

Wireless Access Points

Overview

The Wireless Access Points SKU provides deeper visibility for wireless access points through key health and performance metrics.

What resources count towards the Wireless Access Point SKU?

Access Points:

- Cisco Catalyst Center-managed
- Cisco Meraki
- Extreme Networks
- HPE Aruba Networking Central-managed (AOS-10)
- Juniper Mist
- Ubiquiti UniFi
- RUCKUS One

Cameras:

- Cisco Meraki MV

IoT Sensors:

- Cisco Meraki MT (Power, Automation, Temp, Air Quality, etc)

Usage

Usage for Wireless Access Points is measured as a monthly average count of all monitored Wireless Access Point resources.

Dynamic Service Insights

Overview

Dynamic Service Insights are a distinct SaaS product in LM Envision that provides service-level monitoring for groups of related resources, enabling IT teams to focus on overall service health, performance, and availability needed for large-scale service management, instead of individual devices or instances. Dynamic Service Insights provides a simple service-oriented view of your IT environment with service KPI automation, and real-time responsiveness in service monitoring.

Dynamic Service Insights allows you to:

- **Group monitored resources into a Service** – aggregate metrics across instances into a unified service view, visualize service hierarchies, and streamline large-scale service management
- **Automate Service Creation** – use Service Templates to automate the set up and management of service KPIs through simple tags or data properties, and keep KPIs up-to-date dynamically as environments change
- **Automate Service Status Views** – Instantly view the real-time health of each service through built-in status pages, with the ability to drill down within service hierarchies for faster insights and resolution
- **Apply Service-level Alert Thresholds** – configure alerts on aggregated datapoints for faster detection of service-wide performance or availability issues
- **Retain Service History** – preserve historical service data even when individual instances are removed from monitoring. All service metrics and history are stored for up to 2 years allowing for comparisons over time, and improved anomaly detection

Usage

Each unit of licensing includes up to 25 Dynamic Service Insights, measured as a monthly average.

LM Uptime

Overview

LM Uptime is a distinct SaaS product in LM Envision to continuously monitor websites, servers, and networking hardware from multiple locations.

LM Uptime provides the ability to perform regularly scheduled checks, up to a frequency of 1 minute time intervals, measuring availability and responsiveness across web endpoints and infrastructure. LM Uptime can be executed internally – within a customer environment by one or multiple Collectors internal to your network – or executed externally on any LogicMonitor global site monitoring location. For more information, see <https://www.logicmonitor.com/support/lm-uptime-settings>

Usage

Each unit includes up to 10,000 uptime check executions per month, measured as a monthly total of all checks executed.

Data Publisher

Overview

LogicMonitor Data Publisher is a premium Collector-based service that extracts and sends real-time DataSource metrics from the Collector to a Customer Receiver (third-party destination) for further analytics. LogicMonitor Data Publisher supports sending the collected data to data stores for the following reasons:

- Export metrics to create a data lake
- Export metrics data from LogicMonitor to analytics platforms such as Tableau
- Extract metrics using integration tools such as Kafka, Prometheus, Grafana, and S3
- Access metrics data directly without API rate limits

LogicMonitor Data Publisher supports integration with either Kafka and HTTPS receivers to receive metrics in OTLP-formatted JSON string:

- Kafka—The Collector publishes and sends metrics to the Kafka topic. For more information, see [LogicMonitor Data Publisher for Kafka Receiver](#).
- HTTPS—The Collector publishes and sends metrics to HTTPS endpoint. For more information, see [LogicMonitor Data Publisher for HTTPS Receiver](#).

Considerations for Using LogicMonitor Data Publisher – To use the LogicMonitor Data Publisher, you must consider the following or work with experts with the technical expertise to setup:

- The Collector publishes data to a receiver such as a Kafka topic or HTTPS endpoint.
- Customers must implement a receiver to consume the published data.
- Customers must own and maintain the receiver infrastructure, including Kafka or HTTPS.
- Customers must create the Kafka topic.
- Kafka and HTTPS configurations are defined in the agent.conf settings.
- Data is published to the receiver as an OTLP-formatted JSON string. Each published metrics includes metadata such as device, DataSource, instance information, and so on.
- Customers are responsible for managing and scaling external data stores or analytics platforms that receive exported data.

Usage

Data Publisher is licensed per customer portal and provides access across the customer portal's Collectors.

