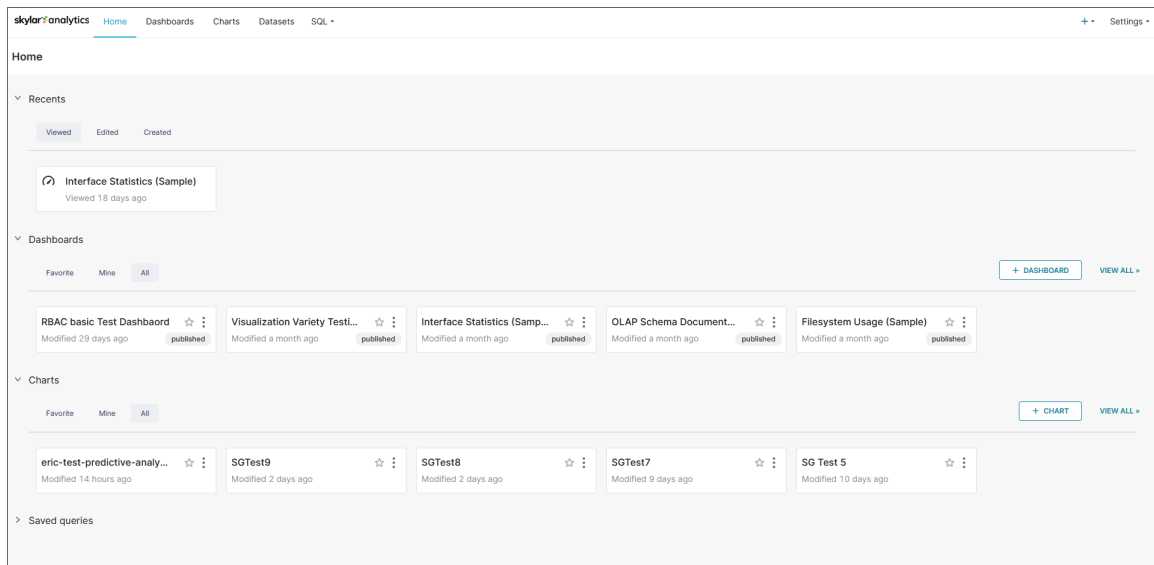
Logging In to the Data Visualization Component

To log in to the Data Visualization component of Skylar Analytics:

1. From Skylar One, go to the **Skylar AI** page (🚩) and click the **[Visit]** button next to **Skylar Data Visualization**. If you are not currently logged into Skylar Analytics, the login page appears. If not, log in and click the link for **Analytics**.

TIP: If you know the URL of your Skylar Analytics system, you can go to that location instead of using Skylar One.

2. Click the link for **Analytics** and, if needed, type in your user name and password. The **Home** page for the Data Visualization component of Skylar Analytics appears:



The **Home** page contains links to the dashboards and charts that you have used the most, including those that you have marked as favorites (★). You can create a dashboard or a chart from this page, and you can view all dashboards or charts by clicking the corresponding **View All** link.

3. Click a dashboard or chart from the **Home** page, or click the **Dashboards** page or the **Charts** page to view a list of all dashboards or charts.

TIP: In the list of dashboards on the **Dashboards** page, you can hover over an icon in the **Actions** column to delete, export, or edit (if you are an owner user) a specific dashboard. You can also perform the same actions with charts on the **Charts** page.

4. For more information about viewing existing dashboards, see [Viewing Skylar Analytics Dashboards](#).
5. For more information about creating or customizing dashboards, see [Creating and Customizing Dashboards and Charts](#).

Default Skylar Analytics Dashboards

Skylar Analytics includes a set of default dashboards created by ScienceLogic that you can use to view data. You can also customize these dashboards as needed.

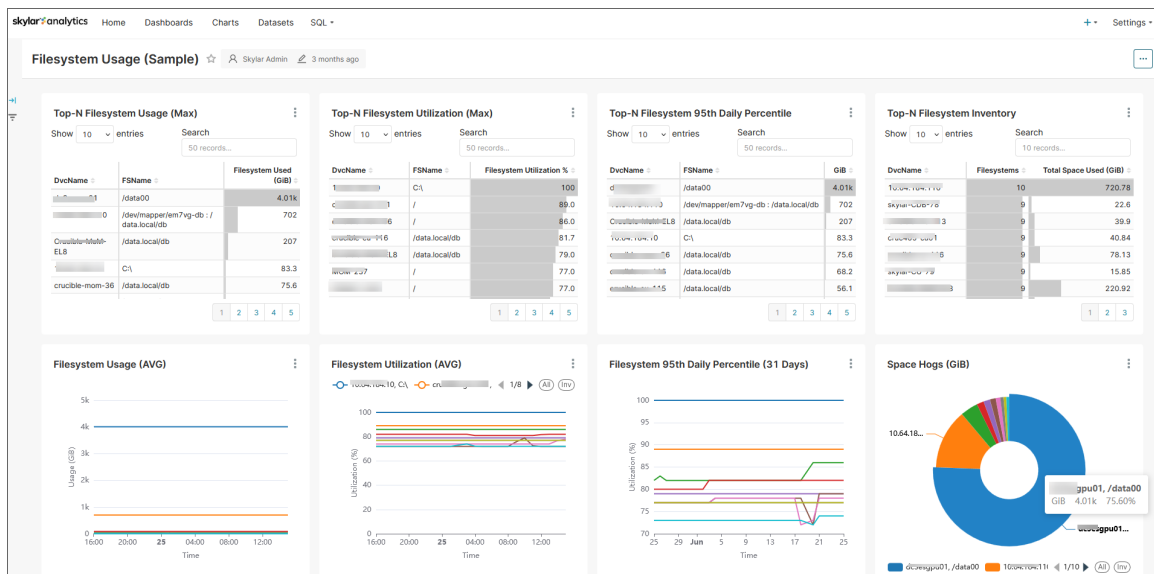
On the **Dashboards** page (☰ > Analytics > Settings > Dashboard Mgmt) in Skylar Settings, owner users can also install dashboards with **(Sample)** in their names by clicking the **[Add to Skylar]** button. These dashboards display a variety of visualization or chart configurations to show users different ways to display data, and users can reference these dashboards as examples. Many of the **(Sample)** dashboard

layouts display multiple visualizations of the same raw data that would not typically be used at the same time on a production dashboard. These charts can also be used as a template being copied, modified, and then saved as a new dashboard or chat, saving development time when building new dashboards.

ScienceLogic recommends that you keep the original versions of these **(Sample)** dashboard as unpublished draft dashboards and use them only for reference. For more information, see [Adding and Upgrading Dashboards](#).

The **Dashboards** page for Skylar Analytics contains the following default dashboards:


- **Filesystem Overview + Exploration (Sample).**
 - Displays 95th percentile data, file system utilization distribution (as a percentage and Gigibit or GiB), and "Space Hogs" (the devices using the most file system space).
 - You can click a device name on the "Space Hogs" pie chart to display chart details specifically for that device.
 - Also includes the **[Ad-Hoc Comparative Analysis]** tab, which displays additional file system charts for all devices or selected devices from the **[Overview]** tab.
- **Filesystem Statistics (Sample).** Displays a pie chart of "Space Hogs" (the devices using the most file system space), file system utilization as a percentage, file system inventory by host, and file system usage distribution.
- **Filesystem Usage (Sample).**
 - Displays a set of file system usage, utilization, 95th percentile and Top-N inventory charts for all devices, including a pie chart of "Space Hogs" (the devices using the most file system space).
 - You can click a device name on the "Space Hogs" pie chart to display chart details specifically for that device.



- **Most Significant Resource Changes (Sample).**
 - Displays devices with the highest delta of file system usage, along with average file system usage, Top-N interface usage delta, and interface traffic in the past seven days.
 - You can click a device name on the "Top-N Filesystem Usage" or the "Top-N Interface Usage" tables to display chart details specifically for that device.
- **OLAP Schema Documentation (Skylar).** Contains additional information about the structure of the charts in the Data Visualization component of Skylar Analytics. If you do not have this dashboard on the **Dashboards** page in Skylar Analytics, you can add it from the **Dashboards** page (Analytics Admin > Dashboards) in Skylar Settings.
- **Visualization Variety Testing (Sample).** Contains a variety of chart visualizations related to file system utilization, including a table, a "big number" with a line graph, a gauge, a set of tree maps, and a sunburst map. You can use this dashboard to see how these different types of charts might work for your data.

Additional dashboards will be added with new releases of Skylar Analytics. In Skylar Analytics version 2.0.0, the following dashboards were added:

- Linux Server Overview
- Windows Server Overview
- Interface Overview (Sample)

The "Interface Statistics (Sample)" dashboard was deprecated with version 2.0.0. Your administrator will need to manually remove this dashboard on the **[Manage Bundles]** tab of the **Dashboards** page ( > Analytics > Settings > Dashboard Mgmt). For more information, see [Adding and Upgrading Dashboards and Datasets](#).

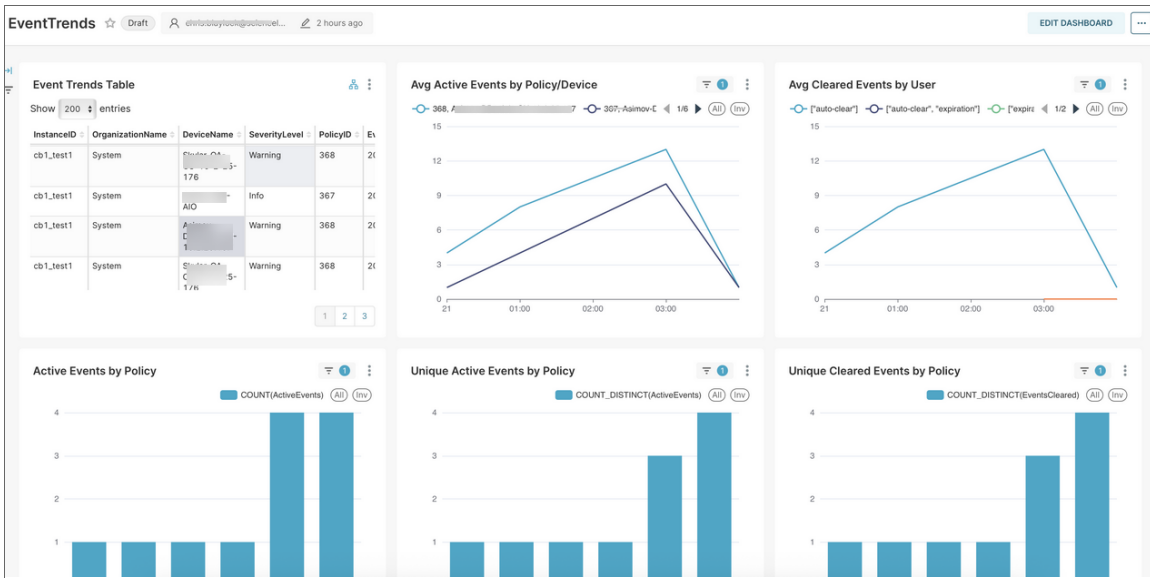
Recommended Datasets

If you want to view Skylar One event data in Skylar Analytics, ScienceLogic recommends the following datasets and their related dashboards and charts:

- **evtstat**
- **EventTrendsDevice**
- **EventTrendsDeviceGroup**

These datasets and their related dashboards and charts let you view Skylar One event data in the Data Visualization component of Skylar Analytics. The data is similar to the data on the **Events** page in Skylar One, but the data is focused more on historical trends as opposed to what is happening right now in your environment.

The following Data Visualization dashboard includes data from the **EventTrendsDevice** dataset:



NOTE: These datasets contain raw data and do not have user-friendly column names.

