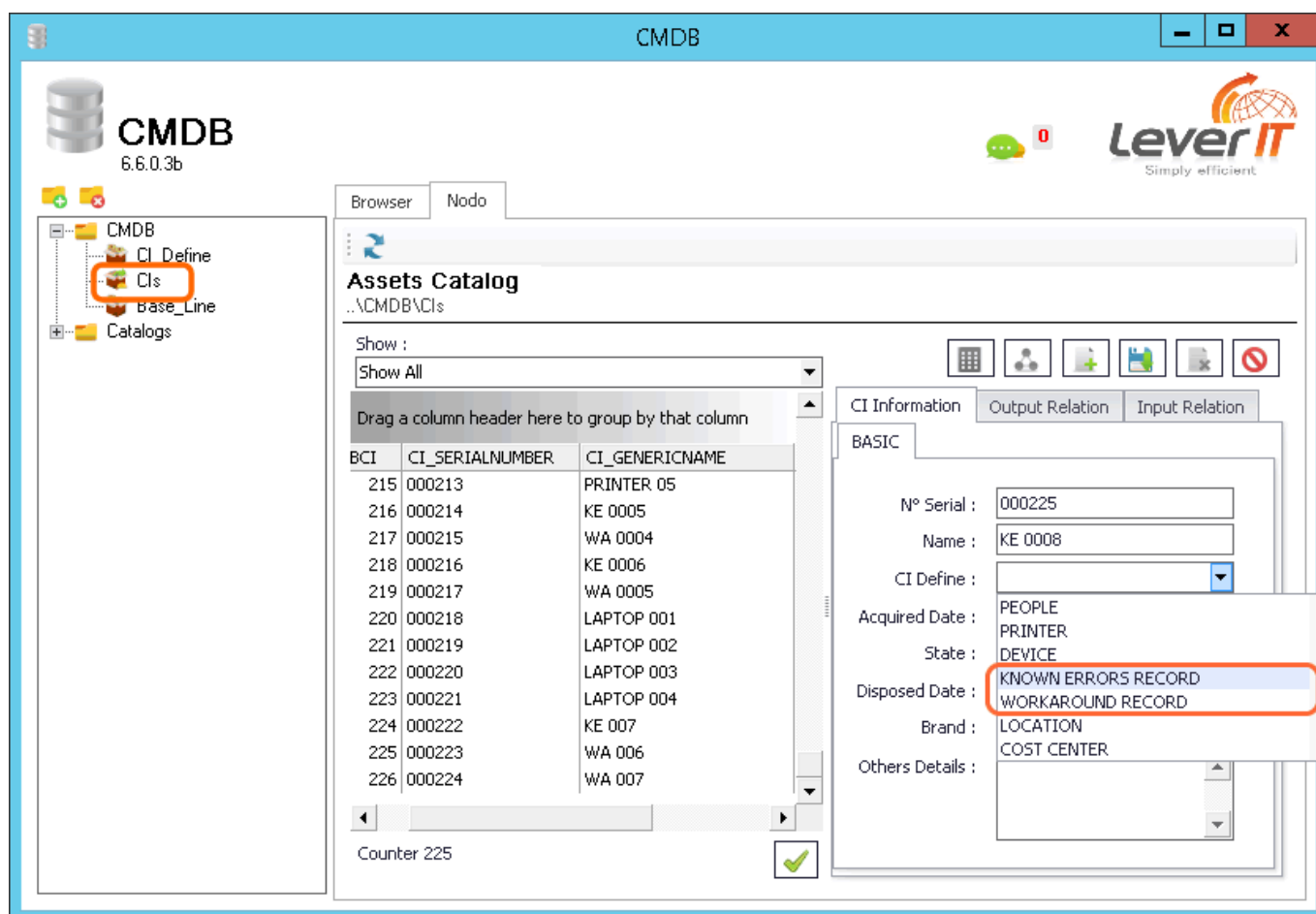# Create Knownerrors and Workarounds

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


You can also add relations and graph them:
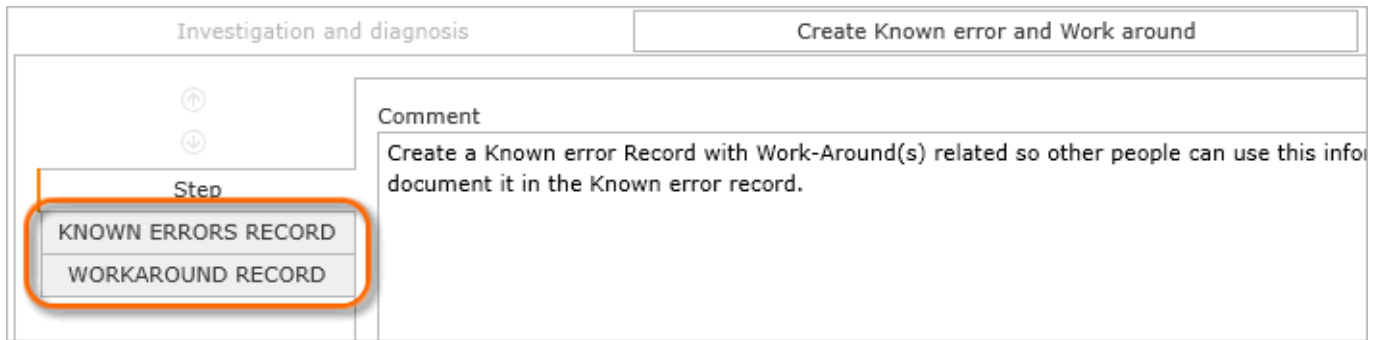
FDMA01	CI_DATEPLANNED	CI_DATEIN	CI_DATEOUT	CI_GENERICNAME	CI_DESCRIPTION	IDCMDBCI	IDCMDBBRAND	CI_SERIALNUMBER
☑	2016-07-21	2016-07-21	2016-07-21	LAPTOP 001	LAPTOP	220	3	000218
