



Subscription Billing

Skylar One version 12.5.1

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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 device 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 device license usage in Skylar One. For more information, see the [Non-billable Devices](#) section.

Use the following menu options to navigate the Skylar One 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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Prerequisites

To configure a ScienceLogic Skylar One 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 `silو.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

Defining a credential does not apply to secure users with systems that do not send data to the billing server daily. If you are not a secure user, you must define the credential that your Skylar One system will use to communicate with the ScienceLogic billing server.

To define a SOAP/XML credential that your Skylar One 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 Skylar One 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 Skylar One 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 Skylar One appliance has a configuration file called **silo.conf**, which contains configuration information about the appliance itself, such as the IP address, licensing information, and directory locations. The default settings in **silo.conf** are configured automatically when the appliance is installed.

NOTE: Secure users with systems that do not send data to the billing server daily do not need to configure the **silo.conf** file.

To edit the **silo.conf** file:

1. Either go to the console of the Skylar One appliance or use SSH to access the server.
2. Log in as user **em7admin** with the appropriate password.

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

3. Type the following at the command line to open the **silo.conf** file for the Primary active Database Server:

```
sudo visilo
```

NOTE: If you are implementing the billing credential on other Database Server appliances in the cluster, such as High Availability passive and Disaster Recovery appliances, run the following command: `sudo visilo --no-validation`. Running this command ensures that the new primary node has the configuration and can continue to upload the billing data if there is a High Availability failover.

