

CX Cloud Release Notes October 2022

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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

The release notes in this section detail features that will be available as part of the October 2022 release.

Latest Version of CX Cloud Agent Available

CX Cloud Agent v2.2 is now available, enabling customers to add non-controller devices to CX Cloud Agent. Visit the **Software Download** page to upgrade or install the latest release. CX Cloud Agent and CX Cloud portal have been updated to provide collection and telemetry insights for the directly connected Campus eligible devices, similar to those connected to a Cisco DNA Center. CX Cloud Agent collects telemetry insights from legacy Campus devices that are not eligible for Cisco DNA Center, as well as Cisco DNA Center eligible campus devices that are not connected to any Cisco DNA Center. The following release notes detail key highlights in CX Cloud Agent v2.2.

Note: For purposes of this document, the term “Non-Controller” refers to other assets collected by CX Cloud Agent.

Supported Product List Updated to Include Non-Controller Product Families

The Supported Product List has been updated to include the following CX Cloud Agent Supported Product Families:

- Cisco 1000 Series Integrated Services Routers
- Cisco 1900 Series Integrated Services Routers
- Cisco 4000 Series Integrated Services Routers
- Cisco 800 Series Routers
- Cisco 900 Series Integrated Services Routers
- Cisco ASR 1000 Series Aggregation Services Routers
- Cisco Catalyst 1000 Series Switches
- Cisco Catalyst Digital Building Series Switches
- Cisco Catalyst IE3200 Rugged Series
- Cisco Catalyst IE3400 Rugged Series
- Cisco Catalyst Micro Switches
- Cisco Industrial Ethernet 3010 Series Switches

CX Cloud Agent also supports the Cisco DNA Center product families.

Direct Device Telemetry Collection for Campus Assets

CX Cloud customers with the Campus Success Track can now enable direct device collection through CX Cloud Agent and view telemetry insight into devices.

Connecting Devices to CX Cloud Agent

CX Cloud has been updated such that users now have two ways to connect Campus Network devices to CX Cloud Agent:

- seed file
- IP range

The seed file (.csv) option provides a way to easily add up to 10,000 devices. To use the seed file, users can download the template, complete the required information, and upload it to CX Cloud.

The IP range allows CX Cloud Agent to discover and collect telemetry data from a specific set of compatible devices. Users can add devices by specifying a specific IP range or by using wildcards to replace parts of an IP address to create a range. For example: 172.16.*.* allows the credentials to be used for all devices in the 172.16.0.0/16 subnet.

Edit Inventory Scans

CX Cloud has been updated such that administrators can now edit inventory scans (**Data Collection > Admin Settings**) for non-controller devices allowing them to refine the schedule based on business needs. Non-controller devices added by administrators display in the **Data Collection** window.

Manage Diagnostic Scans

CX Cloud has been updated such that administrators can now schedule new diagnostics scans or edit existing diagnostics scans for non-controller devices to identify any issues that may affect the devices. Additionally, the **Cisco DNA Center** drop-down list on the **Scheduled Scan** details page has been renamed to **Data Sources**.

View Non-Controller Devices on Data Sources Page

CX Cloud has been updated such that the **Data Sources** page displays non-controller devices separately allowing administrators to confirm whether non-controller devices are reachable or unreachable.

View Software Suggestions and Details

CX Cloud customers can view non-controller devices allowing them access to a product family that was previously unavailable. In addition, the **Software Groups** tab under the **Insights** tile in CX Cloud has been updated with the following changes:

- A new visual filter titled **Managed By** has been added that displays the names of controller and non-controller managers. Hovering over a name shows the percentage of assets managed.
- The **Source** column in the **Software Group** table has been renamed to **Managed By**.

- Cisco DNA Center displays in the **Managed By** column for all controller managed devices and CX Cloud Agent displays for all non-controller managed devices.

