

Creation of Known Errors and Workarounds in CMDB

Important:



- Knownerrors and workarounds can be created directly in the CMDB. The creation of knownerrors and workarounds records in the CMDB is recommended in case they are found at early stages, such as development, which means that the prior creation of a Problem record is not required.
- The following tasks require administrative privileges¹⁾.

Log into the ITHelpCenter Portal. In the main menu, select *CMDB > CIs View*.

- [Create Known Errors \(KE\) and Workaround \(WA\)](#)
- [Enable and Add KE or WA attributes](#)
- [Add relationships to KE or WA](#)
- [Attach KE or WA to a category](#)

- [Edit KE or WA records](#)

Create Known Errors (KE) and Workaround (WA)

1. Click on the **New** button

Fill in the following information in the Basic tab

FIELD	DESCRIPTION
Serial	Assign a serial or click the  button to generate a serial automatically.
Name	Assign a name or click the  button to generate a name automatically.
CI definition	<p>Select the CI type from the drop-down field, in this case, select <i>KNOWN ERRORS RECORD</i> or <i>WORKAROUND RECORD</i>. Default CI types:</p> <div style="border: 1px solid black; padding: 5px; width: fit-content;"> <p>PEOPLE PRINTER DEVICE KNOWN ERRORS RECORD WORKAROUND RECORD LOCATION COST CENTER SERVICE</p> </div>
Entry Date	Date when the CI is enabled in the system. Entry Date will be autocompleted when the status changes to IN . See STATUS field.
Status	<p>Enables/disables the CI in the system. Possible states:</p> <p>PLANNED Planning or pre-production The default state for newly created KE and WA will be PLANNED. IN Active. After creation, change status to IN to enable KE and WA records. OUT Disabled.</p>
Output Date	Date when the CI is disabled in the system. This field will be autocompleted when the status in the system changes to OUT . See STATUS field.
Brand	Select brand in the drop down field.
Other details	Additional comments.

Required fields.

- 2. Click on the **Save button**.

Enable and Add KE or WA attributes

- 1. Once the KE or WA record is created select it from the grid:
Select directly from the full list (Show all) or enter one of the following criteria in the search fields:
CI_SERIALNUMBER²⁾, CI_GENERICNAME³⁾, CI_DEFINENAME⁴⁾ (Known error, Workaround, etc.).

Show:

Search ▼

Select Column to Search:

(ALL) ▼

Select Column to Search:

KNOW

20 ▼ Go **1**

ID CMDB CI	CI serial number	CI GENERIC NAME	CI define name
206	000206	KE 0001	KNOWN ERRORS...
207	000207	KE 0002	KNOWN ERRORS...
208	000208	KE 0003	KNOWN ERRORS...
212	00212	KE 004	KNOWN ERRORS...
218	0000218	KR00005	KNOWN ERRORS...

- 2. Edit the record and change the KE or WA status to **IN** to enable and clic on **Save** button. After saving, select the record again to edit its attributes.

New Save Delete Cancel Graphic

CI Information Output Relation Input Relation

Basic Known Error

Serial: 00212
 Name: KE 004
 CI Definition: KNOWN ERRORS RECORD
 Entry Date: Wed Jun 23 2021 17:33:06 GMT-0500 (hora estándar)
 State: IN
 Ouput Date: Mon Jan 01 0001 00:03:44 GMT-0456 (hora estándar)
 Brand: None
 Other Details: Printer Fix

When Status is changed to IN, the Entry Date is also updated

3. Add information such as symptoms, description, solution, solution steps or files.

For Known Errors records, fill the fields in the Knownerror tab:

KNOWN ERROR FIELD	DESCRIPTION
Add Symptoms	Add known symptoms of the error, it may include a brief explanation of the problem.
Add Solution	Add the solution to the error if it has been found.
Enable	Enable the Knownerror record to be available for search.

Permission to display the known error. Select in the drop-down field:

NONE: The record is created but will not be available for search and consultation.
ALL: Available for all user types (Administrators, advisors, end users, etc.).
USER: Available only for end users.
MANAGER: Available only for ITHC administrators and advisors, not for end users.