Automated Diagnostics & Remediation (ADR)

Overview

Automated Diagnostics & Remediation provides on-demand and automated execution of diagnostic scripts within the LogicMonitor platform to accelerate rule-based IT troubleshooting and reduce resolution time. ADR enables targeted data collection to diagnose issues such as high CPU utilization, memory usage spikes, blocked SQL processes, or network connectivity problems. Customers can leverage both custom groovy-based diagnostics and LogicMonitor's out-of-the-box DiagnosticSource LogicModules, including:

- Linux: SSH Trace Route, Top CPU & Memory, IP Link
- Microsoft SQL Server: Longest-running Queries, Blocked Processes

Note: ADR is supported only for Collector-monitored resources types – on-prem or Cloud – and is not available for Push Metrics.

Automationed Remediation runbooks...

Usage

Monthly usage is measured as the daily average of total ADR executions run across the customer portal. All executions of DiagnosticSources – both LogicMonitor-provided and custom scripts – are counted whether scheduled, automated, or triggered manually on-demand. Platform limits prevent execution beyond the entitled daily total.

Each ADR unit purchased entitles the customer to 1 execution per day or up to 31 executions per month. Example: 1000 ADR units purchased = 1000 executions per day or over a month, up to 31,000 executions.¶¶

Legal Usage Disclaimer: LogicMonitor's automated features should be used with human oversight and are not intended for environments where failure could result in personal injury, death, or environmental harm.

LM Cloud IaaS

Overview

The LM Cloud IaaS SKU is a part of LogicMonitor's cloud monitoring solution. LM Cloud enables deeper visibility into cloud workloads through auto-discovery, pre-configured metrics collection, out-of-the-box alert thresholds and dashboards, and other enterprise-ready platform features like RBAC, alert routing, etc. With the Cloud IaaS SKU, you can monitor cloud workloads with an LM local collector and get visibility beyond what is available from the cloud providers (e.g. OS and application level metrics).

What Counts Towards the Cloud IaaS SKU?

All supported cloud VMs (AWS EC2, Azure VM, Azure VM Scale Sets, GCP Compute Engine instances, OCI Compute), and any other cloud resources monitored via an LM local collector. With each IaaS SKU unit purchased, you are additionally entitled to 10 monitored Cloud non-compute resources.

Cloud non-compute resources are defined as any LM Cloud supported service not listed within the LM Cloud IaaS or PaaS SKUs. The full list of LM Cloud supported services can be found [here](#).

Usage

Usage for LM Cloud IaaS is measured as a monthly average count of all monitored Cloud resources.

LM Cloud PaaS

Overview

The LM Cloud PaaS SKU is a part of LogicMonitor's cloud monitoring solution. LM Cloud enables deeper visibility into cloud workloads through auto-discovery, pre-configured metrics collection, out-of-the-box alert thresholds and dashboards, and other enterprise-ready platform features like RBAC, alert routing, etc. With the PaaS SKU, you get cloud provider metrics with the above benefits for your PaaS compute-based cloud workloads alongside the rest of your monitored environment in LogicMonitor. The full list of LM Cloud supported services and PaaS categorization can be found [here](#).

What Cloud Services Count Towards the LM Cloud PaaS SKU?

Amazon Web Services (AWS):

- ECS Cluster
- Lambda
- AppStream
- Cloudsearch
- DocumentDB
- ElastiCache
- Glue
- MSK (Brokers)
- MQ
- OpenSearch (FKA ElasticSearch)
- Redshift
- RDS

Google Cloud Platform (GCP):

- App Engine
- Cloud Composer
- Cloud Dataflow
- Cloud Dataproc
- Cloud Function
- Cloud Redis
- Cloud Run
- Cloud SQL

Microsoft Azure:

- App Service
- Analysis Services
- Data Factory
- HDInsight
- Function
- MariaDB Database Server
- MySQL Database Server
- MySQL Database Flexible Server
- PostgreSQL Database Server
- PostgreSQL Database Flexible Server
- Redis Cache
- SQL Managed Instances
- Virtual Desktop

Oracle Cloud Infrastructure (OCI):

- Autonomous Database

Other:

- Kubernetes Pods
- MongoDB Atlas Databases

AI and Machine Learning:

- Q Business
- Bedrock
- AI Bot service

Usage

Usage for LM Cloud PaaS is measured as a monthly average count of all monitored Cloud PaaS resources.