4. 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>
```

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

Enabling the Subscription Usage Process

Enabling a specific process on the **Process Manager** page requires you to click the wrench icon () to access the **Process Manager** modal. Each of the fields in this modal are search-able in the filter-while-you-type fields at the top of the **Process Manager** page. For more information, see [Viewing Information About ScienceLogic Processes](#).

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

1. Go to the **Process Manager** page (System > Settings > Admin Processes or System > Settings > Processes in the classic user interface).
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 **[Save]**.

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 Skylar One 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 Skylar One system, devices assigned to that device class can consume only one of the following:

- A license based on how the device is being monitored, such as 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, such as a Network device in the 2020 model
- The default license type for the user's pricing model, such as 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 the ScienceLogic 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 a 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 Skylar One system is reporting data to the billing server automatically, the new license assignments will propagate automatically to your Skylar One system after ScienceLogic makes the necessary changes in the billing system. If your Skylar One 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, then select *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.
 - **Minimum EM7 version.** Leave blank. No value is required for 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 Skylar One 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 Skylar One 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 Skylar One 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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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 Skylar One 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 Skylar One System Setup

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

IMPORTANT: Prior to configuring your system you must use visilo to add the `mode=LOCAL` in the `SUBSCRIBER` block of the configuration file. Secure users with systems that do not send data to the billing server daily do not need to configure the `silو.conf` file.

1. Go to the **Process Manager** 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:
 - Go to the **System Usage** page (System > Monitor > System Usage).
 - Click the **[Subscription]** button and then select *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 Skylar One System Setup

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

1. Save the status file to your local computer.
2. Go to the **System Usage** page (System > Monitor > System Usage).
3. Click the **[Subscription]** button and then select *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]**.

IMPORTANT: Local subscription results will be incorrect until after the *Final Setup* steps are complete.

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]**. 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*.
