

Cisco IQ Release Notes July 2026

Overview

Cisco IQ is an AI-powered platform 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 platform simplifies inventory management, vulnerability detection, and connecting to support services.

Cisco IQ modules 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
- **Professional Services Automation:** Automated, data-driven workflows for planning, design, implementation, operation, and optimization, including digital requirements gathering, documentation automation, technology migration, automation governance, and test & validation frameworks

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

Released Features

Cisco IQ

Executive Reports

Cisco IQ now automatically generates Periodic Service Review (PSR) reports for Signature-level cases, available through **Executive Reports**. Each downloadable PDF report includes:

- An executive summary of support cases
- Key Performance Indicators (KPIs) for cases and Return Material Authorization (RMA) analysis
- Software Maintenance Window (SMW) consumption and Service Level Agreement (SLA) analysis for entitled accounts only

PSR reports are stored for up to 12 months.

Peer Benchmarking

Peer Benchmarking provides contextual performance metrics by comparing an account's profile against benchmark data from groups of organizations within similar fields. You can review benchmark metrics within Cisco IQ to understand your standing relative to peers, identify areas for improvement, and take informed action.

Expanded Language Options

Cisco IQ now supports English, Japanese, Korean, Mandarin, and Spanish across all modules and the AI Assistant, making Cisco IQ more accessible. Cisco IQ detects your language preference and displays the UI in that language, defaulting to English when the language is not yet supported. You can manually change your language by opening the **User Menu** and choosing a **Language** from the drop-down list.



Note: For some AI Assistant use cases, non-Latin and non-English responses may not yet be fully supported and responses may return in English.

Resilient Infrastructure Services

Resilient Infrastructure Services (RIS) is a flexible suite of support and professional services that helps you defend against and stay ahead of advanced AI-era threats. Powered by Cisco IQ's AI-driven insights, RIS gives your team always-on visibility into your exposure and personalized playbooks that speed up the detect-assess-respond cycle. It also provides expert-guided workflow and automation to reduce or remove these risks from your environment.

- **Cisco IQ RIS playbook experience:** Step-by-step guidance that walks you through responding to threats and closing security gaps
- **Device-level OS upgrades for compatible assets:** Upgrade the operating system on compatible assets directly, keeping them current and secure

Cisco IQ Connector

Automatic De-duplication When Cloud Controller Telemetry and Direct Discovery Overlap

When a device is discovered by both cloud controller telemetry and a Direct Device Connection (DDC) method (seed file or IP range scan), Cisco IQ now automatically resolves the duplication. DDC takes precedence in overlap scenarios, and the duplicate entry is suppressed.

No configuration is required, and Inventory and Assessment data reflects the corrected records

automatically.

Assets Module

Upload Asset Inventory via CSV File

Assets can now be added to Cisco IQ by uploading a CSV file, providing a path to inventory visibility for hardware that is not connected through a cloud controller or on-premises collector. The CSV must include each asset's serial number; software version, hostname, and location are optional. Uploaded assets are validated against Cisco's records and display in **Assets > Inventory** under a Customer Upload data source.

Services EA Summary: Growth Reporting

A new **Services EA Summary** page has been added to the Assets module. This page provides a view of install base growth sourced directly from Cisco's install base data, giving customers and Account teams a consistent, shared view of portfolio changes over time.

Manual Override of Asset Role and Importance Classifications

Cisco IQ automatically classifies entitled telemetry assets with a predicted Role (such as router or access switch) and Importance (its relative criticality within the network) based on telemetry data. These classifications influence risk scoring, AI Assistant responses, and Assessments prioritization. Key features include:

- **Inventory table: Role and Importance** drop-downs are available on asset rows for individual or bulk edits. Manually overridden values are indicated with a visual marker.
- **Asset details view:** The same override controls display in the asset details panel, accompanied by an explanation of the telemetry attributes that informed the original prediction.