☑	2016-07-21	2016-07-21	2016-07-21	LAPTOP 002		221	3	000219
☑	2016-07-21	2016-07-21	2016-07-21	LAPTOP 003		222	3	000220
☑	2016-07-21	2016-07-21	2016-07-21	LAPTOP 004		223	3	000221
☑	2016-07-21	2016-07-21	2016-07-21	KE 007	Disabled touchpa...	224	1	000222
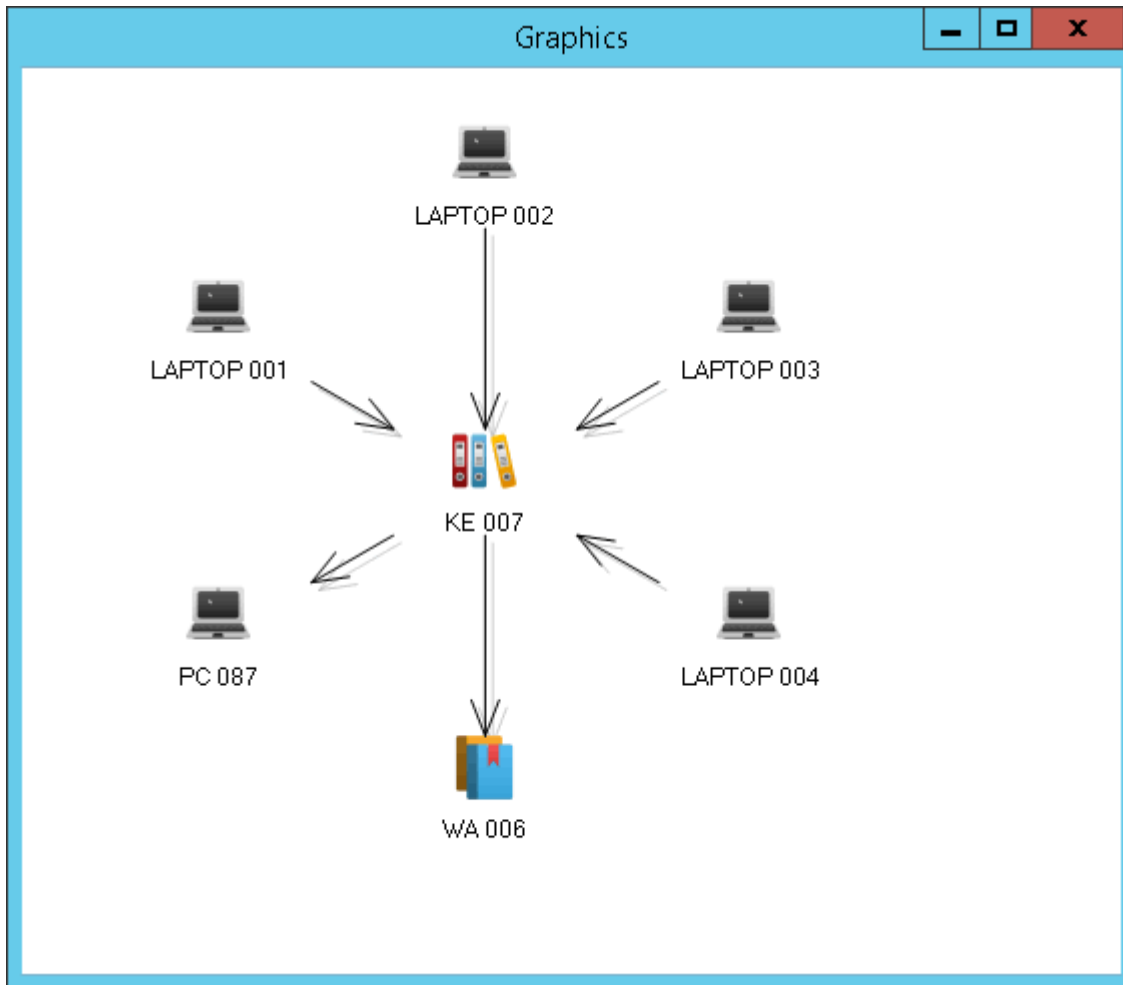
Create Knownerrors and Workarounds from a problem record

