

# 如何跟蹤CDETS編號

## 目錄

[簡介](#)

[跟蹤CDETS編號](#)

## 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

#### 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

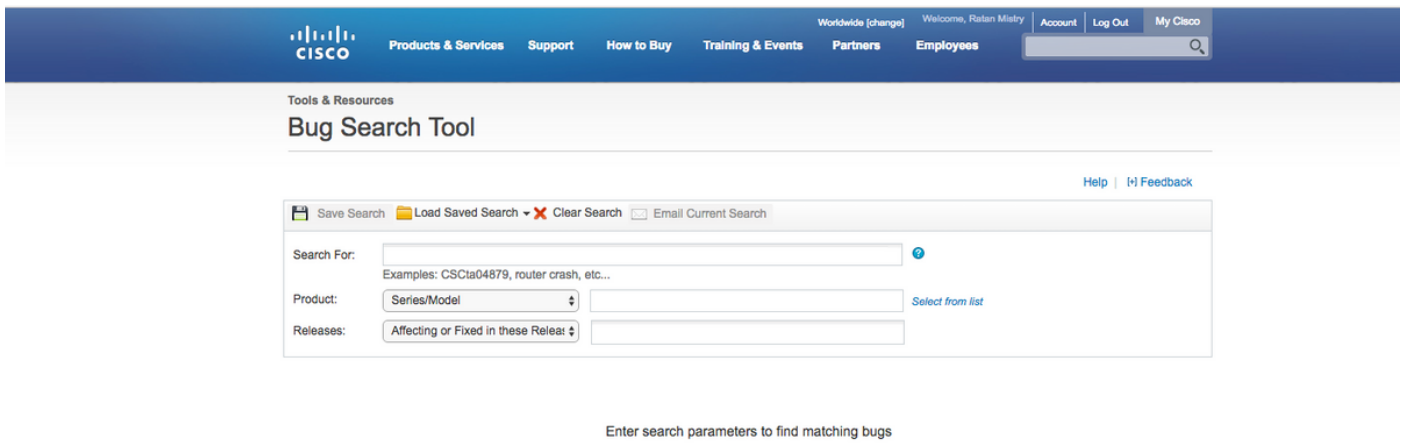
US/Canada 866-606-1866

#### Worldwide Phone Numbers

#### Returns

#### Returns Portal

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



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。

**Description**

\$\$\$IGNORE

**Symptom:**

**Conditions:**

**Workaround:**

**Further Problem Description:**

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

**Details**

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

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)

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。