



HEAL

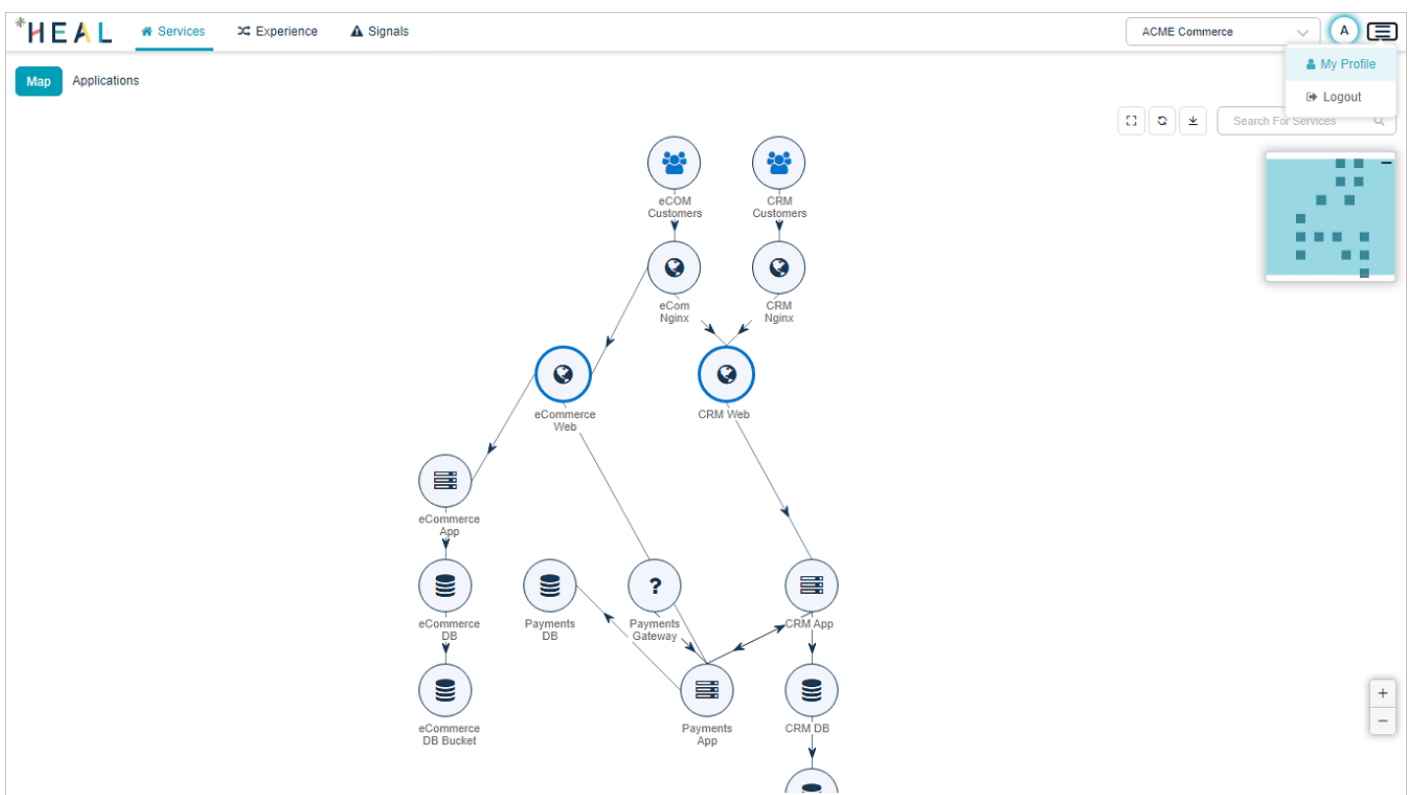
DOCUMENTATION

HEAL Software Inc.

Time Zones

You may have multiple applications, each serving ends users in a different time zone. You may want to view data in HEAL in a specific time zone. HEAL Application consists of multiple services. These services can run in different time zones. You can view performance metrics, signals, and application summaries in the time zone of the application.

