ScienceLogic

SL1 Ibiza 12.3.2 Release Notes

SL1 version 12.3.2 (Document revision 1)

SL1 Ibiza 12.3.2 Release Notes

IMPORTANT: ScienceLogic strongly recommends that you review the ***installation and upgrade instructions***, ***important upgrade notes***, and ***known issues*** for this release before installing or upgrading to SL1 12.3.2.

The SL1 Ibiza 12.3.2 release includes several enhancements to Skylar AI, multiple package updates, and a change to schedule management.

These release notes provide a comprehensive list of the features, enhancements, and addressed issues that are included in the SL1 Ibiza 12.3.2 release.

To view the updates that are included in previous SL1 Ibiza releases, see the following release notes:

- *12.3.0*
- *12.3.1*

NOTE: *AP2 version 8.16.1.14 (Halwa)* is installed by default in SL1 12.3.2.

This document covers the following topics:

Before You Proceed

IMPORTANT: As of version 12.2.0, SL1 no longer supports deployment on Oracle Linux 7 (OL7). Users who are upgrading from a version of SL1 that runs on OL7 ***must*** first upgrade to SL1 12.1.2 and then convert all appliances to OL8 before they can upgrade to 12.2.0 or later. For more information, see the *Supported Upgrade Paths* section.

If you are planning to consume SL1 Ibiza 12.3.2, be advised of the following:

- The 12.3.2 release is available only as a patch; there is no ISO version.
- You can upgrade to this release directly from the following releases:
    - SL1 12.3.0 or 12.3.1
    - SL1 12.2.1.1 through 12.2.6
    - SL1 12.1.2, if all of your SL1 appliances have been converted to OL8

    NOTE: If you are on 12.1.2, you should upgrade directly to 12.3.2 without consuming the 12.2.x releases.

- If you are on 12.1.0.2 or 12.1.1, you can upgrade to 12.1.2, convert to OL8, and then upgrade directly to 12.3.2 without consuming the 12.2.x releases.
- 12.2.x and 12.3.0 STIG-compliant users can upgrade to this release. Users who are on an 11.x MUD system cannot upgrade directly to this release; they must first follow the approved conversion process from 11.x MUD to 12.2.1.1 STIG and then upgrade to 12.3.2 STIG. For more information, see the section on *STIG Support*.
- AWS deployments that are using Aurora 3 can upgrade to this release.
    - If you are currently deployed using Aurora 2, you can upgrade to this release but you must perform a post-upgrade Aurora 2 to 3 conversion.
- SL1 12.3.2 is Department of Defense Information Network (DoDIN)-certified.

For more information, see the *Important Upgrade Notes* and *Known Issues* sections.

New Features and Enhancements in SL1 Ibiza 12.3.2

This section describes the new features and enhancements that are included in SL1 Ibiza 12.3.2.

Platform and Security

- SL1 version 12.3.2 includes package updates to improve security and system performance.

Schedule Management

- You can no longer save schedules where the duration of the schedule is longer than the recurrence interval. For example, you can no longer save a schedule that lasts one day but has a recurrence interval of two hours.

Skylar AI

- Journal Dynamic Application data is now exported to Skylar for organizations that have Skylar exporting enabled.
- A new generic, internal alert definition was added to SL1 to indicate whenever a Skylar connection is successful or encounters a problem.
- Anomaly detection alerts now appear in SL1 as Skylar alerts rather than API alerts.)

Issues Addressed in SL1 Ibiza 12.3.2

This section describes the issues that were addressed in SL1 Ibiza 12.3.2.