In the Problem attention screen:

Investigation and diagnosis	Create Known error and Work around

Comment

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

Step

KNOWN ERRORS RECORD
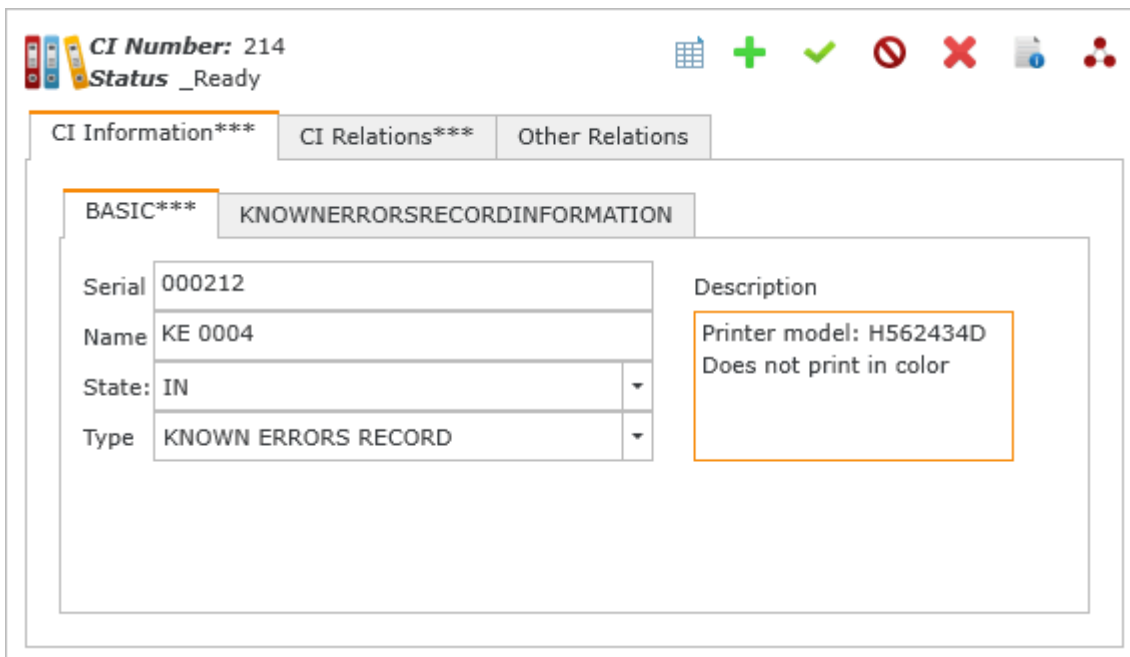WORKAROUND RECORD

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:

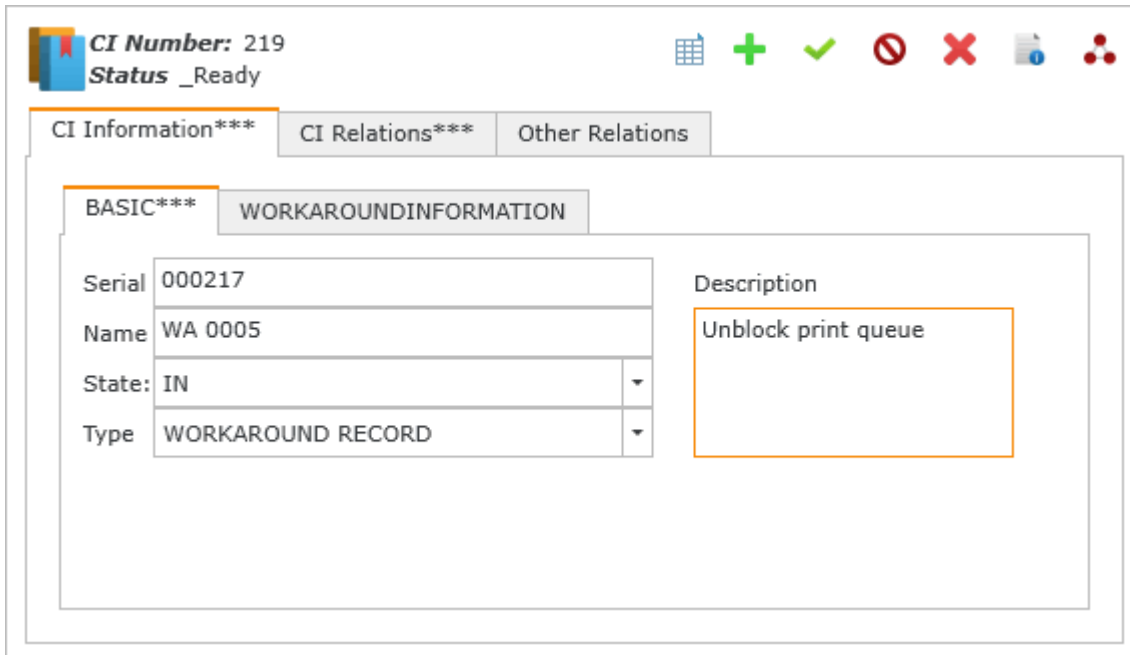   - Serial
   - Name
   - State.
   - Type. By default value: KNOWN ERROR RECORD
   - Description

