

如何跟踪CDETS编号

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简介

本文档介绍如何跟踪客户支持工程师(CSE)提供的思科缺陷和增强跟踪系统(CDETS)编号。

跟踪CDETS编号

步骤1.导航至Cisco.com > Support > Tools > Bug Search Tool , 如下图所示：

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

Search For: ⓘ
Examples: CSCta04679, router crash, etc...

Product: ⓘ [Select from list](#)

Releases: ⓘ

Enter search parameters to find matching bugs

步骤2.搜索CSE提供的CDETS编号。在此页上，您还可以看到问题的状态，如图所示。

✓ Description

\$\$IGNORE

Symptom:


Conditions:


Workaround:

Further Problem Description:

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

 Employee Visible

 Notifications

 Save Bug [Open Support Case](#)[View Bug in CDETS](#)

✓ **Details**

Last Modified: Aug 15,2017

Status: Open

Severity: 6 Enhancement

Product:	(1)
Cisco CloudCenter	

Known Affected Releases: (1)
4.8(0.1)

Known Fixed Releases: (0)

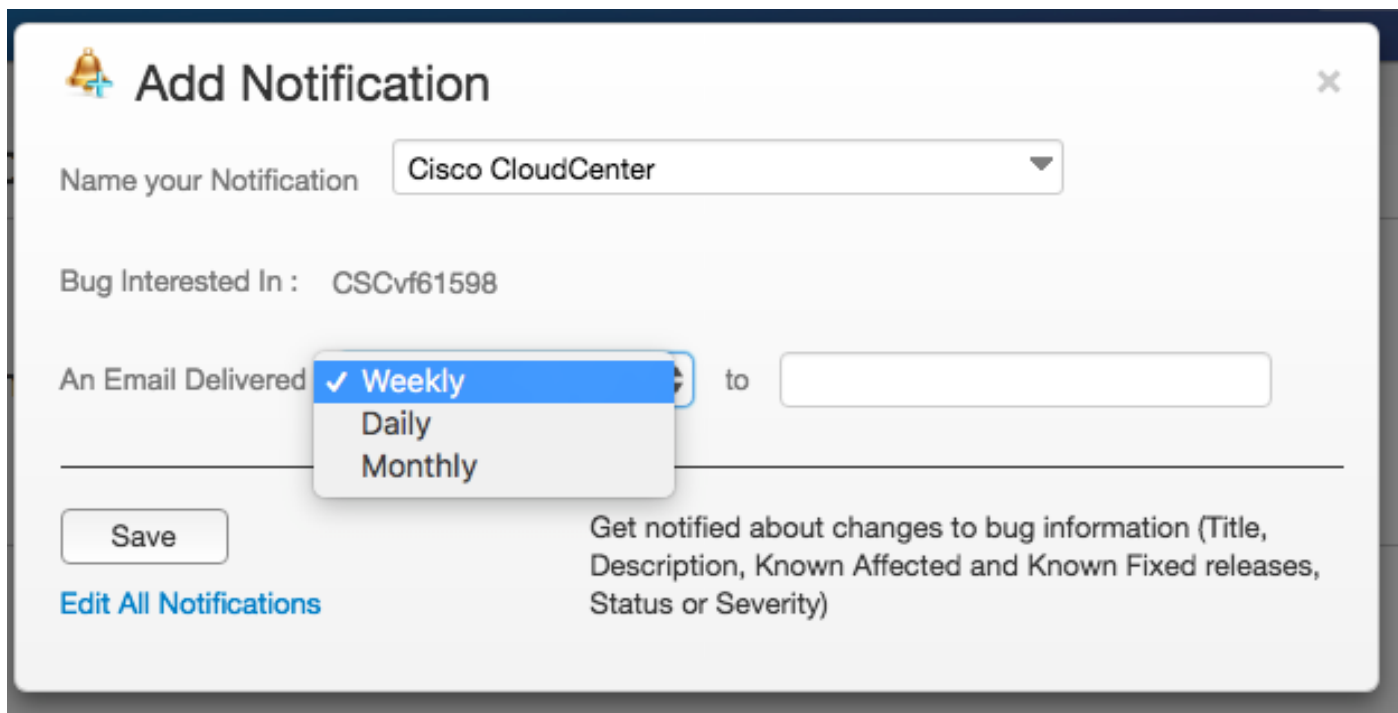
[Download software for Cisco CloudCenter](#)

Support Cases: (0)


Support case links are not customer visible

步骤3.您还可以创建电子邮件通知。

对于电子邮件通知，请单击通知。请参阅步骤2中的图像。您将看到：



The image shows a web-based 'Add Notification' dialog box. At the top left is a bell icon with a plus sign, and at the top right is a close button (X). The title 'Add Notification' is centered at the top. Below the title, there is a label 'Name your Notification' followed by a dropdown menu currently showing 'Cisco CloudCenter'. Underneath, the text 'Bug Interested In : CSCvf61598' is displayed. The next line has the label 'An Email Delivered' followed by a dropdown menu with three options: 'Weekly' (which is selected and highlighted in blue), 'Daily', and 'Monthly'. To the right of this dropdown is the word 'to' followed by an empty text input field. At the bottom left, there is a 'Save' button and a link 'Edit All Notifications'. At the bottom right, there is a descriptive text: 'Get notified about changes to bug information (Title, Description, Known Affected and Known Fixed releases, Status or Severity)'.

 **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)

输入您的电子邮件地址并从下拉列表中选择一个选项，以确定您希望接收通知的频率（每周/每天/每月）。Click **Save**.

现在，您都可以通过电邮通知自动跟踪票证进度。