CX Cloud Release Notes September 2021

Contents

Introduction

The Customer Experience (CX) Cloud is a SaaS offering that enables Customer success throughout their journey to onboard, optimize, and adopt new technologies across all architectures. Customers with Cisco Success Tracks subscriptions get access to the following features:

- **Contextual Learning**: Window to Collaborative Intelligence Platform with the latest resources for network engineers and architects via "Ask the Expert" webinars, "Success Tips", Accelerator's engagements, and training.
- **Trusted Support**: Help solve immediate technical problems and get proactive and prescriptive service options at the software and solution level.
- **Insights & Analytics**: Digital Intelligence tools that deliver proactive and predictive insights and helps customers recognize potential problems, optimize operations, and accelerate technology adoption/transitions.
- **Expert Resources**: One-stop experience for all available architectures and Cisco products with access to strategic expert advice on detailed design and validation as well as industry-specific solutions.

This document provides information about new features in CX Cloud, supported browsers, resources, and known issues.

Navigate to CX Cloud using URL https://cx.cisco.com and log in with CCO credentials.

What's New

This section highlights new capabilities that are part of this release:

- CX Cloud has been updated to improve overall general performance, address known defects, and to include new customer feedback features.

Supported Product Families

This section covers the Optimal Software Versions (OSV) and Automated Fault Management (AFM) supported product families.

Cisco Digital Network Architecture Center (DNAC) Supported Types

- Single Node
- Cluster

Optimal Software Versions Supported Product Families

Routing and Switching

- Cisco Catalyst 2960-C Series Switches
- Cisco Catalyst 2960-CX Series Switches
- Cisco Catalyst 2960-L Series Switches
- Cisco Catalyst 2960-Plus Series Switches
- Cisco Catalyst 2960-X Series Switches
- Cisco Catalyst 2960-XR Series Switches
- Cisco Catalyst 3560-CX Series Switches
- Cisco Catalyst 3650 Series Switches
- Cisco Catalyst 3750-X Series Switches
- Cisco Catalyst 3850 Series Switches
- Cisco Catalyst 4500 Series Switches
- Cisco Catalyst 4500-X Series Switches
- Cisco Catalyst 6500 Series Switches
- Cisco Catalyst 6800 Series Switches
- Cisco Catalyst 9200 Series Switches
- Cisco Catalyst 9300 Series Switches
- Cisco Catalyst 9400 Series Switches
- Cisco Catalyst 9500 Series Switches
- Cisco Catalyst 9600 Series Switches

Wireless

- Cisco 3500 Series Wireless Controllers
- Cisco 5500 Series Wireless Controllers
- Cisco 8500 Series Wireless Controllers
- Cisco Catalyst 9800 Series Wireless Controllers
- Cisco Catalyst 9800 Wireless Controllers for Cloud

Automated Fault Management Syslog Supported Product Families

Routing and Switching

- Cisco Catalyst 9600 Series Switches
- Cisco Catalyst 9300 Series Switches
- Cisco Catalyst 9200 Series Switches
- Cisco Catalyst 9400 Series Switches
- Cisco Catalyst 9500 Series Switches
- Cisco Catalyst 2960-C Series Switches
- Cisco Catalyst 2960-CX Series Switches
- Cisco Catalyst 2960-L Series Switches
- Cisco Catalyst 2960-X Series Switches
- Cisco Catalyst 2960-XR Series Switches
- Cisco Catalyst 3560-CX Series Switches
- Cisco Catalyst 3650 Series Switches
- Cisco Catalyst 3850 Series Switches
- Cisco Catalyst 4500 Series Switches
- Cisco Catalyst 4500-X Series Switches
- Cisco Catalyst 6500 Series Switches
- Cisco Catalyst 6800 Series Switches
- Cisco 4000 Series Integrated Services Routers

Wireless

- Cisco 5500 Series Wireless Controllers
- Cisco 8500 Series Wireless Controllers
- Cisco 3500 Series Wireless Controllers
- Cisco Catalyst 9800 Series Wireless Controllers
- Cisco Catalyst 9800 Wireless Controllers for Cloud

Aironet Access Points

- Cisco Aironet 1800 Series
- Cisco Aironet 4800 Access Points
- Cisco Aironet 1850 Series Access Points
- Cisco Aironet 1830 Series Access Points
- Cisco Aironet 3800 Series Access Points
- Cisco Aironet 1815 Series Access Points
- Cisco Aironet 2800 Series Access Points

Note:

Signatures supported for *Routing & Switches*, *Wireless* product series only.

Supported Browsers

The following browsers (latest official release) are recommended for an optimal CX Cloud experience.

- Google Chrome
- Microsoft Edge
- Mozilla Firefox

Resolved Defects

This section lists all defects resolved as a part of this release:

Identifier	Headline
CSCvx37221	Meraki status was inconsistent in different accounts for the same API key.CSC
CSCvz27015	Search and create asset group was creating group with zero (0) devices.

Known Defects

This section lists all known defects in this release.

Identifier	Headline
CSCvz49161	Recommendations are not getting generated for 3k devices though the candidate releases are available with better risk score.
CSCvz57749	WEM published handout and datasheet docs not reaching CX Cloud.
CSCvz57957	ACC 1-on-1 Request failing with 500 error
CSCvz58622	CEC User getting "400 Bad Request - Invalid Input Parameters" in Cases API.
CSCvz60316	Unable to launch videos for E-learning failing with 500 error.
CSCvz61479	Scan scheduled in IST time triggers in GMT time zone for the same time.
CSCvz63301	CX-DNAC-Frey: FES entitlement API failing when initiating bug IC scans, Status code:400
CSCvz64263	CX-DNAC-Frey: Two different groupId were created for CX customer in Iron bank who first connected in BT DNAC, then on-boarded in CX Cloud portal and did day-0 though it should be one when customer onboarded from CX cloud portal.
CSCvz64318	Broken pagination in the last page if the user switches accounts

Resources

The resources in this section are used in the CX Cloud portal:

CX Cloud Support Site

To learn more about CX Cloud documentation, visit Cisco CX Cloud Agent where you can view the portal overview video, latest and previous releases, downloads, and community pages.

Submit Your Comments/Ideas

Your input matters to us, and we want to include it in the CX Cloud to enhance your experience! Click here to submit ideas or other feedback.

Customer Feedback Included

We heard you and your feedback is now included in CX Cloud. Read on to see what made it to the portal.

- The "Delete scheduled scan" option has been placed next to "scan time" for better clarity and ease of use.
- A custom description can now be added to the "scheduled diagnostic scan" and displays in the list of scheduled scans for quick glance.
- Users can now add more than one (1) CCO ID recipients for Case Automation settings.
- The "3-dots selection" option is now visible on a searched asset for additional functionality.
- The CX Cloud banner and email notifications for license renewals messages have been revised to provide clarity and the notification frequency for license renewals has been optimized.
- Support metrics data can now be exported into a report for visibility and transparency.
- The default view for the Advisories list is sorted by the most recent use case for ease of use.
- The community widget in Lifecycle tile is now called "Cisco Community Discussion" to communicate the value and benefit of the community widget for users.
- Users are given additional details about the "level of contracts" to identify the reason behind the greyed-out severity 1 or severity 2 fields while opening the case in the portal.