These datasets include the following columns:

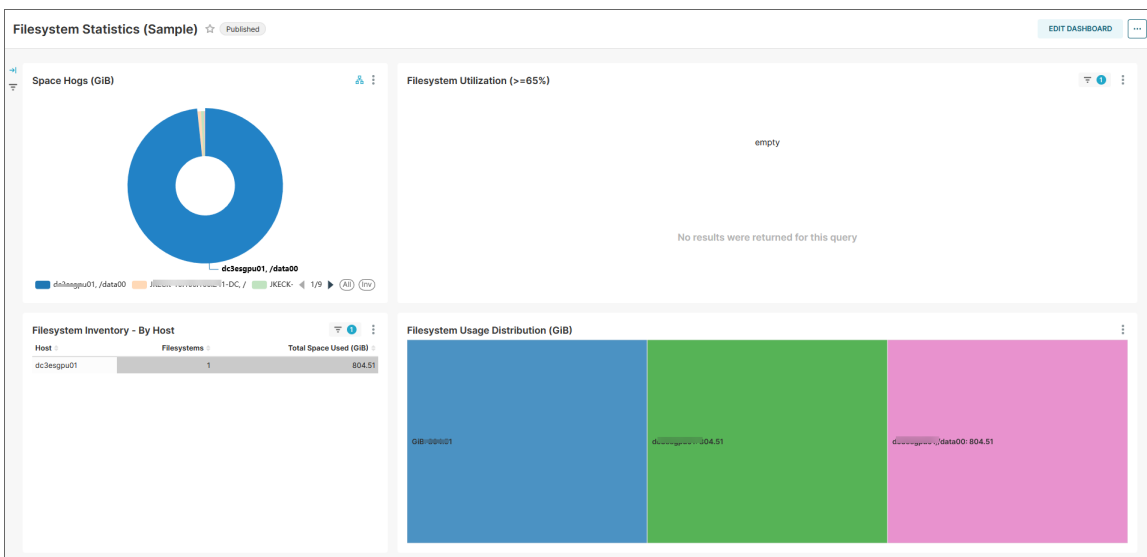
- **EventsCreated.** Events opened this hour.
- **LowLifeSpanEvents.** Events opened and then closed this hour, shows life span.
- **RunningTotalEventsResolved.** All events closed this hour, including events created before this hour.
- **EventsWithTickets.** Number of tickets for this grouping of events.
- **EventsWithDuplicates.** Number of events with duplicates in this grouping.
- **DuplicateNotificationCount.** Number of duplicates of events in this grouping.
- **PolicyName.** Name of the event policy.
- **ClearedBy.** User or action of clearing the event.
- **AutoClearedCount.** Number of events cleared by auto-clear.
- **ManualClearedCount.** Number of events cleared by users.
- **AvgResolutionHours.** Average length of time the events in this grouping stayed open before being closed this hour.
- **AvgActiveEventAgeHours.** Average time events in this grouping have stayed open and are still not closed.
- **MaxEventAgeHours.** Longest running event in this grouping.

Viewing Skylar Analytics Dashboards

You can use the following tips to get more data from your Skylar Analytics dashboards:

- You can hover over a graphical element in a chart, such as a piece of a pie chart or a colored metric in a tree map, to view a pop-up with more information about that element.
- If a dashboard is editable, you can click **[Edit Dashboard]** to make changes to the dashboard and the charts that make up the dashboard. For more information, see [Creating and Customizing Dashboards and Charts](#).
- For most dashboards, you can click a single device or item in the first chart at the top left of the **Dashboard** page (or any "Top-N" chart types) to view data specific to just that device. Click the device a second time to clear the filter. For more information, see [Adding Contextual Cross-filtering to a Dashboard](#).

The following image displays a dashboard with a device selected in the "Space Hogs" graph that forces the other graphs to only display data for that device:



When viewing a dashboard, you can click the ellipsis button (⋮) at the top right of the **Dashboard** page to open a menu with the following dashboard options:

- *Refresh dashboard*. Updates all of the charts in the dashboard to account for any changes you might have made.
- *Enter fullscreen*. Displays the browser window containing the dashboard display as full screen. Select *Exit fullscreen* from the menu to return to the previous setting.
- *Save as*. If a dashboard is editable, lets you save a copy of the dashboard, with the option of overwriting the existing dashboard or changing the name to make a new dashboard (if you have appropriate permissions). Only a copy of a dashboard can be modified, unless it is a dashboard that you have created or if you have uploaded it manually.
- *Download*. Lets you export the dashboard as a PDF or download the dashboard as an image.

- *Share*. Lets you copy a link to the chart to the clipboard of your computer, and also lets you share a link to a chart using email.
- *Set auto-refresh interval*. Lets you choose how often you want Skylar Analytics to update the data for the dashboard. The default is *Don't refresh*.

On a **Dashboard** page, you can also click the vertical ellipsis button (⋮) at the top right of a *chart* on the dashboard to open a menu with the following chart options:

- *Enter fullscreen*. Displays the browser window containing just this chart display as full screen. Click the exit fullscreen icon (⌵) or select *Exit fullscreen* from the menu to return to the previous setting.
- *Edit chart*. Opens the **Edit Chart** page so you can add metrics, edit queries, and make other updates to this chart. Click **[Save]** to keep your changes (if you have appropriate permissions).
- *Cross-filtering scoping*. Lets you add **cross-filtering**, where you apply a data element from a chart (like a table row or a slice from a pie chart) and then apply it as a filter across all eligible charts in the dashboard. For more information, see [Adding Contextual Cross-filtering to a Dashboard](#).
- *View query*. Displays the SQL query for that chart. You can use this option to determine which data from the dataset is being used in this chart, and how the data is being used.
- *View as table*. Displays the chart in table format.
- *Drill to detail*. Displays all the data that makes up a chart.
- *Share*. Lets you copy a shareable chart link to your system's clipboard, or launches your system's default email client and composes a new message featuring the chart URL.
- *Download*. Lets you export the chart to .CSV or Excel, or you can download the chart as an image.

Creating and Customizing Dashboards and Charts

You can create a new dashboard in Skylar Analytics, or you can customize any of the default dashboards and save them with a new name. You can also create and customize the charts that make up the various dashboards.

TIP: To optimize dashboard speed, you should always try to use the smallest table needed for the dashboard.

Creating a Dashboard

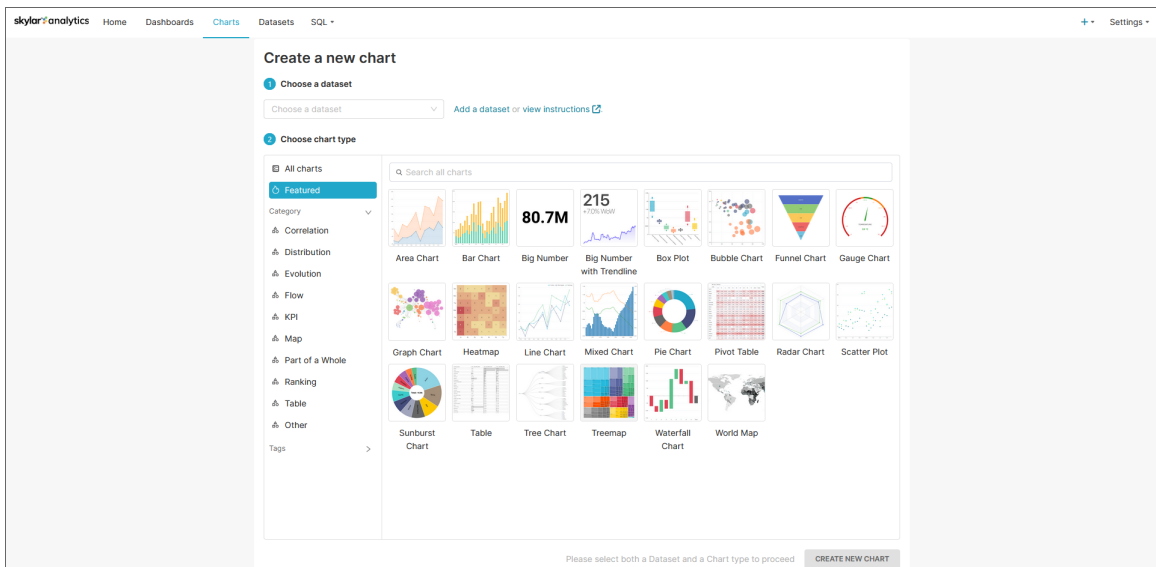
To create a dashboard:

1. Log in to the Skylar Analytics user interface and click the link for **Analytics**. The **Home** page for Data Visualization appears.
2. In the **Dashboards** section of the **Home** page, click the **[+Dashboard]** button. An **Untitled Dashboard** page appears.
3. Triple-click in the **[untitled dashboard]** field at the top right and type a name for the new dashboard. If you are using a shared system, you might want to add your initials to the end of the name.

4. Click **[Save]** in the upper right corner of the page.
5. Click **[Edit the Dashboard]**.
6. If there are existing charts that you want to add to this dashboard, click and drag each chart from the **[Charts]** tab on the right and drag the chart onto the dashboard. Click **[Save]** when you are done, and click **[Edit Dashboard]** again to keep editing.

TIP: If you want to see only the charts that you have created, check **Show only my charts**. If you want to see charts by all users, clear this option.

7. If you have not yet created any charts, or no charts exist on your system from other users, click **[Create New Chart]**. The **Create a new chart** window appears:

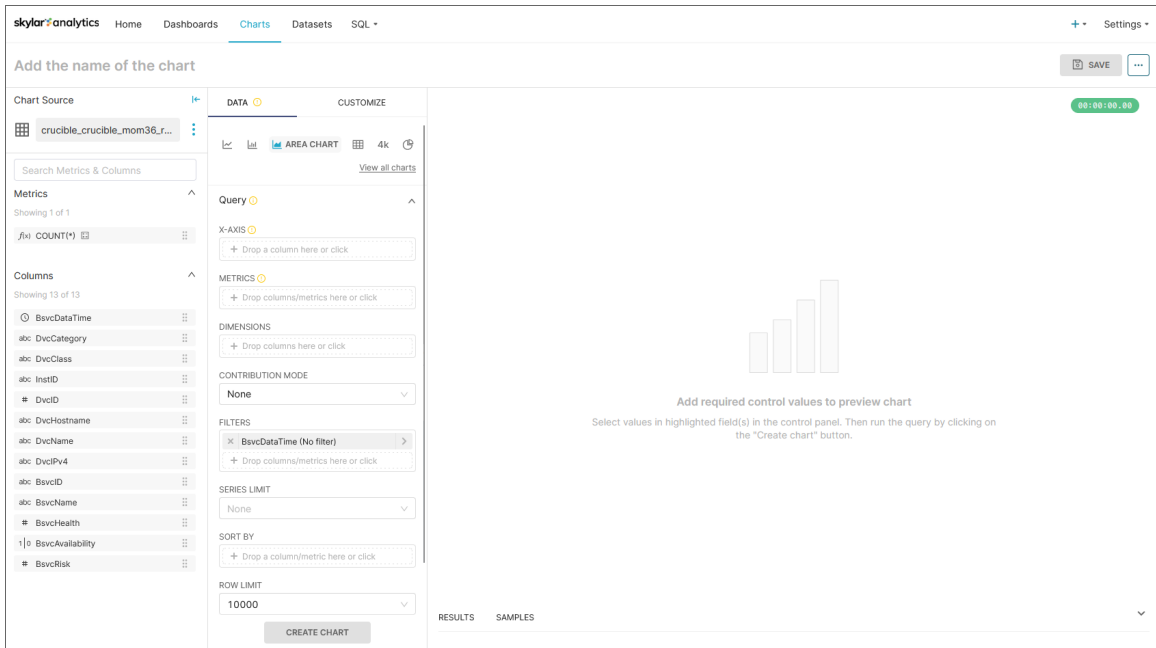


8. In the **Choose a Dataset** field, click to choose a dataset with the data you want to view in your new dashboard. In Skylar Analytics, a **dataset** contains a set of related metrics pulled from Dynamic Applications in Skylar One, such as server reports or Skylar One business service statistics.

A dataset that has "Current" at the end of its name contains the latest updated configuration data collected for that dataset. A dataset that has "Statistics" at the end of its name includes the time series metric data.

For this overview, we will select the *BusinessServiceStatistics* dataset, which contains data about Skylar One business services.

