## **Create Knownerrors and Workarounds**

### **Create Knownerrors and Workarounds in CMDB**



You can add new knownerrors and workarounds in the CMDB. CMBD 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

| 8   |                             | CMDB                   |                                  |                  |                 | _ 🗆 X          |  |  |
|---|-----------------------------|------------------------|----------------------------------|------------------|-----------------|----------------|--|--|
| <b>CMDB</b><br>6.6.0.3b   |                             |                        |                                  | 1                | 👝 🔍 👢           |                |  |  |
| 📑 🐱 Brows   | er Nodo                     |                        |                                  |                  |                 |                |  |  |
| E-CMDB  |                             |                        |                                  |                  |                 |                |  |  |
| CIS ASSI<br>Base_Line\CMU   | Assets Catalog<br>\CMDB\Cls |                        |                                  |                  |                 |                |  |  |
| The second seco | :<br>/ All                  | •                      |                                  | å 📑              |                 |                |  |  |
| Drag  | a column header here t      | o group by that column |                                  | CI Information   | Output Relation | Input Relation |  |  |
| BCI   | CI_SERIALNUMBER             | CI_GENERICNAME         | 1                                | DADIC            |                 |                |  |  |
| 215   | 000213                      | PRINTER 05             |                                  | No Carial -      | 000225          |                |  |  |
| 216   | 000214                      | KE 0005                |                                  | IN* Serial :     | 000225          |                |  |  |
| 217   | 000215                      | WA 0004                |                                  | Name :           | KE 0008         |                |  |  |
| 218   | 000215                      | KE 0006                |                                  | CI Define :      |                 | ▼              |  |  |
| 213   | 000217                      |                        | 1                                | Acquired Date :  | PEOPLE          |                |  |  |
| 221   | 000219                      | LAPTOP 002             |                                  | Chata a          | PRINTER         |                |  |  |
| 222   | 000220                      | LAPTOP 003             |                                  | State :          | DEVICE          | SPECOPD        |  |  |
| 223   | 000221                      | LAPTOP 004             |                                  | Disposed Date :  | WORKAROUND      | RECORD         |  |  |
| 224   | 000222                      | KE 007                 |                                  | Brand :          | LOCATION        |                |  |  |
| 225   | 000223                      | WA 006                 |                                  | Others Details : | COST CENTER     |                |  |  |
| 226   | 000224                      | WA 007                 | -                                | ochoro Docalio i |                 |                |  |  |
| •   |                             | •                      | ·                                |                  |                 | -              |  |  |
| Cour  | ter 225                     |                        |                                  |                  | L               |                |  |  |
|   |                             | •                      | <ul> <li>✓</li> <li>I</li> </ul> |                  |                 |                |  |  |
|   |                             |                        |                                  |                  |                 |                |  |  |

You can also add relations and graph them:



| CI Informatio | n 🛛 Output Rela | tion Input Relation | ר           |                |                  |          |             |                 |
|---------------|-----------------|---------------------|-------------|----------------|------------------|----------|-------------|-----------------|
| DEVICE HAS    | NOWERROR        | PRINTER HAS KNOW    | N BUG OTHER | S              |                  |          |             |                 |
| i ix          | Counter 5       |                     |             |                |                  |          |             |                 |
| FDMA01        | CI_DATEPLANN    | ED CI_DATEIN        | CI_DATEOUT  | CI_GENERICNAME | CI_DESCRIPTION   | IDCMDBCI | IDCMDBBRAND | CI_SERIALNUMBER |
| $\checkmark$  | 2016-07-21      | 2016-07-21          | 2016-07-21  | LAPTOP 001     | LAPTOP           | 220      | 3           | 000218          |
| $\checkmark$  | 2016-07-21      | 2016-07-21          | 2016-07-21  | LAPTOP 002     |                  | 221      | 3           | 000219          |
| $\checkmark$  | 2016-07-21      | 2016-07-21          | 2016-07-21  | LAPTOP 003     |                  | 222      | 3           | 000220          |
| $\checkmark$  | 2016-07-21      | 2016-07-21          | 2016-07-21  | LAPTOP 004     |                  | 223      | 3           | 000221          |
| $\checkmark$  | 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 d                                   | liagnosis   | Create Known error and Work around   |
|---|---|--|
| ©<br>Step<br>KNOWN ERRORS RECORD<br>WORKAROUND RECORD | Comment<br>Create a Known error F<br>document it in the Kno | Record with Work-Around(s) related so other people can use this info<br>wn 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:
  - $\circ$  Serial
  - $\circ \ \text{Name}$
  - State.
  - Type. By default value: KNOWN ERROR RECORD
  - $\circ$  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 Nu<br>Statu | <b>mber:</b> 21<br><b>s</b> _Ready | 4               |           |         | ≣                       | +                       | ~ | 0 | × | ò | Α |
|----------------|------------------------------------|-----------------|-----------|---------|-------------------------|-------------------------|---|---|---|---|---|
| CI Inform      | iation***                          | CI Relations*** | Other Rel | atio    | ns                      |                         |   |   |   |   |   |
| BASIC          | *** KN                             | ION             | 1         |         |                         |                         |   |   |   |   |   |
| Serial         | 000212                             |                 | D         | escript | tion                    |                         |   |   |   |   |   |
| Name           | KE 0004                            |                 |           | F       | Printer model: H562434D |                         |   |   |   |   |   |
| State:         | IN                                 |                 |           | •       | ľ                       | Does not print in color |   |   |   |   |   |
| Туре           | KNOWN E                            | RRORS RECORD    |           | •       |                         |                         |   |   |   |   |   |
|                |                                    |                 |           |         |                         |                         |   |   |   |   |   |
|                |                                    |                 |           |         |                         |                         |   |   |   |   |   |
|                |                                    |                 |           |         |                         |                         |   |   |   |   |   |

