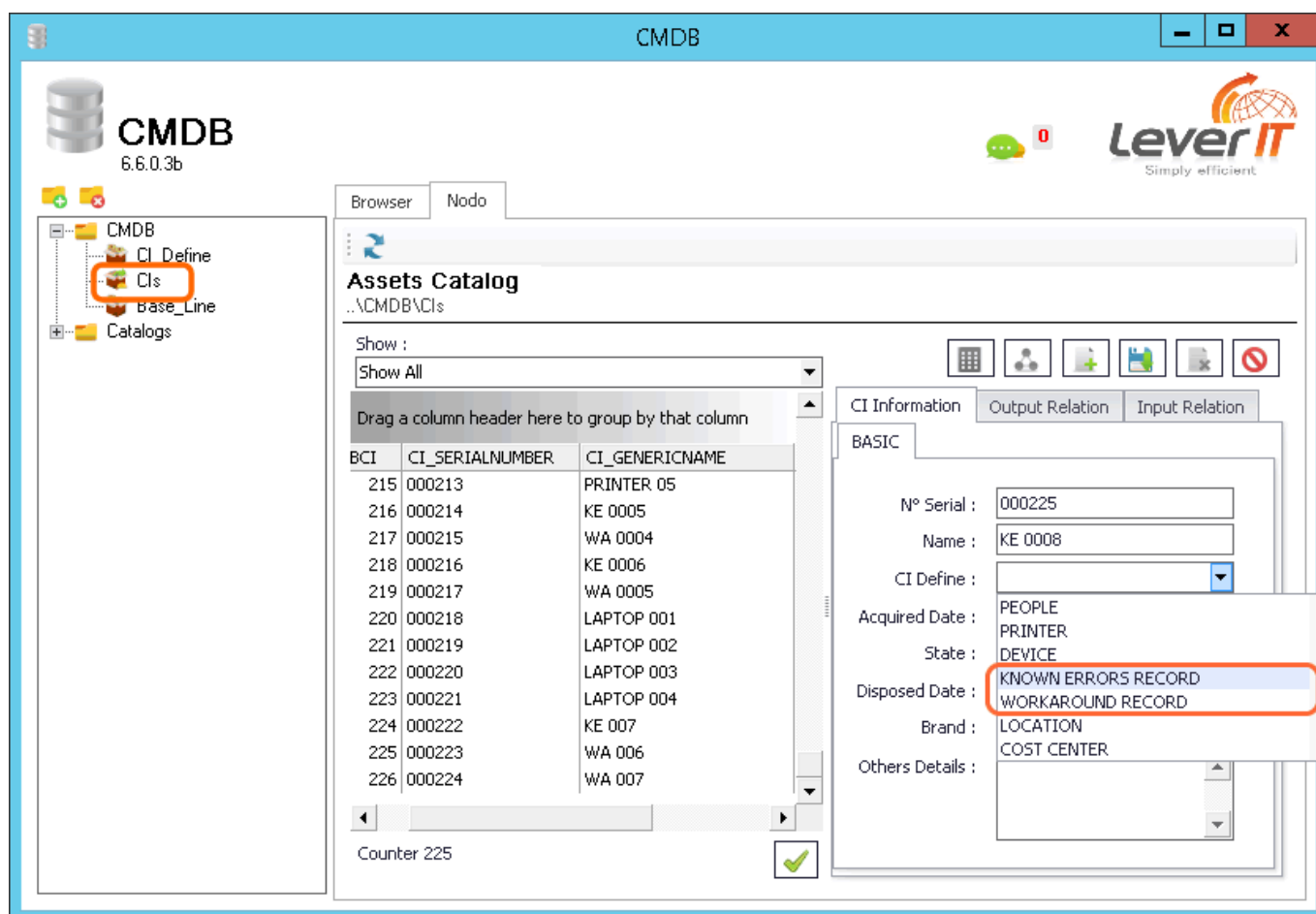


Create Knownerrors and Workarounds

Create Knownerrors and Workarounds in CMDB



You can add new knownerrors and workarounds in the CMDB. CMDB allows you to create knownerrors and workarounds in case you found them in early stages, such as development, this means you don't need a problem record to create new knownerrors and workarounds



