

# HEAL

## DOCUMENTATION

---

*[View Solution Recommendation](#)*

HEAL Software Inc.

# Table of Contents

<b>Open Solution Recommendation</b>	<b>3</b>
<b>What's on the screen</b>	<b>3</b>
<b>Why use Solution Recommendation</b>	<b>4</b>

When HEAL raises a Problem or Early Warning, it also proposes the top three solutions for the root cause. The recommendations come from historical tickets that HEAL has organized into categories like disk issues or database out-of-memory errors.

## Open Solution Recommendation

1. **Open the Signals tab.** See Navigating Signal Tab.
2. **Click the Signal ID** in the list, or click the link in an email notification, to open the Signal Report.

**Quick view.** Click the message icon in the **Solution Recommendation** column on the Signals list to read a short summary of the suggested solutions in a popup.

3. **Open the Solution Recommendation tab** on the Signal Report (Warning or Problem report).

The screenshot displays a 'Warning Report for - E-6-60-2066-27567807'. The report status is 'Closed' with a severity of 'Severe', starting on 2022-06-01 at 12:59 and ending at 14:39. The impact summary states: 'Event(s) in MLE\_Service\_1 root cause service(s) may impact transaction performance.' The 'Timeline' on the left shows an event at 2022-06-01 13:39 for 'MLE\_Service\_1' with an 'Anomaly Score 0.83'. The main content area has three tabs: 'Root Cause Walk', 'ML Insights', and 'Solution Recommendation'. The 'Solution Recommendation' tab is selected, showing a 'Description' of the problem (Maximum open cursors exceeded) and 'Recommended Action(s)'. The first action is 'Modify the program to use fewer cursors...' with a 'Confidence Score 0.99'. Below it are 'Useful' and 'Not Useful' buttons. The second action is 'Reboot the system to clear out temporary files...' with a 'Confidence Score 0.01'. The third action is 'Kill or restart processes.' with a 'Confidence Score 0.01'. At the bottom, there is a feedback form: 'Please fill the solution recommendation feed back for us to improve the recommendation' with a character count of 0/500.

## What's on the screen

The Solution Recommendation tab on the right pane shows:

**Description.** A summary of the signal.

**Recommended action(s).** The proposed fix for the Problem or Early Warning.

**Confidence Score.** How confident HEAL is in the suggestion.

**Useful or Not Useful.** Thumbs up if the solution worked, thumbs down if it did not.

**Feedback.** Free-text feedback to improve future recommendations.

**Tip.** Leave feedback every time you use a recommendation. The confidence scores improve and future signals get faster, more accurate suggestions.

## Why use Solution Recommendation

- **Faster shared understanding.** Helps IT teams understand the event and feeds future suggestions.
- **Lower risk.** Validating a solution before applying it cuts the chance of new issues or making the existing one worse.
- **Higher accuracy.** Validated solutions reduce errors and downtime, making sure the fix matches the problem.

### Next

- [Root Cause Analysis](#) . trace the cause of a signal.
- [View ML Insights](#) . top metrics inside a signal.
- [View Problem Report](#) . open one Problem.