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* > *Cls View*.

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CMDB CIs View		ø
Show:	New 72 S	ave d Delete Cancel Cranhic M
Search 🗸		
Select Column to Search:	Clusformation Quitaut Balation	put Belation
(ALL) Y	Crimornation Output Relation in	
Select Column to Search:		
The minimum of characters must be greater than3	Basic Serial:	
	Name:	
	CI Definition:	PEOPLE
	Entry Date:	
	State:	PLANNED ~
	Ouput Date:	
	Brand:	None
	Other Details:	j.

- 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 g	generate a serial automatically.
Name	Assign a name or click the button to	generate a name automatically.
CI definition	Select the CI type from the drop-down field ERRORS RECORD or WORKAROUND RECOR Default CI types: PEOPLE PRINTER DEVICE KNOWN ERRORS RECORD WORKAROUND RECORD LOCATION COST CENTER SERVICE	d, in this case, select <i>KNOWN</i> <i>RD</i> .
Entry Date	Date when the CI is enabled in the system when the status changes to IN . See STATL	. Entry Date will be autocompleted JS field.
Status	Enables/disables the CI in the system. Post PLANNED Planning or pre-production The and WA will be PLANNED . IN Active. After creation, change status to OUT Disabled.	sible states: default state for newly created KE IN to enable KE and WA records.
Output Date	Date when the CI is disabled in the system when the status in the system changes to	n. This field will be autocompleted 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 🗸	G0 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 😣 Gra	aphic 🕂
CI Information Output Relation I	nput Relation	
Basic Known Error		
Serial:	00212	
Name:	KE 004	Ĩ
CI Definition:	KNOWN ERRORS RECORD	~
Entry Date:	Wed Jun 23 2021 17:33:06 GMT-0500 (hora es	tánda When Status is changed to IN,
State:	IN	 the Entry Date is also updated
Ouput Date:	Mon Jan 01 0001 00:03:44 GMT-0456 (hora est	tánda
Brand:	None	~
Other Details:	Printer Fix	

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.

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	Permission to display the known error. Select NONE: The record is created but will not be ALL: Available for all user types (Administra USER: Available only for end users. MANAGER: Available only for ITHC adminis New Z Sav Cl Information Output Relation Input	ct in the drop-down field: e available for search and consultation. ators, advisors, end users, etc.). e Delete Cancel Graphic t Relation
User	Basic Known Error	
permission	IDCMDB_EFKNOWNERRORS_RIM	212
	IDCMDBCI	212
	Add symptoms	Fix for network printer disconnection
	Add solution	On the manufacturer's web site you will find
	Enable	
	User permission	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. S NONE: The record is created but will no ALL: Available for all user types (Admir USER: Available only for end users. MANAGER: Available only for ITHC adr	Select in the drop-down field: ot be available for search and consultation. histrators, advisors, end users, etc.). ninistrators and advisors, not for end users.
	New 🖸 CI Information Output Relation	Save 🗸 Delete 🕤 Cancel 😣 Graphic ۸
User permission	Basic Workaround Files IDCMDB_EFWORKAROUND_RIM IDCMDBCI Step	209 213 Reboot the printer
	Step description User permission	Press the start button for 10 seconds ALL Cancel Delete Save New +
	IDCMDBCI IDCMDB_EFWORKAROUND_RIM 213 209	20 Go 1 STEPSPERFORM_NAME STEPSPERFORM_DESCRIPTION IDUSERTYF Reboot the printer Press the start button for 10 0

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

	Click on the t	o open the <i>Upload/down</i>	<i>load</i> wind	ow.			
	Upload / Do	×					
File	File Name Id	Guide.pdf			Click on this button to to select the file		
File	Date	24/06/2021					
	Description	Maintenance guide					
		•	C bu th	lick on this utton to attach e file			
	Permission to dis NONE: File(s) ass ALL: Available fo USER: Available MANAGER: Avail	olay file(s). Select in the sociated with the solutior r all user types (Administ only for end users. lable only for ITHC admir	drop-down n will not k trators, ad nistrators a	n field: pe displayed. lvisors, end users, ei and advisors, not for	tc.). r end users.		
	CI Information	New 🗹 Sa Output Relation Ing	ave 🗸	Delete 🔿 Car	ncel 😣 Graphic 저		
	Basic Worl	karound Files					
User permission	IDCMDB_EF	WORKAROUNDFILE_RIM	1				
	IDCMDBCI		213				
	File		Guide.pdf				
	User permis	sion	ALL		<u> </u>		
		c	ancel 😣	Delete 😑 S	ave 🗸 New 🕂		
				20	✓ Go 1		
	IDCMDBCI	IDCMDB_EFWORKAROUNDFIL	E_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 Cls. **Input relationship:** Relationship from other Cls to the KE or WA.