You can also add relations and graph them:

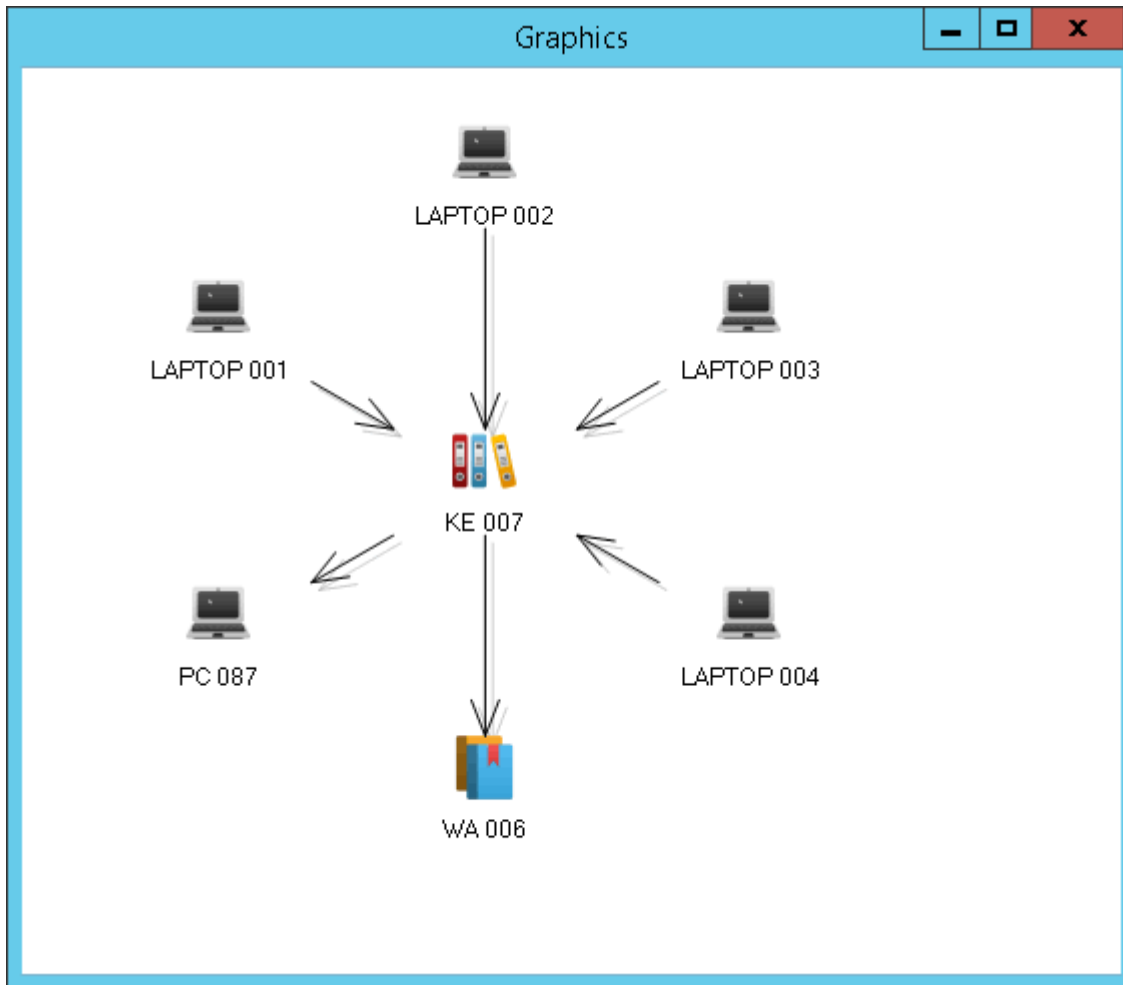


CI Information | Output Relation | Input Relation

DEVICE HAS KNOWERROR | PRINTER HAS KNOWN BUG | OTHERS

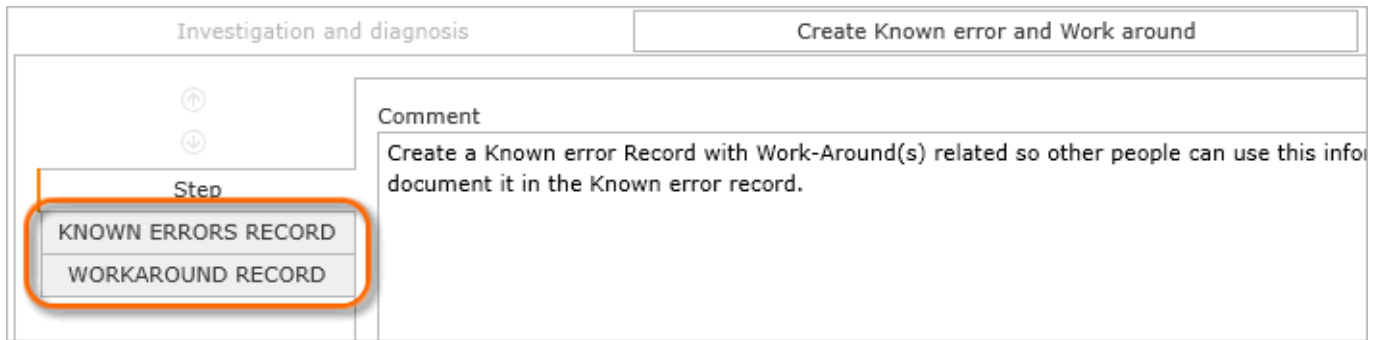
Counter 5

FDMA01	CI_DATEPLANNED	CI_DATEIN	CI_DATEOUT	CI_GENERICNAME	CI_DESCRIPTION	IDCMDBCI	IDCMDBBRAND	CI_SERIALNUMBER
<input checked="" type="checkbox"/>	2016-07-21	2016-07-21	2016-07-21	LAPTOP 001	LAPTOP	220	3	000218
<input checked="" type="checkbox"/>	2016-07-21	2016-07-21	2016-07-21	LAPTOP 002		221	3	000219
<input checked="" type="checkbox"/>	2016-07-21	2016-07-21	2016-07-21	LAPTOP 003		222	3	000220
<input checked="" type="checkbox"/>	2016-07-21	2016-07-21	2016-07-21	LAPTOP 004		223	3	000221
