



Blackboard

Subject/Comments

Status Changed to **Confirmed Defect**

RecordType Changed from **Community Engagement** to **Community Engagement Closed**

IsEscalated Changed from **true** to **false**

IsEscalated Changed from **false** to **true**

Status Changed to **On Hold**

Status Changed to **Assigned**

Owner Changed from **Drew Fiel** to **Holly Vaughn**

Primary Group Assigned to **CE: Community Engagement Tier 1**

Case Assign To

Jira Card SWCM-22

Jira Card

1. [SWCM-22](#)

Owner Changed from **CE: WCM: Advanced Support Engineers** to **Drew Fiel**

Status Changed to **Needs Attention**

Owner Changed from **Holly Vaughn** to **CE: WCM: Advanced Support Engineers**

Primary Group Assigned to **CE: WCM: Advanced Support Engineers**

Case Hand Off

Support Case handed off to CE: WCM: Advanced Support Engineers Hi CSEs, Issue Description: Recurring events are disappearing from WCM <https://supportalpha.schoolwires.net/Page/2> Browser affected: Chrome OS: Win10 Reproduced outside of network: Yes Steps taken: 1. On WCM event is added to the Google Calendar but disappears from the WCM calendar Screenshot Links: video - <https://www.screencast.com/t/AC52vxa>. Support Alpha (2.27), CSR Alpha (2.27), and regular support site (2.26). The issue did not happen on the regular support site. Gregg is already a Holly

Support Case handed off to **CE: WCM: Advanced Support Engineers**

Hi CSEs,

Issue Description:

Recurring events are disappearing from WCM calendar after syncing via two-way sync.

Problem URL:

<https://supportalpha.schoolwires.net/Page/2>

Browser affected:

Chrome

OS:

Win10

Reproduced outside of network:

Yes

Steps taken:

1. On WCM calendar, add a recurring event
2. Set up a two-way Google Calendar sync

Results - the recurring event is added to the Google Calendar but disappears from the WCM calendar

Screenshot Links:

video - <https://www.screencast.com/t/AC52vxaB>

Other info

This only appears to be happening on 2.27 (alpha) sites. This has been tested on Support Alpha (2.27), CSR Alpha (2.27), and Gregg is already aware and alerted Mike Hartsock, but we still want to escalate through the normal process.

Thanks,

Holly

Owner Changed from **CE: Community Engagement Tier 1** to **Holly Vaughn**

Owner Changed from **Holly Vaughn** to **CE: Community Engagement Tier 1**

Primary Group Assigned to **CE: Community Engagement Tier 1**
