

# HEAL Documentation

---

HEAL Software Inc.

---

# Glossary

Access Logs  
Account  
Advance DS  
AIOps Platform  
Alert Management  
Anomaly  
Anomaly Score  
Apdex Score  
Application  
Auto Discovery  
Auto-Instrumentation  
Automated Anomaly Detection  
Automated Root Cause Analysis (RCA)  
Availability Metric  
Batch Incident  
Batch Job Alerts  
Behavior KPI  
Behavior Metrics  
Calls  
Capacity Forecasting  
Category  
Causal Graph  
Cluster  
Cluster (K8s)  
Cluster-Level Metrics  
Component  
Component Instance  
Component Instance Attributes  
Component Monitoring  
Comprehensive Dashboards

---

Computed Metric  
ConfigMap / Secret  
Configuration Watch  
Consul  
Control Center UI  
Customizable Alerts  
Custom Metric Framework  
Custom Reports & Dashboards  
DaemonSet  
Database Server  
Data Center (DC)  
Data Sources  
Deep Dive Data  
Dependency  
Deployment  
Disaster Recovery (DR)  
Docker  
Early Warning  
End User Monitoring  
Event Correlation  
Event Ranking  
Events  
Forensic Action Grouping  
Forensic Plugin  
Forensics  
Grafana Dashboard (Custom Dashboards)  
Group Metric  
HAPROXY  
HEAL App Server  
HEAL Connectors  
HEAL Control Center  
HEAL DB Server  
HEAL UI (Out-of-Box Dashboard)  
HEAL UI Service

---

HEAL Web Server  
Heat Map  
Host  
Host instance  
Host Instance Attributes  
HTTP (HyperText Transfer Protocol)  
HTTPS (HyperText Transfer Protocol Secure)  
Incident  
Incident Status  
Incident Timeline  
Info Incident  
Ingress  
Instance-Level Metrics  
Instances  
Integration Capabilities  
Intrusive Monitoring  
IP (Internet Protocol)  
JIM  
JMX  
Kairos DB  
Keycloak  
Key Performance Indicator  
Kubernetes and OpenShift Monitoring  
Log file  
Log Forwarder  
Log Monitoring  
Logs  
Maintenance Window  
Metric  
Metric Pod  
Metrics  
ML Batch Job Monitoring  
MLE  
ML Insights

---

Namespace  
Node  
Noise Reduction  
Nomad  
Nomad File  
Normal Operating Range (NOR)  
Notification Plugin  
OOB (Out Of Box) Component  
OOB Reports  
OpenSearch  
Operator  
Organization  
OTLP (OpenTelemetry Protocol)  
PERCONA  
Performance Metric  
Persistence  
Persistent Volume Claim (PVC)  
Persistent Volume (PV)  
Pipeline  
Pod  
Port  
Predictive Insights  
Problem  
Producer  
Producers  
Query APIs  
RABBITMQ  
RAN  
Real-time Monitoring  
Recommendations Validated  
Request  
Root cause  
Root Cause Analysis  
Safe Operating Range (SOR)

---

Sampling Rate  
Scalable Architecture  
Scheduler  
Service  
Service Account  
Service Dependency Map (SDM)  
Service Mesh (Istio / Envoy)  
Services  
Sidecar  
Simple Network Management Protocol (SNMP)  
SNMP Monitoring  
Solution Recommendations  
Solution Recommendation Validation  
Solutions Recommended  
Span  
StatefulSet  
Static Operating Range  
Supervisor  
Supervisor Controller  
Suppression  
Synthetic Monitoring  
Threshold  
Tickets  
Topology  
Trace ID / Parent-Child Context  
Traces  
Transaction  
Transaction Monitoring  
Unified Ticketing Plugin (UTP)  
Unknown Service  
User ID  
User Roles  
User Session Timeout  
UTP (Unified Ticket Plugin)

Wildfly  
Workload KPI  
Zulu