

Audit Trail doesn't show user ID which makes changes in Webex Contact Center

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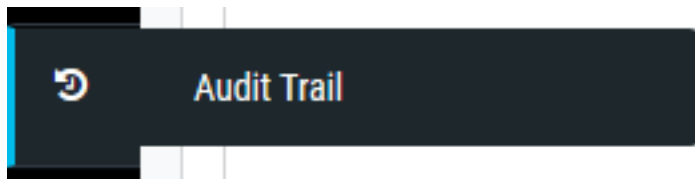
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Introduction

The Audit Trail page on Webex Contact Center Dashboard provides an interface for authorized users to view details about the configuration changes made to the enterprise during any seven-day period. You can export the audit trail data as Microsoft Excel or Adobe PDF document.

You can find the Audit trail in Webex Contact Center administration portal:



Prerequisites

Requirements

Cisco recommends that you have knowledge of the following topics:

- Cisco Webex Contact Center
- Audit Trail

Note: This document is targeted towards customers and partners who have deployed Webex Contact Center to their network infrastructure.

Problem description

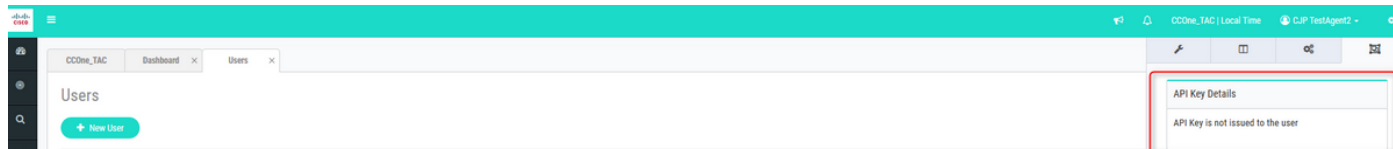
Audit Trail logs don't show the user ID which makes changes in Webex Contact Center provisioning portal. The logs show that changes are made by the user with the name `api@cconesp.net`.

Solution

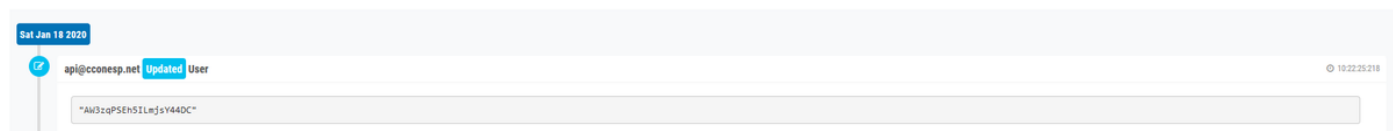
If a user account doesn't have configured API Keys then Audit Trail logs don't show user ID in the logs but it shows that changes are made by api@cconesp.net. If the user account is configured with API keys then the Audit Trail shows user name in logs.

Example

There is user account CJP_TestAgent1@cconetac.net which is not configured with API Keys.



When you make a change by this user in the Webex Contact Center administration portal you don't see user name in Audit Trail logs. For example, a change was made to the user account with ID AW3zqPSEh5ILmjsY44DC. In Audit Trail logs you can see that the change is made by api@cconesp.net, but not by CJP_TestAgent1@cconetac.net.



If you make a change by the user who has API Key configured then you can see the user ID in the Audit Trail logs. In the screenshot below you can see that when the change is made by user account mdanylch@cisco.com with configured API keys, then the user ID shows in Audit Trail logs.

