

# Bugs existing on the server are not found in Deskzilla

Always remember that Deskzilla only "sees" the bugs from the products you have selected for your connections. Forgetting this may cause the following effects:

1. You enter a bug number in the quick search and you are sure the bug exists, but Deskzilla returns "No bugs found" message.
2. You run a Remote Query (saved Bugzilla filter), the filter works, Deskzilla downloads bugs from the server, but some of them (or all of them) are not shown.

Both these scenarios can happen if these bugs are in the product, which is not added to the connection. Add the product to the connection to see all desired bugs.