5. Click **[Save]**.
 6. On the **Reports** page, open the **Scheduler** (Reports > Create Report > Scheduler).
 7. Click **[Create]**.
 8. 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.
 9. 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.

Chapter

4

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 for Skylar One (formerly SL1)
- Download subscription license usage data for manual upload to the ScienceLogic billing server
- Upload a receipt from the ScienceLogic billing server

NOTE: This page is not available in the classic user interface.

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

If your Skylar One 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 Skylar One 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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<i>Viewing Delivery Status</i>	29
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Ensuring Accurate Data

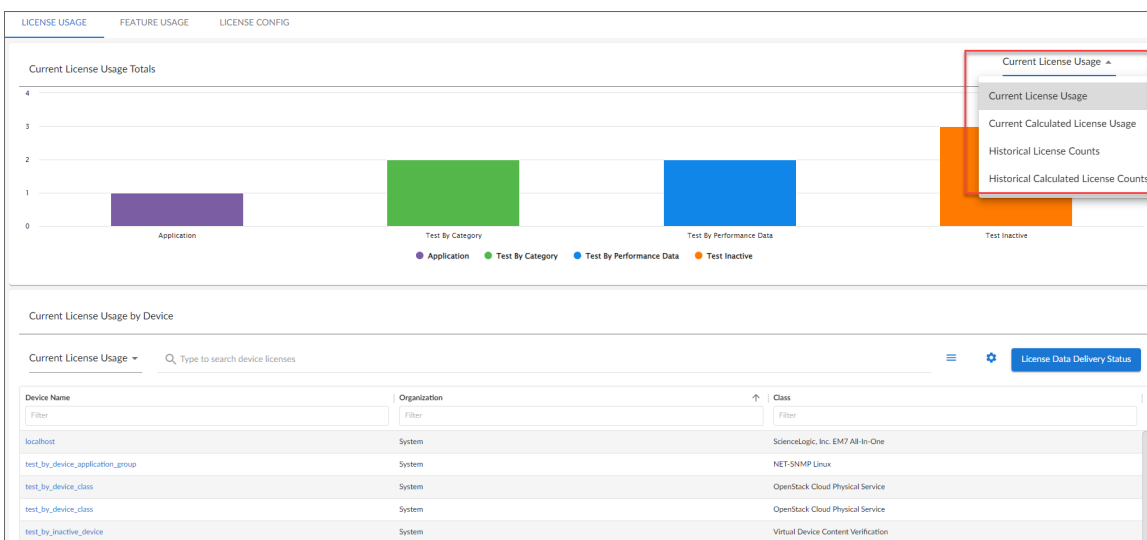
If the reports described in this chapter do not appear to be correct, validate your configuration by opening the **Subscription Usage** page (Manage > Subscription Usage) and clicking the **[License Data Delivery Status]** button to view the **License Data** modal:

- For secure or air-gapped systems, the latest "Summary Date" value will be within the last 48 hours

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 device 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 device license usage in Skylar One. For more information, see the [Non-billable Devices](#) section.

The **Subscription Usage** page (Manage > Subscription Usage) provides a visual overview of your device 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.

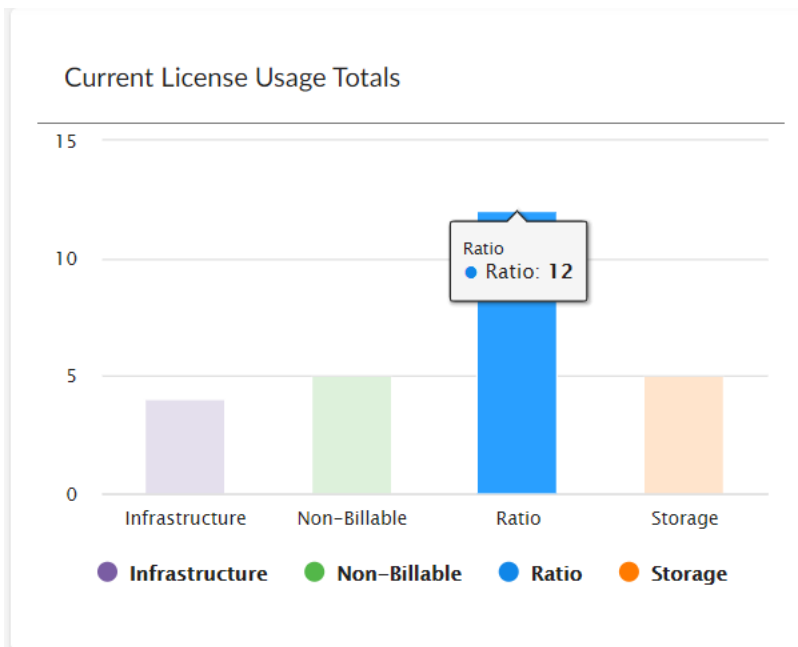


TIP: You can filter the items on this inventory page by typing filter text or selecting filter options in one or more of the filters found above the columns on the page. For more information, see "Filtering Inventory Pages" in the *Introduction to Skylar One* manual.

TIP: You can adjust the size of the rows and the size of the row text on this inventory page. For more information, see the section on "Adjusting the Row Density" in the *Introduction to Skylar One* manual.

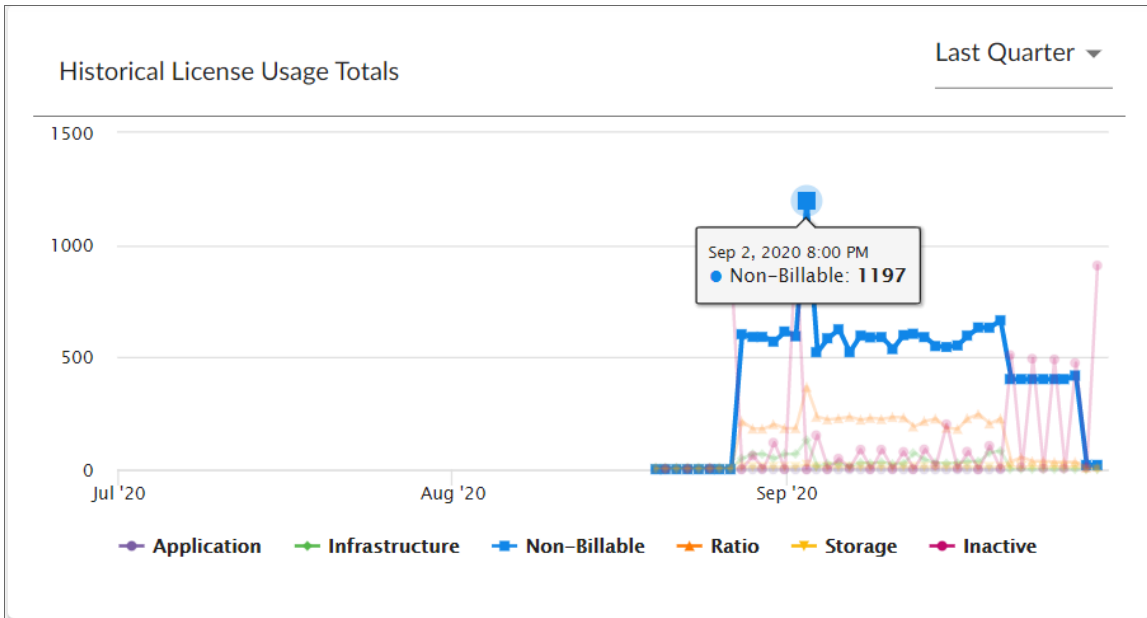
Current License Usage Totals

The bar chart in the upper-left corner of the **Subscription Usage** page shows the current total consumption of device 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.

Current License Usage by Device

Current License Usage  Type to search device licenses   License Data Delivery Status

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
test_by_inactive_device	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 Skylar One* 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.

Current License Counts by Device Class

Current License Counts  Type to search device class licenses  

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

Skylar One 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

Skylar One 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.

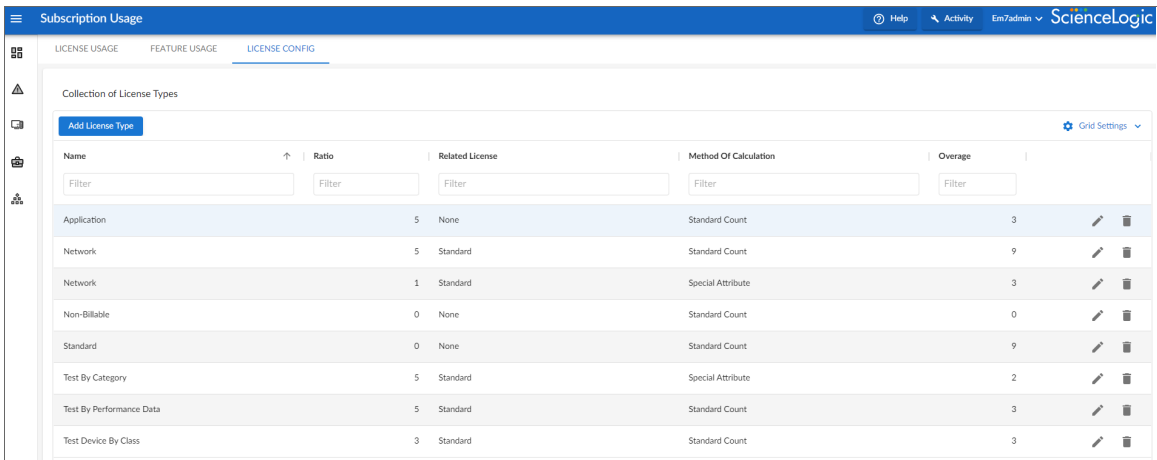
NOTE: Class 1, Class 2, Class 4, and Class 5 devices are included in the Class 3 count (after calculations).

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

Viewing License Types

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