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

   ⟳ 📋 [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 symptons
   - Add final solution. Include only if there's an existing solution
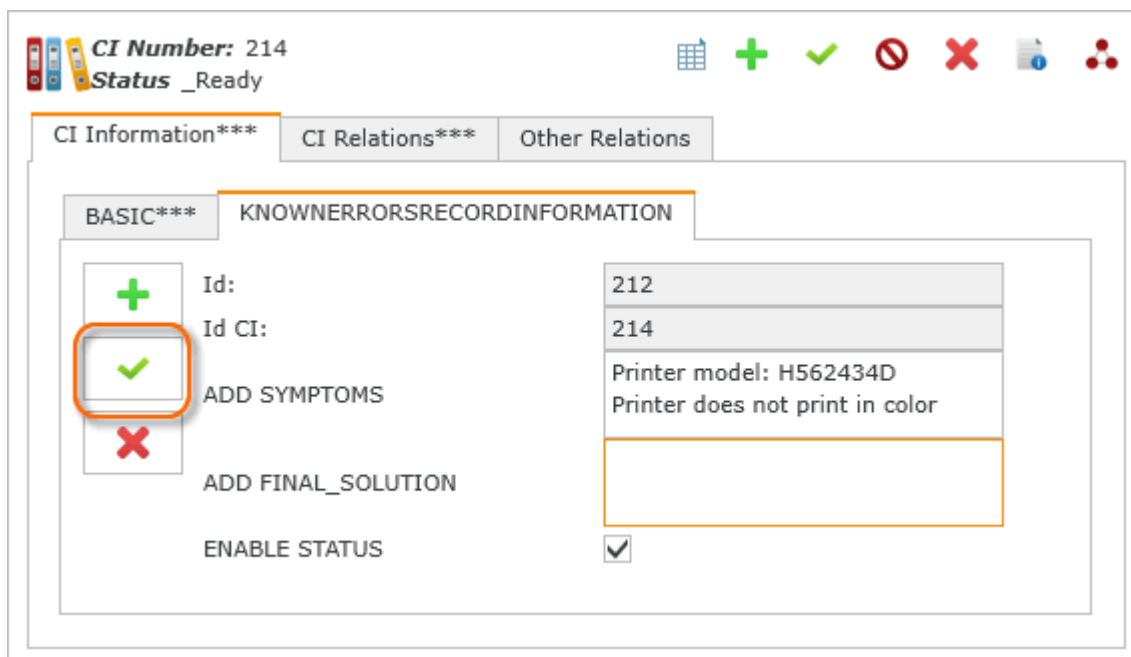
   Click on [✓] to save.

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.