<input checked="" type="checkbox"/>	2016-07-21	2016-07-21	2016-07-21	KE 007	Disabled touchpa...	224	1	000222



Create Knownerrors and Workarounds from a problem record

In the Problem attention screen:



Investigation and diagnosis

Create Known error and Work around

Step


KNOWN ERRORS RECORD

WORKAROUND RECORD

Comment

Create a Known error Record with Work-Around(s) related so other people can use this info document it in the Known error record.

Create a new Knownerror

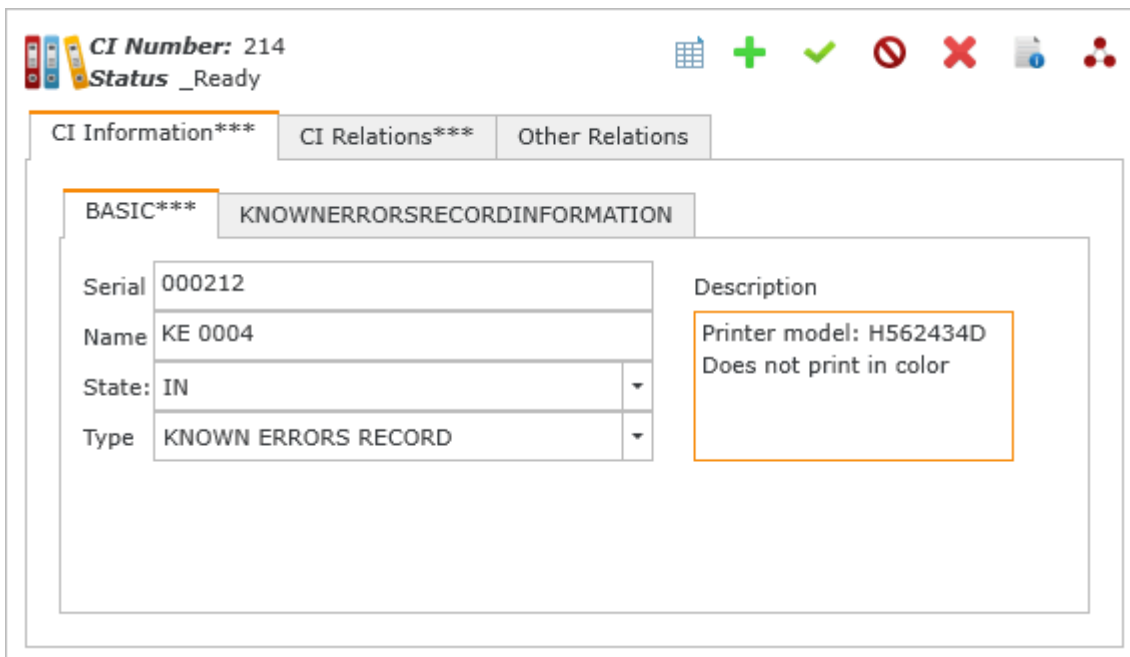
1. While attending a Problem case, in the **Create Knownerror and Workaround** step, click on *KNOWN ERRORS RECORD* tab
2. Click on  to create a new *Knownerror record*.
Add Knownerror **BASIC** data:
 - Serial
 - Name
 - State.
 - Type. By default value: KNOWN ERROR RECORD
 - Description