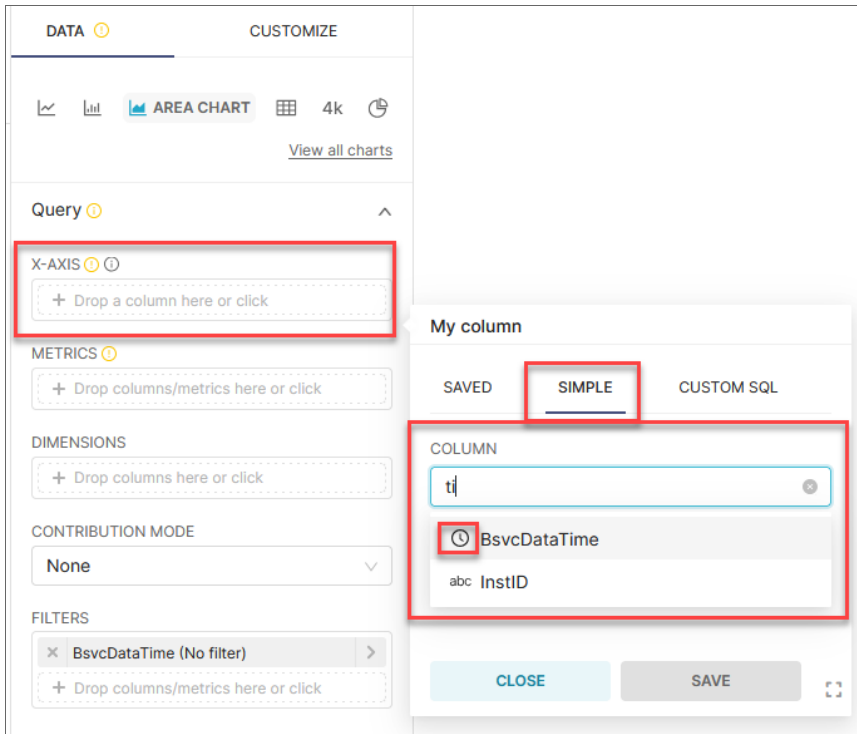
9. Select a chart type from the **Choose chart type** section and click **[Create New Chart]**. For this overview, we will select *Area Chart*. A new chart window appears:



In the first column, the **Chart Source** field displays the dataset you selected (for this overview, it is the *BusinessServiceStatistics* chart source). Below that field, you can access the metrics and columns that you can add to the chart. You can drag a metric or column from the first column into the second column to add it to the chart.

In the second column, you can select which data will appear in the chart, and how the data will be displayed in the chart. The large section to the right displays a preview of the chart as you build it after you click the **[Create Chart]** button to run the query.

- For example, with an Area Chart type, you could define the X-axis of the chart to display a time range by clicking in the **X-axis** field in the **Query** section. A modal appears:



- On the **[Simple]** tab of the modal, click the **Column** field to get a list of data. You can pre-filter the data by typing a column name or label, such as "time".
- Select a column with a calendar icon (📅) next to it to display a time range on the X-axis, such as *BsvcDateTime* from the *BusinessServiceStatistic* chart source, and click **[Save]**.

TIP: For more information about the abbreviations used for the metric names, see [Mapping Skylar One Dynamic Application Object Names to Skylar Columns](#).

- To set the granularity of the time frame to a shorter time frame, click in the **Time Grain** field and select *Hour* instead of the default of *Day*.

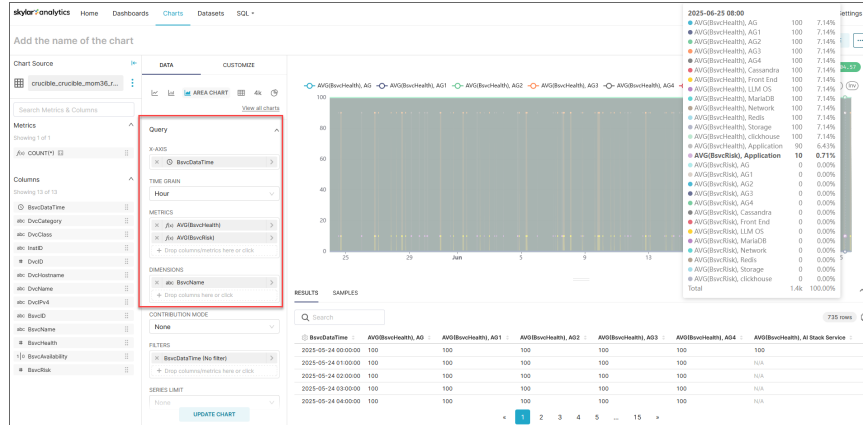
- Next, select the metrics you want to visualize in the chart by clicking in the **Metrics** field and clicking the **[Simple]** tab. You can also drag a metric from the first column and drop it on this field.

For this overview, we will select *BsvcHealth* (business service health) in the **Column** field and *AVG* in the **Aggregate** field. We will also select *BsvcRisk* (business service risk) in the **Column** field and *AVG* in the **Aggregate** field. These settings will show the average values for business service health and risk over time.

TIP: In the **Column** field on the **[Simple]** tab, type % to filter the list down to Utilization or Percentages.

- Click **[Save]** to save the metrics.
- To see a preview of the chart so far, click the **[Update Chart]** button or the **click here** link in the large section to the right. You will need to do this every time you make a change if you want to see the latest preview.
- You can use the **Dimensions** field to add descriptive elements to the chart that help users understand the data being visualized. For example, for line charts and area charts, the dimensions will appear in the legends and mouseover text. For tables, dimensions represent the columns to display.

For this overview, we will add *BsvcName* (business service name) to the **Dimensions** field. Click the **[Update Chart]** button to see an updated preview:



The chart legend displays the average health and average risk in the legend at the top, and also in the columns at the bottom of the section. If you mouse over a line in the chart, you can see the specific data for those values.

- In the **Filters** field, you can edit the existing filter by clicking on it and specifying what data to display on the new chart. The filter currently has no specific filter set right now.

For this overview, click on *BsvcDataTime* in the **Filters** field and then click in the **Time Range** field. An **Edit time range** modal appears.

- In the **Range Type** field, select a range, such as *Last*, as in *Last day*, *Last week*, and so on.

20. Select the *Last week* option and click **[Apply]**.
21. Click the **[Update Chart]** button to review your updates.
22. To finish the chart, be sure to give it a name in the top right of the window, and then click the **[Save]** button.
23. In the **Save chart** modal, click **[Save & Go to Dashboard]**. The new chart is added to your dashboard.
24. Continue adding charts to the dashboard as needed.
25. When your dashboard is complete, click the **[Draft]** button at top left to publish it. The button changes from **[Draft]** to **[Published]**.

TIP: For more information, see [Creating Your First Dashboard and registering a new table](#) in the Superset documentation.

Adding Contextual Cross-filtering to a Dashboard

You can add contextual cross-filtering (also called "context") to the widgets to create an interactive dashboard in Skylar Analytics. When you do, you can click on a device in one widget to make another widget in the dashboard display data specific to that device.

For this process, we will use the chart and the dashboard that we created in the previous procedure and add a new chart to that dashboard as an example.

Adding context to a dashboard:

1. Select the dashboard from the **Dashboards** page. You can also hover over the dashboard and click the edit icon (✎) in the **Actions** column.
2. Click **[Edit Dashboard]**. The **[Charts]** and **[Layout Elements]** tabs appear on the right.
3. On the **[Charts]** tab, click **[Create New Chart]**. The **Create a new chart** window appears.
4. In the **Choose a Dataset** field, click to choose a dataset with the data you want to view in your new dashboard.

A dataset that has "Current" at the end of its name contains the latest updated configuration data collected for that dataset. A dataset that has "Statistics" at the end of its name includes the time series metric data.

Because the other chart we just created used the *BusinessServiceStatistics* dataset, select the *BusinessServiceCurrent* dataset as a complement to the first chart.

5. Select a chart type of *Table*, which will make it easy for users of the dashboard to select a business service to view more information.
6. Click **[Create New Chart]**. A new chart window appears.

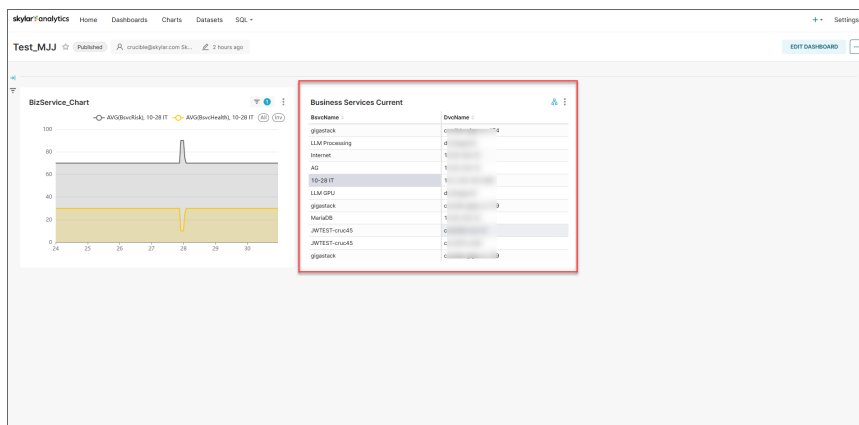
- Click and drag the *BsvcName* column onto the **Dimensions** field on the **[Data]** tab. This will add a list of business services as the first column in the new table.

TIP: You can also click in the **Dimensions** field on the **[Data]** tab, go to the **Column** field on the **[Simple]** tab, and then select *BsvcName*.

- Click and drag the *DvcName* column onto the **Dimensions** field, under *BsvcName*. This will add device names as the second column in the new table.

NOTE: Because you are not using this chart to display metrics, you do not need to add any values to the Metrics field.

- Click **[Create Chart]**. The chart displays in the preview area.
- Click **[Save]** to save the metrics. The **Save chart** modal appears.
- As needed, add a name and select a dashboard for the chart, and then click **[Save & Go to Dashboard]**. The new chart is added to your dashboard, to the right of the first dashboard:

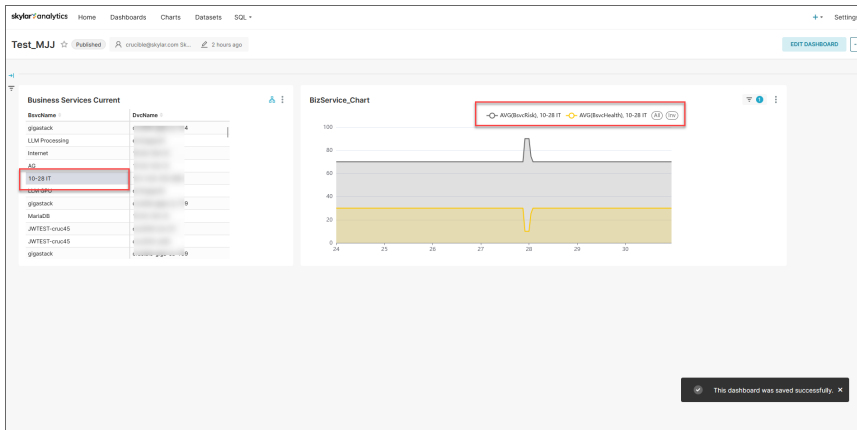


- Typically, you would want to place the chart that drives the "context" (or the contextual cross-filtering) first, so click **[Edit Dashboard]** to enter Edit mode again.
- Click and drag the next chart to the left of the first chart until a vertical rectangle appears. Drop the new chart onto that rectangle.

TIP: While the dashboard is in Edit mode, you can also resize a chart by hovering over a corner and then dragging the arrows to change the size.

- Click **[Save]**.

15. When you select a business service or a device in the first chart, the second chart updates with only the data for the selected item:



NOTE: If the second chart displays "No results were returned for this query", you might need to click the vertical ellipsis icon (\vdots) for the second chart and select *Edit chart* to address the issue.

Customizing a Dashboard

To customize a dashboard:

1. Select the dashboard from the **Dashboards** page. You can also hover over the dashboard and click the edit icon (\pencil) in the **Actions** column.
2. On the **Dashboard** page, click **Edit Dashboard**. The **Charts** and **Layout Elements** tabs appear.
3. If there are existing charts that you want to add to this dashboard, click and drag each chart from the **Charts** tab on the right and drag the chart onto the dashboard. Click **Save** when you are done, and click **Edit Dashboard** again to keep editing.

TIP: If you want to see only the charts that you have created, check **Show only my charts**. If you want to see charts by all users, clear this option.

4. If you want to add extra elements to your dashboard, like a header, additional text, a divider, or other items, drag and drop the items onto the dashboard from the **Layout Elements** tab. Click **Save** when you are done, and click **Edit Dashboard** again to keep editing.
5. To edit a chart in the dashboard, click the vertical ellipsis icon (\vdots) at the top right of the chart on the dashboard and click the **Edit chart** link. For more information, see [steps 8-21](#) in the "To create a dashboard" procedure.

6. When you are done updating the dashboard, you might need to click **[Edit Dashboard]** and rename the dashboard if the dashboard was created by ScienceLogic, with the word "(Sample)" or "(Skylar)" at the end of the name.

TIP: On the **Dashboards** tab in Skylar Analytics, the "Visualization Variety Testing (Sample)" dashboard contains a variety of chart visualizations related to file system utilization, including a table, a "big number" with a line graph, a gauge, a set of tree maps, and a sunburst map. You can use this dashboard to see how these different types of charts might work for your data.

