



DOCUMENTATION

Service Details Dashboard

HEAL Software Inc.

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The Service Details Dashboard is the per-service drill-down. Open it from the Service Dependency Map to see instance health, KPIs, signals, and events for one service.

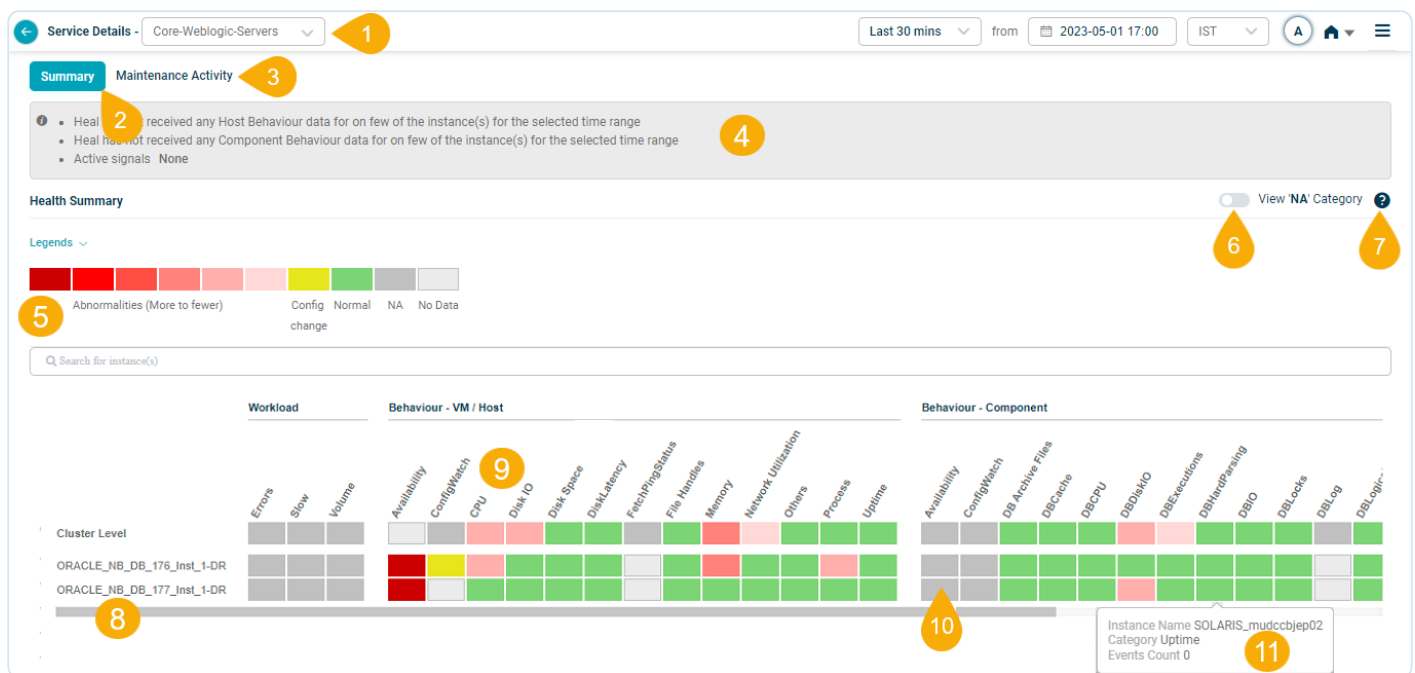
What you can do here

- Read the health of one service at a glance.
- See every instance running behind the service.
- Track workload and behavior KPIs.
- Spot performance issues and dig in.
- Understand dependencies between services.

Open the Service Details Dashboard

In the Application Summary Service Dependency Map, click any service.

Access note. You can only open services that belong to applications assigned to your account.



What's on the screen

- 1. Service selection.** Switch between services. The service you opened is selected by default.
- 2. Summary tab.** Quick view of service health and performance.
- 3. Maintenance Activity tab.** Track maintenance progress and any issues that came up during it.
- 4. Data overview.** Description of what is shown.

5. **Legends.** Color-coded key for the data on the dashboard. See *Legends* below.
6. **View NA category.** Show or hide categories that are Not Available. Off by default for readability.
7. **Help.** Open the in-screen help for the dashboard.
8. **Instances.** Listed alphabetically. If a service uses host instances only, only those appear in the heat map. The Cluster Level option shows cluster-level data on top.
 - Scroll across to see all instances when there are more than fit on screen.
 - Hover a component instance to see the host IP it runs on.
9. **Metric categories.** Listed alphabetically. Workload and Behavior KPIs at VM/Host level and Component level. See *KPI types* below.
10. **Block.** Each block is one category for one instance or cluster. Easy way to see how categories spread across instances.
11. **Hover event display.** Hover any block to see the event count for that KPI category at that instance or cluster level.

