

如何跟蹤CDETS編號

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簡介

本文檔介紹如何跟蹤客戶支援工程師(CSE)提供的思科缺陷和增強功能跟蹤系統(CDETS)編號。

跟蹤CDETS編號

步驟 1. 導覽至Cisco.com > Support > Tools > Bug Search Tool，如下圖所示：

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

CISCO

Products & Services

Support

How to Buy

Training & Events

Partners

Employees

Worldwide [change]

Welcome, Ratan Mishra

Account

Log Out

My Cisco

Tools & Resources

Bug Search Tool

Help | Feedback

Save Search

Load Saved Search

Clear Search

Email Current Search

Search For:

Examples: CSCia04879, router crash, etc...

Product:

Series/Model

Select from list

Releases:

Affecting or Fixed in these Release

Enter search parameters to find matching bugs

步驟 2. 搜尋CSE提供的CDETS號碼。在此頁面上，您還可以看到案例的狀態，如下圖所示。

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

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

步驟 3. 您也可以建立電子郵件通知。

對於電子郵件通知，請按一下Notifications。請參考步驟2中的影像。您將看到以下內容：



Add Notification

×

Name your Notification

Cisco CloudCenter ▼

Bug Interested In :

CSCvf61598

An Email Delivered

✓ Weekly

Daily

Monthly

to

Save

[Edit All Notifications](#)

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

輸入您的電子郵件地址，然後從下拉選單中選擇您希望接收通知的頻率（每週/每天/每月）的選項。按一下Save。

現在，您已設定為透過郵件通知自動跟蹤票證進度。

關於此翻譯

思科已使用電腦和人工技術翻譯本文件，讓全世界的使用者能夠以自己的語言理解支援內容。請注意，即使是最佳機器翻譯，也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準確度概不負責，並建議一律查看原始英文文件（提供連結）。