Asset Management

- Addressed an issue where the Asset Record Maintenance process generated false-positive notices and log messages stating that an asset record was changed. (Case: 00492477) (Jira ID: EM-67223)

Data Collection

- Updated the "Host Resource: Storage" Dynamic Application to prevent a log message related to deviation alerting from continually appearing in the device log if an index does not have a value that can be used for deviation alerting. (Case: 00472966) (Jira ID: EM-71279)
- Addressed an issue that caused false SNMP error events to appear for Windows and Linux devices for services that were not running. (Cases: 00472205, 00484057) (Jira ID: EM-72149)
- Resolved an issue that caused occasional unhandled exceptions in the Collector Task Manager process (em7_ctaskman) due to a query deadlock with another SL1 process. (Case: 00480458) (Jira ID: EM-71870)

Device Management

- Ensured that the process of merging a component device into a physical device works as intended, even if Dynamic Applications aligned to the component device have not collected any data. (Cases: 00473976, 00483167) (Jira ID: EM-70925)

Events

- Addressed an issue that caused event redirects to sometimes not work properly or not show the correct organization ID when redirecting between devices in different collector groups. (Case: 00464589) (Jira ID: EM-71280)

Global Manager

- Resolved an issue that was preventing Global Manager single-sign-on (SSO) authentication if the username included a special character other than a period (.) or a hyphen (-). (Case: 00495460) (Jira ID: EM-72487)

High-Availability and Disaster Recovery

- Updated the web server configuration for the vault service to improve behavior between multiple database and data engine appliances. This update addresses an issue that caused false system events indicating that passive databases could not connect to SL1 Collectors in high-availability (HA), disaster recovery (DR), or HA+DR configurations. With this update:

    - On new installations, you must run the following command after all database and data engine appliances are licensed, to populate the list of allowed locations where vault could be running:

      `sudo /opt/em7/share/scripts/vault_add_servers.sh`

      If the list is populated successfully, the output will tell you to restart nginx for it to take effect. Upon updating, this is generated automatically.

    - If you are upgrading and you have not modified the default configuration file, then it will be updated to this new configuration automatically.

    - If you are upgrading and you have modified the default configuration file, the updated web server configuration will be installed as `/etc/nginx/conf.d/vault.conf.rpmnew`, and you will need to merge your modifications into the new configuration and then remove the `.rpmnew` extension.

      (Cases: 00434477, 00435183) (Jira ID: EM-64808)

Logging

- Updated access logs to ensure the session duration value is correct for expired sessions. (Case: 00323782) (Jira IDs: EM-57289, EM-65755)

Maintenance

- Added error handling when daily maintenance fails to create device log messages for asset service and warranty expirations. (Case: 00475225) (Jira ID: EM-71000)

Monitoring Policies

- Addressed an issue where email round-trip monitoring policies failed after upgrading SL1. (Case: 00481116) (Jira ID: EM-71852)

Reporting

- Resolved an issue that prevented SL1 from generating reports in PDF, XLSX, or HTML formats. (Cases: 00483912, 00485367, 00501968) (Jira ID: EM-72489)

Topology

- Addressed an issue with topology crunch that caused blank duplicate interfaces to display under the CDP heading in the **[Relationships]** tab of the **Device Properties** pane. (Case: 00474408) (Jira ID: EM-71018)
- Resolved an issue with CDP and LLDP topology that generated hundreds of minor system log messages per second. (Case: 00491695) (Jira ID: EM-72199)

Recently Deprecated Features

PowerPacks

> **NOTE:** If you are upgrading from a previous version of SL1, the upgrade process will not remove any existing PowerPacks from your system. The PowerPacks listed below are still available for download from the PowerPacks Support page.

The 12.3.1 release removed the following PowerPack from the SL1 ISO:

- SL1: System Upgrade Assessment

The 12.3.0 release deprecated the following PowerPacks and removed them from the SL1 ISO:

- Blackberry Custom Reports
- Cisco: Wireless
- EM7 Base Themes
- OpenStack
- ScienceLogic Integration Service/PowerFlow Monitoring

- ScienceLogic Rules Engine Events
- VMware: vSphere Base Pack, versions 306 and 307

Upgrading SL1

IMPORTANT: You can consume SL1 12.3.2 only if you are upgrading from an earlier SL1 version that *supports upgrades to this release*. There is no ISO version for version 12.3.2.

For a detailed overview of SL1, see the *Introduction to SL1* manual.

For detailed instructions on upgrading SL1, see the section on *Updating SL1* in the *System Administration* manual and the upgrade notes that are included in this document.

