

The logo for HEAL, featuring the letters H, E, A, and L in a dark blue, sans-serif font. The letter H has a red diagonal bar on its left side. The letter E has a green horizontal bar on its right side. The letter A has a gold diagonal bar on its right side. The letter L has a teal vertical bar on its left side.

HEAL

DOCUMENTATION

Early Warning

HEAL Software Inc.

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Early Warning helps detect patterns that may indicate potential service outages. HEAL raises an Early Warning when abnormal behavior is observed in one or more services, but the entry-point services are still operating within their SLA.

Early warnings allow teams to act before user-facing issues occur.

When is an early warning triggered?

- When a metric breaches its Normal Operating Range (NOR).
- When transaction volume or request count deviates significantly from historical patterns.

Viewing Early Warning

To view the Early Warning in the HEAL UI:

1. Login in to the HEAL UI and click on the Incidents icon (1) in the left-hand menu. The Incident page appears.

The screenshot shows the HEAL UI Incidents dashboard. Callout 1 points to the Incidents icon in the left-hand menu. Callout 2 points to the filter dropdowns at the top right. Callout 3 points to the filter dropdowns at the top. Callout 4 points to the summary cards for incident status. Callout 5 points to the incident list table.

Incident Id	Occurred At	Description	Status	Severity	No of Events	Application	Services	Last Updated On	Ended On
[Link]	25-10-2024 13:09 3d 22h 30m 56s ago	Event(s) in [redacted] root cause service(s) may...	Open	Severe	3023	[redacted]	[redacted]	29-10-2024 11:36 3m 56s ago	---
[Link]	24-10-2024 10:05 5d 1h 34m 56s ago	Transactions at [redacted]	Closed	Severe	1683	[redacted]	[redacted]	25-10-2024 11:30 4d 0h 9m 56s ago	25-10-2024 11:45
[Link]	23-10-2024 15:00 5d 20h 39m 56s ago	Event(s) in [redacted] root cause service(s) may...	Upgraded	Severe	732	[redacted]	[redacted]	24-10-2024 10:05 5d 1h 34m 56s ago	24-10-2024 10:05
[Link]	23-10-2024 15:00 5d 20h 39m 56s ago	Event(s) in [redacted] root cause service(s) may...	Upgraded	Severe	733	[redacted]	[redacted]	24-10-2024 10:05 5d 1h 34m 56s ago	24-10-2024 10:05
[Link]	22-10-2024 21:40 6d 13h 59m 56s ago	Transactions at [redacted]	Closed	Severe	26	[redacted]	[redacted]	22-10-2024 22:24 6d 13h 15m 56s ago	22-10-2024 22:39
[Link]	22-10-2024 21:38 6d 14h 1m 56s ago	Event(s) in [redacted] root cause service(s) may...	Upgraded	Severe	1	[redacted]	[redacted]	22-10-2024 21:40 6d 13h 59m 56s ago	22-10-2024 21:40

2. On this dashboard, select the appropriate service and time duration from the dropdown menus.
3. Use the filters to narrow down the results by application, service, type, status, and severity, as needed.
4. The Incidents Summary section provides the following details:

- **Open events:** Displays the total number of open events categorized as Problem, Early Warning, and Info.
- **Closed events:** Displays the total number of closed events categorized as Problem, Early Warning, and Info.
- **Upgraded:** Displays the total number of Early Warning events that have been upgraded.

5. Below the summary, you'll find a detailed list of incidents, including Early Warning events. Each entry provides details such as event ID, occurrence time, status, severity, associated application and service, number of events, last updated time, and end time.

Tip: Incident IDs that start with 'E' represent Early Warning events. This makes it easy to identify and analyze them directly from the list.