

追蹤Webex客服中心缺陷

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簡介

本檔案說明透過思科缺陷與增強追蹤系統(CDETS)追蹤缺陷修復和部署的方式。

必要條件

需求

本文件沒有特定需求。

採用元件

本文件所述內容不限於特定軟體和硬體版本。

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除 (預設) 的組態來啟動。如果您的網路運作中，請確保您瞭解任何指令可能造成的影響。

使用瑕疵ID追蹤瑕疵

第1步：導航到[Bug Search Tool](#)，輸入缺陷ID並選擇[Search](#)。

附註：只有完成註冊的思科使用者能存取思科內部工具與資訊。

bst.cisco.com/bugsearch?referring_site=shp&bt=csufV&ob=anf

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

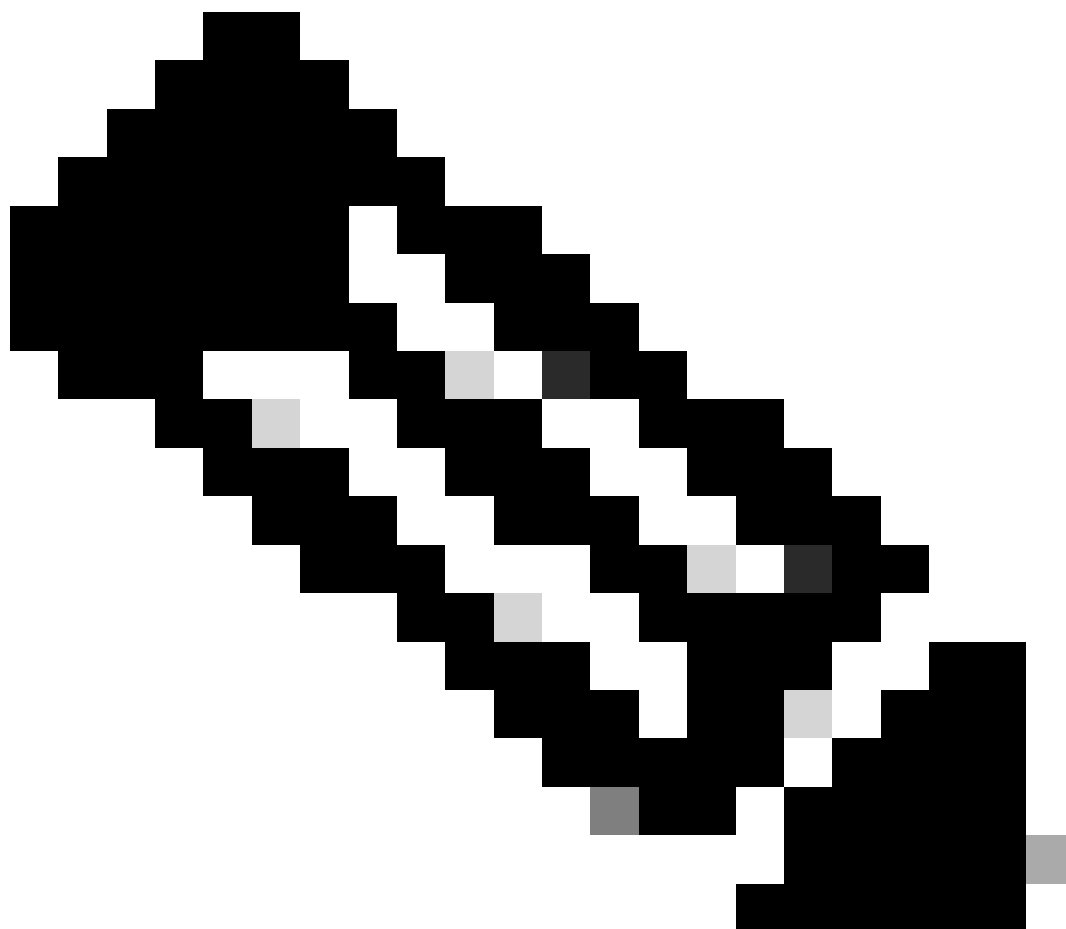
Clear Search

Filters [Clear Filters](#)

Severity Show All

Status

No Matching Bugs Found. Please change your search criteria.



