

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

View ML Insights

HEAL Software Inc.

You can view Machine Learning (ML) Insights within an Early Warning/Problem report to understand key metrics associated with the services displayed in the timeline.

To do so, follow these steps:

1. Click on the ML Insights option in an Early Warning/Problem report.

HEAL then presents a list of the top ten most important metrics connected with the services in your timeline.

Impact Summary "Event(s) in NB-App-Service-DR root cause service(s) may impact transaction performance."

Timeline

2021-10-26 07:39

NB-App-Service-DR

CTX Switches event, on RHEL_NB_App_Host_146_Inst_1-DR, expected 10000 and below, seen 24978

107 more events >

Root Cause Walk ML Insights Solution Recommendation

Top 10 important metrics identified by ML

Metric	Instance / Transaction Name	Service	Last Violation	Value
CTX Switches	RHEL_NB_App_Host_146_Inst_1-DR	NB-App-Service-DR	26 Oct 2021 07:39	expected 10000 and below seen 24978
CPU Util	RHEL-APP-HOST-Cluster-DR	NB-App-Service-DR	26 Oct 2021 07:38	expected 0 Percentage and below seen 0.63 Percentage
Memory Util	RHEL-APP-HOST-Cluster-DR	NB-App-Service-DR	26 Oct 2021 07:38	expected 2 Percentage and below seen 6.5 Percentage
CPU Busy	RHEL-APP-HOST-Cluster-DR	NB-App-Service-DR	26 Oct 2021 07:38	expected 0.5 Percentage and below seen 1.54 Percentage
CPU Util	RHEL_NB_App_Host_146_Inst_1-DR	NB-App-Service-DR	26 Oct 2021 07:38	expected 0 Percentage and below seen 1.12 Percentage
Memory Util	RHEL_NB_App_Host_146_Inst_1-DR	NB-App-Service-DR	26 Oct 2021 07:38	expected 2 Percentage and below seen 7.39 Percentage

Related Signals

Early Warning Signal(s) P-2-398-7-27253569

Core Info Signal(s) None

Config Watch Info Signal(s) None

Field	Description
1 - Metric	The name of the key performance metric.
2 - Instance/Transaction Name	The specific instance or transaction identifier is linked to the metric.
3 - Service	The name of the service associated with the metric.
4 - Last Violation	The timestamp marking when the last violation occurred.
5 - Value	The actual and expected values captured at the time of the last violation.

2. If there are no significant metrics associated with the services on the timeline, HEAL displays a notification indicating this.

The screenshot displays the HEAL interface for an incident. At the top, the status is 'Open' and severity is 'Severe', with a start time of 2023-05-19 16:09. A notification bar states: 'Impact Summary - Event(s) in FinApp-Coresession-Service root cause service(s) may impact transaction performance.' The 'Timeline' section on the left lists two events from 2023-05-19 16:51: 1. 'FinApp-Coresession-Service' with a 'Finacle Errors' event on 'CoreSession_31', expected 1 and below, seen 11, and an 'Anomaly Score 1'. 2. 'Core-Weblogic-Servers' with a 'Memory Util' event on 'SOLARIS_mudccbjep01', expected 2 Percentage and below, seen 50 Percentage, and an 'Anomaly Score 1'. The 'ML Insights' tab is active, showing 'Top 10 important metrics identified by ML' with a message: 'No metric data available'. Below this, the 'Related Signals' section shows: 'Early Warning Signal(s) None', 'Core Info Signal(s) None', and 'Config Watch Info Signal(s) None'.