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



The screenshot shows the 'Subscription Usage' page with the 'License Config' tab selected. The 'Collection of License Types' section displays a table with the following data:

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

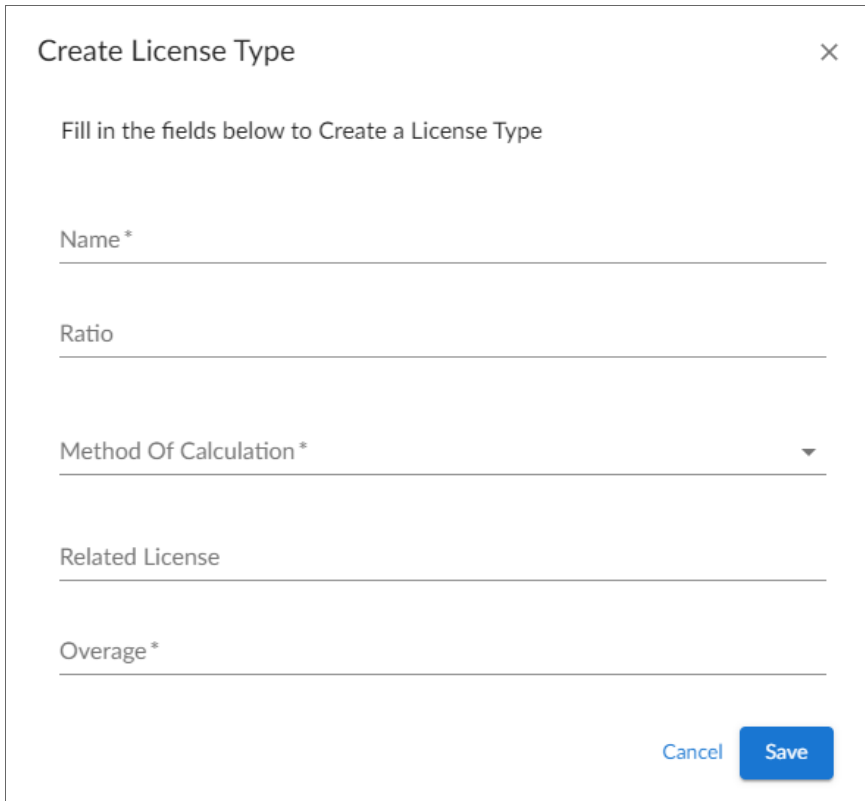
Adding License Types

NOTE: For customers with systems that are online and send daily updates, note that if the rules are populated, you may edit the rules without any effect on the results process as "crunching" does not happen locally.

CAUTION: For secure customers on a secure/air-gapped system, ScienceLogic cautions that making changes to the rules that do not match the Skylar One ruleset causes a mismatch and may result in billing issues.

To add a new license type to your Skylar One 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:

A modal window titled "Create License Type" with a close button (X) in the top right corner. Below the title is a subtitle: "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 are two buttons: "Cancel" and "Save".

Create License Type

Fill in the fields below to Create a License Type

Name *

Ratio

Method Of Calculation *

Related License

Overage *

Cancel Save

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

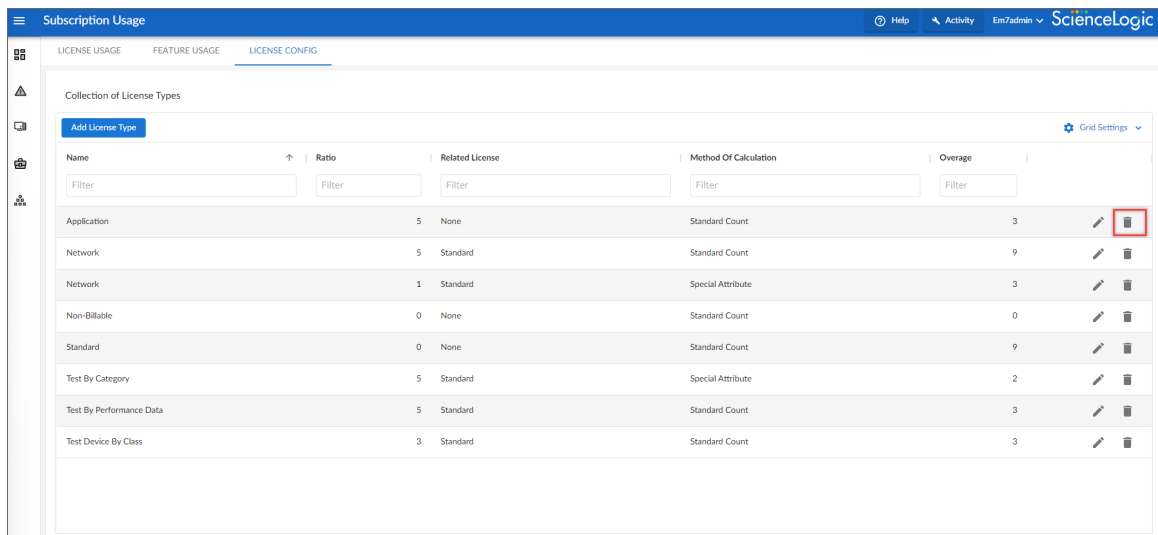
Deleting License Types

NOTE: For customers with systems that are online and send daily updates, note that if the rules are populated, you may edit the rules without any effect on the results process as "crunching" does not happen locally.

CAUTION: For secure customers on a secure/air-gapped system, ScienceLogic cautions that making changes to the rules that do not match the Skylar One ruleset causes a mismatch and may result in billing issues.

To delete a license type from your Skylar One system:

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



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

Skylar One 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 the **Reports** page (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 device 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 device license usage in Skylar One. For more information, see the [Non-billable Devices](#) section.

Before you create a report it is important to note the difference between *License Counts* and *Last Subscription Crunch Count*.

- **License Count.** Your current license break down based on legend device at the moment of the report generation.
- **Last Subscription Crunch Count.** The last time the subscription payload was generated and triggered.

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	d2cja4kfb1yk.cloudfront.net [49]	Cloud.Storage	AWS CloudFront Web Distribution	Test By Performance Data
BillingRaCyrus	d13no6fbf3bx7.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-48.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-namespaces [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 Skylar One 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 device licenses you consume. The rules that

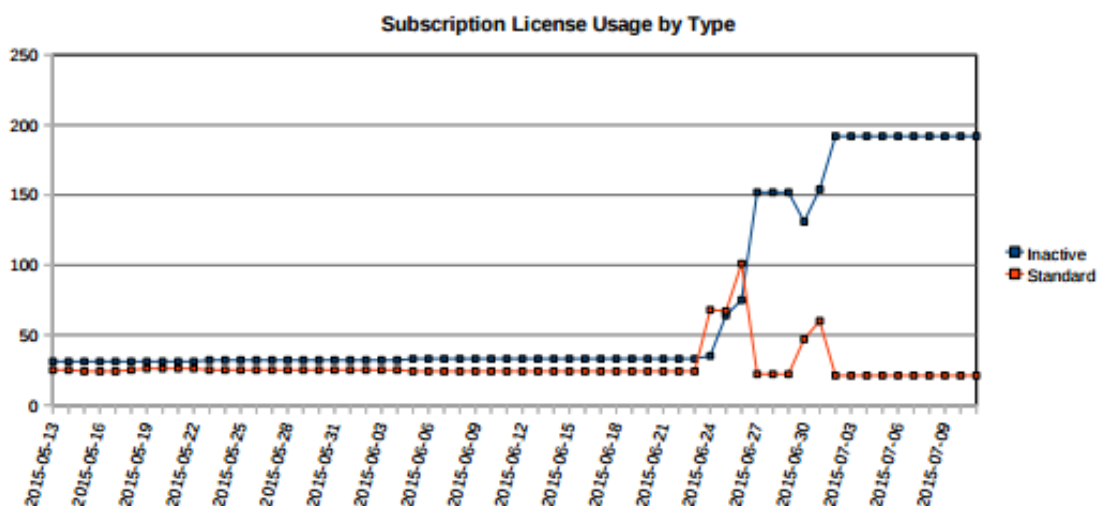
ScienceLog c. Certain types of devices do not count against your device license usage in Skylar One. For more information, see the [Non-billable Devices](#) section.

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 Skylar One 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.