3. In the left panel, change to **ASSIGNED**



Click on  to save

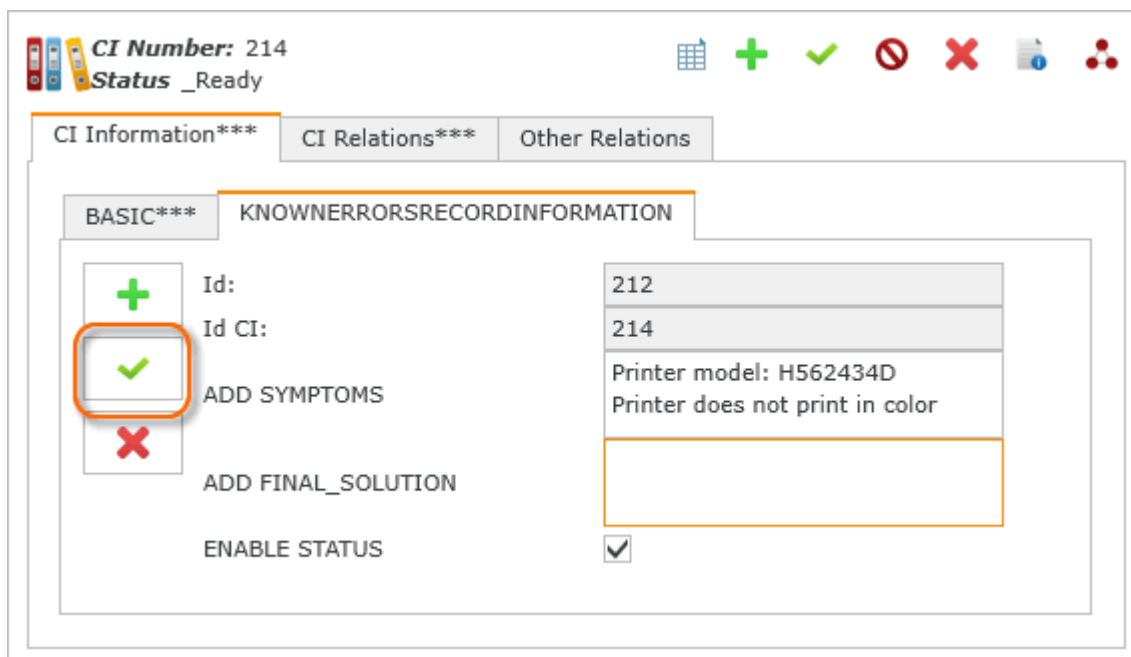
Double click on record to edit. Change **State** value to **IN**.



4. Click on *KNOWNERRRORSRECORDINFORMATION* tab.

Add Knownerror **INFORMATION**. Click on :


- Add symptoms
- Add final solution. Include only if there's an existing solution



Click on  to save.


5. **Add CI relations.**


- **KNOWNERROR HAS WORKAROUND:** Knownerrors can be related to existing Workarounds.

Click on  to add a workaround relation.