NOTE: ScienceLogic strongly recommends that you review the *Known Issues* for SL1 at https://support.sciencelogic.com/s/known-issues#sort=relevancy before installing a new update.

For known issues specific to this release, see the *Known Issues* section of this document.

SL1 Extended Architecture

For existing on-premises deployments of SL1 Extended Architecture, see the section on *Upgrading SL1 Extended Architecture* in the *System Administration* manual for upgrade instructions. For help with technical issues, contact ScienceLogic Customer Support.

NOTE: New installations of SL1 Extended Architecture are available only on SaaS deployments.

Important Upgrade Notes for SL1 Ibiza 12.3.2

This section includes important notes for upgrading existing SL1 systems to the Ibiza 12.3.2 release.

Unless otherwise stated, the information in this section applies to all users who are upgrading from previous SL1 versions.

CAUTION: ScienceLogic strongly recommends that you review these notes in their entirety before upgrading to version 12.3.2.

Supported Upgrade Paths

You can upgrade directly to 12.3.2 from the following SL1 versions:

- SL1 12.3.0 or 12.3.1
- SL1 12.2.1.1 through 12.2.6
- SL1 12.1.2, if all of your SL1 appliances have been converted to OL8

> **NOTE:** If you are on 12.1.2, you should upgrade directly to 12.3.2 without consuming the 12.2.x releases.

If you are on 12.1.0.2 or 12.1.1, you can upgrade to 12.1.2, convert to OL8 if you have not already done so, and then upgrade directly to 12.3.2 without consuming the 12.2.x releases.

> **WARNING:** For versions 12.2.0 and later, the SL1 platform can be deployed ***only*** on Oracle Linux 8 (OL8) operating systems. For more information, see the *OL8 Conversion Resource Center* on the ScienceLogic Support portal.

STIG Support

12.2.x and 12.3.0 STIG-compliant users can upgrade to this release.

Users who are currently on an 11.x MUD system cannot upgrade directly to this release. 11.x MUD customers should follow the 11.3 MUD conversion to 12.2.1.1 STIG re-ISO migration path; this process is documented in the ***ScienceLogic OL8 MUD Conversion Guide***. (Ask your ScienceLogic contact for this manual.) Once you are on 12.2.1.1 STIG, you can upgrade to later STIG releases, including this release.

> **NOTE:** When deploying a STIG-compliant configuration, port 7700, the Web Configuration Utility, and the **Database Tool** page are all disabled. In addition, concurrent PowerShell, concurrent SNMP, and concurrent network interface collection are not supported for these deployments.

Aurora 3 Support

AWS deployments that are using Aurora 3 can upgrade to SL1 12.3.2. If you are currently deployed using Aurora 2, you can upgrade to SL1 12.3.2 but must perform a post-upgrade Aurora 2 to 3 conversion. If you are on a SaaS-hosted AWS deployment, the ScienceLogic SRE team will complete this conversion. If you are on a customer-hosted AWS deployment, you must complete this conversion, with additional steps in the section on *Updating SL1* in the *System Administration* manual. Contact ScienceLogic Professional Services if you need assistance.

Upgrading MariaDB and Rebooting SL1

Some SL1 versions include important security updates. To apply these updates, you must upgrade MariaDB and then reboot all SL1 appliances.

The following table specifies the required MariaDB version for each SL1 version and which SL1 updates require you to reboot all SL1 appliances:

SL1 Release	Required MariaDB Version	Requires Appliance Reboot?
12.3.2	10.6.18	Yes
12.3.1	10.6.18	Yes
12.3.0	10.6.18	Yes
12.2.6 (Upgrade only)	10.6.18	Yes
12.2.5 (Upgrade only)	10.6.18	Yes
12.2.4.1 (Upgrade only)	10.6.18	Yes
12.2.3 (Upgrade only)	10.6.18	Yes
12.2.1.2 (Upgrade only)	10.4.31	Yes
12.2.1.1 (ISO only)	10.4.31	N/A
12.2.0	10.4.31	Yes
12.1.2 (OL8)	10.4.31	Yes
12.1.2 (OL7)	10.4.29	Yes
12.1.1 (OL8)	10.4.28	Yes
12.1.1 (OL7)	10.4.29	Yes
12.1.0.2 ISO (OL8)	10.4.28	N/A
12.1.0.2 Upgrade (OL7)	10.4.29	Yes

NOTE: For instructions on updating MariaDB or rebooting the SL1 system, see the section on *Updating SL1* in the *System Administration* manual.