Icons for Chart Metrics

Each data type includes a small icon that conveys its type:

- **abc**: Text data
- **#**: Numeric value data
- **🕒**: The time column for the data source
- **f(x)**: Function used for metrics

Customizing the Default Column Names for Charts

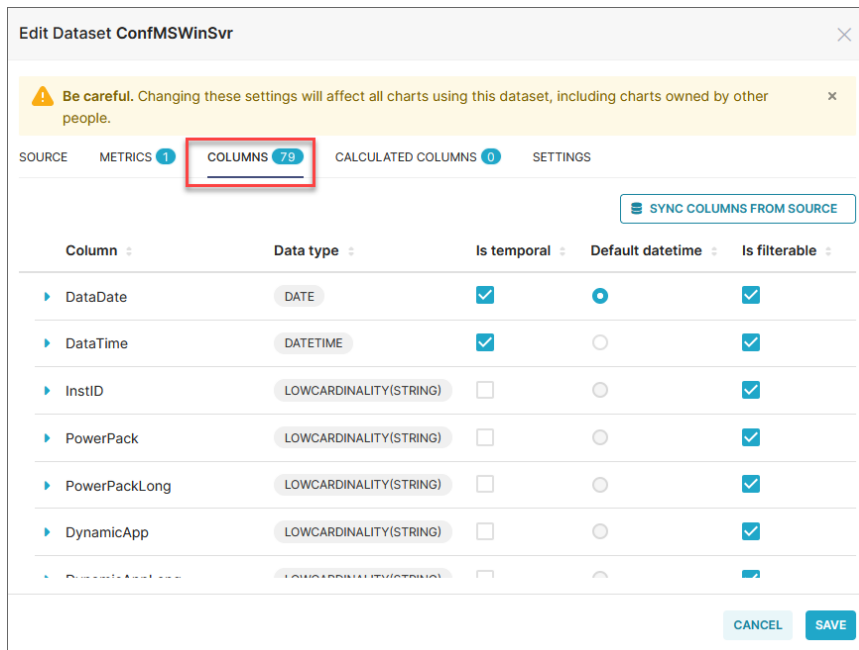
You can customize the default column names that Skylar Analytics created for the charts in your dashboards to make the names more useful for your users. You can rename columns by using the Label and Description parameters in a dataset.

IMPORTANT: Do not edit the columns at the **chart** or **dashboard** level in Skylar Analytics, as doing so will break the contextual cross-filtering. Instead, edit the columns at the **dataset** level, as discussed in the following procedure. Also, make sure that the icon to the left of the renamed column is **abc** and not **f(x)**, because string values can drive context, but functions cannot drive context.

To customize default column names:

1. In Skylar Analytics, open to the chart in *Edit mode* and make a note of the dataset name in the Chart Source field. The dataset name is at the very end of the chart source name, such as "BusinessServiceCurrent".
2. Go to the **Datasets** page and locate that dataset.

3. Hover over the dataset and click the edit icon (✎) in the **Actions** column. The **Edit Dataset** dialog appears:



NOTE: You must be the dataset owner to edit a dataset.

4. Click the **[Columns]** tab to view all of the columns in that dataset.

5. Locate the column you want to rename and click the expand icon (▸) next to the current column name:

Be careful. Changing these settings will affect all charts using this dataset, including charts owned by other people.

SOURCE METRICS 1 COLUMNS 79 CALCULATED COLUMNS 0 SETTINGS

SYNC COLUMNS FROM SOURCE

Column	Data type	Is temporal	Default datetime	Is filterable
▸ DvcHostname	STRING	<input type="checkbox"/>	<input type="radio"/>	<input checked="" type="checkbox"/>
▾ DvcName	STRING	<input type="checkbox"/>	<input type="radio"/>	<input checked="" type="checkbox"/>

LABEL

Label

DESCRIPTION

Description


DATETIME FORMAT ⓘ

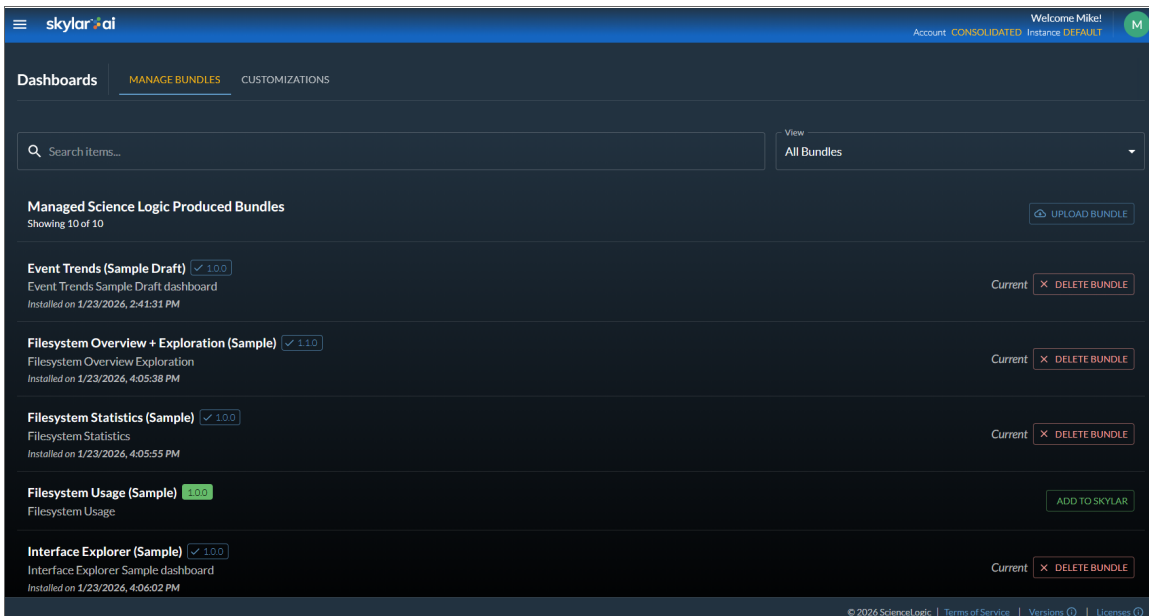
%Y-%m-%d

CANCEL SAVE

6. In the **Label** field, type the new column name you want to display in all charts that use this dataset.
7. In the **Description** field, type a short description of the column. This text, along with the **Label** text, appears when you hover over that column in the **Columns** section when you are editing the chart.
8. Click **[Save]**. A confirmation message appears to remind you that these edits will affect all charts that use this dataset.
9. Click **[OK]**. The column label and description are updated for all charts that use this dataset.
10. Repeat steps 5-9 for any other column names that you want to rename.

Adding and Upgrading Dashboards and Datasets

A user with an owner role can manage the Skylar Analytics dashboards on the **[Manage Bundles]** tab of the **Dashboards** page ( > Analytics > Settings > Dashboard Mgmt):



You can search for dashboard bundles and sort the list of bundles by *All Bundles*, *Installed*, *Not Installed*, and *Updates Available*.

Owner users can install dashboards with **(Sample)** in their names by clicking the **[Add to Skylar]** button. These dashboards display a variety of visualization or chart configurations to show users different ways to display data, and users can reference these dashboards as examples. Many of the **(Sample)** dashboard layouts display multiple visualizations of the same raw data that would not typically be used at the same time on a production dashboard. These charts can also be copied and modified as needed, saving development time when building new dashboards.

ScienceLogic recommends that you keep the original versions of these **(Sample)** dashboard as unpublished draft dashboards and use them only for reference. For more information, see [Adding and Upgrading Dashboards](#).

Other Dashboard Options

You have the following options on the **[Manage Bundles]** tab of the **Dashboards** page:

- **[Upload Bundle]**. Upload a .zip file containing a Skylar Analytics dashboard that has been exported from a Skylar Analytics system. This feature lets you share dashboards that were created and then exported by other users, for example.
- **[Add to Skylar]**. Click this button to install a new dashboard for Skylar Analytics

- **[Upgrade Now]**. Click this button to upgrade an existing dashboard. *Current* displays next to a dashboard to show that you are running the most recent version of that dashboard.
- **[Delete Bundle]**. Remove this bundle from the Skylar Analytics system.

Update All Datasets

In addition, you can use the **[Sync Skylar Datasets]** button on the **[Customizations]** tab on the **Dashboards** page to update all of your datasets based on Skylar One PowerPacks, including PowerPacks that have been updated in Skylar One.

If all datasets have been updated, the button does not appear, and the text "Datasets are current" appears instead. This button is only available to owner users in Skylar AI.

Data Exploration: Exporting Data to Skylar Analytics from Third-party Tools

You can use the optional Data Exploration component of Skylar Analytics to enable Open Database Connectivity (ODBC) to connect Skylar Analytics data with third-party tools like Grafana, Power BI, Tableau, Cognos, Crystal Reports, SAP, Excel, and other business intelligence applications. When the tool is connected using ODBC, you can export data from Skylar Analytics to that third-party tool.

You can also import data from third-party tools, such as billing data, environmental data, or service level objectives (SLOs), and then use that data in Skylar Analytics.

Data Exploration with ODBC lets you view Skylar Analytics data alongside other business sources, offering a holistic perspective on your operations.

Configuring Data Exploration with Power BI

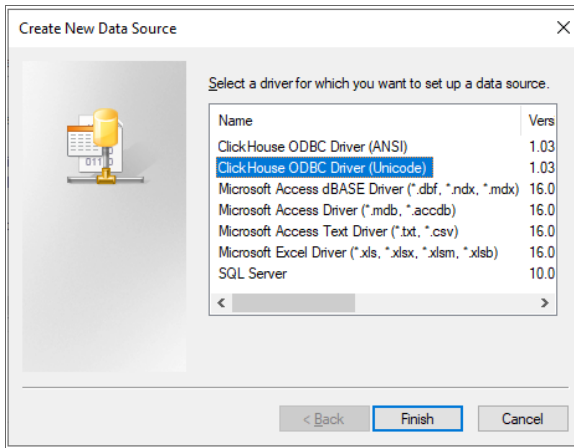
This section covers how to set up an ODBC connection for Skylar Analytics so you can use it with Power BI for data visualization. Other business intelligence applications will use a similar process to integrate with Skylar Analytics.

TIP: For an example of how you can connect DBeaver, another business intelligence tool, to Skylar Analytics, see the following video: [BYO Tool and Data: Connect via ODBC and Import Data](#).

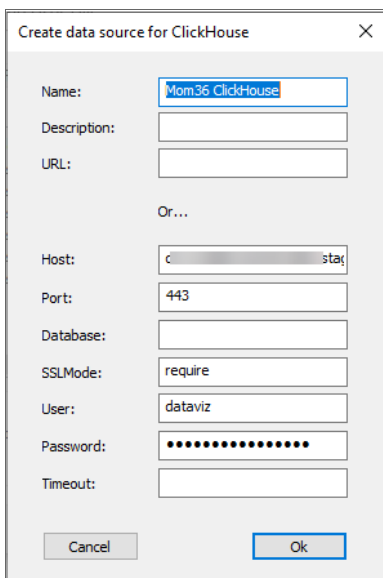
To install and configure the ODBC connection:

1. Go to the **ClickHouse ODBC driver releases** page at <https://github.com/ClickHouse/clickhouse-odbc/releases>.
2. Download the relevant version for your operating system.
3. Open the ODBC Data Source Administrator application.

4. On the [User DSN] tab, click [Add]. The **Create New Data Source** dialog appears:



5. Select **ClickHouse ODBC (Unicode)** and click [Finish]. The **Create data source for Clickhouse** dialog appears:



6. Complete the following fields with ODBC connection details from the ScienceLogic Site Reliability Engineering (SRE) team:

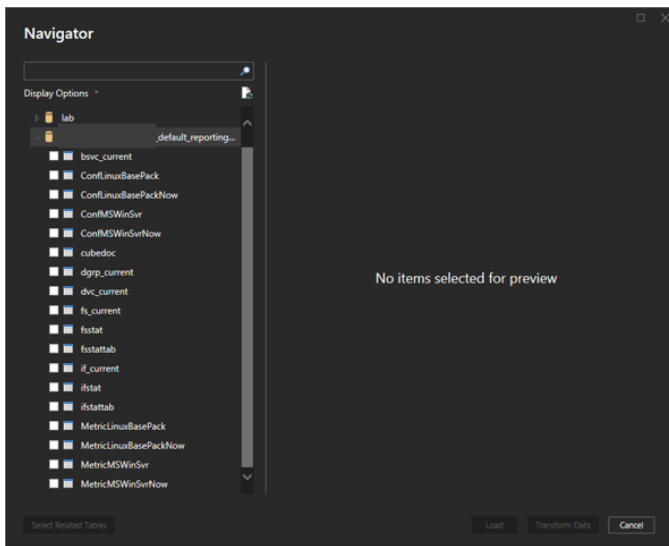
- **Name:** Add a name to identify this connection. This will be used later in the BI tools.
- **Host:** Specify the host URL, provided by SRE.
- **Port:** 443.
- **Database:** Leave blank.
- **SSLMode:** Type the word "require".

