



Subscription Billing

SL1 version 11.3.0, rev 1

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Chapter

1



Configuring Subscription Billing

Overview

This manual describes how to configure subscription billing and view subscription data.

IMPORTANT: ScienceLogic uses the data collected for each device to assign a license to the device, and you are billed based on the number of licenses you consume. The rules that govern how licenses are assigned are based on your subscription with ScienceLogic. Certain types of devices do not count against your license usage in SL1. For more information, see the [Non-billable Devices](#) section.

Use the following menu options to navigate the SL1 user interface:

- To view a pop-out list of menu options, click the menu icon (.
- To view a page containing all of the menu options, click the Advanced menu icon (.

This chapter covers the following topics:

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Prerequisites

To configure a ScienceLogic SL1 system to automatically report subscription data to ScienceLogic, you must perform the following general steps:

1. [Create a credential](#) that the system will use to connect to the ScienceLogic billing server.
2. [Edit the silo.conf configuration](#) file to use the credential.
3. [Enable the Subscription Usage process](#).

To complete these steps, you must have the following information:

- The username and password for the ScienceLogic billing server that your system will communicate with to report usage data.
- The time offset assigned to this system by ScienceLogic.

Creating a Credential for the ScienceLogic Billing Server

To define a SOAP/XML credential that your SL1 system will use to communicate with the ScienceLogic billing server:

1. Go to the **Credential Management** page (System > Manage > Credentials).
2. In the **Credential Management** page, click the **[Create]** menu. Select *SOAP/XML Host Credential*.
3. The **Credential Editor** modal appears. In this page, you can define the new SOAP/XML credential. To define the new credential, supply values in the following fields:

Basic Settings

- **Profile Name.** Name of the credential. Can be any combination of alphanumeric characters, for example "ScienceLogic Billing".
- **Content Encoding.** Select *text/xml*.
- **Method.** Select *POST*.
- **HTTP Version.** Select *HTTP/1.1*.
- **URL.** Enter "https://billing.sciencelogic.com"
- **HTTP Auth User.** Enter the username for the account (associated with your SL1 System) on the ScienceLogic billing server.
- **HTTP Auth Password.** Enter the password associated with the account on the ScienceLogic billing server.
- **Timeout (seconds).** Enter "5".

Proxy Settings

If the SL1 System requires a proxy server to connect to the ScienceLogic billing server via secure HTTP (https), you can specify a proxy server in the Proxy Settings pane. To configure a proxy, enter values in the following fields:

- **IP.** Enter the IP address of the proxy server.
 - **Port.** Enter the port on the proxy server to which you will connect.
 - **User.** Enter the username to use to access the proxy server.
 - **Password.** Enter the Password to use to access the proxy server.
4. Click the **[Save]** button to save the new SOAP/XML credential.
 5. Note the ID number for the new credential.

Editing Silo.conf for Subscription Billing

Every SL1 appliance has a configuration file called **silو.conf**, which contains configuration information about the appliance itself, such as the IP address, licensing information, and directory locations. The default settings in silو.conf are configured automatically when the appliance is installed.

NOTE: All settings in the silو.conf file are case-sensitive.

To edit the silو.conf file:

1. Either go to the console of the SL1 appliance or use SSH to access the server.
2. Log in as user **em7admin** with the appropriate password.
3. Type the following at the command line:

```
sudo visilo
```
4. This is the file where users can customize the silو.conf file. In step #7, you will execute a command that sends these changes to the system silو.conf file.
5. Add the following two lines to the end of the file, inserting the ID of the credential you created where indicated:


```
[SUBSCRIBER]
```

```
cred_id = <ID of configured credential>
```

6. Save your changes and exit the file (:wq).

Enabling the Subscription Usage Process

To enable the subscription usage process, which will report billing data to the ScienceLogic billing system, perform the following steps:

1. Go to the **Process Manager** page (System > Settings > Admin Processes or System > Settings > Processes in the classic user interface). The **Process Manager** page appears.
2. Click the wrench icon () for the **Enterprise Database: Subscription Usage Crunch** process. The **Process Editor** page appears.
3. In the **Operating State** field, select *Enabled*.
4. In the **Runtime Offset (Mins.)** field, select the time offset assigned to this system by ScienceLogic.
5. Click the **[Save]** button.

Chapter



2

Custom Device Class Process

Overview

This chapter describes the device class request process and how to create a PowerPack for custom device classes.

Use the following menu options to navigate the SL1 user interface:

- To view a pop-out list of menu options, click the menu icon (.
- To view a page containing all of the menu options, click the Advanced menu icon ().

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Introduction

If a new device class that is not included in a PowerPack supplied by ScienceLogic is created on your SL1 system, devices assigned to that device class can consume only one of the following:

- A license based on how the device is being monitored, e.g. a Ratio or Application license in the 2020 model or a Class 1 license in the GSI model
- A license based on the device category, e.g. a Network device in the 2020 model
- The default license type for the user's pricing model, e.g. Standard in Blended/Infrastructure Health, Tier 5 in Tiered, Class 3 in GSI, Infrastructure in 2020

You can request to have their custom device classes added to ScienceLogic's Standard rules so that devices assigned to that device class are assigned a different license than the ones listed above.

Request Process

To add custom device classes added to ScienceLogic's Standard rules:

1. Determine whether the device classes are in one or more PowerPacks.
2. If one or more device classes are not in existing PowerPacks, create a new PowerPack to export the device classes.
3. Add custom device classes to one or more PowerPacks.
4. Export the PowerPack(s).
5. Attach the PowerPack(s) to a Service Request in the Billing category. Optionally, you or your account team can recommend which license is appropriate for the device classes.


ScienceLogic will install the PowerPack internally, evaluate the device classes, and assign licenses to them for all Standard pricing models. The PowerPack is not used for any other purpose and is not distributed. ScienceLogic may ask for further clarification on what types of devices are represented by the device classes if the make, model, or purpose is not clear. If your SL1 system is reporting data to the billing server automatically, the new license assignments will propagate automatically to your SL1 system after ScienceLogic makes the necessary changes in the billing system. If your SL1 system is in a secure site, you must perform a manual rules update on the system after the changes are made.

Creating a PowerPack


To create a PowerPack to export your device classes:

1. Go to the **PowerPack Manager** page (System > Manage > PowerPacks).
2. In the **PowerPack Manager** page, click the **[Actions]** button. Click *Create New PowerPack*. The **PowerPack Properties** page appears.
3. In the **PowerPack Properties** page, supply values in each field.

- **Name.** Enter a name of the PowerPack.
- **Publisher.** Enter a value that specifies the author of a PowerPack. For example, PowerPacks from ScienceLogic will include the value "ScienceLogic" in this field.

4. Click **[Save]**.
5. From the **PowerPack Properties** page, select **Device Classes** in the Navbar on the left side of the page (Contents > Device Classes).
6. In the *Available Device Classes* pane, click the lightning bolt icon () for each device class.

NOTE: If an expected device class does not appear in the *Available Device Classes* window, the device class already exists in another PowerPack on your SL1 system.

7. In the left Navbar, select **Build/Export**.
8. In the *Notification* pane, select **[Create new build]**. The **Configure New Export File** page appears.
9. In the **Embedded License Key** field, select *Administrative (including export & license)*.
10. Click **[Build]**.
11. Once the new export file is generated, click the "download this build" icon () to download the file.

Chapter



3

Configuring Subscription Billing for Secure Networks

Overview

This chapter describes how to configure a ScienceLogic SL1 system for subscription billing when the system is "air gapped", that is, it is a system that does not have internet access.

Use the following menu options to navigate the SL1 user interface:

- To view a pop-out list of menu options, click the menu icon ().
- To view a page containing all of the menu options, click the Advanced menu icon ().

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Options for Securing the Billing Process

The following options are available when configuring the communication process for subscription billing on secure networks:


- The subscription billing process can use an authenticated HTTP proxy for the outbound connection to the ScienceLogic billing infrastructure. For more information, see [Creating a Credential for the ScienceLogic Billing Server](#).
- Use the option to remove device names from the payload sent to ScienceLogic. For more information, contact ScienceLogic support.

Initial Configuration of a Secure Site

This section describes the initial configuration that must be performed on all ScienceLogic SL1 systems that cannot connect to the ScienceLogic central billing server due to security concerns. You must repeat this process each time a change is made to your billing rules.

