

如何跟踪CDETS编号？

目录

[简介](#)

[如何跟踪CDETS编号？](#)

简介

本文描述如何跟踪客户支持工程师给的思科缺陷跟踪系统(CDETS)编号(CSes)。

如何跟踪CDETS编号？

步骤1.如这些镜像所显示，导航到Cisco.com >支持> Tools> Bug搜索工具：

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

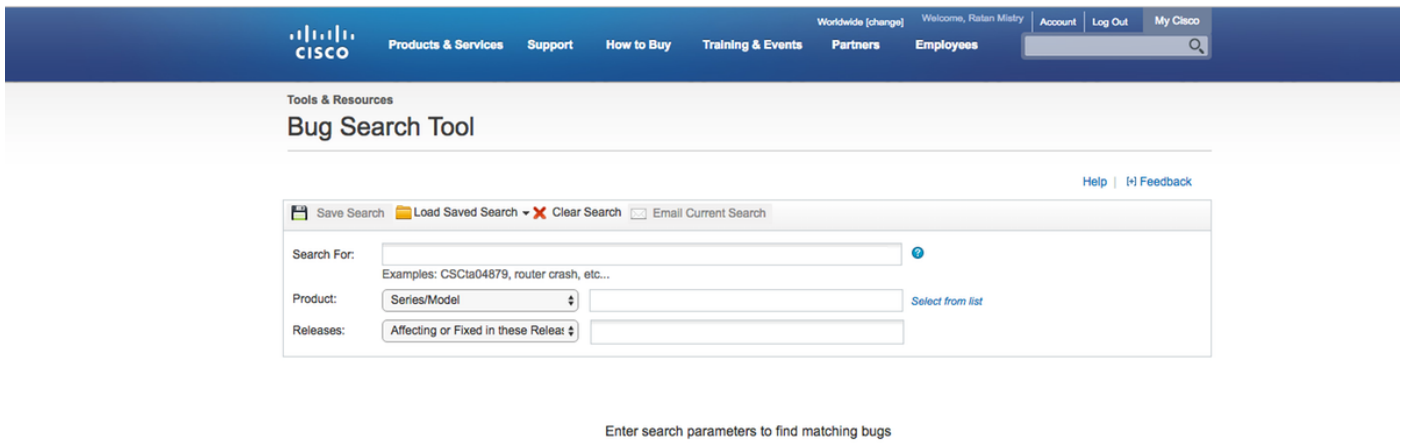
US/Canada 866-606-1866

Worldwide Phone Numbers

Returns

Returns Portal

We've simplified RMAs. [Learn How](#) New



第二步：现在CSE提供的CDETS编号的搜索。如镜像所显示，在此页，您能也看到案件的状况。

✓ **Description**

\$\$\$IGNORE

Symptom:

Conditions:

Workaround:

Further Problem Description:

Employee Visible

Notifications

Save Bug

Open Support Case

View Bug in CDETS

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

✓ **Details**

Last Modified: Aug 15,2017	Known Affected Releases: (1) 4.8(0.1)	Known Fixed Releases: (0) Download software for Cisco CloudCenter	Support Cases: (0) <i>Support case links are not customer visible</i>
Status: Open			
Severity: 6 Enhancement			
Product: (1) Cisco CloudCenter			

第三步：您能也创建电子邮件通知。

对于电子邮件通知，请点击**通知**，参考在步骤2.的镜像。您将看到此：

Add Notification

Name your Notification

Bug Interested In : CSCvf61598

An Email Delivered Weekly Daily Monthly to

[Edit All Notifications](#)

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

填写您的电子邮件地址并且从其中一个丢弃下来选项挑选多频繁您要接收通知(每星期/日报/每月)并且点击“**Save**”。

现在您是自动地跟踪票进度的所有集通过电子邮件通知。