LM SaaS Monitoring, Per User

Overview

LM SaaS Monitoring provides out-of-the-box SaaS monitoring for critical 3rd party SaaS applications, ensuring application health, performance, and availability. By integrating seamlessly with various SaaS platforms, LogicMonitor provides real-time insights and proactive monitoring to maintain uninterrupted business operations for most commonly used SaaS applications including:

- Collaboration & Communication Tools: Microsoft Office 365 (Outlook, Teams, Sharepoint), Google Workspace (Gmail, Drive, Meet), Slack, Zoom, Cisco Webex
- CRM: Salesforce, Hubspot, Zendesk
- IT Service Management: ServiceNow
- LM SaaS Monitoring also includes "lite" capabilities to monitor the status of services like GitHub and Trello, without any monthly usage measurement or billing charges

Usage

Usage for LM SaaS Monitoring per user is measured as a monthly average of the sum of all licensed users across monitored SaaS platforms, including both inactive and active licensed users. SaaS performance is monitored while keeping user identity private, so if the same user has multiple SaaS applications, such user may be counted more than once.

LM SaaS Monitoring, Per Integration

Overview

LM SaaS Monitoring provides out-of-the-box SaaS monitoring for critical 3rd party SaaS applications, ensuring application health, performance, and availability. By integrating seamlessly with various SaaS platforms, LogicMonitor provides real-time insights and proactive monitoring to maintain uninterrupted business operations for most commonly used SaaS applications including:

- Collaboration & Communication Tools: Microsoft Office 365 (Outlook, Teams, Sharepoint), Google Workspace (Gmail, Drive, Meet), Slack, Zoom, Cisco Webex
- CRM: Salesforce, Hubspot, Zendesk
- IT Service Management: ServiceNow
- SaaS Monitoring also includes "lite" capabilities to monitor the status of services like GitHub and Trello, without any monthly usage measurement or billing charges

Usage

LM SaaS Monitoring per integration is a legacy licensing option, and usage is measured as a monthly average across monitored SaaS service platforms.

LM Cost Optimization

Overview

LM Cost Optimization provides unified visibility and actionable insights to manage Cloud Provider Costs across AWS, Azure, and GCP. Cost Optimization includes both:

- **Cost Data Analysis** – Gain unified visibility into AWS, Azure, and GCP costs with normalized multi-vendor cloud provider billing data cost analysis, dashboards, and visualization of spend segmented by account, service, region, or resource tags, with trend analysis to help IT and Finance teams control budgets.
- **Cost Optimization Recommendations** – AI-driven recommendations for cost-saving opportunities across compute, memory, and storage. Recommendations are continuously updated using live observability data, and can be snoozed, acknowledged, or dismissed with team notes for decision tracking.

Considerations for using Cost Optimization – customers must:

- **[Configure & Connect](#)** their Cloud Provider Billing accounts (AWS, Azure, or GCP) with the necessary user roles to access cloud provider billing data and import data into LogicMonitor
 - For GovCloud customers – Billing data is not available natively within GovCloud. AWS DataSynch must be setup as a workaround to transfer Billing data from the AWS commercial region into GovCloud.
- Confirm appropriate data tagging structures are applied in their cloud accounts to segment and visualize Cloud Provider spend by account, service, region, or resource type.

No additional configuration is required to activate billing data analysis dashboards or AI-driven recommendations once billing data is connected.

Usage

A subscription for LM Cost Optimization enables both Cost Data Analysis and Cost Optimization Recommendations. Each unit of Cost Optimization supports the analysis of one [Cloud IaaS Compute resource](#) with cost data analysis of up to \$1,500 in monthly Cloud Provider Cost data. There are no incremental charges for the number of linked Cloud Provider billing accounts, cloud resources, or recommendations generated. However, if the total analyzed Cloud Provider Cost data exceeds \$1,500 x the number of units purchased in a month, additional units are required.

Edwin AI – AI Agent

Overview

AI Agent streamlines common IT tasks such as data exploration, incident investigation, and documentation retrieval by responding to user prompts with contextual, AI-generated results. AI Agent includes the following agents:

- **IT Ops Agent** – Recommends triage actions, suggests troubleshooting steps, and drafts root cause analyses (RCAs) to accelerate incident resolution.
- **Insights Agent** – Answers questions about any part of an insight, alert, or event to quickly understand what is happening and why.
- **Charts Agent** – Generates real-time charts from Edwin AI data and lets you filter data to spot issues early.
- **Public Knowledge Agent** – Answers questions using vendor documentation and third-party sources to help troubleshoot faster from a single place.
- **Metrics Agent** – Surfaces information and answers questions about metrics data for a specific alert.
- **Similar Insights Agent** – Finds and analyzes related insights based on event names to help explore connections, frequency patterns, and typical root causes.
- **Similar Incidents Agent** – Identifies and surfaces past ServiceNow incidents that closely match the current one, providing relevant root cause analysis (RCA) and resolutions to improve consistency.
- **Change Requests Agent** – Identifies recent or ongoing change requests tied to impacted Configuration Items (CIs) so you can quickly determine whether a change contributed to an issue.
- **Private Knowledge Base Agent** – References your organization's documentation to enable Edwin to generate analyses and respond to questions grounded in your verified processes.
- **AI Investigation** – The AI Investigation panel in Edwin AI provides an in-depth analysis of each insight, helping teams quickly understand and act. It includes:
 - **AI Title** – A concise, AI-generated title summarizing the insight
 - **AI Summary** – An overview of your insight, highlighting impacted locations, devices, and applications
 - **Root Cause Analysis (RCA)** – A prioritized list of likely root causes with validation steps, offering clear, actionable guidance to confirm each hypothesis
 - **Suggested Remediation Steps** – A tailored list of actions based on the RCA to accelerate resolution

