

Creation of Known Errors and Workarounds from a Problem record

Log into the ITHelpCenter Portal.

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Create Known Errors (KE) and Workaround (WA)

1. Known Errors and Workaround can be created from a problem, in the **Creation of Known Error and Workaround step**.
Select in the main menu: *Case Management > Console*, in the grid select the Problem record and click on **Resolve** button, the *case attention* window will open. Expand each form to create the KE and WA records:

19

Low
CAT Date: 24/06/2021

19 IT Service\Problem Jordan Franklin
Detail: Hardware Problem

Current status: InProg...
User: Usr 001(94)
Handler Internal

_Problem: IT Service\Hardware Support\Problem

Home | Same Cases | Activities

Information

Time remaining: 311:13:48
Maximun Estimated: 08/07/2021 03:05 PM
Max time remaining

Case

Category: Information

Work-Arounds

found 0

Escalation

Functional | Hierarchical | Status

Link

CI | Attach file | Related cases

Attention: Add Messages: Message

Investigation and Diagnosis
Creation of Known Error and Workaround
Solution Implementation
Review

Known Error Record

UNASSIGNED

20 | Go | 1

ID CMDB CI	CI GENERIC NAME	CI description	CI serial number	Id CMDB CI state	CI state name	Id CMDB CI definition
220	KR00006	Monitor blurr...	0000219	2	IN	3

New Save Delete Cancel Graphic

CI Information | Output Relation | Input Relation

Basic | **Known Error**

Serial:

Name:

CI Definition:

Entry Date:

State:

Output Date:

Brand:

Other Details:

Workaround Record

UNASSIGNED

20 | Go | 1

ID CMDB CI	CI GENERIC NAME	CI description	CI serial number	Id CMDB CI state	CI state name	Id CMDB CI definition
221	WR00005	Fix monitor b...	0000221	2	IN	4

New Save Delete Cancel Graphic

CI Information | Output Relation | Input Relation

Basic | **Workaround** | Files

Serial:

Name:

CI Definition:

Entry Date:

State:

Output Date:

Brand:



Other Details:

Change to the new step:

Solution Implementation

2. 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 gray; 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 updated 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 updated when the status in the system changes to OUT . See STATUS field.
Brand	Select brand in the drop down field.
Other details	Additional comments.

All files are required.

3. Click on the **Save button**.

Enable and Add KE or WA attributes

1. Once the KE or WA record is created select it in the grid.

The screenshot shows the 'Known Error Record' interface. At the top, there is a header 'Known Error Record'. Below the header, there are several controls: a refresh icon, a status dropdown menu set to 'UNASSIGNED', a page size dropdown set to '20', a 'Go' button, and a page number '1'. Below these controls is a table with the following columns: ID CMDB CI, CI GENERIC NAME, CI description, CI serial number, Id CMDB CI state, CI state name, and Id CMDB CI definition. The first row of the table is highlighted with a dashed border, indicating it is selected. The data in this row is: 220, KR00006, Monitor blurr..., 0000219, 2, IN, 3.

ID CMDB CI	CI GENERIC NAME	CI description	CI serial number	Id CMDB CI state	CI state name	Id CMDB CI definition
220	KR00006	Monitor blurr...	0000219	2	IN	3

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.



CI Information Output Relation Input Relation

Basic **Known Error**

Serial: 0000219

Name: KR00006

CI Definition: KNOWN ERRORS RECORD

Entry Date: Thu Jun 24 2021 15:43:44 GMT-0500 (hora estándar)

State: IN

Output Date: Thu Jun 24 2021 15:43:37 GMT-0500 (hora estándar)

Brand:

Other Details: Monitor blurry image

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 [icon] Save [check] Delete [minus] Cancel [x] Graphic [arrow]

CI Information Output Relation Input Relation

Basic Known Error

Delete [minus] Save [check]

Add symptoms

Monitors model HQUU89 has blurry image and colors

Add solution

Enable

User permission ALL [dropdown arrow]

User permission

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

Cancel Delete Save New

Step 2. Check connection

Step description Check connection or replace monitor cable.

User permission ALL

20 Go 1

ID CMDB CI	IDCMDB_EFWORKAROUND_RIM	STEPSPERFORM_NAME	STEPSPERFORM_DESCRIPTION
221	210	1. Check driver	Update Monitor driver, download ...
221	211	2. Check connection	Check connection or replace mo...

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
-------------	-------------

File

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



Upload / Download file ✕

File Name 

Id

Date






Description

  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

Cancel  **Delete**  **Save**  **New** 

File  

User permission

20 **Go** **1**

ID CMDB CI	IDCMDB_EFWORKAROUNDFILE_RIM	FILESRV	IDUSERTYPE_WAF
221	2	001(1,9,8,10,13...	0

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

Add relationships to KE or WA

1. Select KE or WA record in the grid.
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 KE or WA to other CIs.

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

Known Error Record

UNASSIGNED

20 Go 1

ID CMDB CI	CI GENERIC NAME	CI description	CI serial number	Id CMDB CI state	CI state name	Id CMDB CI definition
220	KR00006	Monitor blurr...	0000219	2	IN	3

New Save Delete Cancel Graphic

CI Information Output Relation Input Relation

Device has knowerror Printers with this known error OTHERS

New + Delete -

Current relationships with other CIs

FDMA01	CI_DATEPLANNED	CI_DATEIN	CI_DATEOUT	CI_GENERICNAME	CI_DESCRIPTION	ID
<input 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)	PC 099	Device 00099	10

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:

