ScienceLogic

Skylar AI Release Notes

Version 2.1.0: Skylar Advisor and Skylar Analytics (Document revision 1)

Overview

Version 2.1.0 of Skylar AI provides access to Skylar Advisor and Skylar Analytics, which each require a separate license.

This release adds the ability to sync Skylar Advisor with ServiceNow. It also includes new Skylar Advisor features, additional sources of data for Skylar Analytics, and a number of addressed issues.

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

Product	Minimum Version	Recommended Version
Skylar One	12.3.2	12.5.5 or later
AP2	8.18.43-81 (Jelly Bean)	8.34.20 (Opera Cake) or later

NOTE: Skylar Advisor currently requires Skylar Analytics.

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Features in Version 2.1.0

The following features are included in this release of Skylar AI:

Skylar Advisor

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

  The "Skylar Advisor" SyncPack version 1.0.0 lets you retrieve the content of KB articles from ServiceNow and send those articles as PDF attachments for Skylar AI to ingest. For more information, see the *Skylar Advisor SyncPack* manual.
- The **Corpus** page includes the total count of files based on their upload state on the **[Active]**, **[Queued]**, and **[Failed]** tabs to give you a more complete view of the documents that Skylar AI stores for retrieval.
- The **Corpus** page now lets you expand or collapse all folders. If folders are nested, they will be shown in a hierarchical layout. Labels are now visible in the list of documents on the **Corpus** page.
- On the **Corpus** page, you can now upload documents that have file names greater than 64 characters.
- Updated all of the instances where time was displayed in the user interface so that all instances display time consistently.
- When you start a query on the **Ask Skylar** page, the Skylar AI user interface displays the progress of the query and a timer, along with a **[Stop]** button if you would like to cancel the query.
- Added 60-day and 90-day options to all filters. If you want to view a time range more than 90 days ago, you can use the calendar feature to specify a start date and an end date, but that time range cannot be longer than 90 days.
- On the **[Device Groups]**, **[Issues]**, and **[Organizations]** tabs of the **Dashboards** page, the heatmap view is now enabled by default.
- When you click the **[Share this Conversation]** button, the **Collaborate** panel that displays will contain a ***Search*** field if there are more than 10 users in the list.
- Added a **Skylar AI Docs** link to the **Help Center** panel that takes you to the online user documentation for Skylar AI. The **Help Center** panel also displays a yellow **[Updated]** button for new content, and the smaller **Help Center** icon on the left also displays a small yellow circle for new content.

Skylar Analytics

- Updated the Skylar Analytics API to dynamically handle a large number of datasets for Data Visualization.

- The following data is now available for charts and dashboards in Skylar Analytics:
  - Class-Based Quality of Service (CBQoS) performance data
  - Custom attribute data for interfaces, which requires Skylar One version 12.3.14 or later, or 12.5.4 or later.
  - Asset data
  - Data from web content, DNS, email round-trip, and SOAP/XML transaction monitors
  - Interface billing data, using the **reporting.InterfaceBillingData** table in Skylar Analytics.

Issues Addressed in Version 2.1.0

The following issue was addressed in this release:

- Addressed an issue that occurred when upgrading from version 1.8.0 to 2.0.0. The Skylar AI user interface did not properly display the contents of the pages, as the only visible items were the navigation bar, the footer, and the option to sign out. (Jira ID: SKY-3190)
- Addressed an issue where a Skylar Analytics system deployed as a multi-instance system could not be redeployed as a multi-instance system if the license was revoked and then restored later. With this release, the *Consolidate Instance Reporting* option is available in the Provision a New Account wizard. (Jira ID: SKY-3211)
- On the **Corpus** page of the Skylar Advisor user interface, you can now upload documents that have file names greater than 64 characters. (Jira ID: SKY-3206)
- Addressed an issue where adding a dashboard on the Skylar Analytics **Dashboard Management** page (> Analytics > Settings > Dashboard Mgmt) failed and resulted in an error message. (Jira ID: SKY-3386)
- Addressed an issue on the Skylar AI **Instances** page (> Account Settings > Instances > Available Instances) where the number of instances did not display in the box at the top of the list. (Jira ID: SKY-3387)
- Addressed an issue where an error message did not display if you were selecting specific user roles instead of selecting the "all" option. With this release, the following error message displays in this situation: "Groups with the owner role must be associated with all deployments." (Jira ID: SKY-3421)

TIP: To view the Skylar AI documentation online, see the *Skylar AI Product Documentation*.

Known Issues

This release has the following known issues:

- If you are upgrading from a previous version of Skylar Analytics to version 2.1.0, an issue during the upgrade process prevents the **evtstat** table from updating with data. The **evtstat** table is used by the EventTrendsDeviceGroup and EventTrendsDevice datasets, and the Event Trends dashboard. The next release of Skylar AI, version 2.1.1, addresses this issue and will be available soon from ScienceLogic. (Jira ID: SKY-3614)
- A Skylar AI instance can ingest telemetry from multiple external sources, but only a single Skylar One system should be configured to send telemetry to that Skylar AI instance. To avoid this situation, do not reuse a Skylar AI authentication token with more than one Skylar One systems that are sending data to that Skylar AI instance. (Jira ID: SKY-3554)
- Skylar AI uses *unique PowerPack naming conventions* for creating datasets in the Data Visualization component. If you change the name of a PowerPack, Skylar AI triggers a new dataset, which will cause charts to fail and lose the historical data for that PowerPack. At this time, ScienceLogic recommends that you do *not* rename any PowerPacks in Skylar One if that Skylar One system is connected to a Skylar environment.

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