If you would like assistance in planning an upgrade path that meets your security needs while minimizing downtime, please contact your Customer Success Manager.

Required Ports

Beginning with SL1 12.2.0, if you have a firewall between your Database Server, data engine, and Administration Portal appliances, you should open TCP port 8200 to facilitate communication between those appliances.

For a full list of ports that must be open on each SL1 appliance, see the section on *Required Ports for SL1* in the *Installation and Initial Configuration* manual.

Python 2 Support Deprecation

Prior to SL1 11.3.0 Forum, all Dynamic Application snippets, Execution Environments, Run Book Actions, and ScienceLogic Libraries utilized Python 2. With the introduction of Python 3 support in 11.3.0 Forum, ScienceLogic announced its intent to deprecate support for Python 2 in a future release.

The core SL1 platform switched to Python 3 with the 12.3.0 Ibiza release. However, ScienceLogic will still include Python 2 in parallel with Python 3 until Q2 2025. ScienceLogic will proactively migrate the product and the PowerPacks it supports to Python 3. However, any custom content in customer-created PowerPacks must be recreated utilizing ScienceLogic-provided enablement tools or migrated to Python 3 before Q2 2025.

CAUTION: The upcoming SL1 12.5.0 Juneau release, which is the Q2 2025 release, will not include Python 2. Any Python 2 content will stop working when an instance is updated to version 12.5.0 Juneau and later.

For more information, see the *Python 3 Resource Center* on the ScienceLogic Support site.

Python 3.9 Execution Environment Support Deprecation

Users who currently use Python 3.9 execution environments for Dynamic Applications and Run Book Automations are advised that the SL1 12.3.0 Ibiza release removed support for Python 3.9 and added support for Python 3.11. For more information, see the section *Important Notes on Creating ScienceLogic Libraries* in the ***ScienceLogic Libraries and Execution Environments*** manual.

System Update Notes

- ***SL1 updates overwrite changes to the configuration file /opt/em7/nextui/nextui.env***. (For more details, see https://support.sciencelogic.com/s/article/1423.) ScienceLogic recommends that you back up this file before applying an update and then reapply your changes to this file.
- ScienceLogic recommends that you run backups of your SL1 system before performing a system update.
- The SL1 user interface will be unavailable intermittently during system update.
- During the normal system update process, multiple processes are stopped and restarted. This might result in missed polls, gaps in data, and/or unexpected errors. ScienceLogic recommends that you always install SL1 releases during a maintenance window.
- The SL1 system update process starts a background process that can perform any required post-upgrade tasks. The post-patch update process is automatically stopped after 24 hours. However, depending on the size of your database as well as the version from which you are upgrading, the post-upgrade tasks can take several days to perform. If the post-patch update process is stopped after 24 hours, the process will automatically re-start and continue processing from the point at which it was stopped. If you see an event that indicates the post-patch update process was stopped, you do not need to contact ScienceLogic support for assistance until you see the same event for three consecutive days.
- After upgrading, to ensure proper data collection, you should go to the **Appliance Manager** page (System > Settings > Appliances), locate one of the Data Collector or Message Collector appliances, and click the lightning bolt icon to force configuration push for that appliance.

Upgrading from Oracle Linux 7 (OL7) Versions of SL1

If you are upgrading from a version of SL1 prior to 12.2.0 and first need to upgrade to 12.1.2 and/or convert all of your SL1 appliances to Oracle Linux 8 (OL8), ScienceLogic ***strongly*** recommends that you review the *Important Upgrade Notes* section of the *SL1 Golden Gate 12.1.2 Release Notes* prior to upgrading.