- **User:** dataviz
- **Password:** Specify the password, provided by SRE.

To connect your BI tool, such as the Power BI Desktop:

TIP: For an example of how to connect Power BI, see [How to connect Power BI to Skylar AI via ODBC](#).

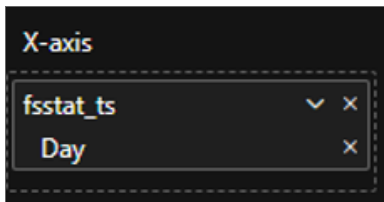
1. Launch the Power BI Desktop and click **[Blank Report]**.
2. Click **Get data from another source**, select **Other**, and then select **ODBC**.
3. Click **[Connect]**.
4. In the pop-up window, click the drop-down menu and select the ODBC connection you just created in the previous procedure.
5. Click **[OK]**.
6. If prompted, re-enter your username and password, and then click **[Connect]**.
7. After you are connected, a menu will appear displaying available datasets, which you can use to create dashboards in your BI tool:



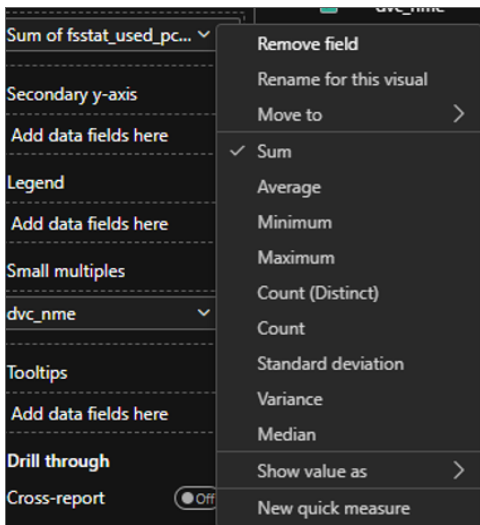
TIP: When selecting datasets to import, choose only the necessary tables to optimize performance. The following procedure creates a sample dashboard in Power BI.

To import data and create a dashboard with Skylar Analytics data in Power BI:

1. On the **Home** screen of the Power BI Desktop, click **[New Visual]**.
2. Select a Line Chart as an example.
3. To configure the X-Axis, expand the **fsstatab** dataset from the right-hand Data Column.
4. Drag **fsstat_ts** (Timestamp) to the X-Axis in the **Visualizations** panel.
5. Remove the options for *Year*, *Quarter*, and *Month*, keeping only *Day*.



6. To configure the Y-Axis, drag **fsstat_used_pct_psec** (Used Percentage Per Second) to the Y-Axis.
7. To customize the data fields, click the drop-down arrow next to the selected data field. You can rename the field or modify how the value is calculated:



8. Continue adding additional charts and visuals as needed to finish up your dashboard.

Additional Resources for Skylar Analytics (Apache Superset Training)

This section has been provided as an independent study guide to help you identify and develop basic knowledge and skills to build data visualizations within Skylar Analytics user interface.

The following videos from ScienceLogic cover some of the key features of Data Visualization and Exploration:

- [How to create your first Dashboard](#): How to create a dashboard and a chart, and how to configure the axis, time grain, dimensions, metrics, and filters.
- [How to add cross-filtering to a Dashboard](#): How to adding a second chart to a dashboard, how to correct a filtering issue, how to reconfigure a chart to another dataset, and how to update a dashboard with contextual cross filtering (context).
- [Datasets Overview](#): Definition of a dataset, dataset naming conventions, how Dynamic Applications and PowerPacks from Skylar One display their data in Skylar Analytics, how to verify if you have current data from Skylar One in Analytics, how to create a dataset (temporary), and a new workflow for creating charts from datasets.
- [Tips & Tricks: Friendly Column Names](#): An explanation of the right way and the wrong way to rename columns in Skylar Analytics.
- [BYO Tool and Data: Connect via ODBC and Import Data](#): How to connect with ODBC using an open-source database tool called DBeaver (for Mac or PC), and how to import data from an external source and store it in Skylar "local" database schema.
- [How to connect Power BI to Skylar AI via ODBC](#): How to connect Power BI to Skylar AI.
- [Writable Schema, Joins and Views](#): How to bring in external pricing data and use it in a Skylar Analytics chart, and how to create a database view by using a JOIN query.

ScienceLogic recommends the following resources for a deeper understanding of Apache Superset:

- Apache Superset-related documentation: <https://superset.apache.org/docs/intro>
- Apache Superset Community: <https://superset.apache.org/community>
- Udemy course for Apache Superset: <https://www.udemy.com/course/apache-superset-for-data-engineers-hands-on/>
- What is Apache Superset - Quick Overview: https://www.youtube.com/watch?v=znmco3eK-M&list=PLzRV_ObjEwmNhRjhMNcvcDP7ZDjOXtodd

NOTE: Because ScienceLogic does not own the underlying framework for the Data Visualization and Data Exploration components, ScienceLogic is not responsible for maintaining or updating documentation for third-party open-source software, including Apache Superset.

Skylar Analytics: Anomaly Detection

Overview

The Anomaly Detection component of *Skylar Analytics* identifies unusual patterns that do not conform to expected behavior. Anomaly Detection provides always-on, unsupervised, machine-learning-based monitoring that automatically identifies unusual patterns in the real-time performance metrics and resource data that it observes.

Anomalies do not necessarily represent problems or events to be concerned about, but they do represent anomalous behavior that might require further investigation.

You can view device anomalies for each Dynamic Application metric on the **[Anomaly Detection]** tab on the **Device Investigator** page for each device. Anomaly Detection also computes an Anomaly Score that characterizes the significance of each anomaly.

NOTE: Anomaly Detection with Skylar Analytics works with all of the Performance Dynamic Applications in all Skylar OnePowerPacks.

This chapter covers the following topics:

<i>What is Anomaly Detection?</i>	98
<i>Viewing Graphs and Data for Anomaly Detection</i>	99
<i>Enabling Anomaly Detection Events for Specific Metrics</i>	103
<i>Creating an Event Policy for Anomalies</i>	106
<i>Using Anomaly-related Events to Trigger Automated Run Book Actions</i>	107

What is Anomaly Detection?

Anomaly detection is a technique that uses machine learning to identify unusual patterns that do not conform to expected behavior. Anomaly detection provides always-on, unsupervised machine learning-based monitoring that automatically identifies unusual patterns in the real-time performance metrics and resource data that it observes.

Anomalies do not necessarily represent problems or events to be concerned about; rather, they represent unexpected behavior that might require further investigation.

Anomaly detection is calculated and displayed in the Skylar One user interface for all Dynamic Application metrics. This detection is enabled by default and cannot be disabled.

You can control which device data gets sent to Skylar AI for analysis based on the organization aligned with the device or devices. All devices in the selected organization will get anomaly detection analysis.

Skylar AI starts generating anomaly detection charts and alerts about six to eight hours after data starts getting exported from Skylar One to Skylar AI.

How Anomaly Detection Works

Skylar AI uses a 24-hour window to establish the initial historic profile for anomaly detection. The model is continuously updated with new data, blending recent behavior with historical statistics.

The expected range (normal behavior) is derived from the recent 24 hours of data, including:

- Minimum and maximum values
- Median lag differences
- Median absolute deviation (MAD) of those lag values (capturing the variance of lag values from the median lag value)
- Blending behavior from prior 24 hours

These statistics define the dynamic bands used to identify anomalies.

In summary, Anomaly Detection starts with 24 hours of data and evolves over time. The expected range is recalculated continuously using recent data, ensuring it reflects current behavior.

Viewing Graphs and Data for Anomaly Detection

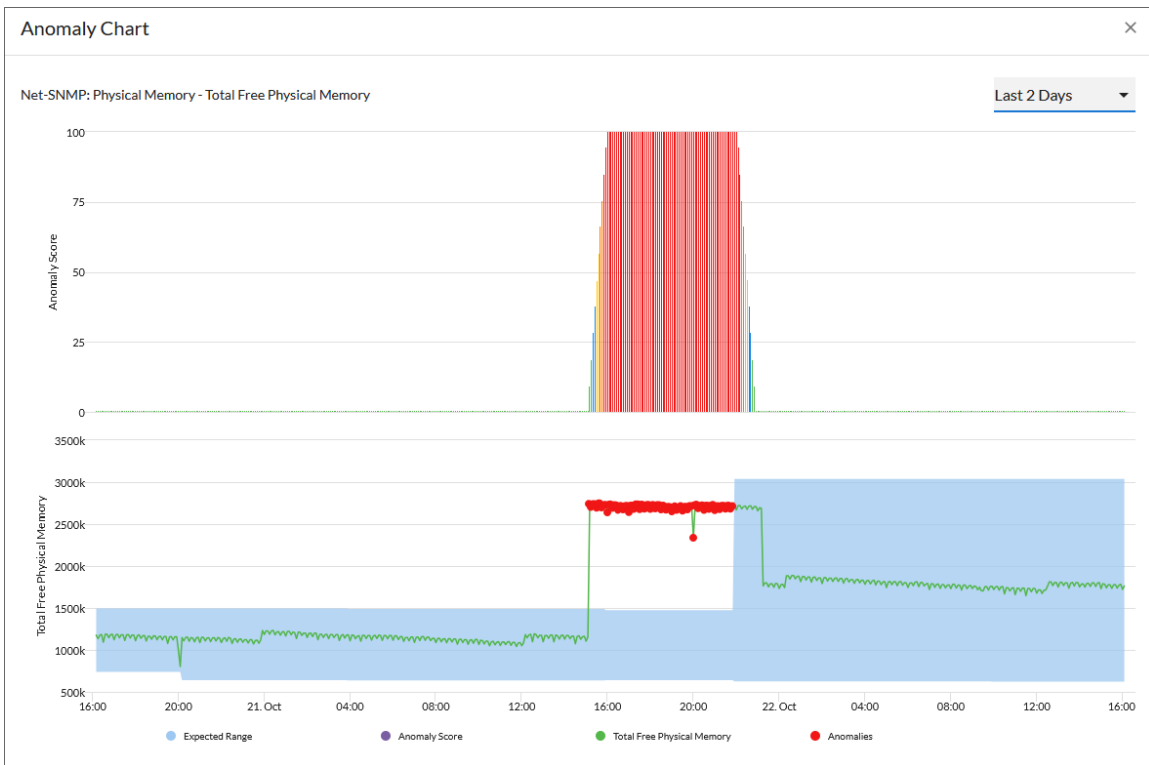
After Skylar One begins performing anomaly detection for a device, you can view graphs and data about each anomaly. Graphs for anomalies appear on the following pages in Skylar One:


- The Skylar One **Events** page, filtered by "Anomaly messages" (Skylar AI (🚩) > **[Visit]** button for Skylar Anomaly Detection).
- The **Anomaly Detection** page (Skylar AI (🚩) > **[Advanced: Anomaly Alerting]** button).
- The **[Anomaly Detection]** tab in the **Device Investigator**.
- The **[Anomaly Detection]** tab in the **Service Investigator** for a business, IT, or device service.

TIP: You can also click **[View Anomaly Events]** on the **Skylar AI** page (🚩) to view a filtered version of the **Events** page showing a list of active anomaly events.

You can view the anomaly detection graphs for devices by clicking the open icon (🔗) in the first column of the table on the inventory page. The **Anomaly Chart** modal appears, displaying the "Anomaly Score" chart above the chart for the specified metric you are monitoring.

The "Anomaly Score" chart displays a graph of values from 0 to 100 that represent how far the real data for a metric diverges from its expected values. The anomaly score indicates the significance of an anomaly, with a greater severity as the number gets bigger. The lines in the chart are color-coded by the severity level of the event that gets triggered as the data diverges further. The score is basically a running sum over a small window of time, so after the anomalies stop, the score will drop to zero over that time.



You can define the thresholds for the "Anomaly Score" chart on the **Anomaly Detection Thresholds** page (Skylar AI () > **[Advanced: Adjust Thresholds]** button). You can also use this page to specify whether the Anomaly Score values generate alerts in Skylar One. For more information, see [Enabling Thresholds and Alerts for the Anomaly Chart](#).