See:

[Create a new workaround](#)

- OTHER RELATIONS > DEVICE/PRINTER HAS KNOWNERROR: Devices or printers can be related to the knownerror. Click on  to add. Multiple devices can be added







In the search screen, search for a specific device or view all devices. Click on checkbox to relate device and click on  to save.

Search relation

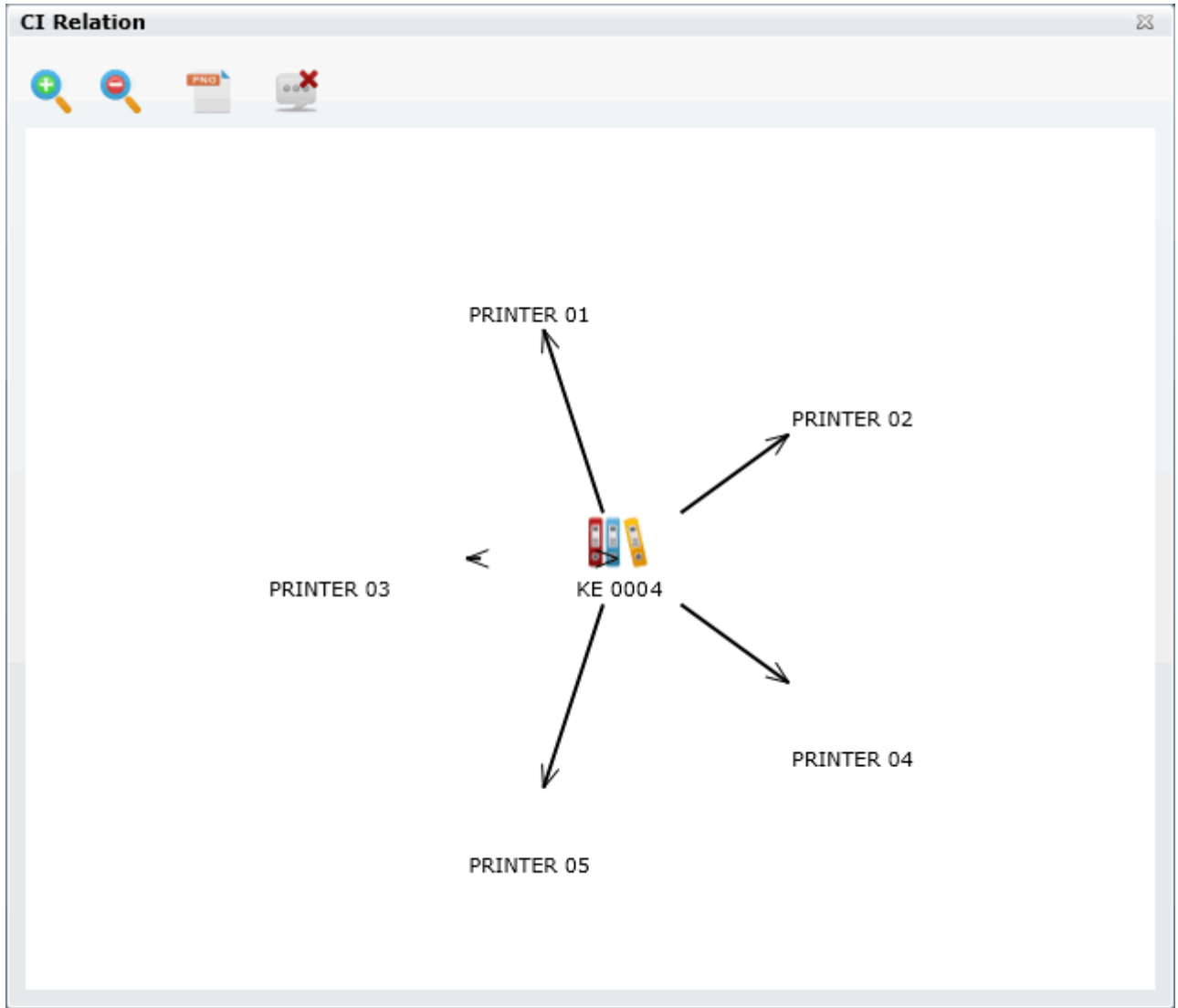
Show :