6. Click on 🔴 to draw the relation map:
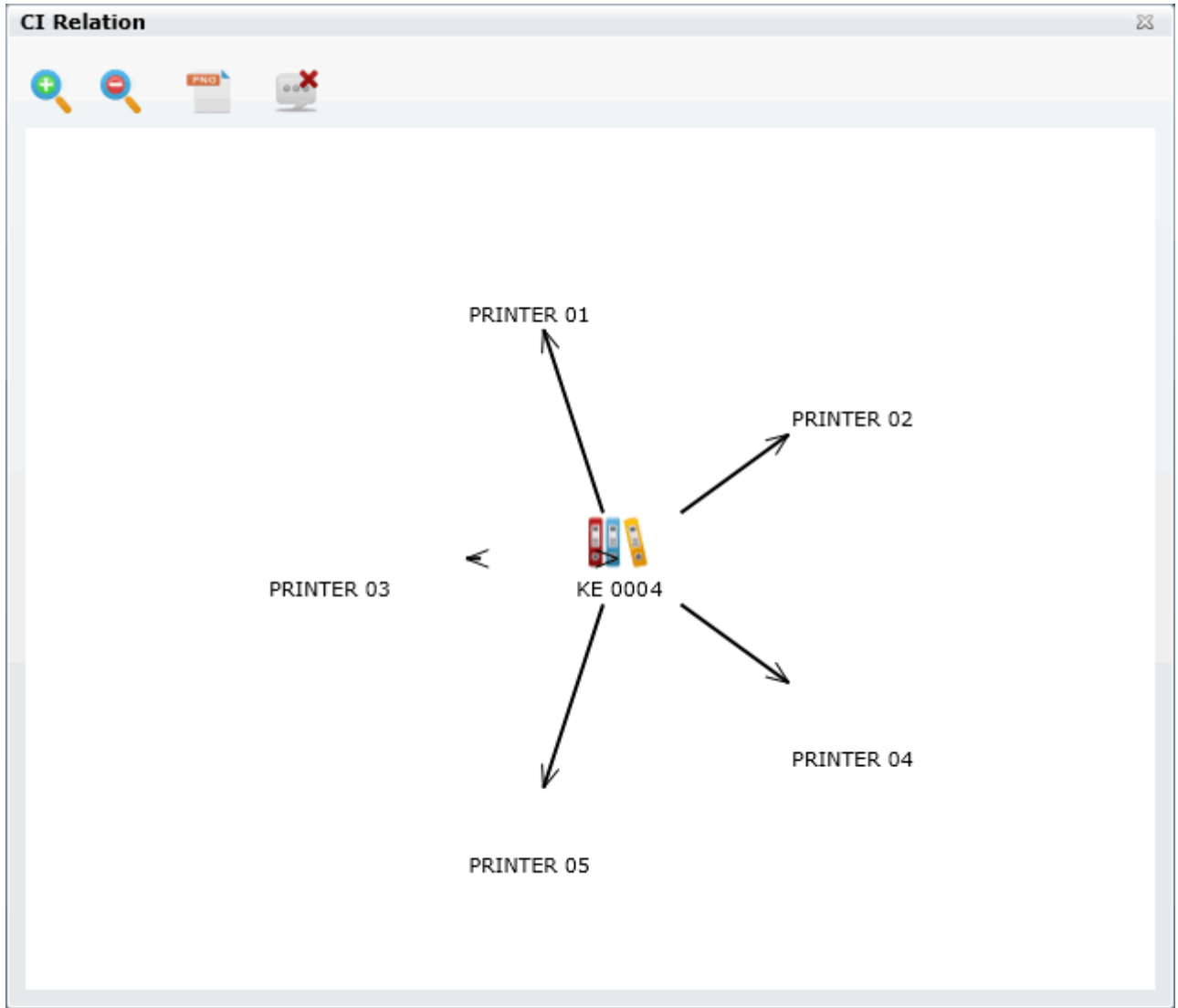
Create a new Workaround

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