?V	View							@ 1	ADMINISTRAT	or U	
1 613	view -						_			_	
rch			*			New 🖸	Save 🗸	Delete 😑	Cancel 😣	Graphic	
ct Colum	in to Search:										
ALL)			~	Cl Informa	tion Output I	Relation	Input Relati	on			
ect Colum	in to Search:			_							
NOWN				Knowerr	or has workaroun	d The p	orinter has a l	known error	OTHERS		
		20 🗸	G0 1			Delete -	New ·	Ŧ)	Existi	ing relations	sł
D CMDB CI	CI serial number	CI GENERIC NAME	CI define name						 with c 	other CIs	
06	000206	KE 0001	KNOWN ERRORS	FDMA01	CI_DATEPLANNED	CI_DATEIN	CI_DATEOUT	CI_GENERICNAME	CI_DESCRIPTION	IDCMDBCI	
07	000207	KE 0002	KNOWN ERRORS		Mon Jan 01 0001 00:03:44 GMT-	Mon Jan 01 0001	Mon Jan 01 0001	Printer 01	Device 00103	97	
08	000208	KE 0003	KNOWN ERRORS		0456 (hora estándar de	00:03:44 GMT-0456	00:03:44 GMT-0456				
12	00212	KE 004	KNOWN ERRORS		Colombia)	(hora estándar	(hora estándar de				
18	0000218	KR00005	KNOWN ERRORS			de Colombia)	Colombia)				
_			,		Mon Jan 01 0001 00:03:44 GMT- 0456 (hora estándar de Colombia)	Mon Jan 01 0001 00:03:44 GMT-0456 (hora	Mon Jan 01 0001 00:03:44 GMT-0456 (hora	Printer 02	Device 00102	98	

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:

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CIs will be displayed according to the type of relationship

Add Relations

DMA01	CI_DATEPLANNED	CI_DATEIN	CI_DATEOUT	CI_GENERICNAME	CI_DESCRIPTION	IDCMDBCI	IDCMDBCIDEFINE	CIDEFINE_NAME	IDCMDBBRAND	IDCMDBCISTATE	C
2	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 Cl



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 o more KE records. Once selected, clic on **Save** button.

	٢	New 🛛	Save 🗸	Delete 😑	Cancel 😣	Graphic	~
I Informat	tion Output F	Relation	Input Relation	on			
Knowerro	or has workaround	отне	RS				
		Delete 🗧	New -	+			
FDMA01	CI_DATEPLANNED	CI_DATEIN	CI_DATEOUT	CI_GENERICNAME	CI_DESCRIPTION	IDCMDBCI	IDC
	Mon Jan 01 0001 00:03:44 GMT- 0456 (hora estándar de Colombia)	Wed Jun 23 2021 17:33:06 GMT-0500 (hora estándar	Mon Jan 01 0001 00:03:44 GMT-0456 (hora estándar de	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.

다 Browser	Detail			:					
Dinsert U	Jpdate Delete N Actions	/erify SLA Link CI							
Printing Service/Unknown									
	Name	Description	User Permits	Group Permits					
	Incident	The local printer is failing	2	0					
	Problem	There is a problem with the I	1	0					
	Request	I have a request related to th	1	0					
	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:

Clic to ir CI Ger KE 004	k this button heric Name	CI Description Printer Fix Reset the printer.	CI Define Name KNOWN ERRORS RECORD WORKAROUND RECORD Link CI	,	
CI Gen KE 004 WA 000	neric Name	CI Description Printer Fix Reset the printer.	CI Define Name KNOWN ERRORS RECORD WORKAROUND RECORD	,	
KE 004 WA 001	\$	Printer Fix Reset the printer.	KNOWN ERRORS RECORD WORKAROUND RECORD	,	
) WA 001	04	Reset the printer.	WORKAROUND RECORD	,	
			Link Cl	,	
			Link Cl		
			Link Cl		
			Link Cl		
		CI Generic Name	CI Description	CI Define Name	
		KE 0001	The Modem needs to be reset every 7 days:	KNOWN ERRORS RECORD	
		KE 0002	The Laser printer is mixing the colors	KNOWN ERRORS RECORD	
		KE 0003	The Laptop is overheating	KNOWN ERRORS RECORD)
	WA 0001		The Modem needs to be reset every 7 days:	WORKAROUND RECORD	
		WA 0002	The Laser printer is mixing the colors	WORKAROUND RECORD	
	WA 0003		The Laptop is overheating	WORKAROUND RECORD	
		KR00005		KNOWN ERRORS RECORD)
		KR00006	Monitor blurry image	KNOWN ERRORS RECORD)
		WR00005	Fix monitor blurry image	WORKAROUND RECORD	

Edit KE or WA record

- 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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