The second graph displays the following data:

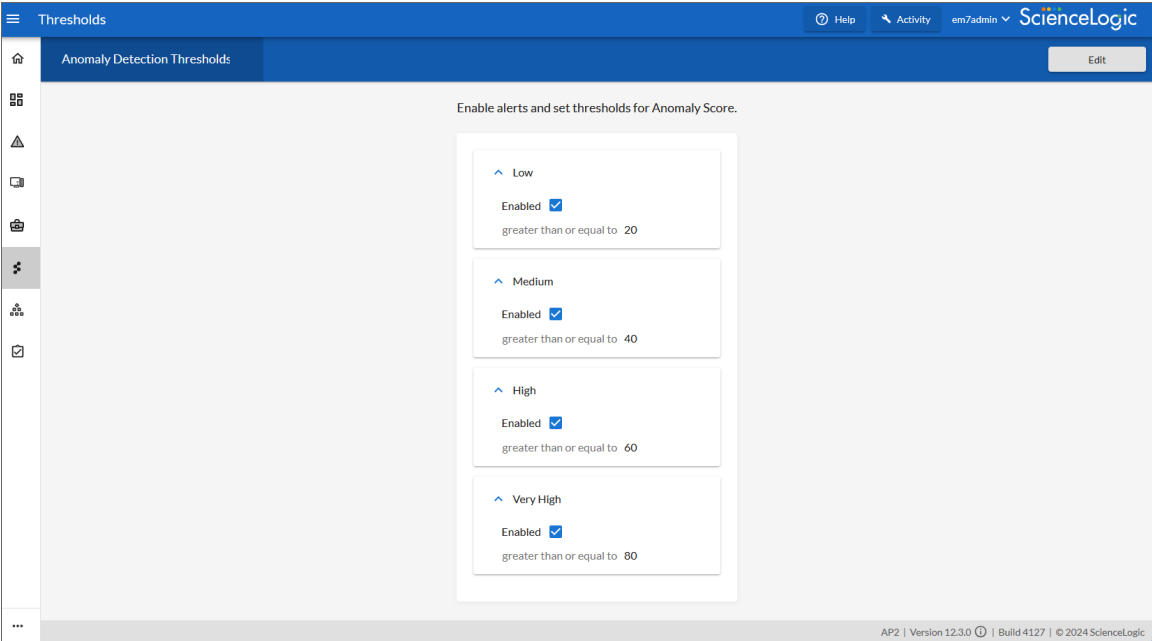
- A blue band representing the range of probable values that Skylar One expected for the device metric.
- A green line representing the actual value for the device metric.
- A red dot indicating anomalies where the actual value appears outside of the expected value range. The number of the red dots are listed in the **Anomaly Count** column on the **[Anomaly Detection]** tab of the **Device Investigator** page.

You can hover over a value in one of the charts to see a pop-up box with the **Expected Range** and the metric value. The **Anomaly Score** value also displays in the pop-up box, with the severity in parentheses: Normal, Low, Medium, High, or Very High.

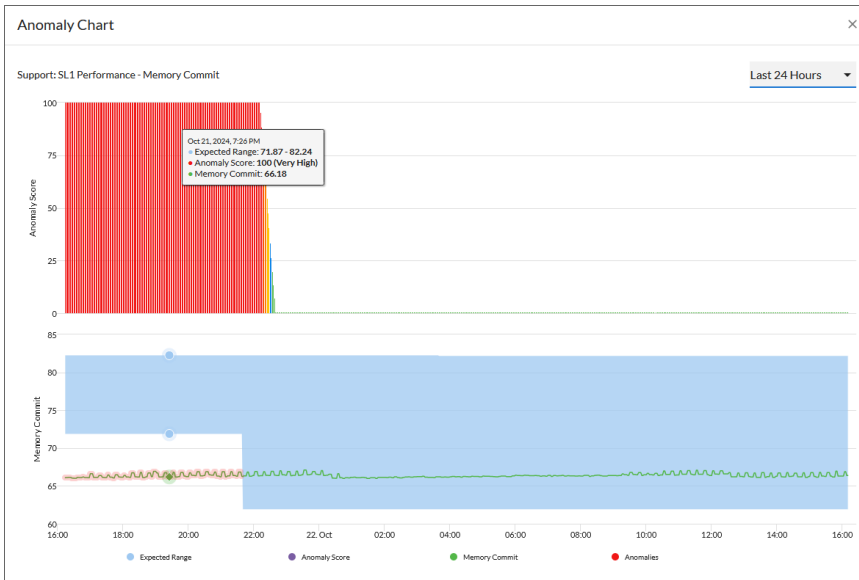
You can zoom in on a shorter time frame by clicking and dragging your mouse over the part of the chart representing that time frame, and you can return to the original time span by clicking the **[Reset zoom]** button.

Enabling Thresholds and Alerts for the Anomaly Chart

You can define the thresholds for the "Anomaly Score" chart that displays on the **Anomaly Chart** modal, and whether those values generate alerts in Skylar One, on the **Anomaly Detection Thresholds** page (Skylar AI (🔧) > **[Advanced: Adjust Thresholds]** button).



You can view the alert levels when you hover over a value in one of the charts on the **Anomaly Chart** modal. The Anomaly Score severity level displays after the index value, in parentheses: Normal, Low, Medium, High, or Very High:



NOTE: An Anomaly Score severity level of **Normal** is assigned to a value in the chart that is *lower* than the lowest enabled alert level. For example, if the threshold for the Low severity is enabled and set to 20 or higher, an Anomaly Score of 16 would have a severity level of Normal.

To edit the Anomaly Score thresholds:

1. On the **Anomaly Detection Thresholds** page (Skylar AI (⚙️) > **[Advanced: Adjust Thresholds]** button), click **[Edit]**.
2. For each of the four severity levels, from Low to Very High, you can click to check **Enabled** to have Skylar One generate an alert when the Anomaly Score is equal to or greater than the threshold for that severity level.
3. You can edit the threshold value for each level if Skylar One is generating too many (or not enough) anomalies of a certain severity level.
4. For example, if you want to enable a Low level alert when the Anomaly Score value is between 25 and 39, you would go to the **Low** panel, select **Enabled**, and update the value from "20" to "25".
5. Click **[Save]**.
6. You can then edit an event policy that uses alerts based on the settings on this page to generate events in Skylar One. For more information, see [Creating an Event Policy for Anomalies](#).

TIP: To filter the list of devices on this page by name, type some or all of a device name in the **Search** field at the top of the window, based on the device-naming convention you used for your devices.

For each device in the list, the **Anomaly Detection** page displays the following information:

- **Device Name.** Displays the name of the device. Click the hyperlink to go to the **[Anomaly Detection]** tab of the **Device Investigator** page for that device. Each row on the **Anomaly Detection** page represents a specific device and metric for that device. As a result, a device might appear in the list multiple times if anomaly detection is enabled for multiple metrics on that device.
- **Last Modified.** Date the metric was most recently updated.
- **Class.** Displays the Device Class for the device.
- **Category.** Displays the Device Category for the device.
- **Anomaly Count.** Displays the number of anomalies detected by Skylar One.
- **Device Anomaly Count.** Displays the total number of metrics that have anomalies on the selected device.
- **Metric Anomaly Count.** Displays the number of anomalies for the selected metric on the device.

NOTE: The two **Anomaly Count** columns, above, are available on systems with the Skylar AI Quesito AP2 and Skylar Analytics version 2.2 or later. When you change an organization for a device to one that collects Skylar Analytic data, it can take up to one hour before you see the change reflected on the **Anomaly Detection** page due to a metadata exporter that runs every hour.

- **Anomaly Score Alert Enabled by.** Indicates the username of the user that enabled the alert policy for anomaly detection for the device.

NOTE: On the **Anomaly Detection** page, the **Anomaly Count** column does not currently display the number of anomalies. Go to the **[Anomaly Detection]** tab on the **Device Investigator** page for a device to see the correct anomaly count. You can sort the **Anomaly Count** column to see which anomalies are happening the most often.

Enabling Anomaly Detection Events on the Anomaly Detection Page

To enable anomaly detection events for a metric on the **Anomaly Detection** page:

1. In Skylar One, go to the **Anomaly Detection** page in Skylar One (Skylar AI () > **[Advanced: Anomaly Alerting]** button)

2. On the **Anomaly Detection** page, click the **[Enable Alert Policies]** button. The **Enable Alert Policies** modal appears.

TIP: Alternately, you can click the **Actions** icon (⋮) for any of the listed devices and select *Enable*. You can also select multiple devices using the check box on the left and click the **[Enable Alert Policies]** button at the top.

3. Select the devices, Dynamic Application metrics, and indexes on which you want to enable alerting. This modal automatically filters out any devices that are not aligned to organizations that use Skylar AI. Click **[Next]**.
4. Select a Dynamic Application and its corresponding metric. For some metrics, a second drop-down field might display that enables you to specify the device directory. If this field appears, click the name of the directory on which you want to enable anomaly detection. Click **[Next]**.
5. Select an index and click **[Enable]**.

TIP: To disable anomaly detection events for a metric, click the **Actions** icon (⋮) for that metric and select *Disable*.

Enabling Anomaly Detection Events on the Device Investigator Page

To enable anomaly detection events for a metric on the **Device Investigator** page:

1. On the **Devices** page (📁), click the **Device Name** for the device on which you want to enable anomaly detection events and click the **[Anomaly Detection]** tab on the **Device Investigator** page.

TIP: If the **[Anomaly Detection]** tab does not already appear on the **Device Investigator**, click the **More** drop-down menu and select it from the list of tab options.

TIP: If your Skylar One system does not have any Dynamic Applications enabled, you will see only dashes (–) listed in the table on the **[Anomaly Detection]** tab for a device.

2. On the **[Anomaly Detection]** tab, click the **Actions** icon (⋮) for any of the listed metrics and select *Enable Alert Policy*. The **Enable Alert Policy** modal appears.
3. Click **[Enable]**. That metric is enabled for events for that device.

TIP: To disable anomaly detection events for a metric, click the **Actions** icon (⋮) for that metric and select *Disable Alerting*.

Creating an Event Policy for Anomalies

You can create additional event policies that will trigger events in Skylar One when anomalies are detected for those devices.

TIP: Because anomalies do not always correspond to problems, ScienceLogic recommends creating an event policy only for scenarios where anomalies appear to be correlated with some other behavior that you cannot otherwise track using an event or alert.

NOTE: Because the anomaly detection model is constantly being refined as Skylar One collects more data, you might experience a larger number of anomaly-related events if you create an event policy for anomalies soon after enabling anomaly detection compared to if you were to do so after Skylar One has had an opportunity to learn more about the device metric's data patterns.

The **Event Policies** page in Skylar One was completely updated in version 12.5.1. Use the following procedure if you are on Skylar One 12.5.1 or later, or use the next procedure if you are on an older version of Skylar One.

To create an event policy for anomalies in Skylar One version 12.5.1 or later:

1. Go to the **Event Policies** page (Events > Event Policies) and click the **[Create Event Policy]** button. The **[Basic]** tab of the **Event Policy Editor** page appears.
2. In the **Event Policy Name** field, type a name for the new event policy.
3. Click to select the checkbox for **Enable Event Policy**.
4. In the **Event Source** field, select *Internal*.
5. Click the **[Select Link-Message]** button.
6. In the **Link-Message** modal page, search for "Anomaly" to locate the message "Anomaly Detected: %V":
7. Select the radio button for the message "Anomaly Detected: %V", and then click **[Select]**.
8. Complete the remaining fields and tabs in the **Event Policy Editor** based on the specific parameters that you want to establish for the event. For more information about the fields and tabs in the **Event Policy Editor**, see [Defining an Event Policy](#).
9. When you are finished entering all of the necessary information into the event policy, click **[Save]**.

To create an event policy for anomalies in versions of Skylar One before 12.5.1:

1. Go to the **Event Policies** page (Events > Event Policies, or Registry > Events > Event Manager in the classic user interface).
2. On the **Event Policies** page, click the **[Create Event Policy]** button. The **Event Policy Editor** page appears.
3. In the **Policy Name** field, type a name for the new event policy.
4. Click the **[Match Logic]** tab.
5. In the **Event Source** field, select *Internal*.
6. In the **Match Criteria** field, click the **[Select Link-Message]** button.
7. In the **Link-Message** modal page, search for "Anomaly" to locate the message "Anomaly Detected: %V".
8. Click the radio button for the message "Anomaly Detected: %V", and then click **[Select]**.
9. Complete the remaining fields and tabs in the **Event Policy Editor** based on the specific parameters that you want to establish for the event. For more information about the fields and tabs in the **Event Policy Editor**, see [Defining an Event Policy](#).
10. To enable the event policy, click the **Enable Event Policy** toggle so that it is in the "on" position.
11. When you are finished entering all of the necessary information into the event policy, click **[Save]**.