   - 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**.
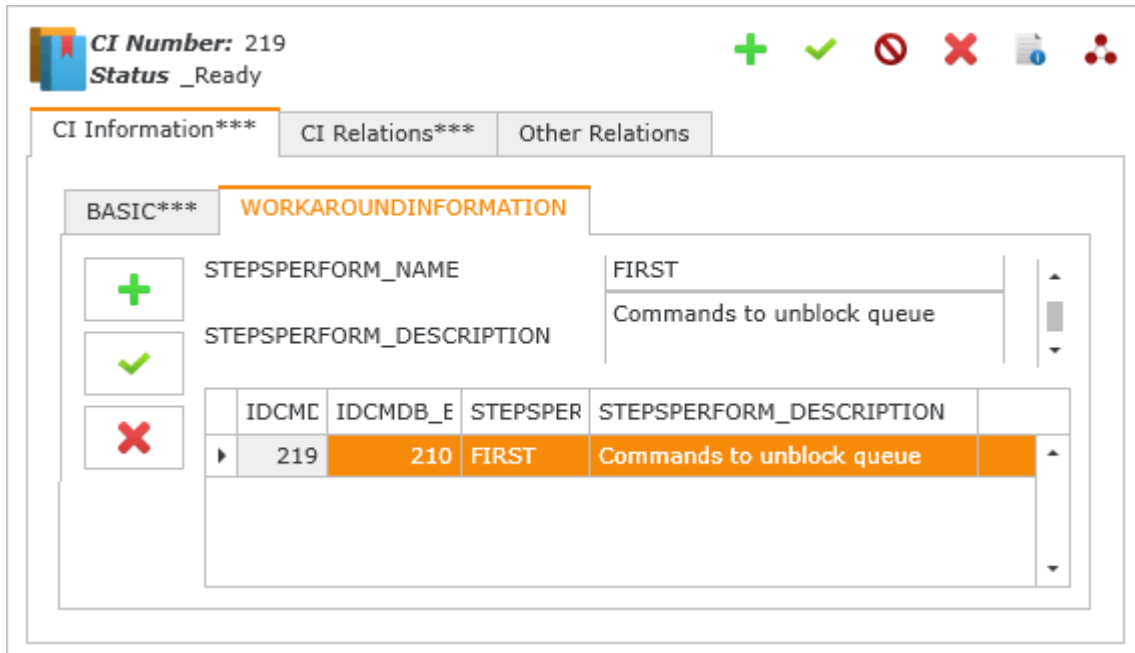
4. Click on *WORKAROUNDINFORMATION* tab.