See docs for the latest on all AI Agent capabilities: <https://www.logicmonitor.com/support/edwin-ai-agents>.

Usage

Each unit of AI Agent includes up to 100,000 action credits per month. AI Agent usage is measured as a monthly total of all user actions, across all AI Agents. Unlimited users and a sandbox portal for testing up to 10% of the paid capacity are also included with AI Agent. Each AI Agent action has a specific action credit value.

LogicMonitor Platform Licensing – Essentials

Overview

LogicMonitor Platform Licensing – Essentials includes the following products and monthly capacity up to a specific amount with each unit of licensing:

- Hybrid Infrastructure Monitoring for “**1 Hybrid Resource**” with 13 months data retention
- LM Inspector with 7-day log retention – **400 MB** per unit
- Netflow Monitoring – up to 10% of hybrid resources
- Up to 1,500 datapoints

The underlying “**Hybrid Resource**” unit of licensing is a unit with flexibility across multiple hybrid cloud environments and resource categories. 1 unit is equivalent to either:

- 1 Collector Device (Virtual machine, server, on-prem resource, firewall, router, switch, etc) **OR**
- 1 **Cloud IaaS** (AWS EC2, GCP GCE, Azure VM, etc) **OR**
- 7 **Cloud PaaS** (Kubernetes pods, serverless services, etc) **OR**
- 5 **Wireless Access Points** (e.g., Cisco Meraki, HPE Aruba, etc)

Usage

Usage for Hybrid Resources are measured as an average of usage every month. All other products included are measured based on their underlying product usage measurement, see

<https://www.logicmonitor.com/support/usage-reporting>.

LogicMonitor Platform Licensing – Advanced

Overview

LogicMonitor Platform Licensing – Advanced includes the following products and monthly capacity up to a specific amount with each unit of licensing:

- Hybrid Infrastructure Monitoring for **1 Hybrid Resource** with 2 years data retention
- LM Inspector with Monthly Retention – **750 MB** per unit
- [LM Uptime](#) – **10,000 checks executed per 10** units
- [Dynamic Service Insights](#) – **1 Dynamic Service Insight per 100** units
- [Automated Diagnostics & Remediation](#) – 1 execution per unit
- Up to 1,500 datapoints

Additional product capabilities are included over the total units at the customer portal level:

- [Data Publisher](#) – stream metrics data from Collectors to a customer hosted location
- Netflow Monitoring – up to 10% of hybrid resources
- Sandbox Portal – up to 10% of hybrid resources

The underlying “**Hybrid Resource**” unit of licensing is a unit with flexibility across multiple hybrid cloud environments and resource categories. 1 unit is equivalent to either:

- 1 Collector Device (Virtual machine, server, on-prem resource, firewall, router, switch, etc) **OR**
- 1 [Cloud IaaS](#) (AWS EC2, GCP GCE, Azure VM, etc) **OR**
- 7 [Cloud PaaS](#) (Kubernetes pods, serverless services, etc) **OR**
- 5 [Wireless Access Points](#) (e.g., Cisco Meraki, HPE Aruba, etc)

Usage

Usage for Hybrid Resources are measured as an average of usage every month. All other products included are measured based on their underlying product usage measurement, see

<https://www.logicmonitor.com/support/usage-reporting>.

