

CX Cloud Release Notes January 2024

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Overview

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, resolved defects, and known issues in CX Cloud. 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 enabled as part of the January 2024 release.

Cloud Network Success Track Enhancements

New Adoption Lifecycle Use Case

The **DCN Digital Transformation Onramp** Use Case has been added to the Cloud Network Success Track, providing a path to onboard standalone Nexus switches to CX Cloud for customers not using the Cisco Nexus Dashboard Fabric Controller (NDFC).

Adding Nexus and APIC Assets

CX Cloud can now interact directly with the customer inventory through CX Cloud Agent, allowing customers to add Nexus Switches and Application Policy Infrastructure Controller (APIC) controllers without Intersight. These assets are added in **Admin Settings > Data Sources > Other Assets** using the seed file or IP range options and display in the **Assets & Coverage > Assets** tab. Fabric Extenders are supported as a part of the **Other Assets** upload.



Note: Adding an APIC controller that is already managed by Intersight leads to duplicate records. Customers can upload APIC servers that are not managed by other controllers.

Insights Availability

The **Insights** tile is now available for Cloud Network Success Track customers, offering the following benefits:

Software Suggestions

The **Software** tab provides insights for Cisco Application Centric Infrastructure (ACI) fabrics installed on a customer's cloud network based on telemetry data, release bugs, security alerts, field notices, and features currently enabled on the network, along with suggesting an optimal software version.

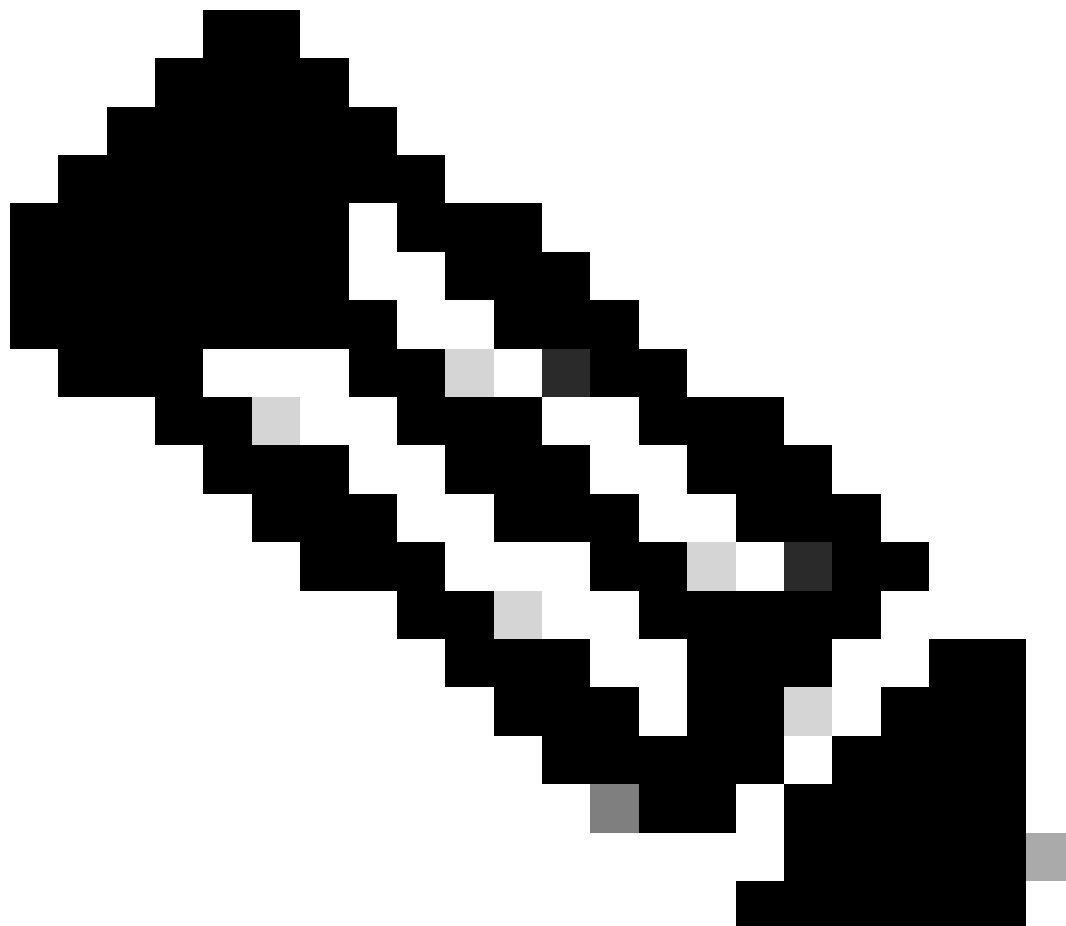
Compliance

The **Compliance** tab provides insights to identify PCI and/or HIPAA violations on enabled policy profiles to determine a further course of action to resolve violations.

Fabric/Site Details

A new **Fabric/Site** column for assets has been added through Intersight. The new column displays in the **Assets & Coverage > Assets** tab and in the **Advisories** detail view under the **Affected Assets** tab.

Additionally, a **Fabric Staleness** filter has been added, allowing customers to filter assets by fabrics to associate assets with deployed fabrics. A caution icon displays in the **Assets** and **Advisories** table columns for data older than seven days.



Note: Note: Asset information collected through CX Cloud Agent does not display a caution icon.

