

# KB-302: How to Check the Status of a Feature Deployment

Applicable Product: All NexaCore Microservices

Target Audience: L1/L2 Support Agents, CSMs

Last Updated: 2025-10-28

## Objective

To enable Support Agents to quickly determine if a reported client issue is caused by a recent deployment (release) or is a genuine production bug.

## Procedure: Checking the Release Management Dashboard

All features and hotfixes are deployed using the official **Release Management Process**. You can track the status using the internal NexaCore-Ops dashboard.

### Step 1: Accessing the Dashboard

1. Navigate to the internal URL: <https://ops.nexacore.com/releases>.
2. Authenticate using your standard corporate SSO credentials.

### Step 2: Locating the Relevant Release

Locate the last major release or hotfix that occurred immediately before the client reported the issue. The releases are labeled by date and feature name (e.g., RC-2025-11-01-PAWT-Beta).

### Step 3: Checking Deployment Status

Review the following key indicators for the release:

Indicator	Status Meaning	Action for Support Agent
Canary Deployment	IN PROGRESS	The feature is only active for a small, non-critical segment (.). Issues are unlikely to affect the general enterprise client base.

<b>Rollout Status</b>	<b>FULL ROLLOUT (100%)</b>	The feature is live everywhere. If the issue is related, proceed to check <b>Smoke Tests</b> .
<b>Smoke Test Result</b>	<b>FAILED</b>	A core functionality check failed immediately post-deployment. The deployment is likely broken or partially rolled back. <b>Action:</b> Immediately escalate as a P1 incident (Release Failure).
<b>Rollback Instructions</b>	<b>ACTIVE</b>	The previous stable version is being re-deployed. Inform the client the issue is temporary and engineering is aware.

## Key Metric for Agents: Change Failure Rate (CFR)

If the **Change Failure Rate** metric on the dashboard is high for the last 24 hours, treat all incoming tickets with increased urgency, as systemic instability is likely.