

# Cisco IQ Release Notes April 2026

## Overview

Cisco IQ™ is an AI-powered digital interface designed to transform how customers and partners interact with Cisco's Support and Professional Services offers. Cisco IQ consolidates multiple portals, tools, and APIs into a single intelligent interface, serving as the "one front door" to all Cisco Customer Experience (CX) resources. This digital interface simplifies inventory management, vulnerability detection, and connecting to support services.

Cisco IQ applications and features include:

- **Predictive Asset Insights:** Unified inventory tracking lifecycle milestones and delivering relevant field notices and security advisories
- **Adaptive Infrastructure Assessments:** AI-driven assessments across operational health and security domains, generating tailored plans and prioritized recommendations
- **AI-Powered Support:** Modern case management with AI assistance that mimics expert engineers to accelerate root cause analysis and case resolution

This document outlines new features, application support, and known issues for Cisco IQ.

## What's New

### Assets Application

The Assets application delivers comprehensive visibility and management capabilities for Cisco assets and serves as the foundation of Cisco IQ, providing a centralized listing of all devices within an organization. By collecting information from multiple sources, it acts as a single source of truth for device inventory.

#### Asset Criticality Insights

Cisco IQ provides Asset Criticality Insights, which enables the Assets application to predict the functional role and business importance of network devices. By analyzing device configurations and enabled features, Asset Criticality Insights helps you identify which assets have the greatest impact on your network, allowing you to prioritize them for security remediation, software upgrades, end-of-life/end-of-support planning, and coverage decisions.

### Service Contracts

The **Service Contracts** page provides centralized oversight of support contracts. Key features include:

- **Service Contract Oversight:** Streamline renewal planning and coverage strategies with comprehensive contract summaries and detailed data
- **Asset-Specific Insights:** Identify and mitigate vulnerabilities faster with clear, actionable data linked directly to your assets
- **AI-Powered Operations:** Leverage the Cisco IQ AI Assistant for risk management, case support, and real-time troubleshooting

## **LDOS Dashboard**

The Last Date of Support (LDOS) Dashboard provides a centralized view of LDOS milestones and allows for improved asset planning and budget forecasting before hardware or software reaches end-of-life, enabling you to significantly reduce operational risk.

## **Asset Tagging**

The Assets application supports tagging assets, providing a flexible way to organize, filter, and act on your inventory using custom labels. Tags can be created, modified, and assigned to assets, with centralized tag management available for Administrators. You can assign tags to individual assets or in bulk, as well as filter your inventory by tag to quickly locate desired assets.

## **Assessments Application**

The Assessments application provides visibility into your inventory by evaluating your organization's assets and offers a framework that enables you to proactively investigate and mitigate risks related to security, stability, capacity, compliance, and aging, helping keep networks secure.

## **Security Advisories**

The Assessments application enables you to stay ahead of potential threats with integrated Security Advisories. The system proactively surfaces relevant vulnerabilities, ensuring you are informed of critical updates and can take immediate action to protect your network.

## **Security Hardening**

The Assessments application provides automated, real-time visibility into the security posture of your network infrastructure by continuously evaluating your assets against Cisco OS Hardening Guides. It detects configuration deviations across your infrastructure that may affect security posture or risk exposure. Each security hardening rule is evaluated across your covered assets, with findings prioritized by severity to help you address security gaps, enhance resilience, and reduce operational risk.

## Configuration

The Assessments application evaluates your assets against recommended best practices based on Cisco's proven expertise. It detects configuration deviations across your infrastructure that may affect availability, security, or performance. Each best practice rule is evaluated across your covered assets with findings prioritized by severity helping you ensure configuration consistency, enhanced resilience, and reduced operational risk.

## Field Notices

The Assessments application provides timely, proactive notifications regarding hardware and software updates. By surfacing relevant Field Notices directly within the Assessment dashboard, this feature enables you to address potential issues before they impact your operations.

## Support Application

The Support application offers a consolidated view of customer support cases, providing visibility into both open and closed cases you are entitled to access.

## Case Reporting

An interactive dashboard that provides a centralized, visual summary of cases is available in the Support application on the **Overview** page, helping you quickly assess case status and severity. The interactive graphs enable direct navigation to a filtered case list, reducing the time spent searching for relevant cases.

## Case Lists

The following types of case list views are available in the Support application:

- **Account Cases:** The **Cases** page displays a consolidated list of all cases associated with the contracts in your Cisco IQ account, enabling common case actions and insights directly from a single interactive view
- **Your Cases:** The **Your Cases** page displays a consolidated list of cases you are entitled to view and manage, providing a personalized view that makes it easier to focus on relevant cases, complete common actions, and gather insights

Both list views contain configurable columns and filters that persist across sessions and logins, providing a consistent and customized experience.