Stale Fabric Notifications

The **Insights** tile has been updated to display a caution icon indicating that Intersight data is more than seven days old and requires a refresh. This caution is also available in the **Data Sources** detail view under **Admin Settings**.


WAN Success Track Added

The **Wide Area Network (WAN)** Success Track has been added to CX Cloud, optimizing customer networks by providing a pathway to Software Defined WAN (SD-WAN) with options such as Cisco Catalyst SD-WAN Manager (previously vManage) and Cisco DNA Center. As part of this enhancement, CX Cloud Administrators can now add **Cisco Catalyst SD-WAN Manager** as a data source, enabling support for SD-WAN devices associated to the SD-WAN Manager and CX Cloud Agent now includes support for the additional SD-WAN devices. The available Level 1 Success Track features include **Assets & Coverage, Adoption Lifecycle, Advisories (Security Advisories and Field Notices)** and **Cases**.

Note: Priority Bugs and Rapid Problem Resolution (RPR) are excluded.

The following Use Cases are included with the **WAN** Success Track:

- **WAN Digital Transformation Onramp:** Enables lifecycle support for other assets telemetry collected through CX Cloud Agent and provides the path to onboard network devices to CX Cloud for those customers not using the Cisco Catalyst SD-WAN Manager along with lifecycle tracking of the migration to controller managed infrastructure
- **Secure Direct Internet Access:** Optimizes traffic flow and WAN bandwidth consumption by enabling Secure Direct Internet Access
- **Secure Automated WAN:** Enables Cisco SD-WAN to improve WAN application performance with transport independence across multiple connection types and simplifies operations and time to deploy with automation and cloud-based management while improving edge security

 **Note:** Currently, Cisco Catalyst SD-WAN Manager telemetry does not include asset configuration details which may result in a higher count of **Potentially Affected** devices under **Security Advisories**. Without the running configuration, CX Cloud cannot determine whether configured features on SD-WAN devices are impacted by the vulnerability. Consequently, these devices display as **Potentially Affected** with “Missing Running Configuration” listed in **Affected Reasons**. Support is available for SD-WAN devices using CX Cloud Agent to pull telemetry directly from devices which includes the running configuration. Cisco recommends not configuring Cisco Catalyst SD-WAN Manager in CX Cloud Data Sources when devices are connected using CX Cloud Agent. Connect SD-WAN devices using the seed file or IP range through CX Cloud Agent to see an accurate list of assets affected by Security Advisories.

Refer to the [Telemetry Connect for CX Cloud](#) for more information.

The [Supported Product Families](#) has been updated to reflect newly supported WAN devices.

Collaboration Success Track Added

The new **Collaboration** Success Track has been launched in CX Cloud, allowing customers to manage their Collaboration hardware endpoints.

Available Level 1 Success Track features include **Assets & Coverage, Adoption Lifecycle, Advisories (Field Notices)** and **Cases**.

 **Note:** Priority Bugs and Rapid Problem Resolution (RPR) are excluded.

Through this new Success Track, Level 1 customers have access to the Adoption Lifecycle **Cloud Device Experience** Use Case.

Refer to the [Telemetry Connect for CX Cloud](#) for more information.

The [Supported Product Families](#) has been updated to reflect Collaboration devices.

New Subscription Filter

A new **Hardware Subscription** filter has been added to the **Assets** tab in the **Collaboration** Success Track, allowing customers to filter by **On Subscription** or **Not on Subscription**.

Page Titles Added to Web Browsers

CX Cloud has been enhanced to display specific page information including Success Track and Use Case in the web browser tabs and browser history for a more personalized experience. Bookmarks can also be saved with a route path or custom name. This personalized experience helps customers to easily distinguish between multiple browser tabs in their CX Cloud account.

Today View Enhancements

New Cards Added

The **Today** tile has been updated to include **Coverage Expiring** and **Assets Not Covered** cards. Customers can view assets with expiring coverage on the **Coverage Expiring** card, ensuring timely action is taken to renew or extend coverage as needed. The **Assets Not Covered** card allows customers to quickly identify assets with no coverage, enabling them to address potential gaps in asset protection.

Critical Faults Data

The **Today** tile for the Campus Network Success Track has been updated to refresh and display critical faults data for seven days instead of the last 24 hours. This update is reflected in the **Critical Faults** cardlet, count and table information for critical faults, information in the **View All Details** link, and for CSV export data.

Feedback Section Removed

The **Was this helpful?** section has been removed from the bottom of the global search of CX Cloud. Customers can continue using the **Share Feedback** button (right-hand side of each page) to share feedback.

Defects

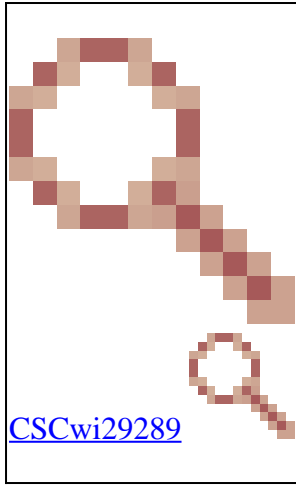
Resolved Defects

There are no resolved defects as part of this release.

Known Defects

The following known defects are actively being worked on in CX Cloud.

Identifier	Headline
CSCwi49971	Currently in the Cloud Network Success Track, the Features detail view for fabrics erroneously displays duplicate active features and associated assets.



[CSCwi29289](#)