NOTE: This feature is only available for secure users with systems that do not send data to the billing server daily.

Viewing Delivery Status

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

NOTE: This feature is only available for secure users with systems that do not send data to the billing server daily. It is not populated for standard online users.

1. Go to the **Subscription Usage** page (Manage > Subscription Usage).
2. In the **Current License Usage by Device** section, 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 Skylar One system by the automated maintenance process.
 - **Summary Size.** Size of the daily license usage file.

Uploading the ScienceLogic Receipt

After uploading the daily license usage file to the ScienceLogic Support site, your customer success manager will reply with a "receipt" file for you to download. This file is usually called "status_updated.json.gz".

You must upload this "receipt" file to your Skylar One system to inform your Skylar One system that the upload was successful and that the Skylar One 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 the **[License Data Delivery Status]** button.
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 Skylar One system.

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.** View Only. This feature is no longer populated but historical data will remain. 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.** View Only. This feature is no longer populated but historical data will remain. 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.** View Only. This feature is no longer populated but historical data will remain. For users with a subscriber license. Number of months to retain the files and database tables that contain configuration information for the Skylar One system. Default value is three months.
 - **Subscriber System Usage Data.** View Only. This feature is no longer populated but historical data will remain. 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. This data populates the license usage report and the license usage user interface reference in **Current License Totals** in the [Viewing Subscription Usage](#) section.
 - **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. Skylar One will not prune data that has not yet been delivered to the ScienceLogic Licensing and Billing server. Default value is three months. This feature is available only for secure/air-gapped systems.

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 Skylar One 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 Skylar One 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 Skylar One.

Use the following menu options to navigate the Skylar One 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 Skylar One</i>	33
<i>Non-billable Devices</i>	35

Subscription Data Collected by Skylar One

With a subscription, Skylar One collects and sends billing data to ScienceLogic via secure Hypertext Transfer Protocol (HTTPS). During this collection, Skylar One 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 device 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 device license usage in Skylar One. For more information, see the [Non-billable Devices](#) section.

Skylar One 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 Skylar One System	• 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: ◦ ID ◦ GUID ◦ Name ◦ Version