## Communication Preference Management

Communication preferences are available in the Support application from a case's detail view, improving the overall support experience. You can configure how and when you are contacted, enable case notifications for individual cases, and specify the email addresses that receive the case notifications.

## Case Notes Management

Case notes are available in the Support application from a case's detail view, providing a consolidated record of case updates that are documented and easily referenced in one place. You can record, communicate, and review case updates and decisions whether they were submitted by a customer or a Cisco Engineer.

## File and Attachment Management

Case file management is available in the Support application from a case's detail view, allowing you to securely attach and maintain supporting documents directly within a case.

## Associated Bugs List

A case's associated bugs are available in the Support application from a case's detail view. Clicking a bug opens the corresponding record in Cisco.com's [Bug Search Tool](#), providing immediate visibility into known product issues related to your case.

## Associated RMAs

A case's associated Return Material Authorizations (RMAs) are available in the Support application from a case's detail view, providing a centralized way to track replacement activity, shipment status, and logistics actions related to a case.

## RMA Lists

The following RMA list views are available in the Support application:

- **RMAs:** The **RMAs** page displays a consolidated list of all RMAs associated with the cases in your Cisco IQ account, enabling you to monitor, analyze, and act on all hardware replacement activity directly from a centralized list
- **Your RMAs:** The **Your RMAs** page displays a consolidated list of RMAs that you have the necessary entitlements to view and manage, providing a personalized view to help you focus on relevant hardware replacement activity

## Cisco IQ AI Assistant

The Cisco IQ AI Assistant elevates the usage of Cisco IQ by transforming raw data into actionable insights, recommendations, and guided actions. It integrates with existing tools where it leverages individual data sources and synthesizes intelligence across multiple data streams to deliver real-time suggestions.

## Free Text (Conversational AI)

The Cisco IQ AI Assistant supports Free Text, providing the foundational capabilities for a true conversational AI experience within Cisco IQ, allowing you to interact with data using a Natural Language Processing (NLP) model and making the interface more accessible and intuitive.

## Contextual AI Assistant

The Cisco IQ AI Assistant offers a Contextual AI Assistant to ensure dynamic context, providing seamless support across global applications and individual assets with consistent user-level context. You can effortlessly switch between assets and maintain the session state. It integrates directly with Cisco IQ, providing instant access to critical asset data, including telemetry, support contracts, asset host names, asset IP addresses, and product IDs.

## Prompt Categorization

Cisco IQ AI Assistant provides prompts arranged in a categorized manner to streamline your workflow and help you quickly locate the assistance you need. The prompts are organized into the following categories:

- **Assets (General):** Prompts related to asset lifecycle, including LDOS and general inventory queries
- **Troubleshooting:** Prompts to assist with error syslog messages or configuration questions
- **Cases:** Prompts to support case management actions such as viewing, updating, escalating, and closing cases, enabling efficient tracking and communication with Cisco support resources
- **Asset Criticality:** Prompts related to prioritizing assets for risk mitigation activities based on their role and importance within the network
- **Assessments – Configuration:** Prompts related to summarizing configuration assessment results, identifying configuration deviations against recommended best practices, and generating actionable recommendations
- **Assessments – Security Hardening:** Prompts related to identifying recommended security baseline configurations, best practices for device hardening, and step-by-step procedures for securing Cisco network infrastructure
- **Assessments – Security Advisories:** Prompts related to identifying recommended security baseline configurations, best practices for device hardening, and step-by-step procedures for securing Cisco network infrastructure



**Note:** Basic tier support levels have access to Cisco IQ AI Assistant's **Assets (General)**,

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## **LDOS Summarization**

The Assets prompt library in Cisco IQ AI Assistant contains multiple prompts that can help with LDOS. The Summarization and Prioritization feature enables you to quickly identify and address risks associated with network assets.

## **Fast Track Case Resolution**

The Cases prompt library in the Cisco IQ AI Assistant contains cases prompts that allow you to view and track support cases, making it easier to manage and quickly resolve issues by checking case statuses, review updates, follow progress, and stay up-to-date on next steps.

## **Troubleshooting with the Cisco IQ AI Assistant**

Cisco IQ has an AI-powered Troubleshooting feature empowering you to resolve device issues independently. This intuitive assistant leverages Cisco's certified troubleshooting tools and a comprehensive, proven knowledge base. With this feature, challenges can be quickly resolved, maintaining optimal performance, and reducing the need to open a support case. This functionality is available for the following areas:

- Service Provider
- Enterprise Networking
- Data Center