Assessments Module

The Assessments module 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. Key highlights are outlined below.

Quantum Safe Infrastructure

The Assessments module now evaluates your network environment against emerging post-quantum cryptographic standards, identifying vulnerabilities to quantum-enabled threats. By analyzing encryption usages for potential gaps, findings are prioritized by risk level to deliver actionable insights that strengthen your security posture and ensure long-term data integrity. Quantum Safe Infrastructure Assessment includes

IOS-XE (excluding ASR 1000 and ISR 4000), IOS-XR, NX-OS, ACI, Cisco Secure Firewall Threat Defense (FTD), and Cisco Secure Firewall Adaptive Security Appliance (ASA). The device cryptographic bill of materials (CBOM) feature is in beta.

Software Release Conformance

The Assessments module now enables you to evaluate conformance of the software that you are running across your asset inventory. It identifies any devices running software versions that are not a Cisco recommended version, and provides a recommendation on the version to run. Key benefits include:

- Identifying the nearest Cisco suggested release for the version and features you are running on a specific device
- Viewing the percentage distribution of devices that aren't on a Cisco recommended software version
- Accessing download links for recommended software versions, streamlining the remediation workflow for non-conformant devices

TLS Certificate Expiration

The Assessments module now enables you to monitor certificate health, view certificate details, and receive alerts on expiring certificates. It unifies and categorizes the expiration date for X.509 HTTPS and Transport Layer Security (TLS) certificates, as well as provides other certificate information to help with the certificate renewal process. The **Findings by Assets** view now includes per-device certificate counts and expiry information, helping you take timely action and prevent service disruptions.

Assessment Usability Enhancements

The Assessments module now includes enhanced Configuration and Security Hardening Assessments that provide contextual guidance for Inconclusive findings and updated categories applicable to configuration rules.

Rule Reference Link Enhancements

Rule reference links across assessment findings are now enhanced with a standardized format with descriptive labels and built-in URL validation to ensure links are well-formed and accessible, delivering a more consistent and reliable navigation experience to external documentation.

Enhanced Recommendation Guidance for Catalyst Center Managed Devices

Findings for IOS and IOS XE devices now include Catalyst Center-specific recommendation guidance, such as applying fixes through configuration templates or intent-based provisioning, alongside the existing suggested command.

Support Module

The Support module offers a consolidated view of customer support cases and RMAs, providing visibility into both open and closed cases you are entitled to access as well as RMAs related to the account you are viewing.

Visualize and Filter Cases by Support Tier

Case list views now include a **Support Tier** column and filter, allowing you to isolate cases by contract level. The column is available on both the **Cases** and **Your Cases** pages, while filtering is only available on the **Cases** page. Available values include Basic, Standard, Signature, and Uncovered/Other for cases with no associated support contract.

See Attribution and Timestamps on Case Detail Views and Notes

The **TAC progress details** fields in a case's detail view (for example, **Problem Description**, **Current Status**, **Action Plan**, and **Resolution Summary**) now display the author's name or an AI-generated tag alongside a date and time stamp. This is similarly applied in the **Notes** tab, making it clear whether content was written by a Cisco Engineer, a customer, or AI.

Search by RMA Number and Track RMA Drafts

RMA list views now support searching by RMA number, allowing you to further narrow search results. Additionally, the progress bar in RMA detail views now includes a Draft state, providing a more complete view of the RMA lifecycle.

Removal of the Default 90 Day Filter

RMA and Cases list views no longer apply the default "90 day" filter across the **RMAs**, **Your RMAs**, **Cases**, and **Your Cases** pages, allowing you to view your full RMA and case histories.

New Widgets and Case Trend Graph Chart

The **Support Overview** page now displays new widgets containing metrics for open cases and RMAs as well as a new Case Trend graph chart that displays case volume trends over time for opened and closed cases. New widgets include:

- Draft RMAs
- RMAs Pending Returns
- Cases Pending Customer Action



Note: The Case Trend graph chart is only available for Standard Level customers and above.