New
Save
Delete
Cancel
Graphic

CI Information
Output Relation
Input Relation

Basic
Known Error

IDCMDB_EFKNOWNERERRORS_RIM	<input type="text" value="212"/>
IDCMDBCI	<input type="text" value="212"/>
Add symptoms	<input type="text" value="Fix for network printer disconnection"/>
Add solution	<input type="text" value="On the manufacturer's web site you will find"/>
Enable	<input checked="" type="checkbox"/>
User permission	<input type="text" value="ALL"/>

Delete
Save

For Workaround records, fill the fields in the Workaround tab and/or the File tab:

The workaround may include several steps.

Click on the **New** button before adding each step to enable the form, fill in the following fields and click on the **Save** button for each step.

WORKAROUND FIELD	DESCRIPTION
Step	Step ID.
Step description	Explanation of the activity or activities included in the step as part of the alternative solution.

Permission to display the workaround. Select in the drop-down field:

NONE: The record is created but will not be available for search and consultation.
ALL: Available for all user types (Administrators, advisors, end users, etc.).
USER: Available only for end users.
MANAGER: Available only for ITHC administrators and advisors, not for end users.

New Save Delete Cancel Graphic

CI Information Output Relation Input Relation

Basic Workaround Files

IDCMDB_EFWORKAROUND_RIM

IDCMDBCI

Step

Step description

User permission

Cancel Delete Save New

1

IDCMDBCI	IDCMDB_EFWORKAROUND_RIM	STEPSPERFORM_NAME	STEPSPERFORM_DESCRIPTION	IDUSERTYP
213	209	Reboot the printer	Press the start button for 10...	0

User permission

The workaround may include several files.

In this tab files can be added to the workaround.

Click on the **New** button before adding each file to enable the form, fill in the following fields and click on the **Save** button for each file.

FILES FIELD	DESCRIPTION
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http://leverit.com/ithelpcenter/

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File

Click on to open the *Upload/download* window.

Upload / Download file ✕

File Name

Id

Date

Description

Click on this button to select the file

↓

✓

Click on this button to attach the file

User permission

Permission to display file(s). Select in the drop-down field:

NONE: File(s) associated with the solution will not be displayed.
ALL: Available for all user types (Administrators, advisors, end users, etc.).
USER: Available only for end users.
MANAGER: Available only for ITHC administrators and advisors, not for end users.

New

Save

Delete

Cancel

Graphic

CI Information

Output Relation

Input Relation

Basic

Workaround

Files

IDCMDB_EFWORKAROUNDFILE_RIM

IDCMDBCI

File

User permission

▼

Cancel

Delete

Save

New

20 ▼

Go

1

IDCMDBCI	IDCMDB_EFWORKAROUNDFILE_RIM	FILESRV	IDUSERTYPE_WAF
213	1	001(1,9,8,10,17,1)1G...	0

4. Finishing the attributes edition, click on **Save** (On top bar) button.

Add relationships to KE or WA

1. Select KE or WA

Select directly from the full list (Show all) or enter one of the following criteria in the search fields:

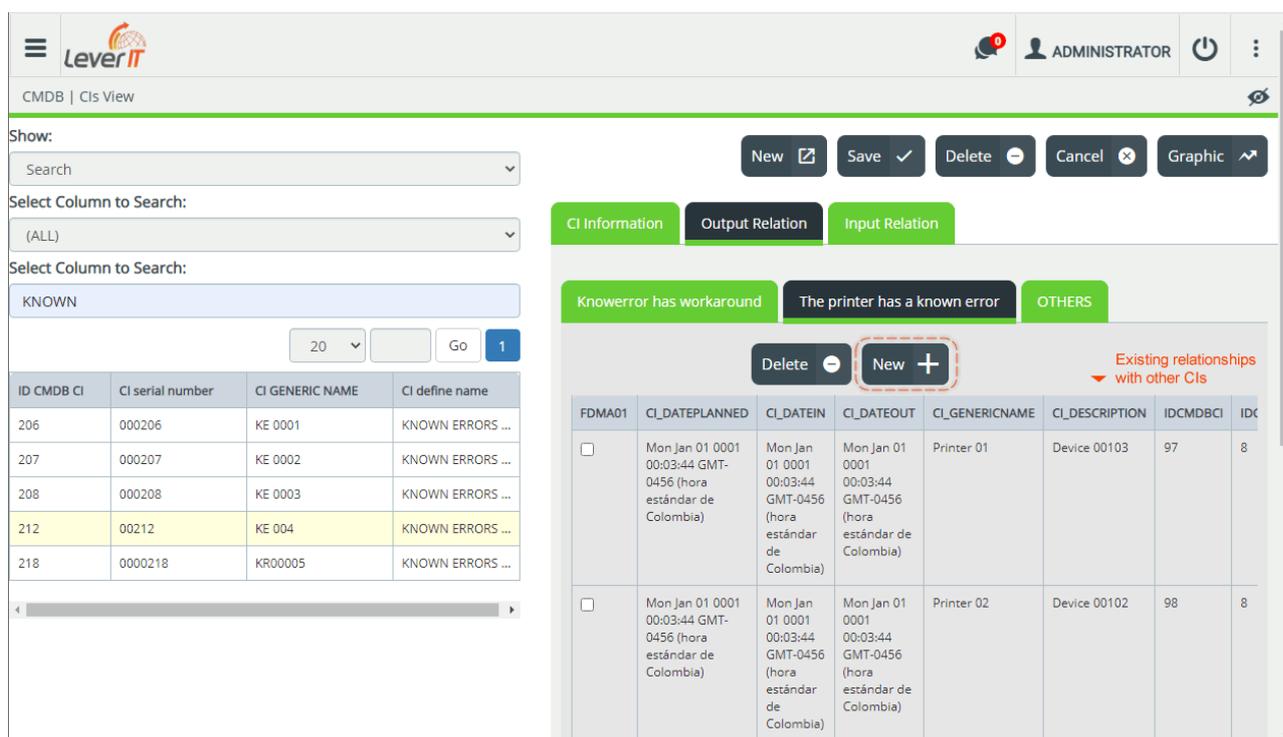
CI_SERIALNUMBER⁵⁾, CI_GENERICNAME⁶⁾, CI_DEFINENAME⁷⁾ (Known error, Workaround, etc.).

2. Click on the record to enable editing. Select the tabs:

- To see the relationship types and existing relationships with other CIs.
- To add new relationships:

Output relationship: Relationship from the selected KE or WA to other CIs.

Input relationship: Relationship from other CIs to the KE or WA.



Select the type of relationship and click on the **New** button. A window for the selection of CIs will open, according to the relationship type. After selecting one or more CIs, click on the **Save** button:

CI's will be displayed according to the type of relationship

Add Relations

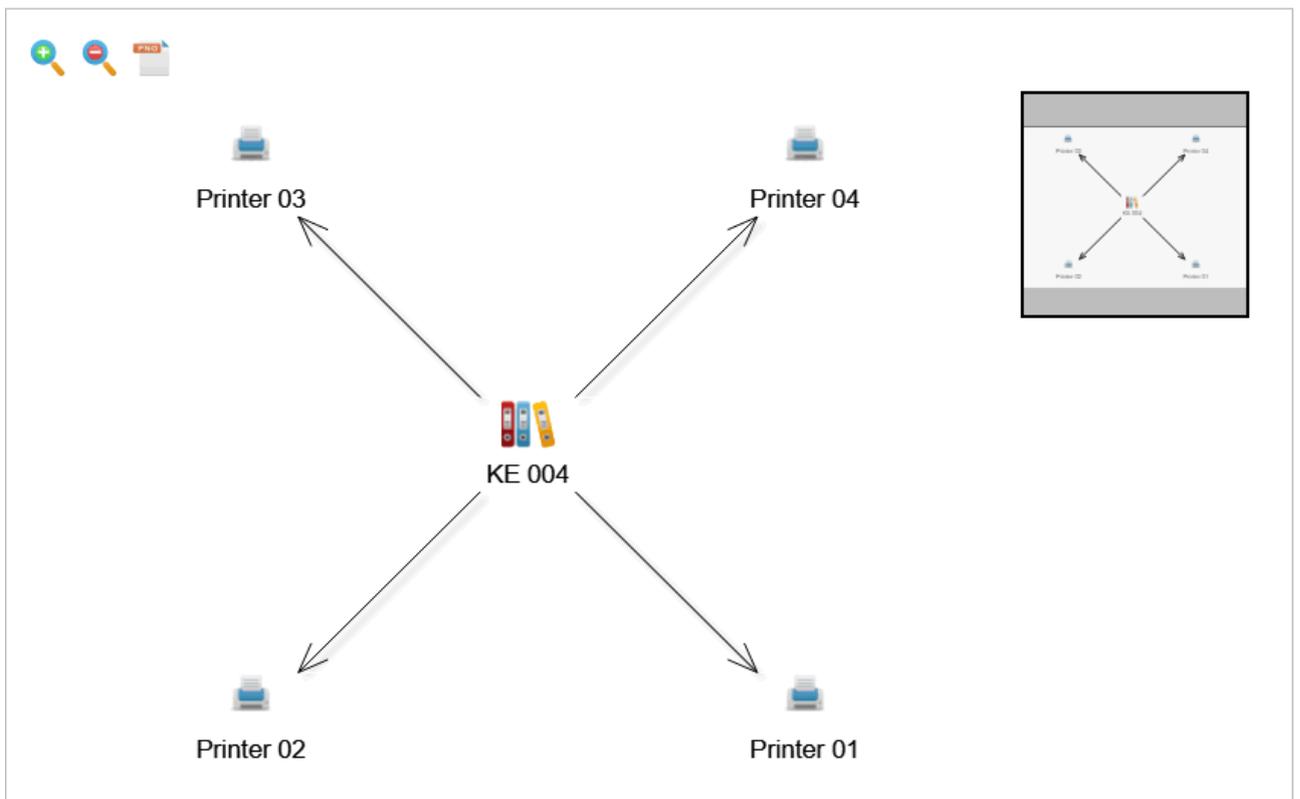
Save ✓

FDMA01	CI_DATEPLANNED	CI_DATEIN	CI_DATEOUT	CI_GENERICNAME	CI_DESCRIPTION	IDCMDBCI	IDCMDBCIDEFINE	CIDEFINE_NAME	IDCMDBBRAND	IDCMDBCISTATE	C
<input checked="" type="checkbox"/>	Mon Jan 01 0001 00:03:44 GMT-0456 (hora estándar de Colombia)	Mon Jan 01 0001 00:03:44 GMT-0456 (hora estándar de Colombia)	Mon Jan 01 0001 00:03:44 GMT-0456 (hora estándar de Colombia)	Printer 04	Device 00100	100	8	PRINTER	8	2	0



To graph relationships, click on the **Graphic** button

Graphic CI



Link a workaround to a KE.

- a. Select the WA and the **Input relation > Knownerror has workaround** tabs.
- b. Click on **New** button to add one or more KE records. Once selected, clic on **Save** button.

New  Save  Delete  Cancel  Graphic 

CI Information Output Relation **Input Relation**

Knowerror has workaround OTHERS

Delete  New 

FDMA01	CI_DATEPLANNED	CI_DATEIN	CI_DATEOUT	CI_GENERICNAME	CI_DESCRIPTION	IDCMDBCI	IDC
<input checked="" type="checkbox"/>	Mon Jan 01 0001 00:03:44 GMT-0456 (hora estándar de Colombia)	Wed Jun 23 2021 17:33:06 GMT-0500 (hora estándar de Colombia)	Mon Jan 01 0001 00:03:44 GMT-0456 (hora estándar de Colombia)	KE 004	Printer Fix	212	1

Link KE or WA to a category

1. To link Known Error and Workaround records to a category in the service catalog, go to *Process Configuration > Model > Category Manager*.