Initial ScienceLogic SL1 System Setup

To configure a ScienceLogic SL1 system that cannot connect to the ScienceLogic central billing server, perform the following steps:

1. Go to the **Admin Processes** page (System > Settings > Admin Processes).
2. Locate the **Enterprise Database: Subscription Usage Crunch** process, and select its wrench icon (). The **Process Editor** page opens.
3. Set the **Operating State** field to *Enabled*.
4. Click **[Save]**.
5. Wait for the *Enterprise Database: Subscription Usage Crunch* process to run, which can take up to 24 hours, or run the process manually. To run the process manually, follow these steps:
 - Select Manage > Subscription Usage.
 - Click **[License Data Delivery Status]**. The License Data Delivery Status modal appears.
 - Select the checkbox for the oldest file that appears in the page, and then click **[Download]**. The report is downloaded to your browser's download location.
6. Provide ScienceLogic with the file. ScienceLogic will configure the central billing server and generate a status file.

Final ScienceLogic SL1 System Setup

After the status file has been generated from the ScienceLogic central billing server, perform the following steps on your ScienceLogic SL1 system:

1. Save the status file to your local computer.
2. Go to the **Subscription Usage** page (Manage > Subscription Usage).
3. Click [**License Data Delivery Status.**] The License Data Delivery Status modal appears.
4. In the **Status Update File** field, browse for the status update file on your local computer.
5. Click [**Upload**].

Generating a Subscription Usage Report

For secure systems, you must provide your ScienceLogic Customer Success Manager with the Subscription License Usage report once a month. You can schedule the report to run on a regular basis or you can generate the report manually.

Scheduling a Subscription Usage Report

To schedule a subscription usage report to provide to your Customer Success Manager, perform the following steps:

1. Associate the Email addresses you want to send the report to with a user account or external contact in your system.
2. Open the **Reports** page.
3. From the **Reports** page, open the **Report Jobs** page (Reports > Create Report > Report Jobs).
4. Click [**Create**].
5. Supply values in the following fields.
 - **Job Title.** Enter a name for the report job (for example, "Monthly Subscription License Usage Report").
 - **Run As User.** Select an administrative user in your system.
 - **Report Definition.** In the **EM7 Administration** section, select *Subscription License Usage Report by Type*.
 - **Job Recipients.** Click in the field to open the **Recipient Selector** modal, and add the EM7 Users or External Contacts to whom you want to send the report.
 - **Job Type.** Select *Email & Archive*.
 - **Delivery Method.** In the **Attachment** section, select *Microsoft Excel 2007+ Spreadsheet (.xlsx)*.
 - **Number of Days.** Select *90*.
6. Click [**Save**].
7. On the **Reports** page, open the **Scheduler** (Reports > Create Report > Scheduler).
8. Click [**Create**].

9. Supply values in the following fields.
 - **Schedule Name.** Enter a name for the schedule (for example, “Monthly Subscription License Usage Report”).
 - **Start Time.** Select the first day of the next month.
 - **Recurrence.** Select *By Interval*.
 - **Interval.** Enter "1" in the first field and select *Months* in the second field.
 - **Report Job.** Select the report job that you created.
In most cases, you can use the default values in the other fields in this page. See the Reports documentation for a description of the other fields in this page.
10. Click **[Save]**.

Running a Subscription Usage Report Manually

To run a subscription usage report manually:

1. Open the **Reports** page.
2. From the **Reports** page, select **Run Report > EM7 Administration > Subscription License Usage Report by Type**.
3. Specify the following values:
 - **Number of days.** Select *90*.
 - **Output format.** Select *Microsoft Excel 2007+ Spreadsheet (.xlsx)*.
4. Click **[Generate]**. A progress window appears. Do not close this window.
5. When the report is ready, it is downloaded to your browser's download location and is sent to your Email address. Optionally, you can click one of the format icons to download as your format of choice: ODS, PDF, XLSX, or HTML.
6. Provide the spreadsheet (XLSX file) to your Customer Success Manager.

Viewing & Managing Subscription Data

Overview



If you have a subscription license, you can use the **Subscription Usage** page (Manage > Subscription Usage) to:

- View current or historical subscription license usage graphs
- Download subscription license usage data for manual upload to the ScienceLogic billing server
- Upload a receipt from the ScienceLogic billing server

If your SL1 system is configured to communicate with the ScienceLogic billing server, usage data will be sent automatically from your SL1 system to the ScienceLogic billing server once a day. After the ScienceLogic billing server receives the usage data, SL1 will automatically mark the license usage file as delivered.

If your SL1 system is not configured to communicate with the ScienceLogic billing server or if the connection to the ScienceLogic billing server fails, you can manually upload usage data to the ScienceLogic billing server.

Use the following menu options to navigate the SL1 user interface:

- To view a pop-out list of menu options, click the menu icon (.
- To view a page containing all of the menu options, click the Advanced menu icon ().

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Ensuring Accurate Data

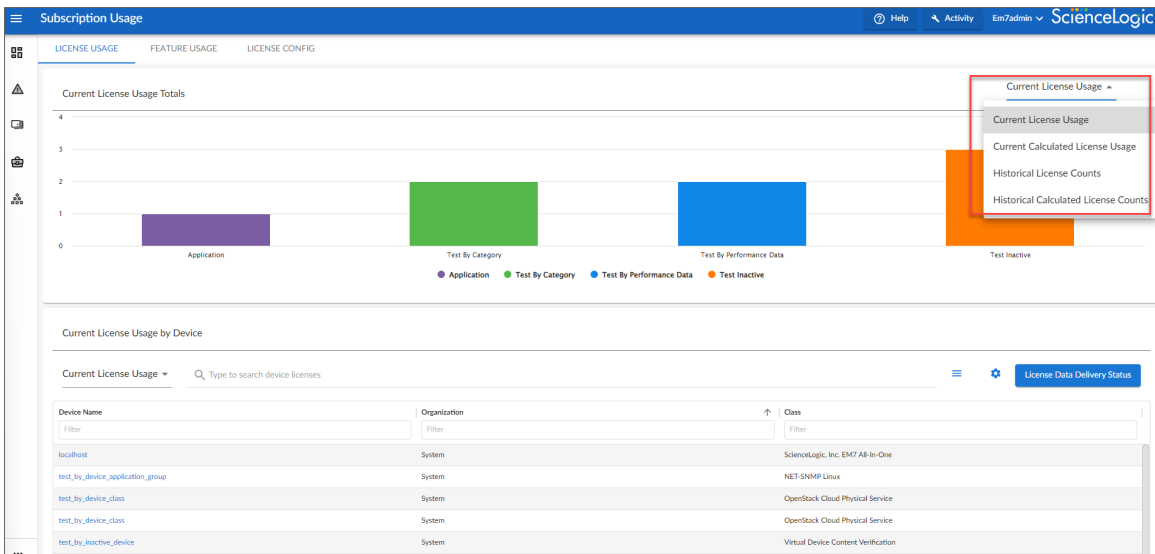
If the reports described in this chapter do not appear to be correct, validate your configuration by opening the Subscription Usage page (Manage > Subscription Usage). If the process is configured correctly

- For secure/air-gapped systems, the latest "Summary Date" value will be within the last 48 hours
- For systems that connect to ScienceLogic, the latest "Summary Date" value will be within the last 48 hours, and the "Delivery Status" is "1".

Viewing Subscription Usage

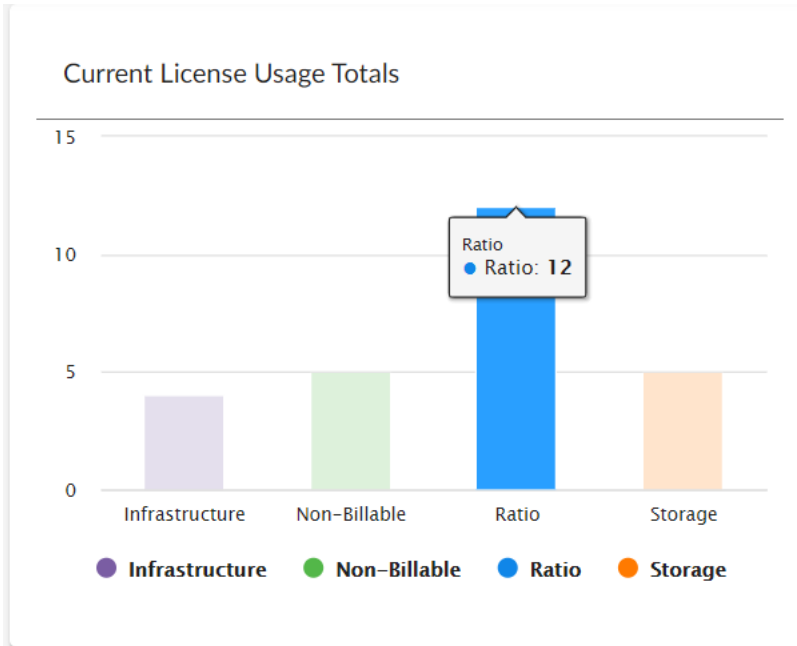
IMPORTANT: ScienceLogic uses the data collected for each device to assign a license to the device, and you are billed based on the number of licenses you consume. The rules that govern how licenses are assigned are based on your subscription with ScienceLogic. Certain types of devices do not count against your license usage in SL1. For more information, see the [Non-billable Devices](#) section.

