

Common Problem

Fluorine+

The **Common Problem** document is an XML schema that contains default fields for mapping Problem form values from one system to another. The **common problem** format mirrors what one would see in an ITIL view of the Problem form with related lists expressed in embedded XML form.

A sample **Common Problem** looks like this:

```
<common_problem>
  <active />
  <activity_due/>
  <additional_assignee_list/>
  <approval />
  <approval_history/>
  <approval_set/>
  <assigned_to/>
  <assignment_group/>
  <attachments>
    <attachment>
      <data />
      <size_bytes />
      <file_name />
      <sys_id />
      <content_type />
    </attachment>
  </attachments>
  <business_duration/>
  <business_service/>
  <calendar_duration/>
  <closed_at/>
  <closed_by/>
  <close_notes/>
  <cmdb_ci/>
  <comments/>
  <comments_and_work_notes/>
  <company/>
  <contact_type/>
  <correlation_display/>
  <correlation_id/>
  <delivery_plan/>
  <delivery_task/>
  <description />
  <due_date/>
  <escalation />
  <expected_start/>
  <follow_up/>
  <group_list/>
  <impact>3</impact>
  <incidents>
    <incident>
      <number />
      <opened_at />
      <category />
      <caller_id_name />
      <assigned_to_name />
      <short_description />
      <priority />
      <id />
      <state />
      <assignment_group_name />
    </incident>
  </incidents>
  <knowledge />
  <known_error />
</common_problem>
```

```

<location/>
<made_sla />
<number />
<opened_at />
<opened_by />
<order/>
<parent/>
<priority />
<problem_state />
<problem_tasks>
  <problem_task>
    <cmdb_ci/>
    <assigned_to/>
    <state />
    <short_description />
    <assignment_group/>
    <number />
    <priority />
  </problem_task>
</problem_tasks>
<provider />
<reassignment_count />
<rejection_goto/>
<related_incidents />
<rfc/>
<short_description />
<sla_due/>
<state />
<sys_class_name />
<sys_created_by />
<sys_created_on />
<sys_domain />
<sys_domain_path />
<sys_mod_count />
<sys_tags/>
<sys_updated_by />
<sys_updated_on />
<time_worked/>
<upon_approval />
<upon_reject />
<urgency />
<user_input/>
<variables/>
<watch_list/>
<wf_activity/>
<work_around/>
<work_end/>
<work_notes/>
<work_notes_list/>
<work_start/>
</common_problem>

```

Embedded records

Embedded records are fields in the Common Problem document that cannot be mapped by singular values. Instead, they are entirely different records included inside the Common Problem document to be created on the subscribing system.

These are the supported embedded records in Common Problem:

Attachment Embedded Record

The **attachment** field in the Common Problem is an embedded record that, when populated, will create a new attachment on the system receiving the Common Problem.

Table Map Source Field	Definition
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data	Attachment data in an encoded string format
size_bytes	Measurement of how much the attachment data contains
file_name	Name of the attached file
sys_id	Unique record identifier of the attachment
content_type	Attachments content type (i.e jpeg, png, txt, etc.)

Incident Record

The **incident** field in the Common Problem is an embedded record that, when populated, will create a new incident on the system receiving the Common Problem.

Table Map Source Field	Definition
number	Record number of incident
opened_at	Date the incident is opened
category	Categorization of incident
caller_id_name	Name of the caller
assigned_to_name	Name of the user the incident is assigned to
short_description	Short description of incident
priority	Priority of incident
id	Record identifier of the incident
state	State of the incident
assignment_group_name	Name of the assignment group assigned to the incident

Problem Task Record

The **problem task** field in the Common Problem is an embedded record that, when populated, will create a new problem task on the system receiving the Common Problem.

Table Map Source Field	Definition
cmdb_ci	Unique record identifier of the configuration item
assigned_to	User the problem is assigned to
state	State of the problem
short_description	Short description of problem
assignment_group	Unique record identifier of the assignment group record
number	Record number of problem
priority	Priority of problem

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