附註：缺陷可直接與完整連結共用。示例：思科漏洞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)

第2步：要獲取有關缺陷更新的通知，請選擇Notifications並輸入頻率和電子郵件ID。然後按一下Submit Notifications。

Products & Services Support How to Buy Training & Events Partners

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)

Add Notification for CSCwi65732

Name
CSCwi65732

An Email Delivered
Weekly

To
bhusures@cisco.com

Cancel Submit Notification

Edit All
Get notified about changes to bug information
(Title,Description, Known Affected and Known Fixed releases,Status or Severity)

要追蹤的重要通知

缺陷狀態

修復缺陷後，缺陷Status將從Open更改為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:

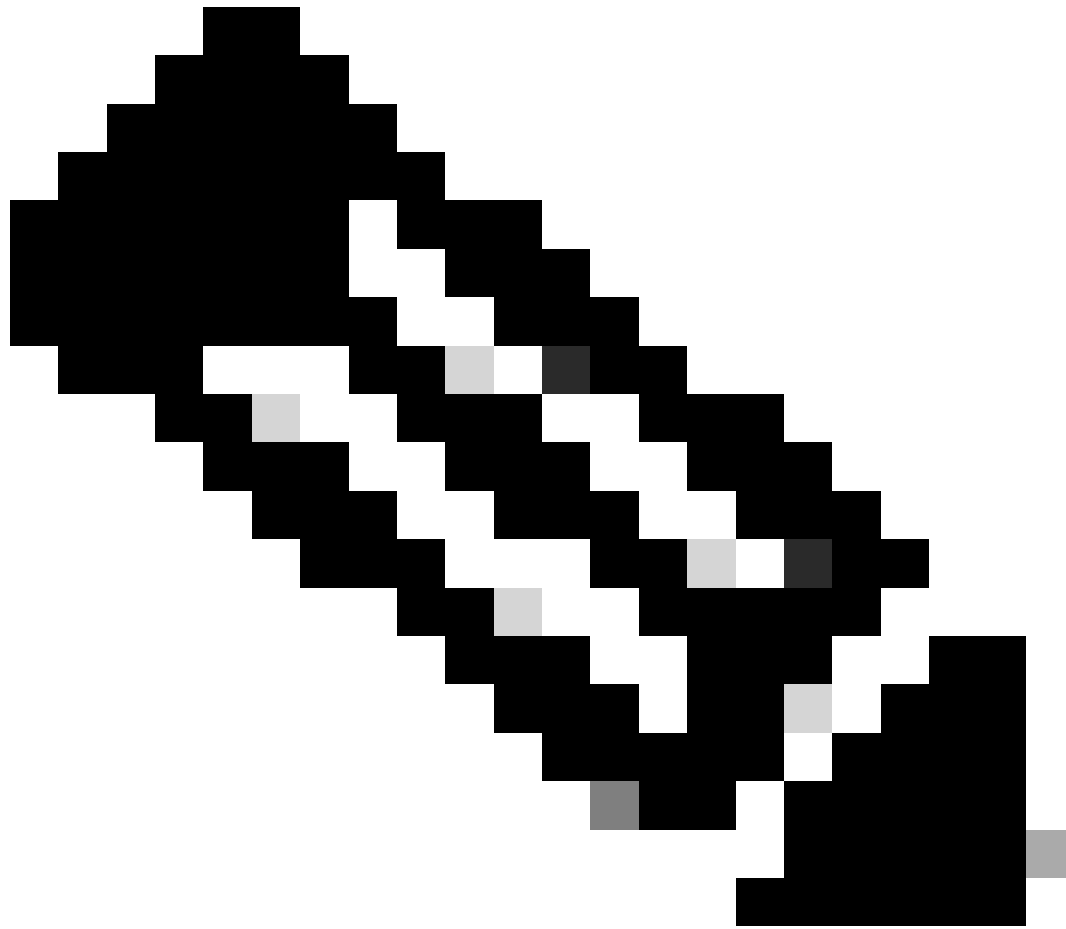
Was the description about this Bug Helpful? ★ ★ ★ ★ ★ (0)

Details ^

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

缺陷部署

缺陷部署到生產資料中心(DC)後，其部署所在的區域必須列在已知固定版本下。



註：請查詢資料中心說明。有關詳細資訊，請參閱此處[Webex聯絡中心的資料位置](#)

ProdUS1：美國

ProdANZ1：澳洲

ProdEU1：英國

ProdEU2：法蘭克福

ProdJP1：日本

ProdCA1：加拿大

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	

關於此翻譯

思科已使用電腦和人工技術翻譯本文件，讓全世界的使用者能夠以自己的語言理解支援內容。請注意，即使是最佳機器翻譯，也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準確度概不負責，並建議一律查看原始英文文件（提供連結）。