The **Subscription Usage** page (Manage > Subscription Usage) provides a visual overview of your subscription license usage, including historical and current information. The information available in each panel of the page is described in this section and is accessible from the drop down menu in the top right of the page.



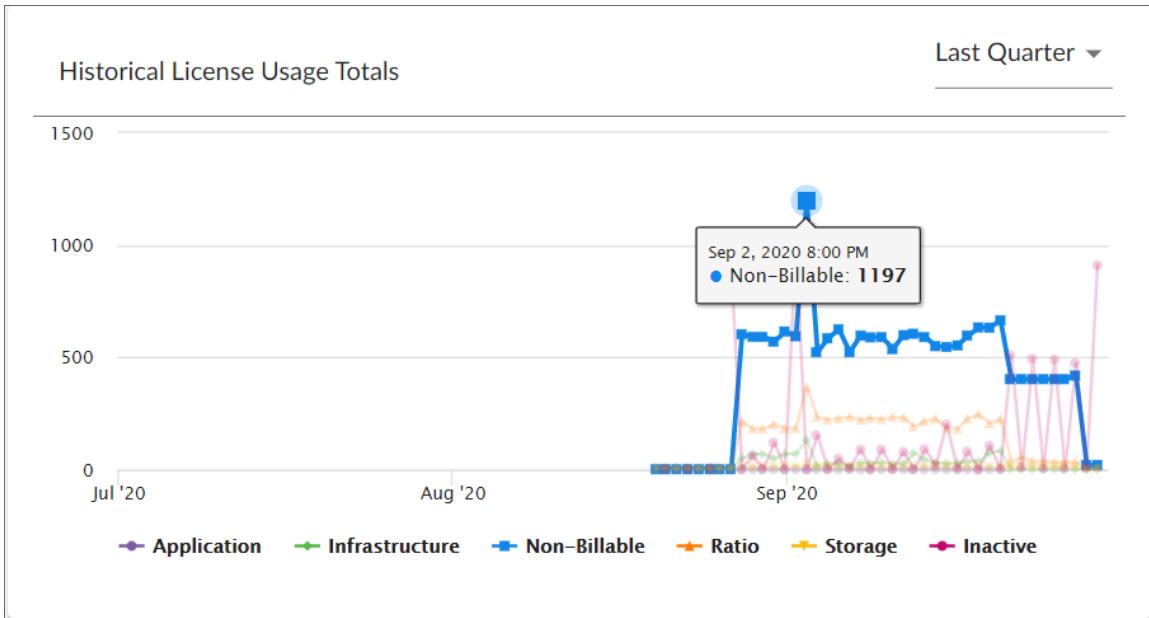
Current License Usage Totals

The bar chart in the upper-left corner of the Subscription Usage page shows the current total consumption of subscription licenses by license type. Each bar represents a license type. You can hover over a bar to see the number of licenses currently being consumed for that type. In the example below, we have four license types. We see that we are currently using 12 Ratio licenses.



Historical License Usage Totals

The line graph in the upper-right corner of the Subscription Usage page shows subscription license usage over time by license type. You can hover over a data point to see how many licenses of a given type were in use at that point in time.



A Date Range selector lets you narrow your view by using one of the following:

- All
- Current Quarter
- Last Quarter
- Current & Last Quarter
- Last Year

Whereas the "Current License Usages Totals" bar chart showed us that the most used license type currently is the Ratio license, the historical graph shows us that the Non-Billable license type is the most used over the given time range.

Current License Totals

The Current License usage table in the lower half of the Subscription Usage page lets you view information about your current subscription license usage in one of two ways:

- **Current License Usage by Device.** Choose "Current License Usage" from the drop-down list. Provides a list of all devices and the licenses they are using. You can search the table or filter on Device Name, Class, Organization, Category, or License Type.

| ORGANIZATION | CLASS | CATEGORY | LICENSE TYPE |
|--------------|-------------------------------------|----------|---------------|
| System | NET-SNMP Linux | Servers | Test Inactive |
| System | Virtual Device Content Verification | Virtual | Test Inactive |
| System | Virtual Device Content Verification | Virtual | Test Inactive |
| System | Virtual Device Content Verification | Virtual | Test Inactive |

NOTE: You can click on a device to open the Device Investigator page for the device. For more information, see *Using the Device Investigator* in the online help.

TIP: If you are looking for a specific device license or licenses, click the gear icon (⚙️) to the right of the **Search** field and select *Advanced*. For more information, see the "Performing an Advanced Search" topic in the *Introduction to SL1* manual.

- **Current License Counts by Device Class.** Choose "Current License Counts" from the drop-down list. Provides a list of all device classes that are associated with devices in the system, the device category, the total licenses currently consumed by devices of that device class, and a breakdown count for each license type for the device class. You can filter this table by device Class or Category.

| CLASS | CATEGORY | TOTAL | INFRASTRUCTURE | NON-BILLABLE | RATIO | STORAGE |
|--------------------------|--------------------|-------|----------------|--------------|-------|---------|
| AWS Account | Cloud.Account | 1 | 1 | 0 | 0 | 0 |
| AWS Service | Cloud.Service | 1 | 0 | 1 | 0 | 0 |
| Cisco Systems CRS-1 1... | Network.Router | 1 | 0 | 0 | 1 | 0 |
| Citrix NetScaler | Network.Services | 1 | 0 | 0 | 1 | 0 |
| Dell EMC Unisphere fo... | Storage.Management | 1 | 0 | 0 | 0 | 1 |
| Dell EMC Unity LUN | Storage.LUN | 2 | 0 | 0 | 0 | 2 |
| Dell EMC Unity Storag... | Storage.Pool | 1 | 0 | 0 | 0 | 1 |

- **Current License Counts by Device Category.** Choose "Current License Category" from the drop-down list. Provides the Total number of licensed categories, their Test status, and number of Tests by Category.

| Current License Counts by Device Category | | | |
|---|-------|---|------------------|
| Current License Category ▾ | | 🔍 Type to search device category licenses | |
| ⚙️ CATEGORY - | TOTAL | TEST INACTIVE | TEST BY CATEGORY |
| Servers | 1 | 1 | 0 |
| Virtual | 9 | 7 | 2 |

TIP: The "Current License Category" category information also auto-populates and can be displayed in the "Current License Totals" bar chart above.

Viewing and Managing License Types

SL1 stores information about your license types, including license attributes and how the licenses are configured. A license type includes the following attributes:

- **Name.** The name of the license. This name matches the license names assigned by the subscription usage process.
- **Related license and conversion ratio.** Shows how a license is related to other license types. For example, one license type might count as one-tenth of another license.
- **Contract baseline associated.** The agreed upon number of licenses of this type specified in your contract.
- **Enum value.** The value representing the method of calculation. Initial possible values include:
 - *Standard Count.* The baseline for this license represents a count of devices assigned to the license.
 - *Special Attribute.* The baseline for this license represents a count of an attribute specific to the license.

License Type Configurations

SL1 license usage is determined by the number of standard licenses you buy. Two models include ration calculations between licenses: the 2020 Model and the GSI Model.

The 2020 Model includes the following license types:

- **Non-Billable.** These devices are not billable.
- **Ratio.** Every 10 ratio devices consumes one standard license.
- **Storage.** Special attributes determine how many standard licenses are consumed.
- **Network.** Every five network devices consumes one standard license.
- **Infrastructure.** Consumes one license.

See the following example of an expected license-type configuration for this model:

| Name | Ratio to Related License | Related License | Method of Calculation |
|----------------|--------------------------|-----------------|-----------------------|
| Non-Billable | None | None | Standard Count |
| Ratio | 10 | Standard | Standard Count |
| Network | 5 | Standard | Standard Count |
| Infrastructure | None | None | Standard Count |
| Storage | None | None | Special Attribute |

The calculated usage graph for this configuration includes trend lines for Non-Billable and Standard. Ratio and Network Devices are included in the Standard count (after calculations).

NOTE: Storage devices will not be included in the calculated graph and will appear as a footnote.

NOTE: When applying ratios, the final count is always rounded up. For example, 11 network devices count as three standard devices.

