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Introduction

Many years ago, Cisco decided to publish its defect database on its public website in the form of the [Bug Toolkit](#) ([registered](#) customers only) . This was and is an unprecedented level of transparency on Cisco's part and is something not seen by any other major company in this industry. This information is used by Cisco's customers and partners every day to help determine the cause of problems they might be facing.

Cisco's Technical Assistance Center (TAC) also receives many service requests every day that are the result of a defect documented in this database. Cisco TAC also keeps track of which defects are the cause of service requests as they are closed. This knowledge of which defects currently cause the most issues for customers helps assist Cisco engineers in being aware of things to anticipate, and also helps increase awareness of problems that have already been solved. This has proven to be a valuable resource internally, and Cisco is now very proud to offer this information externally as well in the form of RSS feeds.

When working with TAC on a case that is attributed to a defect, make sure TAC attaches your case to the defect. Case attachment drives this tool which allows you, our customers, to drive the content. Ask your TAC engineer if your case has been linked to ensure that it is included in this tool.

RSS Feeds

Previously, you could subscribe to the RSS feeds and receive **weekly** updates on the hot issues that TAC is working on. The service used to post the articles has been decommissioned and the process was discontinued.

Related Information

- **[Voice Technology Support](#)**
- **[Voice and Unified Communications Product Support](#)**
- **[Troubleshooting Cisco IP Telephony](#)** ⬈
- **[Technical Support & Documentation - Cisco Systems](#)**