

Track Webex Contact Center Defect

Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Components Used](#)

[Tracking the Defect with the Defect ID](#)

[Key Notifications to Track](#)

[Defect Status](#)

[Defect Deployment](#)

Introduction

This document describes the way to track a defect fix and deployment through Cisco Defect and Enhancement Tracking System (CDETS).

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

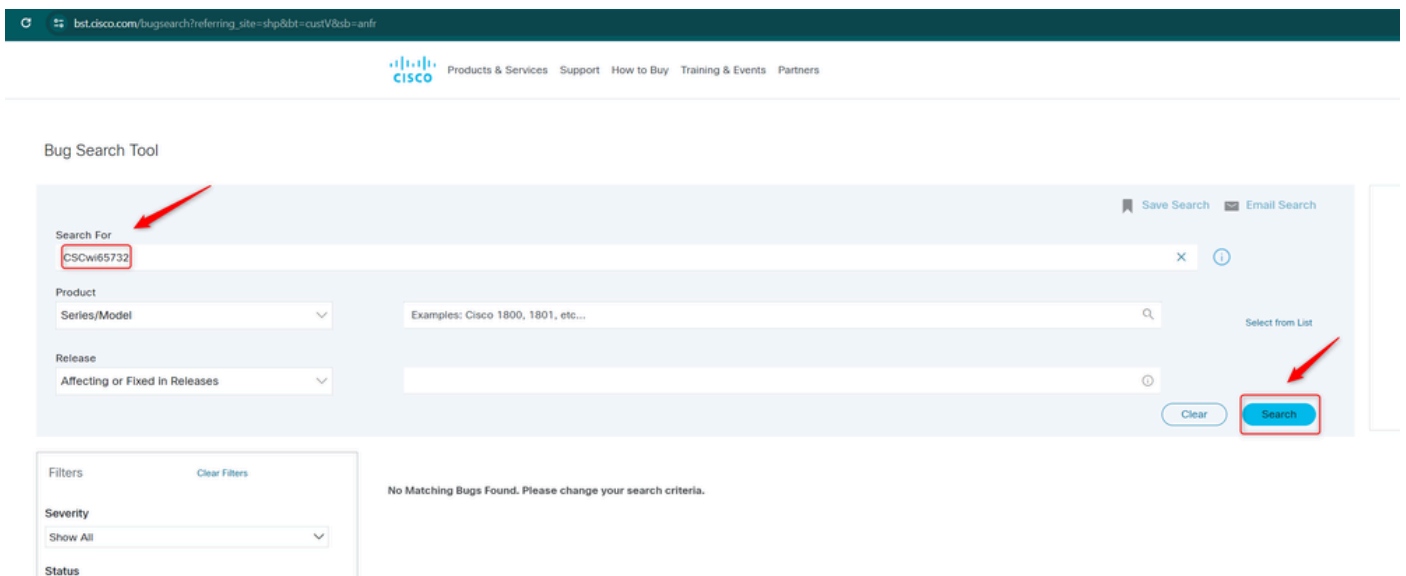
This document is not restricted to specific software and hardware versions.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Tracking the Defect with the Defect ID

Step 1: Navigate to [Bug Search Tool](#) and enter the defect ID and select **Search**.

Note: Only registered Cisco users can access internal Cisco tools and information.