The current GSI Model includes six license types, Class 0 through Class 5. The customer pays for a certain number of Class 3 licenses:

- **Class 0.** Class 0 devices are non-billable
- **Class 1.** Every 10 Class 1 devices consume one Class 3 license
- **Class 2.** Every two Class 2 devices consume one Class 3 license
- **Class 3.** None
- **Class 4.** Class 4 devices consume two Class 3 licenses
- **Class 5.** Class 5 devices consume ten Class 3 licenses

See the following example of an expected license-type configuration for this model:

| Name | Ratio to Related License | Related License | Method of Calculation |
|---------|--------------------------|-----------------|-----------------------|
| Class 0 | None | None | Standard Count |
| Class 1 | 10 | Class 3 | Standard Count |
| Class 2 | 2 | Class 3 | Standard Count |
| Class 3 | None | None | Standard Count |
| Class 4 | 0.5 | Class 3 | Standard Count |
| Class 5 | 0.1 | Class 3 | Standard Count |

The calculated usage graph for this configuration includes trend lines for Class 0 and Class 3.

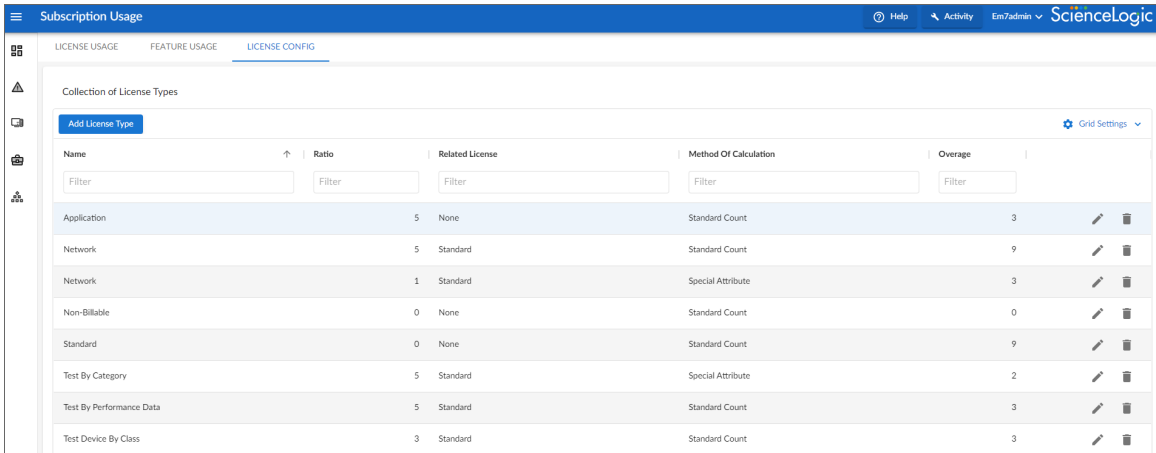
NOTE: Class 1, Class 2, Class 4, and Class 5 devices are included in the Class 3 count (after calculations).

NOTE: By default, license type data is not included in the base installation of SL1.

















Viewing License Types

Users can view the collection of license types on the **Subscription Usage** page. To view current license types for your SL1 system:

1. Go to the **Subscription Usage** page (Manage>Subscription Usage).
2. Click the **License Config** tab.
3. The **Collection of License Types** page appears and displays a license types.




The screenshot shows the 'Subscription Usage' page with the 'LICENSE CONFIG' tab selected. The page title is 'Collection of License Types'. There is an 'Add License Type' button and a 'Grid Settings' dropdown. The table below lists various license types with columns for Name, Ratio, Related License, Method Of Calculation, and Overage. Each row has edit and delete icons.

| Name | Ratio | Related License | Method Of Calculation | Overage | |
|--------------------------|-------|-----------------|-----------------------|---------|---|
| Application | 5 | None | Standard Count | 3 |   |
| Network | 5 | Standard | Standard Count | 9 |   |
| Network | 1 | Standard | Special Attribute | 3 |   |
| Non-Billable | 0 | None | Standard Count | 0 |   |
| Standard | 0 | None | Standard Count | 9 |   |
| Test By Category | 5 | Standard | Special Attribute | 2 |   |
| Test By Performance Data | 5 | Standard | Standard Count | 3 |   |
| Test Device By Class | 3 | Standard | Standard Count | 3 |   |

Editing License Types

To edit current license types for your SL1 system:

1. Go to the **Subscription Usage** page (Manage>Subscription Usage).
2. Click the **License Config** tab to display your collection of license types.
3. Locate the license you want to edit and click its Edit icon (). The **Modify License Type** modal page appears:

Modify License Type ✕

Fill in the fields below to Update a License Type

Name*
Application

Ratio
5

Method Of Calculation*
Standard Count

Related License
None

Overage*
3

Cancel Save

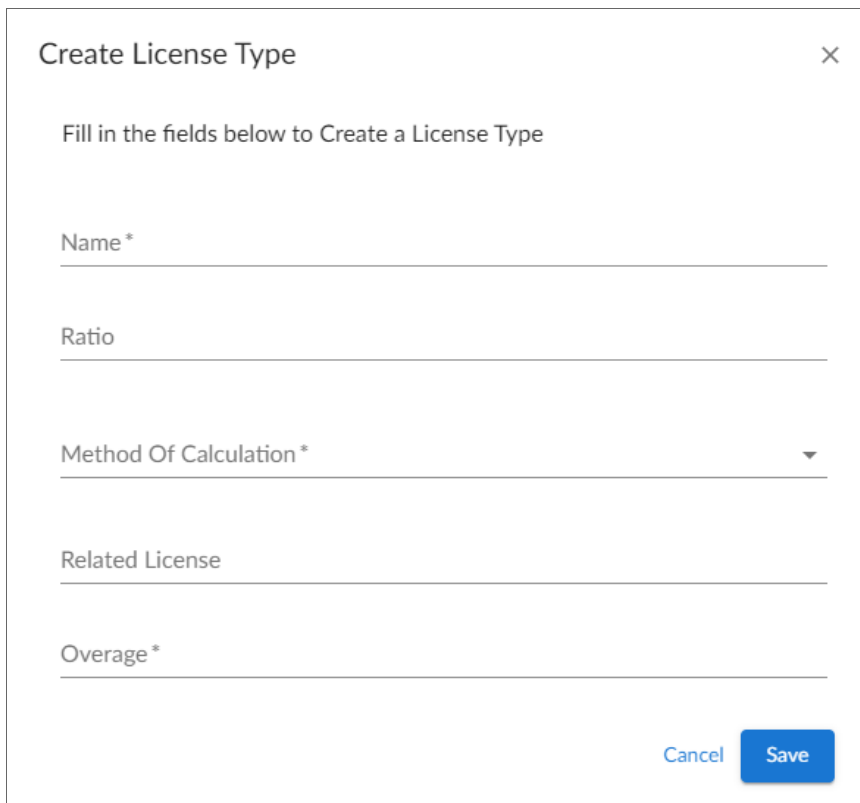
4. Update the required fields to update your license types.
5. Click **[Save]**.

Adding License Types

To add a new license type to your SL1 system:

1. Go to the **Subscription Usage** page (Manage>Subscription Usage)
2. Click the **License Config** tab.

3. Click **[Add License Type]**. The Create License Type modal appears:



The screenshot shows a modal window titled "Create License Type" with a close button (X) in the top right corner. Below the title is the instruction "Fill in the fields below to Create a License Type". The form contains five input fields: "Name*" (required), "Ratio", "Method Of Calculation*" (required, with a dropdown arrow), "Related License", and "Overage*" (required). At the bottom right of the modal are two buttons: "Cancel" and "Save".

4. Complete the required fields.
5. Click **[Save]**.

Deleting License Types

To delete a license type from your SL1 system:

1. Go to the **Subscription Usage** page (Manage>Subscription Usage)
2. Click the **License Config** tab. A list of your License Types appears:

The screenshot shows the 'Subscription Usage' interface with the 'LICENSE CONFIG' tab selected. It displays a table titled 'Collection of License Types' with columns for Name, Ratio, Related License, Method Of Calculation, and Overage. The 'Application' row is highlighted, and its delete icon is circled in red.

| Name | Ratio | Related License | Method Of Calculation | Overage | |
|--------------------------|-------|-----------------|-----------------------|---------|--|
| Application | 5 | None | Standard Count | 3 | |
| Network | 5 | Standard | Standard Count | 9 | |
| Network | 1 | Standard | Special Attribute | 3 | |
| Non-Billable | 0 | None | Standard Count | 0 | |
| Standard | 0 | None | Standard Count | 9 | |
| Test By Category | 5 | Standard | Special Attribute | 2 | |
| Test By Performance Data | 5 | Standard | Standard Count | 3 | |
| Test Device By Class | 3 | Standard | Standard Count | 3 | |

3. Click the Delete icon () for the license you want to delete.

CAUTION: Be sure you want to delete your license type. The selected license type will be immediately deleted without confirmation when you click the delete icon ().