View RMA State and RMA Status Columns

RMA State and **RMA Status** are now available columns in the **RMAs** and **Your RMAs** pages, enabling you to more quickly identify which RMAs require follow-up action. The **RMA State** column is available on both the **RMAs** and **Your RMAs** pages, while the **Return Status** column is only available on the **RMAs** page.

Submit Direct Feedback from the Help Menu

The new **Report an Issue** option in the Cisco IQ Help Menu opens a modal in Cisco IQ for submitting feedback or reporting issues, enabling you to report problems directly. Additionally, Help Menu items are reordered to improve discoverability.



Note: Only use **Report an Issue** for Cisco IQ issues; you must open a Technical Assistance Center (TAC) case for end-device issues.

Actionable Insights in Case List Views

The **Cases** and **Your Cases** list views now display a dynamic **Insights** banner above the case lists, presenting 2–3 prioritized, actionable observations about your current case portfolio, helping you prioritize next actions at a glance.

AI Assistant

The 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.

File Upload Support for Troubleshooting

You can now upload the following supported file formats directly into AI Assistant troubleshooting conversations for AI-powered analysis, summaries, and insights, removing the need to manually enter data or file contents:

- Text files (.txt)
- Spreadsheet files (.xls, .csv)
- Presentation files (.ppt)

- Image files (.jpg)
- Document files (.pdf)
- Compressed files (.zip, .rar, .7z, .gz, .tar)



Note: Uploads are limited to 100MB per file and 500MB per thread.

Device-Level Self-Service Troubleshooting

Standard and Signature Level capabilities now provide you the ability to troubleshoot with the AI Assistant at the device level, providing tailored diagnostics and enabling comprehensive root cause analysis beyond general troubleshooting guidance for devices through file uploads.

Ask About Cisco IQ Features and Use Cases

The AI Assistant can now answer general questions about Cisco IQ's features, modules, and use cases as well as where to find documentation and how to contact support, reducing the need to search external resources for basic product questions.

Known Issues

The following known issues are actively being addressed in Cisco IQ.

Assessments Module

Incorrect Affected Asset Count Display

Currently, in **Assessments > Field Notices**, the affected asset count for a given Field Notice may be higher than the count displayed on the **Field Notice** details page. However, the details page count reflects the correct number of unique affected assets. There is no workaround available for this issue.

Duplicate Assets with Inconsistent Security Advisory Counts

Currently, in the **Assessments > Findings by Asset**, some assets may display as duplicate entries. Additionally, an asset may show a security advisory count of "0 affecting" in the list view, while navigating into that asset's details view reveals active security advisories. There is no workaround available for this issue.

Intermittent Disappearance of Security Hardening and Configuration Sections

Currently, in the **Assessments > Overview** page, the **Security Hardening** and **Configuration** sections—including their bar graphs and navigation links—may intermittently disappear. Refreshing the page typically restores the missing sections.

Field Notice Not Displayed on Asset Field Notices Page

Currently for certain assets, the **Asset Summary** page bar graph correctly indicates one or more Field Notices; however, when navigating to the same asset's Field Notices detail page, the message "No field notice issues detected" is displayed. There is no workaround available for this issue.

System Settings

Unable to Add Service Contracts

Currently, users may encounter an error when attempting to add a service contract via **System Settings > Service Contracts > Add Contract**. The contract cannot be saved, and the error does not provide actionable guidance. There is no workaround for this issue.

AI Assistant

AI Assistant Does Not Respond to Vulnerability Device-List Queries

Currently, when submitting a prompt requesting an exportable list of devices affected by a specific vulnerability (for example, "I need an exportable list of my devices affected by vulnerabilities in Cisco IOS XE Software Web UI Feature"), the AI Assistant may run indefinitely without returning a response. There is no workaround for this issue.

Resolved Issues

There are no resolved issues to report as part of this release.