Setting Time Zone in My Profile



Select the profile icon in top corner. Select **My Profile** to change the preferences. **My Profile** screen is displayed.

My Profile

ACME-EStore

Notifications

Time Zone

The time zone selected will be reflected in all the dashboards

My Preferred Time Zone

IST

(GMT+05:30) Chennai, Kolkata, Mumbai, New Delhi

☐ Notifications for signals would be send in the timezone of most relevant service

☐ When viewing service or application performance metrics, automatically switch to the Time Zone of the most relevant services

Caution: Use this only if you are monitoring services across multiple time zones

Save

Select **Time Zone**. **My Preferred Time Zone** drop down lists all the time zones. First entry in the drop down displays default time zone for the account. This is the default time zone for every new user. You can set a preferred time zone for yourself. This time zone gets automatically reflected in all HEAL dashboards. Following screens display time-series data in your preferred time zone.

Service Details

Signal Report (Problem and Early Warning reports)

CXO Dashboard

Application Summary

Signals List

Automatically Switching Time Zone

Select the **auto switch time zone** box from **Time Zone** pane. This setting is OFF by default.

When you turn it ON -

If a service details screen is loading for a service having custom time zone, the screen automatically switches to this custom time zone.

If the root cause service of a Warning has a custom time zone, then the screen automatically switches to this custom time zone.

If the entry point service of a Problem has a custom time zone, then the screen automatically switches to this custom time zone.

Manually Switching Time Zone

You can switch time zone on the fly. Once you switch time zone, the screen reloads to display data in new time zone. The time zone changes stay permanent for the current session. Next time when you login to HEAL (new session), your preferred time zone is restored.

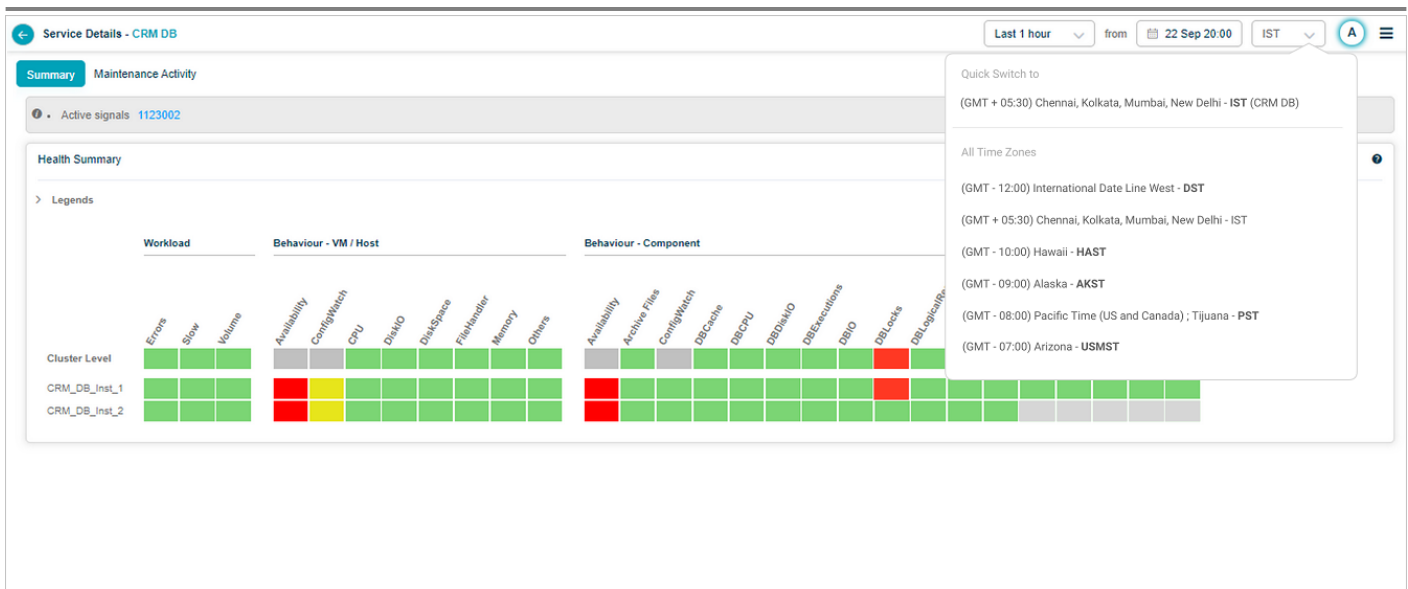
The screenshot shows the 'Service Details - CRM DB' interface. At the top right, there is a dropdown menu for time zones, currently set to 'IST'. The dropdown list is open, showing various time zones. The main content area displays a 'Health Summary' with a table of metrics for different cluster levels.