Viewing Subscription License Reports

SL1 comes with two subscription license reports that you can use to view your license usage by device or by license type. To access these reports, go to Report > Run Report > EM7 Administration.

Subscription License Usage Report by Device

IMPORTANT: ScienceLogic uses the data collected for each device to assign a license to the device, and you are billed based on the number of licenses you consume. The rules that govern how licenses are assigned are based on your subscription with ScienceLogic. Certain types of devices do not count against your license usage in SL1. For more information, see the [Non-billable Devices](#) section.

This report displays the number of active and inactive licenses, by device. The report displays the default columns of Billing Category, Organizations, Device Name, Device Category, Device Subclass, and License Type.

You can customize the output to include a baseline or to separate license totals by type.

| Subscription License Usage Report by Device | | | | |
|---|------------------------------------|--------------------------------|------------------------------------|--------------------------|
| License data gathered on: 2021-03-28 00:00:00 UTC | | | | |
| Report generated on: 2021-03-29 20:31:08 UTC | | | | |
| Billing Category | License Count | Last Subscription Crunch Count | | |
| Test By Class | 1 | 1 | | |
| Test By Performance Data | 22 | 22 | | |
| Standard | 2 | 2 | | |
| Totals | 25 | 25 | | |
| Inactive count: 1 | | | | |
| Last Subscription Inactive Count: 1 | | | | |
| Current Devices In System | | | | |
| Organization: BillingRaCyrus | | | | |
| Organization | Device Name | Device Category | Device Subclass | License Type |
| BillingRaCyrus | AWS-root [40] | Cloud_Service | AWS Service | Test Inactive |
| BillingRaCyrus | AIDA4QOTK4IQNWUIFRHR7 [41] | Cloud_Account | AWS Account | Test By Class |
| BillingRaCyrus | OpsWorks Service [42] | Cloud_Service | AWS OpsWorks Service | Test By Performance Data |
| BillingRaCyrus | CloudFront Service [43] | Cloud_Service | AWS CloudFront Service | Test By Performance Data |
| BillingRaCyrus | Route 53 Service [44] | Cloud_Service | AWS Route 53 Service | Test By Performance Data |
| BillingRaCyrus | WAF Global Service [45] | Cloud_Service | AWS WAF Global Service | Test By Performance Data |
| BillingRaCyrus | Shield Service [46] | Cloud_Security | AWS Shield Standard Service | Test By Performance Data |
| BillingRaCyrus | My Sample Stack (Linux) [47] | Cloud_Service | AWS OpsWorks Stack | Test By Performance Data |
| BillingRaCyrus | s1ezw45xv7yb9.cloudfront.net [48] | Cloud_Storage | AWS CloudFront RTMP Distribution | Test By Performance Data |
| BillingRaCyrus | d2ciaz4kfb1yk.cloudfront.net [49] | Cloud_Storage | AWS CloudFront Web Distribution | Test By Performance Data |
| BillingRaCyrus | d13m6fbf3bx7.cloudfront.net [50] | Cloud_Storage | AWS CloudFront Web Distribution | Test By Performance Data |
| BillingRaCyrus | d2vced5dzo973d.cloudfront.net [51] | Cloud_Storage | AWS CloudFront Web Distribution | Test By Performance Data |
| BillingRaCyrus | local [53] | Cloud_Network | AWS Route 53 Hosted Zone | Test By Performance Data |
| BillingRaCyrus | production.mu-8.local [54] | Cloud_Network | AWS Route 53 Hosted Zone | Test By Performance Data |
| BillingRaCyrus | dcmr.com [55] | Cloud_Network | AWS Route 53 Hosted Zone | Test By Performance Data |
| BillingRaCyrus | local [56] | Cloud_Network | AWS Route 53 Hosted Zone | Test By Performance Data |
| BillingRaCyrus | testnet.com [57] | Cloud_Network | AWS Route 53 Hosted Zone | Test By Performance Data |
| BillingRaCyrus | kubernetes.logic.com [58] | Cloud_Network | AWS Route 53 Hosted Zone | Test By Performance Data |
| BillingRaCyrus | dcmr-namespace [59] | Cloud_Network | AWS Route 53 Hosted Zone | Test By Performance Data |
| BillingRaCyrus | logic.com [60] | Cloud_Network | AWS Route 53 Hosted Zone | Test By Performance Data |
| BillingRaCyrus | local [61] | Cloud_Network | AWS Route 53 Hosted Zone | Test By Performance Data |
| BillingRaCyrus | sciencelogic.com [63] | Cloud_Network | AWS Route 53 Hosted Zone | Test By Performance Data |
| BillingRaCyrus | GlobalWebACL [64] | Cloud_Security | AWS WAF Global Web ACL | Test By Performance Data |
| BillingRaCyrus | www.google.com [66] | Cloud_Network | AWS Route 53 Health Check | Standard |

The following input options are available when generating the report:

- **Organizations.** Specify one or more organizations or all organizations to include in the report.
- **Options.** Separate the report into tables, with a table for each organization.

This description covers the latest version of this report as shipped by ScienceLogic. This report might have been modified on your SL1 system.

Subscription License Usage Report by Type

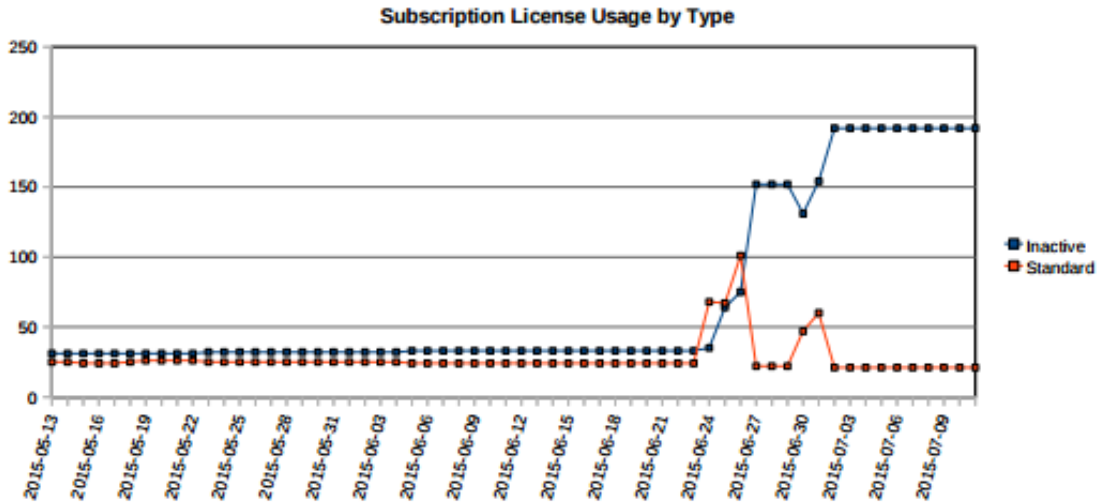
IMPORTANT: ScienceLogic uses the data collected for each device to assign a license to the device, and you are billed based on the number of licenses you consume. The rules that govern how licenses are assigned are based on your subscription with ScienceLogic. Certain types of devices do not count against your license usage in SL1. For more information, see the [Non-billable Devices](#) section.

This report displays the number of licenses, by type, in a line graph and also includes a table that displays the number of licenses by date and the number of average licenses over time.



Subscription License Usage Report by Type

Report generated on: 2015-07-12 15:04:51



| Date | Inactive | Standard |
|------------|----------|----------|
| 2015-05-13 | 31 | 25 |
| 2015-05-14 | 31 | 25 |
| 2015-05-15 | 31 | 24 |
| 2015-05-16 | 31 | 24 |
| 2015-05-17 | 31 | 24 |
| 2015-05-18 | 31 | 25 |
| 2015-05-19 | 31 | 26 |
| 2015-05-20 | 31 | 26 |
| 2015-05-21 | 31 | 26 |
| 2015-05-22 | 31 | 26 |
| 2015-05-23 | 32 | 25 |
| 2015-05-24 | 32 | 25 |
| 2015-05-25 | 32 | 25 |
| 2015-05-26 | 32 | 25 |
| 2015-05-27 | 32 | 25 |
| 2015-05-28 | 32 | 25 |
| 2015-05-29 | 32 | 25 |

The following input options are available when generating the report:

- **Timespan.** Select the number of days to include in the report. Choices are 30 days, 60 days, 90 days, 120 days, 180 days, and 365 days. The default value is 60 days.

