



# HEAL

## DOCUMENTATION

HEAL Software Inc.

# Test

## Version History

Doc Version	Date	Changes Done
1.0	27 November 2025	Initial Release

## Release Attributes

The following table lists the release attributes.

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

## Issues Addressed

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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 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**.