Events

HEAL raises events when metrics fall outside two threshold types: Normal Operating Range (NOR) and Safe Operating Range (SOR).

A dynamic threshold built from historical behavior. When the system drifts outside the NOR, that may signal a problem.

- Compares the time series with upper and lower limits derived from history. Points outside the limits become events.
- The MLE owns the algorithm and updates it on a schedule.
- Data is split into 24 groups (one per hour of the day) so each hour gets its own thresholds.

SOR (Safe Operating Range)

A static range of an extreme high and an extreme low value. Two flavors:

- **Automatic SOR.** Generated by the system from recent metric values. Triggers an anomaly even when the metric looks otherwise normal.
- **Manual SOR.** Admins set their own range to override the automatic one.

SOR or availability KPIs have persistence and suppression rules at the service level. Change them in the Control Center.

KPI types

HEAL groups KPIs into two types.

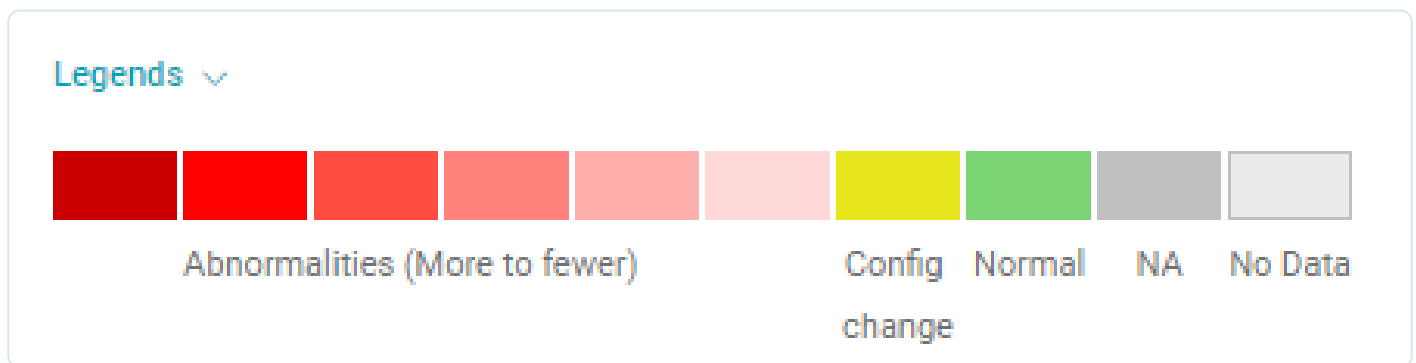
Workload KPIs. Measure load. Volume of requests and responses, plus the status and response time of those requests.

Behavior KPIs. Show how the monitored instances actually behave. Two sub-types:

- **Performance metric.** Numeric performance data from component and host instances.
- **Availability metric.** Up-or-down state of instances and ports. Binary (0 or 1).

Legends

Click **Legends** for a color-coded key to the dashboard.



Help

Click the help icon

help icon on the Service Details dashboard to open in-screen help.

View 'NA' Category ?

Help

- Events generated, representing darkest shade having more events and lightest shade having fewer events
- Config changes
- No events, data is Normal
- Category is not defined for the Instance / Cluster
- Heal is not receiving any data for the selected time range
- UM - C, H Under Maintenance - component instance, host instance

View NA categories

NA (Not Available) categories are hidden by default for readability. Switch the slider to ON to show every category at both cluster and instance level, even when the KPIs are NA.

View 'NA' Category ?

Legends

Abnormalities (More to fewer) Config change Normal NA No Data

	Workload				Behaviour - VM / Host												Behaviour - Component												
	CPU	Errors	Slow	Volume	Availability	Batch Job	ConfigMismatch	CPU	CPU	Disk IO	Disk Space	Disk Latency	FetchInProgress	File Handles	Memory	Network Utilization	Others	Process	Uptime	Availability	Certificate Empty	ConfigMismatch	Connection Pool	CPU	DataSource	EJB	FileLog EJB	FileLog FS/WEP	
Cluster Level																													
WAS_NB_App_146_Inst_1-DR																													
WAS_NB_App_201_Inst_1-DR																													

Next

- Viewing Service Details . full walkthrough of the per-service screens.
- Application Summary . the application-level drill-down.

- Navigating Signal Tab . problems and early warnings.