View Device Crashes and Risks for Non-Controller Devices

The **Crashed Assets** and **Crash Risk** pages in CX Cloud have been updated such that users can now view device crashes and crash risks for other assets providing users with insight into the health of their non-controller devices. Additionally, the **Source** column has been renamed to **Managed By** in the **Crashed Assets** and **Crash Risk** tables on both pages.

Enable Syslogs

CX Cloud Insights users can now configure non-controller devices to forward syslogs and faults to CX Cloud Agent allowing users to view fault messages, enable case creation, and enable email notifications for non-controller devices.

New Branding for Cisco DNA Spaces

Cisco DNA Spaces under the CX Cloud **Platform Suite** has a new icon and is now called **Cisco Spaces**.

Enhanced Navigation for Assets and Cases

CX Cloud has been updated such that users can now navigate directly from the **Assets** details page to the **Cases** details page by clicking the **Cases** tab > **Case ID**. Users can also return to the **Assets** details page by clicking the asset ID in the **Cases** details page.

Perform Inventory Collection Scan

With the October release, the location of the inventory collection data for regulatory compliance has changed requiring CX Cloud Administrators to ensure that an inventory collection scan has occurred before clicking **Run Compliance Check** from the **Admin Settings > Insights > Compliance** page.

Resolved Defects

This section lists defects resolved as part of this release.

Identifier

Headline

[CSCwb82878](#)

Previously, customers with proxy enabled without a proxy username and password were unable to upgrade CX Cloud Agent v1.x to v 2.0. Customers can now upgrade without a proxy username and password.

[CSCwb85890](#)

Previously, customers with SSL-interception enabled could not upgrade CX Cloud Agent from v1.x to v2.0 because SSL certificates were not automatically generated. CX Cloud Agent has been updated such that the SSL certificates are automatically generated, allowing customers to upgrade without issue.

[CSCwc13970](#)

Previously, time synchronization failed such that the incorrect time displayed for customers in CX Cloud Agent. This issue has been resolved such that the current timestamp correctly displays.

[CSCvw54075](#)

CX Cloud Agent has been updated such that the Connector MS logs have been

enhanced to provide the status of the backend connections. Previously, customers who used the Route Processor Redundancy (RPR) feature in CX Cloud could not retrieve device configurations due to failed scans. CX Cloud has been updated such that users can now use RPR without the device scan failing.

[CSCwd10908](#)

Known Defects

This section lists known defects in this release.

| Identifier | Headline |
|----------------------------|---|
| CSCwd33792 | Duplicate software groups display for non-controller devices in the Software Groups page when a seed file is replaced with a new seed file in CX Cloud. |
| CSCwd33645 | Currently in CX Cloud, when the Managed By filters are utilized in a use case, the filters are not cleared from the Software Groups page when navigating between use cases, requiring users to use the Clear All button to manually clear the filters. |
| CSCwd32617 | The Assets Support Coverage percentage field in the Assets & Coverage tile shows 0% even when there are valid CX Cloud assets for the ISO Success Tracking. |
| CSCwd34738 | The diagnostic <i>show tech</i> command for non-controller devices fails with a timeout error preventing CX Cloud Agent from collecting data. This failure occurs when the output is too large, and the scan takes more than one minute to complete. |
| CSCwd20485 | Currently in CX Cloud, the Affected Assets page intermittently fails to load in the Compliance page. Once loaded, blank pages display when columns are sorted. |
| CSCwd22699 | Currently in CX Cloud, Field Notice and Security Advisories data in the Software Groups page is inconsistent with the same data in the Assets & Coverages page. |
| CSCwd08303 | Duplicate Software Groups display for the same Cisco DNA Center with no associated assets. |
| CSCwd24011 | Currently in CX Cloud, when non-controller devices previously marked for non-processing are redesignated for processing, the associated purge flag remains attached to the device preventing it from displaying on the Software Groups page as expected. |
| CSCwd21619 | Currently in CX Cloud, there is a discrepancy in the Affected Features and the Count for selected profiles in the Software Groups details page. |