This description covers the latest version of this report as shipped by ScienceLogic. This report might have been modified on your SL1 system.

Viewing Subscription Licensing Data

The **Subscription Data** page allows you to:

- View subscription licensing data that you have submitted to ScienceLogic
- Manually submit subscription licensing data to ScienceLogic
- Download the delivery status information for all data processed by the billing system within a specific date range

This page appears only in ScienceLogic's central licensing system.

Viewing Delivery Status

The **License Data Delivery Status** page displays the status of one or more daily license usage files. To view the **License Data Delivery Status** page:

1. Go to the **Subscription Usage** page (Manage > Subscription Usage).
2. Click the [**License Data Delivery Status**] button.
3. The **License Data Delivery Status** modal appears and displays a list of daily license usage files. For each daily license usage file, the **License Data Delivery Status** page displays the following:
 - **Summary Date**. Date associated with the daily license-usage file.
 - **Delivery Status**. Possible values are:
 - "0" (*zero*). File has not been uploaded to the ScienceLogic billing server.
 - "1" (*one*). File has been uploaded to the ScienceLogic billing server and may be deleted from the SL1 system by the automated maintenance process.
 - **Summary Size**. Size of the daily license usage file.

| License Data Delivery Status | | | | | |
|------------------------------|---------------------|-----------------|-------------------|-------------------------------------|----------|
| License Data | | | | Reset | Download |
| | Summary Date | Delivery Status | Summary Size (kB) | <input checked="" type="checkbox"/> | |
| 1. | 2020-10-04 00:00:00 | 0 | 10948.4 | <input type="checkbox"/> | |
| 2. | 2020-10-03 00:00:00 | 0 | 10948.4 | <input type="checkbox"/> | |
| 3. | 2020-10-02 00:00:00 | 0 | 10948.4 | <input type="checkbox"/> | |
| 4. | 2020-10-01 00:00:00 | 0 | 10948.4 | <input type="checkbox"/> | |
| 5. | 2020-09-30 00:00:00 | 0 | 10948.4 | <input type="checkbox"/> | |
| 6. | 2020-09-29 00:00:00 | 0 | 10948.4 | <input type="checkbox"/> | |
| 7. | 2020-09-28 00:00:00 | 0 | 10948.4 | <input type="checkbox"/> | |
| 8. | 2020-09-27 00:00:00 | 0 | 10948.4 | <input type="checkbox"/> | |
| 9. | 2020-09-26 00:00:00 | 0 | 10948.4 | <input type="checkbox"/> | |
| 10. | 2020-09-25 00:00:00 | 0 | 10948.4 | <input type="checkbox"/> | |
| 11. | 2020-09-24 00:00:00 | 0 | 10948.4 | <input type="checkbox"/> | |

Status Update File No file chosen

Manually Uploading License Usage to ScienceLogic

If your SL1 system is configured to communicate with ScienceLogic, usage data will automatically be sent to the ScienceLogic billing server once a day. After the ScienceLogic billing server receives the usage data, SL1 will automatically mark the license usage file as delivered.

If your SL1 system is not configured to communicate with ScienceLogic or if the connection to the ScienceLogic billing server fails:

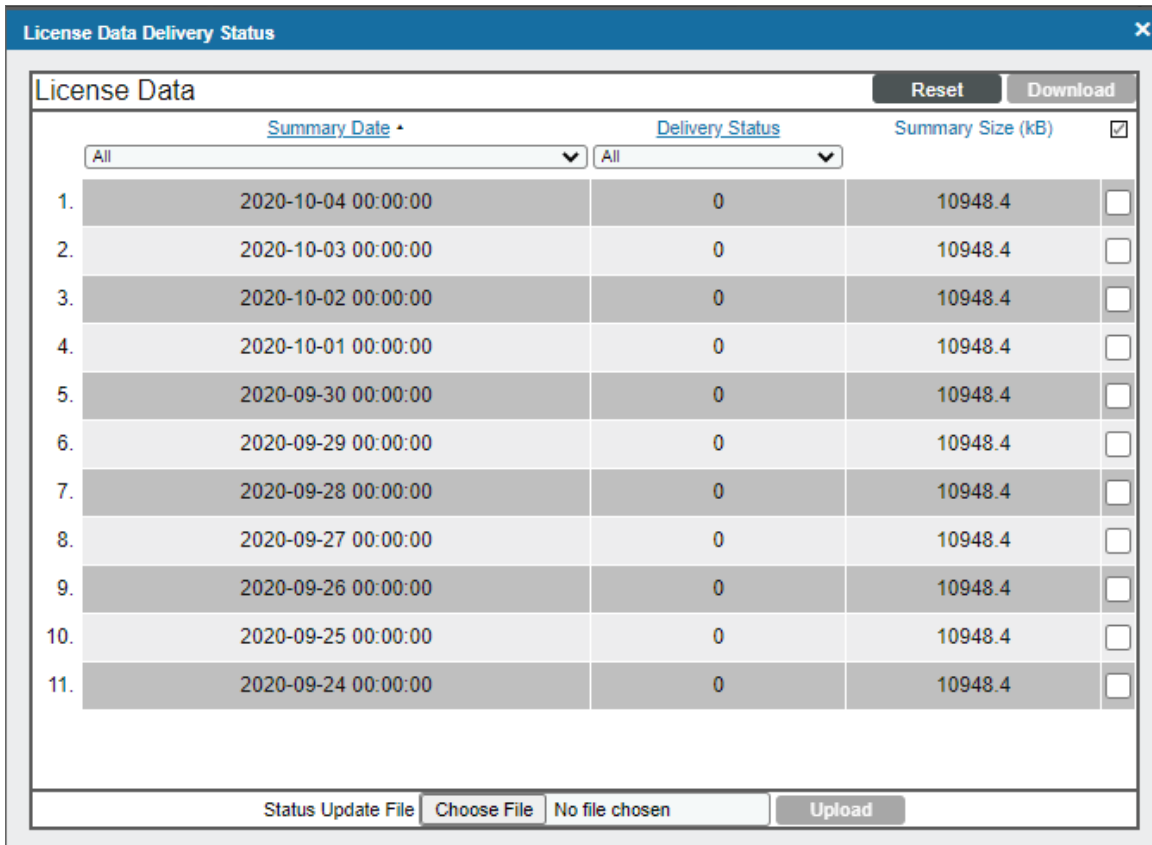
- You can use the **License Data Delivery Status** page to manually download the daily license-usage file.
- You can then log in to the ScienceLogic billing server and manually upload the daily license-usage file.
- You can then use the **License Data Delivery Status** page to upload the ScienceLogic "receipt" to your SL1 system, allowing SL1 to mark the license usage file as delivered.
- License usage files will not be deleted from your system until they are delivered.

Downloading the Daily License Usage File

If your SL1 system is not configured to communicate with ScienceLogic or if the connection to the ScienceLogic billing server fails, you can use the **License Data Delivery Status** page to manually download the daily license usage file. You can then log in to the ScienceLogic Licensing and Billing server and manually upload the daily license usage file.

To download the daily license-usage file using the **License Data Delivery Status** page:

1. Go to the **Subscription Usage** page (Manage > Subscription Usage).
2. Click **[License Data Delivery Status]**.
3. Select one or more daily license usage files to download to your local computer, and then click the **[Download]** button.



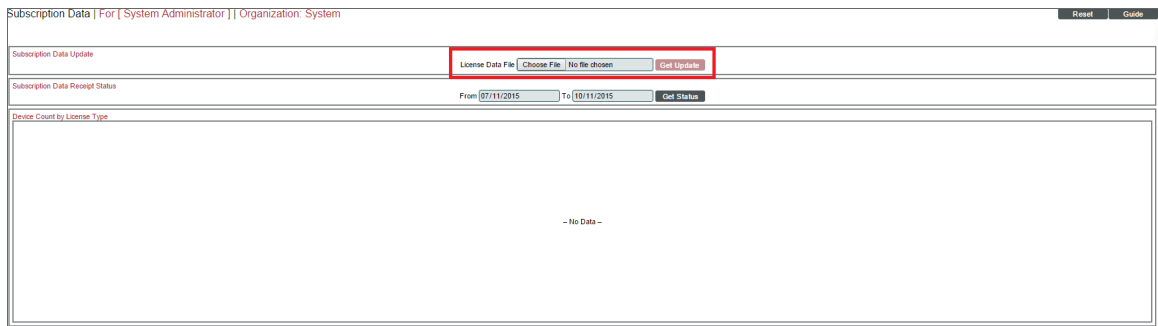
NOTE: If the download size exceeds 50MB, the **[Download]** button is disabled.

