CX Cloud Release Notes May 2022

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 (ATX)" 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 and known issues.

Use this [link](#) to access CX Cloud and log in with CCO credentials.

What's New

View TAC Notes

CX Cloud has been enhanced with infinite scroll functionality for notes related to a TAC case in list view of Cases tile.

Crash Diagnosis for Supported Product Families

CX Cloud has been enhanced to improve the Crashed Asset component of Crash Risk for the IOS-XE WLC Controllers.

CX Cloud can now distinguish crashes from other reset events, significantly reducing false positive results. With better detection, a new crash diagnostics workflow has been added to accelerate identification of the root cause of the crash event. This workflow helps users locate, extract, and

upload crash files for processing against Cisco's proprietary machine learning engines to isolate the specific problem. Customers also have the option to self-remediate issues or request assistance from the Technical Assistance Centre (TAC) Team, leveraging Rapid Problem Resolution.

Crash Prediction for Supported Product Families

CX Cloud has been enhanced to provide better and accurate crash predictions for the following supported Product Families.

Cisco Catalyst 9300 Series Switches

Cisco Catalyst 9200 Series Switches

Cisco Catalyst 9400 Series Switches

Cisco Catalyst 9500 Series Switches

Cisco Catalyst 9600 Series Switches

Cisco Catalyst 3750 Series Switches

Cisco Catalyst 3750-x Series Switches

Cisco Catalyst 4500 Series Switches

Cisco Catalyst 4500-X Series Switches

Cisco Catalyst 6500 Series Switches

Export Assets Report from Software Insights

CX Cloud has been enhanced such that customers can now download Assets reports from the Software Insights view in the **Insights** tile. Details like Software Type, Current Release, Selected Release and Deployment Status can be viewed in the downloaded file.

CX Cloud Agent v2.0

CX Cloud has been enhanced such that CX Cloud Administrators can now add either 10 DNACs clusters or 20 non-cluster DNACs, instead of 10 DNACs clusters to support more customers.

Resolved Defects

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

Identifier	Headline
CSCwb46532	CX Cloud has been updated to resolve a previous lag time in displaying newly added users and modified user roles in Admin Settings.
CSCwb46497	Previously, CX Cloud Agent v2.0 Day 0 registration was timing out, preventing users from completing registration. This issue has been resolved such that customers can successfully perform CX Cloud Agent v2.0 Day 0 registration as expected.

CSCwb48160	CX Cloud has been updated such that rule details for modified or deleted rules with a space in the rule name (e.g., rule one vs. ruleone) reflect updates as expected in the authorization database.
CSCwb49600	CX Cloud has been updated such that Super Admins receive Partner reminder notifications for customer access requests as expected.
CSCwb53685	CX Cloud has been updated such as users can successfully modify existing user group details in the **Admin Settings > Identity & Access > Users** tab.

Known Defects

This section lists all known defects in this release.

Identifier	Headline
CSCwb73008	Clicking **User Profile** > **Manage Profile** from the CX Cloud portal opens a new CX Cloud log in tab directing customers out of the portal instead of opening the profile page in another tab as expected.
CSCwb74262	Options to upgrade the device image In **Software Group** view are enabled for Read Only users though they would not be able to complete the operation. Ideally Read Only users should have access to only view the Software Recommendations but not to Accept or Cancel the recommendations.

AWS Performance Defects

CSCwb75808	Faults with the status "published and deleted" fail to display (Alarm Interface Error) in **Insights** > **Faults**.
CSCwb80512	When attempting to edit an Asset Group, CX Cloud erroneously displays all assets instead of individually selected assets for modification.
CSCwb92088	Unable to complete the NextGen (NG) 2.0.1 upgrade patch from NG 2.0.0 as the patch fails.

Customer Included Feedback

Fault Notifications for Success Track Covered Devices

CX Cloud now includes a notification in the Faults tab to notify customers that those faults are only applicable to Success Track covered devices.