Knowledge base type · Known error database

Problem-derived symptoms, root causes, workarounds, and permanent fixes.

https://docs.qintoravacloud.com/integrations/knowledge-base-type/known_error/

Prerequisites

- Problem Management ownership
- Defined review and retirement policy

Configuration steps

1. Require a related problem
2. Capture symptom and workaround
3. Retire after permanent remediation

Provider fields

Field	Type	Requirement and options
Require related problem `requireRelatedProblem`	boolean	Optional
Review interval (days) `defaultReviewDays`	number	Required
Retire after permanent fix `autoRetireAfterFix`	boolean	Optional
Approval group ID `approvalGroupId`	text	Optional

Verify and troubleshoot

Test with the narrowest supported non-production scope. Confirm that the connection test reaches the expected provider and that the preview or receipt matches the intended scope. Check identity, credential references, network access and provider permissions before retrying. Record the failure stage and redact sensitive payloads when escalating.