4. The daily license usage file is saved to your local computer. The downloaded file is usually named "license_data.json.gz".

Manually Uploading the Daily License Usage File to ScienceLogic

After downloading the daily license usage file to your local computer, you can manually upload the file to the ScienceLogic billing server. To do this:

1. Log in to the ScienceLogic billing system.
2. Go to the **Subscription Data** page (Preferences > Account > Subscription Billing).
3. In the **Subscription Data** page, go to the **Subscription Data Update** pane. Use the **[Browse]** button to find the daily license-usage file that you downloaded to your local computer.
4. Click the **[Get Update]** button to upload the daily license-usage file to the ScienceLogic server.



The screenshot shows the 'Subscription Data Update' section of the ScienceLogic billing system. The page title is 'Subscription Data | For [System Administrator] | Organization: System'. The 'Subscription Data Update' pane contains a 'License Data File' field with a 'Choose File' button and the text 'No file chosen'. A red box highlights the 'Choose File' button and the 'Get Update' button. Below this, the 'Subscription Data Receipt Status' pane shows a date range from '07/11/2015' to '10/11/2015' and a 'Get Status' button. The 'Device Count by License Type' pane is currently empty, displaying '- No Data -'.

5. The ScienceLogic server will provide a "receipt" file for you to download. This file is usually called "status_updated.json.gz". You must upload this receipt to your SL1 system.

Downloading a Delivery Status Receipt for a Specific Date Range

From the ScienceLogic billing server, you can also download a "receipt" file containing the delivery status for all of the data processed by the billing system within a specific date range. This file can be uploaded to your SL1 System to update your system's data delivery status information.

To download a delivery status receipt for a specific date range:

1. Log in to the ScienceLogic billing server.
2. Go to the **Subscription Data** page (Preferences > Account > Subscription Billing).

3. In the **Subscription Data Receipt Status** pane, use the **From** and **To** fields to enter the date range for which you want to download data delivery status data, then click the **[Get Status]** button.

Subscription Data | For [System Administrator] | Organization: System

Subscription Data Update

License Data File No file chosen

Subscription Data Receipt Status

From To

Device Count by License Type

- No Data -

4. The ScienceLogic server will provide a "receipt" file for you to download. This file is usually called "status_updated.json.gz". You can upload this receipt to your SL1 system.

Uploading the ScienceLogic Receipt

After uploading the daily license usage file to the ScienceLogic Billing server, the ScienceLogic server will provide a "receipt" file for you to download. This file is usually called "status_updated.json.gz".

You must upload this "receipt" file to your SL1 system to inform your SL1 system that the upload was successful and that the SL1 system may delete the daily license usage file.

To upload the "receipt" file:

1. Go to the **Subscription Usage** page (Manage > Subscription Usage).
2. Click **[License Data Delivery Status]**.
3. In the **Status Update File** field, click **[Choose File]** and browse to locate the "receipt" file.
4. Click the **[Upload]** button to upload the "receipt" file to your SL1 system.

| License Data Delivery Status | | | | | |
|------------------------------|---------------------|-----------------|-------------------|-------------------------------------|----------|
| License Data | | | | Reset | Download |
| | Summary Date | Delivery Status | Summary Size (kB) | <input checked="" type="checkbox"/> | |
| 1. | 2020-10-04 00:00:00 | 0 | 10948.4 | <input type="checkbox"/> | |
| 2. | 2020-10-03 00:00:00 | 0 | 10948.4 | <input type="checkbox"/> | |
| 3. | 2020-10-02 00:00:00 | 0 | 10948.4 | <input type="checkbox"/> | |
| 4. | 2020-10-01 00:00:00 | 0 | 10948.4 | <input type="checkbox"/> | |
| 5. | 2020-09-30 00:00:00 | 0 | 10948.4 | <input type="checkbox"/> | |
| 6. | 2020-09-29 00:00:00 | 0 | 10948.4 | <input type="checkbox"/> | |
| 7. | 2020-09-28 00:00:00 | 0 | 10948.4 | <input type="checkbox"/> | |
| 8. | 2020-09-27 00:00:00 | 0 | 10948.4 | <input type="checkbox"/> | |
| 9. | 2020-09-26 00:00:00 | 0 | 10948.4 | <input type="checkbox"/> | |
| 10. | 2020-09-25 00:00:00 | 0 | 10948.4 | <input type="checkbox"/> | |
| 11. | 2020-09-24 00:00:00 | 0 | 10948.4 | <input type="checkbox"/> | |

Status Update File No file chosen

Data Retention Settings for Licensing

The **Data Retention Settings** page contains settings for subscribers.

To adjust these settings:

1. Go to the **Data Retention Settings** page (System > Settings > Data Retention).
2. The following sliders appear under the **Subscription Data Retention** heading:
 - **Subscriber Device Configuration Data.** For users with a subscriber license. Number of months to retain the files and database tables that contain configuration information for a device. Default value is two months.
 - **Subscriber Device Usage Data.** For users with a subscriber license. Number of months to retain information on total number of events and total number of tickets. Default value is two months.
 - **Subscriber System Configuration Data.** For users with a subscriber license. Number of months to retain the files and database tables that contain configuration information for the SL1 system. Default value is three months.
 - **Subscriber System Usage Data.** For users with a subscriber license. Number of months to retain information on total number of events and total number of tickets. Default value is three months.

- **Subscriber Device Type Data.** For users with a subscriber license. Number of months to retain the files and database tables that map each device to a device category, as per your subscriber license. Default value is three months.
- **Subscriber Daily Delivery Data.** For users with a subscriber license. Number of months to retain the "crunched" license usage data that is calculated each day using the Subscriber Device Configuration Data, Subscriber System Configuration Data, Subscriber System Usage Data, and Subscriber Device Type Data. SL1 will not prune data that has not yet been delivered to the ScienceLogic Licensing and Billing server. Default value is three months.

The **Data Retention Settings** page contains settings for feature data retention as well. This data is applicable to all systems.

To adjust these settings:

1. Go to the **Data Retention Settings** page (System > Settings > Data Retention).
2. The following sliders appear under the **Feature Data Retention** heading:
 - **Feature Configuration Data.** Feature data is information about how SL1 is being used, including configuration data and performance metrics. Number of months to retain raw feature configuration values. Default value is six months.
 - **Feature Performance Data.** Feature data is information about how SL1 is being used, including configuration data and performance metrics. Number of months to retain raw performance metric values. Default value is six months.
 - **Feature Performance Data Aggregation Daily.** For users with a subscriber license. Number of months to retain the files and database tables that contain aggregated daily-performance values. Default value is six months.
 - **Feature Performance Data Aggregation Hourly.** For users with a subscriber license. Number of months to retain the files and database tables that contain hourly-performance values. Default value is six months.

Feature Data Retention

| | | | |
|---|--|---|------------------------------|
| Feature Configuration Data | | 6 | months* [Current: 6 months*] |
| Feature Performance Data | | 6 | months* [Current: 6 months*] |
| Feature Performance Data Aggregation Daily | | 6 | months* [Current: 6 months*] |
| Feature Performance Data Aggregation Hourly | | 6 | months* [Current: 6 months*] |

[Save](#)

* 1 month = 30 days

Appendix



A

Subscription Data Collection

Overview

This chapter describes the subscription data collected by SL1.

Use the following menu options to navigate the SL1 user interface:

- To view a pop-out list of menu options, click the menu icon ().
- To view a page containing all of the menu options, click the Advanced menu icon ().

This chapter covers the following topics:

| | |
|---|----|
| <i>Subscription Data Collected by SL1</i> | 36 |
| <i>Non-billable Devices</i> | 38 |

Subscription Data Collected by SL1

With a subscription license, SL1 collects and sends billing data to ScienceLogic via secure Hypertext Transfer Protocol (HTTPS). During this collection, SL1 collects device configuration data and statistical metadata only; no specific performance collection data is included.

IMPORTANT: ScienceLogic uses the data collected for each device to assign a license to the device, and you are billed based on the number of licenses you consume. The rules that govern how licenses are assigned are based on your subscription with ScienceLogic. Certain types of devices do not count against your license usage in SL1. For more information, see the [Non-billable Devices](#) section.

SL1 collects the following billing data from customer systems:

- Device configuration data that is recorded per-device
- System configuration data
- Device statistics data that is recorded per-device and per-collection type and aggregated daily

NOTE: Each device is categorized based on whether it is managed as infrastructure, is part of a managed application, or is part of a managed service.