LogicMonitor Platform Licensing – Advanced Plus Edwin AI

Overview

LogicMonitor Platform Licensing – Advanced Plus Edwin AI includes the following products and monthly capacity up to a specific amount with each unit of licensing:

- Hybrid Infrastructure Monitoring for **1 Hybrid Resource** with 2 years data retention
- LM Inspector with Monthly Retention – **750 MB** per unit
- [LM Uptime](#) – **10,000 checks executed per 10 units**
- [Dynamic Service Insights](#) – **1 Dynamic Service Insight per 100 units**
- [Automated Diagnostics & Remediation](#) – 1 execution per unit
- Edwin AI – Event Intelligence – **300 events** per unit
- Up to 1,500 datapoints

Additional product capabilities are included over the total units at the customer portal level:

- [Data Publisher](#) – stream metrics data from Collectors to a customer hosted location
- Netflow Monitoring – up to 10% of hybrid resources
- Sandbox Portal – up to 10% of hybrid resources

The underlying **“Hybrid Resource”** unit of licensing is a unit with flexibility across multiple hybrid cloud environments and resource categories. 1 unit is equivalent to either:

- 1 Collector Device (Virtual machine, server, on-prem resource, firewall, router, switch, etc) **OR**
- 1 [Cloud IaaS](#) (AWS EC2, GCP GCE, Azure VM, etc) **OR**
- 7 [Cloud PaaS](#) (Kubernetes pods, serverless services, etc) **OR**
- 5 [Wireless Access Points](#) (e.g., Cisco Meraki, HPE Aruba, etc)

Usage

Usage for Hybrid Resources are measured as an average of usage every month. All other products included are measured based on their underlying product usage measurement, see

<https://www.logicmonitor.com/support/usage-reporting>.

LogicMonitor Platform Licensing – Signature

Overview

LogicMonitor Platform Licensing – Signature includes the following products and monthly capacity up to a specific amount with each unit of licensing:

- Hybrid Infrastructure Monitoring for **1 Hybrid Resource** with 2 years data retention
- LM Inspector with 90-day log retention – **750 MB** per unit
- [LM Uptime](#) – **10,000 checks executed per 5** units
- [Dynamic Service Insights](#) – **1 Dynamic Service Insight per 50** units
- [Automated Diagnostics & Remediation](#) – 2 executions per unit
- SaaS Monitoring – **5 users** per unit
- [Cost Optimization](#) – **1** per unit
- Up to 1,500 datapoints

Additional products & capabilities are included over the total units at the customer portal level:

- [Data Publisher](#) – stream metrics data from Collectors to a customer hosted location
- ServiceNow CMDB Integration – customer portal integration
- Netflow Monitoring – up to 10% of hybrid resources
- Sandbox Portal – up to 10% of hybrid resources

The underlying “**Hybrid Resource**” unit of licensing is a unit with flexibility across multiple hybrid cloud environments and resource categories. 1 unit is equivalent to either:

- 1 Collector Device (Virtual machine, server, on-prem resource, firewall, router, switch, etc) **OR**
- 1 [Cloud IaaS](#) (AWS EC2, GCP GCE, Azure VM, etc) **OR**
- 7 [Cloud PaaS](#) (Kubernetes pods, serverless services, etc) **OR**
- 5 [Wireless Access Points](#) (e.g., Cisco Meraki, HPE Aruba, etc)

Usage

Usage for Hybrid Resources are measured as an average of usage every month. All other products included are measured based on their underlying product usage measurement, see

<https://www.logicmonitor.com/support/usage-reporting>.

LogicMonitor Platform Licensing – Signature Plus Edwin AI

Overview

LogicMonitor Platform Licensing – Signature Plus Edwin AI includes the following products and monthly capacity up to a specific amount with each unit of licensing:

- Hybrid Infrastructure Monitoring for **1 Hybrid Resource** with 2 years data retention
- LM Inspector with 90 day log retention – **750 MB** per unit
- [LM Uptime](#) – **10,000 checks executed per 5** units
- [Dynamic Service Insights](#) – **1 Dynamic Service Insight per 50** units
- [Automated Diagnostics & Remediation](#) – 2 executions per unit
- SaaS Monitoring – **5 users** per unit
- [Cost Optimization](#) – **1** per unit
- Edwin AI – Event Intelligence – **300 events** per unit
- Up to 1,500 datapoints

Additional products & capabilities are included over the total units at the customer portal level:

- [Data Publisher](#) – stream metrics data from Collectors to a customer hosted location
- ServiceNow CMDB Integration – customer portal integration
- Netflow Monitoring – up to 10% of hybrid resources
- Sandbox Portal – up to 10% of hybrid resources

The underlying “**Hybrid Resource**” unit of licensing is a unit with flexibility across multiple hybrid cloud environments and resource categories. 1 unit is equivalent to either:

- 1 Collector Device (Virtual machine, server, on-prem resource, firewall, router, switch, etc) **OR**
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- 5 [Wireless Access Points](#) (e.g., Cisco Meraki, HPE Aruba, etc)

Usage

Usage for Hybrid Resources are measured as an average of usage every month. All other products included are measured based on their underlying product usage measurement, see <https://www.logicmonitor.com/support/usage-reporting>.