Cluster Level	Workload			Behaviour - VM / Host							Behaviour - Component										
	Errors	Slow	Volume	Availability	ConfigWatch	CPU	DiskIO	DiskSpace	FileHandler	Memory	Others	Availability	Archive Files	ConfigWatch	DBConn	DBCPU	DBDiskIO	DBExecutions	DBIO	DBLocks	DBLogins
CRM_DB_Inst_1	Green	Green	Green	Red	Yellow	Green	Green	Green	Green	Green	Green	Red	Green	Green	Green	Green	Green	Green	Green	Green	Green
CRM_DB_Inst_2	Green	Green	Green	Red	Yellow	Green	Green	Green	Green	Green	Green	Red	Green	Green	Green	Green	Green	Green	Green	Green	Green

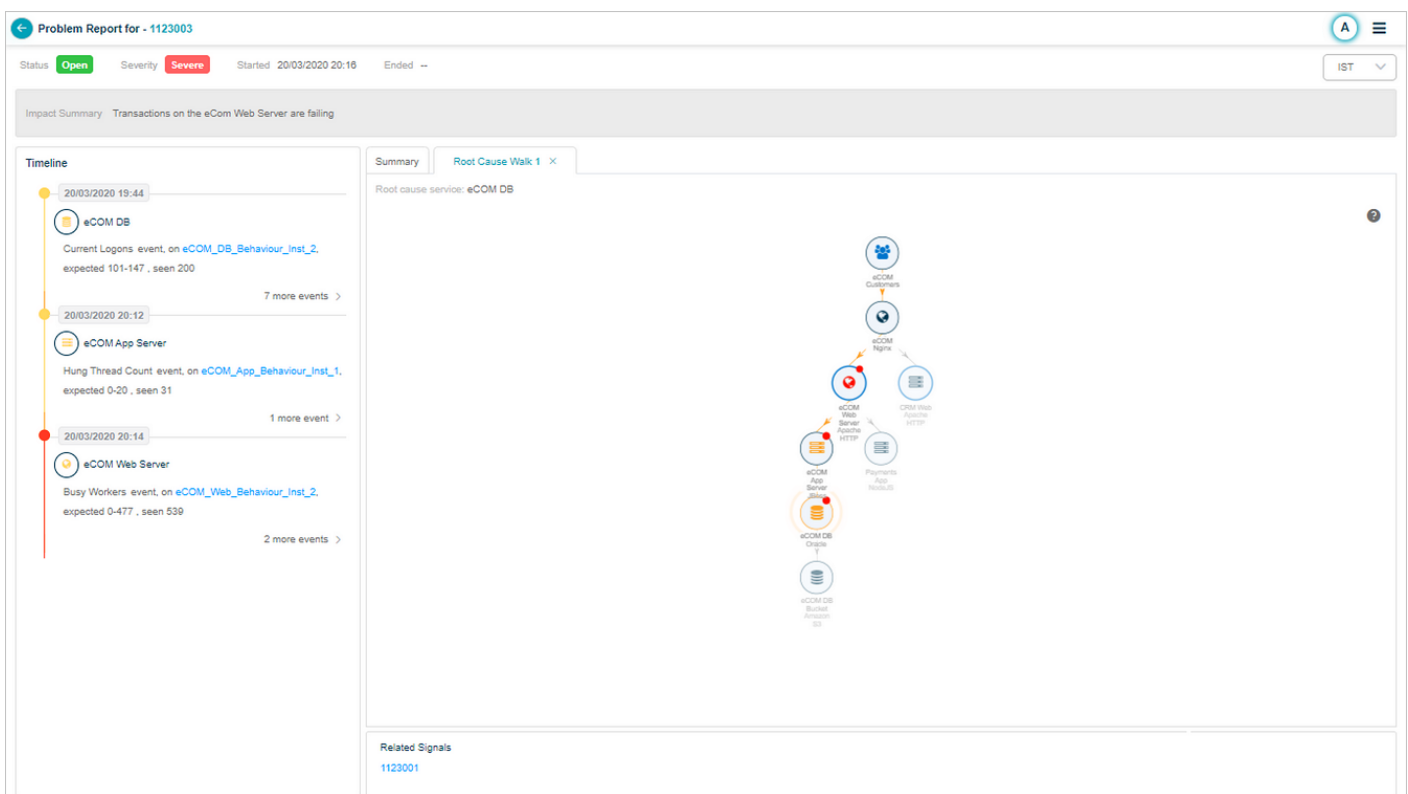
The time zone dropdown menu lists the following options:

- (GMT - 12:00) International Date Line West - DST
- (GMT + 05:30) Chennai, Kolkata, Mumbai, New Delhi - IST
- (GMT - 10:00) Hawaii - HAST
- (GMT - 09:00) Alaska - AKST
- (GMT - 08:00) Pacific Time (US and Canada); Tijuana - PST
- (GMT - 07:00) Arizona - USMST
- (GMT - 06:00) Central time (US and Canada) - CST
- (GMT - 06:00) Saskatchewan - SSK
- (GMT - 06:00) Central America - CAST

You can set the custom time zone for a service in the database. If a service has a time zone different than the default time zone for an account, you can switch to the time zone of this service using **Quick Switch to** option. You can also select a time zone from **All Time Zones** list. Time zone selected from **Quick Switch to** and **All Time Zones** list stay for the current session.



You can see the account specific or preferred time zone in the top right corner of a Signal report screen.



If a Signal is spread across multiple services, and say, three of those services have custom time zones. **Quick Switch to** pane displays those service names along with their custom time zones. You can switch to one of those time zones.

Problem Report for - 1123003

Status: **Open** Severity: **Severe** Started: 20/03/2020 20:16 Ended: --

Impact Summary: Transactions on the eCom Web Server are failing

Timeline

- 20/03/2020 19:44
eCOM DB
Current Logons event, on eCOM_DB_Behaviour_Inst_2, expected 101-147, seen 200
7 more events >
- 20/03/2020 20:12
eCOM App Server
Hung Thread Count event, on eCOM_App_Behaviour_Inst_1, expected 0-20, seen 31
1 more event >
- 20/03/2020 20:14
eCOM Web Server
Busy Workers event, on eCOM_Web_Behaviour_Inst_2, expected 0-477, seen 539
2 more events >

Summary Root Cause Walk 1 x

Root cause service: eCOM DB

Related Signals
1123001

Quick Switch to

- (GMT - 12:00) International Date Line West - DST (eCOM DB)
- (GMT + 05:30) Chennai, Kolkata, Mumbai, New Delhi - IST (eCOM App Server)

All Time Zones

- (GMT - 12:00) International Date Line West - DST
- (GMT + 05:30) Chennai, Kolkata, Mumbai, New Delhi - IST**
- (GMT - 10:00) Hawaii - HAST
- (GMT - 09:00) Alaska - AKST
- (GMT - 08:00) Pacific Time (US and Canada) ; Tijuana - PST
- (GMT - 07:00) Arizona - USMST

Automatically Switching Time Zone in Notifications

My Profile

ACME-EStore

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☐ When viewing service or application performance metrics, automatically switch to the Time Zone of the most relevant services

⚠ Caution: Use this only if you are monitoring services across multiple time zones

Save

Select the **auto switch time zone in notifications** box from **Time Zone** pane. This setting is OFF by default.

When you turn it ON –

Application sends the notifications for Problems in the time zone of the entry point service.

Application sends the notifications for Warnings in the time zone of the first service which begins to behave abnormally.