Browser Detail

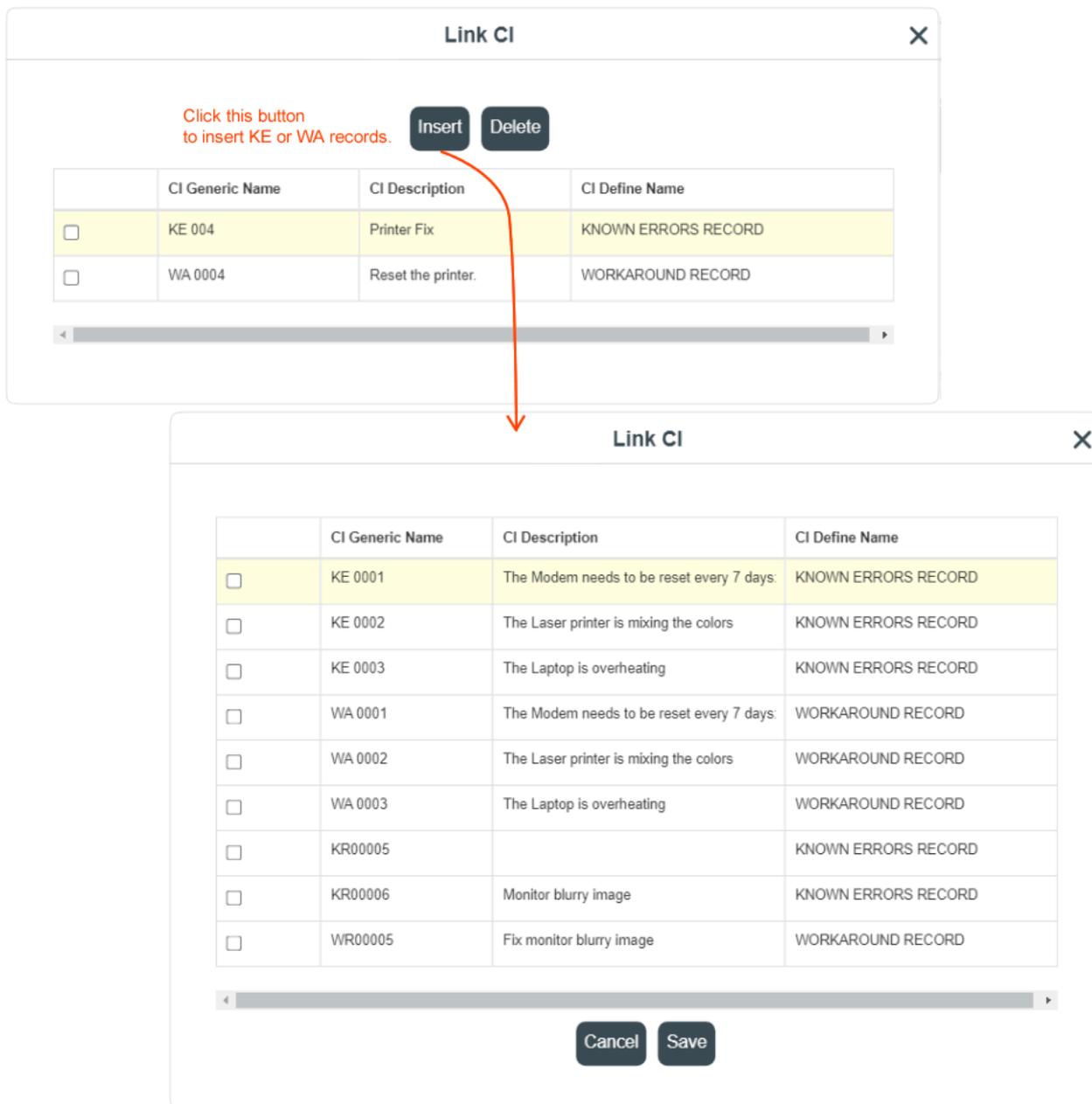
Insert Update Delete Verify SLA Link CI

Actions

Printing Service/Unknown

	Name	Description	User Permits	Group Permits
<input checked="" type="checkbox"/>	Incident	The local printer is failing	2	0
<input type="checkbox"/>	Problem	There is a problem with the l...	1	0
<input type="checkbox"/>	Request	I have a request related to th...	1	0
<input type="checkbox"/>	Change	I need a change in the local p...	1	0

Select the category and click on the **Link CI** button, the following window will open:



Edit KE or WA record

1. Select KE or WA
Select directly from the full list (Show all) or enter one of the following criteria in the search fields:
CI_SERIALNUMBER⁸⁾, CI_GENERICNAME⁹⁾, CI_DEFINENAME¹⁰⁾ (Known error, Workaround, etc.).
2. Click on the record to enable editing. Edit info in any of this tabs: *Basic information, Additional forms, Input and output relations.*
3. Once you have finished editing, click on the **Save** button.

- 1) The administrator profile must have enabled: Main Menu > CMDB > CI View in its administrative options
- 2) , 5) , 8)
- Serial
- 3) , 6) , 9)
- CI Name
- 4) , 7) , 10)
- CI Type

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Last update: **2021/08/13 23:03**

