

**Report Title:** Change Request Details  
**Run Date and Time:** 2025-12-17 22:29:27 Indochina Time  
**Run by:** lyawat Kongmalai  
**Table name:** change\_request

### Change Request

Change Number:	CHG0032484	State:	Closed
BU:	SECAP	Type:	CAB
Project Name:	Smart OL	Risk:	Moderate
Project Type:	Quick Fix	Reference No:	RE2411032
Requested by:	Chananchida Peeravidthayaporn	Hold Change Request:	false
Requested by Department:	IT Project Management Department	Type of Deployment:	Fix Bug
CAB Date:	2024-11-14	Assignment group:	Operation
Business service:	Smart Auto(OL)	Assigned to:	ITOper
Planned Deploy Date:	2024-11-15 18:00:00	Deployed by:	Com7
Planned End date:	2024-11-22 20:00:00	Parent Change:	
Status:	Reference : Pass, Solution No. : Completed, UAT Signoff : Completed, Present CAB, Step Deploy : Pass	Solution No.:	ARB241106
		solution no (check):	true

On hold reason:

Title:

RE2411032 Hot fix of K2 system

Description:

Feature .dll of K2 of vrsion 5.7 ไม่ compatible กับ application smart auto ในส่วนของ Log schedule.

ทาง K2 Global จึงทำการ fix และส่ง .dll ใหม่ให้ update ใน K2 server.

### Planning

Summary of Deployment:

เนื่องจากการ upgrade K2 platform จาก version 5.3 เป็น version 5.7 มีผล impact กับการทำงานในส่วนของ schedule smart auto ทำให้เกิดการ run 2 ครั้ง สำหรับ workflow ใน schedule

Source &amp; Reason for Request:

ทาง COM7 จึงทำการประสานกับทาง K2 Global เพื่อ fix bug ที่เกิดขึ้นนี้

และการทดสอบทุกขั้นตอนใน Dev environment และ UAT environment เรียบร้อยแล้ว

Deployment Steps details:

20.11.2024 : ແກ່ໄປ mail ລົກຄ້າ run fix K2 bug

Copy .dll to the K2 platform

Please apply the debugs as per instructions below: for deployment step1. Stop K2 Server service2. Backup assemblies to be replacedNote: Please backup the files in another directory instead of renaming the files in the current directory.3. Apply assembly in location specified below4. Create folder C:\Temp and supply necessary write access to Everyone5. Start K2 Server serviceFiles:K2 Server:=====File Name:

SourceCode.EventBus.Scheduler.ProcessStarter.dllFile Directory: [InstallDir]\K2\Host Server\BinFile Name: SourceCode.EventBus.Scheduler.Server.dllFile Directory: [InstallDir]\K2\Host Server\Bin\hostedserversFile Name: KO.dllFile Directory: [InstallDir]\Host Server\Bin\HostedServers\Once the issue reoccur, please provide the debug logs in the C:\Temp folder.

### Detail

Required deploy in DR site:

Yes

Change database Structure:

NO

"Do Nothing" Implications:

NA

Areas Impacted By This Change:

NA

Rollback/Fallback Plan (if any):

NA

Risks & Mitigations:

NA

Supporting Person After Deployment:

K.Catchai  
098-909-9735

### Supporting Documents

UAT SignOff: true

App Scan: false

Exception Form: false

Reference (CR): true

Approve for Patch Data: false

UAT SignOff File Attachment:

App Scan File Attachment:

Exception File Attachment:

CR File Attachment:

Patch Data File Attachment:

Test Case Project URL:

Defect Project URL:

Other Support document, pls. explain and insert file on top (optional):

### Actual Deploy

Actual start date: 2025-01-13 11:32:41

Actual end date: 2025-01-13 11:32:44

### Conflicts

### Closure Information

Close code:

Successful

Close notes:

เนื่องจากเป็นการ Debug K2 หลังจากนั้น ทำการนำ Log มาตรวจสอบและ update fixpack อีกรัง โดยจะดำเนินการภายใน Jan 2025

**Note**

Watch list:

Work notes list:

Additional comments:

Work notes:

2024-11-14 10:28:56 - ITGS (Work notes)

K2 bug จากการ update version platform K2 version 5.3 to version 5.7

โดยการ download .dll ที่ทาง K2 Global เข้า Lab และ fix แล้ว พร้อมทำการ SIT/UAT แล้ว มา deploy in Production เพื่อแก้ไข bug นี้

**Related List Title:** Conflict List**Table name:** conflict

None

**Related List Title:** Impacted CIs List**Table name:** task\_cmdb\_ci\_service**Query Condition:** Task = CHG0032484

1 Impacted CIs

Configuration Item	Task	Managed by	Owned by	Approval group	Location	Operational status	Manually added
Smart Auto(OL)	CHG0032484	Chatchai Kaewwichian	Chatchai Kaewwichian			Operational	true

**Related List Title:** Approval List**Table name:** sysapproval\_approver**Query Condition:** Approval for = CHG0032484**Sort Order:** Created in descending order

12 Approvals

State	Approver	Assignment group	Comments	Approval for	▼ Created
Approved	Supachart Songsompun	VP IT Operation Management		CHG0032484	2025-01-09 11:13:06

State	Approver	Assignment group	Comments	Approval for	▼ Created
Approved	Natsant Chansiripaiboon	CAB Approval	2024-11-25 13:53:52 - Natsant Chansiripaiboon (Comments) reply from: natsant.c@tgh.co.th  Approved.  Ref:MSG1357990_I3QowQbdjEb4f4SsqoANx  Best Regards. Natsant Chansiripaiboon E-mail : Natsant.c@tgh.co.th<mailto:Natsant.c@tgh.co.th> Tel : 02-6311311 ext.5611 Mobile : 0828495628	CHG0032484	2024-11-25 13:39:40
Approved	Sumrarn Haruehansavasin	CAB Approval		CHG0032484	2024-11-25 13:39:40
Approved	Chakkapong Ouiwiratana	CAB Approval		CHG0032484	2024-11-25 13:39:40
Approved	Sunya Khanto	CAB Approval		CHG0032484	2024-11-25 13:39:40
Approved	Chanin Sinchai	Change Management 2		CHG0032484	2024-11-14 15:44:10
Approved	Sumrarn Haruehansavasin	IT MOA		CHG0032484	2024-11-14 15:44:10
No Longer Required	Khiphaseth Chetounruen	Operation		CHG0032484	2024-11-14 11:39:17
Approved	ITOper	Operation		CHG0032484	2024-11-14 11:39:17
No Longer Required	Sunya Khanto	Operation		CHG0032484	2024-11-14 11:39:17
No Longer Required	Chanin Sinchai	Operation		CHG0032484	2024-11-14 11:39:17
Approved	Chanin Sinchai	Change Management		CHG0032484	2024-11-13 08:52:58

**Related List Title:** Change Task List**Table name:** change\_task**Query Condition:** Change request = CHG0032484**Sort Order:** Number in ascending order

1 Change Tasks

▲ Number	Short description	Type	State	Planned start date	Planned end date	Assignment group	Assigned to
CTASK0010282	Required deploy in DR site	Planning	Closed			Deploy DR	