	CI_DATEPLAI	CI_DATE	CI_DAT	CI_GENI	CI_DESCRIPTION	IDC
<input checked="" type="checkbox"/>	12/30/1899 12	6/21/2016	6/21/201	PRINTER 0	DEVICE 00103	8
<input type="checkbox"/>	12/30/1899 12	6/21/2016	6/21/201	PRINTER 0	DEVICE 00102	8
<input type="checkbox"/>	12/30/1899 12	6/21/2016	6/21/201	PRINTER 0	DEVICE 00101	8
<input type="checkbox"/>	12/30/1899 12	6/21/2016	6/21/201	PRINTER 0	DEVICE 00100	8
<input checked="" type="checkbox"/>	7/20/2016 9:4	7/20/2016	7/20/201	PRINTER 0	DEVICE 00215, MOC	8

Counter 5

- Click on  to draw the relation map:



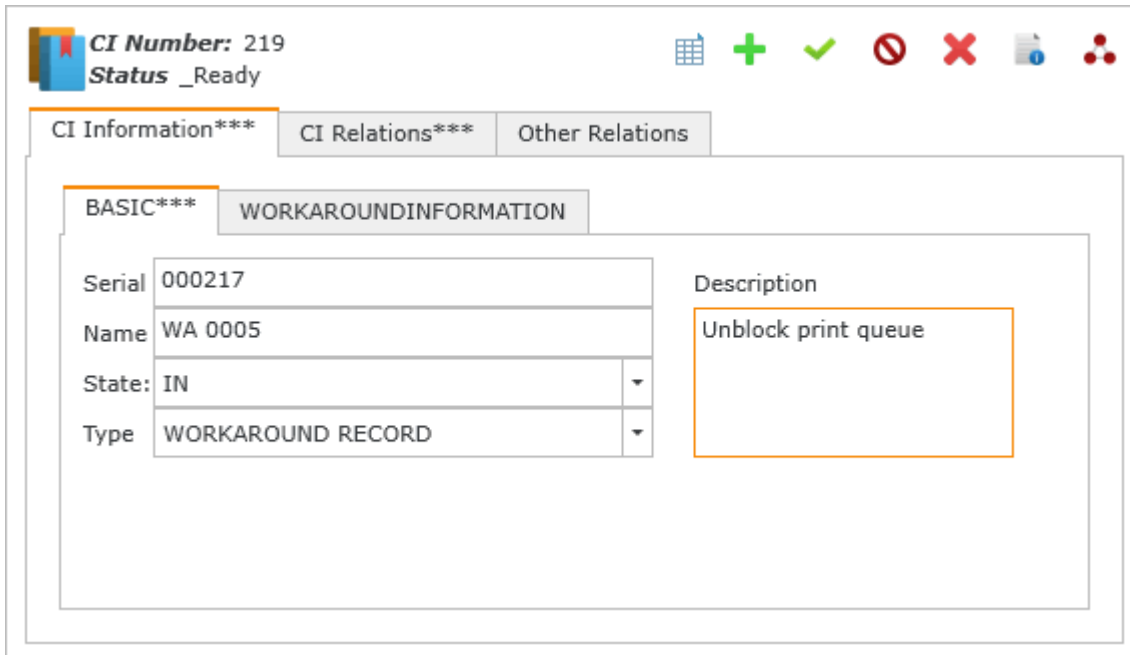
Create a new Workaround

1. While attending a Problem case, in the **Create Knownerror and Workaround** step, click on *WORKAROUND RECORD* tab
2. Click on **+** to create a new *Knownerror record*.
Add Knownerror **BASIC** data:
 - o Serial
 - o Name
 - o State.
 - o Type. By default value: KNOWN ERROR RECORD
 - o Description
3. In the left panel, change to **ASSIGNED**



Click on  to save

Double click on record to edit. Change **State** value to **IN**.