CIs will be displayed according to the type of relationship

Add Relations

Save ✓

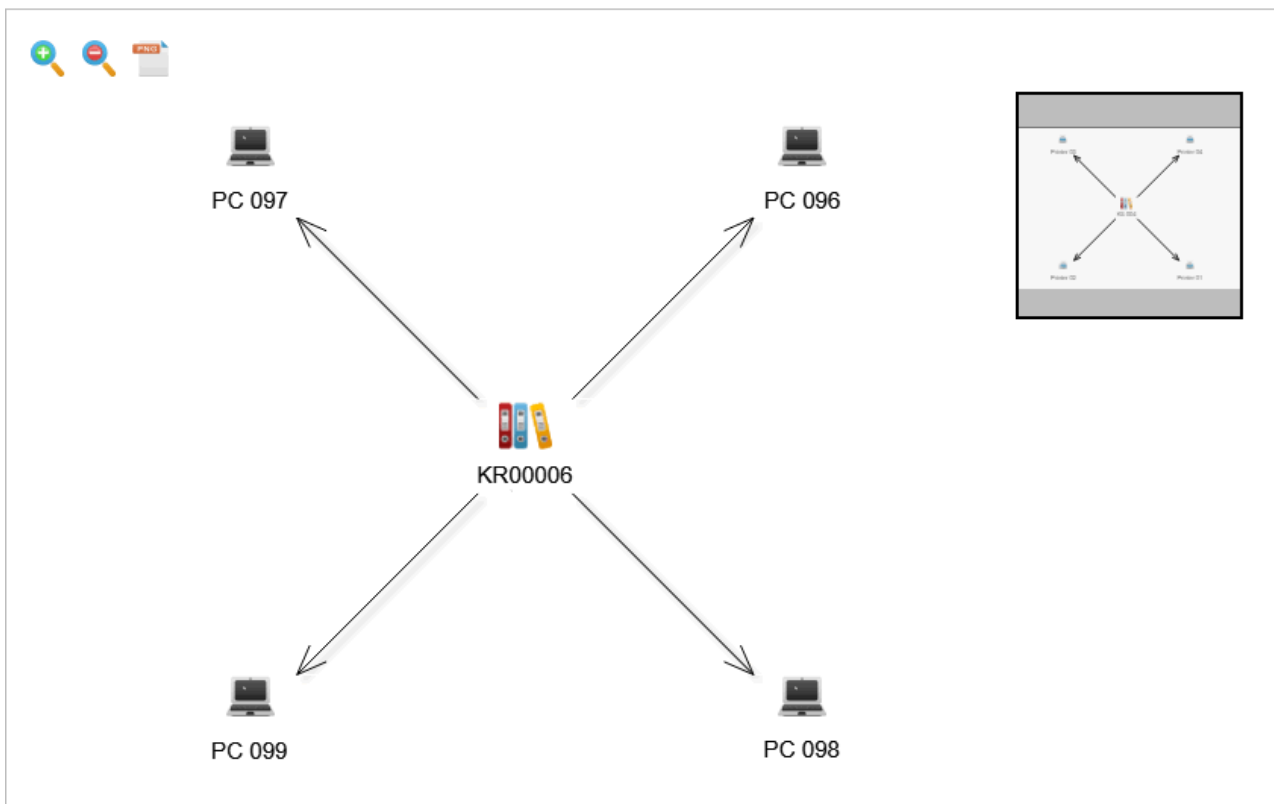
FDMA01	CI_DATEPLANNED	CI_DATEIN	CI_DATEOUT	CI_GENERICNAME	CI_DESCRIPTION	IDCMDBCI	IDCMDBCIDEFINE	CIDEFINE_NAME	IDCMDBBRAND	IDCMDBCISTATE	C
<input checked="" type="checkbox"/>	Mon Jan 01 0001 00:03:44 GMT-0456 (hora estándar de Colombia)	Mon Jan 01 0001 00:03:44 GMT-0456 (hora estándar de Colombia)	Mon 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, click on **Save** button.

Knowerror has workaround OTHERS

New + Delete -

FDMA01	CI_DATEPLANNED	CI_DATEIN	CI_DATEOUT	CI_GENERICNAME	CI_DESCRIPTION	ID
<input checked="" type="checkbox"/>	Thu Jun 24 2021 15:43:37 GMT-0500 (hora estándar de Colombia)	Thu Jun 24 2021 15:43:44 GMT-0500 (hora estándar de Colombia)	Thu Jun 24 2021 15:43:37 GMT-0500 (hora estándar de Colombia)	KR00006	Monitor blurry image	22

Link KE or WA to a category

Link KE and WA records to a one or more category(s).

1. To attach Known Error and Workaround records to a category in the service catalog, select KE and WA record in the grid.

Change to ASSIGNED and click on this button

ASSIGNED

20 Go 1

ID CMDB CI	CI GENERIC NAME	CI description	CI serial number	Id CMDB CI state	CI state name	Id CMDB CI definition
220	KR00006	Monitor blurr...	0000219	2	IN	3

- The edit window will open, in the **Category detail** field click on **Search** button to select the category(s) to which the KE/WA will be linked.


Category: IT Service\Hardware Support

Category Detail

Status: Prep

- Prep
- Live
- Retired

Id MD category detail CMDB ci	Category	Id MD category detail	Category name	ID CMDB CI	Id system status	System status name
8	IT Service/H...	38	Incident	220	1	Live

- In the **Status** field select **Live** and clic on  to save the record. In this editing window, add, edit or delete records.

Edit KE or WA record

- Select KE or WA in the grid.
- 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.

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