bst.cisco.com/bugsearch?referring_site=shp&bt-custV&sb=anfr

Products & Services Support How to Buy Training & Events Partners

Bug Search Tool

Search For

Save Search Email Search

Product Series/Model

Release Affecting or Fixed In Releases

Select from List

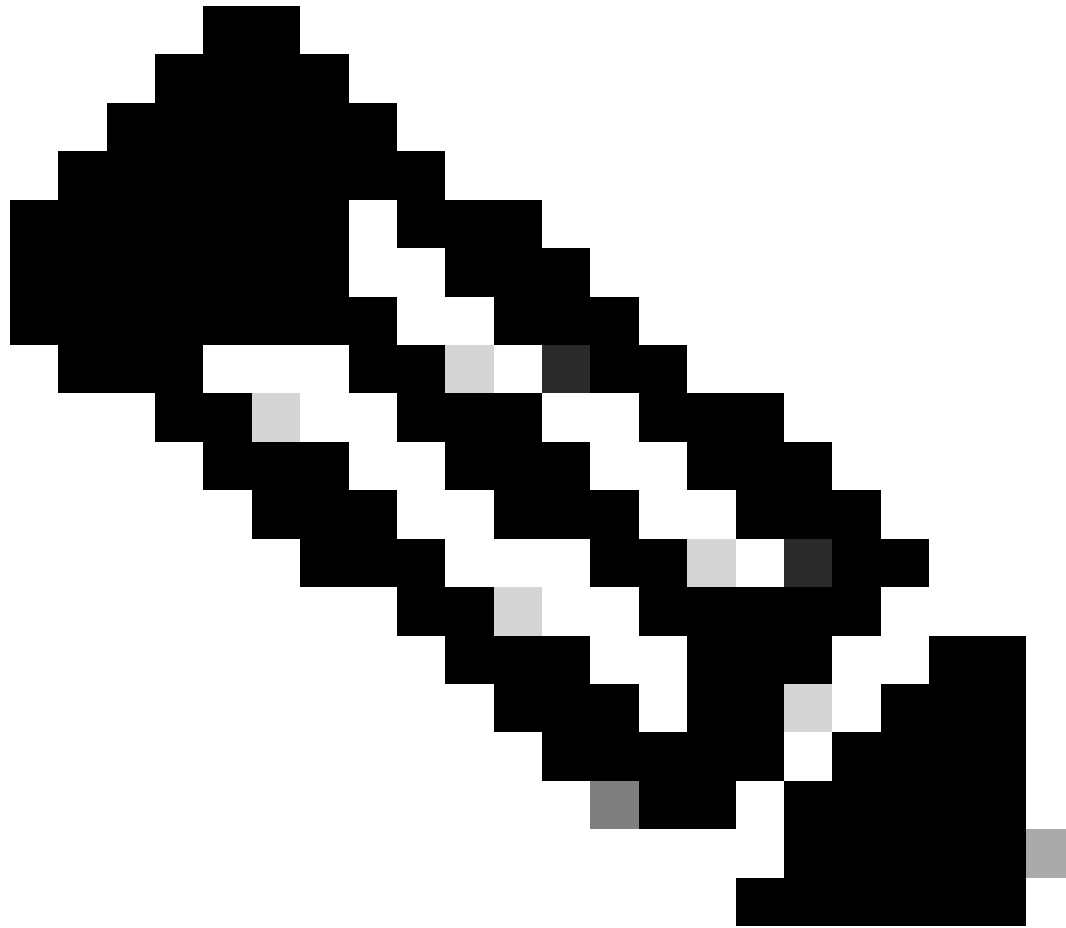
Clear Search

Filters [Clear Filters](#)

Severity Show All

Status

No Matching Bugs Found. Please change your search criteria.



Note: Defect can be shared directly with the full link. Example: Cisco bug ID [CSCwi65732](#).

Bug Search Tool

Incorrect state after network recovery

CSCwi65732

[Customer Visible](#) [Notifications](#) [Save Bug](#) [Open Support Case](#) [View Bug in CDETS](#)

Description

Symptom:

After Desktop recovers from a network failure, agent state shows Idle even though it is supposed to be Available.
Agent state was Available before the network connection was lost.

Conditions:

Recovery after network failure

Workaround:

Manually update the state

Further Problem Description:

Was the description about this Bug Helpful? ☆ ☆ ☆ ☆ ☆ (0)

Step 2: To get notifications regarding updates on the defect, select **Notifications** and enter the frequency and email ID. Then click **Submit Notifications**.

The screenshot shows the Cisco Bug Search Tool interface for bug CSCwi65732. The 'Notifications' button is highlighted with a red box and a red arrow. A modal dialog box titled 'Add Notification for CSCwi65732' is open, showing the following fields:

- Name: CSCwi65732
- An Email Delivered: Weekly (selected from a dropdown menu)
- To: bhusures@cisco.com

The 'Submit Notification' button is highlighted with a red arrow. Below the input fields, there is a 'Cancel' button and a 'Submit Notification' button. At the bottom of the dialog, there is an 'Edit All' link and a description: 'Get notified about changes to bug information (Title, Description, Known Affected and Known Fixed releases, Status or Severity)'.

Key Notifications to Track

Defect Status

Once a defect is fixed, the defect **Status** is moved from **Open** to **Fixed**.

Description ^

Symptom:

After Desktop recovers from a network failure, agent state shows Idle even though it is supposed to be Available. Agent state was Available before the network connection was lost.

Conditions:

Recovery after network failure

Workaround:

Manually update the state

Further Problem Description:

Was the description about this Bug Helpful? ★ ★ ★ ★ ★ (0)

Details ^

Created Date	Last Modified	Status	Severity
Jan 12, 2024	Feb 15, 2024	Fixed	2 Severe

Defect Deployment

Once the defect is deployed to production data center (DC), the region its deployed in must be listed under **Known Fixed Releases**.



Note: Please find the Data Center description. Detailed description can be found here on [Data Locality in Webex Contact Center](#)

ProdUS1: United States
ProdANZ1: Australia
ProdEU1: United Kingdom
ProdEU2: Frankfurt
ProdJP1: Japan
ProdCA1: Canada

Description

Symptom:

After Desktop recovers from a network failure, agent state shows Idle even though it is supposed to be Available. Agent state was Available before the network connection was lost.

Conditions:

Recovery after network failure

Workaround:

Manually update the state

Further Problem Description:

Was the description about this Bug Helpful? ★ ★ ★ ★ ★ (0)

Details

Created Date Jan 12, 2024	Last Modified Feb 15, 2024	Status Fixed	Severity 2 Severe
Product (1 of 1) Webex Contact Center	Known Affected Releases (1 of 1) unspecified	Known Fixed Releases (6 of 6)	
		Please search your version ^	
		produs1	
		prodjp1	
		prodeu2	
		prodeu1	
		prodca1	
		prodanz1	