Known Issues for SL1 Ibiza 12.3.2

NOTE: ScienceLogic strongly recommends that you review all Known Issues for SL1. For more information, see https://support.sciencelogic.com/s/known-issues#sort=relevancy.

The following known issues exist for SL1 Ibiza 12.3.2:

- After upgrading, to ensure proper data collection, you should go to the **Appliance Manager** page (System > Settings > Appliances), locate one of the Data Collector or Message Collector appliances, and click the lightning bolt icon to force configuration push for that appliance.
- When upgrading SL1 on AWS stacks, you might receive an error message that the Data Engines failed to patch correctly. If this occurs, re-run the pre-upgrade tests and then run the patch again; this should result in the Data Engines updating correctly and the correct version then being reflected on the **Appliance Manager** page (System > Settings > Appliances).
- When upgrading a large number of SL1 appliances, you might encounter an issue where the deployment summary shows that deployment timed out for many of the appliances but, upon further inspection, you discover that the appliances actually deployed correctly. This is due to a lag in the deployment status reaching the Database Server after the default timeout value of 3600 seconds (1 hour). If you check back later, the issue should fix itself. If you would rather work around this issue, you can increase the timeout value. For instructions, see the section on *Adjusting the Timeout for Slow Connections* in the "*Updating SL1*" chapter of the *System Administration* manual. (Jira IDs: EM-59433, EM-62316)
- In some scenarios, if you attempt to log in to the classic SL1 user interface with an incorrect password, you might be unable to log in even if you attempt to do so again with the correct password. If you encounter this issue, you can try clearing your web browser cache and then attempting to log in again, or you can try logging in to the default SL1 user interface (AP2) and then switching to the classic user interface. (Jira ID: EM-72725)
- If you have a PowerPack that was built on an SL1 7.x release, you have not re-exported that PowerPack since version 8.0, and you have continually upgraded your SL1 stack to current versions, that PowerPack might become read-only. This issue will be addressed in a future release. (Jira ID: EM-72706)
- If you deploy SL1 Global Manager with SAML single sign-on authentication, you might experience an issue where the Global Manager stack cannot access data from its child stacks if Enterprise Key Management Service (EKMS) encryption was disabled on the Global Manager system, resulting in the following error message: "Stack <#> <*IP address*> results excluded. Consider disabling it. Reason: Response code 401 (Unauthorized)." To work around this issue, EKMS should be enabled for the Global Manager stack. It can be enabled or disabled for the child stacks. (Jira ID: SLUI-21476)
- The "Support: Configuration File Validation" and "Support: Appliance Validation" Dynamic Applications in the "ScienceLogic Support Pack" PowerPack contain SQL queries with the keyword "function", which is a reserved keyword in MySQL 8.0. Because of this, you might see unhandled exceptions relating to those Dynamic Applications. (Jira ID: EM-72266)

- When performing a disaster recovery (DR) backup, the backup_retention cleanup process might fail with an unhandled exception. In this scenario, the DR backup is successful; it is only the cleanup that is failing. This issue does not impact config or full backups or their cleanup processes. To alleviate this issue, if you are backing up to a device with limited storage, you can delete older DR backups you no longer need to free up storage space. (Jira ID: EM-72403)
- A known issue with session cache management might cause SL1 to log you out unexpectedly, or prevent you from logging in again after a recent session. If you experience either issue, you can work around it by clearing the cache of your web browser before you log into the SL1 user interface. For more information, see https://support.sciencelogic.com/s/article/13701. (Jira ID: SLUI-21011)
- Due to an issue with Aurora 3, you can no longer enable TLS verification through the user interface or the API. To address this issue, update the `master.system_settings_general` database table by setting `value=1` where `param='require_tls_verification';`. This issue was addressed in the *AP2 8.17.23.18 (Ice Pop)* release. You can optionally download and install that release after upgrading to 12.3.2 to obtain the fix. (Jira ID: SLS-1500)
- On SL1 Oracle Linux 8 (OL8) appliances, after upgrading or after deploying a new HA, DR, or HA+DR stack, the following WARNING messages might appear when issuing commands using crm or any script/utility that utilizes crm, such as:

  ```
  WARNING: could not get the pacemaker version, bad installation?
  ```

  ```
  WARNING: list index out of range
  ```

