Cisco IQ Release Notes August 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

Enhanced Intersight and Webex Collection Time

Previously, newly added Intersight and Webex cloud accounts could take up to 24 hours to display data. Cisco IQ now populates data within one (1) hour of adding an Intersight or Webex cloud account, enabling you to quickly access comprehensive network insights.

Notes:
- Cloud accounts with exceptionally large device configurations may require additional time to process
- Subsequent data refreshes for each cloud connector occur on a daily cadence

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Rapid Problem Resolution for Devices Connected through Cisco IQ Link

The Support module now automatically attaches relevant log files and grants access to the case owner, enabling Technical Assistance Center (TAC) Engineers to remotely access them when a support case is opened for a device connected through Cisco IQ Link. This accelerates case resolution and reduces delays by allowing for immediate troubleshooting without additional input.

Enhanced Meraki Collection Time

Previously, newly added Meraki cloud accounts could take up to 24 hours to display data. Cisco IQ now populates data within one (1) hour of adding a Meraki cloud account, enabling you to quickly access comprehensive network insights.

Resolved Issues

The following issues have been resolved as part of this release.

Hardware Refresh Recommendations Now Shown for Quantum Safe Communication Results

Previously, hardware refresh recommendations were only displayed for Secure Boot failures. Devices with quantum safe communication capabilities marked as "Not Supported" — meaning the hardware can never support quantum resistance for that communication protocol — now correctly display a hardware refresh recommendation with the suggested replacement platform.

Quantum Safe Assessment Now Returns Supported Software Types and Data Sources

Previously, the Quantum Safe Network Infrastructure Assessment did not return the correct metadata, including supported software types (such as IOS XE, IOS XR, ASA, FTD, NX-OS, and NX-OS ACI), support tiers, or supported data sources. This information is now correctly returned as part of the assessment details.

Adding Service Contracts Now Resolved

Previously, users encountered an error when attempting to add a service contract via **System Settings** > **Service Contracts** > **Add Contract**. The contract could not be saved, and the error did not provide actionable guidance. This issue has been resolved, and service contracts can now be added successfully.

 **Notes**: Subsequent data refreshes for Meraki occur on a daily cadence.

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.

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.