

# 跟踪Webex联系中心缺陷

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## 简介

本文档介绍通过思科缺陷和增强跟踪系统(CDETS)跟踪缺陷修复和部署的方法。

## 先决条件

### 要求

本文档没有任何特定的要求。

### 使用的组件

本文档不限于特定的软件和硬件版本。

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始（默认）配置。如果您的网络处于活动状态，请确保您了解所有命令的潜在影响。

## 使用缺陷ID跟踪缺陷

第1步：导航到[Bug Search Tool](#)，输入缺陷ID并选择Search。

注意：只有思科注册用户才能访问思科内部工具和信息。

bst.cisco.com/bugsearch?referring\_site=shp&bt=csufV&ob=anf

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### Bug Search Tool

Search For

Save Search Email Search

Product Series/Model Examples: Cisco 1800, 1801, etc...

Release Affecting or Fixed In Releases

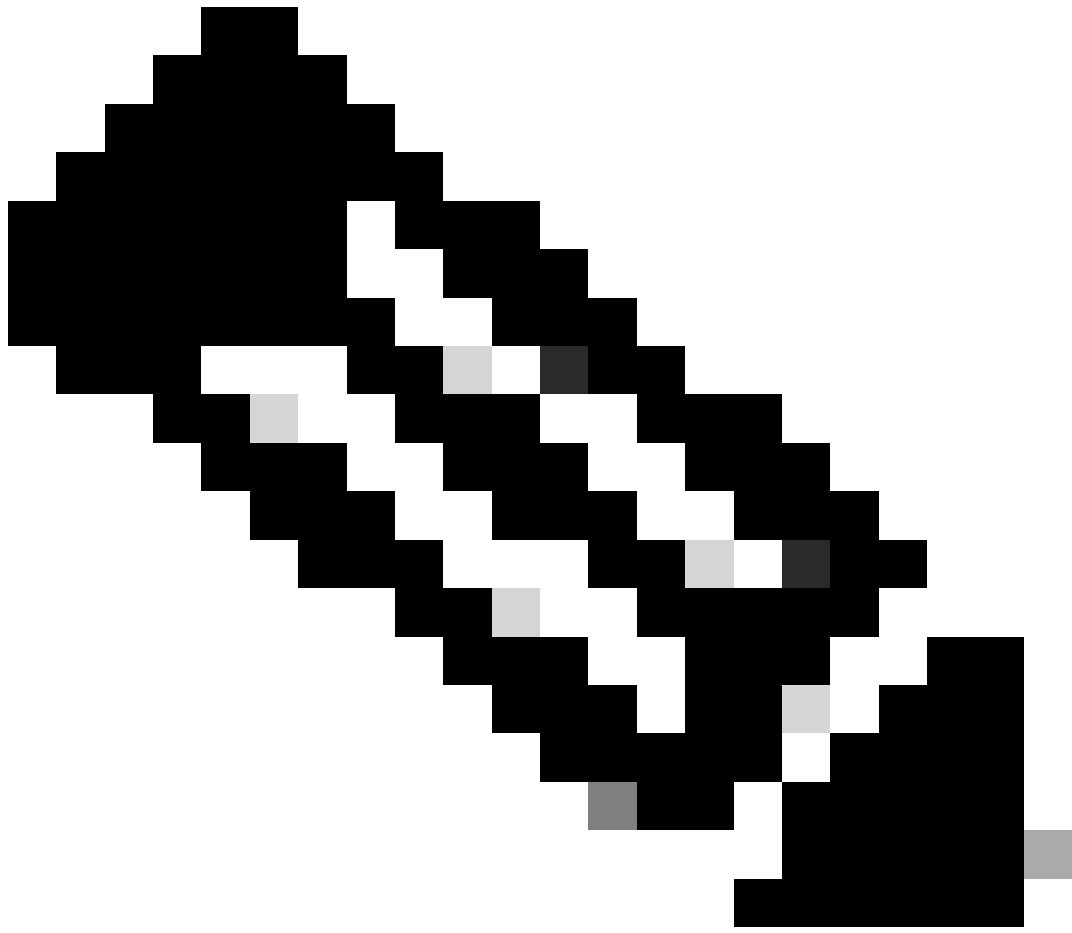
Clear Search

Filters Clear Filters

Severity Show All

Status

No Matching Bugs Found. Please change your search criteria.