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4. Click on KNOWNERRRORSRECORDINFORMATION tab.

Add Knownerror **INFORMATION**. Click on

- Add symptons
- $\circ\,$  Add final solution. Include only if there's an existing solution

| CI Number: 214<br>Status _Ready | 4               |         | Ħ                      | +                  | ~                | 0              | × | ò | A |  |
|---------------------------------|-----------------|---------|------------------------|--------------------|------------------|----------------|---|---|---|--|
| CI Information***               | CI Relations*** | Other F | Relations              |                    |                  |                |   |   |   |  |
| BASIC*** KNO                    | OWNERRORSRECOR  | DINFORM | IATION                 |                    |                  |                |   |   | _ |  |
| 📕 Id:                           |                 |         | 212                    |                    |                  |                |   | ] |   |  |
| Id CI:                          | Id CI:          |         |                        |                    | 214              |                |   |   |   |  |
| ADD S                           | YMPTOMS         |         | Printer m<br>Printer d | odel: I<br>oes not | H5624<br>t print | 34D<br>in colo | r |   |   |  |
| ADD FI                          | NAL_SOLUTION    |         |                        |                    |                  |                |   |   |   |  |
| ENABL                           | E STATUS        |         | ~                      |                    |                  |                |   | 1 |   |  |
|                                 |                 |         |                        |                    |                  |                |   |   |   |  |



#### 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  $\checkmark$  to save.

| 5 | Search relation |                |           |          |           |                   |      |  |  |  |  |  |
|---|-----------------|----------------|-----------|----------|-----------|-------------------|------|--|--|--|--|--|
| ; | Show : Vi       | ew all         |           |          |           |                   | •    |  |  |  |  |  |
| ſ |                 |                | 01 D 475  | CL D 47  | OF OF N   |                   | 10.0 |  |  |  |  |  |
|   |                 | CI_DATEPLAT    | CI_DATE   | CI_DAI   | CI_GENI   | CI_DESCRIPTION    | IDC  |  |  |  |  |  |
|   | $\checkmark$    | 12/30/1899 12  | 6/21/2016 | 6/21/201 | PRINTER 0 | DEVICE 00103      | 8    |  |  |  |  |  |
|   |                 | 12/30/1899 12  | 6/21/2016 | 6/21/201 | PRINTER 0 | DEVICE 00102      | 8    |  |  |  |  |  |
|   |                 | 12/30/1899 12  | 6/21/2016 | 6/21/201 | PRINTER 0 | DEVICE 00101      | 8    |  |  |  |  |  |
|   |                 | 12/30/1899 12  | 6/21/2016 | 6/21/201 | PRINTER 0 | DEVICE 00100      | 8    |  |  |  |  |  |
|   | $\mathbf{>}$    | 7/20/2016 9:4: | 7/20/2016 | 7/20/201 | PRINTER 0 | DEVICE 00215, MOD | 8    |  |  |  |  |  |
|   |                 |                |           |          |           |                   |      |  |  |  |  |  |
|   | •               |                |           |          |           |                   | •    |  |  |  |  |  |
|   |                 |                |           |          |           | Counter           | - 5  |  |  |  |  |  |
|   | IÌ              |                |           |          |           | × :               | ×    |  |  |  |  |  |

6. 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:
  - Serial
  - $\circ$  Name
  - State.
  - Type. By default value: KNOWN ERROR RECORD
  - Description
- 3. In the left panel, change to ASSIGNED



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Click on 💙 to save

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

|            |       | <b>B B M B I II II II I I I I I I I I I</b> | ATTON |   |         |         |       |   |   |  |
|------------|-------|---|-------|---|---------|---------|-------|---|---|--|
|            |       |   |       |   |         |         |       |   |   |  |
| Serial 000 | 217   |   |       | ļ | Descrip | tion    |       |   | _ |  |
| Name WA    | 0005  |   |       |   | Unbloc  | k print | queue | 1 |   |  |
| State: IN  |       |   |       | - |         |         |       |   |   |  |
| ype WO     | RKARO | UND RECORD                                  |       | • |         |         |       |   |   |  |