   Add Workaround **INFORMATION**. Click on [➕] :

   - Add Name
   - Add Description.

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 ✓ to save.

Relate Knownerrors and Workarounds to Categories

On Problem attention screen:

Click on to open the search categories screen:
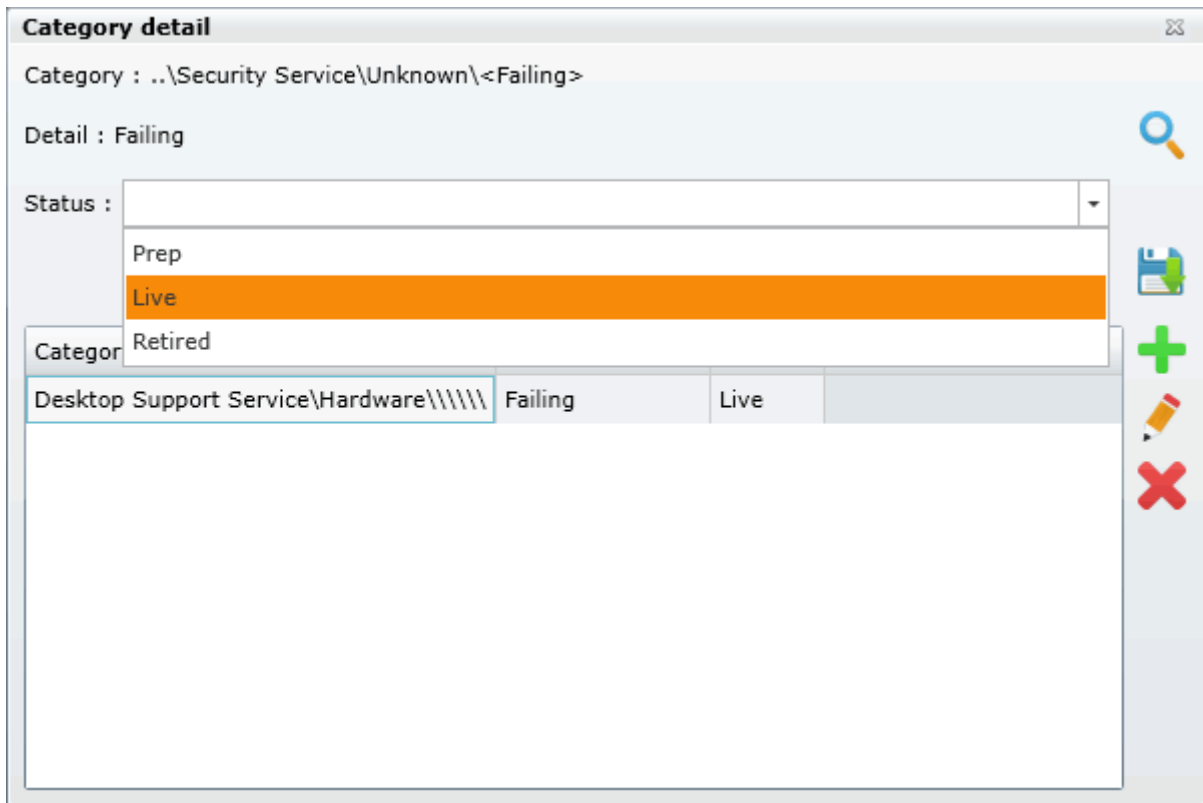
Search for the categories, select **Live** status and click on