The following table lists the specific data that is collected:

| Collection | Data Collected |
|----------------|--|
| Per SL1 System | <ul style="list-style-type: none">• ScienceLogic System Identifier• ScienceLogic Version• ScienceLogic Revision• DRBD Version• MySQL Version• Number of Organizations• Number of Users• Number of Applications• Number of Application Components• List of Dynamic Applications installed on each monitored device, with the following information included:<ul style="list-style-type: none">◦ ID◦ GUID◦ Name◦ Version |

| Collection | Data Collected |
|------------|--|
| | <ul style="list-style-type: none"> ◦ PowerPack GUID ◦ PowerPack Name ◦ PowerPack Version ◦ Number of Subscribers • Number of Configured Dashboards • Number of Scheduled Reports • Number of Asset Records • Number of each type of the following appliances: <ul style="list-style-type: none"> ◦ Admin Portals ◦ Database Servers ◦ Data Collectors ◦ Message Collectors ◦ Compute Nodes ◦ Storage Nodes • Number of Device Groups • Number of IT Services • Number of Business Services • Number of Device Services • Number of Automations triggered for the past 24 hours • Number of Automation Actions executed for the past 24 hours • Number of New Tickets Created • Number of New Event Instances • Latest output of System Status script for each appliance • Earliest license expiry date • List of all installed PowerPacks with the following information per PowerPack: <ul style="list-style-type: none"> ◦ GUID ◦ Name ◦ Version ◦ Revision ◦ Publisher • A list of which major product features are in-use. • The CPU, Memory, and Disk configuration of SL1 appliances. • CPU, Memory, and Disk utilization metrics for SL1 appliances. • The number of devices and interfaces monitored by each Data Collector. |

| Collection | Data Collected |
|------------|--|
| Per Device | <ul style="list-style-type: none"> • Device ID • Organization ID • Device Name • Device Class with the following information per device class: <ul style="list-style-type: none"> ◦ GUID ◦ Name ◦ Description ◦ Device Category GUID ◦ Device Category Name • Device Subscription Tier • Device Category • Interface Count • Merge/Component ID • Aligned Dynamic Applications • Number of Associated Applications • Number of Associated Business Services • Number of Associated IT Services • Number of Associated Device Services • Relationships with other devices <ul style="list-style-type: none"> ◦ Relationship Type ◦ Device Class for the device on the other end of the relationship <div style="border: 1px solid blue; padding: 5px; margin-top: 10px;"> <p>IMPORTANT: Certain types of devices do not count against your license usage in SL1. For more information, see the Non-billable Devices section.</p> </div> |

Non-billable Devices

Typically, any device that SL1 is monitoring will consume a single ScienceLogic device license. This one-to-one relationship between a device and a device license is in use regardless of whether the device is a physical device monitored via direct network polling, a virtual device with no network address of its own, or a component device that was created in SL1 with a Dynamic Application or through relationships between Dynamic Applications.

IMPORTANT: Even if you turn off data collection for a device, that device still consumes a single ScienceLogic device license.

There are, however, some devices that do not consume device licenses. If you have a subscription license, the following devices do *not* count against your license usage in SL1 :

- **Devices in a virtual collector group.** Virtual collector groups do not perform collection on any devices aligned with them; they serve only as a means of storing historical data from those devices.
- **Devices assigned specific device classes.** This includes SL1 appliances and logical component devices such as AWS Regions, VMware Folders, and so on.

Appendix



B

Troubleshooting Subscription Billing

Overview

This chapter describes how to check the configuration of subscription billing data collected by SL1.

Use the following menu options to navigate the SL1 user interface:

- To view a pop-out list of menu options, click the menu icon (.
- To view a page containing all of the menu options, click the Advanced menu icon ().

This chapter covers the following topics:

| | |
|---|----|
| <i>Installing the Test Script</i> | 41 |
| <i>Running the Test Script</i> | 41 |
| <i>Error Message Remediation</i> | 41 |

Installing the Test Script

You can use the `test_subscription.sh` script to check the configuration of subscription billing on your system and test the connection to the Billing Server. This script is included in SL1 version 8.14.0 and later releases and requires no additional installation.

NOTE: For 8.12 and earlier versions, you can obtain the `test_subscription.sh` file from Support. You must transfer the file manually to the current primary Database Server or All-In-One Appliance using an SCP tool, and move the file to the `/opt/em7/bin` directory.

Running the Test Script

To run the `test_subscription.sh` script:

1. Connect to the console of the current primary Database Server or All-In-One Appliance as the admin user.
2. Execute the following command. Enter the admin user password when prompted:
`sudo sh`
3. Execute the following command:
`/opt/em7/bin/test_subscription.sh`

Error Message Remediation

The following table lists all possible error messages generated by the `test_subscription.sh` script, along with a description of possible causes and next steps:

| Error Message | Description |
|--|--|
| ERROR: Cannot connect to https://billing.sciencelogic.com | <p>An HTTP request to the login page of https://billing.sciencelogic.com without user credentials failed.</p> <p>Cause: The most likely cause is that the Database Server does not have internet access. If you have internet access from the Database Server, go to Next Steps.</p> <p>Next Steps:</p> <ul style="list-style-type: none">• Test connections to other internet pages• Troubleshoot the network settings for the Database Server• Whitelist https://billing.sciencelogic.com in the your firewall configuration <p>NOTE: Using an HTTP proxy is an option for the connection, if required.</p> |
| ERROR: cred_id section missing from [SUBSCRIBER] in /etc/silo.conf | <p>The <code>cred_id</code> option is not included in <code>/etc/silo.conf</code>.</p> <p>Cause: The subscription billing process is not configured correctly.</p> <p>Next Steps: For information about the required <code>silo.conf</code> configuration, see "Editing Silo.conf for Subscription Billing" in the "Configuring Subscription Billing" section.</p> |

| Error Message | Description |
|---|--|
| ERROR: [SUBSCRIBER] section from /etc/silo.conf missing | The SUBSCRIBER section is not included in /etc/silo.conf. Cause: The subscription billing process is not configured correctly. Next Steps: For information about the required silo.conf configuration, see "Editing Silo.conf for Subscription Billing" in the "Configuring Subscription Billing" section. |
| ERROR: Cannot login to https://billing.sciencelogic.com with the cred id <ID> username and password | An HTTP request to the login page of https://billing.sciencelogic.com with user credentials failed. Cause: The username and password in the credential specified in the silo.conf file did not successfully authenticate on https://billing.sciencelogic.com. Next Steps: <ul style="list-style-type: none"> • Verify the username and password listed for your services account on https:// isupport.sciencelogic.com/s/. • If the credential is correct, attempt to log in to https://billing.sciencelogic.com manually with the credential. • If the manual login fails, open a Billing case for IT to check the issue. • If the manual login is successful, a networking issue might be the cause. Try the steps listed for the "ERROR: Cannot connect to https://billing.sciencelogic.com" entry. |
| ERROR: Cred type wrong for credential <ID> | The credential specified in the silo.conf configuration is not a SOAP/XML credential. Cause: The subscription billing process is not configured correctly. Next Steps: Create a SOAP/XML credential. For the required credential configuration, see the "Creating a Credential for the ScienceLogic Billing Server" in the "Configuring Subscription Billing" section. |
| ERROR: Port not 443 for cred <ID> | The credential specified in the silo.conf configuration does not use port 443. Cause: The port specified for the credential ID shown is incorrect. Next Steps: Edit the credential to use port 443. For the required credential configuration, see the "Creating a Credential for the ScienceLogic Billing Server" in the "Configuring Subscription Billing" section. |
| ERROR: https://billing.sciencelogic.com not found in cred <ID> | The credential specified in the silo.conf configuration file does not have the URL for the billing server. Cause: The URL for the billing server ("https://billing.sciencelogic.com") is missing or incorrect. Next Steps: For the credential ID shown, edit the credential and change the URL to "https://billing.sciencelogic.com". See "Editing Silo.conf for Subscription Billing" in the "Configuring Subscription Billing" section. |
| ERROR: Credential \$cred not found | The credential specified in the silo.conf configuration does not exist. Cause: The subscription billing process is not configured correctly. Next Steps: For the required credential configuration, see the "Creating a Credential for the ScienceLogic Billing Server" in the "Configuring Subscription Billing" section. |
| <Number> UHEs detected, please investigate | The system log contains unhandled exceptions for the subscription usage process. Next Steps: Execute the following query for more details, and then follow the standard troubleshooting process for unhandled exceptions, escalating |

| Error Message | Description |
|---------------|---|
| | to Support as necessary: <code>select * from master_logs.system_messages where date_edit > date_sub(now(), interval 7 day) and message like '^153: Unhandled exception on appliance%';</code> |

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