CI Number: 219
Status: Ready

CI Information*** CI Relations*** Other Relations

BASIC*** WORKAROUNDINFORMATION

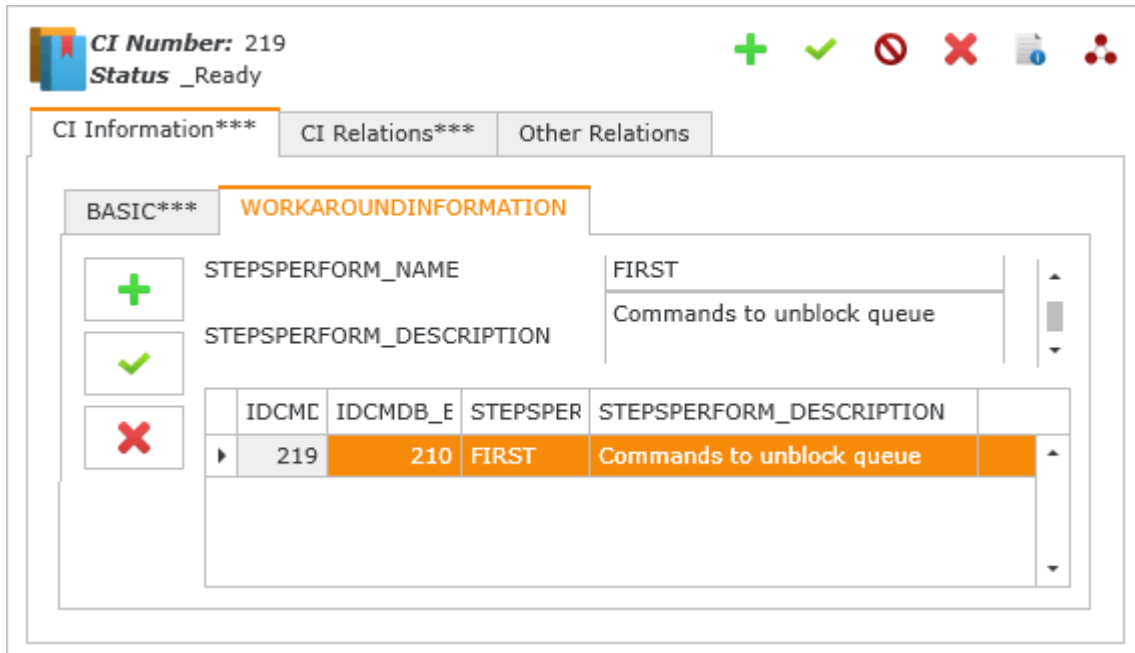
Serial: 000217
Name: WA 0005
State: IN
Type: WORKAROUND RECORD

Description: Unblock print queue

4. Click on *WORKAROUNDINFORMATION* tab.

Add Workaround **INFORMATION**. Click on :

- o Add Name
- o Add Description.



CI Number: 219
Status: Ready

CI Information*** CI Relations*** Other Relations

BASIC*** WORKAROUNDINFORMATION


STEPSPERFORM_NAME: FIRST
STEPSPERFORM_DESCRIPTION: Commands to unblock queue


IDCME	IDCMDB_E	STEPSPER	STEPSPERFORM_DESCRIPTION
219	210	FIRST	Commands to unblock queue

Click on  to save.

5. **Add CI relations.**

- o **KNOWNERROR HAS WORKAROUND:** Knownerrors can be related to existing Workarounds.

Click on  to add a workaround relation.
Multiple relations can be added







Click on checkbox to relate a Knownerror and click on  to save.

Search relation

Show :

	CI_D	CI_DA'	CI_DAT	CI_C	CI_DESCRIPTION	IDCMDBC
<input type="checkbox"/>	12/30/	6/21/20:	6/21/201	KE 000	The Modem needs to be reset	3
<input type="checkbox"/>	12/30/	6/21/20:	6/21/201	KE 000	The Laser printer is mixing the	3
<input type="checkbox"/>	12/30/	6/21/20:	6/21/201	KE 000	The Laptop is overheating	3
<input type="checkbox"/>	7/18/2	7/18/20:	7/18/201	KE		3
<input type="checkbox"/>	7/20/2	7/20/20:	7/20/201	KE 000	Printer model: H562434D Does not print in black	3
<input type="checkbox"/>	7/20/2	7/20/20:	7/20/201	KE 000	NO MECH MODE error message.	3
<input checked="" type="checkbox"/>	7/20/2	7/20/20:	7/20/201	KE 000	Print queue blocked despite can	3
<input type="checkbox"/>	7/21/2	7/21/20:	7/21/201	KE 007	Disabled touchpad after Win 10 upgrade	3