Using Anomaly-related Events to Trigger Automated Run Book Actions

Skylar One includes automation features that allow you to define specific event conditions and the actions you want Skylar One to execute when those event conditions are met. You can use these features to trigger automated run book actions whenever an anomaly-related event is generated in Skylar One.

To use anomaly-related events to trigger automated run book actions:

1. Go to the **Automation Policy Manager** page (Registry > Run Book > Automation).
2. Click the **[Create]** button. The **Automation Policy Editor** page appears:

Automation Policy Editor | Creating New Automation Policy

Policy Name: [] Policy Type: [Active Events] Policy State: [Enabled] Policy Priority: [Default] Organization: [Robert Anderson]

Criteria Logic: [Severity >=] [Minor.] Match Logic: [Text search] Match Syntax: []

[and 5 minutes has elapsed] Repeat Time: [Only once] Align With: [Devices]

[since the first occurrence,] [and event is NOT cleared] [and all times are valid]

Include events for entities other than devices (organizations, assets, etc.)

Trigger on Child Rollup

Available Devices: Linux: CentOS: 8.2.0-179, Linux: Oracle Linux Server release 5, Linux: Red Hat Enterprise Linux 8

Aligned Devices: [All devices]

Available Events: anomaly, [4532] Major: Anomaly Index Major, [4531] Minor: Anomaly Index Minor, [4530] Notice: Anomaly Index Notice

Aligned Events: [4533] Critical: Anomaly Index Critical, [4865] Major: Test Anomaly

Available Actions: Send Email [0]: rba_send_email_notification, SNMP Trap [1]: rba_trap_testing, SNMP Trap [1]: SL1 Event Trap, Create Ticket [2]: rba_create_new_ticket, Snippet [5]: Automation Utilities: Calculate Memory Size for Ea

Aligned Actions: 1. Send Email [0]: rba_send_email_notification, 2. Create Ticket [2]: rba_create_new_ticket

Save

3. In the **Policy State** field, select *Enabled*.
4. In the **Available Events** field, search for and select one or more anomaly-related event policies, and then click the right-arrow icon to move each event to the **Aligned Events** field. For more information about anomaly-related events, see [Creating an Event Policy for Anomalies](#).
5. In the **Available Actions** field, search for and select one or more run book actions that you want to run when the anomaly event from step 4 occurs. Click the right-arrow icon to move each action to the **Aligned Actions** field. For example, you might want to send an email or create a ticket for that anomaly event.
6. Complete the remaining fields on the **Automation Policy Editor** page based on the specific parameters that you want to establish for the automation policy. For more information about the fields on the **Automation Policy Editor** page, see [Automation Policies](#).
7. When you are finished, click **[Save]**.

Skylar Analytics: Predictive Alerting

Overview

The Predictive Alerting component of Skylar Analytics helps to avoid problems such as file systems running out of space. The alerts appear as enriched events in Skylar One, and they are generated in advance of the problem and can provide days, weeks, or months of notice depending upon the conditions.

The Predictive Alerting component monitors file systems (SNMP, PowerShell, and SSH).

This chapter covers the following topics:

<i>What is Predictive Alerting?</i>	110
<i>Viewing Predictive Alerts in Skylar One</i>	110
<i>Using Predictive Alerts to Trigger Automated Run Book Actions</i>	113

What is Predictive Alerting?

Predictive alerts help to avoid problems such as file systems running out of space. The alerts are generated in advance of the problem and can provide days, weeks, or months of notice depending upon the conditions.

Skylar Analytics will start generating predictive alerts about 48 hours after data starts getting exported from Skylar One to Skylar Analytics.

NOTE: A prediction cannot be made less than three times of the observation window. In other words, if you have one day of information, Skylar Analytics will not generate a prediction more than three days in the future.

How Predictive Alerting Works

To generate predictive alerts, Skylar Analytics looks at utilization trends over the past 30 days. In the case of file systems, Skylar Analytics looks at maximum value. Skylar Analytics uses these values to compute a linear trend, which provides a very simple slope to predict when a threshold will be reached.

Skylar Analytics uses the same approach for both the 30-day trend and the "breakout" or 1-day trend, which is to calculate the slope of the data over that time period.

Then, to choose the best slope for generating the prediction on, Skylar Analytics calculates root mean square deviation (RMSE) and the "R squared" (R^2) error rates for both slopes as well as a flat slope, across all 30 days of data as well as the last day of data. Skylar Analytics finds the best match, weighted towards the daily slope then the flat slope.

If none of the predictions are above the threshold, or if the flat slope is determined to be the best, then Skylar Analytics will not generate a prediction. Otherwise, Skylar Analytics generates a prediction based on the slope that has the best fit against the data.

Viewing Predictive Alerts in Skylar One

When your Skylar One system is connected to Skylar Analytics, you can start viewing predictive alerts in Skylar One. The alerts appear as enriched events in Skylar One, and they are generated in advance of the problem. No additional configuration is needed.

Predictive alerts display the Skylar icon (🌟) to the left of the event message in the **Message** column of the **Events** page. The filter text in the **Message** column and the text of the message contains the word "Prediction":

Organiz...	Severity	Name	Message	Last Det...	Age	Ticket ID	Count	Event Ty...	Event N...	Masked Events	Event So...	Acknowledge	Clear
System	Critical	JKECK-10.1	Prediction: File System JKE	Oct 5, 2024, 2 days 9 hou	—	1	Device		Skylar AI		Skylar AI	▼ Acknowledge	✕ Clear
System	Critical	JK	Prediction: File System JKE	Oct 4, 2024, 3 days 19 ho	—	1	Device		Skylar AI		Skylar AI	▼ Acknowledge	✕ Clear
System	Critical	xd	Prediction: CPU Utilization	Oct 1, 2024, 6 days 9 hou	—	1	Device		Skylar AI		Skylar AI	▼ Acknowledge	✕ Clear
System	Critical	JK	Prediction: File System JKE	Oct 1, 2024, 6 days 13 ho	—	1	Device		Skylar AI		Skylar AI	▼ Acknowledge	✕ Clear
System	Critical	JK	Prediction: File System JKE	Oct 1, 2024, 6 days 13 ho	—	1	Device		Skylar AI		Skylar AI	▼ Acknowledge	✕ Clear
System	Critical	lin	Prediction: CPU Utilization	Sep 30, 2024, 7 days 9 hou	—	1	Device		Skylar AI		Skylar AI	▼ Acknowledge	✕ Clear
System	Critical	lin	Prediction: CPU Utilization	Sep 30, 2024, 7 days 11 ho	—	1	Device		Skylar AI		Skylar AI	▼ Acknowledge	✕ Clear
System	Critical	lin	Prediction: CPU Utilization	Sep 30, 2024, 7 days 15 ho	—	1	Device		Skylar AI		Skylar AI	▼ Acknowledge	✕ Clear
System	Critical	sk	Prediction: File System sky	Sep 27, 2024, 10 days 14 h	—	1	Device		Skylar AI		Skylar AI	▼ Acknowledge	✕ Clear
System	Critical	JK	Prediction: File System JKE	Sep 27, 2024, 10 days 15 h	—	1	Device		Skylar AI		Skylar AI	▼ Acknowledge	✕ Clear
Sample	Critical	nr	Prediction: File System nrk	Sep 27, 2024, 10 days 15 h	—	1	Device		Skylar AI		Skylar AI	▼ Acknowledge	✕ Clear
System	Critical	JK	Prediction: File System JKE	Sep 23, 2024, 14 days 22 h	—	1	Device		Skylar AI		Skylar AI	▼ Acknowledge	✕ Clear

NOTE: The filtered list will appear blank until an active predictive alert triggers an event.

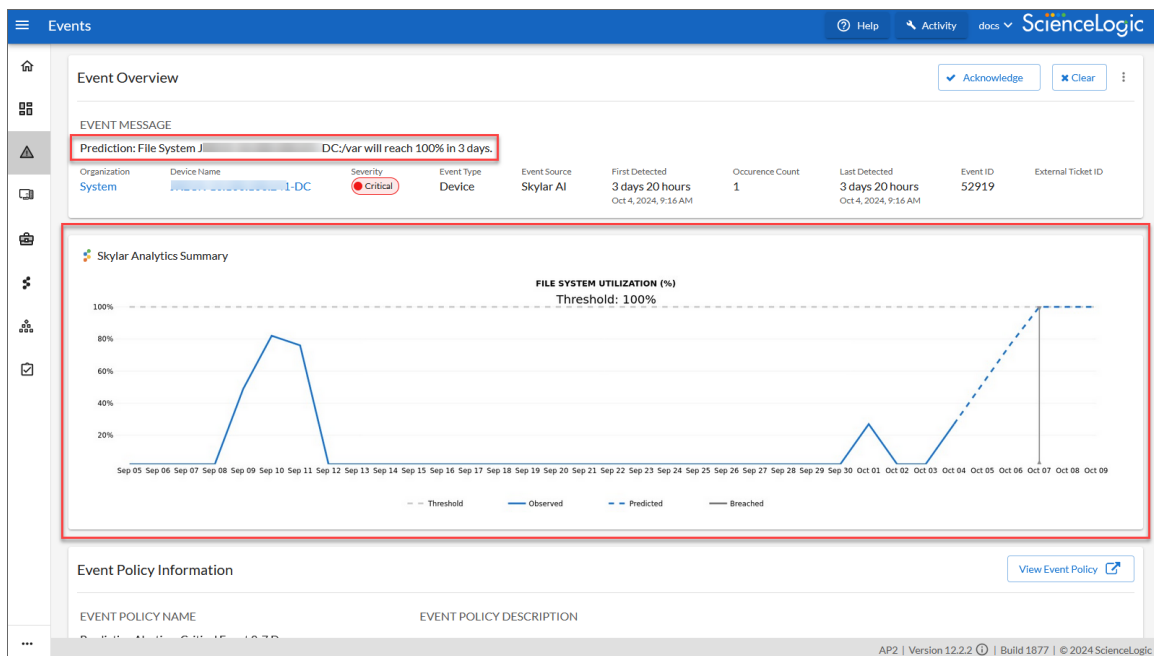
To view details about a predictive alert:

1. In Skylar One, go to the **Skylar AI** page (🌟) and click the **[View Predictive Events]** button for **Skylar Predictive Alerting**. A filtered **Events** page displays a list of predictive alerts.

TIP: The word "Prediction" appears in the filter field for the **Message** column. To clear the list of predictive alerts to view all events, click the X button in the filter.

2. On the **Events** page, click the message for a predictive alert with the Skylar icon (🌟). The **Event Investigator** page for that alert appears.

- On the **Event Investigator** page, the **Skylar Analytics Summary** panel displays a timeline of data from Skylar AI about a specific metric:



The dotted line on the graph in the **Skylar Analytics Summary** panel represents a time frame in the future that Skylar Analytics is forecasting, based on pattern recognition.

The blue line represents the activity observed so far by Skylar One, and the gray dotted line represents the threshold set in Skylar One. The blue dotted line represents where Skylar Analytics is predicting a potential alert in the future, with the gray line representing a potential problem in the future, also predicted by Skylar Analytics.

In the example above, Skylar Analytics predicts that the file system utilization will hit the threshold of 100% in three days, on October 7th. By tracking the timeline on the graph, you can see when a potential event might happen, and you can take action now to prevent it.

