


# DOCUMENTATION

*Test*

HEAL Software Inc.

## Version History

| Doc Version | Date | Changes Done |
|---|---|---|
| 1.0 | 27 November 2025 | Initial Release |

## Release Attributes

The following table lists the release attributes.

| | |
|---|---|
| **COMPONENT** | heal-notification-processor |
| **ATTRIBUTE** | heal-notification-processor_2.0.11.tar |
| **MD5SUM** | f9b3206c57c401e2939035436d58a824 |
| **OS** | NA |
| **ANCHOR CLIENT** | UBI |
| **GLOBAL RELEASE** | Yes |
| **Date** | 26 November 2025 |
| **Dependency** | HEAL V2.3.2_Upgrade |
| **Consul Keys Added/Changes** | No |
| **SQL Changes** | No |

## Issues Addressed

**ID:** A5X-12201

# What was the issue

- When the signal close window is set to 15 or 30 minutes without continuous events, L2 and L3 users receive closed mails without corresponding open mails


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due to application-level escalation settings.

# What is fixed

- Only users who receive open emails will now receive closed emails.

### Enhancement

There are no enhancements in this release.

### Known Issues

There are no known issues in this release.

### Deployment

- This build must be applied on **HEAL 2.3.2_Upgrade**.
- Follow the standard deployment steps in the **Deploying a Patch for HEAL Guide**.



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