

CX Cloud Release Notes September 2025

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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 September 2025 release.

Announcing CX Agent v3.1

CX Agent v3.1 is now available! This latest release introduces new features and enhancements to improve integration and usability. CX Agent v3.1 supports seamless upgrades from versions v2.4 and v2.4.1,

ensuring a reliable and efficient transition to the latest release. Users currently with earlier versions like v2.2 or v2.3 can upgrade to versions v2.4 or v2.4.1 before upgrading to v3.1. Highlights of v3.1 includes:

HashiCorp Vault Integration

Secured storage and management of sensitive information is now available through an optional Vault integration, accessible through the CX Cloud portal or Command Line Interface (CLI).

RADKit Integration

RADKit client can now be optionally deployed with the existing CX Agent through CLI and offers the following benefits:

- Troubleshooting for faster case resolution
- Customized scripting for automation at scale

BCS/LCS Configuration

CX Agent can now be configured for Business Critical Services and Lifecycle Services (BCS/LCS) and offers the following benefits:

- SolarWinds® can now be added as a Data Source in CX Cloud
- CX Agent now supports direct integration with both SolarWinds® and Cisco Catalyst Center
- The following insights and reports can be generated:
 - Config Best Practices
 - Field Notice Checks
 - Hardware Lifecycle Milestone Checks
 - Product Security Advisory Customer Impact
 - Risk Mitigation Report
 - Software Analysis and Release Standards
 - Software Management Strategy Report
 - Syslog Analysis
 - Policy Variation Analysis
 - Design Builder
 - Scalability Insights
 - Config Management Insights

Default Credentials for Seed Files

CX Agent now uses credentials stored in the configured local HashiCorp Vault, eliminating the need to include sensitive passwords directly in a Seed File.

New APIs for Automation

New APIs automate the synchronization of Seed Files with customer or third-party inventory management systems or databases, ensuring that the CX Agent Seed File inventory remains current and eliminating maintenance issues caused by manual uploads.

Automatic Upgrade Option

Customers can automatically upgrade CX Agent to the latest supported version. This upgrade provides new features, enhancements, and defect fixes, while eliminating manual maintenance efforts and proactively

derisking from security vulnerabilities.

Using Hostnames in Seed Files

CX Agent now supports the use of hostnames instead of IP addresses in Seed Files, supporting network monitoring and reporting.

For guidance and detailed information about these features, refer to the [CX Agent Overview Guide](#).

Updated CX Levels

CX Cloud Levels (i.e., Base L0, Level 1, and Level 2) have been renamed to Standard, Enhanced, and Signature respectively. All CX Cloud users, including those with demo accounts, can now view these updated labels under the **CX Level** column in **Assets & Coverage**.

Defects

Resolved Defects

There are no resolved defects to report as part of this release.

Known Defects

There are no known defects to report as part of this release.