# 如何跟蹤CDETS編號

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# 簡介

本檔案介紹如何追蹤客戶支援工程師(CSE)提供的思科缺陷和增強追蹤系統(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



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

| uluilu<br>cisco         | Products & Services    | Support         | How to Buy    | Training & Events | Worldwide [change]<br>Partners | Welcome, Ratan Mistry | Account Log O | t My Cisco   |
|-------------------------|------------------------|-----------------|---------------|-------------------|--------------------------------|-----------------------|---------------|--------------|
| Tools & Resou<br>Bug Se | arch Tool              |                 |               |                   |                                |                       |               |              |
|                         |                        |                 |               |                   |                                |                       | Help          | (+) Feedback |
| Save Sea                | rch Eload Saved Search | n 🗸 🗙 Clear S   | earch 🖂 Email | Current Search    |                                |                       |               |              |
| Search For:             |                        |                 |               |                   |                                | 0                     |               |              |
| Dreducti                | Examples: CSCta04879,  | router crash, e | tc            |                   |                                |                       |               |              |
| Product:                | Series/Model           | •               |               |                   |                                | Select from list      |               |              |
|                         |                        |                 |               |                   |                                |                       |               |              |

Enter search parameters to find matching bugs

#### 步驟2.搜尋CSE提供的CDETS編號。在此頁面上,您還可以看到案件狀態,如下圖所示。

| r | Description                            |            |                          |     |                             |     |                   |                    |
|---|--|------------|--------------------------|-----|-----------------------------|-----|-------------------|--------------------|
|   | \$\$IGNORE                             |            |                          |     |                             |     |                   |                    |
|   | Symptom:                               |            |                          |     |                             |     | 🧏 🕹               | mployee Visible    |
|   | Conditions:                            |            |                          |     |                             |     | A No              | otifications       |
|   | Workaround:                            |            |                          |     |                             |     | 💾 Sa              | ave Bug            |
|   | Further Problem Description:           |            |                          |     |                             |     | 📑 Or              | ben Support Case   |
|   |  |            |                          |     |                             |     | Vie               | ew Bug in CDETS    |
| v | Was the description about this Details | Bug Helpfu | l? 合合合合合(0)              |     |                             |     |                   |                    |
|   | Last Modified: Aug 15,2017             |            | Known Affected Releases: | (1) | Known Fixed Releases:       | (0) | Support Cases     | : (0)              |
|   | Status: Open                           |            | 4.8(0.1)                 |     | Download software for Cisco |     | Support case link | s are not customer |
|   | Severity: 6 Enhancement                |            |                          |     | CloudCenter                 |     | VISIDIE           |                    |
|   | Product:                               | (1)        |                          |     |                             |     |                   |                    |
|   | Cisco CloudCenter                      |            |                          |     |                             |     |                   |                    |

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**通知**。請參閱步驟2中的映像。您將看到以下內容:

| Add Notification ×               |   |  |  |  |  |  |
|----------------------------------|---|--|--|--|--|--|
| Name your Notification           | Cisco CloudCenter   |  |  |  |  |  |
| Bug Interested In : CSC          | vf61598   |  |  |  |  |  |
| An Email Delivered V<br>Da<br>Mo | eekly to illy onthly  |  |  |  |  |  |
| Save<br>Edit All Notifications   | Get notified about changes to bug information (Title,<br>Description, Known Affected and Known Fixed releases,<br>Status or Severity) |  |  |  |  |  |
|                                  |   |  |  |  |  |  |

輸入您的電子郵件地址,並從下拉選單中選擇一個選項,說明您希望以什麼樣的頻率接收通知(每 週/每天/每月)。 按一下「Save」。

現在,您已設定為通過電子郵件通知自動跟蹤票證進度。