

**Report Title:** Change Request Details  
**Run Date and Time:** 2025-12-17 22:29:27 Indochina Time  
**Run by:** Iyawat 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 & Reason for Request:

ทาง COM7 จึงทำการประสานกับทาง K2 Global เพื่อ fix bug ที่เกิดขึ้นนี้

และทำการทดสอบทั้งใน Dev environment และ UAT environment เรียบร้อยแล้ว

Deployment Steps details:

20.11.2024 : แผน mail ผลการ run fix K2 bug

Copy .dll to the K2 plaform

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.Chatchai

098-909-9735

Supporting Documents

UAT SignOff:	true	UAT SignOff File Attachment:
App Scan:	false	App Scan File Attachment:
Exception Form:	false	Exception File Attachment:
Reference (CR):	true	CR File Attachment:
Approve for Patch Data:	false	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:

เนื่องจากการ Debug K2 หลังจากนั้น ทำการนำ Log มาตรวจสอบและ update fixpack อีกครั้ง 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_I3Qo wQbdjEb4f4SqoANx  Best Regards. Natsant Chansiripaiboon E-mail : Natsant.c@tgh.co.th<ma ilto: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	Khipthaseth 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	