注意：缺陷可以直接与整个链路共享。示例：思科漏洞ID [CSCwi65732](#)。

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## 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：要获取有关缺陷更新的通知，请选择通知并输入频率和邮件ID。然后单击Submit Notifications。

The screenshot shows the Cisco Bug Search Tool interface. The main page displays the bug details for CSCwi65732, including the title "Incorrect state after network recovery", the ID "CSCwi65732", and a description. The "Notifications" button is highlighted with a red box. A dialog box titled "Add Notification for CSCwi65732" is open, showing the following fields: Name (CSCwi65732), An Email Delivered (Weekly), and To (bhusures@cisco.com). The "Submit Notification" button is highlighted with a red arrow.

## 要跟踪的关键通知

缺陷状态

修复缺陷后，缺陷Status将从Open移到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:**

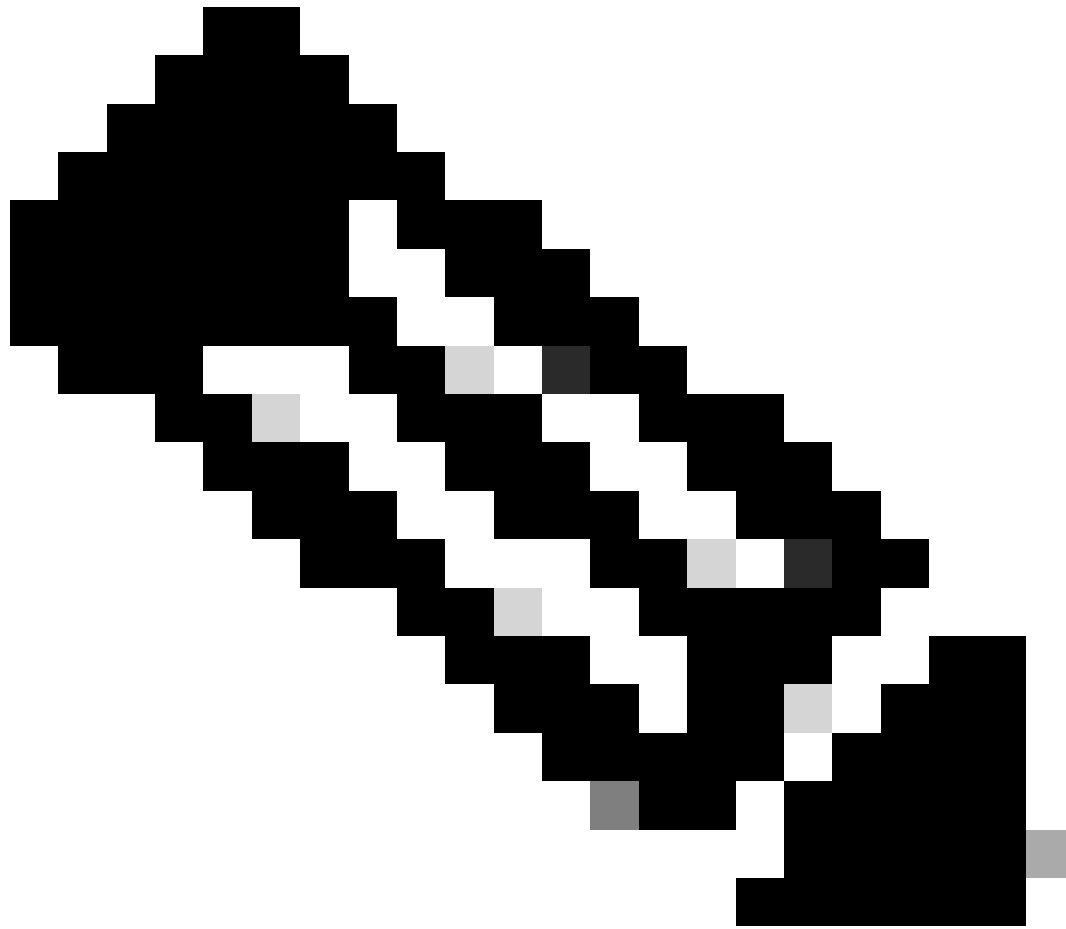
Was the description about this Bug Helpful? ★ ★ ★ ★ ★ (0)

Details

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

## 缺陷部署

缺陷部署到生产数据中心(DC)后，其所部署的区域必须列于已知固定版本下。



注意：请查找数据中心说明。有关详细说明，请参阅[Webex Contact Center中的数据位置](#)

ProdUS1：美国

ProdANZ1：澳大利亚

ProdEU1：英国

ProdEU2：法兰克福

ProdJP1：日本

ProdCA1：加拿大

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## 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	

## 关于此翻译

思科采用人工翻译与机器翻译相结合的方式将此文档翻译成不同语言，希望全球的用户都能通过各自的语言得到支持性的内容。

请注意：即使是最好的机器翻译，其准确度也不及专业翻译人员的水平。

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