Counter 8

Relate Knownerrors and Workarounds to Categories

On Problem attention screen:

Investigation and diagnosis Implement solution

Step

- KNOWN ERRORS RECORD
- WORKAROUND RECORD**







ASSIGNED

Id CI	Generic name	Serial number
216	KE 0005	000214
214	KE 0004	000212
217	WA 0004	000215
218	KE 0006	000216
219	WA 0005	000217


CI Number: 219
Status: Update

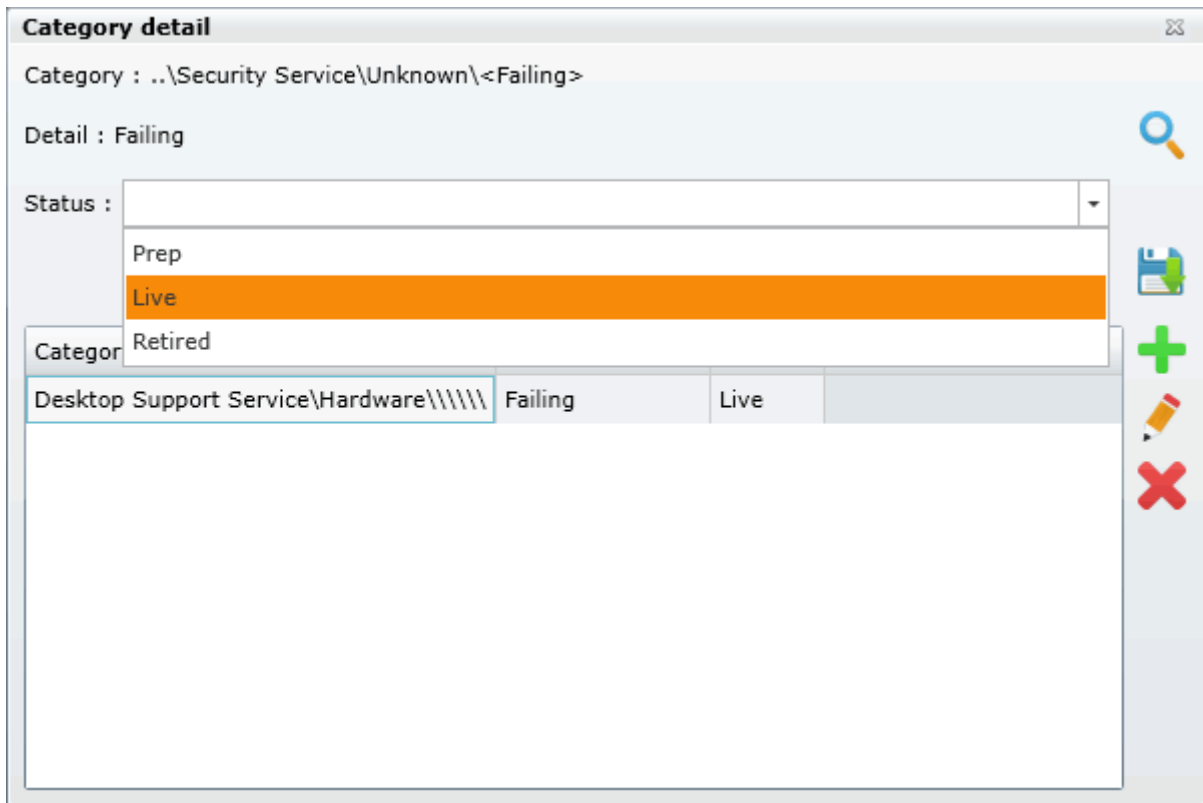
CI Information*** CI Relations*** Other Relations

KNOWNERROR HAS WORKAROUND OTHERS***

FDMA0:	CI_DATEPLANNED	CI_DATEIN	CI_DATEOUT
<input type="checkbox"/>	7/20/2016 7:42:25 PM	7/20/2016 7:43:52 PM	7/20/2016 7:42:25 PM

Click on  to open the search categories screen:



Search for the categories, select **Live** status and click on 

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