4. Click on WORKAROUNDINFORMATION tab.

Add Workaround **INFORMATION**. Click on

- Add Name
- Add Description.

| CI Number:<br>Status _Rea | : 219<br>ady         |                 | + ~ 0                     | X 🗟 🥇    |  |  |  |
|---------------------------|----------------------|-----------------|---------------------------|----------|--|--|--|
| CI Information*           | CI Relations***      | Other Relations |                           |          |  |  |  |
| BASIC***                  | WORKAROUNDINFORM     | TION            |                           |          |  |  |  |
| ST                        | TEPSPERFORM_NAME     | FIRST           |                           |          |  |  |  |
| ST                        | TEPSPERFORM_DESCRIPT | Comma           | Commands to unblock queue |          |  |  |  |
|                           | IDCME IDCMDB_E ST    | PSPER STEPSPE   | RFORM_DESCRIPTIO          | N        |  |  |  |
|                           | 219 210 FIF          | ST Comman       | ds to unblock queue       | -        |  |  |  |
|                           |                      |                 |                           |          |  |  |  |
|                           |                      |                 |                           | <b>•</b> |  |  |  |
|                           |                      |                 |                           |          |  |  |  |

+

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. Multiple relations can be added

Click on checkbox to relate a Knownerror and click on  $\checkmark$  to save.

| S | Search relation |        |          |          |        |  |            |     |  |  |  |  |
|---|-----------------|--------|----------|----------|--------|--|------------|-----|--|--|--|--|
| S | how             | : View | all      |          |        |  |            | •   |  |  |  |  |
| ſ |                 | CLD    | CL DA:   | CL DA1   | CL C   |  | IDCMDR     |     |  |  |  |  |
|   |                 | 12/30/ | 0/21/20. | 0/21/201 | KE UUU | The modeln needs to be reset e                     | з          |     |  |  |  |  |
|   |                 | 12/30/ | 6/21/20: | 6/21/201 | KE 000 | The Laser printer is mixing the a                  | 3          |     |  |  |  |  |
|   |                 | 12/30/ | 6/21/20: | 6/21/201 | KE 000 | The Laptop is overheating                          | 3          |     |  |  |  |  |
|   |                 | 7/18/2 | 7/18/20: | 7/18/201 | KE     |  | 3          |     |  |  |  |  |
|   |                 | 7/20/2 | 7/20/20: | 7/20/201 | KE 000 | Printer model: H562434D<br>Does not print in black | 3          |     |  |  |  |  |
|   |                 | 7/20/2 | 7/20/20: | 7/20/201 | KE 000 | NO MECH MODE error message.                        | 3          |     |  |  |  |  |
|   | ✓               | 7/20/2 | 7/20/20: | 7/20/201 | KE 000 | Print queue blocked despite can                    | 3          |     |  |  |  |  |
|   |                 | 7/21/2 | 7/21/20: | 7/21/201 | KE 007 | Disabled touchpad after<br>Win 10 upgrade          | 3          |     |  |  |  |  |
|   | •               |        |          |          |        |  | •          |     |  |  |  |  |
|   |                 |        |          |          |        |  | Counter    | r 8 |  |  |  |  |
|   |                 |        |          | Ħ        | Ħ      |  | <b>~</b> ; | K   |  |  |  |  |

#### **Relate Knownerrors and Workarounds to Categories**

#### On Problem attention screen:

| Investigation and  | diagnosis |              | Crea          | te Known error and Work around Implement solution          |
|--------------------|-----------|--------------|---------------|--|
| ©<br>⊎             | 2         | ASSIGNED     | ) -           | CI Number: 219<br>Status _Update                           |
| Step               | Id CI     | Generic name | Serial number | CT Information*** CT Palations*** Other Relations          |
| NOWN ERRORS RECORD | 216       | KE 0005      | 000214        |  |
| WORKAROUND RECORD  | 214       | KE 0004      | 000212        | KNOWERROR HAS WORKAROUND OTHERS***                         |
|                    | 217       | WA 0004      | 000215        |  |
|                    | 218       | KE 0006      | 000216        |  |
|                    | 219       | WA 0005      | 000217        | FDMA0: CI_DATEPLANNED CI_DATEIN CI_DATEOUT                 |
|                    |           |              |               | 7/20/2016 7:42:25 PM 7/20/2016 7:43:52 PM 7/20/2016 7:42:2 |
|                    |           |              |               | •  |

Click on <sup>a</sup> to open the search categories screen:

| Categor    | y detail  | 23       |
|------------|---|----------|
| Category   | :\Security Service\Unknown\ <failing></failing> |          |
| Detail : I | Failing   | Q        |
| Status :   | ·   |          |
|            | Prep  |          |
|            | Live  | <b>,</b> |
| Categor    | Retired   | +        |
| Desktop    | Support Service\Hardware\\\\\\ Failing Live     |          |
|            |   |          |
|            |   | X        |
|            |   |          |
|            |   |          |
|            |   |          |
|            |   |          |
|            |   |          |
|            |   |          |

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



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