Collection	Data Collected
	◦ 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: ◦ 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: ◦ GUID ◦ Name ◦ Version ◦ Revision ◦ Publisher • A list of which major product features are in-use. • The CPU, Memory, and Disk configuration of Skylar One appliances. • CPU, Memory, and Disk utilization metrics for Skylar One appliances. • The number of devices and interfaces monitored by each Data Collector.

Collection	Data Collected
Per Device	• Device ID • Organization ID • Device Class with the following information per device class: ◦ 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 ◦ Relationship Type ◦ Device Class for the device on the other end of the relationship IMPORTANT: Certain types of devices do not count against your license usage in Skylar One. For more information, see the Non-billable Devices section.

Non-billable Devices

Typically, any device that Skylar One 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 Skylar One 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. These devices are referred to as *inactive*. If you have a subscription license, the following devices do *not* count against your license usage depending on your pricing plan for Skylar One:

- **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 Skylar One appliances and logical component devices such as AWS Regions, VMware Folders, and so on.
- **Devices with no performance data in the last 24 hours.** (Dependent upon your pricing plan.) If a device is in user-maintenance mode with maintenance collection enabled, the device will still be considered active. To be considered inactive, there must be zero collection events in the last 24 hours.

For more information about your ScienceLogic pricing plan, contact ScienceLogic Support.

Appendix

B

Troubleshooting Subscription Billing

Overview

This chapter describes how to check the configuration of subscription billing data collected by Skylar One. Use the following menu options to navigate the Skylar One 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>	38
<i>Running the Test Script</i>	38
<i>Error Message Remediation</i>	38

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 Skylar One 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	An HTTP request to the login page of https://billing.sciencelogic.com without user credentials failed. 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. Next Steps: • Test connections to other internet pages • Troubleshoot the network settings for the Database Server • Whitelist https://billing.sciencelogic.com in the your firewall configuration NOTE: Using an HTTP proxy is an option for the connection, if required.

Error Message	Description
ERROR: cred_id section missing from [SUBSCRIBER] in /etc/silo.conf	The cred_id option 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: [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: • Verify the username and password provided to you by our Billing team during your initial setup. If you have lost your billing credentials, contact the Billing team via email at billing-requests@sciencelogic.com. The Billing team aims to respond within 1 business day.
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

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

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