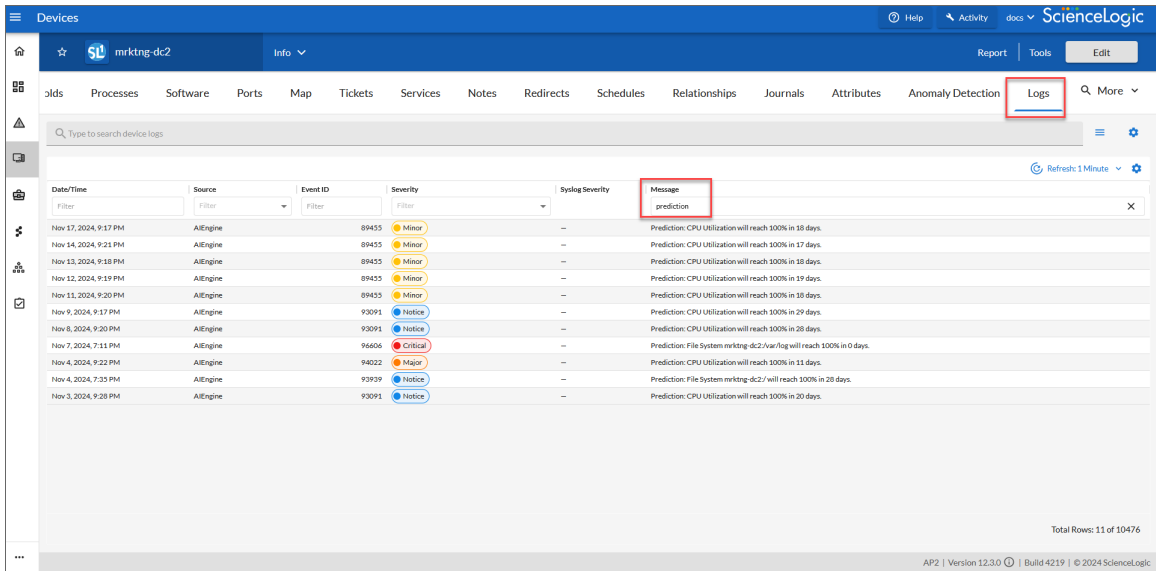
In addition, if you have an event policy monitoring a metric that is now being tracked by Predictive Alerting, you can disable that event policy.

NOTE: Because the data for the chart on the **Skylar Analytics Summary** panel is coming from Skylar Analytics, you will not be able to use that data in a Skylar One dashboard. Also, this chart is rendered at prediction time and is static, so that when opening an event, you can see the state and prediction at the time of prediction.

You can also review the logs for a specific device to view the history of the predictions:

- On the **Devices** page or the **Events** page, select the device with the predictive alerts. The Device Investigator page for that device appears.

- Click the **[Logs]** tab. A list of recent logs displays:



- If needed, type "prediction" in the **Message** column to view only the predictive alerts.

Using Predictive Alerts to Trigger Automated Run Book Actions

After Skylar Analytics creates a Skylar One event for a predictive alert, you can create a run book automation policy that runs one or more run book actions when a predictive alert is generated.

The predictive alert must have an **Event Type** of *Device* and an **Event Source** of *Skylar AI*.

To use predictive alerts to trigger automated run book actions:

1. Go to the **Automation Policy Manager** page (Registry > Run Book > Automation).
2. Click the **[Create]** button. The **Automation Policy Editor** page appears:

Automation Policy Editor | Creating New Automation Policy Reset

Policy Name: Policy Type: [Active Events] Policy State: [Enabled] Policy Priority: [Default] Organization: [Robert Anderson]

Criteria Logic: [Severity >=] [Minor.] Match Logic: [Text search] Match Syntax:

[and 5 minutes has elapsed] Repeat Time: [Only once] Align With: [Devices]

[since the first occurrence,] [and event is NOT cleared] [and all times are valid] Include events for entities other than devices (organizations, assets, etc.)

Trigger on Child Rollup

Available Devices: Linux: CentOS: 8.0.23.17, Linux: Oracle Linux Server release 5, Linux: Red Hat Enterprise Linux 8

Aligned Devices: [All devices]

Available Events: anomaly, [4532] Major: Anomaly Index Major, [4531] Minor: Anomaly Index Minor, [4530] Notice: Anomaly Index Notice

Aligned Events: [4533] Critical: Anomaly Index Critical, [4865] Major: Test Anomaly

Available Actions: Send Email [0]: rba_send_email_notification, SNMP Trap [1]: rba_trap_testing, SNMP Trap [1]: SL1 Event Trap, Create Ticket [2]: rba_create_new_ticket, Snippet [5]: Automation Utilities: Calculate Memory Size for Ea

Aligned Actions: 1. Send Email [0]: rba_send_email_notification, 2. Create Ticket [2]: rba_create_new_ticket

Save

3. In the **Policy State** field, select *Enabled*.
4. In the **Available Events** field, search for and select one or more event policies related to predictive alerts, and then click the right-arrow icon to move each event to the **Aligned Events** field.
5. In the **Available Actions** field, search for and select one or more run book actions that you want to run when the predictive alert event from step 4 occurs. Click the right-arrow icon to move each action to the **Aligned Actions** field. For example, you might want to send an email or create a ticket for that predictive alert.
6. Complete the remaining fields on the **Automation Policy Editor** page based on the specific parameters that you want to establish for the automation policy. For more information about the fields on the **Automation Policy Editor** page, see [Automation Policies](#).
7. When you are finished, click **[Save]**.

Appendix

A

Service Provider Administration for Skylar AI

Overview

This chapter explains the different tasks that a user with the **Service Provider** role can perform in Skylar AI. A **Service Provider** user can provision new accounts and add an ODBC user for the Data Exploration component of Skylar Analytics.

IMPORTANT: This appendix is intended only for Skylar AI users with a role of **Service Provider**.

This chapter covers the following topics:

<i>First Login as a Service Provider User</i>	116
<i>Provisioning a New Account</i>	116

First Login as a Service Provider User

When you first log in to your Skylar AI system, you will use the default service provider name of **provider@sciencelogic.com**. The user interface will prompt you to set the ScienceLogic user password before your first login can continue.

After you log in for the first time, you will see a link for just the **Skylar Settings** page on the **Skylar AI** home page. Click that link to start setting up new accounts.

After you set up a licensed version of Skylar Analytics in Skylar Settings, you will see an **Analytics** link on this home page.

Provisioning a New Account

You can have multiple accounts in a single Skylar AI system. To add a new account, you will need to provision that account in Skylar Settings as a Super User.

To provision a new customer account:

1. Log in to Skylar AI as a Super User.
2. Click the **All Accounts** drop-down at the top of the page and select the customer account you want to provision. Skylar AI updates the contents of the page to show data for that account.
3. Click the **All Accounts** drop-down again and click **[Provision New Account]** at the bottom of the drop-down. The **Provision a New Account** wizard appears.

skylar ai | Provision a New Account

1 Account Info — 2 Account Owner — 3 Licenses — 4 Instances — 5 Summary

The account name must uniquely identify this customer from any other customer within Skylar. Choose carefully. Account names cannot be easily changed after the account has been created.

Account Name *

Only lowercase alphanumeric characters allowed

Display Name *

Friendly name shown in the UI


CANCEL BACK NEXT

4. On the **Account Name** page, enter the name of the account in the **Account Name** field using only lower-case alphanumeric characters and type a user-friendly name for the account in the **Display Name** field.

5. Click **[Next]**.
6. On the **Account Owner** page, specify the **First Name**, **Last Name**, and **Email** for the first user of the new account.
7. When you enter an email address, Skylar AI automatically adds the domain name from that email to the **Claim Email Domain** field. If you are not using single sign-on (SSO) through Security Assertion Markup Language (SAML), or if you do not want to claim that email domain, you can remove the text from this field. This field is optional.

NOTE: If you claim this domain, when SSO through SAML is enabled, users that log in with this domain will be redirected to the SAML provider for this account.

8. Click **[Next]**.
9. On the **Licenses** page, select **Skylar Advisor** if you want to enable Skylar Advisor for this account. You have the following additional options:
 - **Enable Advisories.** Pairs Skylar Advisor to the data lake to mine telemetry to generate Advisories based on events and groups of similar events.
 - **Legacy Instance ID.** For data lake connections, uses the legacy instance ID format.
 - **Enable Organizations.** Restricts access based on organization. Once this feature is enabled, you will not be able to disable it.
10. Select **Skylar Analytics** to enable Skylar Analytics for this account. You have two additional options:
 - **Consolidate Instance Reporting.** Enables reporting from multiple Skylar One systems on this Skylar AI system. When this option is enabled, data from all instances under the account will be merged into a single database called **reporting**.

IMPORTANT: You must enable this option during the account provisioning wizard, as you cannot change it or enable it after the wizard is complete. When enabled, a note indicating that consolidated instance reporting is active appears on the **Dashboards** page ( > Analytics Admin > Dashboards) in Skylar Settings.


- **Enable ODBC.** Creates an ODBC connection for the Data Exploration component of Skylar Analytics. In the **ODBC Client IP Ranges** field, you will need to add the public-facing IP addresses for the ODBC client so those IP addresses are added to the whitelist or "allow list". Otherwise users will not be able to access the ODBC connection.

These IP addresses display on the **ODBC Users** page ( > Analytics > Settings > ODBC Users). For more information, see [Adding an ODBC User](#).

NOTE: You will need to add your ODBC users on the **ODBC Users** page after you complete this procedure. For more information, see [Adding an ODBC User](#).

11. Click **[Next]**.
12. On the **Instances** page, enter a name for the instance associated with this account using only lowercase alphanumeric characters. Examples include a production, QA, or testing instance. You can also use *default* as the instance name. Click **[Next]**.
13. On the **Summary** page, review your settings and click **[Begin Provisioning]** to continue setting up the account. The provisioning process starts, and Skylar AI switches to the new account.

NOTE: When the account is set up, you will need to give the email address you used in step 7 to the first user. On first login, the new user will be prompted to change their password.

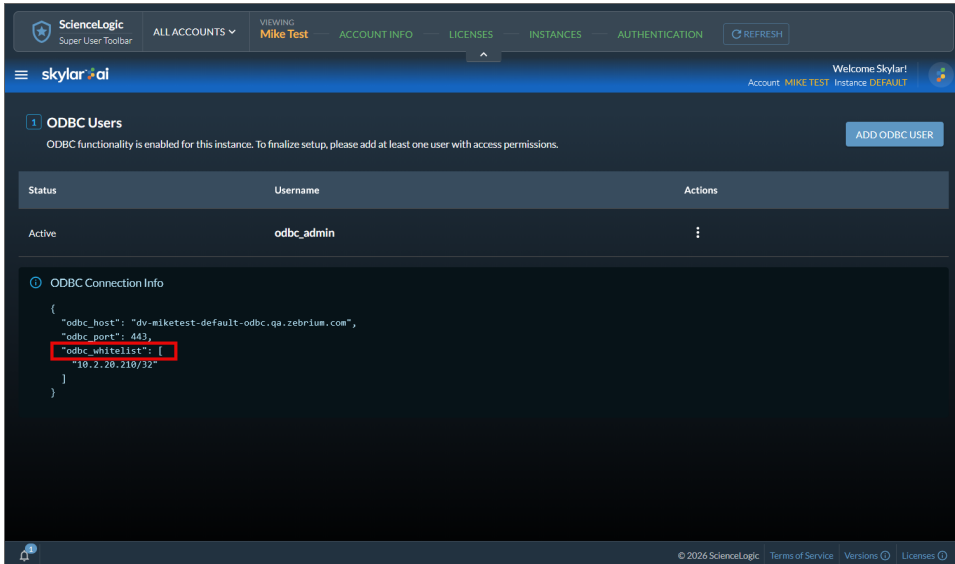
14. After the account is set up, you can use the following links on the Super User toolbar to further configure this account:
 - **Account Info.** Lets you change the display name for this account.
 - **Licenses.** Lets you change the Skylar Advisor and Skylar Analytics licensing options. These options are the same options as those in the steps above.
 - **Instances.** Displays the current instances for this account, and lets you add another instance to the account.
 - **Authentication.** Lets you select the type of authentication you want to use for this site: email/password or SAML. For more information, see [Configuring SSO Authentication with SAML](#).
15. To set up other security and authentication settings, go to the **Authentication** page ( > Account Settings > Account Access > Authentication). For more information, see [Configuring Skylar AI System Settings](#).

Adding an ODBC User

If you (as a Super User) created a new ODBC connection for Skylar Analytics when you provisioned an account, you will need to create one or more ODBC users on the **ODBC Users** page in Skylar Settings. You can also edit or delete existing users on this page.

To add an ODBC user:

1. In Skylar Settings, go to the **ODBC Users** page (☰ > Analytics > Settings > ODBC Users). This page displays the ODBC connection information for the Skylar AI system:



NOTE: The IP address or addresses that display in the "odbc_whitelist" section of the code were *configured in the Enable ODBC field* on the **[Licenses]** tab as part of provisioning a new account. You cannot edit the addresses on this page, but you can edit them on the **[Licenses]** tab of the Super User toolbar.

2. Click the **[Add ODBC User]** button. The **Add ODBC User** window appears.
3. In the **Username** field, type a name after the "odbc_" prefix, and then type the password in the two **Password** fields.
4. Click the **[Add]** button. The ODBC user is added to the **ODBC Users** page.

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