

How to Track the CDETS Number

Contents

[Introduction](#)

[Track the CDETS Number](#)

Introduction

This document describes how to track the Cisco Defect and Enhancement Tracking System (CDETS) number given by Customer Support Engineers (CSEs).

Track the CDETS Number

Step 1. Navigate to **Cisco.com > Support > Tools > Bug Search Tool** as shown in these images:

Tools

Bug Search Tool

Find software bugs based on product, release and keyword

Register & Manage Software Licenses

Product License Registration Tool

Software Research

View Cisco suggestions for supported products

Collaboration Solutions Analyzer Beta

Analyzes Expressway and other Collaboration portfolio products logs

Cisco CLI Analyzer Beta

SSH client to troubleshoot and check the overall health of your ASA and IOS based devices

[View All Tools](#)

Contacts / Support Cases

[Open New Case](#)

To open or view cases, you need a [Service Contract](#)

Manage Support Cases

Contact TAC by Phone

Enterprise and Service Provider Products

US/Canada 800-553-2447

Worldwide Phone Numbers

Small Business Products

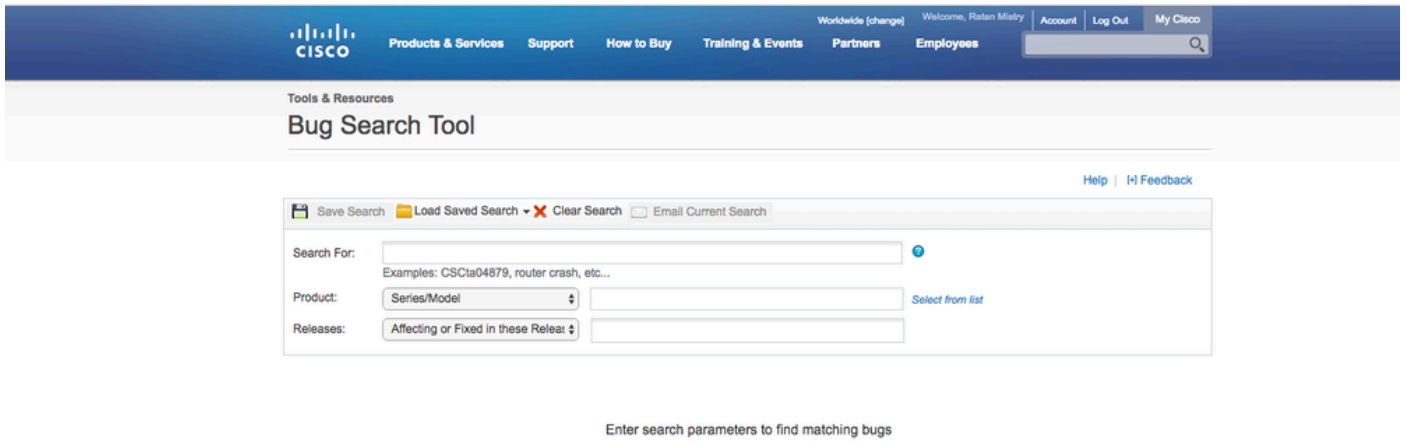
US/Canada 866-606-1866

Worldwide Phone Numbers

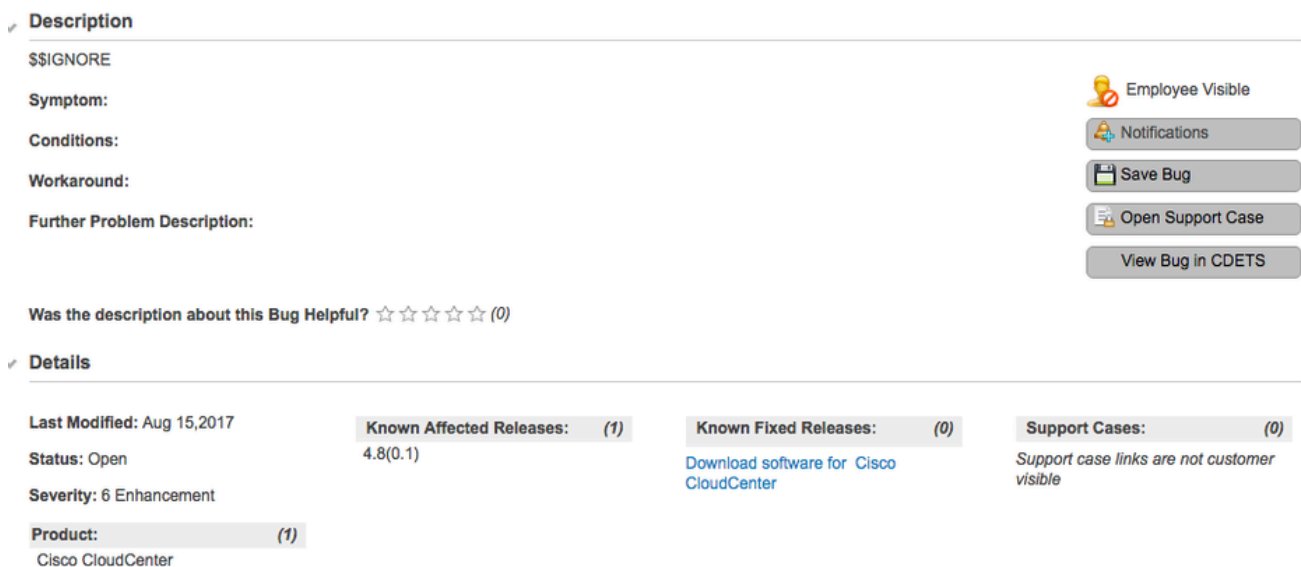
Returns

Returns Portal

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Step 2. Search for the CDETS number which is provided by the CSE. On this page, you can also see the status of the case, as shown in the image.



Step 3. You can also create an email notification.

For email notifications, click **Notifications**. Refer to the image in Step 2. You will see this:

Add Notification

Name your Notification: Cisco CloudCenter

Bug Interested In: CSCvf61598

An Email Delivered: **Weekly** (selected), Daily, Monthly

to: [Empty text field]

Save | [Edit All Notifications](#)

Get notified about changes to bug information (Title, Description, Known Affected and Known Fixed releases, Status or Severity)

Enter your email address and choose an option from the drop-down list on how often would you like to receive notifications (Weekly/Daily/Monthly). Click **Save**.

Now you are all set to track the ticket progress automatically through email notifications.