**Profle title**

**Overview**

|  |  |
| --- | --- |
| **Name** | **Type /link to add the known error's ticket** |
| **Status** | **ACTIVE / DRAFT / ARCHIVED** |
| **Version** | e.g., 2.3 |
| **Owner** | @ mention the owner |
| **Related errors** | Type /link to add tickets related to the known error |
| **Summary** | Summary |

## Error details

|  |  |
| --- | --- |
| **Description** | Provide a detailed explanation of the known error's causes and how it was discovered |
| **Impacted services services** | List the services impacted by the known error |
| **Primary configuration item** | Describe the main configuration item involved in the known error |
| **Steps to reproduce** | Summarize the steps you need to take to recreate the known error |
| **Workaround** | Describe how your team was able to continue working while the known error was still unresolved |
| **Solution** | Describe how the known error can be resolved |