  These warnings can be safely ignored. For more information, see: https://support.sciencelogic.com/s/article/14388. (Jira ID: EM-63091)
- If your SL1 system is running Windows 2008 or Windows 2012, and you are using PowerShell collections that have the ***Encrypted*** field set to Yes in the credentials, those collections will stop working. For more information, see *Users with Windows 2008 R2 Servers or Windows 2012 Servers* in the SL1 Product Documentation. (Jira ID: EM-61204)
- The **Classic Maps** (Maps > Classic Maps) page is empty for users that have not accepted the End-user License Agreement (EULA). This issue is addressed in the *AP2 8.17.23.18 (Ice Pop)* release. You can optionally download and install that release after upgrading to 12.3.2 to obtain the fix. (Jira ID: SLUI-20801)
- On Safari browsers, when attempting to modify data retention settings within the "Subscription "section of the **Data Retention** page, the slider for adjusting retention values is not functioning. The system displays the following error message: "Cannot find the input with NAME='sliderValue29h'." This issue does not impact other web browsers, so you can use a different browser to work around this issue. (Jira ID: EM-66372)
- In the SL1 user interface, the End User License Agreement (EULA) page is displayed on all pages that were iframed from the classic user interface, even after the user agrees to the EULA. This issue is occurring for ADFS, CAC, and AD authentication methods. (Jira ID: EM-67851)
- A known issue might cause several log configuration files to conflict, which could cause you to see errors for the `sl_vault` and `slsctl` logs or potentially block log rotation in some cases, depending on the order in which the files are executed. To work around this issue, delete the config files `~sl_vault` and `~slsctl`. (Jira IDs: SLS-1105, EM-62134)

- When using the SNMP Public V2 credential to discover devices, you might see an unhandled exception in the system log near the end of the discovery session, despite the devices being discovered successfully. (Jira ID: EM-59380)
- A known issue is causing PDF and XSLX Ticketing report types to fail to generate properly due to an OL8 incompatibility issue. For more information, see: https://support.sciencelogic.com/s/article/11649. (Jira IDs: EM-51131)
- After upgrading to 12.2.0 or later, you might be unable to delete devices from the **Devices** page. If this occurs, you can work around this issue by deleting the device from the **Device Manager** page in either the default ("AP2") SL1 user interface (Devices > Device Manager) or the classic user interface (Registry > Devices > Device Manager), or you can delete the device from the Database Server. (Case: 00412497) (Jira ID: EM-62874)
- For an Unguided Device Discovery, the ***Search*** box that displays for creating a new credential does not work. (Jira ID: SLUI-20777)
- The Service Connection for Skylar AI is not available in SL1 12.3.0 or later. For a workaround, see the section *Running the Skylar SL1 Management Script* in the ***Skylar Analytics*** manual. (Jira ID: SLUI-20362)
- The following known issues impact Business Services:
    - The **[Anomalies]** tab on the **Service Investigator** page for device services might incorrectly display devices that have anomaly detection disabled, rather than showing only those devices with anomaly detection enabled. (Jira ID: EM-62884)
    - Organizations must have at least one or more accounts assigned to them to ensure the relevant services are saved. (Jira ID: SLUI-17810)
    - For services that have their ***RCA Options*** field enabled, and has had a child service removed, SL1 will not compute the health, availability, and risk values until the Service Topology Engine returns an updated topology, which occurs every 5 minutes by default. (Jira ID: SLUI-18853)

      IMPORTANT: Before deleting child services in a 3-tier hierarchy, check if the parent service has the ***RCA Options*** field *Enabled*, then set this field to *Disabled* if it is not already.

- The **[Expand]** and **[Contract]** buttons are not working as intended on the **Dynamic Application Collections** page (Devices > Device Manager > wrench icon > Collections). You can still expand and contract individual items on the page. (Jira ID: EM-64420)

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800-SCI-LOGIC (1-800-724-5644)

International: +1-703-354-1010