

The logo for HEAL Software Inc. features the word "HEAL" in a bold, sans-serif font. The letters are primarily dark blue. 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

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*Root Cause Analysis*

HEAL Software Inc.

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HEAL runs automated Root Cause Analysis (RCA) by correlating forensic event data from many sources and pinpointing the signals that triggered the incident.

## How HEAL finds the root cause

After events are correlated, HEAL applies machine-learning causal analysis and graph traversal to trace the failure to its origin. The result is the first true causal event, not just the earliest, based on contextual dependencies across services.

**Heads up.** The root cause is not always the first event detected. HEAL uses an internal knowledge graph to resolve complex causal paths.

## View the root cause

On the incident detail page, scroll to the **Root Cause** section. You will find:

- A textual explanation of the fault and the affected service or instance.
- Recommended investigation steps for whatever triggered the incident.
- A **Root Cause Walk** diagram that highlights the primary impacted service and its dependency path.

The screenshot displays the incident detail page for incident E-15-1-928-1729847340. The 'Root Cause' section contains a detailed textual explanation of the fault, including KPI anomalies for 'Memory Util' in the '\_App\_Service' and recommended investigation steps. Below this, the 'Root Cause Walk' diagram shows a dependency path starting from 'App\_Service' (highlighted with a red dashed border) and pointing to 'Web\_Service'.

### Next

- [Root Cause Walk](#) . full walkthrough of the RCA view.
- [View Solution Recommendation](#) . suggested fixes.

- View ML Insights . top metrics inside a signal.